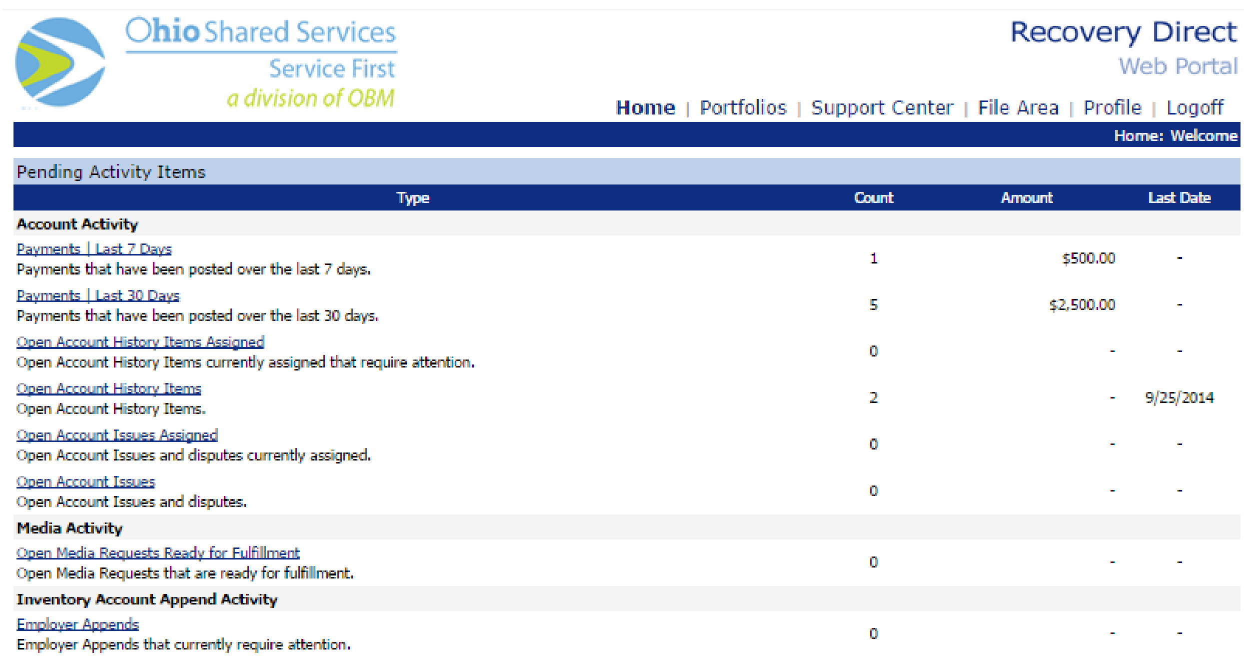
Process:	Account Issues
Description:	The Contact will utilize the OSS Web Portal to receive additional information on Issues from the Collection Vendors regarding a Case currently with OSS

Process Detail: This document outlines the steps for receipt of Issue Details inside the OSS Web Portal in coincidence with the Obligor being directed to contact the County worker through the County Contact information

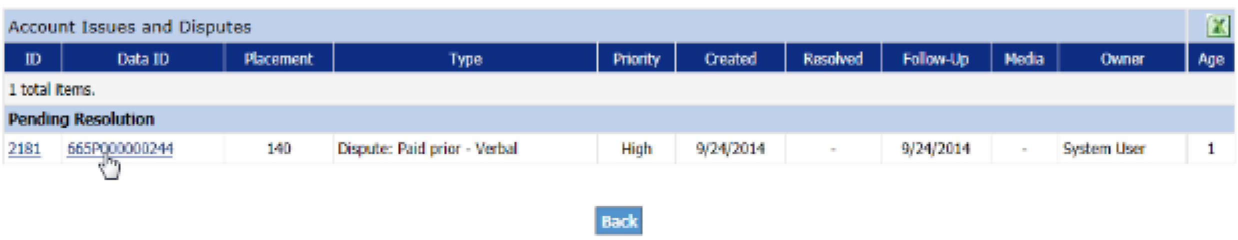
Steps

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

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.



