

**15. HEARINGS AND APPEALS.....2**

15.1 SCHEDULE HEARING DATE.....2

15.2 RESCHEDULED HEARING DATE .....6

15.3 APPEALS.....10

15.4 FINAL DISPOSITION .....15

## 15. Hearings and Appeals

### 15.1 Schedule Hearing Date

When a hearing is involved it allows the Vendor and the WIC Program to present their sides before a neutral third party who arbitrates the case. For example, when a Vendor is denied application to the WIC Program a hearing can be scheduled where the Vendor and the WIC Program can present their reasons for and against the denial, respectively. The Schedule Hearing Date dialog will allow the user to record when a hearing is scheduled for the Vendor. Depending on the way the dialog is invoked, the controls may differ in “add” mode vs. “view” mode. If the dialog is in the “add” mode, the controls will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls will default to the previously saved values and will be read only. The Schedule Hearing Date dialog is invoked in response to the following user actions:

- Selection of the Hearing event on the Events Dialog as described in as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “add” mode.
- Selection of the Hearing follow-up activity on the Follow-up Activities Dialog as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “add” mode.
- Selection of the Details button on the Event Log tab of the Vendor Folder when a Hearing event is selected as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “view” mode.
- Selection of the Details button on the Event Log tab of the Vendor Folder when a Hearing follow-up activity is selected as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “view” mode.



Figure 1 - Schedule Hearing Date Dialog (Add mode)



Figure 2 - Schedule Hearing Date Dialog (View mode)

### 15.1.1 Controls

This section describes the behavior of the controls on the Schedule Hearing Date dialog.

#### 15.1.1.1 Date of Hearing Masked Edit Box

This control allows the user to enter or view the date that the hearing is scheduled. The masked edit box will be enabled when the Schedule Hearing Date dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be “99/99/9999” to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in “add” mode, the entry field will initially be blank. When working in “view” mode, the control is populated with the previously saved entry and is read only.

#### 15.1.1.2 OK Button

This control allows the user to instruct the system to dismiss the Schedule Hearing Date dialog and save the scheduled hearing information. The OK button will be enabled when the Schedule Hearing Date dialog is active in “add” mode. Characteristics for the OK button are defined in *Consistencies*.

#### 15.1.1.3 Cancel Button

This control allows the user to exit the Schedule Hearing Date dialog without saving the scheduled hearing information. The Cancel button will be enabled when the Schedule Hearing Date dialog is active in “add” mode. Characteristics for the Cancel button are defined in *Consistencies*.

#### 15.1.1.4 Close Button

This control allows the user to exit the Schedule Hearing Date dialog. The Close button will be visible and enabled when the Schedule Hearing Date dialog is active in “view” mode. Characteristics for the Close button are defined in *Consistencies*.

### 15.1.2 Processing

This section describes the processes (navigation) that take place as a result of the actions taken on the Schedule Hearing Date dialog.

#### 15.1.2.1 Initializing the Interface

Upon the initial display of the dialog:

- The title bar text will be set to “Schedule Hearing Date”
- In Add mode the Date of Hearing will default to blank.
- In View mode the Date of Hearing will display previously saved values as defined in the Data Map for this dialog

- In Add mode the OK and Cancel buttons are visible. The Close button is not visible.
- In View mode the Close button is visible. The OK and Cancel buttons are not visible

#### **15.1.2.2 Edits**

Upon selection of the OK button:

- If an entry has not been made in the following control
  - Date of Hearing Masked Edit Boxthe system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If an invalid date has been entered in the following entry field
  - Date of Hearing Masked Edit Boxthe system will invoke the standard error message with the text “Invalid date entered.”

#### **15.1.2.3 Saving the Data**

A Hearing event or follow-up activity will be added to the Event Log of the Vendor, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be updated with the new information.

The system will then return the user to the Event Log tab of the Vendor Folder.

