



*Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Transitional Assistance*


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**Online Guide Transmittal 2018-51  
August 24, 2018**

**To: Department of Transitional Assistance Staff**  
**From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations**  
**Re: Cross Programs: Central Re-print**

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**Overview**

In an effort to improve efficiency, the Department has added a new enhancement to BEACON which allows staff to request a re-print of any DTA-related notice and form, centrally.

If a client calls requesting that a document to be re-sent to them for any reason, rather than re-printing it locally, a case manager can select Central Re-print and the request will be satisfied automatically through BEACON, and sent out through Document Production at Schraffts. The central re-print request will generate a duplicate of the original document including all correlating attachments.

The Central Re-print option can only be accessed through the Document History page by selecting Document Type and viewing the document on the Document Preview page. The new Central Re-print button is located at the left hand top of the page next to the Print button.

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**Overview  
(continued)**

To prevent duplication of central re-print requests, a hard edit has been added prohibiting only one re-print of a particular document per day.

**Important:** Content displayed on documents in Document History cannot be changed. Prior to making a request for central re-print, staff **must** verify the client's mailing address to ensure that it is the same address that is current in BEACON. If the client's address has changed, staff must print the requested document locally, and mail the document manually.

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**Purpose**

This Transmittal informs staff about the:

- new central re-print enhancement;
  - addition and location of the Central Re-print button on the Document Preview page in BEACON; and
  - addition of the hard edit associated with the central re-print requests.
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**Questions**

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.

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