

Creating a Basic Record OSOS Guide



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PURPOSE

The One Stop Operating System (OSOS) is the primary case management system used for tracking all services provided to customers throughout the Workforce Development System. OSOS collects substantial information from customers, businesses, and training providers. This information is also used to prepare required State and Federal reports.

This guide outlines the process to create a basic Customer Record in OSOS and highlights the required fields.

To better serve the customer, staff should always enter as much information as possible when creating the Customer Record. However, this guide details only the information required to create a basic OSOS Customer Record.

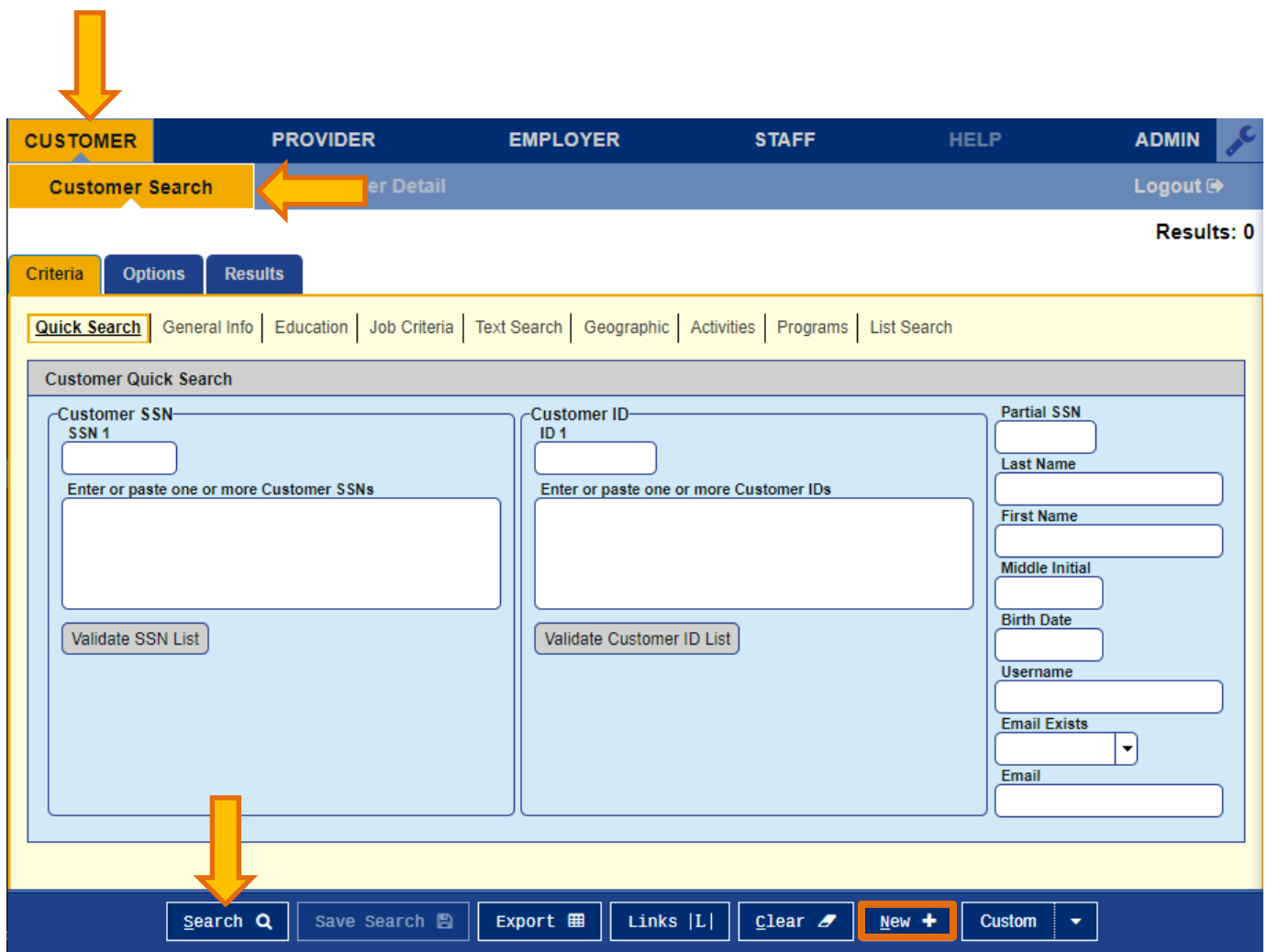
Please note, some customers may already have a Customer Record in OSOS. If the customer has received Unemployment Insurance, used Self Service tools such as JobZone, or registered at a local career center, an OSOS record will exist for that customer. If a customer record already exists, staff would not create a new Customer Record. Instead, they must review the existing customer information and update it as necessary.

OSOS DATA ENTRY

GETTING STARTED

Upon logging into OSOS, it is a best practice to search for the customer by name prior to creating a new record. This will eliminate the risk of creating a duplicate record for a customer that may already exist in OSOS. To identify if a record already exists, enter the customers first and last name, or partial name and click search.

Once staff verify that the customer does not have an existing record in OSOS, click the **New** button to create the Customer Record.



The screenshot shows the OSOS Customer Search interface. At the top, there is a navigation bar with tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, HELP, and ADMIN. Below this is a sub-navigation bar with 'Customer Search' and 'Customer Detail'. A yellow arrow points to the 'Customer Search' tab. Below the navigation is a search criteria section with tabs for 'Criteria', 'Options', and 'Results'. The 'Quick Search' section includes various search criteria like 'General Info', 'Education', 'Job Criteria', 'Text Search', 'Geographic', 'Activities', 'Programs', and 'List Search'. The main search area is titled 'Customer Quick Search' and contains three input fields: 'Customer SSN', 'Customer ID', and 'Partial SSN'. Below these are larger text areas for 'Enter or paste one or more Customer SSNs' and 'Enter or paste one or more Customer IDs', each with a 'Validate' button. To the right are fields for 'Last Name', 'First Name', 'Middle Initial', 'Birth Date', 'Username', 'Email Exists', and 'Email'. A yellow arrow points to the 'Search' button at the bottom. The bottom bar contains buttons for 'Search', 'Save Search', 'Export', 'Links', 'Clear', 'New', and 'Custom'. The 'New' button is highlighted with a red box and a yellow arrow.



Creating a new OSOS customer record requires data entry in five tabs:

- General Info Tab
- Eligibility Tab
- Additional Info Tab
- Resume Data Tab
- Planning Tab

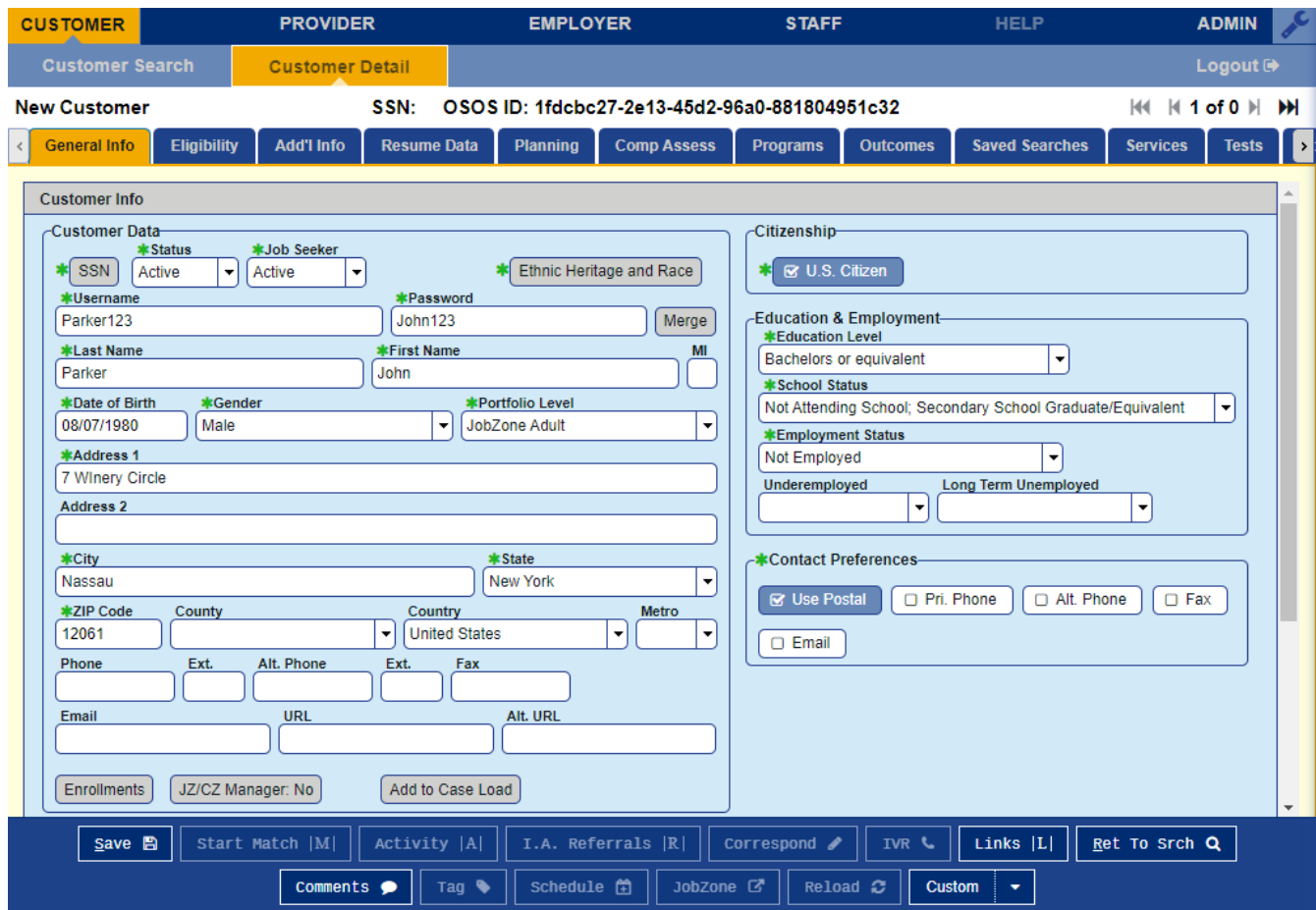
GENERAL INFORMATION TAB

Upon clicking the **New** button, the **General Info** tab is displayed, as shown in the screenshot below.



*All required fields are indicated throughout OSOS by a green asterisk * in front of the field name.*

In the **General Info** tab, the required fields are: **SSN**, **Status** (system default), **Job Seeker**, **Username**, **Password**, **Last Name**, **First Name**, **Date of Birth**, **Gender**, **Portfolio Level** (system default), **Address**, **City**, **State** (system default), **Zip**, **U.S. Citizen** (system default), **Ethnic Heritage & Race**, **Education Level**, **School Status**, **Employment Status** and **Contact Preferences**. Record information into each of the required fields.




*Do not click **Save** until all the required information, in all tabs, is recorded for the complete Basic Customer Record. If **Save** is selected before the data is completely entered, it will generate an error message. If this error message does appear, you will still be able to continue with the record by clicking **OK** and continuing to enter the information. Instead, when creating the Customer Record, simply select the next appropriate tab. Click **Save** when all the required information has been entered.*



SSN: The customer's Social Security Number is not required, but the field is required to be completed. If the customer provides their SSN, enter it in the **SSN** and **Confirm SSN** fields. Click **Save**. If the SSN is not available, check **Not Disclosed** and click **Save**.

