

## Issuance – Skipped Issuances

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### Purpose

The purpose of this job aid is to provide direction on how to resolve EBT issuances that are not created and that appear on the Skipped Issuance Report.

### Why Issuances Skip

Issuances skip in the nightly and monthly batch jobs if all criteria necessary for an issuance are not met.

### Skipped Issuances that do not Appear on the Skipped Issuance Report

There are special issuances that skip until they are created on the third working day of the month. These do not appear on the Skipped Issuance Report. Examples of these issuances are: Transitional CalFresh (TCF), Work Incentive Nutritional Supplement (WINS), and State Utility Assistance Subsidy (SUAS).

### Skipped Issuances that Appear on the Skipped Issuance Report

The Skipped Issuance Report is a daily report of the issuances that skipped. The Skipped Issuance Report Table below lists the reasons that issuances skip, including how to remedy the problem. It is recommended that counties review and act on the skipped issuance list daily.

#### Searching for the Skipped Issuance Report:

To view the Skipped Issuance Report, the user must be assigned the Skipped Issuance Report Security Group. After security permissions are granted, the Skipped Issuance Report can be viewed by following the steps below:

Step	Action
1.	Place the cursor over <b>Reports</b> on the <b>Global</b> navigation bar.
2.	Select <b>Scheduled</b> from the <b>Local</b> navigator.
3.	Click the <b>Fiscal</b> link on the <b>Task</b> navigation bar.
4.	On the <b>Report Search</b> page: a) Enter " <b>Skipped Issuance Report</b> " in the <b>Title</b> field. b) Enter additional search criteria. c) Click the <b>Search</b> button. d) Click the <b>hyperlink</b> for the <b>Skipped Issuance Report</b> record.

## Skipped Issuance Report Table

Periodic Report refers to the customer reporting documents including SAR 7s, Re-evaluation packets or any other means by which customers might report income or any change to the county.

Skipped Issuance Reason	Cause of Skip	County Corrective Action
Aid Code Does Not Exist on Authorization Record	This skip issuance reason displays if an aid code is not populated on the authorization record. For EDBC, this skip issuance reason displays if there is no aid code populated on the EDBC. For payment request, this skip issuance reason displays if there is no aid code populated on the service arrangement. For collection refund, this skip issuance reason displays if there is no aid code populated on the overpayment for the effective date of the transaction. Child Care programs are exempt from this skip issuance validation check.	Rerun approval of issuance and verify that there is an aid code for the authorization.
CalFresh Determination/Redetermination Not Complete	This skip issuance reason displays if there is no CalFresh Determination/Redetermination completed on or after the first day of the benefit month for the authorization record.  This reason is strictly for CalFresh programs.	Go to the CalFresh Detail page and confirm that the RE Due Date is on or after the first day of the benefit month of the skipped issuance. Complete the Customer Reporting Detail page. Run EDBC for the benefit month of the skipped issuance.
CalWORKs Periodic Report received after 10 Day is Not Complete	When the CalFresh Periodic Report is complete then the Periodic Report logic looks to see if there is an Active CW	Have the Customer complete the Periodic Report for the CW program. Upon

	program on the case. If an active CW program exists, the Periodic Report logic looks for a complete CW Periodic Report. This skip issuance displays if the latest received Periodic Report with a submit month of 6 months prior to the benefit month of the authorization record does not have a report status of Complete and the date received is after the 10-day cutoff.	completion, complete the Customer Reporting Detail page for the Periodic Report. Run EDBC for the benefit month.
CalWORKs Periodic Report received before 10-Day is Not Complete	When the CalFresh Periodic Report is complete then the Periodic Report logic looks to see if there is an Active CW program on the case. If an active CW case exists, the Periodic Report logic looks for a complete CW Periodic Report. This skip issuance displays if the latest received Periodic Report with a submit month of 6 months prior to the benefit month of the authorization record has a report status of Incomplete and the date received is before the 10-day cutoff.	Have the Customer complete the Periodic Report for the CW program. Upon completion, complete the Customer Reporting Detail page for the Periodic Report. Run EDBC for the benefit month.
Child Placement Does Not Match Placement/Payee on Authorization Record	This skip issuance reason displays if the child placement record on the Foster Care program does not match the Payee on the authorization record/EDBC.	Review the child placement record and run EDBC for the month in which the most recent child placement record change was effective.
End Dated SCI Exists on EDBC	This skip issuance reason displays if there is a Special Care Increment (SCI) with an end date prior to the last day of the benefit month and the authorization record's begin date is not in the benefit month.	A SCI end date exists that is prior to the last day of the benefit month. Rerun EDBC for the SCI end month to recalculate the prorated SCI benefits.
Future Month Issuance Cannot be	This skip issuance reason displays if you are	Correct the issuance month or wait until the

