APPENDIX X

APPENDIX X
EMPLOYER MAINTENANCE UNIT
(EMU) REQUEST PROCESS

<u>Overview</u>

EMU is an acronym for "**E**mployer **M**aintenance **U**nit", which is located at the PA SCDU office. The EMU Department handles many employer related tasks, such as repairing addresses or inserting new addresses into the PACSES system.

<u>Elements</u>

Listed below are the major elements that exist within the EMU system:

<u>Request</u>

Requests are created each time a user selects the "New Request" section.

<u>Action</u>

An action is created after a major change is made to a request. Some common examples are:
  ➢ Requests are assigned to a worker;
  ➢ A worker changes the status on a request;
  ➢ A requestor recalls a request.

<u>Comments</u>

Comments may be entered by the requestor or the assignee, and will be visible when reviewing the request.

<u>Messages</u>

Messages are triggered by certain actions such as:
  ➢ When a request is closed by a worker, a message will be sent to the requestor to alert them of the closure.
  ➢ Also, when a requestor recalls the request. The assignee will be notified via a message that the request has been removed from their queue.

<u>Audience</u>

The current planned audience consists of DRS workers, outside Portal users (defendants, plaintiffs, and employers), and internal EMU users.

APPENDIX X
EMPLOYER MAINTENANCE UNIT
(EMU) REQUEST PROCESS

Requesting Access

New user access, name changes, or terminations can be obtained by the DRS SCDU Coordinator emailing the EMU Access email group at EMUAccess@PACSES.com.
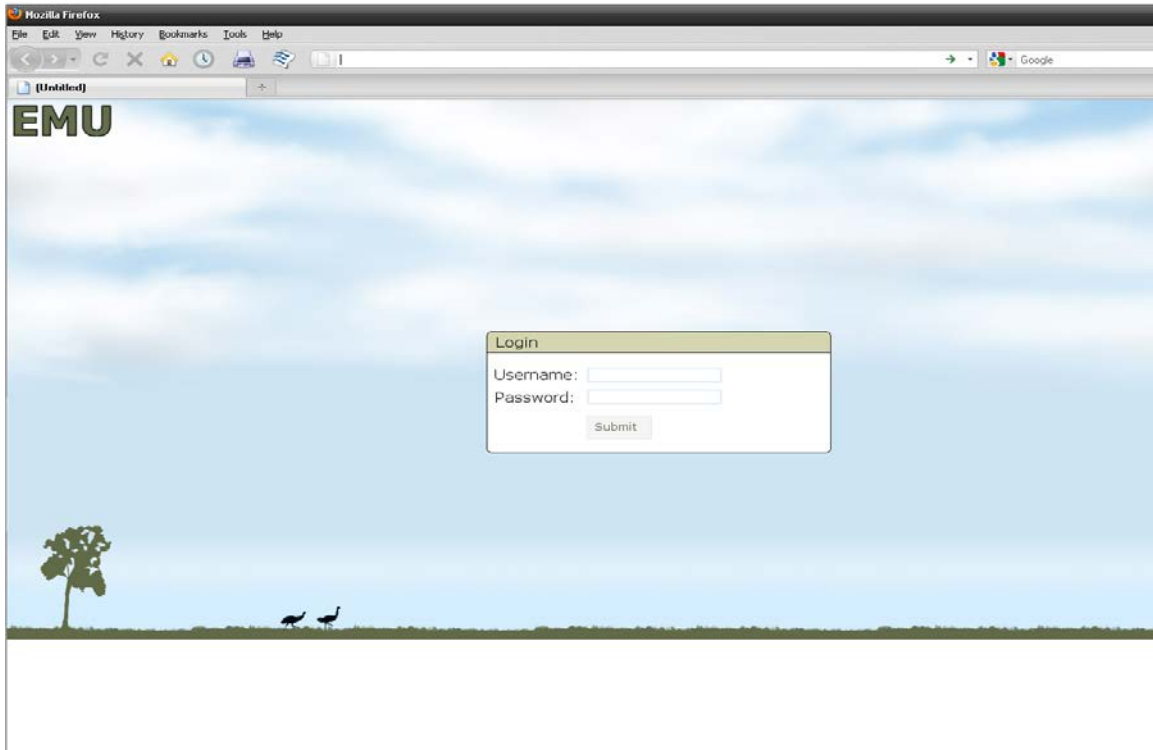
Login Page

Figure 1

> ➢ Enter Username: first name.last name (i.e: john.doe)
> ➢ Enter Initial Password: Password1 (case sensitive)

Upon completion of the login process, your password will be checked for expiration. If it has expired, the change password page will be shown. There is no way to circumnavigate this page, so you must change your password to enter the system.