5. When a Collection Vendor receives a Formal Dispute from an Obligor, the Collection Vendor will first direct the Obligor to contact the County using the Contact line that was given to OSS. Additionally, the Collection Vendor will create a new Dispute on the Case and assign the Dispute to the County. The Collection Vendor will then put the account "On Hold" from any collection activity. When there is an Open Dispute on an account associated with the Contact's County, this will display on the home page under the Open Account Issues Assigned. The Contact should click on the Hyperlink
6. This will bring the Contact to the Open Account Issue search page. This page will display with all of the Open Disputes currently assigned to the County that the Contact is associated with. The table below describes the results

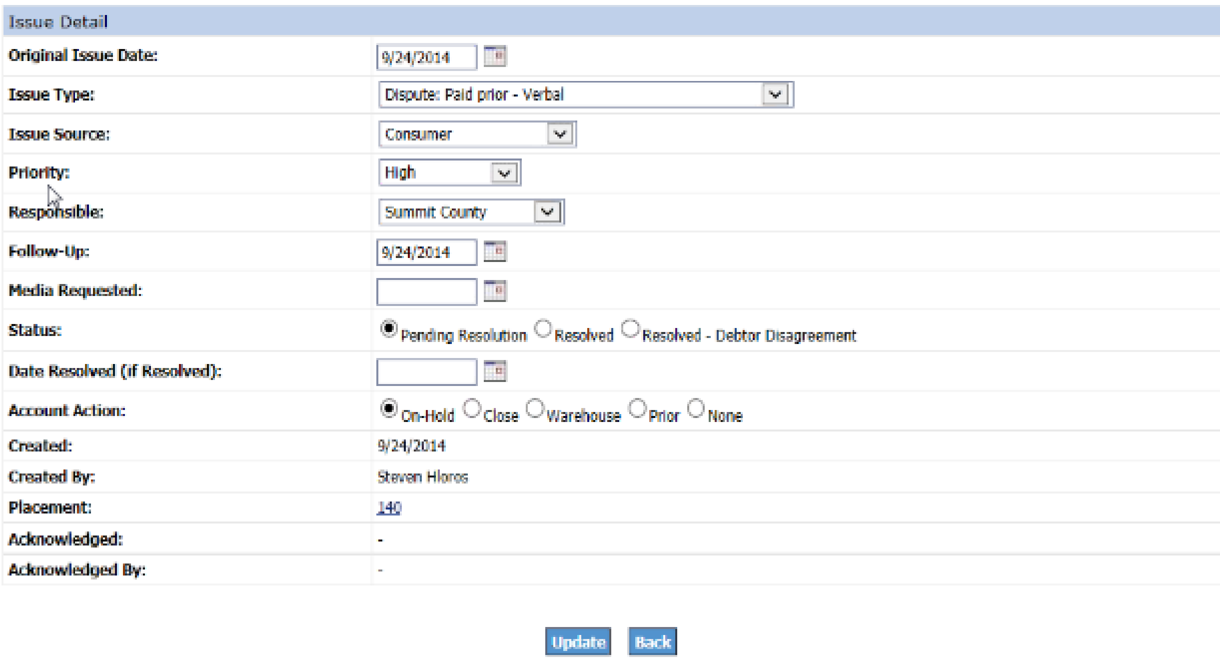

Account Issues and Disputes

ID	Data ID	Placement	Type	Priority	Created	Resolved	Follow-Up	Media	Owner	Age
1 total items.										
Pending Resolution										
2181	665P000000244	140	Dispute: Paid prior - Verbal	High	9/24/2014	-	9/24/2014	-	System User	1

Back

Field	Description
ID	This is the ID of the Dispute/Account Issue
Data ID	This is the Internal OSS ID of the Case
Placement	This is the ID Number of the Collection Vendor that the case is currently with
Type	This is the Type of Dispute/Issue. This will display with the classification for the reason why the Case is being disputed. An Example reason is a claim of "Paid Prior"
Priority	This is the priority of the Issue/Dispute. This will be listed as High/Medium/Low
Created	This is the Date that the Dispute/Issue was created
Resolved	This is the Date that the Issue was Resolved. In the Open Issues search, this Date will never be populated
Follow Up	This is a date for Follow Up on the Dispute, for either the Contact or the Collection Vendor
Media	This is a date designating when Media was requested for the dispute (This is not applicable to JFS)
Owner	This is the Current Responsible party for the Dispute
Age	This will display with the total number of days since the Dispute was created

7. Once the Contact has identified the Dispute that they would like to investigate, they should click on the ID hyperlink of the Dispute.
8. The Contact will be brought to the Dispute Details page. Here, all information regarding the dispute from the Collection Vendor will be documented. The Obligor will have already reached out to the County regarding the dispute using the contact information provided by the county, however, additional details are kept in the OSS system so that the Collection Vendors may be notified of the resolution of a Dispute on an account. The following table describes the fields contained in the Dispute Details page



