



Providing Letters to the Customer from HEAplus

02/13/2015

This NEWS FLASH is being issued to inform staff of an issue that is occurring when letters are printed from HEAplus and then provided to the customer. When staff provide the customer with a copy of a letter that has not been mailed they may be providing incorrect information. Letters are reviewed for accuracy on a daily basis and may be pulled for a number of reasons.

DO NOT provide the customer a copy of a letter from HEAplus that has not been mailed.

Before providing the customer a copy of a letter from HEAplus, staff must review the Status field on the letter from the Notification History screen to ensure the letter has been mailed.

To review the status of a letter, complete the following:

- From the Case Summary screen scroll to the bottom of the screen
- Click on Notification History
- Find the APP ID the letter was sent from and click on the + sign
- Review the status field for the letter the customer is requesting to be printed

When the Status field for the letter being reviewed shows anything other than Mailed, DO NOT provide a copy of the letter to the customer.

When the Status field for the letter being reviewed shows Mailed staff may provide a copy of the letter to the customer.

Notice Type	Document Creation Date	Communication Method	Status	Reason	Bulk Reference #	Date Sent	Date Viewed	Suppressed	Suppress Details
Discontinuance Notice View View Other Language (Spanish)	1/9/2015	Mail	Mailed		3905	1/9/2015		No	

Please contact the FAA Policy Support Team by phone at (602) 774-5523 or by e-mail at FAAPolicyMgmt@azdes.gov with any questions or concerns regarding this broadcast.

Please consider the environment before printing this broadcast.

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