



**Food Protection
Letters
User Manual**



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Letters – RFEO/RFSO

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

Enter/Modify FSO/RFE Letters

Application Delinquent Office Hearing Letter A Letter B Letter C Letter D Letter E Letter F

RE: 2017 Licensure Year Food Application

Please find enclosed your 2017 application for a license to conduct a food service or retail food establishment operation. When reviewing your application, please verify that the following information is correct, making changes where necessary:

1. Name of operation;
2. Address of operation;
3. Phone number of operation;
4. Name of operator;
5. Name and address for mailing the annual renewal information;
6. Phone number of contact person for the annual renewal information;
7. If applicable, please complete any blank boxes;
8. Please verify that your Risk Level (Category) is correct (see enclosed);
9. Ensure that you have signed and dated the application;
10. Ensure you have enclosed a check for the proper amount.

Applications are due with the appropriate fee to Greene County Public Health no later than March 1, 2017. Your license fee is located at the bottom of the enclosed application. Also, in accordance with State Law, a penalty fee of 25% of the renewal fee will be charged for any applications post-marked or hand-delivered after March 1, 2017.

As stated under item number 8, above, you must verify that your level of risk is correct. This information can be located in the category box in the lower left hand column on the application under 'licensor to complete below'. Your level of risk was determined from our records based on

Spell Check Close

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.

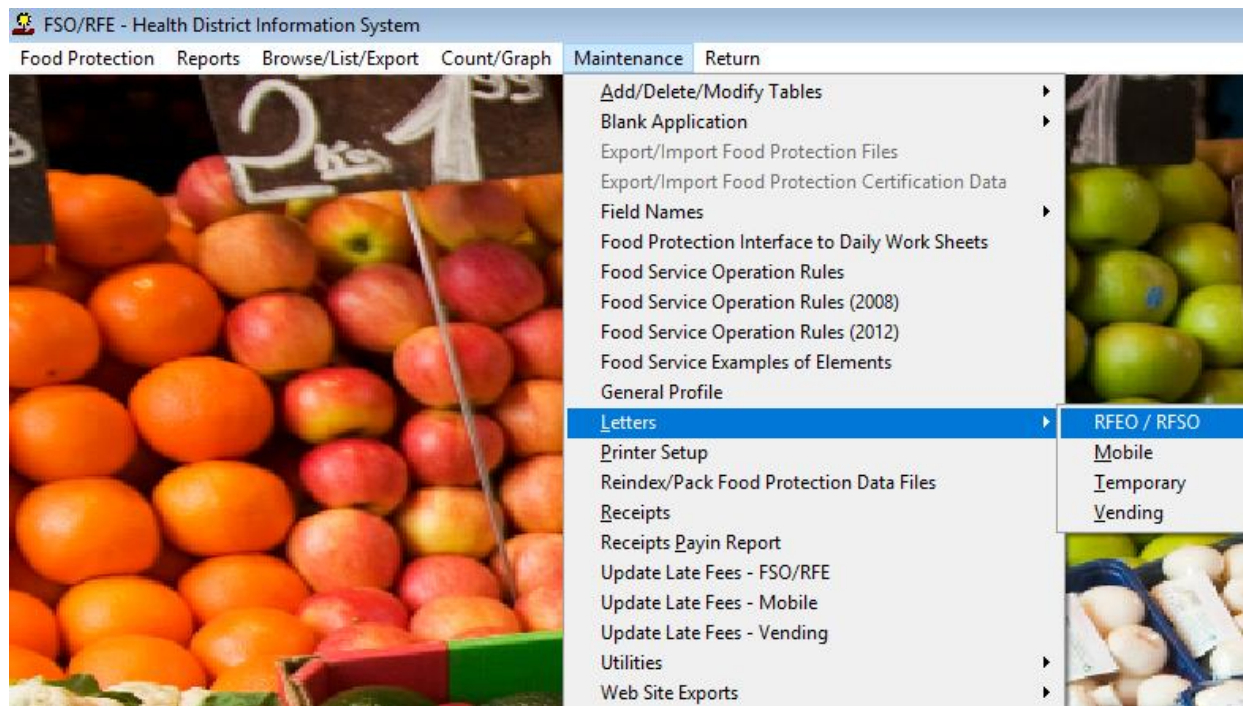
Letters-Applications: Generates the letter designated as the “Application” letter in Maintenance > Letters > RFE/FSO, for each FSO/RFE, based on the **From Inspection Date** and **To Inspection Date**.

