

FAA1.C Auto Change Tracking System (ACTS)

01 ACTS - Purpose

ACTS is used to assign and track alerts to ensure that all changes are acted upon in a timely manner.

(See [Changes](#) for information on how changes affect benefits)

NOTE The phrases Worker Alert System and Supervisor Alert System are displayed as headings in ACTS. ACTS is not used to track worker alerts.

(See [Auto Change Tracking System Overview](#))

02 Auto Change Tracking System - Overview

The Auto Change Tracking System (ACTS) automatically assigns due dates based on the Alert Type Code. The due date is determined by counting [calendar days\(g\)](#) from the date the change is received by FAA. Day one is the day following the date the change was received by FAA. When the due date falls on a weekend or holiday, the due date is the following [workday\(g\)](#). (See [ACTS Alert Type Codes](#))

Alerts, in which the code and due dates are not defined automatically by AZTECS, are free form alerts.

NOTE ACTS does not count free form alerts for the end-of-the-month summary report. (See [Free Form Alerts](#))

Access ACTS in either of the following ways:

- Key change over worker on the AZTECS LOGO screen
- Select AUTO CHANGE TRACKING SYSTEM on the System Selection Menu

Policy and procedures regarding ACTS are outlined as follows:

- [ACTS System Generated Alerts](#)
- [ACTS Function Keys](#)
- [Worker Alert System Main Menu](#)

- [Inquire Screen](#)
- [Add Alerts Screen](#)
- [Worker Quick Alert Count Display](#)
- [Assignment/Reassignment Screen](#)
- [Alert Message Maintenance Menu](#)
- [Inquiry Screen \(Closed\)](#)

A ACTS System Generated Alerts

Some ACTS alerts are generated by AZTECS to advise of circumstances that may affect case eligibility or benefit level.

When AZTECS generates an ACTS alert, it displays an alert due date in the DUE DATE field.

Take action on each ACTS alert prior to the specified due date.

Normal ACTS alert working time is ten days, although some types of alerts have different working times.

AZTECS generates the ACTS alert on a date selected to allow the specified working time before the due date.

AZTECS generates many different ACTS alerts. They are listed in [Alerts - ACTS](#).

B ACTS Function Keys

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The following F keys are available on the [Worker Alert System Main Menu](#):

- F1 (HELP)
Press F1 for Help Screens.
- F2 (EXIT)
Press F2 to exit.
- F7 (QUICK)
Press F7 for a Quick Alert Count.

- **F8 (CLOSE)**
Press F8 to close all alerts for a participant.
Key the case number in the appropriate field and press F8. A pop-up window displays requesting confirmation of a Quick Close. This field defaults to N. Key Y and press ENTER. All alerts associated with the case number close.
- **F9 (RETURN)**
Press F9 to return to the previous screen.

C Worker Alert System Main Menu

The first screen in ACTS is the Worker Alert System Main Menu.

There are six functions on this screen. The Supervisor and designated staff can use functions 1 through 4 and 6. A worker can use functions 1 through 3 and function 6. Function 5 is used by FAA Systems only.

NOTE The title of the screen depends on the worker's logon profile. Supervisors Main Menu displays for Supervisors. Workers Main Menu displays for workers and designated staff.

(See [Worker Alert System Main Menu Functions](#) and [Worker Alert System Field Descriptions](#))

.01 Worker Alert System Main Menu Functions

The following functions are available from this menu:

- [Inquire/Close/Delete/Extension Alerts](#)
This function allows staff to inquire, close, delete, and extend due dates of ACTS alerts. Use the Start and End Dates of the Inquiry/Closure field to inquire on a specific date for pending alerts.
- [Add Alerts](#)
This function allows staff to add [Pre-defined Alerts](#) and [Free Form Alerts](#).

- [Worker Quick Alert Count Display](#)

This function displays the following information in a pop-up window for a specific Personnel Control Number (PCN):

- ALERTS PAST DUE
- ALERTS DUE TODAY
- ALERTS DUE TOMORROW
- ALERTS DUE IN 2 DAYS
- ALERTS DUE IN 3 DAYS
- ALERTS DUE IN 4 DAYS
- ALERTS DUE FUTURE
- ALERTS DUE TOTAL

- [Assignment/Reassignment Screen](#)

This function allows the transfer of assigned individual alerts or a mass transfer of alerts from one worker to another or one site code to another.

