Employment Development Department

RPCS™

Version 2011

Rev Q
A Columbia Ultimate Company

Contents

What's New in this Release

Version 2011 is the newest release of the Employment Development Department module for Revenue Plus Collector System and includes the following new features and enhancements.

Enhancements
EDD Media Setup Option
The EDD Media Setup option has been enhanced to use the keyword LINE, which can be used rather than the actual number of characters expected for each record. This allows the EDD parse to assume each line of data is a full record, regardless of the actual length, which varies because of truncation.
6 Quarter Reporting
Fiscal file fields now support reporting of 6-quarter data and are accessible through Easy Out.

Employment Development Department

The Employment Development Department (EDD) module of the Revenue Plus Collector System (RPCS) tracks and monitors current employment for specific accounts. It allows collectors to request, by Social Security Number (SSN), the current employment and wage information as well as employment insurance and disability insurance information from the California Employment Development Department. This information may be used to set up payment plans, verify and update demographic information, provide means of contact, and work with other system features to improve the overall collection effort.

EDD Features

- Updates employment information automatically with quarterly earnings for the past six quarters. It provides the number of weeks worked in each quarter, quarterly wages and end of quarter date. This data can be generated into report format after 12 fiscal fields are created. Contact a Revenue Plus Client Care representative for help setting up the fiscal fields.
- Provides employee address for verification.
- Provides employer name, branch and address.
- Records all requests for information from the state in the debtor record for auditing purposes. This record is also updated when any matching information comes from the State.
- Generates a miscellaneous WIP list that contains the debtor numbers of each account updated by the tape/file from the State. Collectors can work from this WIP list if desired.
- Provides collection management controls that request frequency and debtor selection criteria.
- Allows for system user controls to select accounts for EDD processing.

EDD Benefits

- Reduces staff costs by eliminating time-consuming steps in the collection process.
- Maintains accuracy of debtor information.
- Provides collectors with information required in setting up payment plans and the ability to verify information provided by the debtor.
- Increases collector productivity by providing accurate and timely information.
- Provides alternative contact sources for debtors that are difficult to find.

EDD Process Diagrams

This diagram illustrates the commands and files involved in requesting data from the State.

Create EDD Tape/File to Send to the State

Collectors request EDD information via the EDDR command in the Collector screen

The system selects the account for EDD information via the Recall Statement entered in the EDD Setup screen

EDD REQUEST file

DEBTOR file

Create EDD File

EDD Tape/File to the State
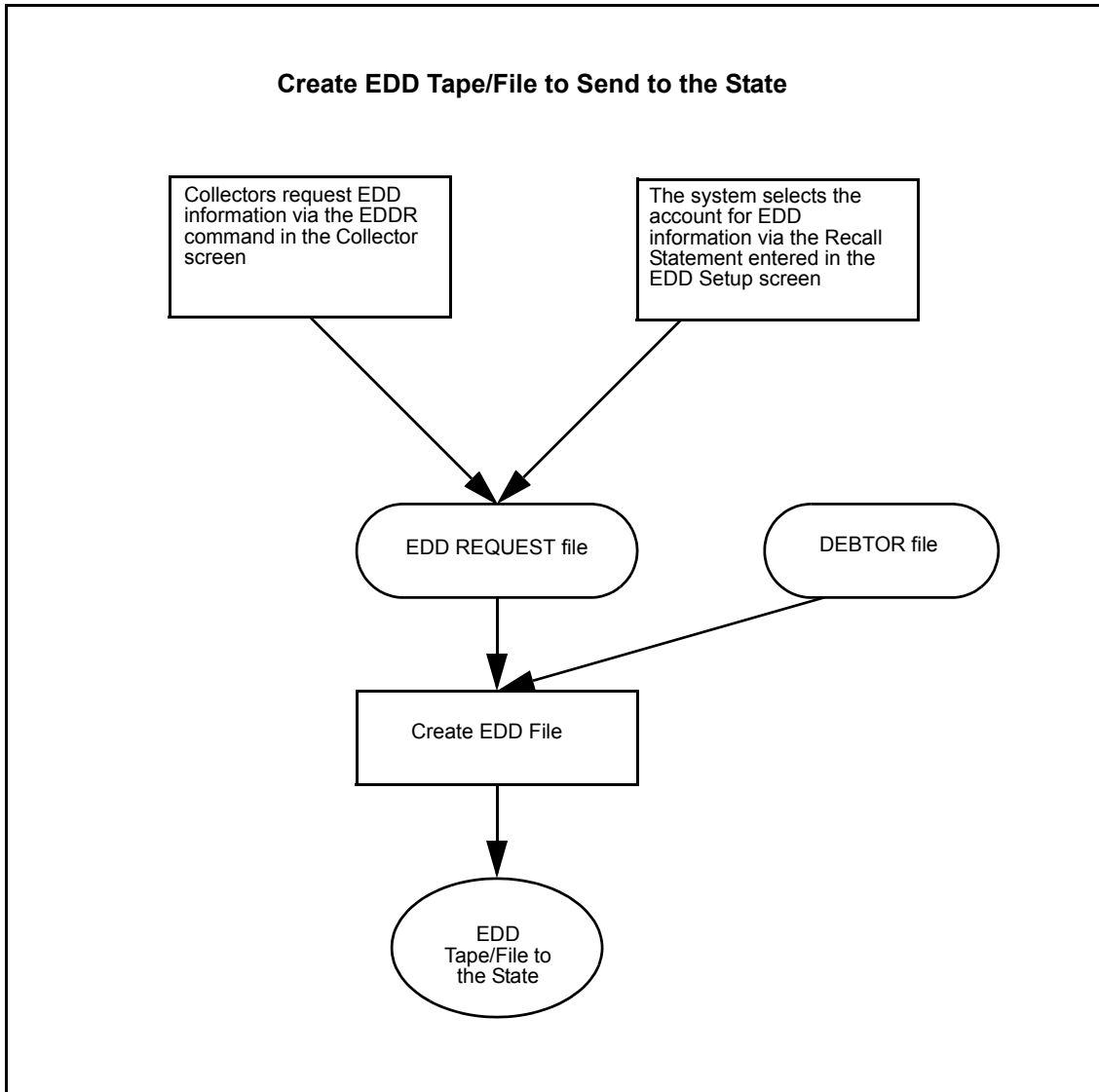
This diagram illustrates how information is received into your system from the State for collectors to review.