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.*

Enter/Modify FSO/RFE Letters

Application: **Delinquent** | Office Hearing | Letter A | Letter B | Letter C | Letter D | Letter E | Letter F

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

Spell Check | Close

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**

The screenshot displays the 'FSO/RFE - Health District Information System' interface. The top navigation bar includes links for 'Food Protection', 'Reports', 'Browse/List/Export', 'Count/Graph', 'Maintenance', and 'Return'. The 'Reports' menu is expanded, showing a list of options. The 'FSO / RFE' option is selected, which has further expanded to show a list of reports. The 'Letters-Delinquent' option is highlighted in blue.

FSO / RFE	Reports
Inspection Data Mining	
FSO / RFE	Applications
Mobile	Certification Compliance
Temporary	Critical/Non-Critical Violations
Vending	Envelopes-Location
	Envelopes-Mail to
Food Service List With Last Inspection	Filing Labels
Food Service List With Daily Work Sheet Inspections	Inspection Tracking by Inspector
	Inspection Tracking by Political Subdivision
Total Inspection/Travel Time	Inspections (Batch)
	Inspections (Followup)
ODH-License Report	Inspections (List)
ODH-Transmittal Report	Labels-Location
ODA-License Report	Labels-Mail to
ODA-Transmittal Report	Labels-Mail to (all)
	Labels-Parent Company, Street, City, State, Zip
	Letters A-F
	Letters-Applications
	Letters-Delinquent
	Letters-Hearings
	Licenses/RFE
	Licenses/FSO
	List
	List-Audit #
	List by Class
	List by Inspectors
	Required Inspections Versus Inspections Done
	Required Inspections Versus Inspections Done By Inspector
	Food Violations Statistics
	Standard Inspection Violations (Detail)
	Standard Inspection Violations (Summary)

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

Retail Food Establishment / Service Operation Report Options for Letters-Delinquent

Output to:
☒ Preview
☐ Printer
☐ Include Filter Printout

From date issued
 //

To date issued
 //

OK
Close
Filters

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

Enter the dates and click **“OK”**.

Report Designer - let.fx - Page 1

December 12, 2017

LISA LORELLI
1135 RESERVE, LLC DBA RISER TAVERN & GRILL (948)
1135 W WESTERN RESERVE RD
POLAND, OH 44514

Dear LISA LORELLI:
RE: OUTSTANDING ACCOUNT

This is a reminder that your account balance of \$591.74 was overdue as of 30 days after 03/13/2017. 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

Print Preview
100%

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**

General Profile

Demographics | **General** | Management | Environmental | Community & Public Health Services | Vital

☐ Activate Pull-Downs

☐ Default to Profile Area Code

Amount Per Mile

☐ Display Odometer Readings for Daily Work Sheets

Name of Signature File

Export / Import Server Location

☐ This is a Lap Top for Export / Import Function

Options for Printing Letters

Letters-1/4 inches from top

☐ Letters - 1" left margin

☐ Letters - 2" left margin

☐ Letters - 2 1/4" left margin

☐ Letters - 2 1/2" left margin

☐ Print Return Address on Envelopes

☐ Use HDIS Letterhead (jpg)

☐ Use HDIS Letterhead (bmp)

NPI # - Used for Receipts

Environmental

☐ Use Street Name Table (STRNAMES)

☐ Use Street Number & Name Table (STRNN)

☐ Use Street #, Name, Table-City of Cleveland (STREETS)

☐ Use Street #, Name, PS Table (STRNNPS)

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.