- [Alert Message Maintenance Menu](#)

This function allows FAA Systems to modify the alert types and text within the tables.

- [Inquire on Closed Alerts](#)

This function allows inquiry on closed alerts for a worker.

.02 Worker Alert System Main Menu Field Descriptions

The following sections outline descriptions for fields unique to the Worker Alert System Main Menu.

.03 Worker Alert System Main Menu: CASEWORKER ID

This field displays the Personnel Control Number (PCN) of the staff accessing the screen.

.04 Worker Alert System Main Menu: LOCATION

This field displays the location site code of the staff accessing the screen. This field is not available for keying.

.05 Worker Alert System Main Menu: WHAT TYPE OF FUNCTION WOULD YOU LIKE TO PERFORM

Key 1 through 6 in this field to select the applicable function.

For a list of the functions available on the Worker Alert System Main Menu, see [Main Menu Functions](#).

.06 Worker Alert System Main Menu: AI01. SSN

Key the Social Security Number (SSN) of the participant.

.07 Worker Alert System Main Menu: AI02. CASE NUMBER

Key the AZTECS case number in this field.

.08 Worker Alert System Main Menu: AI03. CASE WORKER

Key the four-digit Personnel Control Number (PCN) of the worker to whom the alert is assigned.

.09 Worker Alert System Main Menu: AI04. SITE CODE

This field displays the site code where the worker is assigned.

.10 Worker Alert System Main Menu: START AT

Key the inquiry range begin date (MMDDYYYY). ACTS defaults to 00/00/0000. Use 00/00/0000 to inquire on all alerts with due dates before or equal to the current date.

.11 Worker Alert System Main Menu: END AT

Key the inquiry range end date (MMDDYYYY). ACTS defaults to 99/99/9999. Use 99/99/9999 to inquire on all alerts with future due dates.

D Inquire Screen

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Key 1 in the WHAT TYPE OF FUNCTION WOULD YOU LIKE TO PERFORM field on the Main Menu. Press ENTER. The Inquire Screen displays.

The Inquire Screen allows staff to view all outstanding alerts that are assigned to a specific worker by Personnel Control Number (PCN). Alerts are highlighted on the day they are due. Access to the screen is determined by the LOGONID. This screen allows access to records from the main menu by using the following four different search items:

- CASE #
- CLIENT ID # (Batch Generated Alerts)
- PCN
- SITE CODE.

The search criteria displays within the title of the screen.

From this screen, depending on the staff's profile, the following options are available:

- [Closed Alerts](#)
- [Deleted Alerts](#)
- [Extension of Alerts](#)

(See [Inquire Screen Field Descriptions](#))

.01 Close Alerts

When a change is completed, close the alert on this screen. Key C under ACTION, next to the alert that is to be closed, and press ENTER.

A Pop-Up window displays requesting the closure to be verified. An N displays in this field.

Key Y and press ENTER. ACTS closes the alert.

Supervisors and workers can close alerts.

WARNING

Once an alert is closed, it cannot be reopened. When an alert is closed in error, it must be registered in ACTS again. (See [Add Alerts Screen](#))

.02 Delete Alerts

When an alert is registered in ACTS in error, it can be deleted from ACTS using this screen. Key D under ACT, next to the alert that is to be deleted and press ENTER.

A Pop-Up window displays requesting the deletion to be verified. An N displays in this field.

Key Y and press ENTER. ACTS deletes the alert.

Alerts that are deleted do not display on the reports. Supervisors and designated staff have the ability to delete [Pre-defined Alerts](#) and [Free Form Alerts](#). Workers only have the ability to delete free form alerts that they assign to themselves.

.03 Extension of Alerts

When more time is needed to complete a change, the ACTS alert due date can be extended. (See [Change Time Limits](#))

Key E under ACT, next to the alert that is to be extended and press ENTER.

A pop-up window displays and the date field defaults to 99/99/99. Key the new due date (MMDDYY) in this field, and press ENTER. ACTS assigns the new due date.

Supervisors and designated staff have the ability to extend due dates. Workers can only extend the due dates on free form alerts that they assign to themselves.

.04 Inquire Screen Field Descriptions

The following sections outline descriptions for fields unique to the Inquire Screen.

.05 Inquire Screen: WORKER

This field displays the Personnel Control Number (PCN) of the worker to whom the alert is assigned.