Load EDD Tape/File from the State

EDD employee earnings tape/file from the State

EDD employer data tape/file from the State

EDD UI/DI data file from the State

Load data from EDD file and build EDD information files

EDD SSN file

EDD Employee file

EDD Account file

EDD Employer file

Misc WIP Lists of EDD Accounts

Collectors view EDD information via the Misc WIP List in the Collector screen

Getting Started

This manual explains how to efficiently use the EDD module of RPCS. It details how to request and view EDD related information.

This manual will help you:

- Identify the features and benefits of the EDD module.
- Understand essential EDD terms.
- Request EDD information from the Collector Screen.
- Generate the appropriate EDD tapes/files to send to the State.
- Perform the standard setups related to the EDD module.
- View EDD information from the Collector Screen.

Opening EDD

1. At the Enter NT User Name prompt enter the user name in lower case.
2. Enter the password attached to your NT user name in lower case.
3. At the Collector System Account on \\ {Account Name} Server (/), prompt enter the name of the account you want to log onto in upper case.
4. To accept the default WIN2000, press <Enter> at the Enter Terminal Name/Environment (CR= 'WIN2000,0', ? , /)prompt. Otherwise, enter the Terminal Name/Environment using upper case.

```
Password:

Columbia Ultimate
CUTools 3.3.8

Now Initializing Environment

Columbia Ultimate Business Systems
10:43:38   06 FEB 2002

Enter Columbia Ultimate Account on \\PSD_SERVER Server (/): rpcs2002
RPCS2002 is not a valid SYSTEM entry on \\PSD_SERVER!
Try another account name.

Columbia Ultimate Business Systems
10:43:43   06 FEB 2002

Enter Columbia Ultimate Account on \\PSD_SERVER Server (/): rp2002


(C) Copyright 2002, Columbia Ultimate Business Systems, Inc.
                All rights reserved.

Enter Terminal Name/Environment (CR='WIN2000NB,1',?,/):
```

5. At the Enter Employee Password (?,/)prompt enter the employee password.

```
                              REVENUE PLUS
06 FEB 2002                  REVENUE PLUS 2002                    10:46AM

          SOFTWARE                              SYSTEM
   LICENSED PORTS: 25                    PORT#: 2
   REVENUE PLUS RELEASE: 2002            DB: CU Tools For NT
   LICENSE EXPIRATION: 31 DEC 2003       REL#: 3.3.0192


                           GOOD LUCK!!


Enter Employee Password (?,/):
```

6. From the Master Menu, select Special Routines, Option L/12.

```
                        REVENUE PLUS
06 FEB 2002             REVENUE PLUS 2002                    10:47AM


                   ┌─────────────────────┐
                   │  MASTER MENU   (0)   │
                   └─────────────────────┘


   ┌──────────────────────────────┐   ┌──────────────────────────────┐
   │  A   DATA ENTRY           1   │   │  H   MONTH-END            8   │
   │  B   CORRESPONDENCE       2   │   │  I   UTILITY              9   │
   │  C   INQUIRY              3   │   │  J   MANAGEMENT STRATEGY  10  │
   │  D   TRUST ACTIVITY       4   │   │  K   PRECOLLECT           11  │
   │  E   COLLECTOR            5   │   │  L   SPECIAL ROUTINES     12  │
   │  F   COLLECTOR MANAGEMENT 6   │   │  Q   LEGAL MENU           13  │
   │  G   GENERAL REPORTS      7   │   │  R   EASY OUT             14  │
   └──────────────────────────────┘   └──────────────────────────────┘


                        Enter Selection: ▮
```

The Special Users Menu is the access point for all RPCS module software and special routines created specifically for your agency. Depending on the number of modules and special routines that your agency uses, this menu will appear slightly different than Figure 6.

```
06 FEB 2002          ┌─────────────────────────┐          10:48AM
                     │ SPECIAL USERS MENU  (12) │
                     └─────────────────────────┘


              ┌────────────────────────────────┐
              │  A   EASY OUT              1     │
              │  B   SCRIPT SETUP MENU     2     │
              │  C   DISTRIB/PRORATION     3     │
              │  D   TAX INTERCEPT         4     │
              │  E   VICTIM RESTITUTION    5     │
              │  F   EDD MENU              6     │
              │  G   UNSECURED TAX         7     │
              └────────────────────────────────┘


                        Enter Selection:
```

7. Type the 'hot key' letter or number that corresponds with the EDD Menu and press <Enter>. The EDD Processing Menu appears:

```
06 FEB 2002          ┌─────────────────────────┐          10:49AM
                     │ EDD PROCESSING MENU  (EDD) │
                     └─────────────────────────┘


              ┌────────────────────────────────┐
              │  A   CREATE REQUEST MEDIA   1    │
              │  B   LOAD EMPLOYER MEDIA    2    │
              │  C   LOAD EMPLOYEE MEDIA    3    │
              │  D   LOAD UIDI MEDIA        4    │
              │  E   EDD CONTROL SETUP      5    │
              │  F   EDD MEDIA SETUP        6    │
              └────────────────────────────────┘




                        Enter Selection: ▮
```

EDD Processing Menu

This section shows the steps necessary to effectively and properly set up the EDD module of RPCS. Before your agency is able to use the EDD module, you will need to set up the operating parameters.The following paragraphs list the areas (Fiscal Record Fields, Client Misc Field, and EDD Letters) that need attention before you complete the general setups associated with the EDD module. Once these areas have been completed, you may continue to EDD Control Setups and EDD File Setups.