APPENDIX X
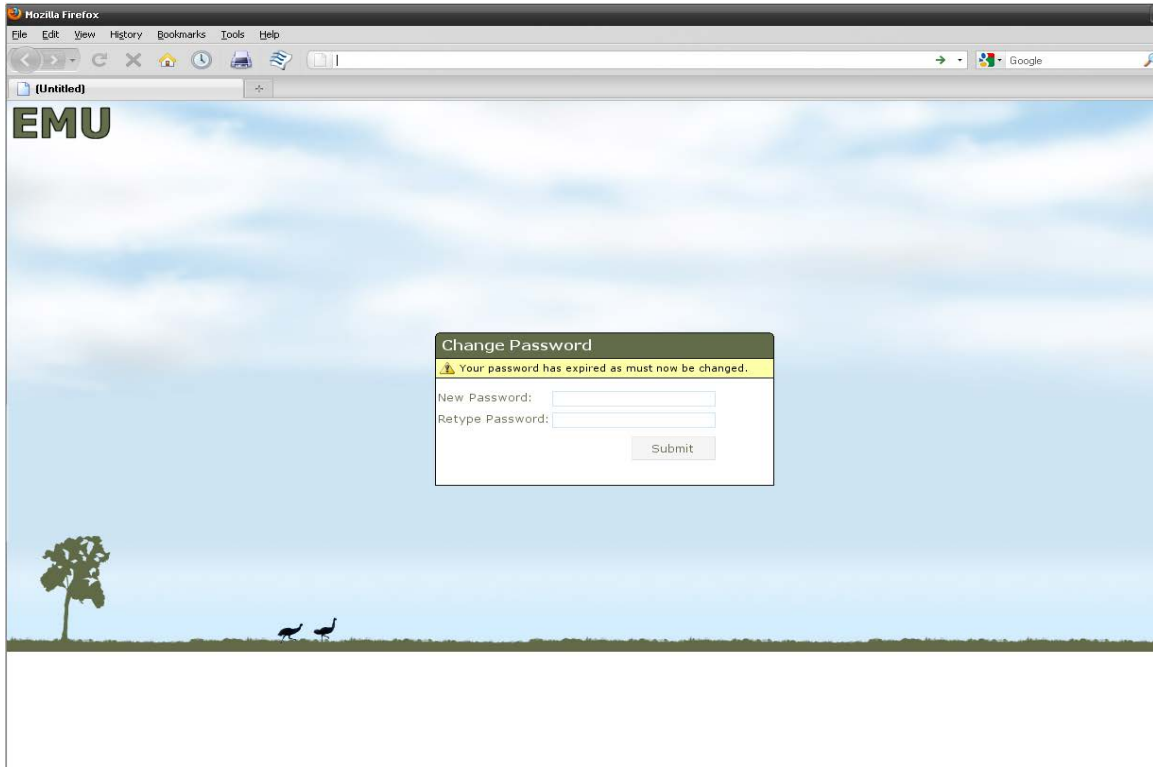# EMPLOYER MAINTENANCE UNIT
(EMU) REQUEST PROCESS

Figure 2

Password Rules

Passwords will comply with the following rules:
- Passwords must be changed after ninety days
- Passwords must have at least one of each of the following:
    - Capital Letter
    - Numeric
    - Symbol
- Passwords must be at least eight characters in length
- Passwords must not be identical to any of the last 12 passwords

When a password expires, the user must change it prior to entering the system.

The user will then be sent to the dashboard (a.k.a landing) page. This page attempts to summarize all of the important information into one convenient view.