SSN

SSN Confirm SSN

SSN

SSN Confirm SSN Not Disclosed

Job Seeker: Select Active from the drop-down menu.

Username and Password: For all JobZone Adult customers, these fields are no longer functional for JobZone purposes, but data must be entered here to complete the customer record. For Career Zone youth customers, these fields are directly linked to the customer's Career Zone account.

Last Name, First Name, Date of Birth and Gender: Enter customer's information accordingly.

Portfolio Level: This field defaults to JobZone Adult. Do not change the default for a customer who is over the age of 18. If the customer is a high school student under 18 and will be utilizing Career Zone, this may be updated to Young Adult.

Address, City, State, Zip: Enter customer's information accordingly. Other data fields for **County, Country, Phone, Email** are not required to complete the customer record. However, if the information is available, enter the data into the appropriate fields.

U.S. Citizen: U.S. Citizen is automatically selected. If the customer is not a US Citizen, deselect U.S. Citizen and additional required fields will be displayed.

- **Alien Reg #** (Alien Registration Number) and **Expires** (Expiration Date), OR
- **Alien Reg #** and select **Permanent**

This information is not collected in OSOS. Enter "Z999999999" for the customer's Alien Registration Number. When entering the **Expiration Date**, enter a date in the very distant future, such as "12/31/2199."

Citizenship

U.S. Citizen Permanent

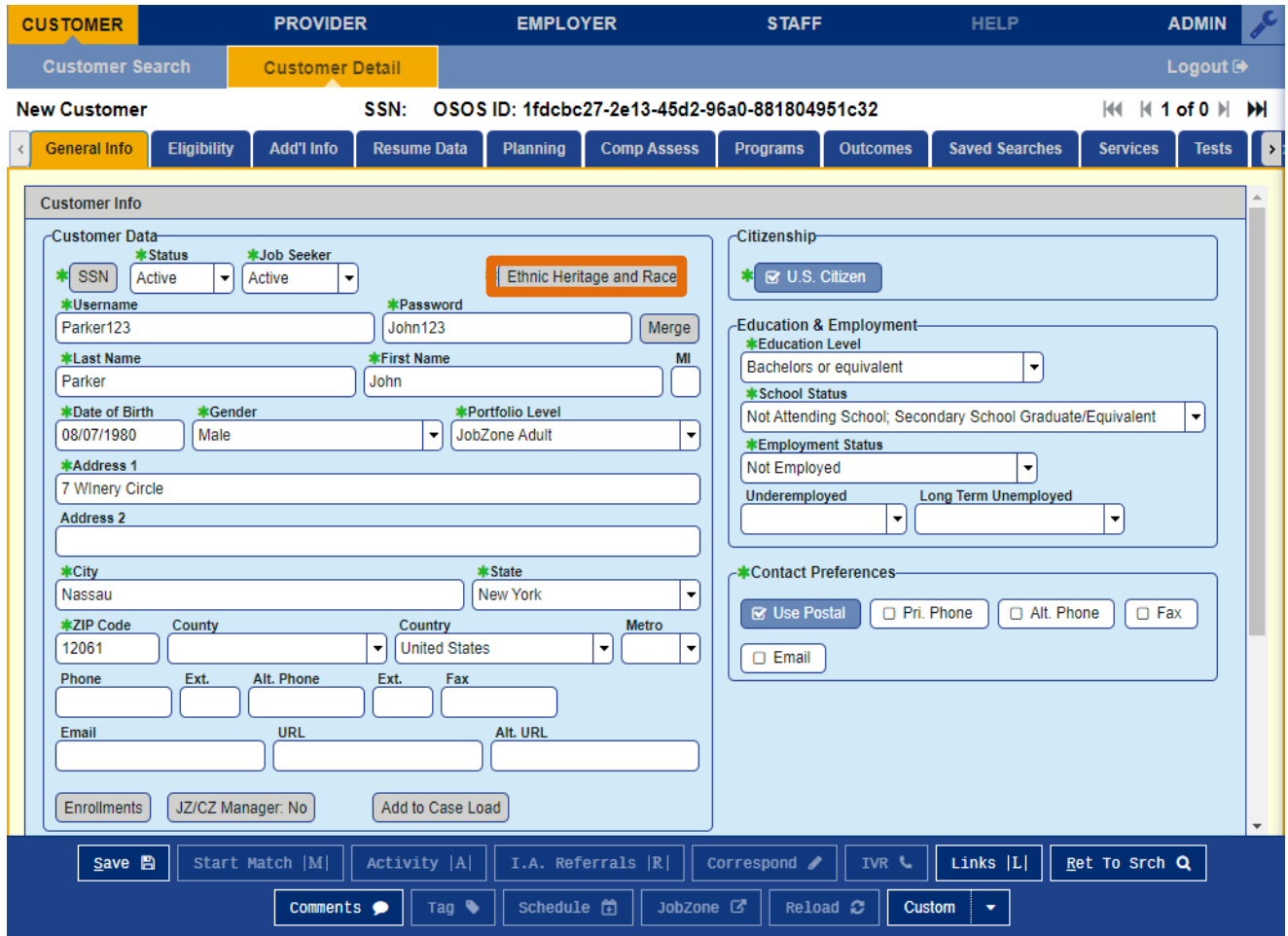
Alien Reg # Expires

Citizenship

Permanent U.S. Citizen

Alien Reg # Expires

Ethnic Heritage & Race: Click the **Ethnic Heritage & Race** button.



The screenshot shows the OSOS Customer Detail form for a new customer. The form is divided into several sections:

- Customer Data:** Includes fields for SSN, Status (Active), Job Seeker (Active), Username (Parker123), Password (John123), Last Name (Parker), First Name (John), MI, Date of Birth (08/07/1980), Gender (Male), Portfolio Level (JobZone Adult), Address 1 (7 Winery Circle), Address 2, City (Nassau), State (New York), ZIP Code (12061), County, Country (United States), Metro, Phone, Ext., Alt. Phone, Ext., Fax, Email, URL, and Alt. URL.
- Citizenship:** Includes a checkbox for U.S. Citizen.
- Education & Employment:** Includes fields for Education Level (Bachelors or equivalent), School Status (Not Attending School; Secondary School Graduate/Equivalent), Employment Status (Not Employed), Underemployed, and Long Term Unemployed.
- Contact Preferences:** Includes checkboxes for Use Postal, Pri. Phone, Alt. Phone, Fax, and Email.

The **Ethnic Heritage and Race** button is highlighted in orange in the Customer Data section. At the bottom of the form, there are buttons for Save, Start Match, Activity, I.A. Referrals, Correspond, IVR, Links, Get To Srch, Comments, Tag, Schedule, JobZone, Reload, and Custom.

The customer is not required to disclose this information but entry in the data field is required to complete the customer record. If the customer discloses this information, select the appropriate choices, and then click **OK**. If the customer does not disclose Ethnic Heritage and/or Race, select **Not Disclosed** and then click **OK**.

Ethnic Heritage and Race

*Ethnic Heritage

- Hispanic or Latino
- Not Hispanic or Latino
- Not Disclosed

*Race

- Alaskan or American Indian
- Asian
- Black or African American
- Hawaiian or Pacific Islander
- White
- Not Disclosed

OK Cancel

Ethnic Heritage and Race

*Ethnic Heritage

- Hispanic or Latino
- Not Hispanic or Latino
- Not Disclosed

*Race

- Alaskan or American Indian
- Asian
- Black or African American
- Hawaiian or Pacific Islander
- White
- Not Disclosed

OK Cancel

Education & Employment:

CUSTOMER PROVIDER EMPLOYER STAFF HELP ADMIN

Customer Search Customer Detail Logout

New Customer SSN: OSOS ID: 1fdbcb27-2e13-45d2-96a0-881804951c32

General Info Eligibility Add'l Info Resume Data Planning Comp Assess Programs Outcomes Saved Searches Services Tests

Customer Info

Customer Data

*SSN: Active *Status: Active *Job Seeker: Active *Ethnic Heritage and Race

*Username: Parker123 *Password: John123 Merge

*Last Name: Parker *First Name: John MI

*Date of Birth: 08/07/1980 *Gender: Male *Portfolio Level: JobZone Adult

*Address 1: 7 Winery Circle

Address 2:

*City: Nassau *State: New York

*ZIP Code: 12061 County: Country: United States Metro:

Phone: Ext. Alt. Phone: Ext. Fax:

Email: URL: Alt. URL:

Enrollments JZ/CZ Manager: No Add to Case Load

Citizenship

* U.S. Citizen

Education & Employment

*Education Level: Bachelors or equivalent

*School Status: Not Attending School; Secondary School Graduate/Equivalent

*Employment Status: Not Employed

Underemployed Long Term Unemployed

Contact Preferences

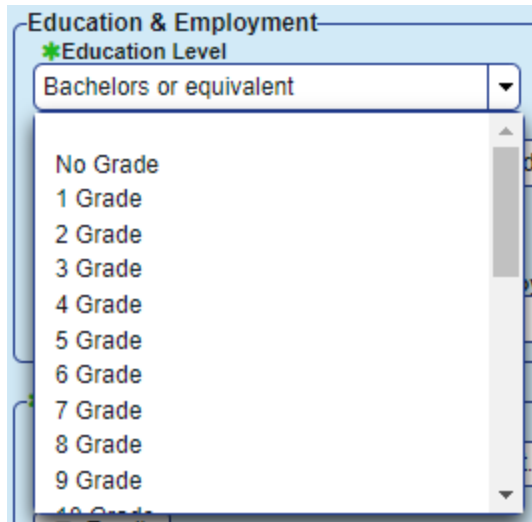
Use Postal Pri. Phone Alt. Phone Fax

Email

Save Start Match |M| Activity |A| I.A. Referrals |R| Correspond IVR Links |L| Get To Srch

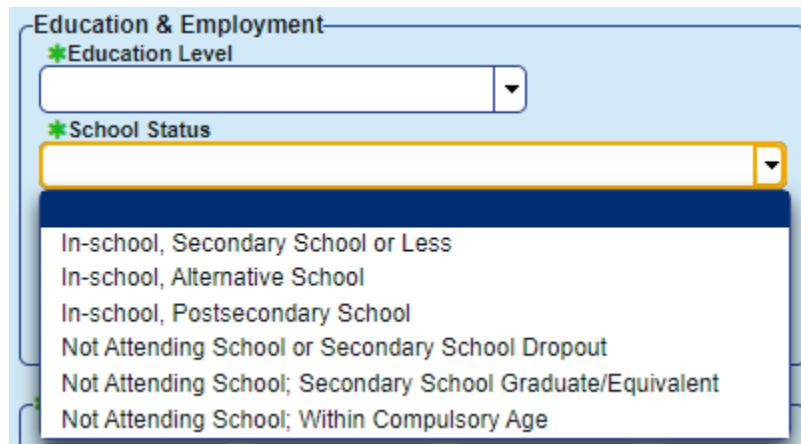
Comments Tag Schedule JobZone Reload Custom

Education Level: Select appropriate option from the drop-down menu.