Fiscal Record Fields

You need to set up four Fiscal Record Fields to store dates associated with transmitting information between your agency and EDD. Three of these fields store dates related to the period when EDD information was requested, when requested information was sent to EDD, and when EDD information was received by the agency. The fourth field describes the method by which EDD information was requested: either manual (M), or automatic (A). These request methods are described later in this manual. (For more information, refer to Creating the EDD Request Tape or File section on page 17.) The function of setting up Fiscal Fields is performed through Option 10 from the main menu. Information on setting up Fiscal Fields is contained in the RPCS Reference Guide, Chapter 10, Section 9.

The other Fiscal Fields involved in tracking EDD information, the Employer Information Fields, are standard fields in the Revenue Plus Collector System and are described in the section titled, EDD Control Screen. (For more information, refer to EDD Control Screen section on page 9.)

Attribute numbers for each of these fields will be required to correctly set up the EDD module. Information on viewing or printing the attribute number list (referred to as Dictionary Items) is found in your RPCS Reference Guide, Chapter 10, Section 9.2.

Client Misc Field

It is necessary to set up a Client Miscellaneous Field to store the EDD exclusion flag. This flag determines if this particular client excludes all of their debtors from being submitted to EDD. Further explanation of the exclusion flag is described later in this manual, in "EDD Control Screen." The function of setting up a Client Miscellaneous Field is performed through Option 10 from the main menu. Information on setting up Client Miscellaneous Fields is contained in the RPCS Reference Guide, Chapter 10, Section 12.

EDD Letters

Along with the many other powerful features of the EDD module, agencies can set up specific letters to be sent to debtors whose information is requested from EDD. These letters are listed in a specific line of the EDD setup screen, which is described in the next section. The EDD Employer Information Screen allows the user to select letters to send to individuals. This field allows you to enter, edit, or delete the letter IDs on that list. The purpose of entering multiple letters is to allow the user to select an employer letter, a spouse employer letter, a responsible payer letter, or any other appropriate letter type when requesting EDD information. This field only creates a list of letters from which the user may select letter requests. The methods of placing letter IDs on the list are explained in the next section.

For a detailed description of the steps involved in setting up letters in RPCS, please see your RPCS System Reference Guide, Chapter 10, Section 80.

EDD Control Screen

Once the EDD Module is installed, the user must enter the setup parameters necessary to run the software. New users may need the help of a Revenue Plus technician, while experienced users may be able to set up all parameters on their own.

Enter the setup parameters

1. From the Master Menu, select Special Routines, Option L/12.

```
                              REVENUE PLUS
06 FEB 2002                 REVENUE PLUS 2002                    10:47AM


                        ┌─────────────────────┐
                        │  MASTER MENU   (0)   │
                        └─────────────────────┘


        ┌──────────────────────────┐      ┌──────────────────────────┐
        │ A  DATA ENTRY          1 │      │ H  MONTH-END           8 │
        │ B  CORRESPONDENCE      2 │      │ I  UTILITY             9 │
        │ C  INQUIRY             3 │      │ J  MANAGEMENT STRATEGY 10│
        │ D  TRUST ACTIVITY      4 │      │ K  PRECOLLECT          11│
        │ E  COLLECTOR           5 │      │ L  SPECIAL ROUTINES    12│
        │ F  COLLECTOR MANAGEMENT 6│      │ Q  LEGAL MENU          13│
        │ G  GENERAL REPORTS     7 │      │ R  EASY OUT            14│
        └──────────────────────────┘      └──────────────────────────┘


                        Enter Selection: ▮
```

2. From the Special Users Menu, type the 'hot key' letter or number that corresponds with the EDD Menu, and press <Enter>.

```
06 FEB 2002           ┌───────────────────────┐           10:48AM
                      │ SPECIAL USERS MENU  (12)│
                      └───────────────────────┘

                ┌──────────────────────────────┐
                │ A  EASY OUT              1    │
                │ B  SCRIPT SETUP MENU     2    │
                │ C  DISTRIB/PRORATION     3    │
                │ D  TAX INTERCEPT         4    │
                │ E  VICTIM RESTITUTION    5    │
                │ F  EDD MENU              6    │
                │ G  UNSECURED TAX         7    │
                └──────────────────────────────┘



                        Enter Selection:
```

3. In the EDD Processing Menu select EDD Control Setup, Option E/5.

```
06 FEB 2002        ┌──────────────────────────┐        10:49AM
                   │ EDD PROCESSING MENU  (EDD)│
                   └──────────────────────────┘

                ┌──────────────────────────────┐
                │ A  CREATE REQUEST MEDIA   1   │
                │ B  LOAD EMPLOYER MEDIA    2   │
                │ C  LOAD EMPLOYEE MEDIA    3   │
                │ D  LOAD UIDI MEDIA        4   │
                │ E  EDD CONTROL SETUP      5   │
                │ F  EDD MEDIA SETUP        6   │
                └──────────────────────────────┘




                        Enter Selection: ▮
```

