Frequently Asked Questions CQI has Received Regarding eNotices

1. Is the 8650 update an overnight edit? Some e-notices are updating to sent overnight and others remain in draft. Should the e-notices update automatically overnight? Or is there a 24-to-48-hour delay? Yes, it does update overnight. If the email or text message delivery fails and if the notice is not a Central Print notice, then the communication status will be updated to Draft after 2 days (4 times tried to send the notifications). Any notices that are in the status of Draft eNotice will be changed to the status of Draft if the user is unsubscribed from eNotices prior to batch sending the notices. This will require the case workers to manually send the eNotices.
2. e-notices in "draft" the system does not allow to edit and change to sent, the system will allow for the e-notice to be deleted entirely. Is the system functionality for delete only, or should it include edit to change?  Should workers be able to delete a notice that has been sent? Regarding the capability for managing notices, we have not altered any existing functionality. The only thing we changed was to issue the notices electronically rather than on paper. The worker is able to carry out all tasks they previously performed with eNotices as well.
3. Case sample, worker unsubscribed the customer on 12/20/22, then on 12/28 the FNS worker created an 8650 that displayed as a e-notice and system update to sent overnight. How did the system determine the client wanted to switch to e-notice? If the client was unsubscribed from eNotices the client should not receive notices electronically. Please provide case number for reference.
4. If the customer has one email address on their person page, and another on the e-pass application, how does the system determine where to send the notice? Is there somewhere that we can view the email address the notice was sent too? The email that the client has on their linked account should be the email that notifications are sent too.