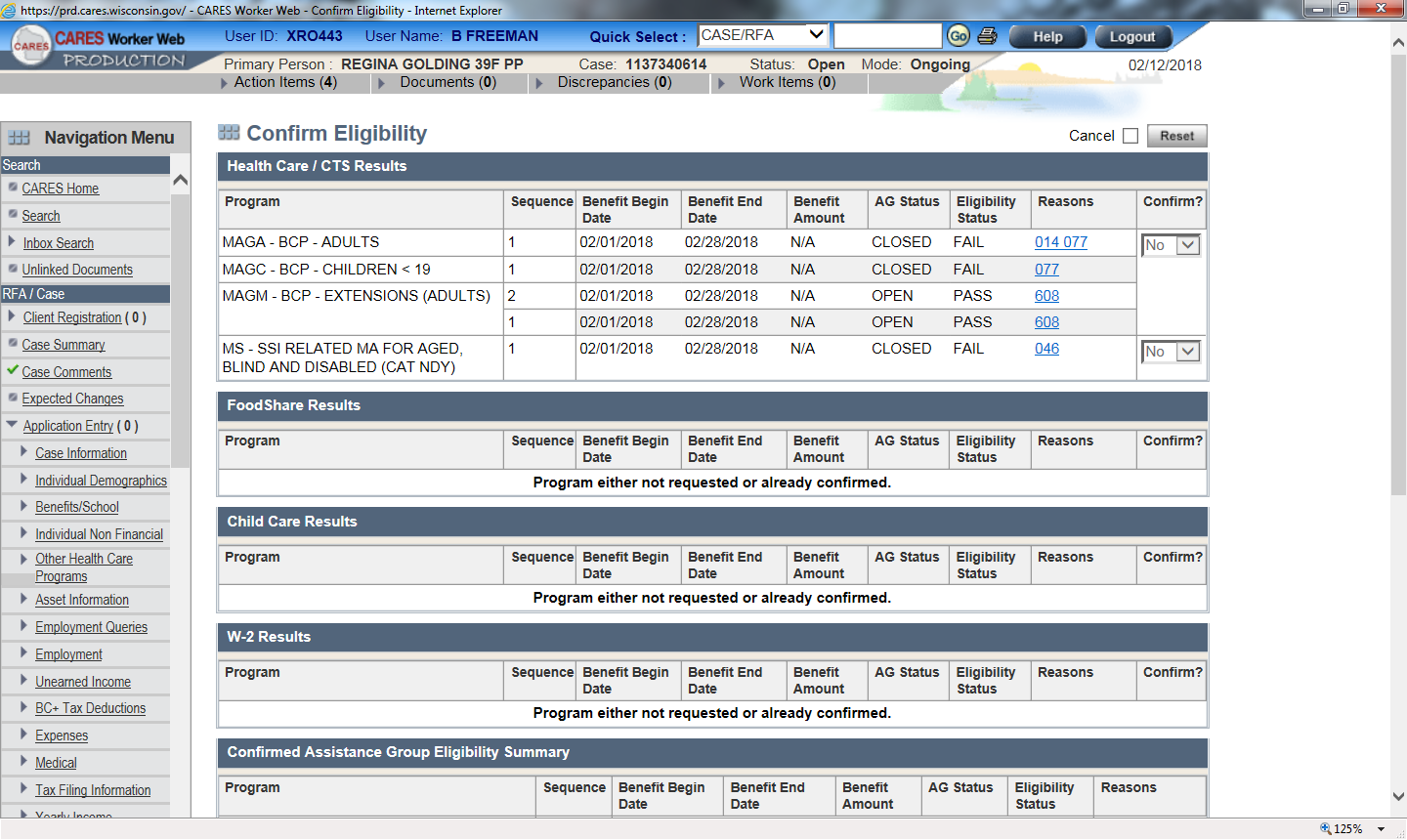
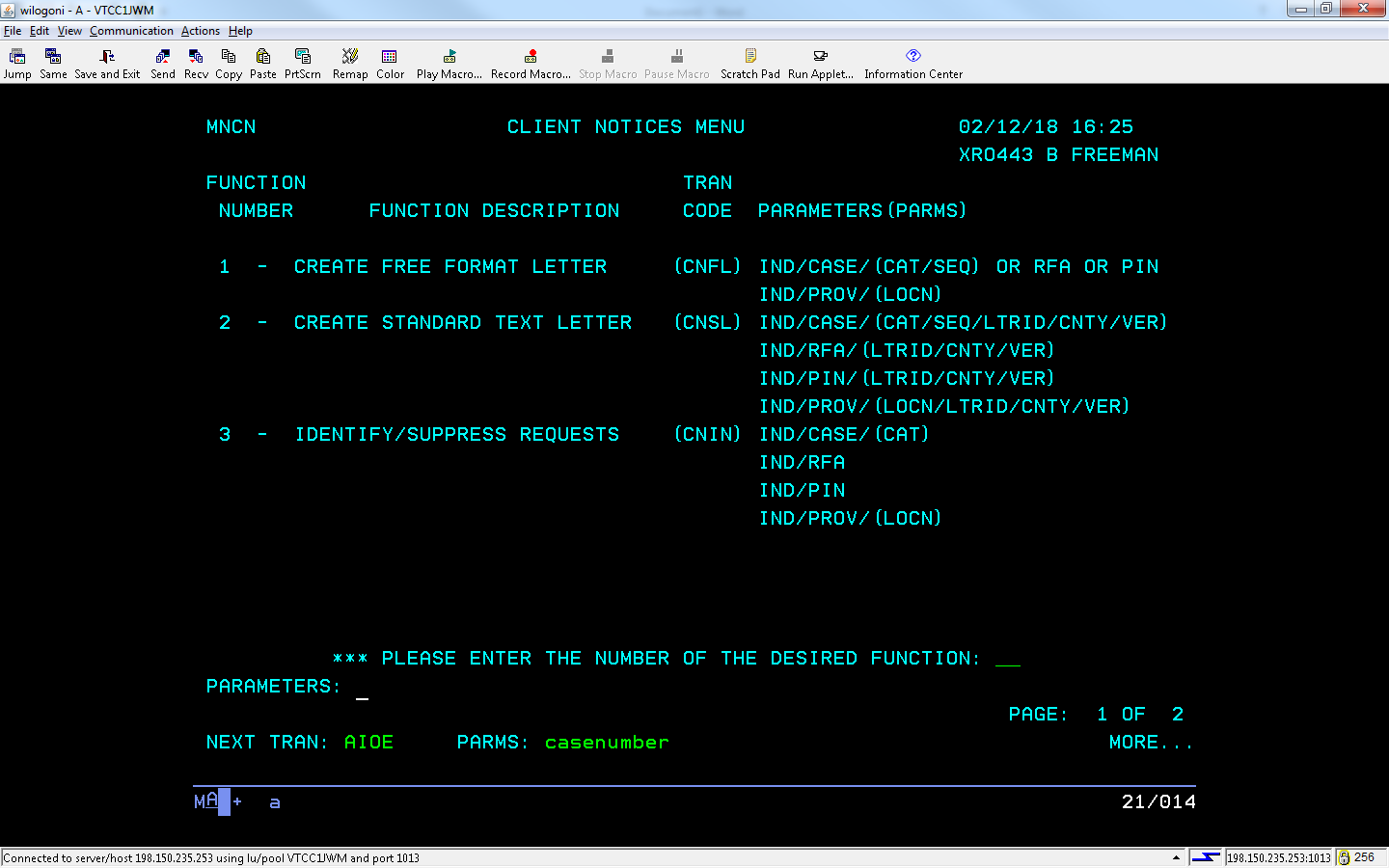
When a case is failing incorrectly while running with dates an override is usually needed. Note: you cannot do an override on a premium case.