APPENDIX X
EMPLOYER MAINTENANCE UNIT
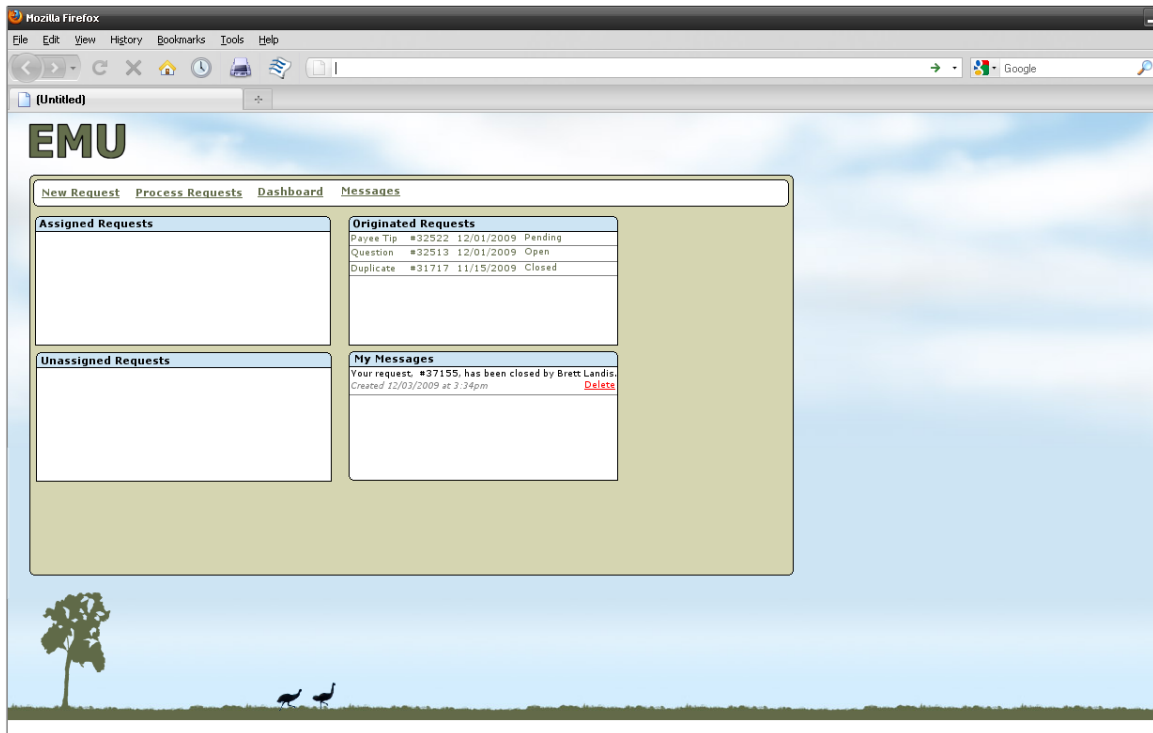# (EMU) REQUEST PROCESS

The Dashboard

Figure 3

Most non-EMU personnel will only see three of the sections shown above, which are: Assigned Requests are reserved for the EMU group at PA SCDU.

Assigned Requests

This section will show the last couple of requests assigned to the user. The latest items will show near the top of the section list.

