



State of Arizona
Department of Education

Tom Horne
Superintendent of
Public Instruction

FD # 03-08

MEMORANDUM

TO: Commodity Contacts
FROM: Tina Herzog, Program Director
Food Distribution Program
SUBJECT: CNP2000 EMAIL FUNCTION

Original Signed

In an effort to improve communication and interaction between the Arizona Department of Education (ADE) Food Distribution Program and our sponsors, we have added an email function to the CNP2000 website. This will serve as the main point of contact to notify sponsors of important information throughout the school year. Hopefully this will resolve phone and limited access issues to ensure all sponsors are receiving timely and consistent information.

The email function is located under the “**Sponsors**” bullet as noted in figure 1. Click on “**Email**” and you will be directed to the main Sponsor Email Page.

SPONSOR SELECTOR (Figure 2)

Here, you will click on the down arrow of the “Sponsor” drop down box, highlight the selected sponsor, then click the “Go” button immediately to the right of the Sponsor drop down box. If only one sponsor name is listed, simply click the “Go” button.



Figure 1

You may also change the program year. Click on the down arrow of the “Program Year” drop down box, click on the selected program year, and then click the “Go” button immediately to the right of the Sponsor drop down box.

Figure 2

SPONSOR CONTACTS

This section lists the various contacts stored in the database for the selected sponsor. The contact Name, Email Address (if any), Contact Type and Title, associated Program, and Status are displayed for each user associated with the sponsor. The ADE Food Distribution team may choose any one, or all of the contacts listed, to receive the message. You will receive messages at the email address listed, as well as on the CNP2000 website.

EMAIL MESSAGES

This section displays all the messages you have received throughout the course of the year (figure 3). You will only receive messages from the Food Distribution team (Ad-hoc), or a system generated message (system email). When clicking on the subject, you will be directed to the Email Detail page. Priority type, subject, and the message are displayed here.

Email Messages								
Subject	Type	Number	Sent To	Acknowl.	Status	Date Sent	Prgm	
Notice: Processing Survey 1234 Published	Survey Published		test_fdp_user@azed.gov		Sent	7/11/2007 12:13:10 PM	NSL	
Sample Message 2	Ad-hoc	(n/a)	test_fdp_user@azed.gov	X	Sent	7/11/2007 12:13:10 PM	ALL	
Sample Message 1	Ad-hoc	(n/a)	test_fdp_user@azed.gov		Sent	7/11/2007 12:13:10 PM	ALL	

Figure 3

In some instances, we may require you to acknowledge that you have received and read a message. The Acknowledge button

Figure 4

on the Email Detail page will then be enabled (meaning it will allow you to click on it and the Acknowledgment will be performed, figure 4). When the button is clicked, the user id, date, and time of the click are recorded in the database and a confirmation page similar to figure 5 is displayed.

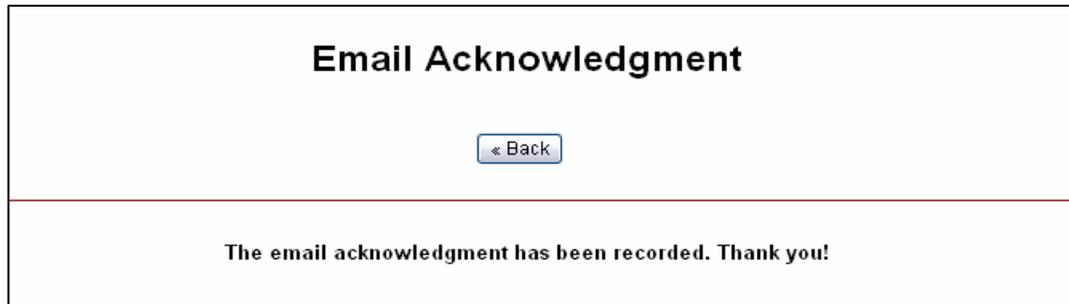


Figure 5

It is crucial that at least one Sponsor Contact (Food Service Director, Commodity Billing Contact, Commodity Program Contact, and Logon user) have a valid functioning email address to receive messages sent through CNP2000. If the message is transmitted to that address successfully, the message will also be posted to CNP2000.

FREQUENTLY ASKED QUESTIONS:

Can I reply to messages received in CNP2000?

No. When a message is received in CNP2000 there is no reply button. In the body of the message, contact information is listed. A user may click on the FD email hyperlink to send a message to the Food Distribution team. Although, when a message is received in a user's inbox other than CNP2000, the reply function will work.

Can I delete messages received in CNP2000?

No. The messages are stored in the data base. They will be saved according to school year indefinitely.

What if I do not have an email address?

At least one Sponsor Contact must have a valid email address. The system will only post a message to CNP2000 if the message was successfully sent to a valid email address. If you do

not have an email address, the message can still be received in CNP2000 if at least one of the contacts has received the message in their inbox. Yet, you will need to visit the CNP2000 website more frequently to ensure you are receiving all the messages in a timely manner.

What if my email address changes?

If changes need to be made to any of the contacts listed under Sponsor Contacts, contact Danielle Daugherty at 602-542-8729 from the Food Distribution team to complete the update.

How are the Sponsor Contacts determined?

Upon the start of every school year, sponsors are required to complete the Commodity Contacts section under Sponsors – Contract Inquiry. This information is then transported to the Sponsor Contacts screen in the email function.

How often should I check my messages on CNP2000?

You should be visiting the CNP2000 website weekly to monitor your commodity inventory. It is recommended that you check your messages at this time as well. You may not receive messages regularly, but it's best to get in the habit of always checking to ensure you will not miss pertinent and/or timely information.