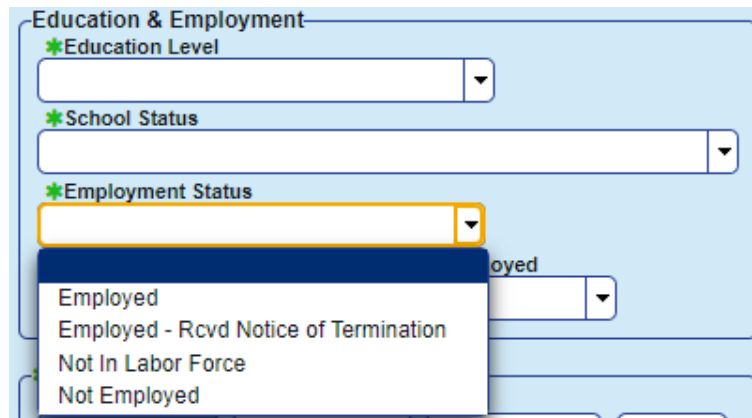
A screenshot of a web form titled "Education & Employment". The "Education Level" dropdown menu is open, showing a list of options: "Bachelors or equivalent", "No Grade", "1 Grade", "2 Grade", "3 Grade", "4 Grade", "5 Grade", "6 Grade", "7 Grade", "8 Grade", and "9 Grade".

School Status: Select appropriate option from the drop-down menu.



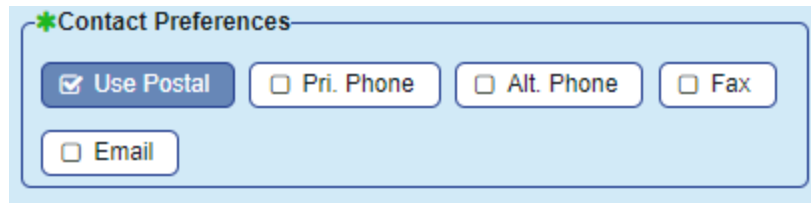
A screenshot of a web form titled "Education & Employment". The "School Status" dropdown menu is open, showing a list of options: "In-school, Secondary School or Less", "In-school, Alternative School", "In-school, Postsecondary School", "Not Attending School or Secondary School Dropout", "Not Attending School; Secondary School Graduate/Equivalent", and "Not Attending School; Within Compulsory Age".

Employment Status: Select appropriate option from the drop-down menu.



A screenshot of a web form titled "Education & Employment". The "Employment Status" dropdown menu is open, showing a list of options: "Employed", "Employed - Rcvd Notice of Termination", "Not In Labor Force", and "Not Employed".

Contact Preferences: Select **Use Postal** as the Address is required to complete the customer record. Other preferences may additionally be selected if the information is provided in the corresponding data fields.



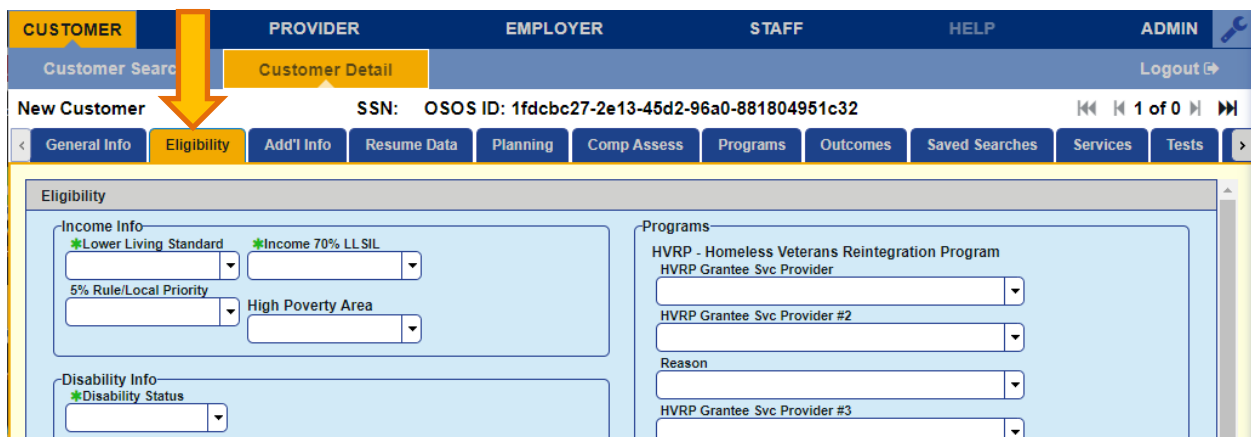
*Contact Preferences

Use Postal Pri. Phone Alt. Phone Fax

Email

No further data is required on the **General Info** tab. The next set of data required to complete a customer record is located in the **Eligibility** tab.

ELIGIBILITY TAB



CUSTOMER **PROVIDER** **EMPLOYER** **STAFF** **HELP** **ADMIN**

Customer Search Customer Detail Logout

New Customer SSN: OSOS ID: 1fdc27-2e13-45d2-96a0-881804951c32 1 of 0

General Info **Eligibility** Add'l Info Resume Data Planning Comp Assess Programs Outcomes Saved Searches Services Tests

Eligibility

Income Info

*Lower Living Standard *Income 70% LLSIL

5% Rule/Local Priority High Poverty Area

Disability Info

*Disability Status

Programs

HVRP - Homeless Veterans Reintegration Program

HVRP Grantee Svc Provider

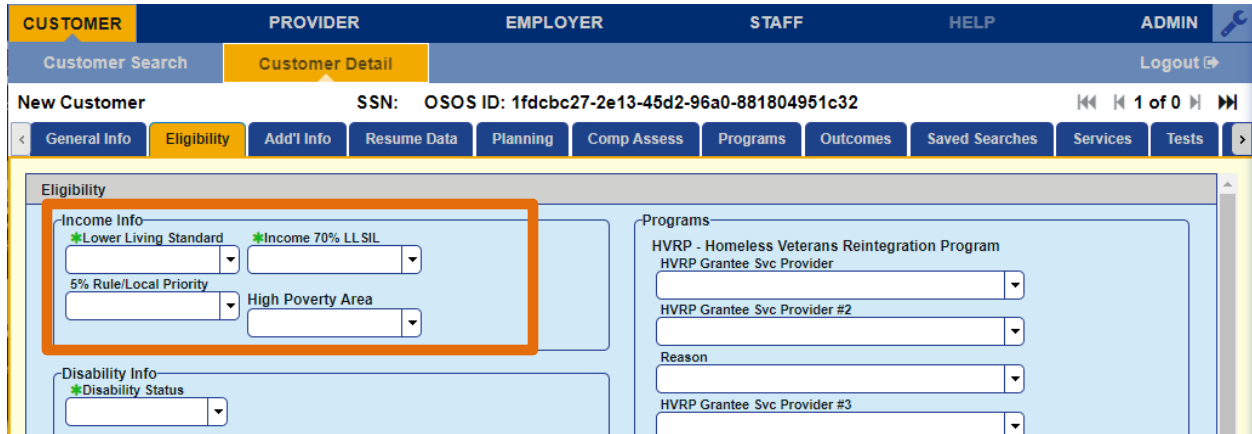
HVRP Grantee Svc Provider #2

Reason

HVRP Grantee Svc Provider #3

Required Fields: Lower Living Standard, Income 70% LLSIL, Disability Status, and Migrant/Seasonal Worker.

Income Info:



The screenshot shows the OSOS Customer Detail page for a new customer. The 'Eligibility' tab is selected. The 'Income Info' section contains the following fields:

- *Lower Living Standard (dropdown menu)
- *Income 70% LLSIL (dropdown menu)
- 5% Rule/Local Priority (dropdown menu)
- High Poverty Area (dropdown menu)

The 'Disability Info' section contains:

- *Disability Status (dropdown menu)

The 'Programs' section contains:

- HVRP - Homeless Veterans Reintegration Program (dropdown menu)
- HVRP Grantee Svc Provider (dropdown menu)
- HVRP Grantee Svc Provider #2 (dropdown menu)
- Reason (dropdown menu)
- HVRP Grantee Svc Provider #3 (dropdown menu)

An orange box highlights the 'Lower Living Standard' and 'Income 70% LLSIL' fields.

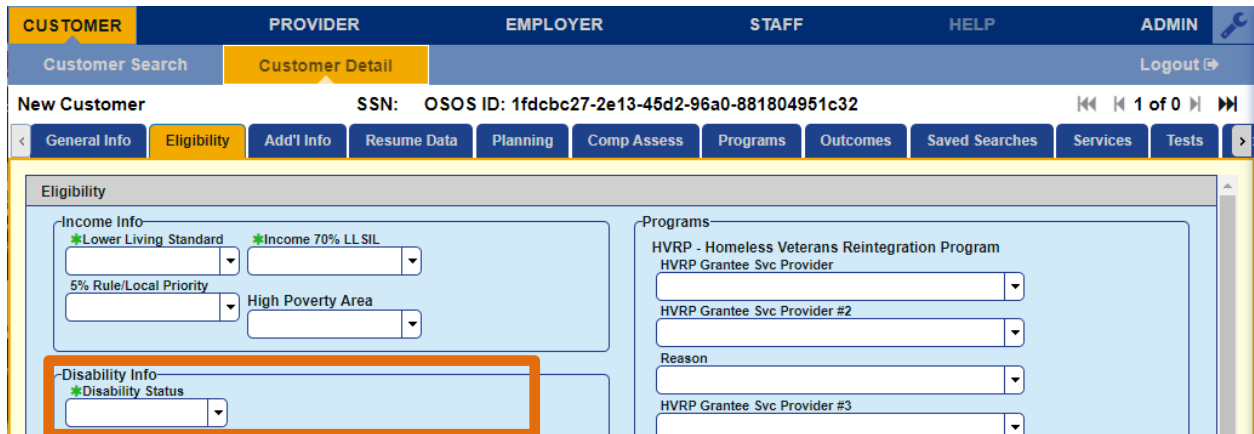
Lower Living Standard / Income 70% LLSIL: Select **Yes**, **No** or **Not Disclosed**. The Income Eligibility Guidelines can be found on the DOL Program & Tools webpage:

https://dol.ny.gov/workforce-professionals-tools?f%5B0%5D=filter_term%3A801



*Where appropriate, select **Yes** only for Lower Living Standard **OR** Income 70% LLSIL. Do not select **Yes** for both.*

Disability Info:

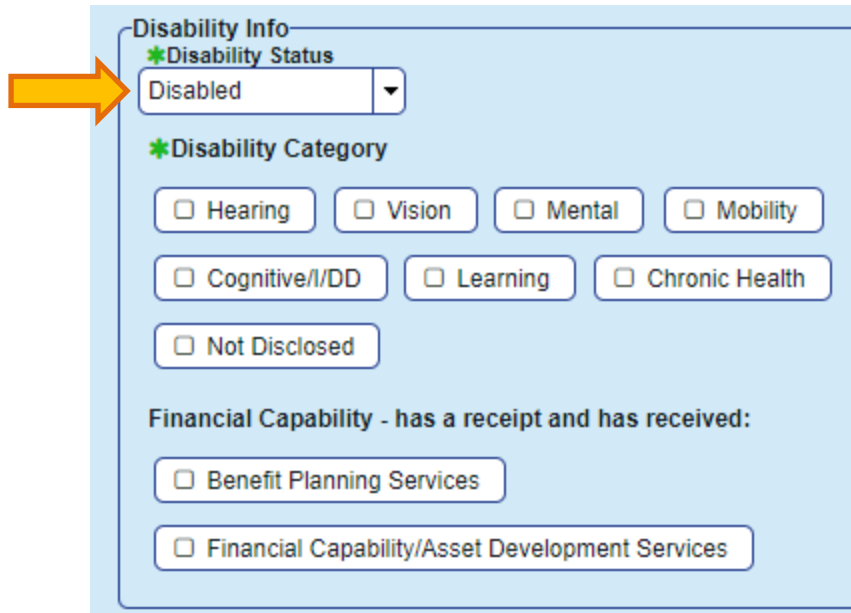


The screenshot shows the OSOS Customer Detail page for a new customer. The 'Eligibility' tab is selected. The 'Disability Info' section contains:

- *Disability Status (dropdown menu)

An orange box highlights the 'Disability Status' field.