4. In the EDD Control Screen enter the parameters.

```
                    EDD CONTROL SCREEN

CUSTOMER CODE: E00043
DEBTOR SELECT STATEMENT: THIS IS A STATEMENT
REQUESTED PRODUCTS (ENTER X OR BLANK)
    WAGE AND CLAIM: X    DI 0-2 YRS: X   UI 0-2 YRS: X
    EMPLOYER ADDR:  X    DI 2-4 YRS:     UI 2-4 YRS:
    CLIENT ADDRESS:      DI 4 + YRS:     UI 4 + YRS:
UPDATE (I)NDIVIDUAL ACCOUNT OR (A)LL WITH SAME SSN: I
EDD-REQUEST DAY LIMIT: 90
MINIMUM BALANCE: 25.00
BALANCE CATEGORY: P
      'I'=INDIVIDUAL ACCOUNT,'P'=PACKET,'A'=ASSOC PACKETS
LETTER ID'S SEPARATED BY ';': HH;VOE
EMPLOYER INFO FISCAL FIELDS - NAME1: 4      NAME2: 5      NAME3: 33
                              ADDR: 34      CSZ: 35
FISCAL DATE FIELDS - REQUEST: 385    SENT: 386      RECEIVED: 387
FISCAL FIELD FOR MANUAL/AUTO FLAG: 384


CLIENT MISC FIELD FOR EDD EXCLUDE FLAG: 13

    SAVE THE DATA ON THIS SCREEN?(CR=Y,N,/): █
```

Field Descriptions

Customer Code

> Each EDD customer of the state of California is assigned a customer code by EDD. The code is one alpha character followed by five numeric characters.

Debtor Select Statement

> The command line used to select debtors for automatic processing. If you are unfamiliar with how to create this command, contact a Revenue Plus Client Care representative for assistance.
> If this line is left blank and you select either of the automatic debtor select options while creating the EDD Request File, the program will submit ALL debtors from the debtor file to EDD.

Requested Products

> Designates which products you are requesting from California EDD. Place an X in the field of the product(s) you wish to request. To clear an X, press the space bar and then Enter. The products currently available for request by this program are:
* Wage and claim information
* Employer address
* Client (Debtor) address
* Disability Insurance payments 0-2 years
* Disability Insurance payments 2-4 years
* Disability Insurance payments 4+ years
* Unemployment Insurance payments 0-2 years
* Unemployment Insurance payments 2-4 years
* Unemployment Insurance payments 4+ years

Update (I)ndividual Account or (A)ll with the same SSN

> An I in this field indicates that the account numbers selected are the only ones to be submitted as EDD requests. In addition, when the data is received from EDD, the requested accounts will be the only ones updated with the EDD data. An A in this field indicates all accounts containing that SSN will be in the request record, receive memo note lines and be updated when the EDD data is received.

EDD-Request Day Limit

> EDD requests will not be made for accounts that have already been requested since the number of days entered. For example, if the number 90 is in this field, EDD requests for accounts that have been sent to EDD within the past 90 days will not be processed. The collector has the option to override this limit when making an EDD request. The default for this field is 90.

Minimum Balance

> Enter the minimum balance required before an account may be automatically selected for an EDD request. The data may be entered with or without a decimal. If a decimal is not used, the system will assume a whole dollar amount. This does not affect manual EDD requests.

(1 of 2)

Balance Category

This field indicates how the account balance is determined in order to compare to the minimum balance field. An I in this field will cause the balance to be calculated on the individual debtor. A P indicates that a packet balance will be used, and an A indicates that all associated packets will be used in determining the balance.

Letter IDs Separated by ';'

The EDD Employer Information Screen allows the user to select letters to send to individuals. This field allows you to enter, edit, or delete the letter IDs on that list. The purpose of entering multiple letters is to allow the user to select an employer letter, a spouse employer letter or responsible payer letter. This field merely creates a list of letters from which the user may select letter requests. For more information, refer to *Viewing EDD Wage Information,* page 18. Entering new letter IDs may be done individually or in a group. To enter an individual letter, type the letter ID at the prompt. The letter ID will then be added to any other letter IDs that may be in the field.

You may also enter a group of letter IDs by separating letter IDs with a semicolon (;). To delete a letter ID that is currently in the list, type DEL immediately followed by the letter ID you wish to delete. If you wish to clear the entire list, press the space bar once, then press <Enter>.

Employer Info Fiscal Fields - Name, Addr, CSZ

These numeric fields indicate where the employer names, address, and city-state-ZIP attributes are located in the FISCAL file. Normally, Name 3, Address, and CSZ will be assigned attributes 33, 34 and 35 which are the attributes used in the standard Revenue Plus Collector System application. If you use attributes different than the standards, you may need to contact your Revenue Plus technician for assistance.

These are attribute numbers, *not* field numbers from the financial screen. Information on viewing or printing the attribute number list (referred to as Dictionary Items) is found in your RPCS Reference Guide.

Fiscal Date Fields - Request, Sent, Received

The FISCAL file stores the date that a request was made, the date the request was sent to EDD and the date the data was received from EDD. These numeric fields indicate which attributes in the FISCAL file are designated to store these dates. It is important that the FISCAL attributes designated in these fields are set up in the Financial Profile Screen before making EDD requests.

Fiscal Field for Manual/Auto Flag

This numeric field indicates where the M or A is stored in the FISCAL file to designate if the most recent EDD request on this account was made manually from an EDDR command on the Collector Screen, or was from an automatic select. This FISCAL attribute must be set up in the Financial Profile Screen before making EDD requests.

Client Misc Field for EDD Exclude Flag

This numeric field specifies the attribute number in the Client Misc. screen that stores the EDD exclude flag. A 1 stored in this attribute will prohibit the creation of EDD requests for accounts associated with that client. This attribute must be set up in the Client Misc. screen before making EDD requests.

These are attribute numbers, *not* line numbers from the Client Miscellaneous Screen. Information on viewing or printing the attribute number list (referred to as Dictionary Items) is found in your RPCS Reference Guide.

Save the Data on this Screen? (CR=Y,N,/)

This prompt allows you to save any changes that have been made to the fields in the EDD Setup Screen.

Y or <Enter> saves the data and returns you to the menu.

N does not save the data and returns you to the menu.

/ moves the cursor back to first field on the screen.

