

## Adding a Customer to TWIST Food Stamp E&T Fund

Step	Action	Then
1	Click on Customer Information Icon	Go to Step 2
2	Enter Social Security Number	If “No Customer with the Name/SSN” appears, go to step 3
3	Click on Search Other Database Select “TANF” or “Food Stamp” and Click on “Search”	If “No Information Found” appears go to Step 4
4	Click on add a new customer	Go to Step 5
5	Enter Birth date; In Mailing Enter: Address; In Residence Enter: “Same” or the different address Phone Number; County Code	Click on save (computer disk icon) go to step 6
6	Click on characteristics tab (Insure there is a dot besides Specialized Services if not check the circle next to it)	Go to step 7
7	Enter Gender; Citizenship; Ethnicity	Click on save (computer disk icon) go to step 8
8	Click on Employment Status tab. If the customer is employed, click on the box next to “Employed at Application”.	Click on save (computer disk icon) go to step 9
9	Click on “Program Detail” under “Menu Selection”	Click on “right” button on mouse to add a record in the blank area on the right side of screen. Go to step 9
10	Enter in Program Type: <b>Food Stamp E&amp;T</b> Enter Initial Appointment Date: <b>(date customer comes into the office for orientation)</b> Enter Office 3, 4 & Staff: <b>if information is not defaulted from staff profile or incorrect</b>	Click OK Click on save (computer disk icon) <b>Note: You now have a Record</b> Go to Step 10
11	Click on Service Tracking	Go to step 11
12	Right click on mouse to add: Service Category: <b>Choose appropriate code often 3 Job Search Services</b> Service: <b>Choose appropriate service code</b> Start Date: <b>Date of orientation</b> Planned End Date: County: City:	Go to Step 12
13	Right click on mouse to add entry in lower portion of screen in the “Fund Detail” area: Fund: <b>FS E&amp;T</b> Start Date: <b>Same as start date above or date of new fund code</b> Click “OK” and save.	<u>Finished</u>