Disability Status: Select **Not Disabled**, **Not Disclosed**, or **Disabled**. Selecting Disabled will display additional required fields. If **Disabled** is selected, you must select at least one choice under Disability Category.



Disability Info

*Disability Status
 Disabled

*Disability Category

Hearing Vision Mental Mobility

Cognitive//DD Learning Chronic Health

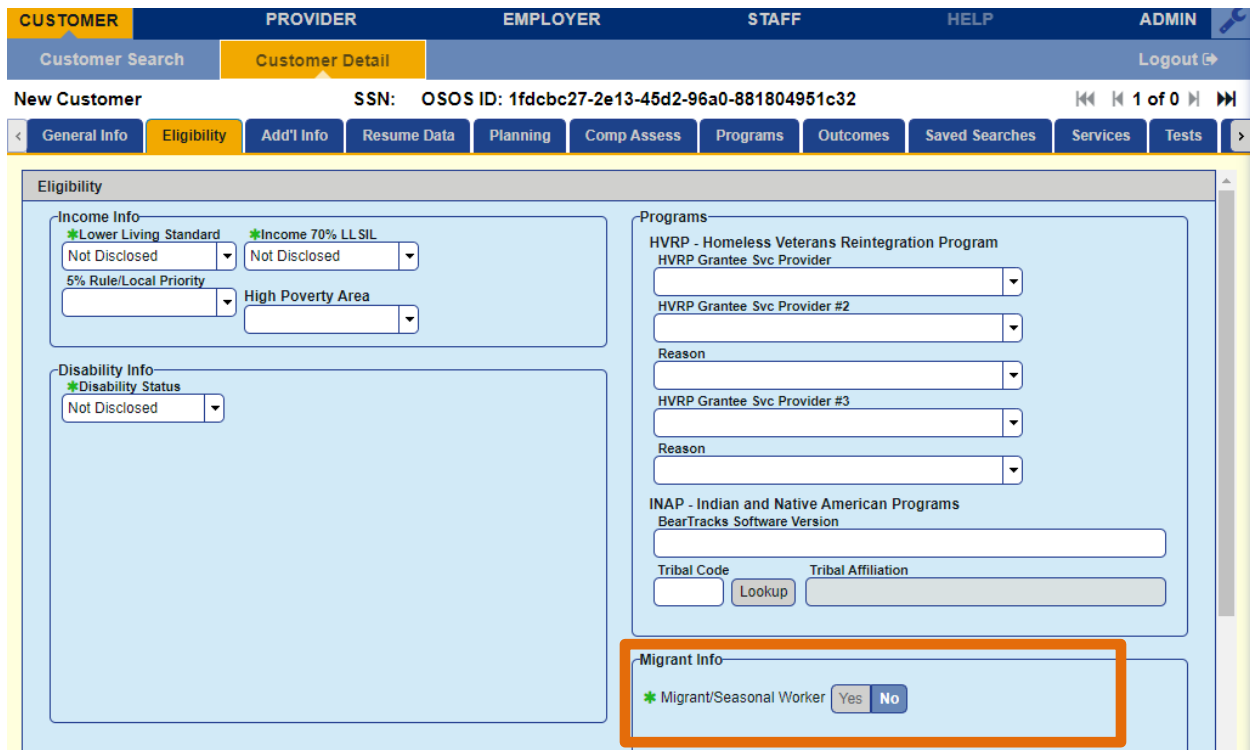
Not Disclosed

Financial Capability - has a receipt and has received:

Benefit Planning Services

Financial Capability/Asset Development Services

Migrant Info:



CUSTOMER PROVIDER EMPLOYER STAFF HELP ADMIN

Customer Search Customer Detail Logout

New Customer SSN: OSOS ID: 1fdc27-2e13-45d2-96a0-881804951c32 1 of 0

General Info Eligibility Add'l Info Resume Data Planning Comp Assess Programs Outcomes Saved Searches Services Tests

Eligibility

Income Info

*Lower Living Standard *Income 70% LLSIL

Not Disclosed Not Disclosed

5% Rule/Local Priority High Poverty Area

Disability Info

*Disability Status

Not Disclosed

Programs

HVRP - Homeless Veterans Reintegration Program

HVRP Grantee Svc Provider

HVRP Grantee Svc Provider #2

Reason

HVRP Grantee Svc Provider #3

Reason

INAP - Indian and Native American Programs

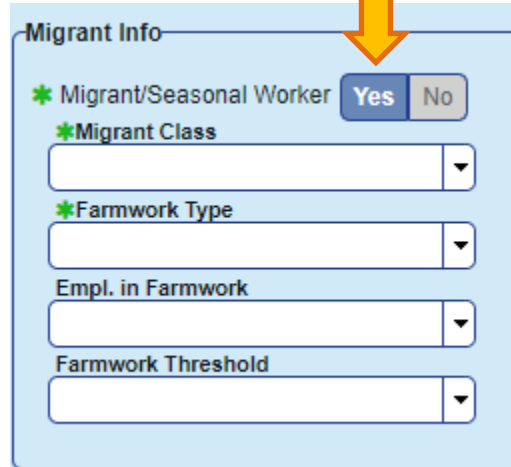
BearTracks Software Version

Tribal Code Tribal Affiliation

Migrant Info

* Migrant/Seasonal Worker Yes No

Migrant/Seasonal Worker: Select Yes or No. Selecting Yes for this field will display additional required fields. If you select Yes, you must select a **Class** and a **Farmwork Type**.

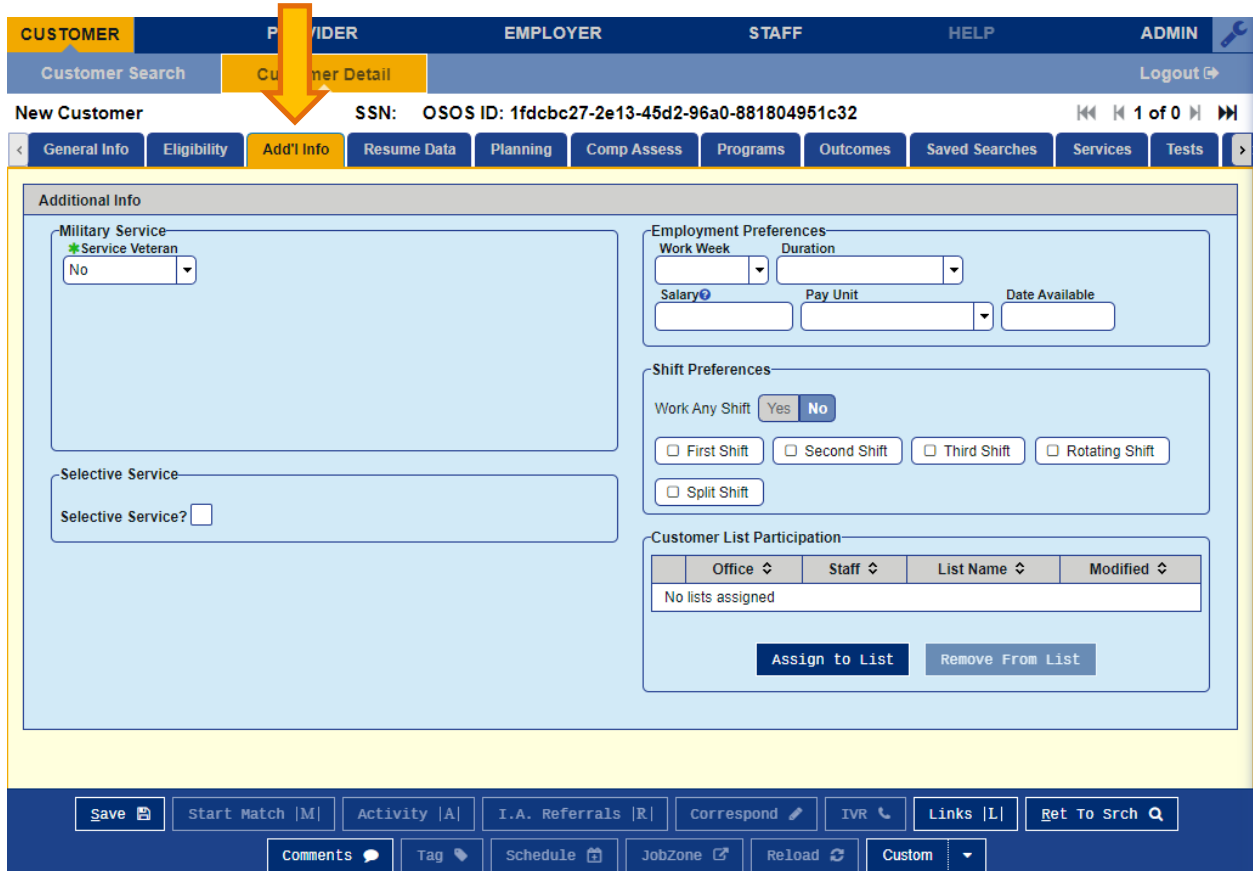


The screenshot shows a form titled "Migrant Info" with the following fields:

- * Migrant/Seasonal Worker: Radio buttons for "Yes" (selected) and "No". A yellow arrow points to this field.
- * Migrant Class: A dropdown menu.
- * Farmwork Type: A dropdown menu.
- Empl. in Farmwork: A dropdown menu.
- Farmwork Threshold: A dropdown menu.

No further data is required in the **Eligibility** tab. The next set of data required to complete a customer record is located in the **Add'l Info** tab.

