

Trade Adjustment Assistance - Entering and Funding Apprenticeships OSOS Guide



TABLE OF CONTENTS

Purpose	2
Logging into the Correct Office.....	3
Finding the Customer Record for Adding a TAA Service	4
Entering an Apprenticeship Service for TAA Recipient.....	6
Funding an Apprenticeship Service	14
Ending an Apprenticeship Service	18
Entering Comments	19
Resources and Assistance	21



PURPOSE

The TAA program offers customers various benefits. One of these benefits is apprenticeship training.

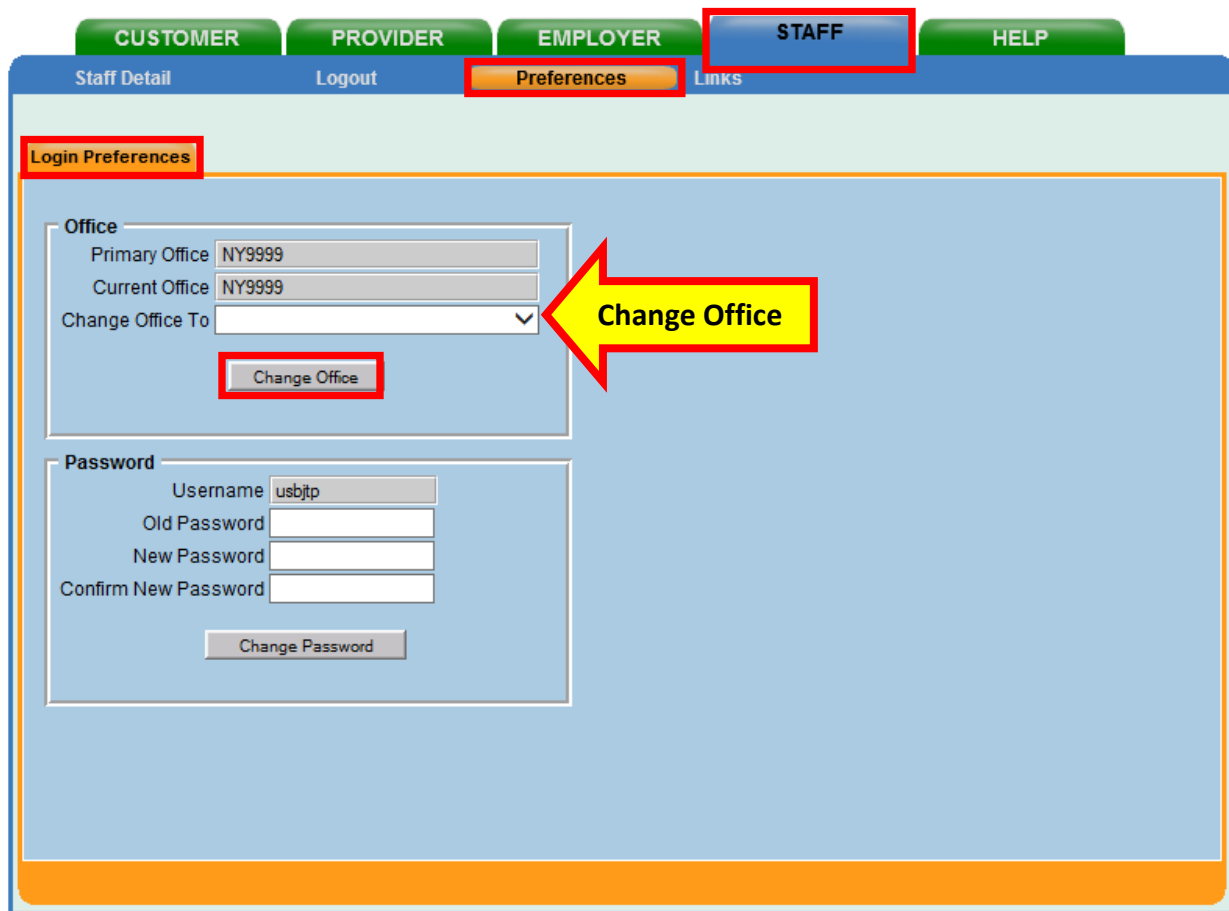
This guide will provide comprehensive instructions on how to conduct the OSOS data entry for recording a single service for customers in a TAA approved apprenticeship program. It will cover data entry for adding, funding, and ending the apprenticeship service.

LOGGING INTO THE CORRECT OFFICE

Staff must ensure that they are logged into OSOS in the same office associated with the customer before recording any activities or services.

The user's **Primary Office** and the **Current Office** the user is logged into (if the user has any secondary office assignments), are displayed in the **Staff** module > **Preferences** window > **Login Preferences** tab.

To change the current office, select the appropriate office from the **Change Office To** drop-down field and then click the **Change Office** button.

