Food Protection
Letters
User Manual

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Disclaimer

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Letters – RFEO/RFSO

This document will explain how to create letters in the HDIS Food Protection module using *keywords/placeholders*.

The HDIS system provides you the flexibility to write standard letters that can be sent to clients.

These letters will pull data through use of the *. The * is placed on each end of the field name that you want to pull into the letter.

These *'keywords'* can be looked at as a type of placeholder for the data you need entered.

Use **capital letters** to describe the field name.

The program allows for your Application, Delinquent, and Office Hearing letters along with six of your own letters.

Example: *OWNER* = TOM GORDON

Owner = Tom Gordon

owner = tom Gordon

Letters A-F: Allows for the batch printing of letters for each FSO/RFE, based on the **From Inspection Date** and **To Inspection Date** as well as which letter is to be printed.
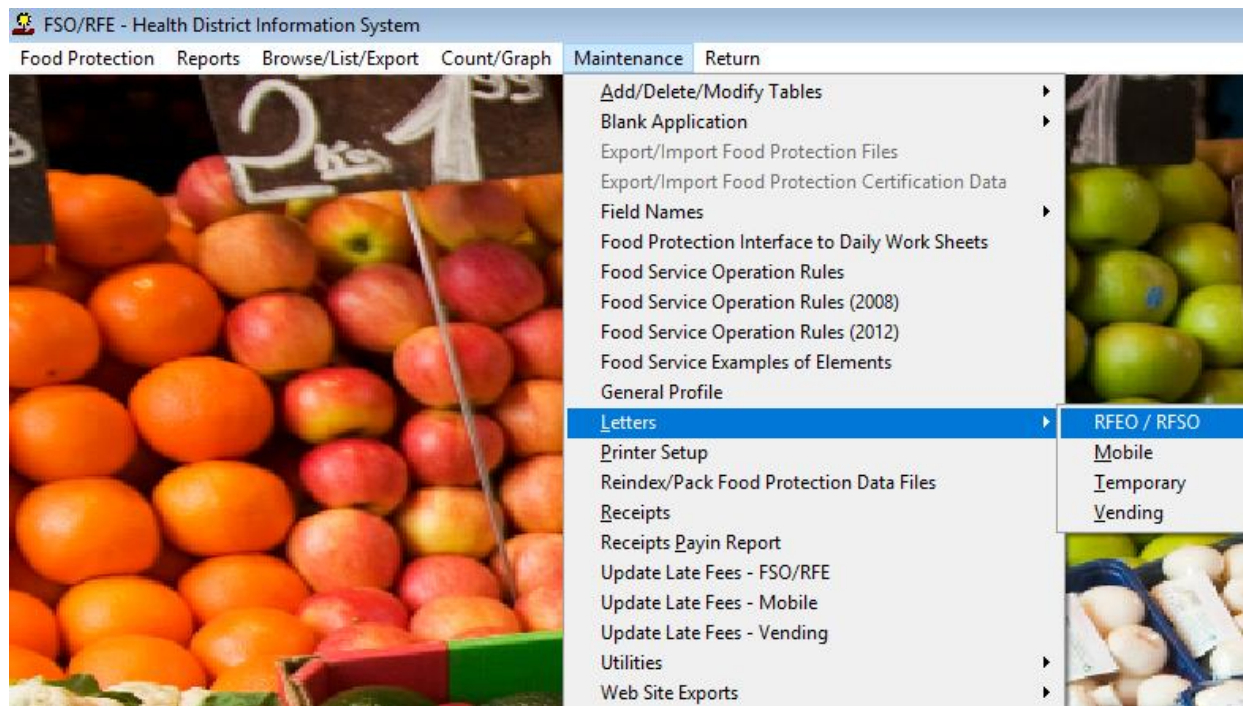
Letters-Applications: Generates the letter designated as the "Application" letter in Maintenance > Letters > RFE/FSO, for each FSO/RFE, based on the **From Inspection Date** and **To Inspection Date.**

Letters-Delinquent: Generates the letter designated as the "Delinquent" letter in Maintenance > Letters > RFE/FSO, for each FSO/RFE, based on the **From Inspection Date** and **To Inspection Date.** After printing these letters, you will be asked to update the late fee.