ADDITIONAL INFORMATION TAB



Customer Search | **Customer Detail** | Logout

New Customer SSN: OSOS ID: 1fdcbc27-2e13-45d2-96a0-881804951c32

General Info | Eligibility | **Add'l Info** | Resume Data | Planning | Comp Assess | Programs | Outcomes | Saved Searches | Services | Tests

Additional Info

Military Service
 *Service Veteran
 No

Employment Preferences
 Work Week: [] Duration: []
 Salary: [] Pay Unit: [] Date Available: []

Shift Preferences
 Work Any Shift: Yes No
 First Shift Second Shift Third Shift Rotating Shift
 Split Shift

Customer List Participation

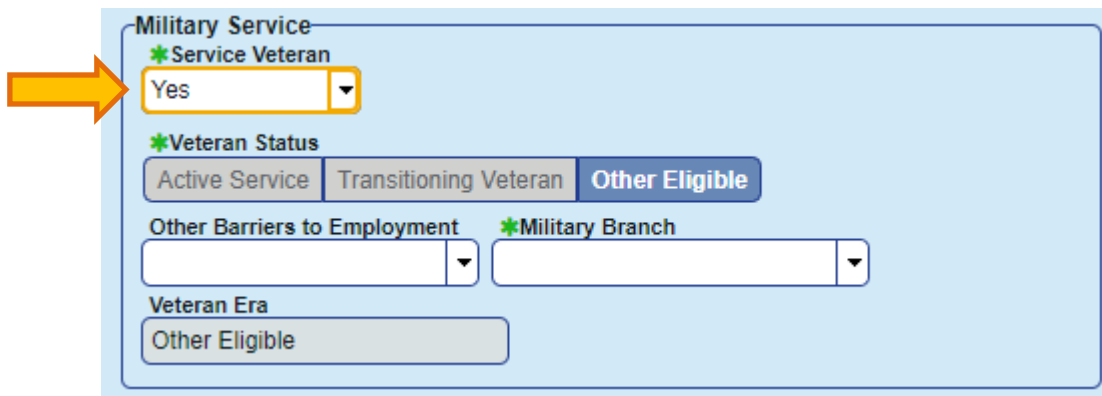
Office	Staff	List Name	Modified
No lists assigned			

Assign to List Remove From List

Save Start Match |M| Activity |A| I.A. Referrals |R| Correspond IVR Links |L| Get To Srch Q

Comments Tag Schedule Jobzone Reload Custom

Required Field: Service Veteran. Select Yes, No, or Not Disclosed. If No or Not Disclosed is selected, no additional information is required. However, if Yes is selected, it will display additional required fields.



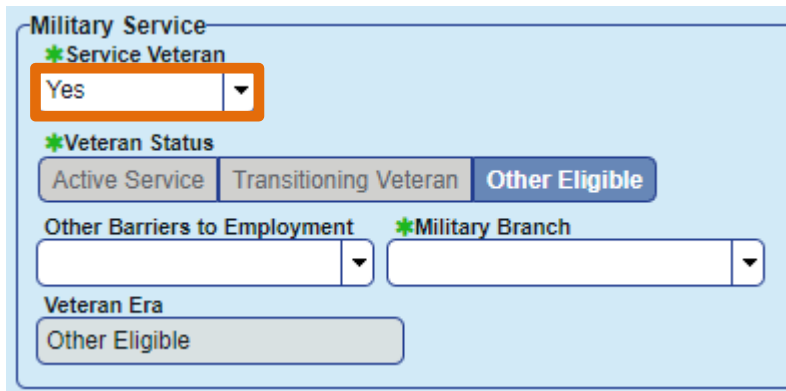
Military Service
 *Service Veteran
 Yes

*Veteran Status
 Active Service Transitioning Veteran **Other Eligible**

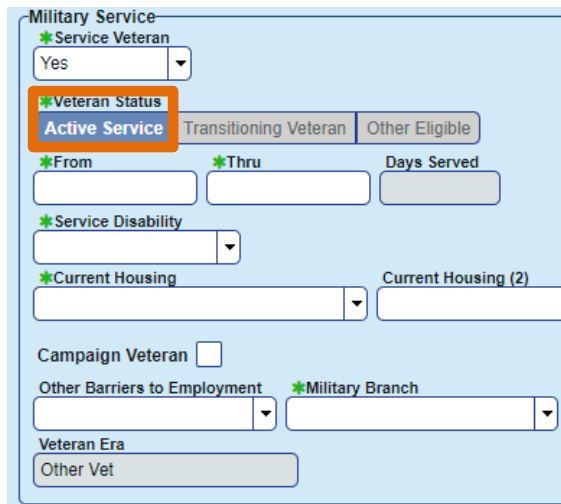
Other Barriers to Employment *Military Branch
 [] []

Veteran Era
 Other Eligible

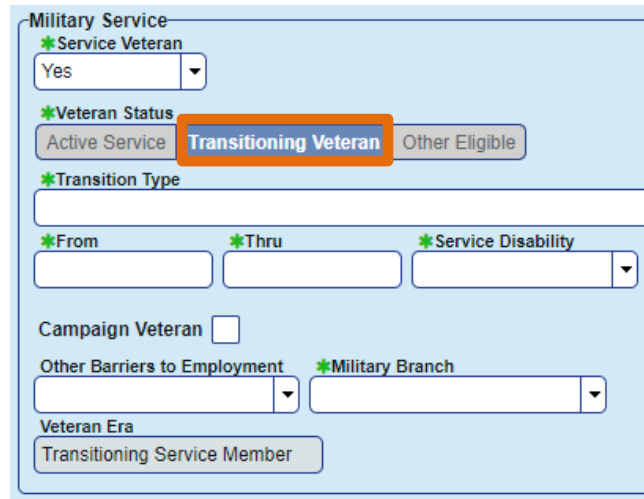
If the customer indicates Yes for **Service Veteran**, you must then select **Active Service**, **Transitioning Veteran**, or **Other Eligible**. Based on this selection, additional required fields may populate. Please reference the [Veterans' Program Terms and Definitions \(ny.gov\)](#) and the Military Service OSOS Guide [Workforce Professionals Tools | Department of Labor \(ny.gov\)](#) for more information on completing this section.



Military Service
 *Service Veteran
 Yes
 *Veteran Status
 Active Service | Transitioning Veteran | **Other Eligible**
 Other Barriers to Employment | *Military Branch
 Veteran Era
 Other Eligible



Military Service
 *Service Veteran
 Yes
 *Veteran Status
Active Service | Transitioning Veteran | Other Eligible
 *From | *Thru | Days Served
 *Service Disability
 *Current Housing | Current Housing (2)
 Campaign Veteran
 Other Barriers to Employment | *Military Branch
 Veteran Era
 Other Vet



Military Service
 *Service Veteran
 Yes
 *Veteran Status
 Active Service | **Transitioning Veteran** | Other Eligible
 *Transition Type
 *From | *Thru | *Service Disability
 Campaign Veteran
 Other Barriers to Employment | *Military Branch
 Veteran Era
 Transitioning Service Member

Please note: If **Other Eligible** is selected, you must record a comment in the **Comments tab**. For example, "Customer is an eligible spouse per VA letter."



If the customer is a veteran, you will also need to administer the Military Service Questionnaire (MSQ).



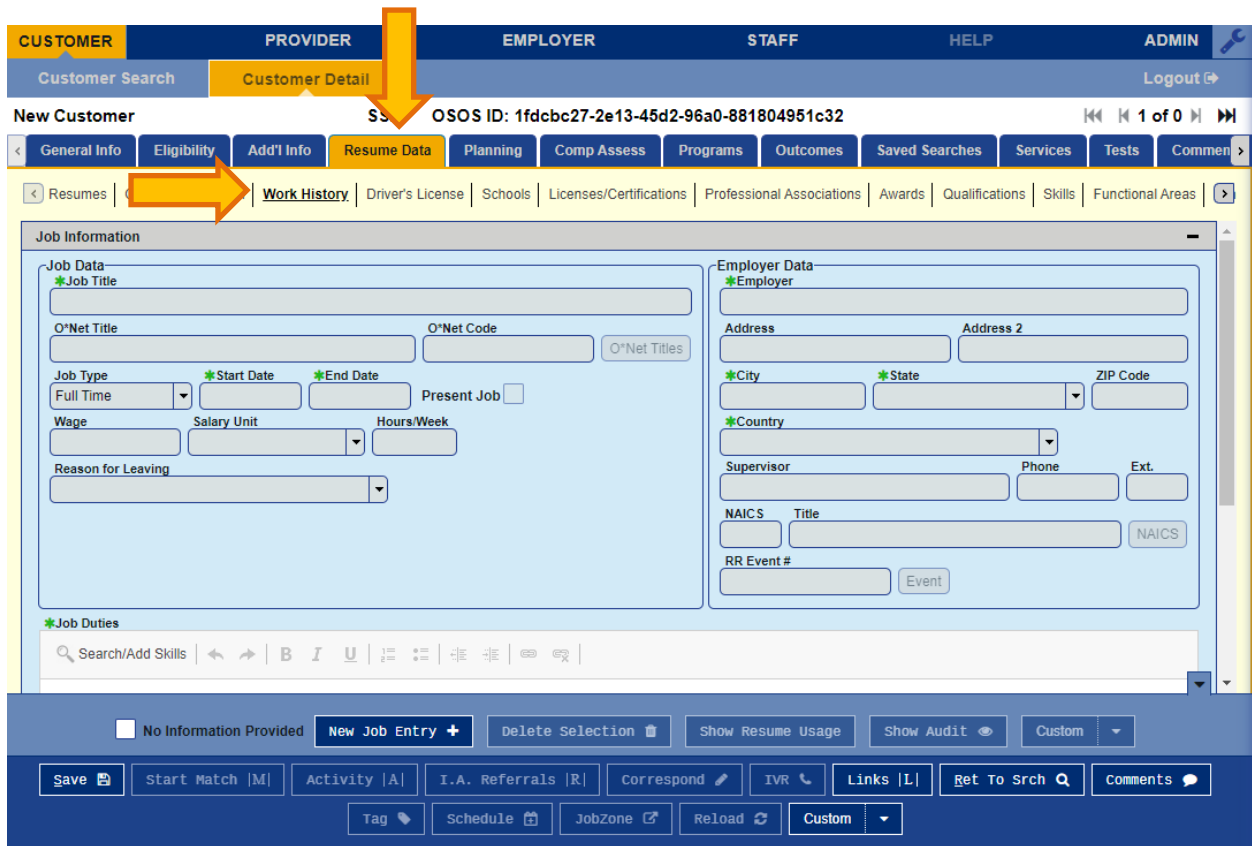
Required Field: Selective Service. All males over the age of 18 must be registered with Selective Service and this information must be recorded. Select the check box and enter the customer's Selective Service number. If the customer does not know their Selective Service number, click on **Register/Lookup**. This opens the Selective Service System website in a new browser tab. Use this site to conduct an online verification of selective service registration using the customer's last name, SSN and date of birth. For more information on Selective Service registration requirements for the Workforce Innovation and Opportunity Act, please see [Technical Advisory 12-09.1](#).

A screenshot of a web form titled "Selective Service". The form contains a checkbox labeled "Selective Service?" which is checked. To the right of the checkbox is a text input field labeled "Selective Service Number". Further to the right is a button labeled "Register/Lookup". A yellow arrow points from the left edge of the image towards the "Selective Service?" checkbox.

No further data is required on the **Additional Information** tab. The next set of data required to complete a customer record is located in the **Resume Data** tab.

RESUME DATA TAB

WORK HISTORY LINK



The screenshot shows the OSOS interface with the 'Resume Data' tab selected. A yellow arrow points to the 'Work History' link in the navigation bar. Below the navigation bar, the 'Job Information' form is displayed, containing two main sections: 'Job Data' and 'Employer Data'.

Job Data Fields:

- *Job Title
- O*Net Title
- O*Net Code
- O*Net Titles
- Job Type (Full Time)
- *Start Date
- *End Date
- Present Job
- Wage
- Salary Unit
- Hours/Week
- Reason for Leaving

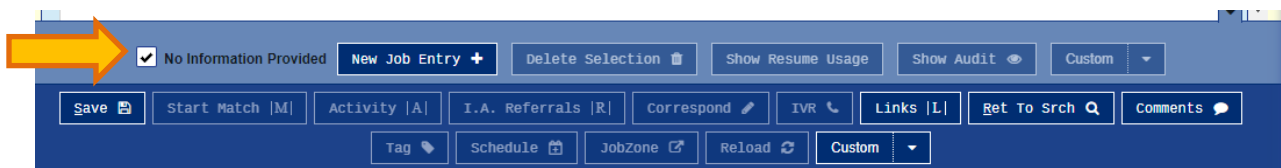
Employer Data Fields:

- *Employer
- Address
- Address 2
- *City
- *State
- ZIP Code
- *Country
- Supervisor
- Phone
- Ext.
- NAICS
- Title
- RR Event #
- Event

At the bottom of the form, there is a 'Job Duties' section with a search bar and a toolbar. Below the form, there is a control bar with buttons for 'No Information Provided', 'New Job Entry +', 'Delete Selection', 'Show Resume Usage', 'Show Audit', and 'Custom'.