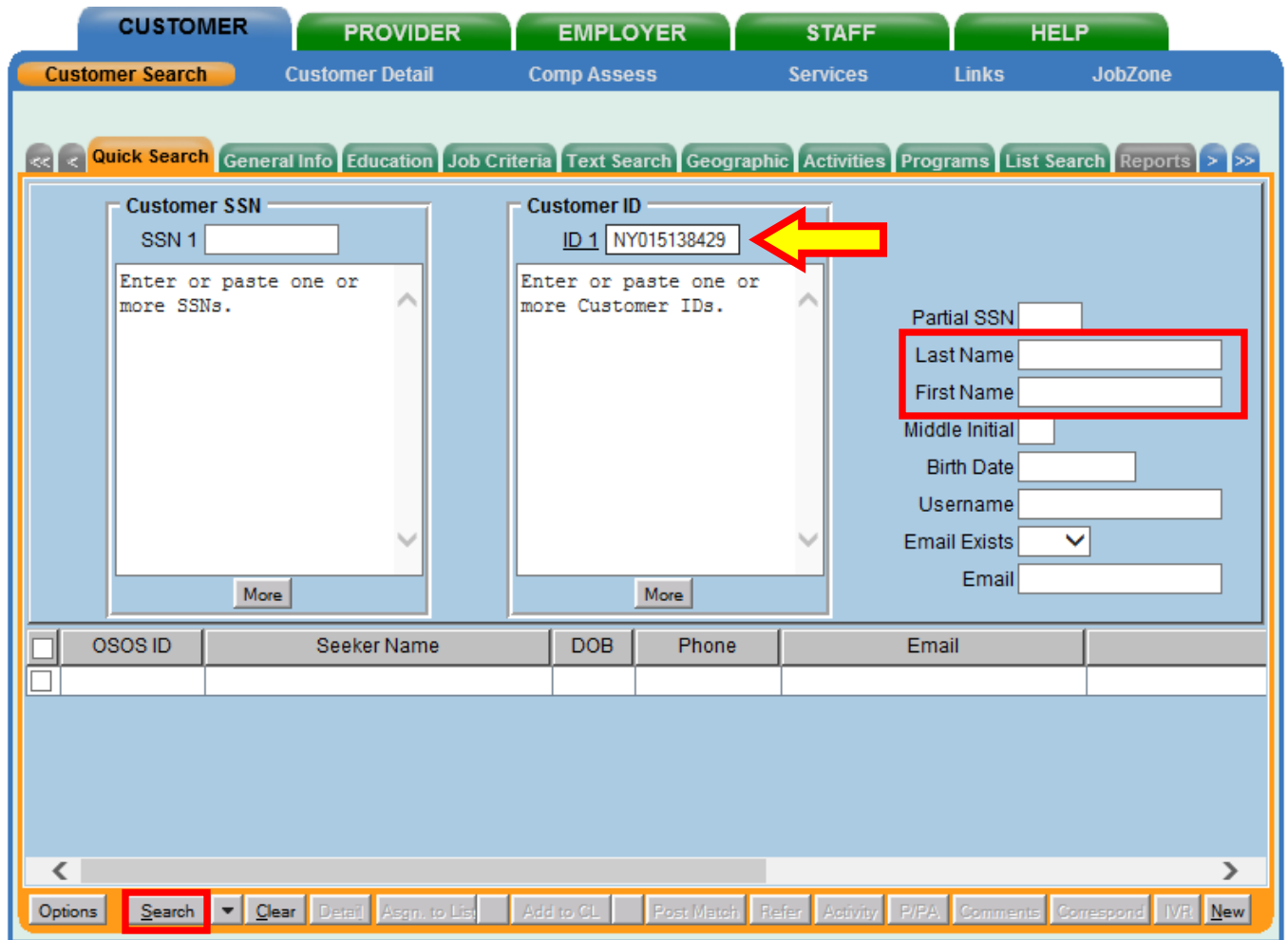


The screenshot shows the OSOS Staff Preferences window. At the top, there are tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The STAFF tab is selected. Below the tabs are sub-tabs: Staff Detail, Logout, Preferences, and Links. The Preferences tab is selected, and the Login Preferences sub-tab is active. The Login Preferences section contains two main areas: Office and Password. The Office section has three input fields: Primary Office (NY9999), Current Office (NY9999), and Change Office To (a dropdown menu). A red box highlights the Change Office To dropdown, and a yellow arrow points to it with the text "Change Office". Below the dropdown is a "Change Office" button, also highlighted with a red box. The Password section has four input fields: Username (usbjtp), Old Password, New Password, and Confirm New Password. Below these fields is a "Change Password" button.

FINDING THE CUSTOMER RECORD FOR ADDING A TAA SERVICE

APPRENTICESHIP

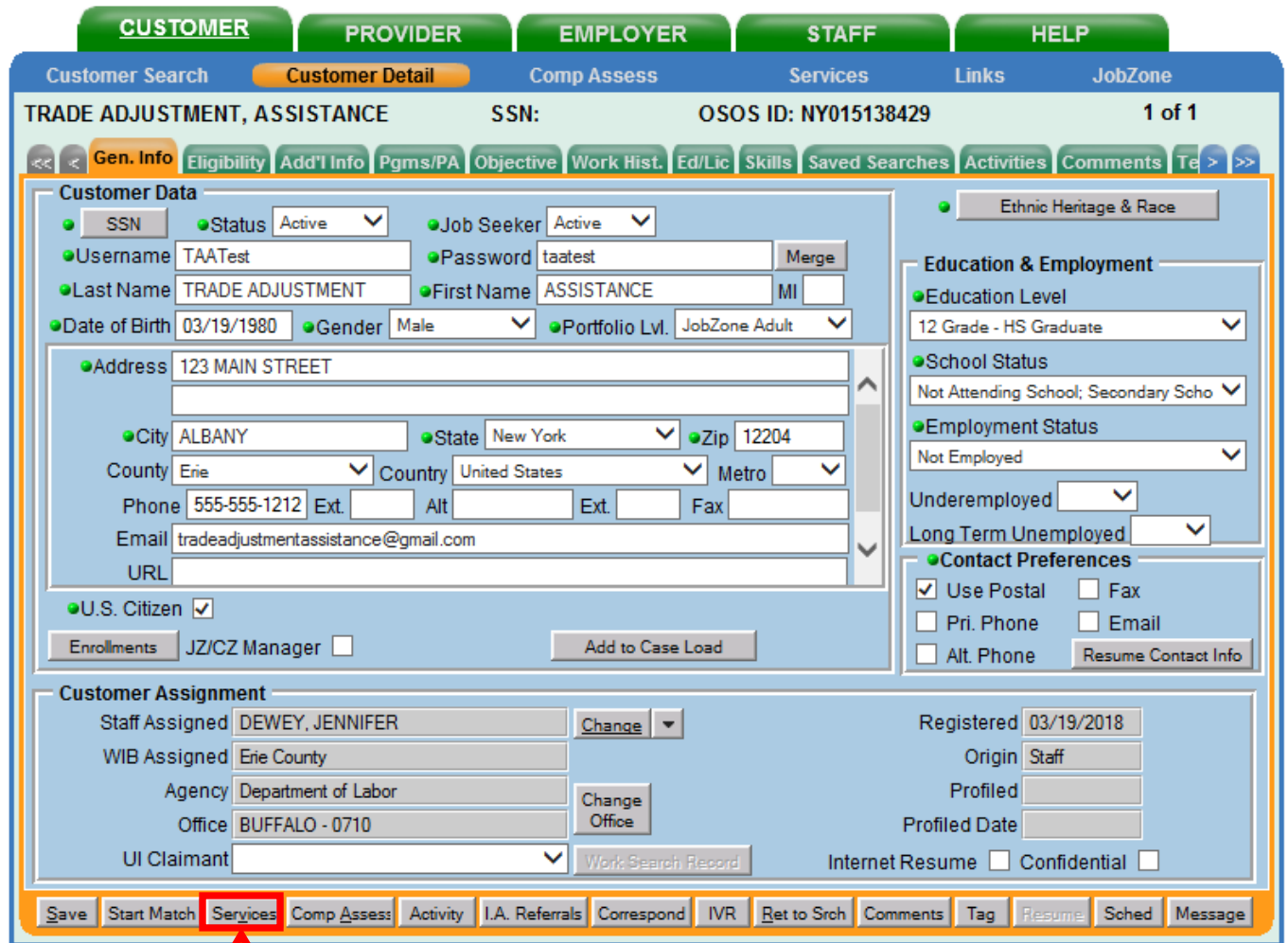
From the **Customer** module > **Customer Search** window > **Quick Search** tab, search for the appropriate customer record. This can be accomplished by entering the customer's **Last Name** and **First Name** as the search criteria, or the Customer ID. Click the **Search** button.