Originated Requests

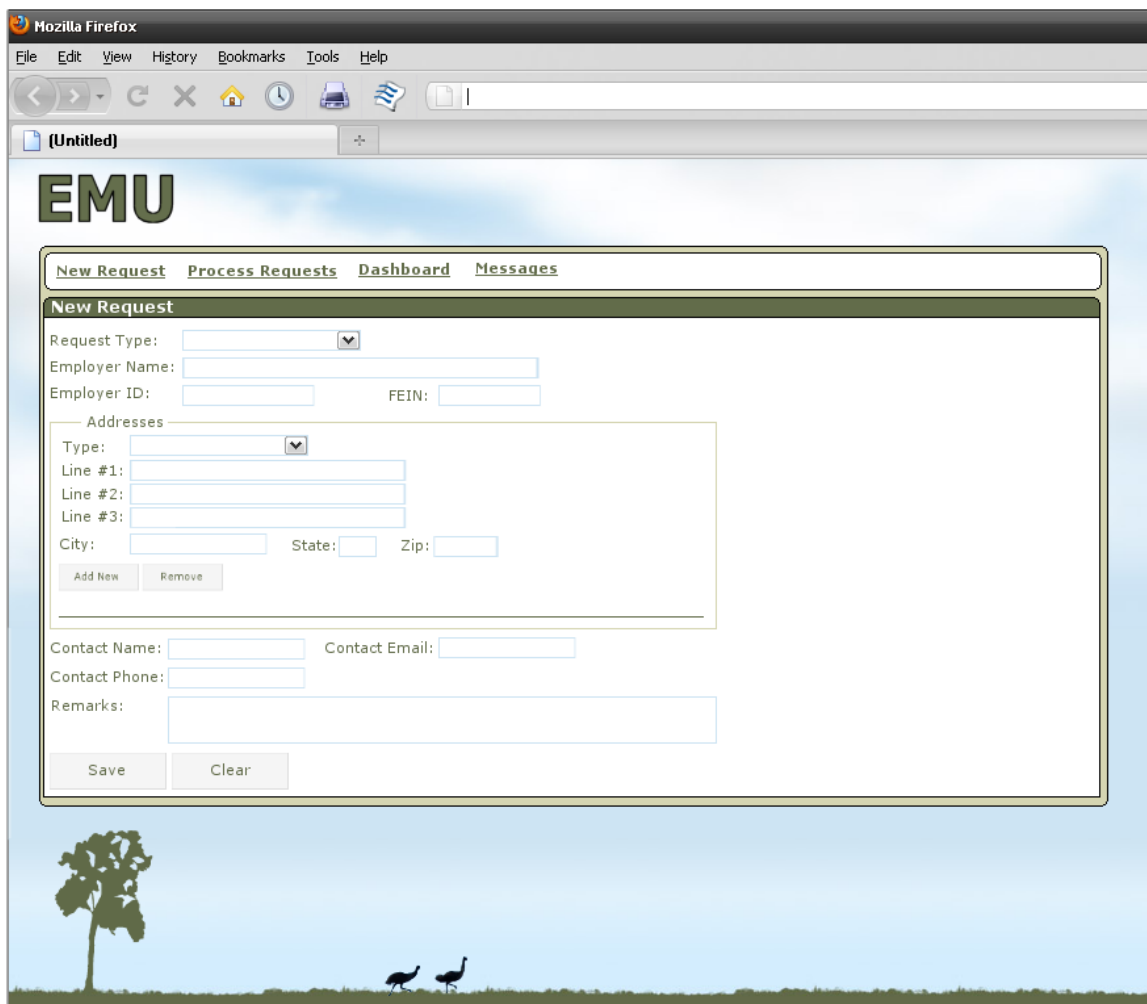These requests are user created and listed in a descending fashion.

My Messages

The last few messages relating to requests will be displayed in this section. Each message has a "delete" link attached to dispose of the message from this page.

APPENDIX X
EMPLOYER MAINTENANCE UNIT
(EMU) REQUEST PROCESS

Unassigned Requests

These items have not been assigned to a worker. When a worker chooses one of these, it is automatically assigned to them. Also, note the navigation bar on the top. Navigation items will vary from user to user.

New Request

Figure 4

APPENDIX X
EMPLOYER MAINTENANCE UNIT
(EMU) REQUEST PROCESS

Choosing the "New Request" link will bring the user to the "New Request" page. This page will appear similar to the PHP DRS page of the legacy system. This first section will allow for several different types of requests. These types are as follows:

> **Add Defendant Employer** - This request type is used to add a new employer into PACSES for a defendant.
1. Research PACSES to make sure the employer is not already in the system by using the PACSES Employer Search tool. If employer is not in PACSES move to step 2.
2. Contact the employer to verify the address where the information regarding the child support garnishment is to be sent, obtain the Federal Employer Identification Number (FEIN), and verify contact information including email address.
3. Once the employer information has been obtained enter it in the EMU request and click "SAVE".

> **Add Plaintiff Employer** - This request type is used to add a new employer into PACSES for a Plaintiff.
1. Research PACSES to make sure the employer is not already in the system by using the PACSES Employer Search tool. If employer is not in PACSES move to step 2.
2. Contact the employer to verify the address where the information regarding the child support garnishment is to be sent, obtain the Federal Employer Identification Number (FEIN), and verify contact information including email address.
3. Once the employer information has been obtained enter it in the EMU request and click "SAVE".

> **Add Employer for Verification Only** – This request type is used to verify employer information provided by a defendant or plaintiff when a DRS worker is unable to verify the employer information.
1. Research PACSES to make sure the employer information is not already in the system by using the PACSES Employer Search tool. If employer information is not in PACSES move to step 2.
2. Contact the employer to verify the address where the information regarding the child support garnishment is to be sent, obtain the Federal Employer Identification Number (FEIN), and verify contact information including email address.
3. Once the information has been obtained enter it in the EMU request and click "SAVE".

