



<b>Process:</b>	Employer Append Update
<b>Description:</b>	The Contact will utilize the OSS Web Portal to both Receive and Update Employment information on current Cases with OSS

**Process Detail: This document outlines the steps for receipt of new Employment Information (Appends) inside the OSS Web Portal Application and the steps to update the Employment Information into a Current Garnish Status**

### Steps

1. The Contact will need to navigate to the OSS Web Portal Login Site. The Contact will need to enter in the Account Logon information that they previously designated during the initial Sign Up for the OSS Web Portal.
2. The Contact should enter their User Name and Password into the Account Logon information

[\(password help\)](#)

**Account Logon**

**User Name:**

**Password:**

3. Once entered, the Contact should click on the Submit button at the bottom of the page
4. The page will update to display the Home Page associated with the contact.



**Ohio Shared Services**  
Service First  
*a division of OBM*

**Recovery Direct**  
Web Portal

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Home: Welcome

Pending Activity Items				
Type	Count	Amount	Last Date	
<b>Account Activity</b>				
<a href="#">Payments   Last 7 Days</a> Payments that have been posted over the last 7 days.	1	\$500.00	-	
<a href="#">Payments   Last 30 Days</a> Payments that have been posted over the last 30 days.	5	\$2,500.00	-	
<a href="#">Open Account History Items Assigned</a> Open Account History Items currently assigned that require attention.	0	-	-	
<a href="#">Open Account History Items</a> Open Account History Items.	2	-	9/25/2014	
<a href="#">Open Account Issues Assigned</a> Open Account Issues and disputes currently assigned.	0	-	-	
<a href="#">Open Account Issues</a> Open Account Issues and disputes.	0	-	-	
<b>Media Activity</b>				
<a href="#">Open Media Requests Ready for Fulfillment</a> Open Media Requests that are ready for fulfillment.	0	-	-	
<b>Inventory Account Append Activity</b>				
<a href="#">Employer Appends</a> Employer Appends that currently require attention.	0	-	-	



- When a Collection Vendor or OSS find Employment Information on a case, they will add the additional details in the OSS system as an Employer Append. This information is verified by 3<sup>rd</sup> parties by the Collection Vendors. When the information has been validated to the furthest extent by Collection Vendors and OSS/DN, those Employer Appends will be updated to a Status that will notify any Contact associated with the County that the Employer Append for the case is associated with. This will then appear on the Home Screen for the Contact as an Employer Append. The Contact should click on the Employer Append hyperlink to view all of the confirmed Employer Appends that are to be validated for garnishment by the Contact.
- The Contact will be brought to the Pending Employer Append page. This page will display with all Confirmed Employer Appends currently on cases that are from the Contact's County. The table below describes the information for each Employer Append that will be displayed on the Confirmed Employer Appends page

Search:

Date Range:  through

Account Employer Appends

ID	Data ID	Placement	Type	Name	Created	Age
1 total items.						
<b>Pending</b>						
<a href="#">97694</a>	<a href="#">66SP000000241</a>	139	Third-Party Vendor	Walmart	9/24/2014	1

Field	Description
ID	This is the Unique Employer Append ID Number
Data ID	This is the Internal Case Identifier
Placement	This is the Numeric Identifier of the Collection Vendor that the case is currently at
Type	This will display with the Source of the Employer Append
Name	This will display with the Company Name that the Obligor has been identified as working for
Created	This will display with the Created Date of the Employer Append
Age	This will display with the total number of days since the created date of the Employer Append

- Once the Contact has found the Employer Append that they would like to review and begin their verification outside of the OSS system with, they will click on the ID hyperlink



Pending						
97694	66SP000000241	139	Third-Party Vendor	Walmart	9/24/2014	1

[Back](#)

- The Contact will be brought to the Employer Append detail page. This page will display with relevant information regarding the Employment that was found for the Obligor. The information is separated into specific sections