Example: When running with a 2/1/18 date you receive an 077 failure code for MAGC when the renewal has already been completed and the program should open. Your screen in CWW will look like this:

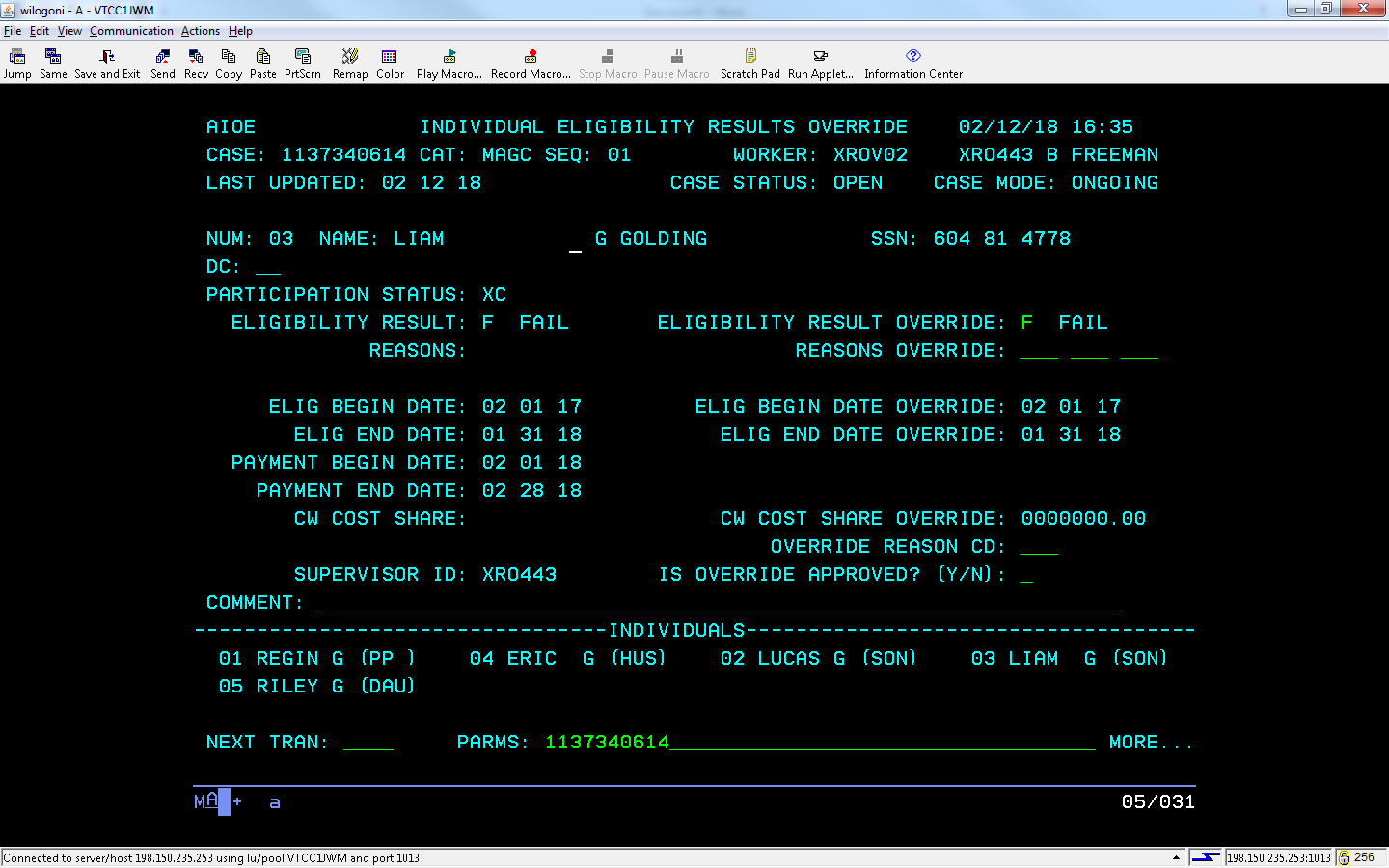


In HOD you will need to do the following:

1. Update the individual overrides for each person in the category and sequence.
   1. To do this, enter in the trans code of AIOE and the parms of CASE#-- ENTER