#### **15.1.2.4 Cancel**

Upon selection of the Cancel button:

- The system will dismiss the Schedule Hearing Date dialog without saving any information entered
- The system will return the user to the Event Log tab of the Vendor Folder.

#### **15.1.2.5 Close**

Upon selection of the Close button:

- The system will dismiss the Schedule Hearing Date dialog.
- The system will return the user to the Event Log tab of the Vendor Folder.

#### **15.1.2.6 Data Map**

<b>Control Label</b>	<b>Entity</b>	<b>Attribute</b>	<b>Business Rule Applicable</b>
----------------------	---------------	------------------	---------------------------------

Hearing Date	Hearing	Hearing Date	
--------------	---------	--------------	--

## 15.2 Rescheduled Hearing Date

A hearing allows the WIC Program and the Vendor to present their sides of an issue before a neutral third party. The Rescheduled Hearing Date dialog will allow the user to record when a hearing has been rescheduled. Depending on the way the dialog is invoked, the controls may differ in “add” mode vs. “view” mode. If the dialog is in “add” mode, the controls will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls will default to the previously saved values and will be read only. The Rescheduled Hearing Date dialog is invoked in response to the following user actions:

- Selection of the Rescheduled Hearing Date follow-up activity on the Follow-up Activities Dialog as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “add” mode.
- Selection of the Details button on the Event Log tab of the Vendors Folder when a Rescheduled Hearing Date follow-up activity is selected as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “view” mode.



Figure 3 - Rescheduled Hearing Date Dialog (Add mode)



Figure 4 - Rescheduled Hearing Date Dialog (View mode)

### 15.2.1 Controls

This section describes the behavior of the controls on the Rescheduled Hearing Date dialog.

### 15.2.1.1 *Date of Hearing Masked Edit Box*

This control allows the user to enter or view the new date for the hearing. The masked edit box will be enabled when the Rescheduled Hearing Date dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be “99/99/9999” to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in “add” mode, the entry field will default to the current system date. When working in “view” mode, the control is populated with the previously saved entry and is read only.

### 15.2.1.2 *OK Button*

This control allows the user to instruct the system to dismiss the Rescheduled Hearing Date dialog and save the rescheduled hearing information. The OK button will be enabled when the Rescheduled Hearing Date dialog is active in “add” mode. Characteristics for the OK button are defined in *Consistencies*.

### 15.2.1.3 *Cancel Button*

This control allows the user to exit the Rescheduled Hearing Date dialog without saving the rescheduled hearing information. The Cancel button will be enabled when the Rescheduled Hearing Date dialog is active in “add” mode. Characteristics for the Cancel button are defined in *Consistencies*.

### 15.2.1.4 *Close Button*

This control allows the user to exit the Rescheduled Hearing Date dialog. The Close button will be enabled when the Rescheduled Hearing Date dialog is active in “view” mode. Characteristics for the Close button are defined in *Consistencies*.

## 15.2.2 **Processing**

This section describes the processes (navigation) that take place as a result of the actions taken on the Rescheduled Hearing Date dialog.

### 15.2.2.1 *Initializing the Interface*

Upon the initial display of the dialog:

- The title bar text will be set to “Rescheduled Hearing Date”
- In Add mode the Date of Hearing will default to the current system date.
- In View mode the Date of Hearing will display previously saved values as defined in the Data Map for this dialog
- In Add mode the OK and Cancel buttons are visible. The Close button is not visible.

- In View mode the Close button is visible. The OK and Cancel buttons are not visible

#### 15.2.2.2 Edits

Upon selection of the OK button:

- If an entry has not been made in the following control
  - Date of Hearing Masked Edit Boxthe system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If an invalid date has been entered in the following entry field
  - Date of Hearing Masked Edit Boxthe system will invoke the standard error message with the text “Invalid date entered.”

#### 15.2.2.3 Saving the Data

A Rescheduled Hearing Date follow-up activity will be added to the Event Log of the Vendor.

The Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed with the new information.

The system will then return the user to the Event Log tab of the Vendor Folder.

