

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

Volume 2, Issue 7

August 2004



Did You Know?

The activity button is not available if the client record remains in "Pending" status. To correct, change the "Status" field and "Jobseeker" field to active when finishing the staff portion of a self-registration.

Did you know that when you create a job order with an "invalid NAICS code," the long gray bar to the right of the NAICS code number does not populate with a business description?

This should prompt you to find the correct "NAICS" code and enter it in the employer record.

The NAICS code on the Employer Detail will appear in **red** font when it is invalid. Valid NAICS codes can be found in the mainframe under "nat2 sys=NAICS".

Did you know we receive a daily error report on any record that was sent to AMERICA'S JOB BANK but was rejected due to errors? Before this record will pass all edit checks, staff must go into the record and correct the problem. Below are examples of a few problems that are consistently returned on the reports. Staff should review the customer record to fix these problems prior to saving the record.

- Ø "The E-MAIL address you've provided is not properly formatted. Please correct it. An example of a properly formatted e-mail is:

Ed@msn.com The e-mail address is located on the Customer Module / General Information Tab.

- Ø "Your Zip Code is not in the state you have selected." The Zip code is located throughout OSOS. For assistance, please go to the US postal site at: www.usps.com

REMINDERS

To better identify why the customer was phoned by our Interactive Voice Response (IVR) system, staff should "Post A Note" to the records of all clients called. While the customers are still selected and after

REMINDERS:

Please, when placing a Job Order in the system, always use the Employer record listed with the SEIN number.

Please do not forget to make the appropriate designations for customers on the " Programs & Public Assistance" window. Anything entered on this page is searchable from the Customer Search/ Programs Tab.

NEW QUICK LOOKUP OPTION

Keyword search capability has been added to all the lookup pop-up windows. This includes the following lookups:

**CUSTOMER ACTIVITY
DESIRE EMPLOYER
EMPLOYER ACTIVITY
O*NET TITLE
STAFF ASSIGNED
PROVIDER SERVICE
AGENCY
CIP CODE**

Helpful Tips

- When entering customer Work History "Job Duties" is a required field, if unknown suggest entering "UNKNOWN."
- Work History "Address" is a required field. If the customer does not know the address suggest entering "UNKNOWN."
- When completed the Work History of self-registered client's, staff must complete the required fields of all Work History entries prior to clicking "Save." Otherwise an error message pops up advising "Work History Tab /Job Address ... etc. is missing."

ABOUT THIS PUBLICATION - the WISS Automated Collection, Tools and Reporting Team publish Nevada AOSOS Update. Submit topics and tips you think may assist other users to Susie Giurlani, Nancy St. Clair or Ed Walton at (775) 684-0301 or email to: sagiurlan@nvdetr.org, njstclair@nvdetr.org or

the IVR has been generated, just click on “Post A Note”, create the message explaining the reason for the IVR call and click “Save”.

ee Walton@nvdetr.org