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Regards,

BGI

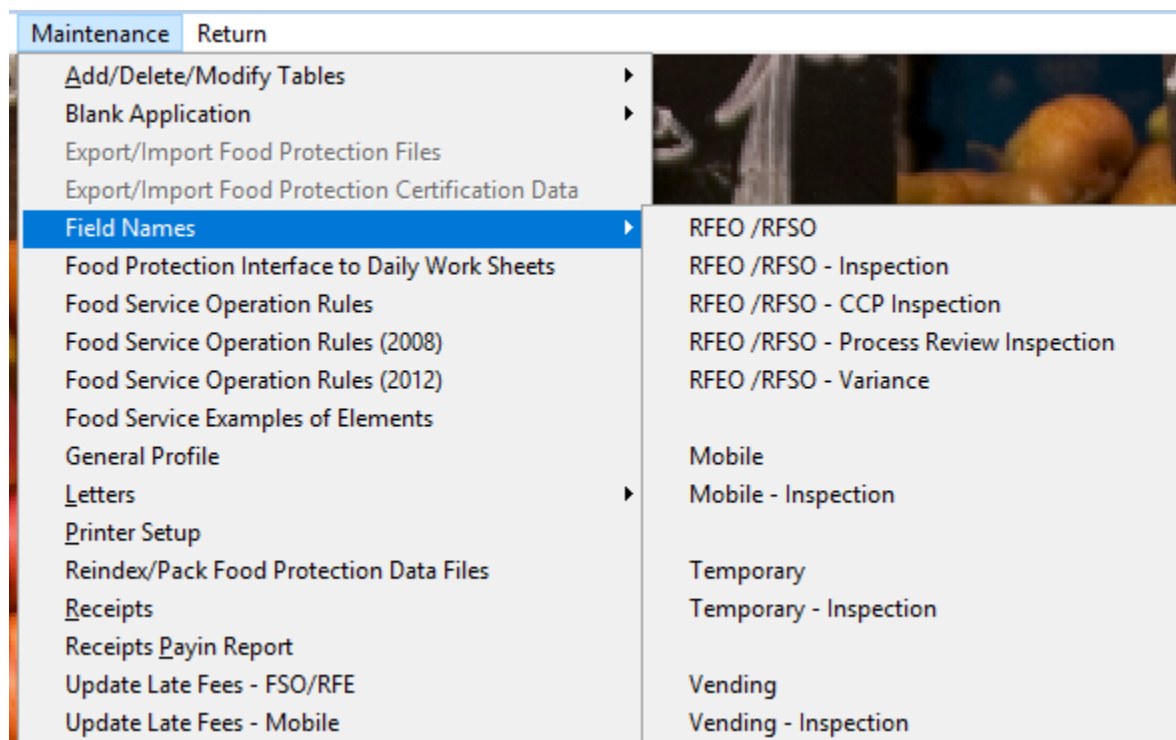
Test Letter Team

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

2ND LAST INSPECTION

2ND MAILING ADDRESS NAME

2ND RESUBMIT

3RD LAST INSPECTION

AIR COMPLIANCE

AIR COMPLIANCE INSP. DATE

ADUIT #

CCP INSPECTION INTERVAL

CATERING

CITY

CRITICAL INSPECTIONS

DATE ISSUED

DATE PAID

DUPLICATE DATE ISSUED

E-MAIL BUSINESS OPERATOR

E-MAIL BUSINESS OWNER

E-MAIL CHAIN OWNER

E-MAIL MANAGER	LIMITED
E-MAIL OTHER	LOCAL FEE
ESTABLISHED DATE	MAILING ADDRESS CITY
EXTERNAL ID#	MAILING 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
GIS/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

PWS/EPA

PHONE

PLAN REVIEW TYPE

POLITICAL SUB. CODE

POLITICAL SUB. DIST.

POLITICAL SUB. NAME

PRIVATE WATER SUPPLY

RFE

RFE ENDORSEMENT

RECEIPT #

SEASONAL

SERVICE

SERVICE CODE

STATE

STATE FEE

STREET

TOTAL FEES

TRANSFER DATE ISSUED

WATER SAMPLE FEE

WEBSITE

ZIP

Field Names/Placeholders – Inspection

12 ARTICLES-CEASE USE	3.3 CRITICAL
12 CRITICAL	3.3 DESTRUCTION OF ORGANISMS
13 CRITICAL	3.4 CRITICAL
13 RECORDS	3.4 LIMITATION OF GROWTH OF ORGANISMS
14 CRITICAL	3.5 CRITICAL
14 CRITICAL	3.5 IDENTITY, PRESENTATION, ON PREMISE LABELING
14 FOOD SAMPLE COLLECTED	3.6 CRITICAL
2.1 CRITICAL	3.6 DISCARDING OR RECONDITIONING UNSAFE, UNADULTERATED
2.1 EMPLOYEE HEALTH	3.7 CRITICAL
2.2 CRITICAL	3.7 SPECIAL REQUIREMENTS FOR HIGHLY SUSCEPTIBLE POPULATION
2.2 PERSONAL CLEANLINESS	30 DAY
2.3 CRITICAL	4.0 CONSTRUCTION AND REPAIR
2.3 HYGIENIC PRACTICES	4.0 CRITICAL
2.4 CRITICAL	4.1 CRITICAL
2.4 SUPERVISION	4.1 DESIGN AND CONSTRUCTION
20 CRITICAL	4.2 CRITICAL
20 EXISTING FACILITIES AND EQUIPMENT	4.2 NUMBERS AND CAPACITIES
27 EMBARGO OF FOOD	4.3 CRITICAL
27 EMBARGO OF FOOD CRITICAL	4.3 LOCATIONS AND INSTALLATIONS
3.0 CRITICAL	4.4 CRITICAL
3.0 SAFE, UNADULTERATED AND HONESTLY PRESENTED	4.4 MAINTENANCE AND OPERATION
3.1 CRITICAL	4.5 CLEANING
3.1 SOURCES, SPECIFICATION. CONTAINERS	4.5 CRITICAL
3.2 CRITICAL	4.6 CRITICAL
3.2 PROTECTION FROM CONTAMINATION AFTER RECEIVING	4.7 CRITICAL
4.6 SANITIZING	

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 IDENTIFICATION

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