Required Fields: Job Title, Employer, Start Date, End Date, Address, City, State, Zip, Country, and Job Duties.

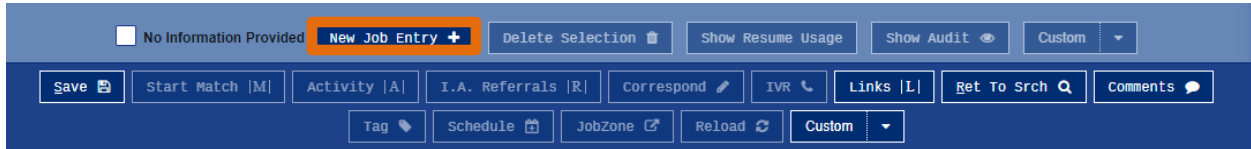
If a customer has no Work History or did not provide information, select **No Information Provided**.



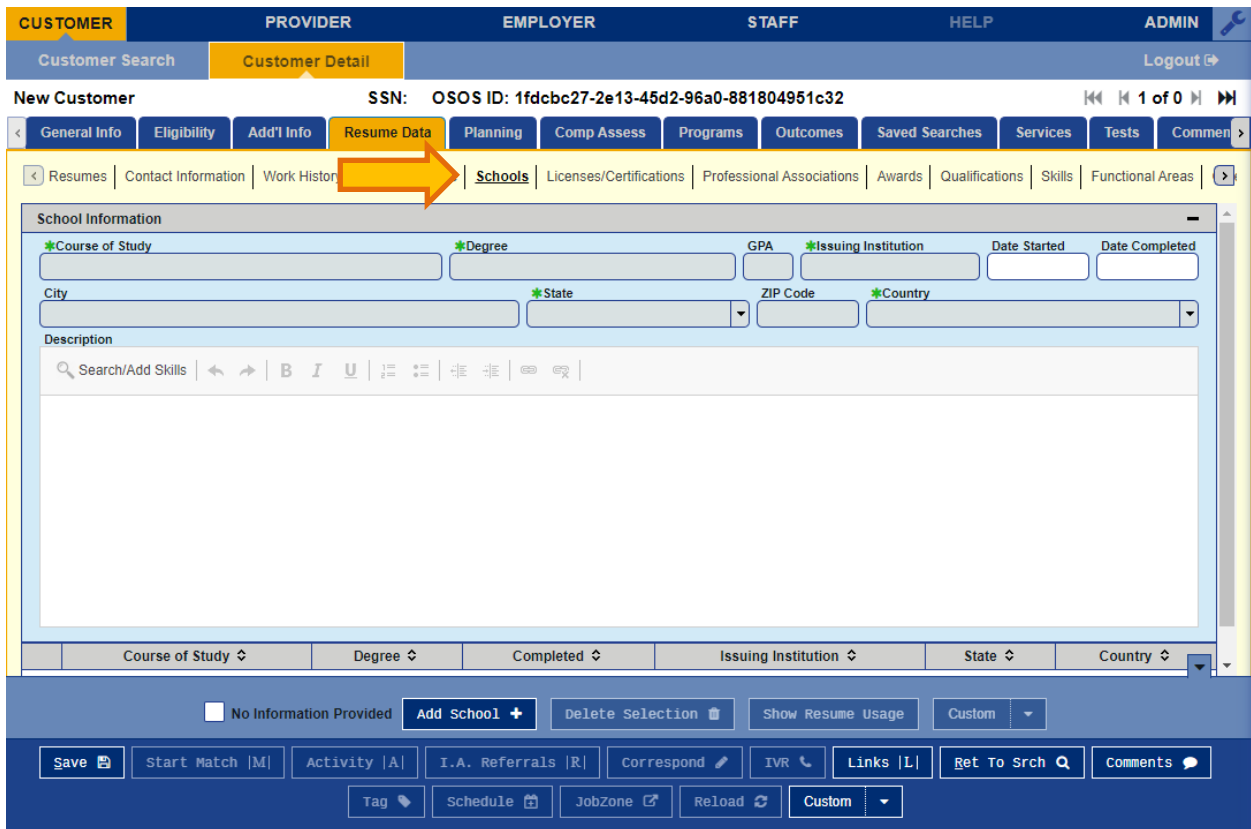
This close-up screenshot shows the control bar at the bottom of the form. A yellow arrow points to the 'No Information Provided' checkbox, which is checked. Other buttons in the bar include 'New Job Entry +', 'Delete Selection', 'Show Resume Usage', 'Show Audit', and 'Custom'.



If the customer has a Work History, enter each position separately. Click the **New Job Entry** button and enter the required fields.

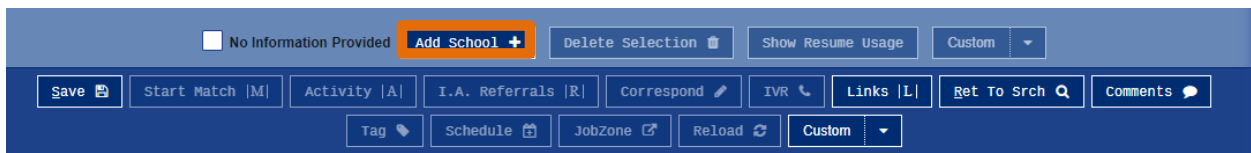


SCHOOLS LINK



Required Fields: Course of Study, Degree, Issuing Institution, State, and Country.

Click the **Add School** button and enter the required fields.

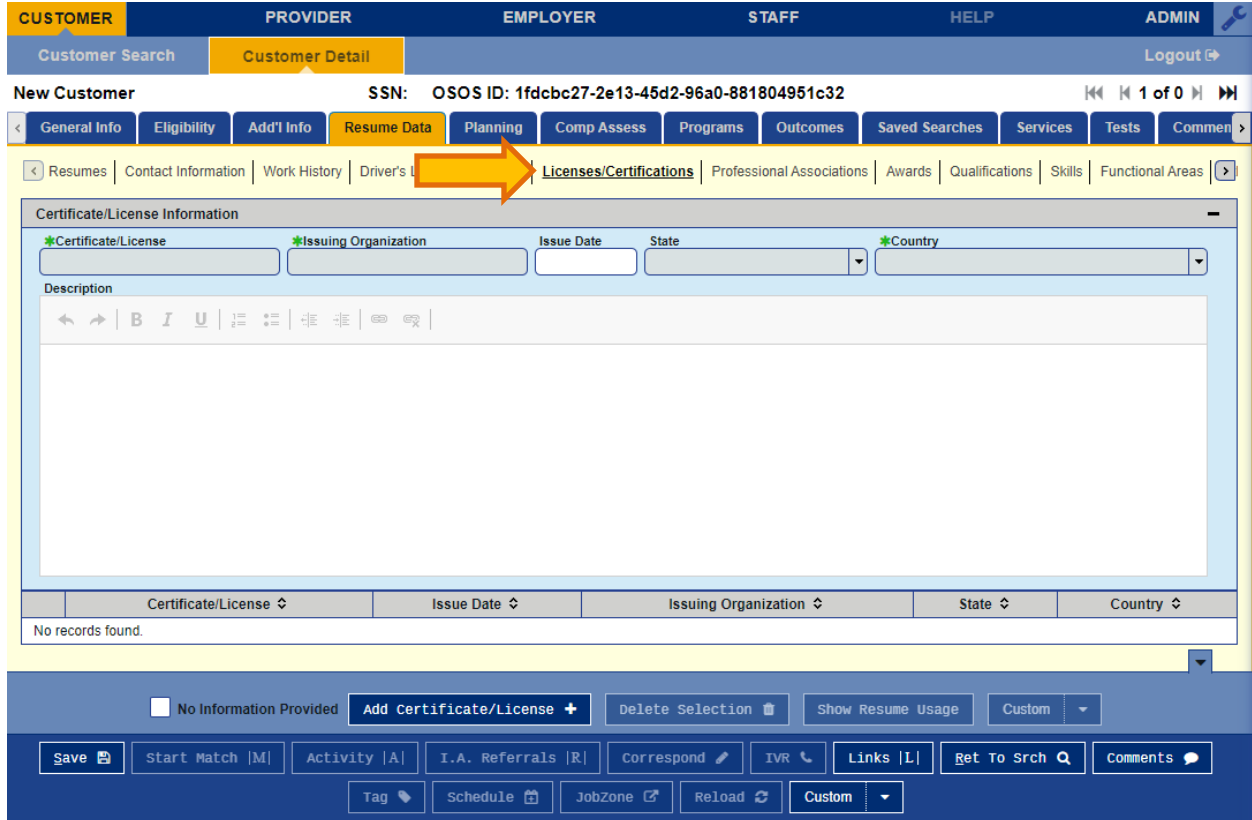




If a customer has no schooling or did not provide information, select **No Information Provided**.

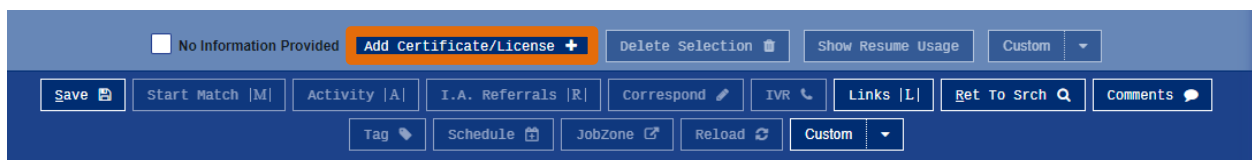


LICENSES/CERTIFICATIONS LINK



Required Fields: Certificates/Licenses, Issuing Organization, and Country.