Letters-Hearings: Generates the letter designated as the "Office Hearing" letter in Maintenance > Letters > RFE/FSO, for each FSO/RFE, based on the **From Inspection Date** and **To Inspection Date.**

How to Create a Letter

In the Food Protection Module navigate to **Maintenance > Letters > RFEO / RFSO**

There are multiple options for creating letters: **Application, Delinquent, Office Hearing, Letter A, Letter B, Letter C, Letter D, Letter E, and Letter F**.

For an example, we will click on "**Delinquent"**

Letters-Delinquent: Generates the letter designated as the "Delinquent" letter in Maintenance > Letters > RFE/FSO, for each FSO/RFE, based on the **From Inspection Date** and **To Inspection Date.** *After printing these letters, you will be asked to update the late fee.*

Notice the filter keywords/placeholders in the text: ***TOTAL FEES*** and ***DATE ISSUED***

There is a list of the filter keywords [field names] at the end of this document.

The letter will automatically save after it has been typed.

Do not worry about the letter header – HDIS was created to automatically take care of that for you.

Navigate to: **Reports > FSO/RFE > Letters-Delinquent**

A screen will pop up to enter the: **From date issued** and **To date issued**

If you want to filter the letters click "**Filters**" to make the letters more specific than date range.

Enter the dates and click "**OK**".

The letters will automatically generate with the header, names, and current date. The fees overdue date is shown from the filter keywords you placed in the letter from the Maintenance section.

General Profile to Edit Letter Margins and Letterheads

If you need to adjust margins or add a Letterhead:

Go to **Maintenance > General Profile > General Tab**

Text for letter used in example:

RE: OUTSTANDING ACCOUNT

This is a reminder that your account balance of $*TOTAL FEES* was overdue as of 30 days after *DATE ISSUED*. Enclosed is a statement of account for your reference.

Please arrange payment of this account today or, if you cannot make full payment at this time, please contact us to make a payment arrangement that is mutually acceptable.

Your prompt attention to this matter would be greatly appreciated. If you have any queries regarding this account, please contact our office as soon as possible.

If payment has recently been made, please accept our thanks and ignore this reminder.

Regards,

BGI

Test Letter Team

Field Names/Placeholders – RFE0/RFSO

Navigate to: **Maintenance > Field Names**

This section holds all of the field names/placeholders throughout the module.

This document shows a small list of field names available.
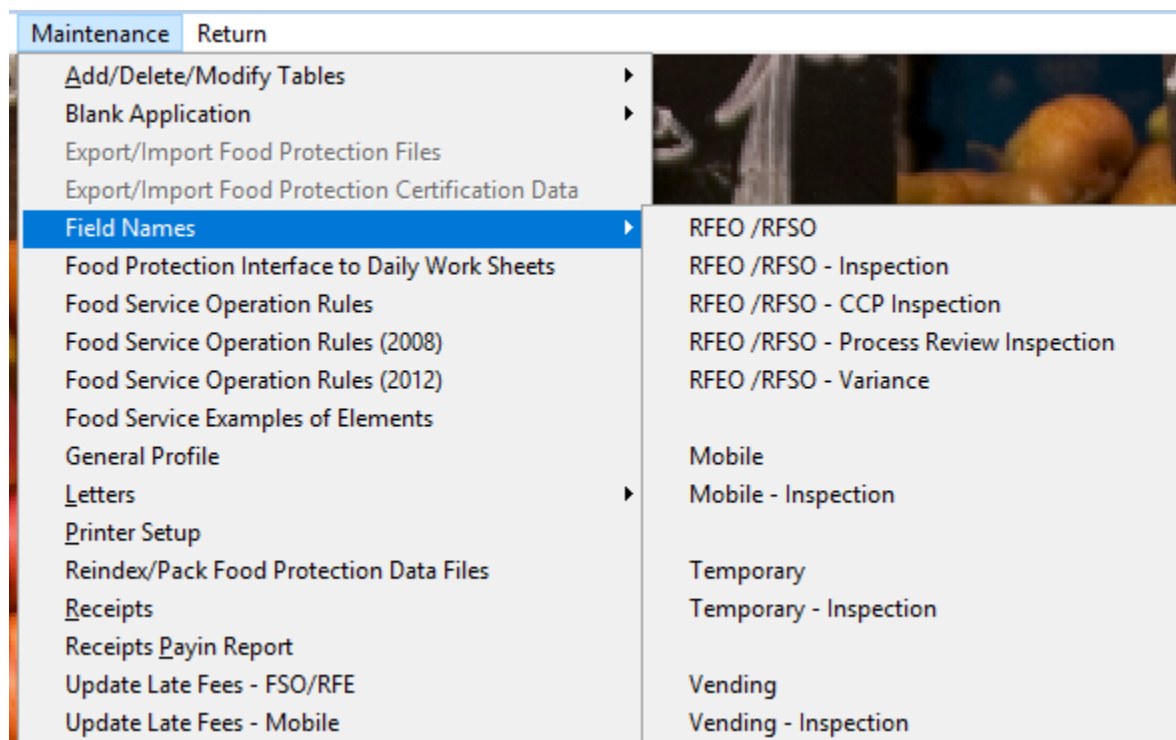
RFE0/RFSO