Field	Description
Original Issue Date	This will display with the original date of the dispute. This will be populated by the Collection Vendor when they create the initial dispute
Issue Type	This will display with the Dispute Type. This is a drop down, and may be updated to better designate the Dispute Type
Issue Source	This will display with the Source of the Dispute. This will be designated as Consumer when the source is the Obligor
Priority	This will display with the Priority of the Issue. This may be High, Medium, or Low. The Contact may update this depending on their internal priority of the Dispute and how they feel it should be classified
Responsible	This will display with the current responsible party for the Dispute. When this is created and the Contact is responsible, this will display with

	the County as the Responsible Party
Follow Up	This is a Date Field allowing for the Contact to designate a Follow Up Date for the Dispute. This is not required to be used, however can be utilized so that the Contact may maintain their current follow up dates for Open Disputes
Media Requested	This is a Date Field for the Supporting Media Request on the dispute (This will not be utilized with JFS)
Status	This is the current status of the Dispute. When the Dispute is currently open, this will be designated as Pending Resolution. There are three available options for the Status. - Pending Resolution – This designates that the dispute is still open/being investigated - Resolved – This designates that the Dispute has been resolved with the Obligor, and the resolution has been agreed upon by both the County and Obligor - Resolved – Debtor Dispute – This designates that the Dispute has been resolved, however the Obligor does not agree with the resolution that has been determined by the
Date Resolved	This is a Date Field that is utilized when the Dispute is marked as Resolved or Resolved – Debtor Dispute. This must be designated when the Contact updates the Status of the Dispute to a resolved status
Account Action	This is the Account Status Action that should happen. This dictates the Account Collection Activity. The following are the options for the Status - On-Hold – This designates that the account is currently on Hold and no collection activity is occurring. This is the default status when a Dispute is created, and will remain in this status until the Dispute is resolved - Close – This allows for the Contact to Close the Account when the Dispute is resolved. This designation will Close the account from OSS collections - **Warehouse – This will not be utilized by JFS Contacts**

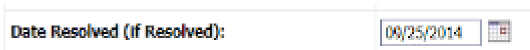
	- Prior – This allows for the Contact to update the account back to Active Collections. This should only be used if the Dispute is Resolved and the Contact has determined that the Obligor is still responsible for the Arrears Balance - None – This will not update the Status of the account. This may be used when the details of the Dispute are updated, however no changes to the Status of the dispute should occur.
Created	This is the date that the Dispute was created
Created By	This will display with the Party (User or Collection Vendor) that created the Dispute
Placement	This will display with the Collection Vendor number that created the dispute
Acknowledged	This will display with the date that the Dispute was Acknowledged
Acknowledged By	This will display with the Contact that has acknowledged the Dispute

9. The Contact will work the Dispute outside of the system, working with the County/Obligor to resolve the dispute. This information may be tracked throughout the process inside the OSS system by utilizing the Add New comment History section of the Dispute. Here, the Contact may add any details to the dispute as they proceed through the dispute process using the Comments field, along with uploading any supporting documentation regarding the dispute (Word or PDF documents) using the Attachment Browse Function. Once new information has been added to the dispute, the Contact will click on the Add button to upload/update the information. This is only to allow for tracking, and is not necessary to be utilized.

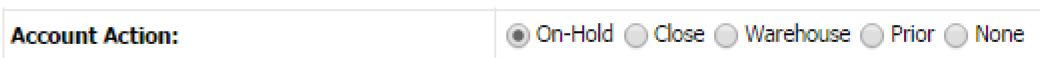
10. At the bottom of the dispute page, the Issue History section will display with any updates to the Dispute that have occurred inside of the OSS system. This will automatically update whenever a detail changes on the Dispute, and is not updatable by the Contact.
11. Once the Dispute has been resolved, the Contact will need to update the OSS system to notify the Collection Vendor of the resolution decision. The Contact should come back to the Open Account Issues Assigned page and re-select the Dispute. Once the Contact is back to the Issue Detail page, they will need to update the Status of the Dispute. They should select either

Resolved (If the Obligor agrees with the resolution) or Resolved – Debtor Dispute (If the Obligor does not agree with the resolution, however it is how the Case will be resolved).

12. The contact will then need to designate the Date Resolved. The Contact may type in the date, or click on the Calendar Icon, which will bring up a Calendar Date selection option.



13. The contact will then need to update the Account Action. The Contact should update this to "Close" if the Case should be Closed within the OSS Debt Recovery system and all Collection Activity should cease. The Contact should select Prior if the resolution is that the Obligor is still responsible for the debt, and collection activity should continue.



14. Once the Contact has updated the Account Action, they should click on the Update button to update the information regarding the Issue. This will automatically notify the Collection Vendor regarding the dispute resolution. No further action is required by the Contact in regards to the Dispute.