The screenshot displays the OSOS Customer Search interface. At the top, there are navigation tabs: CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below these are sub-tabs: Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The main interface is divided into several sections:

- Customer SSN:** A text input field labeled "SSN 1" with a "More" button below it. Below the input is a text area with the instruction "Enter or paste one or more SSNs."
- Customer ID:** A text input field labeled "ID 1" containing the value "NY015138429". A yellow arrow points to this field. Below the input is a text area with the instruction "Enter or paste one or more Customer IDs." and a "More" button.
- Personal Information:** A series of input fields for "Partial SSN", "Last Name", "First Name", "Middle Initial", "Birth Date", "Username", "Email Exists" (a dropdown menu), and "Email". The "Last Name" and "First Name" fields are highlighted with a red box.
- Table:** A table with columns: OSOS ID, Seeker Name, DOB, Phone, and Email. The table is currently empty.
- Footer:** A row of buttons: Options, Search (highlighted with a red box), Clear, Detail, Asgn. to List, Add to CL, Post Match, Refer, Activity, P/PA, Comments, Correspond, IVR, and New.

From the customer record, click the **Services** button to navigate to the **Services** window.



The screenshot shows the OSOS Customer Detail window for a customer named 'TRADE ADJUSTMENT, ASSISTANCE'. The window is divided into several sections:

- Customer Data:** Includes fields for SSN, Status (Active), Job Seeker (Active), Username (TAATest), Password (taatest), Last Name (TRADE ADJUSTMENT), First Name (ASSISTANCE), Date of Birth (03/19/1980), Gender (Male), Address (123 MAIN STREET), City (ALBANY), State (New York), Zip (12204), County (Erie), Country (United States), Metro, Phone (555-555-1212), Email (tradeadjustmentassistance@gmail.com), and U.S. Citizen (checked).
- Customer Assignment:** Includes fields for Staff Assigned (DEWEY, JENNIFER), WIB Assigned (Erie County), Agency (Department of Labor), Office (BUFFALO - 0710), and UI Claimant.
- Education & Employment:** Includes fields for Education Level (12 Grade - HS Graduate), School Status (Not Attending School; Secondary Scho), Employment Status (Not Employed), and Contact Preferences (Use Postal, Fax, Pri. Phone, Email, Alt. Phone).

At the bottom of the window, there is a row of buttons: Save, Start Match, **Services** (highlighted with a red box and a yellow arrow), Comp Assess, Activity, I.A. Referrals, Correspond, IVR, Ret to Srch, Comments, Tag, Resume, Sched, and Message.



ENTERING AN APPRENTICESHIP SERVICE FOR TAA RECIPIENT

A TAA approved apprenticeship program must be entered as a single service into OSOS.

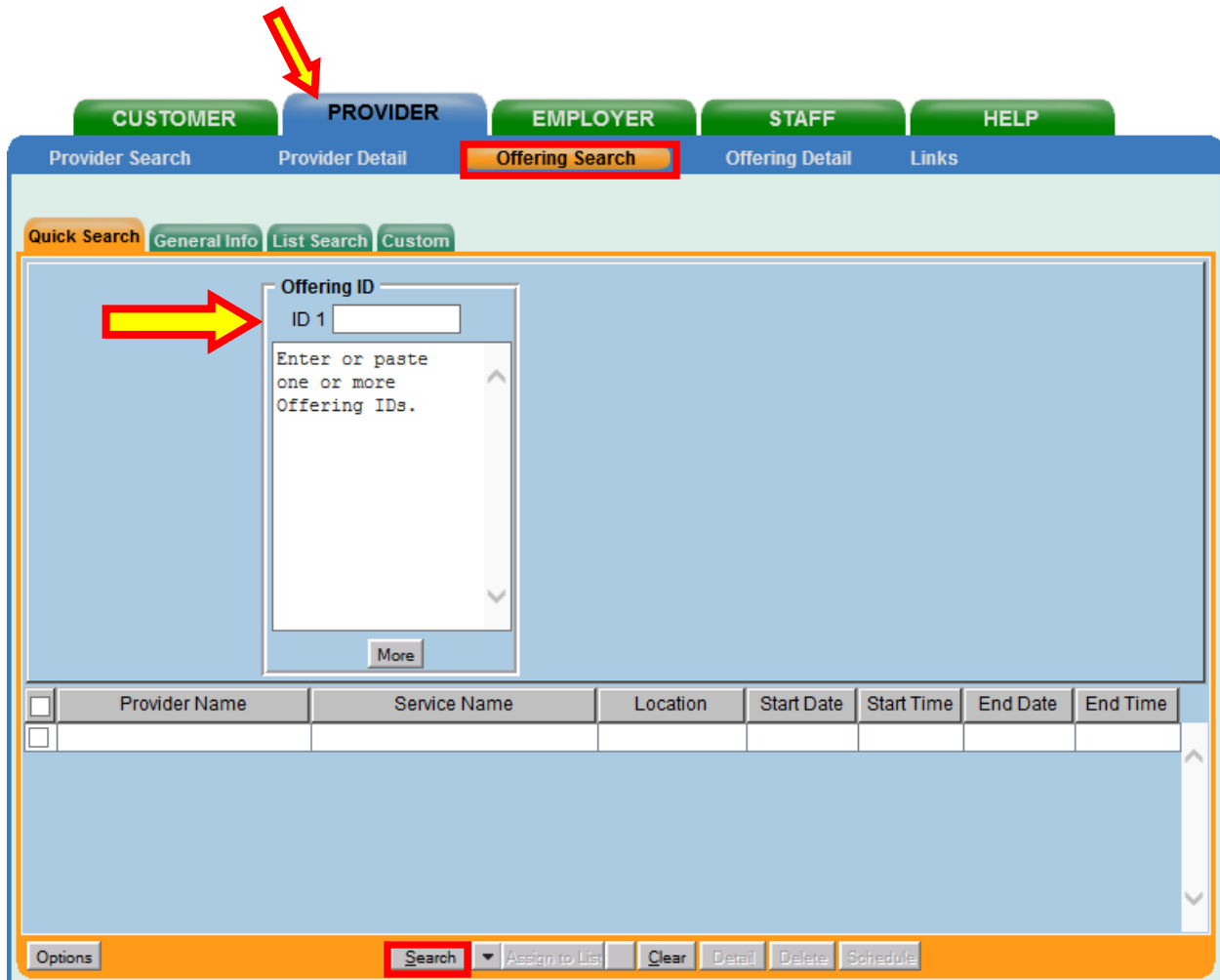
In the TAA participant customer record, navigate to the **Customer** module > **Services** window > **Services** tab. Click the **New Service** button.

The screenshot shows the OSOS interface for a customer record. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The CUSTOMER tab is selected. Below this, there are sub-tabs for Customer Search, Customer Detail, Comp Assess, Services, Links, and JobZone. The Services sub-tab is active, showing a customer record for 'TRADE ADJUSTMENT, ASSISTANCE' with SSN and OSOS ID. The Services sub-tab is highlighted with a red box. The main content area is divided into 'Detail' and 'Funding' sections. The 'Detail' section contains various input fields for service information. The 'Funding' section contains a table for funding details and several buttons. At the bottom, there is a row of buttons including 'Options', 'Print List', 'New Service', 'Delete Service', 'Authorization', 'IPA Service Summary', 'Payments', and 'Tracking'. The 'New Service' button is highlighted with a red box. A red arrow points to the 'CUSTOMER' tab, and another red arrow points to the 'STAFF' tab.