2ND LAST CCP INSPECTION	CATERING
2ND LAST INSPECTION	CITY
2ND MAILING ADDRESS NAME	CRITICAL INSPECTIONS
2ND RESUBMIT	DATE ISSUED
3RD LAST INSPECTION	DATE PAID
AIR COMPLIANCE	DUPLICATE DATE ISSUED
AIR COMPLIANCE INSP. DATE	E-MAIL BUSINESS OPERATOR
ADUIT #	E-MAIL BUSINESS OWNER
CCP INSPECTION INTERVAL	E-MAIL CHAIN OWNER

E-MAIL MANAGER	LIMITED
E-MAIL OTHER	LOCAL FEE
ESTABLISHED DATE	MAILILNG ADDRESS CITY
EXTERNAL ID#	MAILLING ADDRESS NAME
FAX #	MAILING ADDRESS PHONE #
FSO	MAILING ADDRESS STATE
FSO ENDORSEMENT	MAILING ADDRESS STREET
FEE CODE	MAILING ADDRESS ZIP
FEE DESCRIPTION	NAME
GIS/STREET	NAME OF OPERATOR
GIS/STREET #	NON-CRITICAL INSPECTIONS
GIST/STREET DIRECTION	NOTE
GIS/STREET SUFFIX	OOB
GIS/STREET SUFFIX DIR	OOB DATE
GIS/STREET TYPE	PR 30 DAY FOLLOW UP
GIS/LAT-DECIMAL	PR APPLICATION DATE
GPS/LON-DECIMAL	PR APPROVED DATE
ID #	PR DATE PAID
INDIVIDUAL CERTIFIED #	PR DISAPPROVED DATE
INDIVIDUAL CERTIFIED INDIVIDUAL	PR FEE CODE
INSPECTION INTERVAL	PR FEE DESCRIPTION
INSPECTOR	PR INSPECTOR
INSPECTOR'S CODE	PR INSPECTOR CODE
LAST CCP INSPECTION	PR LOCAL FEE
LAST DATE MODIFIED	PR NOTES
LAST INSPECTION	PR OPENING INSPECTION
LATE FEE	PR RECEIPT #
LEVEL ONE TRAINING	PR RESUBMITTED

PR SUBMITTED DATE	SEASONAL
PWS/EPA	SERVICE
PHONE	SERVICE CODE
PLAN REVIEW TYPE	STATE
POLITICAL SUB. CODE	STATE FEE
POLITICAL SUB. DIST.	STREET
POLITICAL SUB. NAME	TOTAL FEES
PRIVATE WATER SUPPLY	TRANSFER DATE ISSUED
RFE	WATER SAMPLE FEE
RFE ENDORSEMENT	WEBSITE
RECEIPT #	ZIP