(2 of 2)

EDD Media Setup

From the EDD Processing Menu select EDD Media Setup, Option F/6. The EDD Media Setup screen appears. Use this screen to set up file selections, locations, write parameters, and read parameters.

```
                          EDD MEDIA SETUP

WRITE TO EDD REQUEST TAPE(0) OR FILE(1):           1
READ FROM EDD EMPLOYER TAPE(0) OR FILE(1):         1
READ FROM EDD EMPLOYEE WAGE TAPE(0) OR FILE(1):    1
READ FROM EDD UI/DI TAPE(0) OR FILE(1):            1


PATH/FILENAME FOR EDD REQUEST FILE:        d:\home\cubs\edd-request
PATH/FILENAME FOR EDD EMPLOYER FILE:       d:\home\cubs\edd-employer
PATH/FILENAME FOR EDD EMPLOYEE WAGE FILE:  d:\home\cubs\edd-wage
PATH/FILENAME FOR EDD UI/DI FILE:          d:\home\cubs\edd-uidi

OUTPUT TYPE (T)APE,(F)LOPPY,(C)ARTRIDGE,C(D): T
BLOCKSIZE WRITE: 6800
BLOCKSIZE READ -  EMPLR ADDR: 32550    EMPLEE WAGE: 32750    UI/DI: 32600
RECORDSIZE WRITE:3
RECORDSIZE READ - EMPLR ADDR: 350        EMPLEE WAGE: 125      UI/DI: 200




    SAVE THE DATA ON THIS SCREEN?(CR=Y,N,/): █
```

The following table describes the EDD Media Setup fields and functionality.

Field Descriptions

Write to EDD Request Tape(0) or File(1)

> The program that creates the EDD request data has the ability to write to a file or directly to a tape. If this field is set to 1, the request data will be written to a file. If you wish to write directly to a tape, place a 0 in this field.

Read from EDD Employer Tape(0) or File(1)

> The program that reads the EDD Employer Address information can read either from a file or from a tape. Place a 1 in this field to read from a file. If you wish to read directly from a tape, place a 0 in this field.

Read from EDD Employee Wage Tape(0) or File(1)

> The program that reads the EDD Employee Wage information can read either from a file or from a tape. Place a 1 in this field to read from a file. If you wish to read directly from a tape, place a 0 in this field.

Read from EDD UI/DI Tape(0) or File(1)

> The program that reads the EDD UI/DI payment information can read either from a file or from a tape. Place a 1 in this field to read from a file. If you wish to read directly from a tape, place a 0 in this field.

Path/Filename for EDD Request File

> If you have placed a 1 in the Write to EDD Request field, specify the path and filename of the file you wish to write to. You may need to speak with your Systems Administrator to create a valid path and filename.

Path/Filename for EDD Employer File

> If you have a placed a 1 in the Read from EDD Employer field, specify the path and filename of the file from which you wish to read. You may need to speak with your Systems Administrator to create a valid path and filename.

Path/Filename for EDD Employee Wage File

> If you have placed a 1 in the Read from EDD Employee Wage field, specify the path and filename of the file from which you wish to read. You may need to speak with your Systems Administrator to create a valid path and filename.

Path/Filename for EDD UI/DI File

> If you have placed a 1 in the Read from EDD UI/DI field, specify the path and filename of the file from which you wish to read. You may need to speak with your Systems Administrator to create a valid path and filename.

(1 of 2)

Output Type (T)ape, (F)loppy, (C)artridge, C(D)

> EDD data may be output to a tape (1/2 inch reel), floppy disk, cartridge tape, writable CD (or FTP) file. The choice placed in this line tells EDD how to send information back to your agency. The default to this field is T. If any other selection is used, contact your Revenue Plus Client Care representative.

Note: You can select the D (CD) option and create a file you can load via FTP.

Blocksize Write

> This numeric field designates the block size of the data written to tape or file. This field will default to the standard block size of '6800,' which is the standard block size EDD uses. If you are not familiar with this terminology, contact your Revenue Plus technician for assistance.

Blocksize Read-Emplr Addr, Emplee Wage, UI/DI

> These fields indicate the block size of the Employer Address, Employee Wage, and UI/DI data provided by EDD. These fields default to standard block sizes of 32550, 32750, and 32600 respectively. As an alternative, you can use the keyword LINE in any of these fields. This allows EDD to assume each line of data is a full record, regardless of the actual length.

Write Record Size

> This numeric field designates the record size of the data written to tape or file. This field will default to the standard record size of 34, which is the standard record size EDD uses. If you are not familiar with this terminology, contact your Revenue Plus technician for assistance.

Read-Emplr Addr, Emplee Wage, UI/DI

> These numeric fields indicate the record size of the Employer Address, Employee Wage, and UI/DI data provided by the California EDD. These fields will default to the standard record sizes of 350, 125, and 200 respectively. As an alternative, you can use the keyword LINE in any of these fields. This allows EDD to assume each line of data is a full record, regardless of the actual length.

(2 of 2)

Requesting EDD Information

Since each debtor account may have multiple social security numbers associated with it, this screen displays all associated SSNs and allows requests to be made on any or all of them. Each request is written to a file called EDD-Request to be processed later. A memo is then written to the debtor account indicating that a request was made.

The EDD process allows collectors to request, by SSN, the Employment and Wage information from the California Employment Development Department (EDD).