.06 Inquire Screen: CASE #/SSN (Case Number/Social Security Number)

This is a heading for a column displaying the AZTECS case numbers and participant SSNs.

.07 Inquire Screen: NAME

This is a heading for a column displaying the case names.

.08 Inquire Screen: TEXT

This is a heading for a column displaying the alert types registered to the case number.

.09 Inquire Screen: DUE DATE

This is a heading for a column displaying the due dates for the completion of the alerts.

.10 Inquire Screen: ACTION

This is a heading for a column allowing the keying of an action to an alert. There are three actions that can be keyed:

- [Close Alerts](#)
- [Delete Alerts](#)
- [Extension of Alerts](#)

E Add Alerts Screen

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Key 2 in the WHAT TYPE OF FUNCTION WOULD YOU LIKE TO PERFORM field on the Main Menu. Press ENTER. The Add Alerts Screen displays. This screen allows designated staff or Supervisors to assign both of the following:

- [Pre-defined Alerts](#)
- [Free Form Alerts](#)

To assign an alert, complete all of the following:

- Key all of the following:
 - Case Name
 - Case Number
 - Worker Number
 - Date Received
 - Alert Type
- Press ENTER. The following edit message displays:
PRESS ENTER TO ADD CHANGE OR PF9 TO CANCEL
- Press ENTER and ACTS assigns the alert

Multiple alerts of the same alert type may be added with another case number and different worker number for as many cases as required.

The alert type and date due display in the edit message at the top of the screen.

(See [Add Alerts Screen Field Descriptions](#))

.01 Free Form Alerts

Key FREE in the [ALERT TYPE](#) field on the Add Alerts Screen to assign a Free Form Alert. The word FREE automatically displays in the field for the worker only. Key the following:

- Case Name
- SSN or Case Number
- Worker Number

- Number of days when due
- Up to 40 characters of text

.02 Pre-defined Alerts

Key the appropriate [ACTS Alert Type Codes](#) in the [ALERT TYPE](#) field on the Add Alerts Screen to assign a Pre-defined Alert.

NOTE ACTS allows no information to be keyed in the [TEXT](#) field because text is already established for pre-defined alerts.

.03 Add Alerts Screen Field Descriptions

The following sections outline field descriptions unique to the Add Alerts Screen.

.04 Add Alerts Screen: SELECT FUNCTION TO BE PERFORMED

An A displays in this field. Key X and press ENTER to return to the main menu.

.05 Add Alerts Screen: DESTINATION

This is the heading for the following fields:

PROGRAM ID; CASE NAME; SSN; CASE NUMBER; WORKER NUMBER; SITE CODE

- PROGRAM ID
This field displays the one-character code T for tracking alerts.
- CASE NAME
Key the case name for which the alert is being assigned. This field is optional.
- SSN
This field is mandatory only when the case number is unknown. Key the Social Security Number (SSN).
- CASE NUMBER
This field is mandatory only when the SSN is unknown. Key the AZTECS case number.

- **WORKER NUMBER**
Key the Personnel Control Number (PCN) of the worker to whom the alert is being assigned or designated code. AZTECS verifies the PCN is a valid one listed in the CASELOAD table. When the PCN is not valid, the following edit message displays:
****PCN IS NOT LISTED IN CASELOAD TABLE****
Check the CASELOAD table to verify and then key the correct PCN.
- **SITE CODE**
This field displays the site code of the worker assigned the alert.

.06 Add Alerts Screen: SOURCE

This is the heading for the following fields:

PROGRAM ID; WORKER NUMBER; SITE CODE

- **PROGRAM ID**
This field displays the one-character code T for Tracking. The PROGRAM ID and SOURCE display the same one-character code.
- **WORKER NUMBER**
Key the Personnel Control Number (PCN) of the worker to whom the alert is being assigned. AZTECS verifies the PCN is a valid one listed in the CASELOAD table. When the PCN is not valid, the following edit message displays:
****PCN IS NOT LISTED IN CASELOAD TABLE****
Check the CASELOAD table to verify and then key the correct PCN.
- **SITE CODE**
This field displays the site code for the worker.

.07 Add Alerts Screen: DATE RECEIVED

Key the date (YYYYMMDD) the change was received in the local office. This field is mandatory.