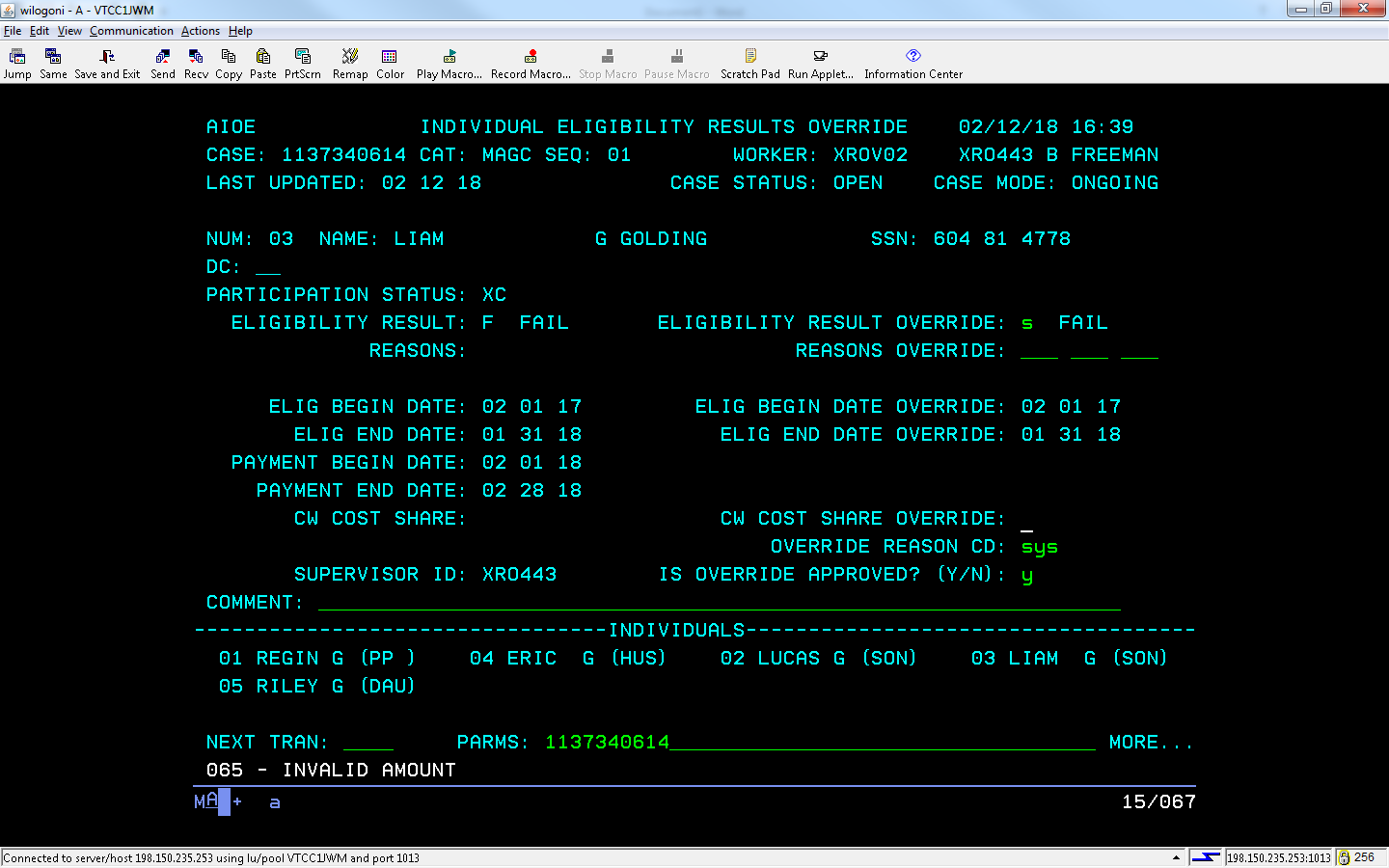


* 1. The screen below will appear. Hit F8 until you find the correct program and sequence (in this example MAGC/01)