Request EDD information

1. Open the Collector screen (Menu 5, 1).
2. Enter Collector Number, and then press enter.
3. Enter Client Number or type ? for a list of search options.
4. At the CMD prompt, type EDDR.

```
CLNT: 1            (1) YE OLDE TEST CLIENT
NAME: RAMBO, JOHNNY   SMYTH, JOAN            PH# 555-555-5555   PPL#
ASGN: 01-01-88   LST CHG: 05-05-87   LST PY: 01-17-02           PKT#
ADDR: 555 CAVE SOMEWHERE WA 55555
EMPL:
(1) LAST ACTION DT (/n)   01-21-02                  --OWING--   -RECEIVED-
(2) COLLECTOR ACTION (?)  348            AGN/AMT      400.00         0.00
(3) TIME TO WORK                         INT          574.28         0.00
(4) DATE WORK AGAIN       01-21-02       CANCELLED      0.00
(5) PROMISED PMT AMT      0.00           ATTORNEY       0.00         0.00
(6) NEXT STEP             CHK PMT        COURT        222.12         0.00
(7) FOLLOWUP PRIO (1-10)  1              MISC           0.00         0.00
(8) PROMISED PMT DATE                    TOTAL*****   1,196.40       0.00
(9) IMP NOTE LINES                       STATUS ACT  NET W/JMT**  1,196.40
--- COLLECTOR 1 ===
DNUM: 101-1                  10 011502 2P REQ LTR# NTC1
DRL:  55555                  11 011502 2P SNT LTR NTC1 (I)
SSN:  555-55-5555            12 011702 4P INTEREST CHARGE 562.19
DOB:  05-05-1955             13 011702 4P TC=1 10.00 AP-A COM=4.00
CDN:  5050505                14 011702 4P TC=1 10.00 CANCLD INPUT ERR
                             15 012102 9A TEL POE/BUSY
CMD (/,?): EDDR              16 020602 9A EMP1 CSZ: 98684

                                    06 FEB!11:11AM!ET=00:22
```

5. Select the SSNs needed, then press OK, or use the arrow keys and space bar to select the desired SSNs.
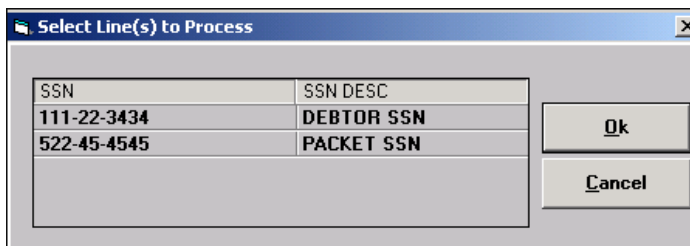

These SSNs are selected based on criteria entered in the EDD Setup Screen. Since each debtor account may have multiple SSNs associated with it, this screen displays all associated SSNs and allows requests to be made on any or all of them.

6. If the selected account has already been requested, the following message appears.
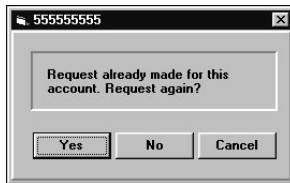
7. If the SSN has already been requested for accounts other than the one currently selected, the following message appears:
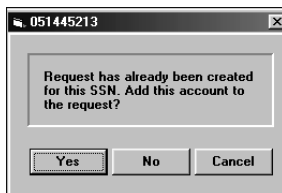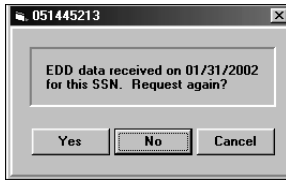

8. Select Yes to add the request.

   Select No so that the account will not be added to the request, and the system will process the next account selected, if any.

   Select Cancel so that the account will not be added to the request. The system returns to the Collector Screen, skipping any other accounts that may have been selected, but not processed.

9. If you select a social security number that already received data from EDD, and the number of days since receiving the EDD data is fewer than the EDD Request Day Limit field in the EDD Control Screen, the following message appears:

10. Select Yes to create a new request.

    Select No so that a request will not be created for this account, and the system will process the next account selected, if any.

    Select Cancel so that a request will not be created for this account. The system returns to the Collector Screen, skipping any other accounts that may have been selected, but not yet processed.
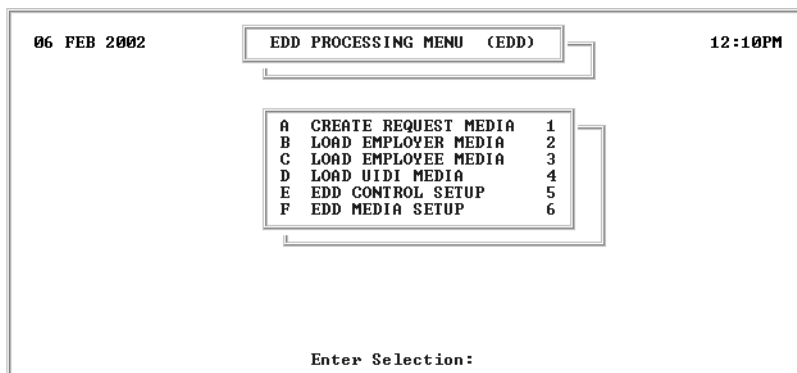
    The Updates dialog box indicates the number of EDD Requests created.

11. Press OK or press <Enter> to confirm your selections and return to the Collector screen.

EDD Processing Menu

From the Special Users Menu (Menu 12) select the EDD Menu.

The following items are found in the EDD Processing Menu.

Item	Options	Function
Create Request Media	A/1	This allows the system to read the EDD-Request file and create a tape or file to be sent to the state of California. This data is typically generated once per month but may actually be run at any time, such as quarterly or bimonthly.
Load Employer Media	B/2	One of the types of data received from the state of California is the Employer Address data. This option allows you to load the Employer information data onto RPCS.

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| Item	Options	Function
Load Employee Media	C/3	This option allows you to load data from the Employee Wage tape/file onto RPCS.
Load UIDI Media	D/4	This option allows you to load data from the UI/DI payment tape or file onto RPCS.
EDD Control Setup	E/5	This option prompts you to enter the setup parameters necessary to run the software after the EDD Module of RPCS is installed.
EDD Media Setup	F/6	This option allows you to setup file selections, locations, write parameters and read parameters to facilitate the flow of data between EDD and RPCS.