> **Change** – This request type is used to update an existing EMPU record for an employer.
1. Research PACSES to make sure the employer change you have is not already in the system by using the PACSES Employer Search tool. If the employer change is not in PACSES move to step 2.

---

2. Contact the employer to verify the address where the information regarding the child support garnishment is to be sent, obtain the Federal Employer Identification Number (FEIN), and verify contact information including email address.
3. Once the information has been obtained enter it in the EMU request and click "SAVE".

- ➢ **Delete** – This request is used when a business no longer exists.
1. Research PACSES to make sure the employer change you have is not already in the system by using the PACSES Employer Search tool. If the employer change is not in PACSES move to step 2.
2. Contact the employer to verify the address where the information regarding the child support garnishment is to be sent, obtain the Federal Employer Identification Number (FEIN), and verify contact information including email address.
3. Once the information has been obtained enter it in the EMU request and click "SAVE".

- ➢ **Duplicate** – This request is used when duplicate EMPU records exist for one employer.
1. Research PACSES to make sure the employer change you have is not already in the system by using the PACSES Employer Search tool. If the employer change is not in PACSES move to step 2.
2. Contact the employer to verify the address where the information regarding the child support garnishment is to be sent, obtain the Federal Employer Identification Number (FEIN), and verify contact information including email address.
3. Once the information has been obtained enter it in the EMU request and click "SAVE".

- ➢ **Merge** – This request is used when a business needs to be "linked" due to company merger, takeover, and/or buy-out.
1. Research PACSES to make sure the employer change you have is not already in the system by using the PACSES Employer Search tool. If the employer change is not in PACSES move to step 2.
2. Contact the employer to verify the address where the information regarding the child support garnishment is to be sent, obtain the Federal Employer Identification Number (FEIN), and verify contact information including email address.
3. Once the information has been obtained enter it in the EMU request and click "SAVE".

- ➢ **Inactive** – This request is used when an employer is no longer in business.
1. Research PACSES to make sure the employer change you have is not already in the system by using the PACSES Employer Search tool. If the employer change is not in PACSES move to step 2.

2. Contact the employer to verify the address where the information regarding the child support garnishment is to be sent, obtain the Federal Employer Identification Number (FEIN), and verify contact information including email address.
3. Once the information has been obtained enter it in the EMU request and click "SAVE".

➢ **Research** – This request is used when trying to determine whether a business actually exists.
1. Research PACSES to make sure the employer you have is not already in the system by using the PACSES Employer Search tool. If the employer change is not in PACSES move to step 2.
2. Contact the employer to verify the address where the information regarding the child support garnishment is to be sent, obtain the Federal Employer Identification Number (FEIN), and verify contact information including email address.
3. Once the information has been obtained enter it in the EMU request and click "SAVE".

The choices for address types some of which are ultimately entered on either EMPU or ESAD in PACSES are:

➢ Primary
➢ Billing Coupons
➢ Benefits Processing – Address option not available in PACSES. Can be added to ENOT.
➢ Employee Verification
➢ Income Attachment
➢ NMSN

The requestor may then select the button to "Add New" or to "Remove".

The "Contact Name", "Contact Email", and "Contact Phone" fields are for any employer contact information you may have. The "Remarks" field may be used for any additional comments that pertain to your request.

After completing the required information, the user must click on the "Save" button. The creator of the request becomes "the requestor". The worker who chooses the request becomes the "assignee". These terms will be used through the rest of this document.

If the requestor opens this request while the status remains "Open" or "Pending", the screen below is an example of the information that will appear for review.