.08 Add Alerts Screen: DUE DATE

When assigning a [Pre-defined Alert](#), ACTS automatically assigns a due date.

When assigning a [Free Form Alert](#), key the date (YYYYMMDD) due in this field.

.09 Add Alerts Screen: # DAYS WHEN DUE (Number Days When Due)

This field may be used only when assigning a [Free Form Alert](#). Key the number of days needed to complete the change.

.10 Add Alerts Screen: ALERT TYPE

Key the ALERT TYPE to register a [Pre-defined Alert](#) in this field. (See [ACTS Alert Type Codes](#) for codes and reasons)

Key ? to generate a listing of the pre-defined alert types and the text associated with each alert type.

Key the word FREE to key text for a [Free Form Alert](#). The word FREE automatically displays for the worker only.

ACTS automatically assigns an [alert due date](#) based on the Alert Type Code.

F Worker Quick Alert Count Display

Key 3 in the WHAT TYPE OF FUNCTION WOULD YOU LIKE TO PERFORM and the Personnel Control Number (PCN) of the worker in the [CASE WORKER](#) fields on the Main Menu. Press ENTER. The Worker Quick Alert Count Display displays in a pop-up window. This allows the Supervisor and the worker to view a summary of the total number of alerts as follows:

- [ALERTS PAST DUE](#)
- [ALERTS DUE TODAY](#)
- [ALERTS DUE TOMORROW](#)
- [ALERTS DUE IN 2 DAYS](#)
- [ALERTS DUE IN 3 DAYS](#)

- [ALERTS DUE IN 4 DAYS](#)
- [ALERTS DUE FUTURE](#)
- [ALERTS DUE TOTAL](#)

After looking at the change totals, press ENTER again and the pop-up window no longer displays.

(See [Worker Quick Alert Count Display Field Descriptions](#))

.01 Worker Quick Alert Count Display Field Descriptions

The following sections outline field descriptions unique to the Worker Quick Alert Count Display.

.02 Worker Quick Alert Count Display: ALERTS PAST DUE

This field displays the number of alerts assigned to the worker that have due dates that are past due.

.03 Worker Quick Alert Count Display: ALERTS DUE TODAY

This field displays the number of alerts assigned to the worker that are due on the current date.

.04 Worker Quick Alert Count Display: ALERTS DUE TOMORROW

This field displays the number of alerts assigned to the worker that are due the day after the current date.

.05 Worker Quick Alert Count Display: ALERTS DUE IN 2 DAYS

This field displays the number of alerts assigned to the worker that are due two [workdays\(g\)](#) from the current date.

.06 Worker Quick Alert Count Display: ALERTS DUE IN 3 DAYS

This field displays the number of alerts assigned to the worker that are due three [workdays\(g\)](#) from the current date.

.07 Worker Quick Alert Count Display: ALERTS DUE IN 4 DAYS

This field displays the number of alerts assigned to the worker that are due four [workdays\(g\)](#) from the current date.

.08 Worker Quick Alert Count Display: ALERTS DUE FUTURE

This field displays the number of alerts assigned to the worker that have due dates that are more than one day after the current date.

.09 Worker Quick Alert Count Display: ALERTS DUE TOTAL

This field displays the total number of alerts assigned to the worker.

G Assignment/Reassignment Screen

Key 4 in the WHAT TYPE OF FUNCTION WOULD YOU LIKE TO PERFORM field on the Main Menu. Press ENTER. The Assignment/Reassignment Screen displays.

This screen allows the Supervisor or designated staff to transfer alerts from one worker to another and from one site code to another. The top portion of the screen has four boxes. These boxes contain the following four functions:

- [SEARCH CASE NUMBER](#)
- [MASS CHANGE - ALL ALERTS \(Y\)ES OR \(N\)O](#)
- [CHANGE WORKER OLD NEW](#)
- [CHANGE LOCATION OLD NEW](#)

(See [Assignment/Reassignment Screen Field Descriptions](#))

.01 Assignment/Reassignment Screen Field Descriptions

The following sections outline field descriptions unique to the Assignment/Reassignment Screen.

.02 Assignment/Reassignment Screen: SEARCH CASE NUMBER

Key the case number in this field to initiate an inquiry on changes by case number for reassignment.

.03 Assignment/Reassignment Screen: MASS CHANGE - ALL ALERTS (Y)ES OR (N)O

This field defaults to an N.