#### 15.2.2.4 Cancel

Upon selection of the Cancel button:

- The system will dismiss the Reschedule Hearing Date dialog without saving any information entered.
- The system will return the user to the Event Log tab of the Vendor Folder.

#### 15.2.2.5 Close

Upon selection of the Close button:

- The system will dismiss the Reschedule Hearing Date dialog. The system will return the user to the Event Log tab of the Vendor Folder.

#### 15.2.2.6 Data Map

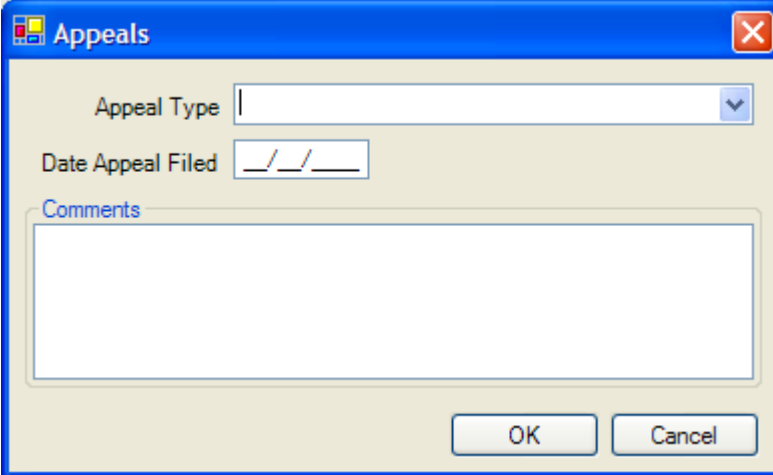
Control Label	Entity	Attribute	Business Rule Applicable
Date of Hearing	Hearing	HearingDate	



### 15.3 Appeals

A Vendor can file an appeal in response to the outcome of a sanction. For example, when a Vendor is denied an application to the WIC Program and fails to reverse that condition in a hearing, the Vendor can file an appeal with the WIC Program. This will result in an appeal being scheduled at which time the Vendor and WIC Program can present their positions for the appeal and the denial, respectively. The Appeals dialog will allow the user to enter the appeal information in the Vendor Folder. Depending on the way the dialog is invoked, the controls may differ in “add” mode vs. “view” mode. If the dialog is in “add” mode, the controls will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls will default to the previously saved values and will be read only. The Appeals dialog is invoked in response to the following user actions:

- Selection of the Appeal follow-up activity from the Follow-up Activities dialog as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “add” mode.
- Selection of the Details button on the Event Log tab of the Vendor Folder when an Appeals follow-up activity is selected as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “view” mode.



The image shows a software dialog box titled "Appeals". It has a standard Windows-style title bar with a close button (X) in the top right corner. The dialog contains the following elements:

- An "Appeal Type" dropdown menu.
- A "Date Appeal Filed" input field with slashes ( / / ) as placeholders.
- A large, empty text area labeled "Comments".
- "OK" and "Cancel" buttons at the bottom right.

Figure 5 - Appeals Dialog (Add mode)

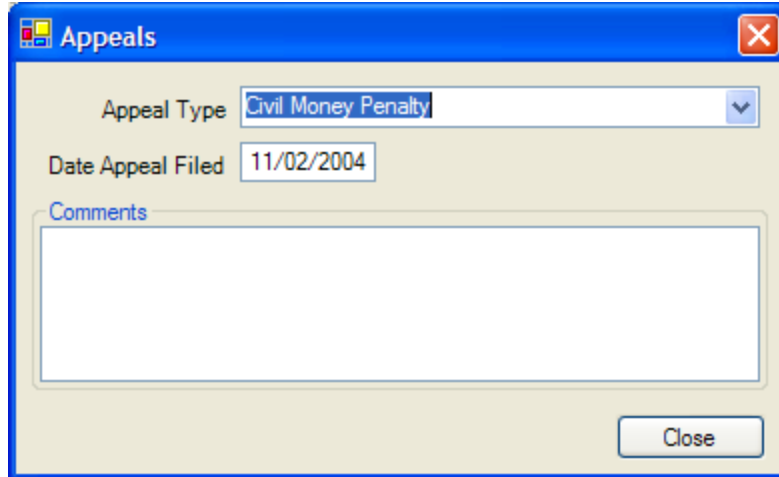


Figure 6 - Appeals Dialog (View mode)

### 15.3.1 Controls

This section describes the behavior of the controls on the Appeals dialog.