APPENDIX X
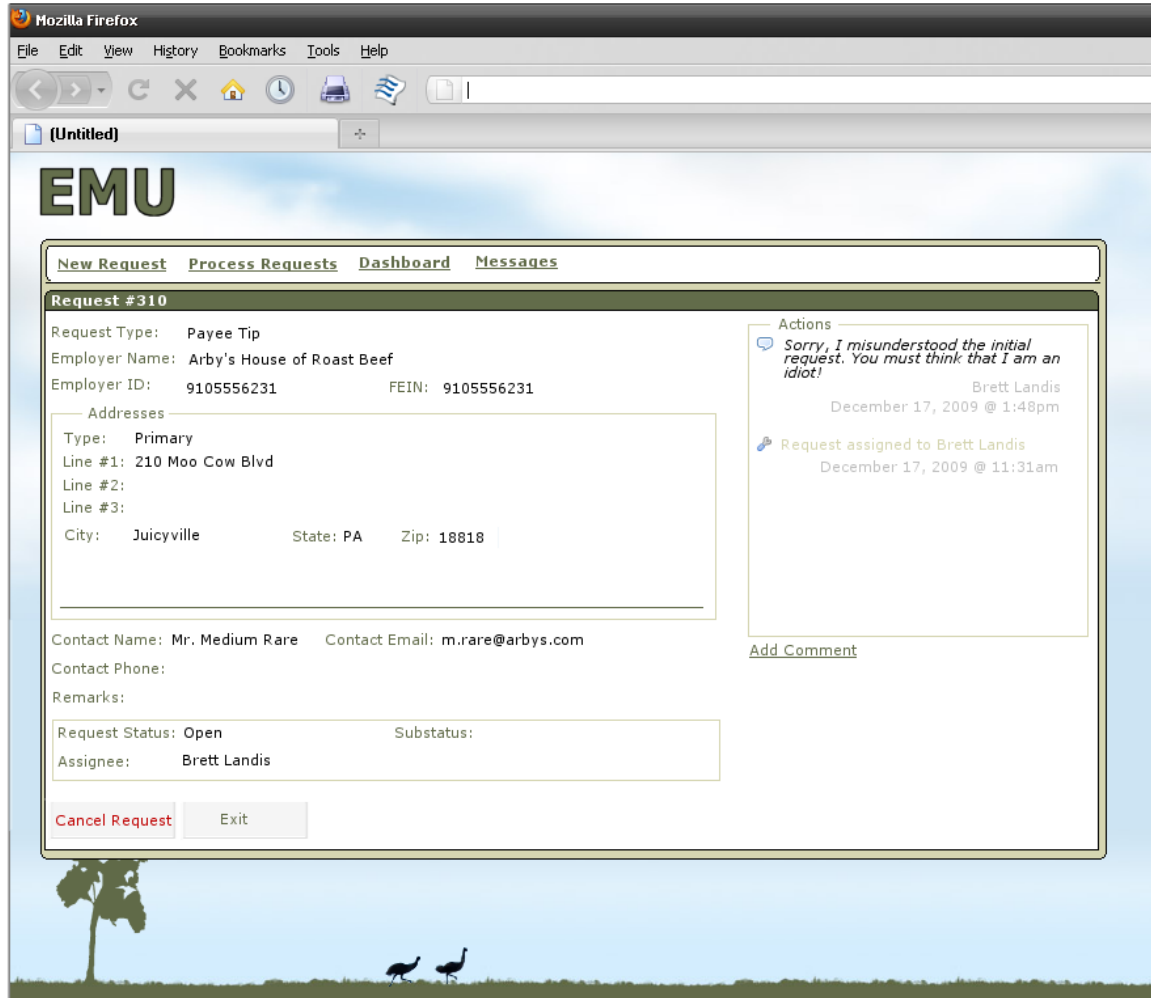# EMPLOYER MAINTENANCE UNIT
(EMU) REQUEST PROCESS

Figure 5

The only options available for the screen shown in Figure 5 are:

- ➢ Add Comment
- ➢ Cancel Request
- ➢ Exit

Cancel Request

This option will remove the assignee from the request and change the status / sub-status to "Closed / Requestor Cancelled". The prior assignee will receive a message stating that the requestor withdrew the request.

Exit

Exit will allow the user to leave the request without saving.