Level	Source	Obligated	Actual	Oblig #

Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type

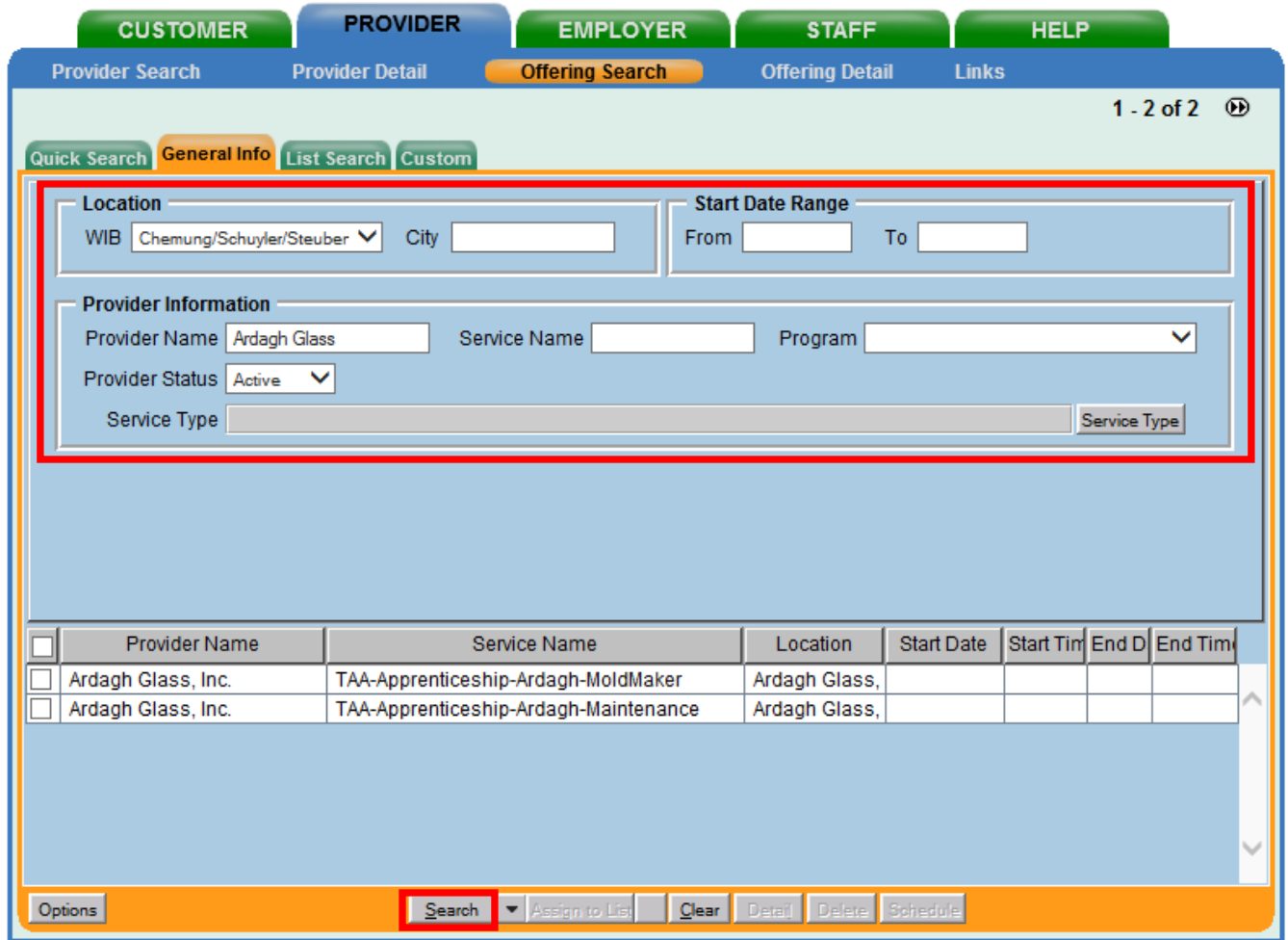
OSOS will navigate to the **Provider** module > **Offering Search** window > **Quick Search** tab. If known, enter the **Offering ID**, then click the **Search** button. NOTE: Multiple Offering IDs may be entered.



The screenshot shows the OSOS interface for the 'Offering Search' window. The 'PROVIDER' module is selected, and the 'Offering Search' sub-tab is active. The 'Quick Search' tab is selected, and the 'Offering ID' input field contains 'ID 1'. Below the input field is a text area with the instruction 'Enter or paste one or more Offering IDs.' and a 'More' button. At the bottom, a table with columns for Provider Name, Service Name, Location, Start Date, Start Time, End Date, and End Time is visible. A yellow arrow also points to the 'Search' button in the bottom toolbar.

<input type="checkbox"/>	Provider Name	Service Name	Location	Start Date	Start Time	End Date	End Time
<input type="checkbox"/>							

If the Offering ID is unknown, select the **General Info** tab to search for the service offering. Enter the training program information in the data field(s) in the **General Info** tab. Then click the **Search** button.