#### 15.3.1.1 Appeal Type Dropdown

This control allows the user to select or view the type of appeal the Vendor is seeking. The dropdown will be enabled when the Appeals dialog is active. It is filled with a list of appeal types from the Reference Dictionary Table of the lookup database. The drop down list will be read only. When working in “add” mode, the field will initially be blank. When working in “view” mode, the control is populated with the previously saved selection.

#### 15.3.1.2 Date Appeal Filed Masked Edit Box

This control allows the user to enter or view the date the appeal was filed by the vendor. The masked edit box will be enabled when the Appeals dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be “99/99/9999” to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in “add” mode, the entry field will initially default to blank. When working in “view” mode, the control is populated with the previously saved entry and is read only.

### 15.3.1.3 Comments Text Box

This control allows the user to enter or view comments that have been documented regarding the appeal. The text box will be enabled when the Appeals dialog is active. The control accepts entry of alphanumeric characters. The maximum size of the control is four thousand (4,000) characters. As text is entered in this control, the information will word wrap to accommodate multiple lines of text. A vertical scroll bar is visible and enabled when the text reaches the bottom or last visible line of this control. Alphabetic characters may be entered in mixed case (upper and lower case). Special characters are permitted in the text box. When working in “add” mode, the fields will initially be blank. When working in “view” mode, the control is populated with the previously saved entry.

### 15.3.1.4 OK Button

This control allows the user to instruct the system to dismiss the Appeals dialog and save the appeal information. The OK button will be enabled when the Appeals dialog is active in “add” mode. Characteristics for the OK button are defined in *Consistencies*.

### 15.3.1.5 Cancel Button

This control allows the user to exit the Appeals Dialog without saving the hearing information. The Cancel button will be enabled when the Appeals dialog is active in “add” mode. Characteristics for the Cancel button are defined in *Consistencies*.

### 15.3.1.6 Close Button

This control allows the user to exit the Appeals dialog. The Close button will be enabled when the Appeals dialog is active in “view” mode. Characteristics for the Close button are defined in *Consistencies*.

## 15.3.2 Processing

This section describes the processes (navigation) that take place as a result of the actions taken on the Appeals dialog.

### 15.3.2.1 Initializing the Interface

Upon the initial display of the dialog:

- The title bar text will be set to “Appeals”
- In Add mode all fields and controls will default to blank.
- In View mode all fields and controls will display previously saved values as defined in the Data Map for this dialog
- In Add mode the OK and Cancel buttons are visible. The Close button is not visible.
- In View mode the Close button is visible. The OK and Cancel buttons are not visible

### 15.3.2.2 Edits

Upon selection of the OK button:

- If an entry has not been made in the following control
  - Date Appeal Filed Masked Edit Boxthe system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If an selection has not been made in the following control
  - Appeal Type Dropdownthe system will invoke a standard error message with the text “A selection is required in the <control label>.”
- If an invalid date has been entered in the following entry field
  - Date Appeal Filed Masked Edit Boxthe system will invoke the standard error message with the text “Invalid date entered.”
- If the Date Appeal Filed entry is greater than the current system date, the system will invoke a standard error message with the text “Date entered must be less than or equal to today’s date.”

### 15.3.2.3 Saving the Data

An Appeals follow-up activity will be added to the Event Log of the Vendor

The system will refresh the Vendor Events tree view on the Event Log tab of the Vendor Folder with the new information.

The system will then return the user to the Event Log tab of the Vendor Folder.