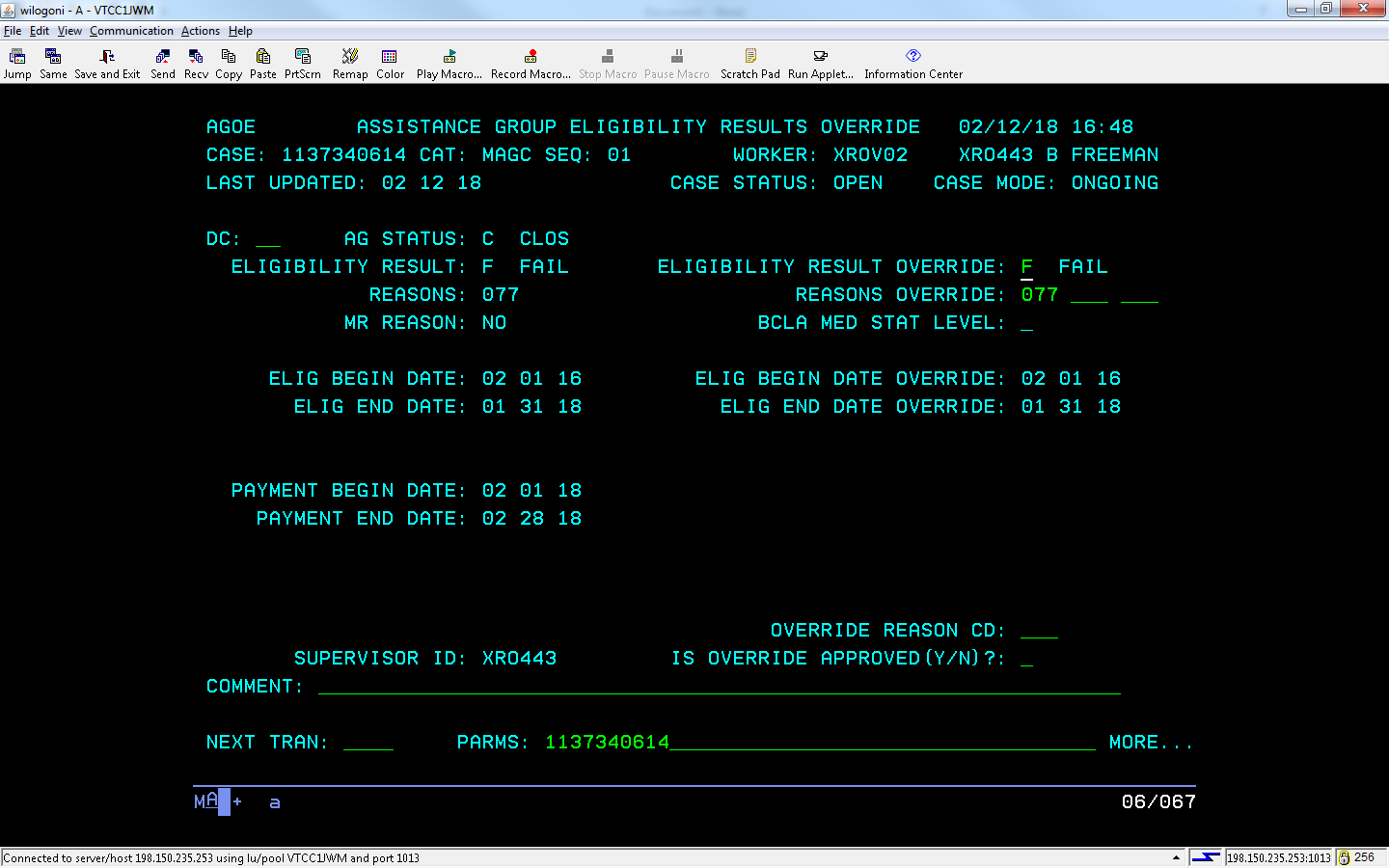


* 1. You will need to update the following sections on the AIOE screen:
     1. ELIGIBILITY RESULTS OVERRIDE—change this from an F to S
     2. REASONS OVERRIDE—these should be left blank
     3. OVERRIDE REASON CD—enter as SYS
     4. IS OVERRIDE APPROVED? (Y/N)—enter Y and hit enter
     5. AIOE will then show the CQ COST SHARE OVERRIDE in **RED**—delete this by hitting end.
     6. Your screen should then read as the example below. Press ENTER.