Provider Search Provider Detail **Offering Search** Offering Detail Links

1 - 2 of 2

Quick Search **General Info** List Search Custom

Location
 WIB Chemung/Schuyler/Steuber City

Start Date Range
 From To

Provider Information
 Provider Name Ardagh Glass Service Name Program

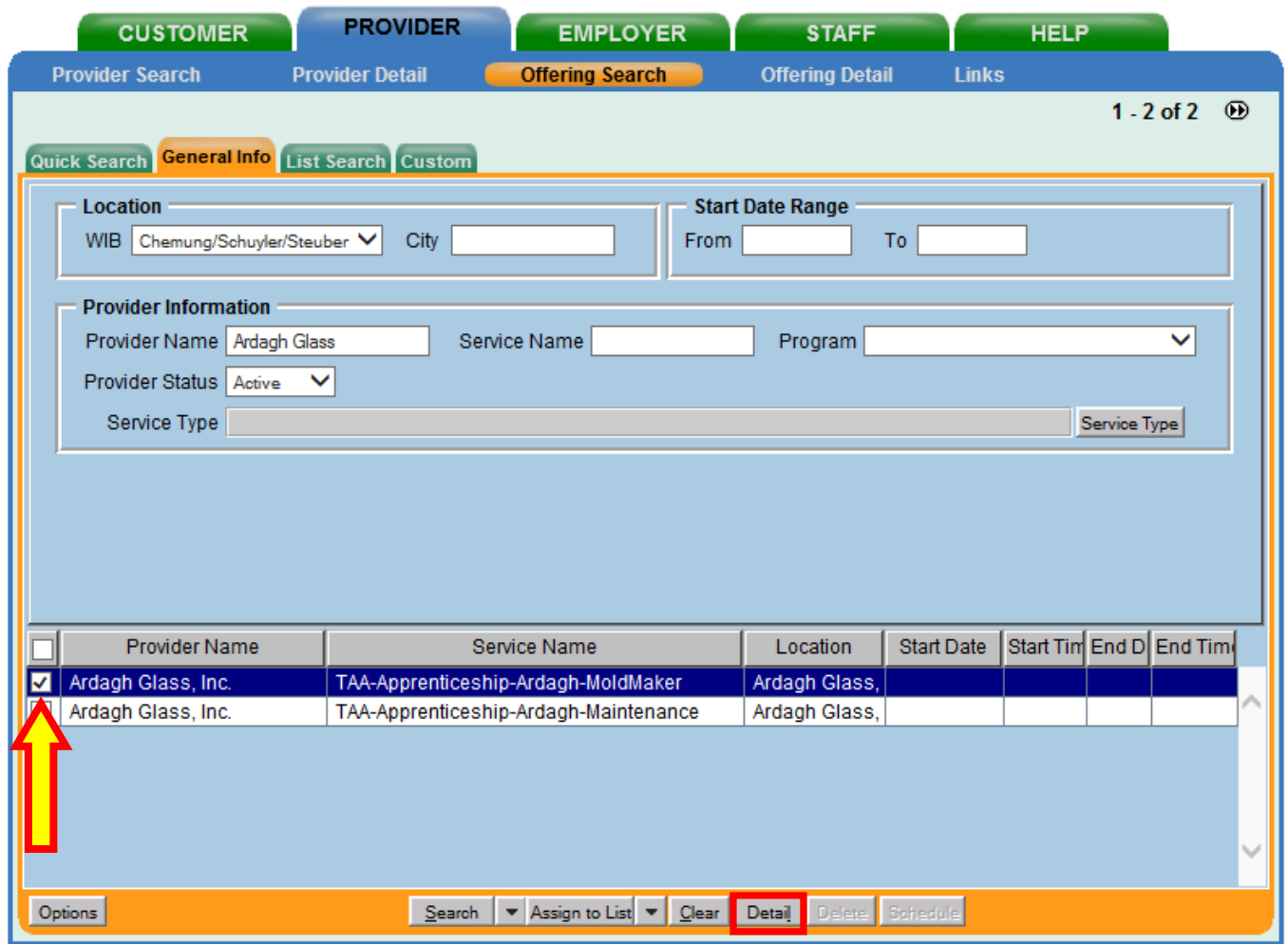
Provider Status Active

Service Type Service Type

<input type="checkbox"/>	Provider Name	Service Name	Location	Start Date	Start Time	End Date	End Time
<input type="checkbox"/>	Ardagh Glass, Inc.	TAA-Apprenticeship-Ardagh-MoldMaker	Ardagh Glass,				
<input type="checkbox"/>	Ardagh Glass, Inc.	TAA-Apprenticeship-Ardagh-Maintenance	Ardagh Glass,				

Options **Search** Assign to List Clear Detail Delete Schedule

The search may result in multiple offerings that match the specified search criteria. To find more information on the offering, highlight the appropriate offering. Click the **Detail** button.



Provider Search Provider Detail **Offering Search** Offering Detail Links

1 - 2 of 2

Quick Search **General Info** List Search Custom

Location
 WIB Chemung/Schuyler/Steuber City
Start Date Range
 From To

Provider Information
 Provider Name Ardagh Glass Service Name Program
 Provider Status Active
 Service Type Service Type

<input type="checkbox"/>	Provider Name	Service Name	Location	Start Date	Start Tim	End D	End Tim
<input checked="" type="checkbox"/>	Ardagh Glass, Inc.	TAA-Apprenticeship-Ardagh-MoldMaker	Ardagh Glass,				
<input type="checkbox"/>	Ardagh Glass, Inc.	TAA-Apprenticeship-Ardagh-Maintenance	Ardagh Glass,				

Options Search Assign to List Clear **Detail** Delete Schedule

The system will navigate to the **Provider** module > **Offering Detail** window > **General Info** tab. If only one offering matches the search criteria, OSOS navigates directly to this screen.

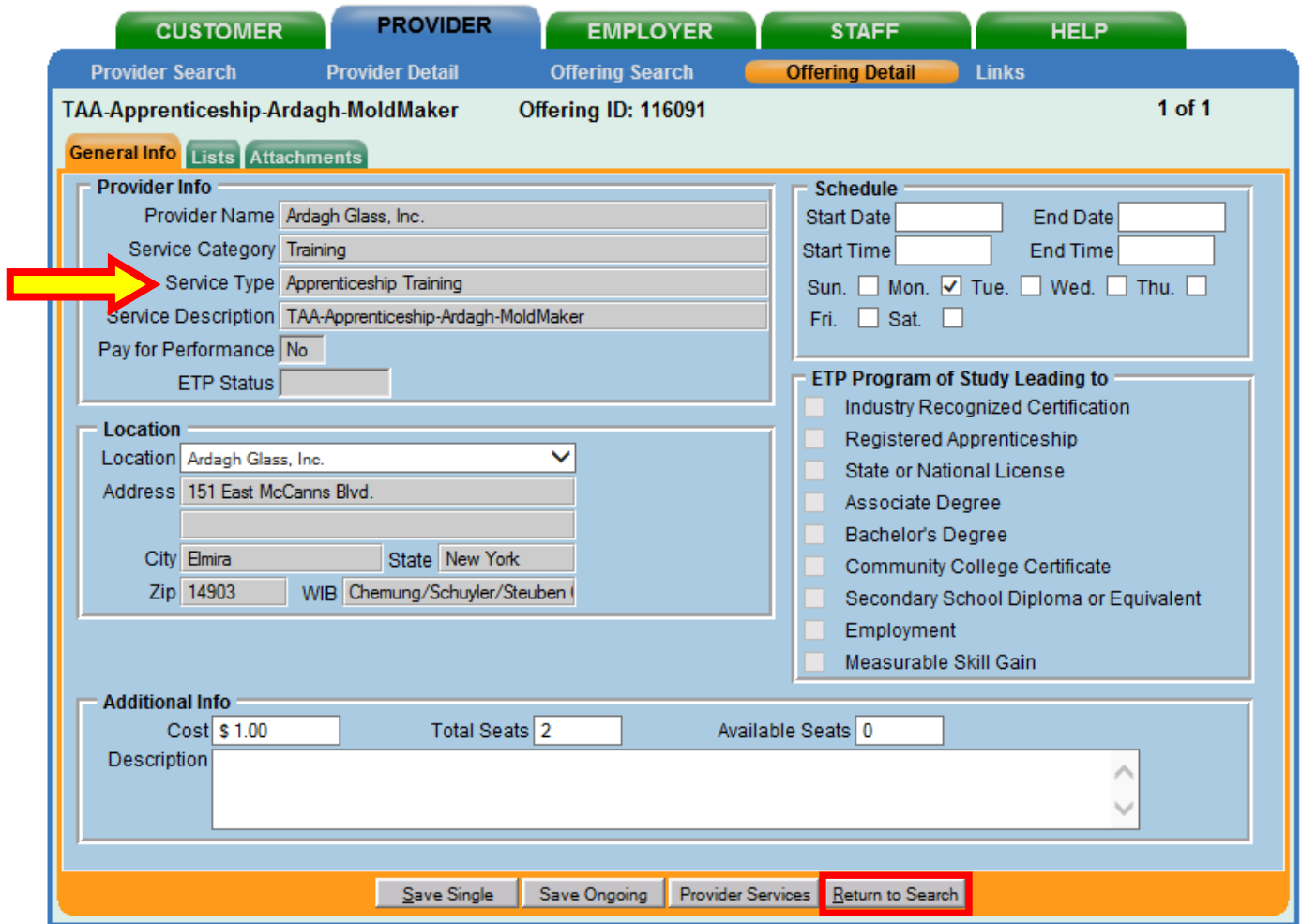


For apprenticeship training services, it is critical that the Service Type for the offering is Apprenticeship Training. The Service Type is assigned when the service is created in the Provider record.