### 15.3.2.4 Cancel

Upon selection of the Cancel button:

- The system will dismiss the Appeals dialog without saving any information entered
- The system will return the user to the Event Log tab of the Vendor Folder.

### 15.3.2.5 Close

Upon selection of the Close button:

- The system will dismiss the Appeals dialog.
- The system will return the user to the Event Log tab of the Vendor Folder.

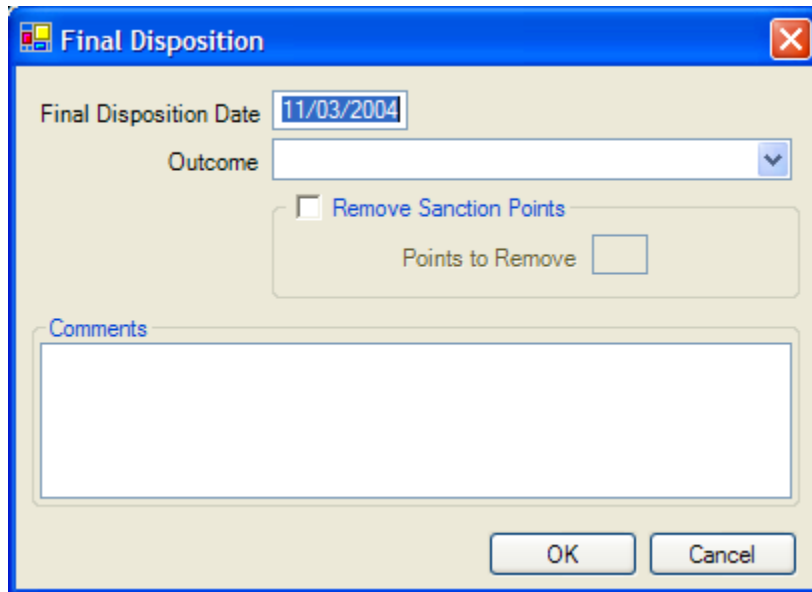
### 15.3.2.6 Data Map

<b>Control Label</b>	<b>Entity</b>	<b>Attribute</b>	<b>Business Rule Applicable</b>
Appeal Type	Appeal	AppealType	
Date Appeal Filed	Appeal	FiledDate	
Comments	Appeal	Comments	

## 15.4 Final Disposition

The Final Disposition dialog allows the user to record the outcome of a final disposition and to remove sanction points from the Vendor. Depending on the way the dialog is invoked, the controls may differ in “add” mode vs. “view” mode. If the dialog is in “add” mode, the controls will default to blank unless otherwise noted. If the dialog is in “view” mode, the controls will default to the previously saved values and will be read only. The Final Disposition dialog is invoked in response to the following user actions:

- Selection of the Final Disposition follow-up activity on the Follow-up Activities dialog as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “add” mode.
- Selection of the Details button on the Event Log tab of the Vendor Folder when a Final Disposition follow-up activity log is selected as described in [Chapter 04 - Vendor Folder](#). The dialog will display in “view” mode.



The screenshot shows a Windows-style dialog box titled "Final Disposition". It contains the following fields and controls:

- Final Disposition Date:** A text box containing the date "11/03/2004".
- Outcome:** A dropdown menu with a downward arrow.
- Remove Sanction Points:** A checkbox that is currently unchecked.
- Points to Remove:** A text box next to the checkbox, which is currently empty.
- Comments:** A large, empty text area for entering notes.
- Buttons:** "OK" and "Cancel" buttons at the bottom right.