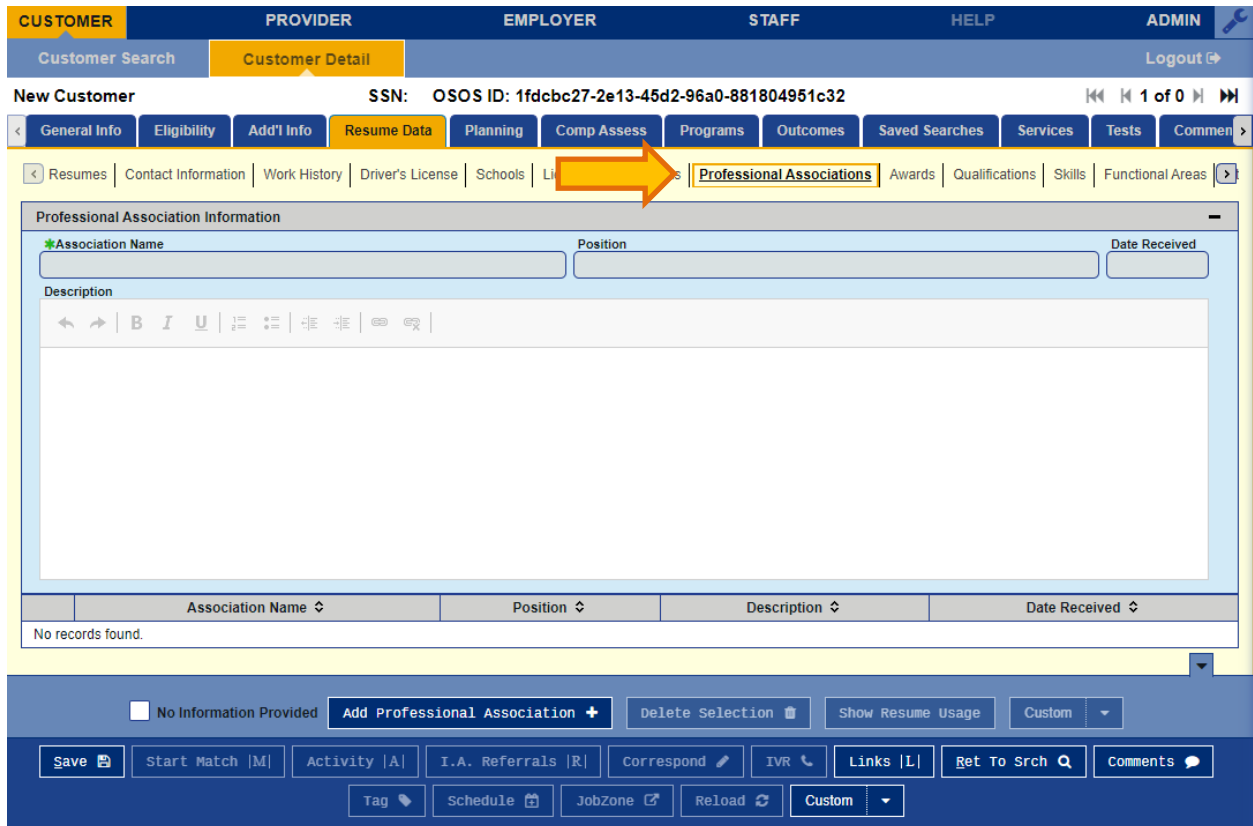
Click the **Add Certificate/License** button then enter the required fields.



If there is no data to enter, check the box for **No Information Provided**.

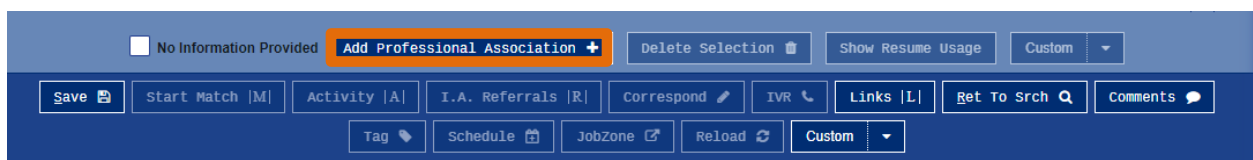


PROFESSIONAL ASSOCIATIONS LINK



Required Fields: Association Name.

Click the **Add Professional Association** button then enter the required fields.



If there is no data to enter, check the box for **No Information Provided**.

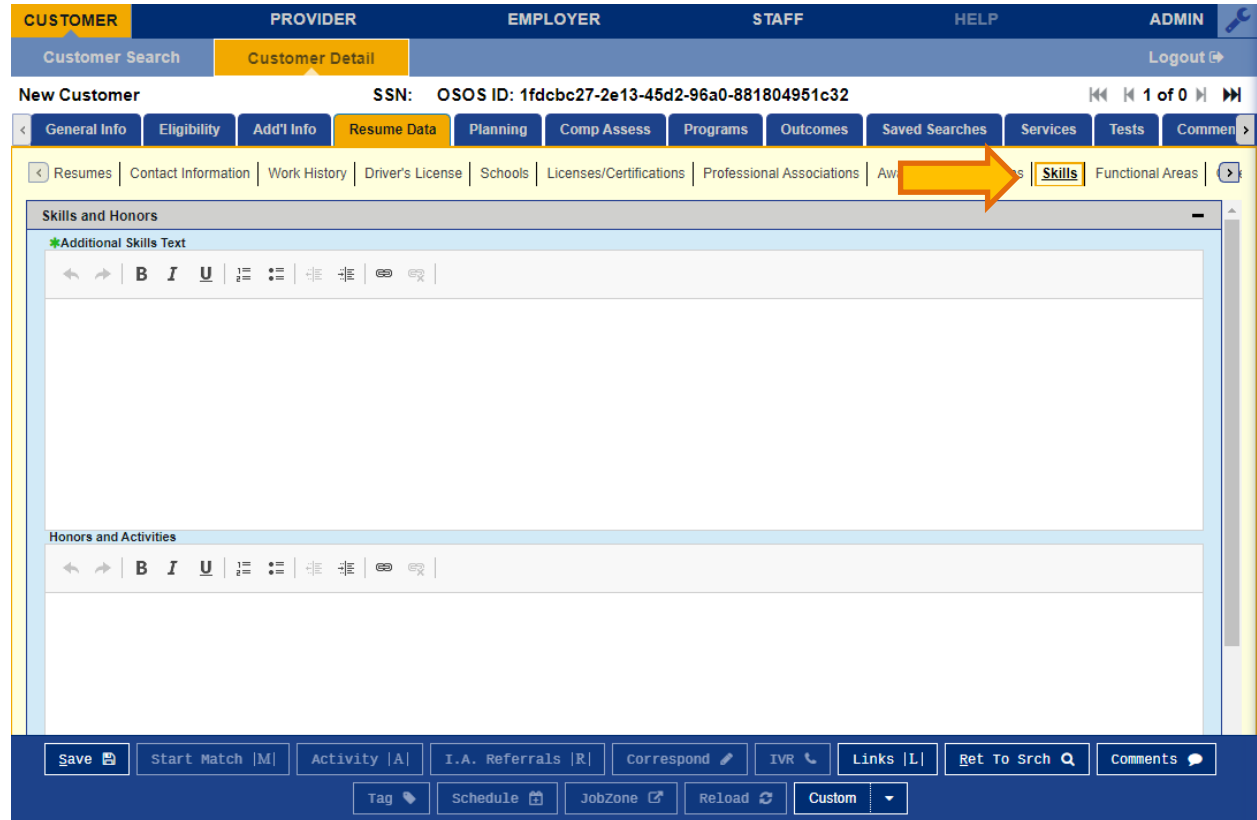


No Information Provided
 Add Professional Association +
Delete Selection
Show Resume Usage
Custom

Save
Start Match |M|
Activity |A|
I.A. Referrals |R|
Correspond
IVR
Links |L|
Ret To Srch Q
Comments

Tag
Schedule
JobZone
Reload
Custom

SKILLS LINK



CUSTOMER PROVIDER EMPLOYER STAFF HELP ADMIN
 Logout

Customer Search Customer Detail
 Logout

New Customer SSN: OSOS ID: 1fdcbc27-2e13-45d2-96a0-881804951c32
 1 of 0

General Info
Eligibility
Add'l Info
Resume Data
Planning
Comp Assess
Programs
Outcomes
Saved Searches
Services
Tests
Comments

Resumes
Contact Information
Work History
Driver's License
Schools
Licenses/Certifications
Professional Associations
Skills
Functional Areas

Skills and Honors

*Additional Skills Text

Honors and Activities

Save
Start Match |M|
Activity |A|
I.A. Referrals |R|
Correspond
IVR
Links |L|
Ret To Srch Q
Comments

Tag
Schedule
JobZone
Reload
Custom

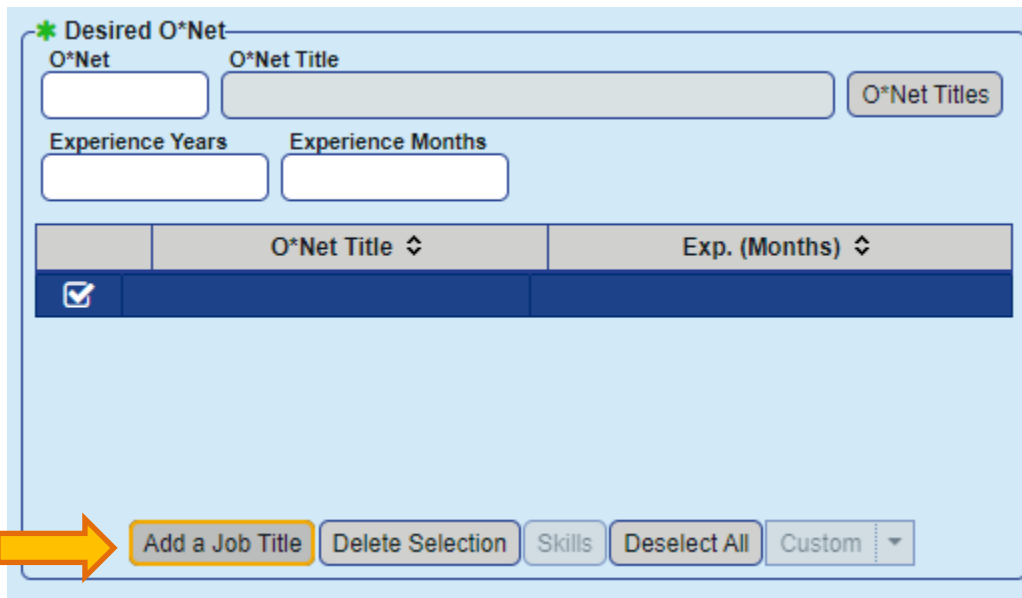
Required Field: Additional Skills Text.

Additional Skills: This field is used to enter any additional skills and abilities that are important in the customer's job performance. Information entered should succinctly and strongly emphasize the customer's skills. This field is a maximum of 4000 characters.

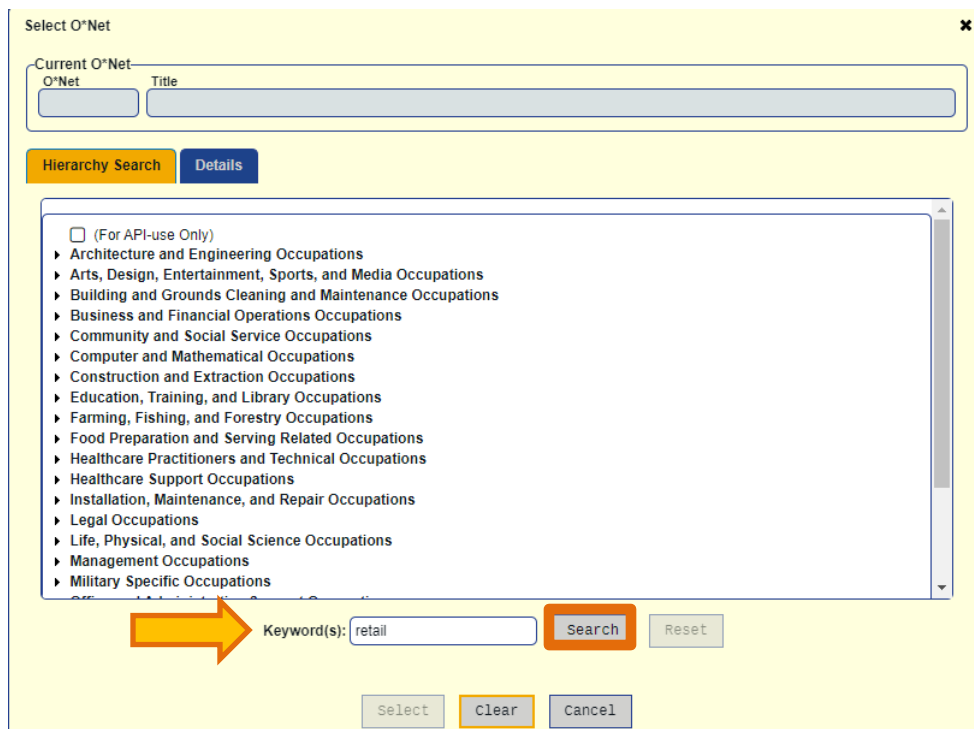
No further data is required in the **Resume Data** tab. The next set of required data is in the **Planning** tab under the **Employment Objective** link.