<b>Background</b>		<b>Status</b>	
<b>ID:</b>	97694	<b>Status:</b>	Confirmed
<b>Account Number:</b>	3090	<b>Responsible Party:</b>	-
<b>Placement:</b>	139	<b>Confirmed:</b>	-
<b>Source ID:</b>	Steven Hloros	<b>Follow-up:</b>	-
<b>Source Type:</b>	Intranet	<b>Read:</b>	-
<b>Created:</b>	9/24/2014	<b>Notified:</b>	-
<b>Primary Details</b>		<b>Type</b>	
<b>Company Name:</b>	Walmart	<b>Type ID:</b>	49
<b>Position:</b>	Co-Manager	<b>Name:</b>	Credit Bureau
<b>Title:</b>	Sr. Manager	<b>Group:</b>	Recovery
<b>Legal Code:</b>	-	<b>Source:</b>	TU   Transunion
<b>Manager:</b>	Jane Doe	<b>Employee Details</b>	
<b>Employee ID:</b>	1234	<b>SSN:</b>	123-55-1254
<b>Effective Date:</b>	9/24/2014	<b>First Name:</b>	John
<b>Termination:</b>	-	<b>Middle Name:</b>	G
<b>Code 01:</b>	-	<b>Last Name:</b>	Doe
<b>Code 02:</b>	-	<b>Disclaimer:</b>	-
<b>Contact Details</b>		<b>Division Code:</b>	-
<b>Address 1:</b>	1234 West Walmart Street	<b>Most Recent:</b>	-
<b>Address 2:</b>	-	<b>Length:</b>	1 Month
<b>Address 3:</b>	-	<b>Payroll Details</b>	
<b>Address 4:</b>	-	<b>Wage Basis:</b>	Weekly
<b>City:</b>	Akron	<b>Wage Per Basis:</b>	\$600.00
<b>State:</b>	OH	<b>Payroll Disclaimer:</b>	-
<b>Zip:</b>	44313	<b>Other Details</b>	
<b>Country:</b>	United States	<b>Dispute:</b>	Unknown
<b>Phone:</b>	7044907179	<b>Military:</b>	Unknown
<b>Fax:</b>	-	<b>Fraud:</b>	Unknown

- The first section of the Employer Append is the Background Section. This section describes the sources of the Employer Append. The table below describes the fields contained in the Background Section



Field	Description
ID	The Unique ID of the Employer Append. This is a reference field for the OSS System
Account Number	This will display with the Account Number (Or Case Number if Applicable)
Placement	This will display with the Numeric Collection Vendor reference value for the Collection Vendor that uploaded the Employer Append
Source ID	This field will not be utilized for the JFS Employer Appends
Source Type	This will display with either Intranet (OSS/DN has uploaded the information) or Web (Collection Vendor has uploaded the information)
Created	This will display with the Created Date of the Employer Append and is not updatable by the Contact

Background	
ID:	97694
Account Number:	3090
Placement:	139
Source ID:	-
Source Type:	Intranet
Created:	9/24/2014

10. The second section is the Primary Details Section. This section outlines the details of the employment that were found, if found. The table below describes each field in the Primary Details Section



**Primary Details**

**Company Name:** Walmart  
**Position:** Co-Manager  
**Title:** Sr. Manager  
**Legal Code:** -  
**Manager:** Jane Doe  
**Employee ID:** 1234  
**Effective Date:** 9/24/2014  
**Termination:** -  
**Code 01:** -  
**Code 02:** -

Field	Description
Company Name	The Company that the employment information was found regarding
Position	The position at the company of the Obligor
Title	The title of the Obligor at the company
Legal Code	This will not be utilized with JFS Cases
Manager	The name of the Manager at the company wherein the employment was found
Employee ID	The Employee ID of the Obligor at the Company
Effective Date	The latest date that the employment was validated
Termination	If the Obligor was terminated from the position, this will be designated. In Pending Employer Appends, this will not be populated
Code 01	This will not be utilized with JFS Cases
Code 02	This will not be utilized with JFS Cases

11. The third section is the Contact Details. This section details information regarding contacting the employer/company regarding the Obligor. This should be utilized in the Verification Process by the Contact. The table below describes the fields in this section

Field	Description
Address 1	This is the first line of the address of the Employer
Address 2	This is the second line of the address of the Employer
Address 3	This is the third line of the address of the Employer
Address 4	This is the fourth line of the address of the Employer

Contact Details	
Address 1:	1234 West Walmart Street
Address 2:	-
Address 3:	-
Address 4:	-
City:	Akron
State:	OH
Zip:	44313
Country:	United States
Phone:	7044907179
Fax:	-



City	This is the City of the Employer
State	This is the State of the Employer
Zip	This is the Zip Code of the Employer
Country	This is the Country of the Employer
Phone	This is the Phone Number of the Employer for Contact and Verification
Fax	This is the Fax Line of the Employer

12. The fourth section is the Status. This section details the current status of the employer append. This will display with Confirmed in the Status field for all Pending Employer Appends awaiting County verification. Once verified/confirmed, the Contact will update this to either a “Pending Execution” Status (Describing a time when the Employment information has been verified and the employment is currently awaiting a garnishment) or an “Executed” status (Describing a time when the Employment information has been verified and a garnishment has been established). The responsible party will automatically default to the County when the Employment Append is in a confirmed or Pending Execution Status.