Figure 7 - Final Disposition Dialog (Add mode)

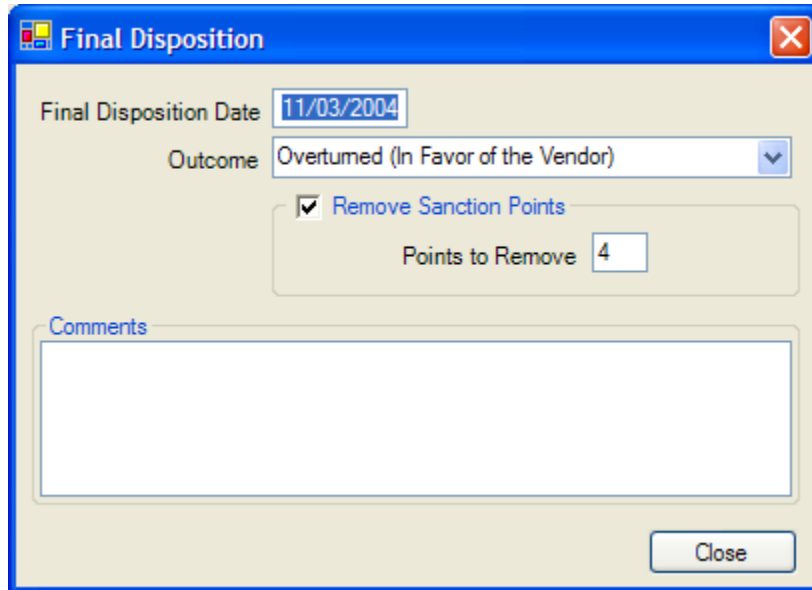


Figure 8 - Final Disposition Dialog (View mode)

### 15.4.1 Controls

This section describes the behavior of the controls on the Final Disposition Dialog.

#### 15.4.1.1 Final Disposition Date Masked Edit Box (Date)

This control allows the user to enter or view the date that the final disposition occurred. The masked edit box will be enabled when the Final Disposition dialog is active. The masked edit box accepts entry of numeric digits. The mask on the box will be "99/99/9999" to accept a date with a four-digit year. The string entered must be a valid date in the format of MM/DD/CCYY or MM/DD/YY. If the latter the system will automatically add the century to the year. When working in "add" mode, the entry field will default to the current system date. When working in "view" mode, the control is populated with the previously saved entry and is read only.

#### 15.4.1.2 Outcome Dropdown

This dropdown allows the user to select or view the outcome of the final disposition. The dropdown will be enabled when the Final Disposition dialog is active. It will be a read only drop down list. It is filled from a list of final disposition outcomes from the Reference Dictionary Table, which is displayed in alphabetical order. It is filled with a list of disposition outcomes from the Reference Database Table, which is displayed in alphabetical order within the list. When working in "add" mode, the field will initially be blank. When working in "view" mode, the control is populated with the previously saved selection.

### 15.4.1.3 Remove Sanction Points Check Box

This control allows the user to select or view if the outcome of the final disposition includes or included the removal of sanction points from the Vendor within the Vendor Folder. The check box will be enabled when the Final Disposition dialog is active. Upon selection of this control, a check mark is placed in the box, the Points to Remove edit box becomes enabled. Upon removing the check mark from the Remove Sanction Points check box, the Points to Remove masked edit box will become blank and disabled. When working in “add” mode, the check boxes will initially be unchecked (blank). When working in “view” mode, the check boxes will be populated with a check if previously saved that way, otherwise, unchecked (blank).

### 15.4.1.4 Points to Remove Masked Edit Box

This control allows the user to enter or view the number of sanction points to remove from the Vendor. This control will be disabled upon entry of the Final Disposition dialog. The masked edit box will be enabled when the Remove Sanction Points checkbox is selected (contains a check mark). Once this control is enabled, entry of numeric digits only will be accepted. The length of this control is a minimum of one (1) character with the maximum size of three (3) characters. If the Remove Sanction Points control is not checked or deselected, the control will be disabled and should not allow entry. Special characters are not permitted in this field. This control will be disabled and blank initially. When working in “add” mode, the field will initially be blank. When working in “view” mode, the control is populated with the previously saved selection.