Field Names/Placeholders – Inspection

12 ARTICLES-CEASE USE

12 CRITICAL

13 CRITICAL

13 RECORDS

14 CRITICAL

14 CRITICAL

14 FOOD SAMPLE COLLECTED

2.1 CRITICAL

2.1 EMPLOYEE HEALTH

2.2 CRITICAL

2.2 PERSONAL CLEANLINESS

2.3 CRITICAL

2.3 HYGIENIC PRACTICES

2.4 CRITICAL

2.4 SUPERVSION

20 CRITICAL

20 EXISTING FACILITIES AND EQUIPMENT

27 EMBARGO OF FOOD

27 EMBARGO OF FOOD CRITICAL

3.0 CRITICAL

3.0 SAFE, UNADULTERATED AND HONESTLY PRESENTED

3.1 CRITICAL

3.1 SOURCES, SPECIFICATION. CONTAINERS

3.2 CRITICAL

3.2 PROTECTION FROM CONTAMINATION AFTER RECEIVING

4.6 SANITIZING

3.3 CRITICAL

3.3 DESTRUCTION OF ORGANISMS

3.4 CRITICAL

3.4 LIMITATION OF GROWTH OF ORGANISMS

3.5 CRITICAL

3.5 IDENTITY, PRESENTATION, ON PREMISE LABELING

3.6 CRITICAL

3.6 DISCARDING OR RECONDITIONING UNSAFE, UNADULTERATED

3.7 CRITICAL

3.7 SPECIAL REQUIREMENTS FOR HIGHLY SUSCEPTIBLE POPULATION

30 DAY

4.0 CONSTRUCTION AND REPAIR

4.0 CRITICAL

4.1 CRITICAL

4.1 DESIGN AND CONSTRUCTION

4.2 CRITICAL

4.2 NUMBERS AND CAPACITIES

4.3 CRITICAL

4.3 LOCATIONS AND INSTALLATIONS

4.4 CRITICAL

4.4 MAINTENANCE AND OPERATION

4.5 CLEANING

4.5 CRITICAL

4.6 CRITICAL

4.7 CRITICAL

4.7 LAUNDERING

4.8 CRITICAL

4.8 PROTECTION OF CLEAN ITEMS

5.0 CRITICAL

5.0 WATER

5.1 PLUMBING SYSTEM

5.1 CRITICAL

5.2 CRITICAL

5.2 MOBILE WATER TANK AND MOBILE FSO TANK

5.3 CRITICAL

5.3 SEWAGE, LIQUID WASTE AND RAIN WATER

5.4 CRITICAL

5.4 REFUSE, RECYCLABLES, AND RETURNABLES

6.0 CRITICAL

6.0 MATERIALS FOR CONSTRUCTION

6.1 CRITICAL

6.1 DESIGN, CONSTRUCTION AND INSTALLATION

6.2 CRITICAL

6.2 NUMBERS AND CAPACITIES

6.3 CRITICAL

6.3 LOCATION AND PLACEMENT

6.4 CRITICAL

6.4 MAINTENANCE AND OPERATION

7.0 CRITICAL

7.0 LABELING AND INDENTIFICATION

7.1 CRITICAL

7.1 OPERATIONAL SUPPLIES AND APPLICATIONS

7.2 CRITICAL

7.2 STOCK AND RETAIL SALE SEPARATION

8.0 CRITICAL

8.0 FRESH JUICE PRODUCTION

8.1 CRITICAL

8.1 HEAT TREATMENT DISPENSING FREEZERS

8.2 CRITICAL

8.2 CUSTOM PROCESSING

8.3 BULK WATER MACHINE CRITERIA

8.3 CRITICAL

8.4 ACIDIFIED WHITE RICE

8.4 ACIDIFIED WHITE RICE CRITICAL

9.0 CRITICAL

9.0 FACILITY LAYOUT AND EQUIPMENT SPECIFICATIONS

901:34-15 EMBARGO

CATEGORY/DESCRIPTIVE

COMPLAINT

CONSULTATION

FBI

FOLLOW UP

FOLLOW-UP DATE

FOLLOWUP INSPECTOR'S CODE

INSPECTED BY

INSPECTED BY CODE

INSPECTION DATE

INSPECTION TIME

NUMBER OF CRITICAL VIOLATIONS

NUMBER OF VIOLATIONS

OTHER (SPECIFY)

OTHER SPECIFIED

OTHER TIME

PRELICENSING

R.S./SIT #

READ ONLY
RECEIVED BY

SAMPLE DATE

STANDARD

TITLE
TRAVEL MILES
TRAVEL TIME