Status	
Status:	Confirmed
Responsible Party:	-
Confirmed:	-
Follow-up:	-
Read:	-
Notified:	-

13. The fifth section is the Type. This displays with information regarding the source/type of employer append. The Type ID, name and Group are used within OSS to track the source of the Employer Appends and allow for internal reporting based upon the sources of Employment information

Type	
Type ID:	47
Name:	Third-Party Vendor
Group:	Recovery



14. The sixth section is the Employee details. This section describes any additional information regarding the Obligor with regards to their employment. This will be populated if additional information for the employment that does not match the Obligor record is found. The table below describes the fields contained in the Employee details section

Field	Description
SSN	The SSN of the Obligor
First Name	The First Name of the Obligor, according to the employment information discovered
Middle Name	The Middle Name of the Obligor, according to the employment information discovered
Last Name	The Last Name of the Obligor, according to the employment information discovered
Disclaimer	This will not be utilized for JFS Cases
Division Code	This will not be utilized for JFS Cases
Most Recent	This will display with a Date for the most recent update to the date of their current position
Length	This will display with the length of time at their current position

Employee Details	
SSN:	123-55-1234
First Name:	John
Middle Name:	G
Last Name:	Doe
Disclaimer:	-
Division Code:	-
Most Recent:	-
Length:	1 Month

15. The seventh section is the Payroll Details. This will display with any information found regarding the earnings for the Employment. The table below describes the fields in the Payroll Details section

Field	Description
Wage Basis	This will display with the Pay Wage schedule (Ex. Weekly, Monthly)
Wage Per Basis	This will display with the Amount Earned per Wage Basis
Payroll Disclaimer	This will display with any additional information regarding the Payroll Details

Payroll Details	
Wage Basis:	Weekly
Wage Per Basis:	\$600.00
Payroll Disclaimer:	-



16. The eighth section is the Other Details. This section will not be applicable to JFS Cases.

Other Details	
Dispute:	Select a Value ▼
Military:	Select a Value ▼
Fraud:	Select a Value ▼

17. The Contact will take the relevant information from the Employer Append and will use this to validate the employment. Once validated, the Contact should then begin the Garnish Process.

18. The first step for the Contact is to update the Employer Append to a Read Status. This will designate that the Contact has received the Employer Append and reviewed the information, and should no longer be notified that the Employer Append is outstanding. This is accomplished by clicking on the Update As Read button at the bottom of the Employer Append page. This will mark the Employer Append as Read and will no longer show on their outstanding Employer Append items.

State:	-	Other Details	
Zip:	-	Dispute:	Unknown
Country:	-	Military:	Unknown
Phone:	-	Fraud:	Unknown
Fax:	-	Transaction:	-

[Update As Read](#)

19. If the Garnishment is rejected, or the initial information is not enough for validation, the Contact will update the employer append to an invalid status. The Contact will click on the Edit hyperlink on the upper right hand corner of the page.

<a href="#">View</a>   <a href="#">Edit</a>	
Status	
Status:	Confirmed ▼
Responsible Party:	Select a Responsible Party ▼

20. This will update the page to now allow for modification of the fields on the Employer Append.

21. The contact will then update the Status of the Employer Append from Pending to Invalid.



Status	
Status:	Invalid ▼
Confirmed:	-

22. The County will also update the Responsible Party to OSS to inform both OSS and the Collection Vendors that the employment append did not go through the full garnishment process.
23. Once updated, the contact will click on the Save button at the bottom of the page to save the updates. This will automatically notify the Collection Vendor that the case will not have a garnishment and that normal collection activities should continue
24. If the information in the Employer Append is verified by the County contact, and the garnishment process has begun, the contact should click on the Edit button.

[View](#) | [Edit](#)

Status	
Status:	Confirmed ▼
Responsible Party:	Select a Responsible Party ▼

25. The Contact should then update the Status from Confirmed to Pending Execution.

Status	
Status:	Pending Execution ▼
Responsible Party:	Select a Responsible Party ▼
Confirmed:	-

26. Once updated, the contact will click on the Save button at the bottom of the page to save the updates. This will automatically notify the Collection Vendor that the Employment information has been verified and a garnishment is being sought.
27. Once the Garnishment has been created and is in place, the Contact will need to update the Employer Append to reflect that the Garnishment is now in Execution. The contact may return to the Employer Append by Accessing the case using the Account search functionality. Once the Contact arrives at the Employer Append, the contact should click on the Edit button to update the Employer Append.



28. The contact will then update the Employer Append status to “Execution”, designating that the garnishment is active on the account

The screenshot shows a web form with a light blue header bar containing the text "View | Edit". Below the header is a blue bar with the word "Status" in white. Underneath, there are two fields: "Status:" with a dropdown menu showing "Execution" and a downward arrow, and "Responsible Party:" with a dropdown menu showing "Select a Responsible Party" and a downward arrow.

29. Once updated, the contact will click on the Save button at the bottom of the page to save the updates. This will automatically notify the Collection Vendor that the Employment information has been verified and a garnishment is in place.
30. At any time, the contact may return to the Employer Append by Accessing the Case using the Account Search functionality (Outlined in the Account Lookup Documentation). If the Employer Append falls out of Garnishment, the Contact will need to use the Account Lookup, access the account, and update the employer append using the same steps, and update the Append to an Invalid Status.