There are designated staff in each of the LWDBs that have permissions to create and modify provider offerings. If the offering is not found or needs to be modified, contact the appropriate staff. For more information, reference OSOS Guide: [Creating Providers, Services, and Offerings](#).

If the offering was not appropriate, click **Return to Search**. Then, select another offering, and click the **Detail** button to review.



The screenshot shows the OSOS interface for the 'Offering Detail' window. The top navigation bar includes 'CUSTOMER', 'PROVIDER', 'EMPLOYER', 'STAFF', and 'HELP'. Below this, there are tabs for 'Provider Search', 'Provider Detail', 'Offering Search', 'Offering Detail' (which is selected), and 'Links'. The main header displays 'TAA-Apprenticeship-Ardagh-MoldMaker' and 'Offering ID: 116091'. The 'General Info' tab is active, showing fields for 'Provider Name' (Ardagh Glass, Inc.), 'Service Category' (Training), 'Service Type' (Apprenticeship Training), 'Service Description' (TAA-Apprenticeship-Ardagh-MoldMaker), 'Pay for Performance' (No), and 'ETP Status'. A red arrow points to the 'Service Type' field. The 'Location' section includes 'Location' (Ardagh Glass, Inc.), 'Address' (151 East McCanns Blvd.), 'City' (Elmira), 'State' (New York), and 'Zip' (14903). The 'Schedule' section shows 'Start Date', 'End Date', 'Start Time', and 'End Time' fields, with checkboxes for days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat). The 'ETP Program of Study Leading to' section lists various options like 'Industry Recognized Certification', 'Registered Apprenticeship', etc. The 'Additional Info' section includes 'Cost' (\$1.00), 'Total Seats' (2), and 'Available Seats' (0). At the bottom, there are buttons for 'Save Single', 'Save Ongoing', 'Provider Services', and 'Return to Search' (highlighted with a red box).

When the appropriate offering is identified, click to highlight it and then click **Schedule**.

CUSTOMER **PROVIDER** EMPLOYER STAFF HELP

Provider Search Provider Detail **Offering Search** Offering Detail Links

1 - 2 of 2

Quick Search **General Info** List Search Custom

Location
 WIB City

Start Date Range
 From To

Provider Information
 Provider Name Service Name Program

Provider Status

Service Type

<input type="checkbox"/>	Provider Name	Service Name	Location	Start Date	Start Time	End Date	End Time
<input type="checkbox"/>	Ardagh Glass, Inc.	TAA-Apprenticeship-Ardagh-Maintenance	Ardagh Glass,				
<input checked="" type="checkbox"/>	Ardagh Glass, Inc.	TAA-Apprenticeship-Ardagh-MoldMaker	Ardagh Glass,				



Clicking the **Schedule** button navigates directly to the **Customer** module > **Services** window > **Services** tab. The **Service Type, Provider Name, Location Name, O*Net** and other details will auto populate in the **Detail** section.

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

Customer Search Customer Detail Comp Assess **Services** Links JobZone

TRADE ADJUSTMENT, ASSISTANCE SSN: OSOS ID: NY015138429

<< < Agency Info Achievement Objectives **Services** Service History Enrollments Outcomes Empl. Outcomes Trng. Outcom > >>

Detail

Service Type: Apprenticeship Training

Provider Name: Ardagh Glass, Inc.

Location Name: Ardagh Glass, Inc.

Provider ID: 77075 Offering ID: 116090

Plan. Start Date: Plan. End Date: Actual Start Date: Actual End Date:

Completed Successfully: Next Contact Date: Program Service Type: Part Time Learn.: Distance Learn.: Program: Minimum Hours: Number of Weeks: O*Net: 49907100 Maintenance and Repair Workers, Gene O*Net

Funding

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Total Funding: Add Edit Delete

Petition #: RR Event #: Incumbent Worker Training:

	Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input type="checkbox"/>	ABC Companies	On the Job Training (OJT)	03/30/2018	04/05/2018	Non-ITA Training
<input type="checkbox"/>	Functional Alignment PY 2006	Assessment Interview, Initial Assessm	03/30/2018	03/30/2018	Basic Career Services
<input checked="" type="checkbox"/>	Ardagh Glass, Inc.	TAA-Apprenticeship-Ardagh-Maintenan			

< >

Options Print List New Service Delete Service Authorization IPA Service Summary Payments Tracking

Save Customer Detail Comp Assess Comments Check Labor Market Information



Complete the data fields in the **Detail** section of the tab:

- **Planned Start Date:** The date the service is expected to start.
- **Planned End Date:** The date the service is expected to end.
- **Actual Start Date:** The date the service begins.
- **Program Service Type:** Select "Non-ITA Training" for apprenticeship training from the drop-down menu.
- **Minimum Hours:** Enter minimum required hours for apprenticeship, if known.
- **O*Net:** Pre-populates from the offering.
- **NAICS:** Select the NAICS that best describes the industry for which the customer is completing the apprenticeship.

Click **Save**.

The screenshot shows the OSOS interface for entering and funding apprenticeships. The 'Detail' section contains the following fields:

- Provider Name: Ardagh Glass, Inc.
- Location Name: Ardagh Glass, Inc.
- Provider ID: 77075, Offering ID: 116091
- Plan. Start Date: 05/01/2018, Plan. End Date: 05/01/2022
- Actual Start Date: 05/01/2018, Actual End Date:
- Completed Successfully: [dropdown]
- Next Contact Date: 06/01/2018
- Program Service Type: Non-ITA Training
- Part Time Learn.: [dropdown], Distance Learn.: [dropdown]
- Program: [dropdown]
- Minimum Hours: 2000, Number of Weeks: [input]
- O*Net: 51919504 Glass Blowers, Molders, Benders, and Fit
- NAICS: 327213 Glass Container Manufacturing

The 'Funding' section includes a table and input fields:

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Additional fields in the Funding section: Total Funding, Petition #, RR Event #, Incumbent Worker Training.

At the bottom, there is a table of services with the following columns: Provider Name, Service Name, Actual Start Date, Actual End Date, Program Svc Type.

