



Process:	Media Requests
Description:	The Contact will utilize the OSS Web Portal to manage Media Requests from the Collection Vendors regarding a Case currently with OSS

Process Detail: This document outlines the steps for receipt of Media Requests inside the OSS Web Portal when Media is needed for pursuit of the Arrears Balance

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

Account Logon [\(password help\)](#)

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
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Recovery Direct
Web Portal

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Home: Welcome

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



- If there is currently an open Media Request from a Collection Vendor associated with a Case, this will appear in the listing for Open Media Requests Ready for Fulfillment. The contact should click on the Open Media requests Ready for Fulfillment hyperlink

Media Activity			
Open Media Requests Ready for Fulfillment	1	-	9/24/2014
Open Media Requests that are ready for fulfillment.			

- The page will update to display the media request search page. Here, the open media request(s) will be listed

Search:	Data ID	<input type="text"/>	
Requester:	Select a Requester	Select a Company	
Document:	Pending	Select a Media Document Type	Select a Media Support Scheme
Date Range:	Select a Search Date	<input type="text"/> through <input type="text"/>	<input type="button" value="Go"/>

Media Request Search Results					
ID	Data ID	Account Details	Request	Document	Status
1 total items were found.					
66768	66SP000000243	3092 Portfolio: - Product: Summit	- 9/24/2014 6:13:27 PM Placement: 139	Proof Of Debt	Pending 9/24/2014

- The Media Request Search Results will display with the following information listed in the table below

Field	Description
ID	The internal unique value of the media request
Data ID	The internal ID of the Case
Account Details	The top field will be the Case number The middle field will display with the Internal Portfolio Number associated with the Case The bottom field will display with the Product associated with the case
Request	The top field will display with the Collection Vendor name that created the request The middle field will display with the date of the request The bottom field will display with the internal Collection Vendor number associated with the request
Document	This will display with the name of the document
Status	This will display with the current Status of the document (This will display with pending) and the date of the latest update of the document



8. The Contact should click on the ID hyperlink to view the details on the Media Request and begin the process of fulfilling the request.
9. Once clicked, the page will update to display all Open Media Requests that are currently associated with the Case. This will be displayed in the Open Media Request Documents table. The following table lists the details that will be listed in the Open Media Request Documents table

Support Center: Media Request Support

Account Summary					
Data ID	Account Number	Debtor	Open Date	Charge-Off	Balance
665P00000243	3092	Doe, John	-	-	\$5,000.00

Open Media Request Documents						
Request ID	Created	Media Type	Statement Date	Status	Cost	Fulfillment Options
68768	9/24/2014	Proof Of Debt	-	Pending	0	- <input type="button" value="v"/>

Fulfillment Document	
<input type="text"/>	<input type="button" value="Remove"/>

Field	Description
Request Id	The Internal Media Request ID
Created	The date that the Media Request was created
Media Type	The Type of media that is being requested by the Collection Vendor
Statement Date	The Date of a Statement requested (Not Applicable to JFS accounts)
Status	This will display with Pending for an open media request
Cost	This will default to 0 Cost. This should not be updated and kept at 0 during the fulfillment process
Fulfillment Options	<p>This allows for the drop down selection of Media Request Fulfillment Options. The options that should be utilized are listed below</p> <ul style="list-style-type: none"> - Included – This designates that the Contact has the document in PDF/Word form and is uploading the document during the fulfillment - Not Available – This designates that the Contact cannot obtain the document and will never have the availability to obtain the document, with all future requests being invalid going forward for the document



	<ul style="list-style-type: none">- Cancelled – This designates that currently the Contact cannot obtain the document, however in the future may be able to, allowing for future requests for the document to be made
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10. If the Contact cannot obtain the document, whether now or in the future, the Contact should select either the Not Available or Cancelled options and click on the Submit – Search or Submit – Return option once the drop down is selected.

Open Media Request Documents						
Request ID	Created	Media Type	Statement Date	Status	Cost	Fulfillment Options
68768	9/24/2014	Proof Of Debt	-	Pending	0	Included Not Available Cancelled Re-Order Expedite Order

Fulfillment Document

Browse

Submit - Search Submit - Return

[Back](#)

11. If the Contact is able to obtain and currently has the document locally saved on their computer, the contact should select Included on the Drop Down for Fulfillment options.

Open Media Request Documents						
Request ID	Created	Media Type	Statement Date	Status	Cost	Fulfillment Options
68768	9/24/2014	Proof Of Debt	-	Pending	0	Included

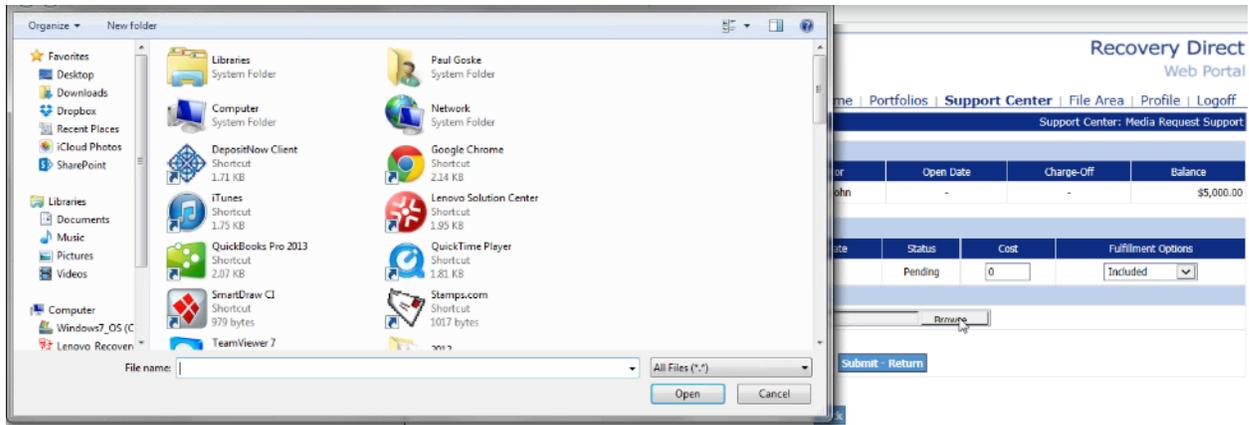
Fulfillment Document

Browse

Submit - Search Submit - Return

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12. Once selected, the Contact should click on the Browse button. This will bring up the normal Windows Explorer, allowing for specification of the File to upload. The Contact should locate their file, and once located click on the Open button to set the file for upload



13. The page will update to display with the File Path in the Fulfillment Document table as shown below

14. Once this has been completed, the Contact should click on either the Submit – Search or Submit – Return button to complete the upload of the document and fulfill the Media Request

Support Center: Media Request Support

Account Summary

Data ID	Account Number	Debtor	Open Date	Charge-Off	Balance
665P00000243	3092	Doe, John	-	-	\$5,000.00

Open Media Request Documents

Request ID	Created	Media Type	Statement Date	Status	Cost	Fulfillment Options
68768	9/24/2014	Proof Of Debt	-	Pending	0	Included

Fulfillment Document

[Browse](#)

[Submit - Search](#) [Submit - Return](#)

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15. Once this has been completed, the Contact's home screen will update to no longer display with any open media requests, and the Collection Vendor will automatically be notified of a new Fulfilled Media Request. The Contact has no additional action required.