

Voiding Pending MFI Instructions

Voiding MFIs in Crossroads is completed through the Food Instrument Investigation Tool. The user must also physically stamp the actual MFI VOID and indicate on the MFI Register the Voided status of the MFIs.

From the Home screen the user can access the Food Instrument Investigation Tool in two ways.

1. From the menu bar select Operations → Food Instrument Investigation Tool
2. From the Food Maintenance Container → Food Instrument Investigation Tool

In the Search Criteria container (pictured below):

1. Under Select Program – choose WIC
2. In the Search By container – select the FI radio button as shown
3. Leave the Status container blank
4. In the FI Serial Numbers container
 - a. Under Start enter the first FI serial number as listed on the FI (also found on the MFI Register)
 - b. Under End enter the last FI serial number in the range you are voiding
 - c. Leave FI Type blank
5. Leave Vendor Information, Date Range, Paid Amount and Presentment Amount blank
6. Select Search. Search Results will populate the bottom of the screen (see screenshot on page 2).

The screenshot displays the 'Food Instrument Investigation Tool' interface within the 'Cross Roads' system. The top navigation bar includes 'Home', 'Family Services', 'Scheduling', 'Vendor', 'Operations', 'Finance', 'Administration', 'Help', and 'Logout'. The main content area is titled 'Search Criteria' and contains several input sections:

- Select Program:** Radio buttons for 'WIC' (selected) and 'Farmers Market'.
- Search By:** Radio buttons for 'FI' (selected), 'Exception', 'Compliance', and 'Rejected Reason'.
- Status:** Checkboxes for 'Printing', 'Pending', 'Issued', 'Voided', 'Voided, not in hand', and 'Redeemed'.
- FI Serial Numbers:** Text boxes for 'Start' (100006080) and 'End' (100006083), and a 'FI Type' box.
- Vendor Information:** Text boxes for 'Vendor ID' and 'Name'.
- Date Range:** A 'Date Type' dropdown menu.
- Paid Amount:** A text box.
- Presentment Amount:** A text box.

At the bottom of the search criteria section, there are 'Search' and 'Clear All' buttons. The 'Search' button is highlighted with a red rectangle. A 'Cancel' button is located at the bottom right of the page. The footer shows 'Online Version 1.5.2.4 40009', 'SKIP065 02 - Wrightsville', 'TAB', and '100%'.

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Select the check box preceding the line of the FI Serial # to void.

Note Status listed is "Pending."

If all Serial #s are to be Voided you can select the top box which checks all of the boxes below.

In the screenshot below we have selected all.

Then select Void. A Confirm Action dialog box will open.

The screenshot shows the 'Food Instrument Investigation Tool' interface. The 'Search Criteria' section is expanded, showing various filters. The 'Status' section has 'Pending' selected. The 'FI Serial Numbers' section has 'Start' set to 100006080 and 'End' set to 100006083. The 'Search Results' table is visible, with four rows of data. The first column of the table has checkboxes, all of which are checked. The 'Total Items' is 4. The 'Void' button is highlighted with a red box.

	Last Name	First Name	Serial #	Status	Vendor ID	Vendor Name	FI Issuance	FI Vendor Redemption Date	FI Expiration	FI Void Date	FI Type
<input checked="" type="checkbox"/>			100006080	Pending							232
<input checked="" type="checkbox"/>			100006081	Pending							366
<input checked="" type="checkbox"/>			100006082	Pending							275
<input checked="" type="checkbox"/>			100006083	Pending							232

Note all of the selected Serial #s are listed under FIs to be voided and a Total Items is provided. In our example there are 4 MFIs we need to void.

Choose a Reason from the drop down box – and click Void.

The 'Confirm Action' dialog box is shown. It has a title bar 'Confirm Action' and a close button. The main content area is titled 'FIs to be Voided' and shows 'Total Items: 4'. Below this is a list of serial numbers: 100006080, 100006081, 100006082, and 100006083. Below the list is a 'Reason' dropdown menu. The 'Void' button is highlighted with a red box.

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The application navigates back to the Food Instrument Investigation Tool screen. A Status Message is displayed, for example: "4 Food Instrument(s) Voided." Note Status on the listed Serial #s has changed to "Voided."

The screenshot displays the 'Food Instrument Investigation Tool' interface. At the top, there is a navigation menu with options: Home, Family Services, Scheduling, Vendor, Operations, Finance, Administration, Help, and Logout. Below the menu is the 'Search Criteria' section, which includes a 'Select Program' dropdown (WIC selected), a 'Search By' section (FI selected), and several filter categories: Status (Printing, Pending, Issued, Voided, Voided, not in hand, Redeemed), FI Serial Numbers (Start: 100006080, End: 100006083, FI Type), Vendor Information (Vendor ID, Name), Date Range (Date Type), and Paid/Presentment Amount fields. A 'Search' button and 'Clear All' button are located at the bottom right of the search criteria section.

Below the search criteria is the 'Search Results' table, which shows a list of food instruments. The table has columns for Last Name, First Name, Serial #, Status, Vendor ID, Vendor Name, FI Issuance, FI Vendor Redemption Date, FI Expiration, FI Void Date, and FI Type. The results show four entries, all with a status of 'Voided' and a void date of 5/28/2014. A status message popup is overlaid on the table, displaying an information icon and the text: '4 Food Instrument(s) Voided, 5/28/2014'. Below the table are buttons for 'Void', 'Replace', 'Override', and 'Cancel'.

Search Results											Total Items: 4
<input checked="" type="checkbox"/>	Last Name	First Name	Serial #	Status	Vendor ID	Vendor Name	FI Issuance	FI Vendor Redemption Date	FI Expiration	FI Void Date	FI Type
<input type="checkbox"/>			100006080	Voided						5/28/2014	232
<input type="checkbox"/>			100006081	Voided						5/28/2014	366
<input type="checkbox"/>			100006082	Voided						5/28/2014	275
<input type="checkbox"/>			100006083	Voided						5/28/2014	232

At the bottom of the interface, there is a status bar showing 'Online Version 1.5.2.4 40009', 'SKIP065 02 - Wrightsville', and a 'TAB' indicator. The browser zoom level is set to 100%.