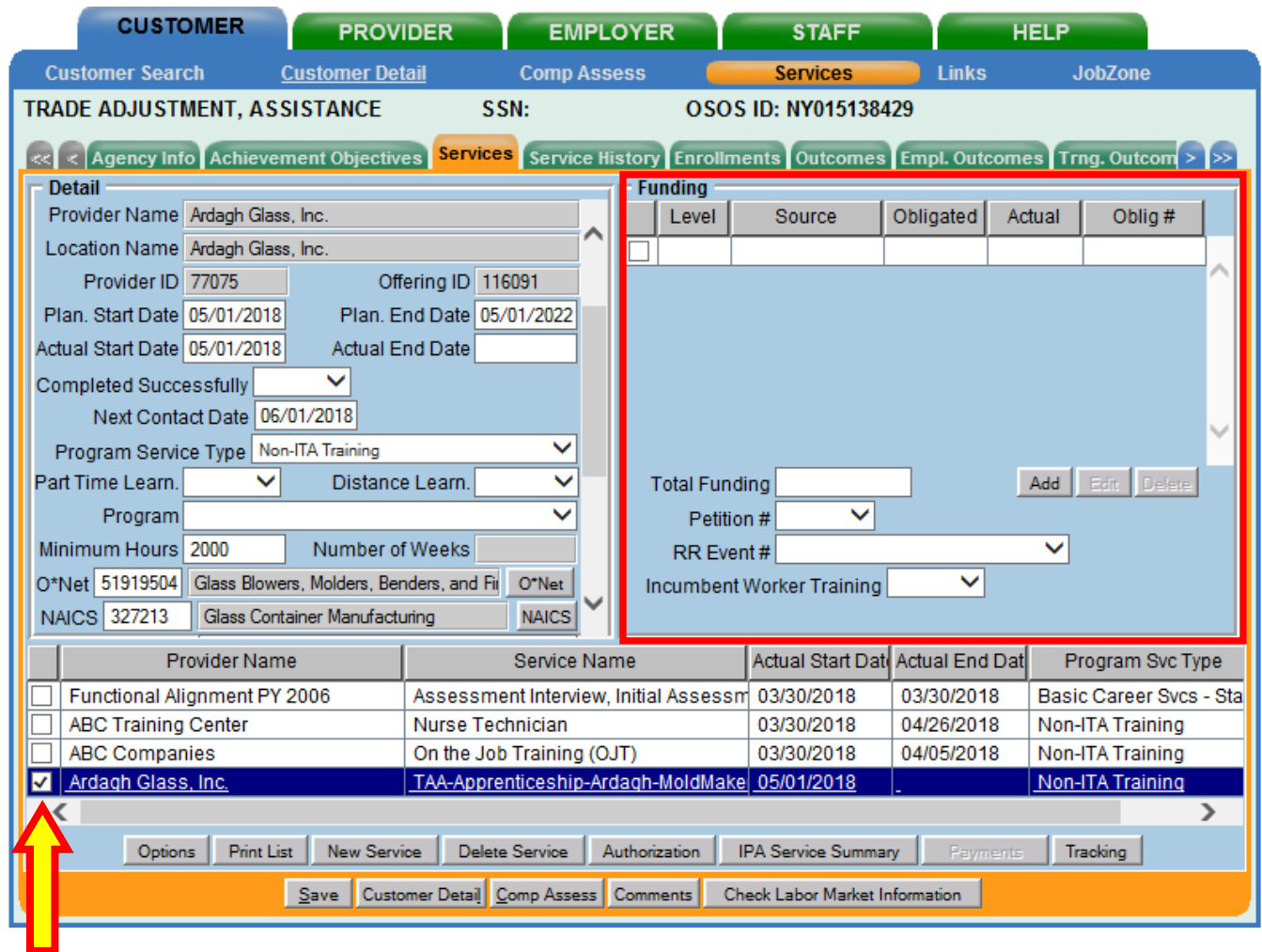
Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input type="checkbox"/> Functional Alignment PY 2006	Assessment Interview, Initial Assessm	03/30/2018	03/30/2018	Basic Career Svcs - Sta
<input type="checkbox"/> ABC Training Center	Nurse Technician	03/30/2018	04/26/2018	Non-ITA Training
<input type="checkbox"/> ABC Companies	On the Job Training (OJT)	03/30/2018	04/05/2018	Non-ITA Training
<input checked="" type="checkbox"/> Ardagh Glass, Inc.	TAA-Apprenticeship-Ardagh-MoldMake	05/01/2018		Non-ITA Training

Buttons at the bottom include: Options, Print List, New Service, Delete Service, Authorization, IPA Service Summary, Payments, Tracking, Save, Customer Detail, Comp Assess, Comments, Check Labor Market Information.

FUNDING AN APPRENTICESHIP SERVICE

The appropriate funding source is required to be attached to the service. The training service must be funded with TAA funds for reporting purposes.

When the service is highlighted, the **Funding** section will be able to be completed.



The screenshot displays the OSOS interface for managing apprenticeship services. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. The main header shows 'TRADE ADJUSTMENT, ASSISTANCE' with SSN and OSOS ID. The 'Services' tab is active, and the 'Funding' section is highlighted with a red box. A yellow arrow points to the 'Services' tab.

Detail

Provider Name: Ardagh Glass, Inc.
 Location Name: Ardagh Glass, Inc.
 Provider ID: 77075 Offering ID: 116091
 Plan. Start Date: 05/01/2018 Plan. End Date: 05/01/2022
 Actual Start Date: 05/01/2018 Actual End Date:
 Completed Successfully:
 Next Contact Date: 06/01/2018
 Program Service Type: Non-ITA Training
 Part Time Learn.: Distance Learn.:
 Program:
 Minimum Hours: 2000 Number of Weeks:
 O*Net: 51919504 Glass Blowers, Molders, Benders, and Fit O*Net:
 NAICS: 327213 Glass Container Manufacturing NAICS:

Funding

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>				

Total Funding: Add Edit Delete
 Petition #:
 RR Event #:
 Incumbent Worker Training:

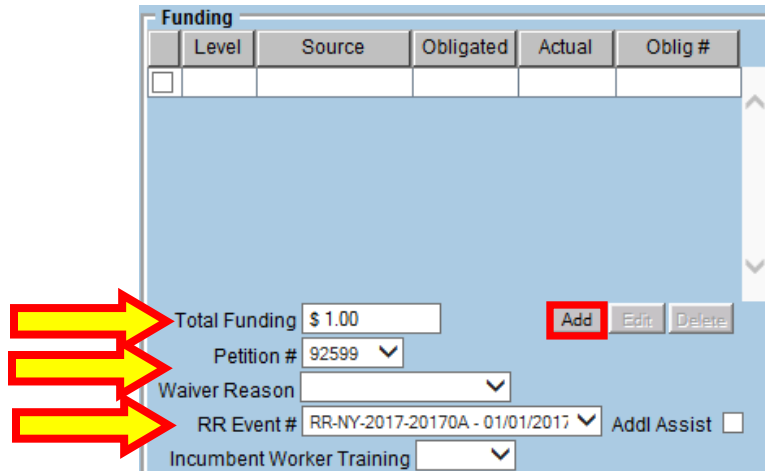
	Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input type="checkbox"/>	Functional Alignment PY 2006	Assessment Interview, Initial Assessm	03/30/2018	03/30/2018	Basic Career Svcs - Sta
<input type="checkbox"/>	ABC Training Center	Nurse Technician	03/30/2018	04/26/2018	Non-ITA Training
<input type="checkbox"/>	ABC Companies	On the Job Training (OJT)	03/30/2018	04/05/2018	Non-ITA Training
<input checked="" type="checkbox"/>	Ardagh Glass, Inc.	TAA-Apprenticeship-Ardagh-MoldMake	05/01/2018		Non-ITA Training