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Creating the EDD Request Tape or File

This option allows you to set up your system to create a request tape or file to be sent to the state of California. This data is typically generated once per month, but may be run at any time such as quarterly or bi-monthly. In addition to the collector requests, this routine also has a feature that allows automatic selection of all Debtor accounts that meet certain criteria. Contact your Client Care representative to review the automated selection criteria.

Create an EDD Request Tape or File

1. From the EDD Processing Menu, select Create Request Media, Option 1/A. The Selection Criteria dialog box appears:
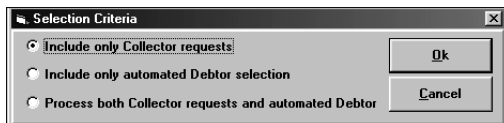
2. Select one of the following options and then press OK.

    Include only Collector requests places only collector-generated requests on the request media. These are requests made using the EDDR command from the Collector Screen.

    Include only automated Debtor selection places only automated requests on the request media. This option reviews the Recall statement entered in item two of the EDD Control Screen and searches the Debtor File for all accounts that meet the stated criteria.

    If you select this option and leave line 2 of the EDD Control Screen blank, the entire Debtor File will be selected and \ed to EDD.

    Process both Collector requests and automated Debtor combines the collector requests and the automated requests, and places all requests on the request media. If you select this option and leave line 2 of the EDD Control Screen blank, the entire Debtor File will be selected and reported to EDD.

    The system places the requested information on the tape/file. When the procedure is completed, the cursor returns to the EDD Processing Menu. If there is an error, the message Error Writing to Tape, Please Check Tape and Restart appears on the screen. Check the tape or path and file name, and then restart the tape/file create process.
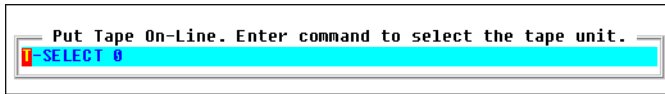
Loading EDD Information On Your System

There are three types of tapes/files that are received from the state of California.They must be loaded in the following sequence.

1. Employer Address
2. Employee Wage
3. UD/DI Payment tape/file

Load the tape/file

1. From the Special Users Menu, select EDD Menu, Option F/6.
2. In the EDD Processing Menu, select one of the following options:
   - Load Employer Media, Option B/2
   - Load Employee Media, Option C/3
   - Load UI/DI Media, Option D/4
3. Select the tape/file unit and then press <Enter>.

```
┌─ Put Tape On-Line. Enter command to select the tape unit. ─┐
│1─SELECT 0                                                  │
└────────────────────────────────────────────────────────────┘
```

When the tape/file load is complete, an error report will automatically be generated. If there are no errors on the incoming information, the report will simply read *No Errors to Report*. Should there be errors while receiving information, the error report will list account numbers and the type of error detected.
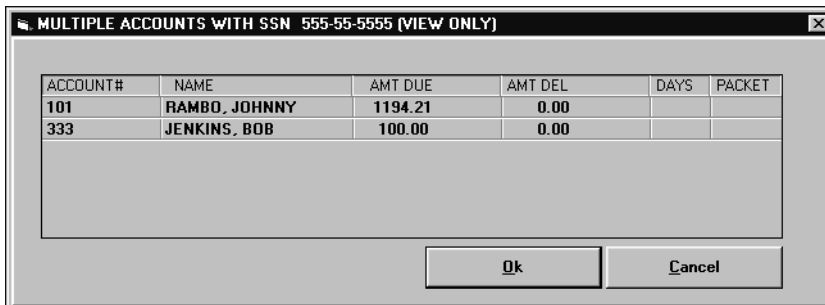
When the Employee Wage tape/file is loaded a Miscellaneous WIP List is generated that contains the Debtor numbers of each account loaded from the tapes/files. This allows collectors to work from a specific WIP list if desired. Also, a memo indicating that Employee SSN data was received is written to the appropriate Debtor account as each EDD Employee record is processed.

Viewing EDD Wage Information

Collector command to view/update EDD data

The Collector Command EDD allows you to view EDD wage information.

1. Open an account and at the CMD prompt in the Collector screen (Menu 5, 1) enter EDD. The routine checks for any multiple accounts with the same SSNs. If there are multiple packets or unpacketed accounts with the same SSN, a screen displays showing the primary account numbers of each packet or showing each unpacketed account. Refer to Figure 22, Multiple Accounts with SSN.
2. The first account is highlighted. Select the account you wish to display, and then press <Enter>.

ACCOUNT#	NAME	AMT DUE	AMT DEL	DAYS	PACKET
101	RAMBO, JOHNNY	1194.21	0.00		
333	JENKINS, BOB	100.00	0.00		

MULTIPLE ACCOUNTS WITH SSN 555-55-5555 (VIEW ONLY)

Ok   Cancel

Account #

    Revenue Plus Account Number assigned to this account

Name

    Debtor's name

AMT Due

    Total amount owing for this account

AMT Del

    Amount deleted (if any) from Owing Amount

Days

    Number of days the account has been on Revenue Plus

Packet

    The packet number, if the account is packeted

3. The SSNs, Last Quarter Earnings and the number of employers for each SSN associated with the selected account are displayed. Use the mouse or the arrow keys to select the information you want to view. Press / or Cancel to return to the previous screen.

Field Descriptions

SSN

    Social Security Number associated with debtor's account

LST QTR Earn

    Amount earned through employment in the most recent quarter

Date

    Month ending quarter for earnings information reported

#EMPLRS

    Number of employers listed for this debtor

Name

    Name of debtor being reported

CA Name

    Name of debtor as formatted for EDD

4. If information is available for the selected SSN, the employee earnings by quarter for each associated employer display. From this screen you can select a line number of the employee to view. Type a / or press Cancel to return to the previous screen.