Key Y in this field in Box 2 on the Assignment/Reassignment Screen to initiate changes of the following types:

- To reassign alerts from one worker to another, key the CHANGE WORKER OLD NEW fields in Box 2A.
- To reassign alerts from one site code to another, key the CHANGE LOCATION OLD NEW fields in Box 2B

Key N to make selective assignments of alerts to workers and site codes using the fields in Boxes 2A and 2B.

.04 Assignment/Reassignment Screen: CHANGE WORKER OLD NEW

Key the Personnel Control Numbers (PCN) of the old worker and the new worker in Box 2A to assign or reassign alerts from one worker to another.

Keying these fields is mandatory when Y is keyed in the MASS CHANGE - ALL ALERTS field in Box 2.

.05 Assignment/Reassignment Screen: CHANGE LOCATION OLD NEW

Key the old site code and new site code identifiers in Box 2B to assign or reassign alerts from one site code to another.

Keying these fields is mandatory when Y is keyed in the MASS CHANGE - ALL ALERTS field in Box 2.

.06 Assignment/Reassignment Screen: CASE NO (Case Number)

This is a heading for a column displaying the AZTECS case numbers.

.07 Assignment/Reassignment Screen: SSN (Social Security Number)

This is a heading for a column displaying the Social Security Numbers (SSN).

.08 Assignment/Reassignment Screen: WORKER ID

This is a heading for the following fields:

OLD; NEW.

- OLD

This field displays the Personnel Control Number (PCN) for the worker to whom alerts are currently assigned.

- NEW

This field displays the PCN for the new worker to whom alerts are to be assigned.

.09 Assignment/Reassignment Screen: LOCATION

This is a heading for the following fields:

OLD; NEW.

- OLD

This field displays the site code of the worker to whom alerts are currently assigned.

- NEW

This field displays the site code of the worker to whom alerts are to be assigned.

.10 Assignment/Reassignment Screen: MESS NUMB

This is a heading for a column displaying either of the following:

- The Alert Type Code for [Pre-defined Alerts](#)
- The word FREE for [Free Form Alerts](#)

(See [ACTS Alert Type Codes](#) for codes and reasons)

.11 Assignment/Reassignment Screen: MESSAGE DUE DATE

This is a heading for a column displaying the [message due date](#) (YYYYMMDD).

.12 Assignment/Reassignment Screen: MESSAGE SOURCE

This is a heading for a column displaying the name of the automated system to which the staff who generated the alert is assigned.

For FAA, the MESSAGE SOURCE displays three sources:

- AZTECS
- WRKR CHANGE (WORKER CHANGE)
- NO CHANGE

H Alert Message Maintenance Menu

This menu is used by FAA Systems staff only. When FAA staff select function 5, the following edit message displays:

****YOU ARE NOT AUTHORIZED FOR THIS FUNCTION****

I Inquiry Screen (Closed)

Key 6 in the WHAT TYPE OF FUNCTION WOULD YOU LIKE TO PERFORM field on the Main Menu, press ENTER, and the Inquiry Screen (Closed) displays.

This screen displays the closed alerts of the worker whose Personnel Control Number (PCN) is keyed in the [CASE WORKER](#) field on the Main Menu. Key dates (MMDDYYYY) in the [START AT](#) and [END AT](#) fields on the Main Menu to display closed alerts within a specific time frame.

(See [Inquiry Screen \(Closed\) Field Descriptions](#))

.01 Inquiry Screen (Closed) Field Descriptions

The following sections outline descriptions for fields unique to Inquiry Screen (Closed).

.02 Inquiry Screen (Closed): WORKER

This field displays the Personnel Control Number (PCN) of the worker to whom the alert was assigned.

.03 Inquiry Screen (Closed): SSN NO. (Social Security Number)

This is a heading for a column displaying the Social Security Number.

.04 Inquiry Screen (Closed): NAME

This is a heading for a column displaying the case names.

.05 Inquiry Screen (Closed): TEXT

This is a heading for a column displaying the alert types registered to the case number.

.06 Inquiry Screen (Closed): DISP DATE (Disposition Date)

This is a heading for a column displaying the disposition date of the closure of the alerts.

These alerts continue to display for 45 days from the date of closure.

.07 Inquiry Screen (Closed): PCN

This field displays the Personnel Control Number (PCN) of the worker to whom the alert was assigned.