### 15.4.1.5 Comments Text Box

This control allows the user to enter or view any comments regarding the final disposition. The text box will be enabled when the Final Disposition dialog is active. The control accepts entry of alphanumeric characters. The maximum size of the control is sixty-four thousand (64,000) characters. As text is entered in this control, the information will word wrap to accommodate multiple lines of text. A vertical scroll bar is visible and enabled when the text reaches the bottom or last visible line of this control. Alphabetic characters may be entered in mixed case (upper and lower case). Special characters are permitted in the text box. When working in “add” mode, the fields will initially be blank. When working in “view” mode, the control is populated with the previously saved entry.

### 15.4.1.6 OK Button

This control allows the user to instruct the system to dismiss the Final Disposition dialog and save the final disposition information. The OK button will be enabled when the Final Disposition dialog is active in “add” mode. Characteristics for the OK button are defined in *Consistencies*..

#### 15.4.1.7 Cancel Button

This control allows the user to exit the Final Disposition dialog without saving the final disposition information. The Cancel button will be enabled when the Final Disposition dialog is active in “add” mode. Characteristics for the Cancel button are defined in *Consistencies*.

#### 15.4.1.8 Close Button

This control allows the user to exit the Final Disposition dialog. The Close button will be enabled when the Final Disposition dialog is active in “view” mode. Characteristics for the Close button are defined in *Consistencies*.

### 15.4.2 Processing

This section describes the processes (navigation) that take place as a result of the actions taken on the Final Disposition dialog.

#### 15.4.2.1 Initializing the Interface

Upon the initial display of the dialog:

- The title bar text will be set to “Final Disposition”
- In Add mode the Final Disposition Date will default to the current system date, all other fields and controls will default to blank.
- In View mode all fields and controls will display previously saved values as defined in the Data Map for this dialog
- In Add mode the OK and Cancel buttons are visible. The Close button is not visible.
- In View mode the Close button is visible. The OK and Cancel buttons are not visible

#### 15.4.2.2 Edits

Upon selection of the OK button:

- If an entry has not been made in the following control
  - Final Disposition Date Masked Edit Boxthe system will invoke a standard error message with the text “An entry is required for the <control label>.”
- If an selection has not been made in the following control
  - Outcome Dropdownthe system will invoke a standard error message with the text “A selection is required in the <control label>.”
- If the Remove Sanction Points check box is selected, and an entry has not been made in the Points to Remove control, the system will invoke a standard error message with the text “An entry is required for the <control label>.”

- If the value entered in the Points to Remove control is greater than the total number of sanction points available for the Vendor, the system will invoke a standard error message box with the text “Sanction point(s) entered is more than vendor’s total sanction points.”
- If an invalid date has been entered in the following entry field
  - Final Disposition Date Masked Edit Box
 the system will invoke the standard error message with the text “Invalid date entered.”
- If the Final Disposition Date entry is greater than the current system date, the system will invoke a standard error message with the text “Date entered must be less than or equal to today’s date.”

**15.4.2.3 Saving the Data**

The system will save the final disposition information and remove any sanction points from the Vendor’s total sanctions points as appropriate.

A Final Disposition event will be added to the Event Log of the Vendor, and the Vendor Events tree view on the Event Log tab of the Vendor Folder will be refreshed with the new information.

The system will then return the user to the Event Log tab of the Vendor Folder.

**15.4.2.4 Cancel**

Upon selection of the Cancel button:

- The system will dismiss the Final Disposition dialog without saving any information entered
- The system will return the user to the Event Log tab of the Vendor Folder.

**15.4.2.5 Close**

Upon selection of the Close button:

- The system will dismiss the Final Disposition dialog.
- The system will return the user to the Event Log tab of the Vendor Folder.

**15.4.2.6 Data Map**

Control Label	Entity	Attribute	Business Rule Applicable
Final Disposition Date	FinalDisposition	FinalDispositionDate	

Outcome	FinalDisposition	Outcome	
Remove Sanction Points	FinalDisposition	RemovedSanctionPoints	
Points to Remove	FinalDisposition	PointsRemoved	
Comments	FinalDisposition	Comments	