The EDD Employer Information Screen displays information for the selected employer. The following options are available from this screen:

- 'F' to update the employer Fiscal fields with the data showing on the screen.
- 'L' to request a letter to the Employer to request employment verification, etc. This writes a letter request to the LETTER file and prints when you run the letter print routine from the Correspondence Menu (Menu 2).
- '/' to return to the Employee Earnings screen.
- 'Q' to return to the Collector screen.
- 'P' to update the employer Fiscal fields for all accounts in this packet.

Field Descriptions

EMPLR #
    Employer's State ID Number

Employer
    Name of employer

Employee
    Name of employee

QTR Ending
    Amount earned from employer during each quarter

EDD Employee Address Information

If the Employee address is requested from EDD, the address information may be viewed by entering EDDI at the CMD prompt in the Collector screen. A screen similar to Figure 25 containing the address currently in the DEBTOR file will be displayed as well as the address provided by EDD.

```
              EDD EMPLOYEE INFORMATION

   SSN: 013502925       TAKEUCHI, MARIA   LEO WANG
                        1717 FORTH AVE  SUITE 110
                        SANTA MONICA, CA 90401-3319


   FIRST NAME: MARIA
   MI INITIAL: H
   LAST NAME : WANG
   ADDRESS   : 7735 ZEPHYR DRIVE
   CITY      : PARIS
   STATE     : ID
   ZIP       : 89002


   ENTER OPTION ('F', 'P', '/', OR 'Q'): ▮
   F=File update,P=Packet update,/=Return,Q=Quit
```

Field Descriptions

SSN
  Social security number of the employee

First Name
  First name of the employee

MI Initial
  Middle initial of the employee

Last Name
  Last name of the employee

Address
  Address of the employee

City
  City of the employee

State
  State of the employee

ZIP
  Zip code of the employee

The following options are available from this screen:

• 'F' to update the debtor fields with the name and address data provided by EDD.
• 'P' to update the name and address fields for all accounts in this packet.
• '/' or 'Q' to return to the Collector screen.

Viewing EDD Detail Information

The collector command 'EDD' allows the user to view EDD detail information for the account. This information has been compiled from the data received from the EDD Employee Wage tape/file and the UI/DI Payment tape/file. Since there may be several lines of detail, the report may span more than one page. This section addresses each component of this report.

```
                        EDD EMPLOYEE DETAIL
SSN:013-58-2925      NAME FROM ACCT:TAKEUCHI, MARIA
ACCT#:2         REQUEST DT:          SUBMIT DT:          RECEIVE DT:
---------------------- ACCOUNTS WITH THIS SSN -----------------------
2
---------------------- WAGE/EMPLOYER INFORMATION --------------------
EMPLR #      EMPLOYER      EMPLOYEE     MAR96    JUN96    SEP96    DEC96    MAR97
4284589*00  YOAV ZAOOK     TAKEUC M       0        0        0        0       41
----------------------- UI/DI CLAIM ACTIVITY ------------------------
CLAIMANT      TYPE  CLAIM DATE  PROC DATE   OFFICE  DESCRIPTION
TAKEUCHI ML   D1    02/05/1995  02/06/1995   041    UI CLAIM
TAKEUCHI ML   D2    09/15/1990  10/16/1990   210    DI CLAIM
TAKEUCHI ML   C3    05/05/1995  05/05/1995    0     RULING
TAKEUCHI ML   C3    04/28/1995  04/28/1995    0     RULING
TAKEUCHI ML   C3    04/20/1995  04/20/1995    0     RULING
TAKEUCHI ML   C3    04/19/1995  04/19/1995    0     RULING
TAKEUCHI ML   C3    04/18/1995  04/18/1995    0     RULING
TAKEUCHI ML   C3    09/10/1993  09/10/1993    0     RULING
TAKEUCHI ML   C3    10/05/1992  06/07/1993    0     WC APL BD
TAKEUCHI ML   C3    02/24/1991  02/24/1991    0     VOL QUIT
TAKEUCHI ML   C3    03/09/1989  03/09/1989    0     RULING

         <ENTER> FOR NEXT PAGE,'/' TO BEGINNING,'Q' TO QUIT:█
```

Field Descriptions

Name from Acct

The name on the current account.

SSN

Social Security Number of the current account.

Acct#

The account number of the current account.

Request DT

The date the latest request was made for EDD information on the current account.

Submit DT

The date the latest request was submitted to EDD for information on the current account.

Receive DT

The latest date that information was received from EDD on the current account.

Other Accounts with Same SSN

A list of other accounts on RPCS that share the same Social Security Number as the current account. This list includes the account numbers from the current account and my include other similar accounts from within the same packet.

Wage/Employer Information

A list of employers and wage information provided by EDD on the current account.

EMPLR #

Employer number

Employer

Name of employer

Employee

Name of employee

Quarter Dates

Amounts that reflect the wages of the current account from that employer during the specified calendar year.

UI/DI Claim Activity

Denotes the activity of Unemployment Insurance and Disability Insurance claims for this account.

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Claim ANT

The name on the record received from EDD. The name consists of the first eight characters of the last name followed by the first and middle initials of the claimant.

Type

The record types as received in the EDD record. Possible record types are:
D1 - Unemployment insurance claim record
D2 - Disability insurance claim record
C3 - Other claim record

Claim Date

The date reported by EDD that the claim was made.

Proc Date

The date reported by EDD that the claim was processed.

Office

The numeric code for the EDD office that processed the claim. EDD provides this code within the data recorded.

Description

Description of the claim

<Enter> for Next Page, '/' to Beginning, 'Q' to Quit

The prompt that displays at the end of any page that is not the last page of the report.

End of Report Press <Enter>, or '/' to Beginning

The prompt that displays at the end of the last page of the report.

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