Created Before Last Business Day	attempting to create an issuance for a future month (before the last day of the current month).	last day of the current month to create an issuance for the next month.
Invalid Authorized Amount on Authorization Record	This skip issuance reason displays if the sum of the issuance payment amount(s) plus/minus any adjustments (offsets/overpayments) does not add up to the authorized amount on the authorization record.	Run EDBC for the benefit month of the skipped issuance.
No Payment Method Assigned	This skip reason displays if the issuance method for the program has not been set.	Set issuance method through <Program> Detail page and re-run EDBC.
Payee Does Not Exist for the Benefit Month	This skip issuance reason displays if there is no Payee role during the benefit month for the authorization record.	On the <Program> Detail page in the Administrative Roles page section, enter a Payee that is effective for the benefit month of the skipped issuance.
Payee Mailing Address Cannot be Determined	This skip issuance reason displays if the Payee on the authorization record has no current mailing address.	On the Contact Summary page, enter a valid mailing address for the Payee that is effective for the benefit month/service month of the authorization record.
Payment Hold Exists on Foster Care Program	This skip issuance reason displays if there is a high dated payment hold on Foster Care program.	On the Foster Care Detail page in the Payment Information page section, click the Release button for the payment hold.
Periodic Report Does Not Exist for the Reporting Period	This skip issuance reason displays if no Periodic Report was sent with a submit month within the same number of months as the Reporting Period (i.e.: within 6 or 12 months) to the benefit month of the authorization record.	Create a Periodic Report for the previous period. Have the customer complete the Periodic Report. Upon completion of the Periodic Report, complete the Customer Reporting Detail page for the Periodic Report.

		Run EDBC for the benefit month.
Periodic Report Incomplete	This skip issuance reason displays if the latest received Periodic Report with a submit month within the same number of months as the Reporting Period (i.e.: within 6 or 12 months) to the benefit month of the authorization record has a report status of Incomplete.	Have the customer complete the Periodic Report. Complete the Customer Reporting Detail page for the Periodic Report. Run EDBC for the benefit month.
Periodic Report Not Received for the Reporting Period	This skip issuance reason displays if the latest received Periodic Report with a submit month of 6 / 12 months prior to the benefit month of the authorization record does not have a document status of Received.	Have the customer complete the Periodic Report. Complete the Customer Reporting Detail page for the Periodic Report. Run EDBC for the benefit month.
Periodic Report Received After 10-Day is Not Complete	This skip issuance reason displays if the latest received Periodic Report with a submit month of 6 / 12 months prior to the benefit month of the authorization record does not have a report status of Complete and the date received is after the 10-day cutoff.	Have the customer complete the Periodic Report. Complete the Customer Reporting Detail page for the Periodic Report. Run EDBC for the benefit month.
Postponed Verifications Have Not Been Received	This skip issuance reason displays if no postponed verifications have been received for an Expedited Service CalFresh program where the postponed verifications due date has passed. This is strictly for Expedited Service CalFresh programs that have authorized postponed verifications.	Acquire the postponed verifications and update the verification status to Verified. Go to the CalFresh Detail page and set the postponed verifications received indicator to Yes.
Primary Applicant Does Not Exist for the Benefit Month	This skip issuance reason displays if there is no Primary Applicant role on the	On the <Program> Detail page, in the Administrative Roles page section, enter a

	first day of the benefit month for the authorization record.	Primary Applicant that is effective for the benefit month of the authorization record.
Redetermination/Recertification Does not Exist for submit month	This skip issuance reason displays if no Redetermination/Recertification packet was sent for the submit month.	Create a Redetermination/Recertification packet for the appropriate submit month. Upon completion of the Redetermination/Recertification, complete the Customer Reporting Detail page. Run EDBC for the benefit month.
Redetermination/Recertification not received for submit month	This skip issuance reason displays if the Redetermination/Recertification packet does not have a document status of Received.	Have the customer complete the Redetermination/Recertification packet. Upon completion of the Redetermination/Recertification, complete the Customer Reporting Detail page. Run EDBC for the benefit month.
Redetermination/Recertification received is not complete	This skip issuance reason displays if the Redetermination/Recertification process has not been completed for the appropriate submit month.	Review to determine if the Redetermination/Recertification is ready to be processed. If it is ready to be processed, process the renewal, complete the Customer Reporting Detail page and run EDBC for the benefit month.
Unknown	This skip issuance reason displays if an issuance is skipped for any reason not defined above.	Review the program/case to determine what is causing the issuance to skip. If you cannot resolve this skipped issuance, you may log a trouble ticket according to your county procedures so the cause of the

		skipped issuance can be investigated.
Vendor is Suspended	This skip issuance reason displays if the vendor/resource is in a suspended status.	Update the vendor/resource status to no longer be suspended.