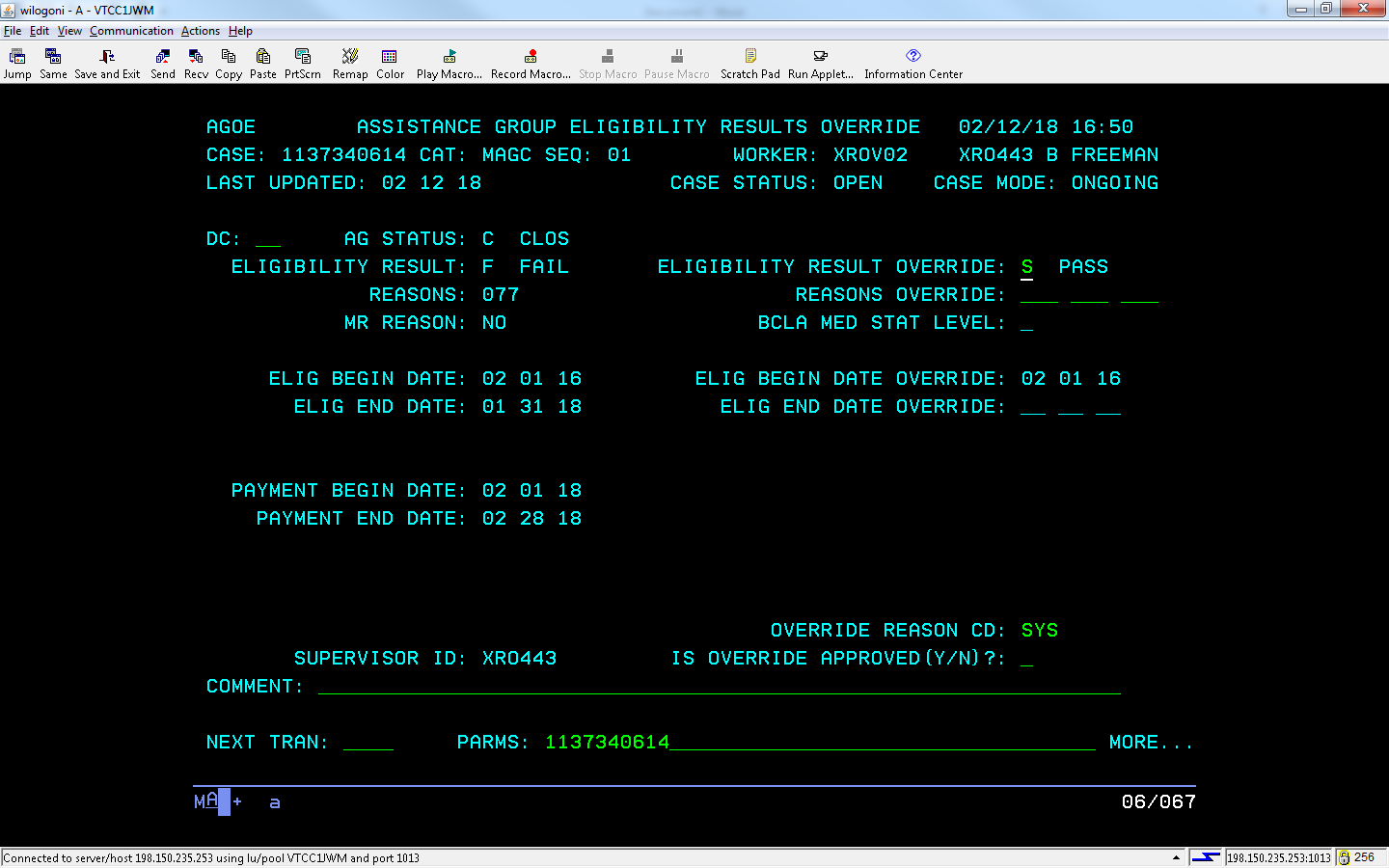
\*\*\*\*If there are 2 people eligible in the category, you will need to complete this step for each of them.



1. You will then need to enter in a group override for the category and sequence.
   1. To do this, enter in a trans of AGOE and parms of CASE#-- select enter.
   2. The screen below will appear. Hit F8 until you find the correct program and sequence (in this example MAGC/01)



* 1. You will need to update the following sections on the AGOE screen:
     1. ELIGIBILITY RESULTS OVERRIDE—change this from an F to S
     2. REASONS OVERRIDE—these should be left blank
     3. OVERRIDE REASON CD—enter as SYS and press enter.



* 1. You will then need to enter AGOE in the trans again and select enter. You will need to update IS

OVERRIDE APPROVED? (Y/N) to Y and hit enter

1. Return to CWW CONFIRM ELIGIBILITY screen.
   1. Check the CANCEL box and select PREVIOUS
   2. Then select NEXT. If the override held you should be able to confirm the program open and would not need to mail a manual NOD nor complete a manual cert unless client needs immediate attention.

**Stop TFS from opening incorrectly**

1. Prior to confirming TFS (Transitional FS) open, complete the following steps on the Group Level Overrides (AGOE) screen in HOD.
   1. Enter in a trans of AGOE and parms of CASE#-- select enter.
   2. Hit F8 until you find the correct program and sequence for FS.
   3. Update the following sections:
      1. REASONS OVERRIDE—Delete the 544 code and
      2. OVERRIDE REASON CD—Enter SYS and hit enter.
   4. You will then need to enter AGOE in the trans again and select enter. You will need to update IS

OVERRIDE APPROVED? (Y/N) to Y and hit enter

1. Return to CWW CONFIRM ELIGIBILITY screen.
   1. Check the CANCEL box and select PREVIOUS
   2. Then select NEXT. If the override held you should be able to confirm the program open and would not need to mail a manual NOD nor complete a manual cert unless client needs immediate attention.