Identifying & Reporting Duplicate Records
Agenda

- Warning Signs
- Identifying
- Reporting
- Correction Process
Warning Signs

UI Customer w/ Incomplete Record

Service/Activities From Prior Meetings No Longer Appear

Missing Work Search Records

Missing Resume
Identifying Duplicate Records
Identifying Duplicate Records
Identifying Duplicate Records
Identifying Duplicate Records

Review the General Info
Identifying Duplicate Records
Reporting Duplicate Records

Submit requests to

Help.OSOS@labor.ny.gov
Reporting Duplicate Records

Be Sure to Include:

✓ Customer Name
✓ All Associated OSOS IDs
✓ Which Record Contains the SSN
  *(if more than one record, identify which is correct)*
✓ Indicate if REOS Records Exist
Below are the details of the duplicate record issue I discovered.

Customer Name: Sally Emery

OSOS IDs:
- NY012743963 with the correct SSN
- NY013065296 no SSN on this record.

REOS: Neither record exists in REOS

Additional Comments: NY013065296 has staff entered services while NY012743963 only includes Self-Service activities.

My contact information is included in my signature if you need additional information. Thank you.

Jane Doe
Career Advisor

New York State Department of Labor
Harriman State Office Campus
Building 12, Room 436, Albany NY 12240
P: (518) 867-5309
Correction Process

OSOS Help Desk Staff Will Review Requests

Resumes & Work Search Records Moved

IT Request Submitted

Confirmation of Completion
Contact Us

OSOS Help Desk

Help.OSOS@labor.ny.gov

(518) 457-6586