

NEVADA AOSOS UPDATE

"An Information Exchange for Nevada One-Stop Offices and Affiliates"
*Produced by the Department of Employment, Training and Rehabilitation
Workforce Investment Support Services*

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CLARIFICATION

"In-Country" Veteran: Someone who served in the Republic of Vietnam or Southeast Asia countries neighboring the Republic of Vietnam, or the waters adjacent to the Republic of Vietnam during the period from February 28, 1961 to August 4, 1964.

"Campaign" Veteran: Is a veteran who served on active duty in the U.S. armed forces during a war or in a campaign or expedition for which a campaign badge or expeditionary medal has been authorized.

QUESTIONS AND ANSWERS



- (Q) The phone number is not a required green dotted field on the Customer Detail 'General Info' screen. How important is it to complete this field?**
- (A)** Although neither the phone number nor the alternate phone number is a green dotted field, **it is imperative that you obtain this information from your customer for future contact purposes.** Every customer you provide services to is eligible for selection in the Department's new performance measure for the "Customer Satisfaction Survey." AND you need the phone number to initiate an IVR.
- (Q) Why can't I find customers in pending status?**
- (A)** When doing your search, do not include your office number because most customers in pending are there because they came into the system from Self-Service and those records do not have any office numbers attached to them.
- (Q) Can a customer keep their record 'active' remotely?**
- (A)** No, at this time, any record entered into the Self-Service system remotely comes in as 'pending' and staff must provide an activity or manually change the customer record in order to keep the record 'active.'



OSOS BUGS

Bug 1: The new version of AOSOS changed the Country field in Customer Detail / General Info tab to a required item. If the country field is left blank on a new registration, it will automatically default to U.S. However, when an old customer record is changed or a referral result is entered, you will need to change the blank country field to U.S. If you fail to update the country field on a Customer record, you will get the following error message:

***AFCcompoundError
Must select "Outside US" with non US Country***

Until the country field is completed on previously entered customers, you will be unable to save a Customer record or enter a referral result. This is due to be fixed in February, 2003.

Bug 2: The new version of OSOS version 2.3.00.5 has a bug in the area of Customer Detail screen, Education and License Tab, Drivers License Class field.

When completing a customer registration you **may** encounter the following error message:

"Drivers License Class Required"

To correct this error:

Select Yes or No for drivers license.

If you click No then you must click on the Drivers License Class drop down arrow and select the blank option and press Save. This bug, which is incorrectly requiring that drivers license information be completed, will be fixed when AOSOS is updated in late January of 2003.

ABOUT THIS PUBLICATION

Nevada AOSOS Update is published by the WISS Automated Collection, Tools and Reporting Team. Submit topics and tips you think may assist other users to Ed Seely, Susie Giurlani or Nancy St. Clair at (775) 684-0301 or email to: ejseely@nvdeetr.org, sagiurlan@nvdeetr.org or njstclair@nvdeetr.org