Communicating with the Requestor

If an assignee encounters an issue while processing a request and needs to communicate with the requestor, the following steps must be used:

> ➢ Add a comment stating their issue or question.
> ➢ Change the status to Pending.
> ➢ Change the sub-status to Awaiting Requestor Response.
> ➢ Save

After the steps listed above are completed, the requestor will receive a message stating that an action is required on their part. When the request is opened, it will appear similar to the screen shot shown in Figure 6.
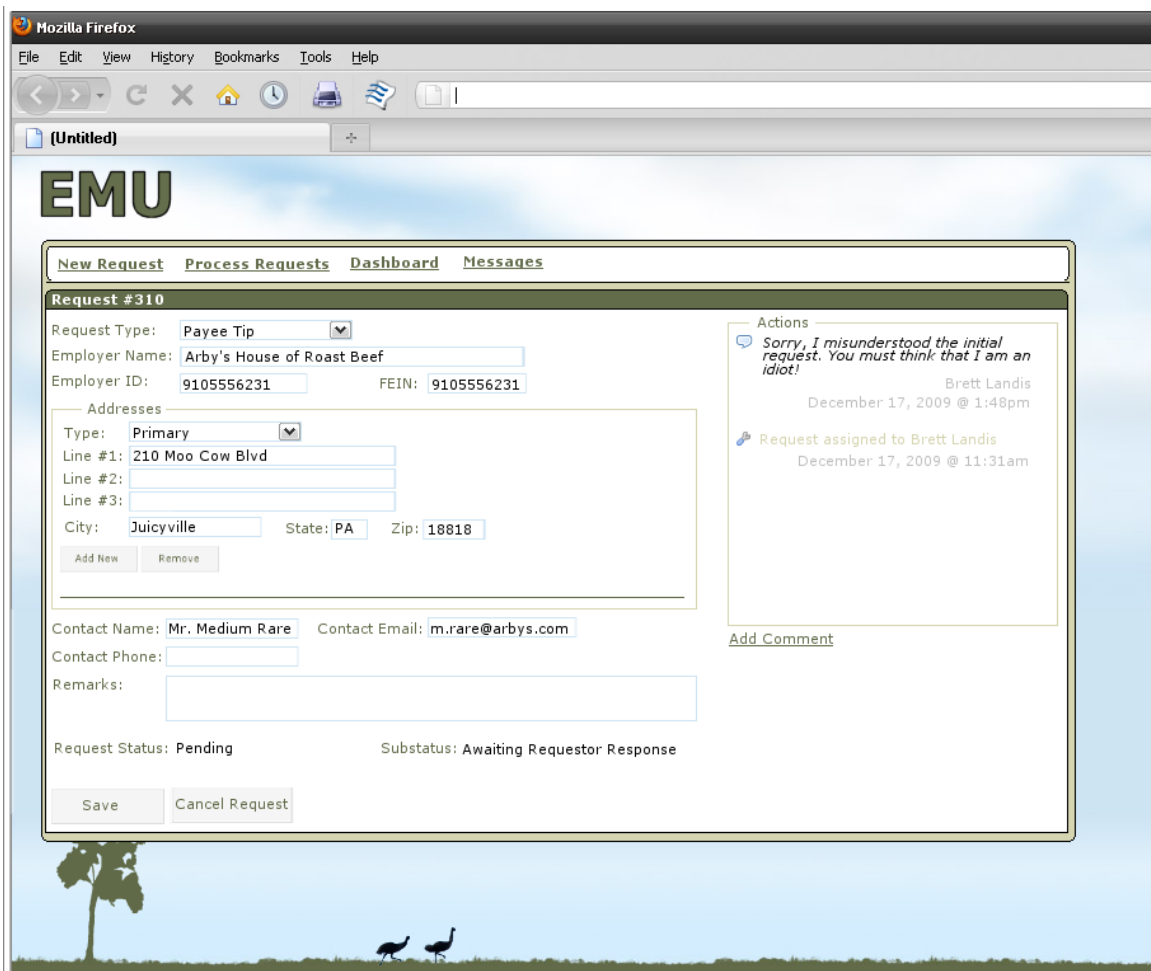

Figure 6

Most of the fields shown in Figure 6 will be editable. The requestor can address any issues that the assignee has expressed, leave a comment, and save it. The following options are:

<u>Save</u>

Choosing to "Save" will change the status back to "Open" and the assignee will receive a message stating that action was taken on their request.

<u>Cancel Request</u>

This option will remove the assignee from the request and change the status / sub-status to "Closed / Requestor Cancelled". The prior assignee will receive a message stating that the requestor withdrew the request.

<u>Exit</u> (not shown)

Exit will leave the request without saving.

<u>Reopening a Request</u>

After a request has been closed, either by a requestor or an assignee, it is possible to reopen the request – see Figure 7 shown below.

