☒ **CalSAWS M&E**   ☐ **CalWIN Migration**

Distribution Date:	July 6, 2023
To:	PPOC.18 ; Consortium.RegionalManagers.All;
CIT Name:	**PR/RE Customer Reporting Records Created by a DCR to Handle Skips Will Not Have a Physical Packet**
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

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☐ Other_____

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Description:	**Purpose** The purpose of this CIT is to remind migrating CalWIN counties that Periodic Report (PR) and Recertification/Renewal (RE) Customer Reporting records created by a Data Change Request (DCR) to handle skips as part of the migration process will not have a physical packet. **Background** As part of migration, the Project has been implementing DCRs to create PR/RE Customer Reporting records to prevent the program from skipping. When a customer reporting record is entered using as DCR to handle skips, **there will not be any physical packet sent.** In this scenario, the system throws an error when the user tries to open the PR or RE packet from the Distributed Documents Page. The error message says: "Unable to retrieve PDF file. Please contact the system administrator." **Unable to retrieve PDF file. Please contact the system administrator.** Please CLICK HERE to continue!

Users can identify if a packet was created by a DCR in the Customer Reporting Detail page. Under the 'Updated By' field, **if there is a '92' then it means it was created by a DCR.**

County Action

Please remind staff check to see if the Customer Report record was created by a DCR if they receive an error message when opening the PR or RE packet from the Distributed Documents Page. **Please do not submit a trouble ticket in these situations.**

If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.

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Web Portal Link:	██████ OR You may also retrieve the CIT document and attachments by following these steps: 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2023" folder. 4. Click on the appropriate CIT # folder.