Desired O*Net: At least one Desired O*Net job title is required. First, click **Add a Job Title**. This allows you to either free type an O*Net Title Number in the **O*Net Title** free text box or click the **O*Net Titles** button to search for the appropriate job title.

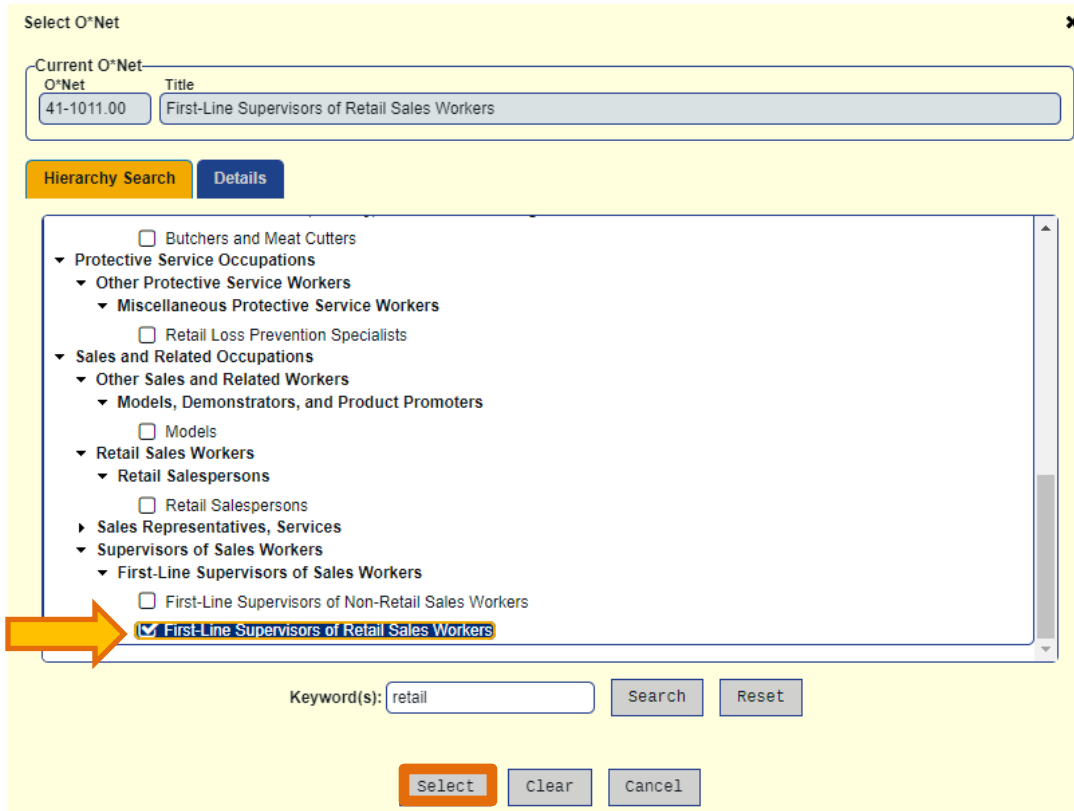
Click the **O*Net Titles** button to display the Select O*Net webpage dialog box.



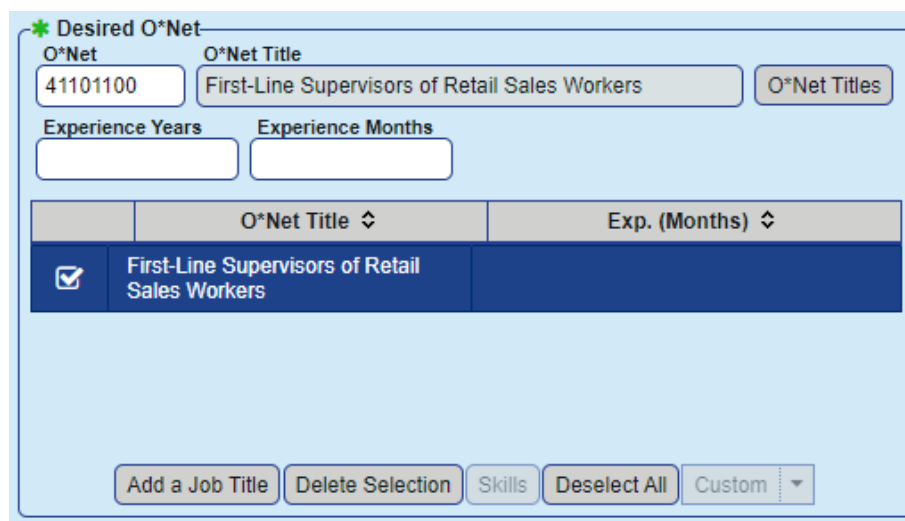
Enter a keyword into the Keyword(s) text box and click **Search**.



When the correct O*Net job title is found using the folders, check the box next to the appropriate job title, and click **Select**.



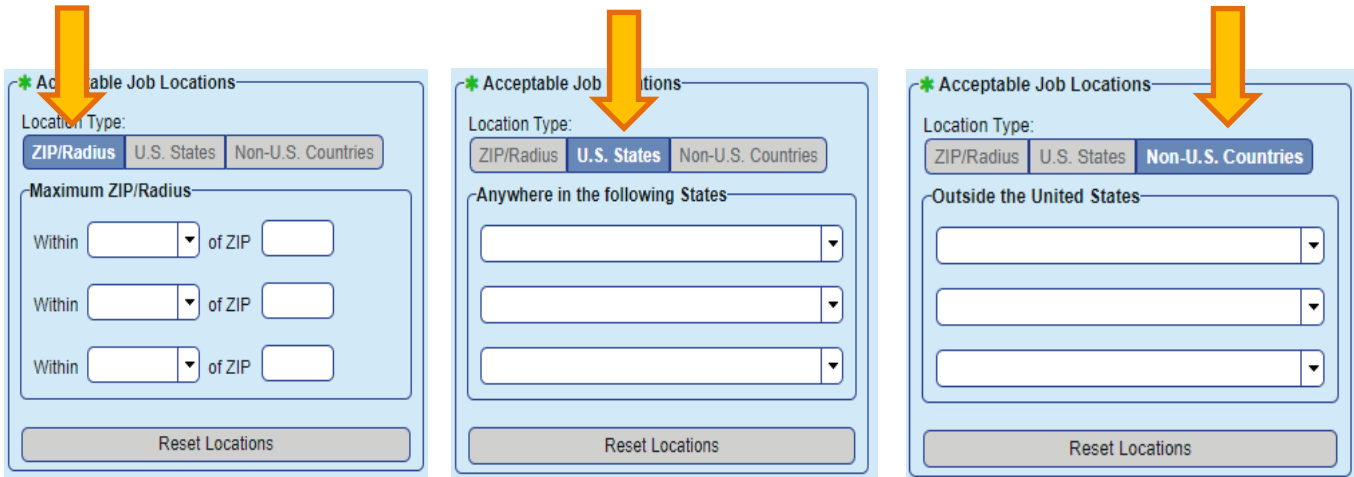
Once selected, the O*Net code and title then populate in the **Desired O*Net** fields of the **Objective** tab.



	O*Net Title ↕	Exp. (Months) ↕
<input checked="" type="checkbox"/>	First-Line Supervisors of Retail Sales Workers	

Acceptable Job Locations: Indicate at least one choice from the following categories:

- Maximum Zip/Radius
- Or anywhere in the following States
- Or outside the United States



The image displays three screenshots of the 'Acceptable Job Locations' form, each with a yellow arrow pointing to a specific tab. The first screenshot shows the 'ZIP/Radius' tab selected, with three 'Within [] of ZIP []' input fields. The second screenshot shows the 'U.S. States' tab selected, with three dropdown menus for state selection. The third screenshot shows the 'Non-U.S. Countries' tab selected, with three dropdown menus for country selection. Each form includes a 'Reset Locations' button at the bottom.



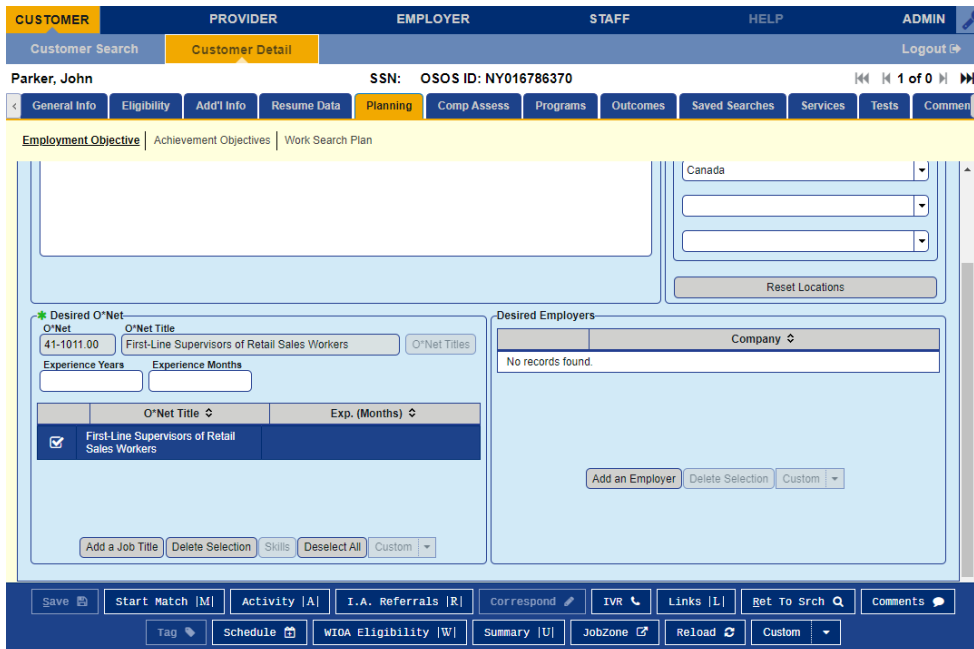
The remaining tabs are not required to create a Basic OSOS Customer Record.

SAVING THE RECORD

When data entry is complete, click **Save** at the bottom left corner of any tab. A unique ID number is now assigned to the customer.



If any required data is missing, a **Customer Detail Error** message appears indicating what information is required to successfully save the Customer Record. Click **OK**.



Navigate to the appropriate tab and complete the required data field(s). Click **Save**. The Customer Record will display the new ID Number when the Customer Record is successfully created.



RESOURCES AND ASSISTANCE

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

By email: help.osos@labor.ny.gov