APPENDIX X
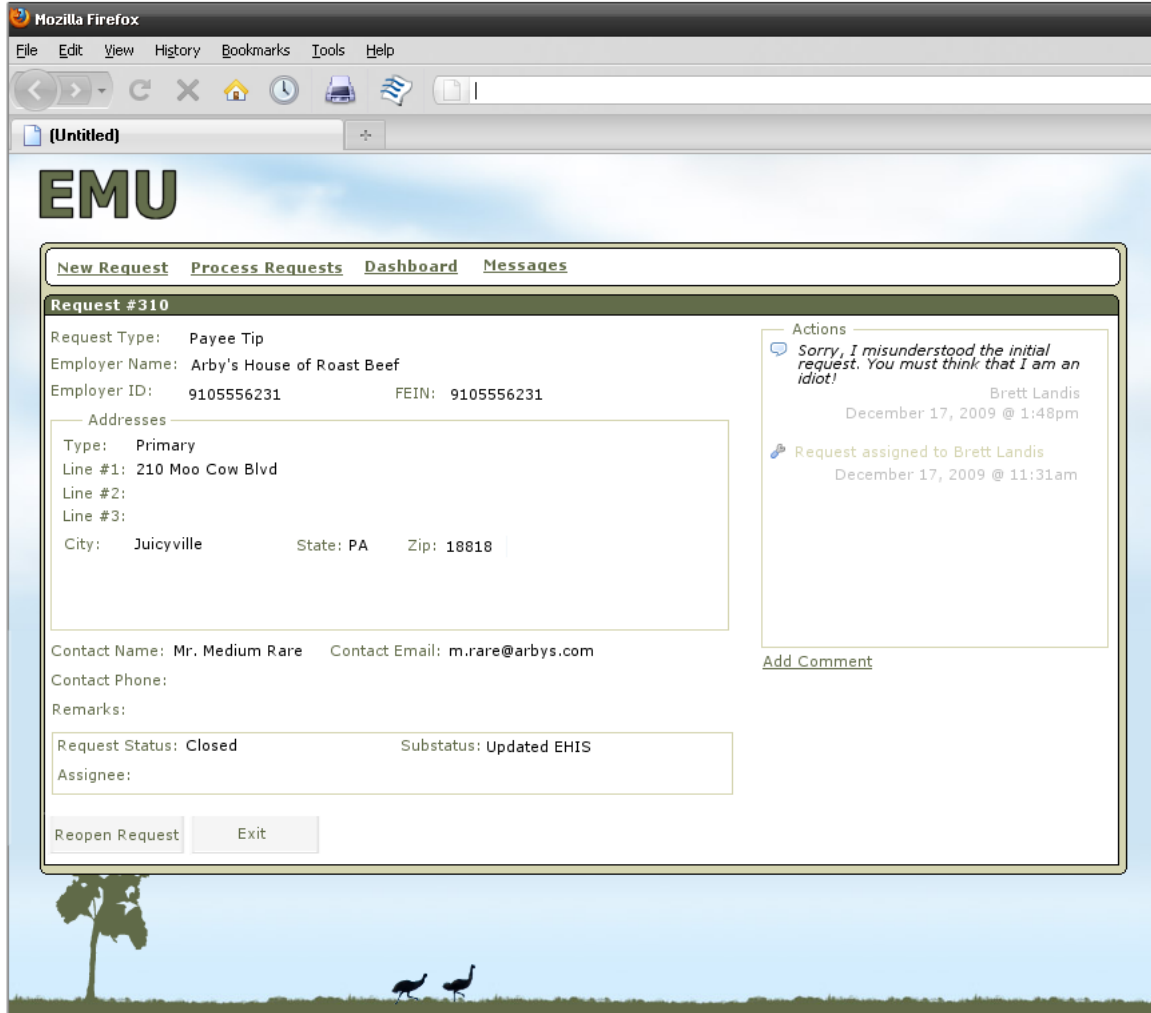# EMPLOYER MAINTENANCE UNIT
(EMU) REQUEST PROCESS

Figure 7

The requestor now has the following options: Add Comments, Reopen the Request, and Exit.

Reopen Request

When a request is reopened, it will be sent to the last assignee who worked it and the status will be changed to open. In the event that the last assignee is no longer active, the request will remain unassigned, but the status will still be open. The screen options will change to: "Save", "Cancel Request", and "Exit". Selecting "Exit" will cancel the reopened request and the request will remain in a closed status.