Options: Print List New Service Delete Service Authorization IPA Service Summary Payments Tracking
 Save Customer Detail Comp Assess Comments Check Labor Market Information

Enter **\$1.00** in the **Total Funding** field. Select the correct **Petition #** from the drop-down menu. Select the appropriate **RR Event #** from the drop-down menu, if applicable. Click the **Add** button.

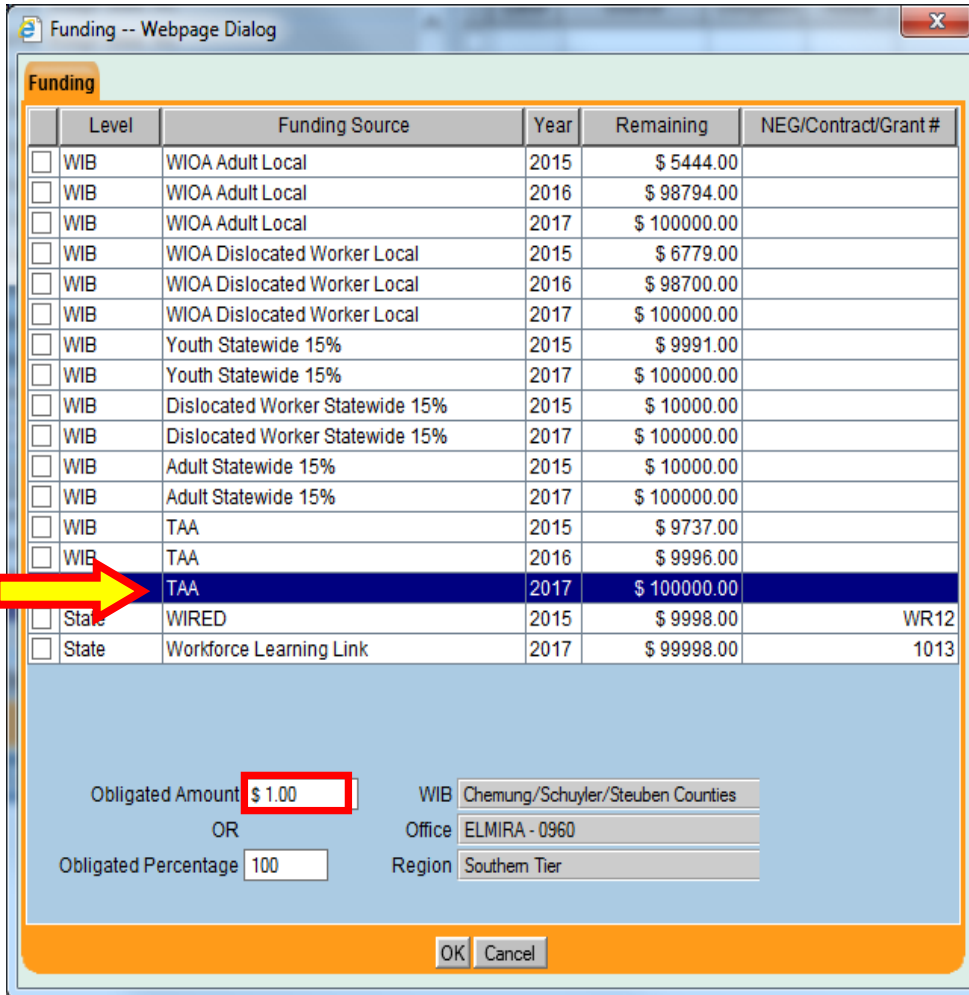


The \$1.00 or decimal amount used to fund services in OSOS is not reflective of any real costs of service. It is the convention used for tracking services in the system. Some of the information is used for federal reporting purposes.



The screenshot shows the 'Funding' form in the OSOS system. At the top, there is a table with columns: Level, Source, Obligated, Actual, and Oblig #. Below the table, there are several input fields: 'Total Funding' with a value of '\$ 1.00', 'Petition #' with a dropdown menu showing '92599', 'Waiver Reason' with a dropdown menu, 'RR Event #' with a dropdown menu showing 'RR-NY-2017-20170A - 01/01/2017', and 'Incumbent Worker Training' with a dropdown menu. To the right of these fields are three buttons: 'Add', 'Edit', and 'Delete'. The 'Add' button is highlighted with a red box. Three red arrows point to the 'Total Funding', 'Petition #', and 'RR Event #' fields.

The **Funding Webpage Dialog** pop-up will appear. Enter **\$1.00** in the Obligated Amount field. Select the appropriate TAA Funding Source for the most recent program year. The **Obligated Percentage** field will auto-populate. Click **OK**.



Level	Funding Source	Year	Remaining	NEG/Contract/Grant #	
<input type="checkbox"/>	WIB	WIOA Adult Local	2015	\$ 5444.00	
<input type="checkbox"/>	WIB	WIOA Adult Local	2016	\$ 98794.00	
<input type="checkbox"/>	WIB	WIOA Adult Local	2017	\$ 100000.00	
<input type="checkbox"/>	WIB	WIOA Dislocated Worker Local	2015	\$ 6779.00	
<input type="checkbox"/>	WIB	WIOA Dislocated Worker Local	2016	\$ 98700.00	
<input type="checkbox"/>	WIB	WIOA Dislocated Worker Local	2017	\$ 100000.00	
<input type="checkbox"/>	WIB	Youth Statewide 15%	2015	\$ 9991.00	
<input type="checkbox"/>	WIB	Youth Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	WIB	Dislocated Worker Statewide 15%	2015	\$ 10000.00	
<input type="checkbox"/>	WIB	Dislocated Worker Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	WIB	Adult Statewide 15%	2015	\$ 10000.00	
<input type="checkbox"/>	WIB	Adult Statewide 15%	2017	\$ 100000.00	
<input type="checkbox"/>	WIB	TAA	2015	\$ 9737.00	
<input type="checkbox"/>	WIB	TAA	2016	\$ 9996.00	
<input type="checkbox"/>	WIB	TAA	2017	\$ 100000.00	
<input type="checkbox"/>	State	WIRED	2015	\$ 9998.00	WR12
<input type="checkbox"/>	State	Workforce Learning Link	2017	\$ 99998.00	1013

Obligated Amount WIB
 OR Office
 Obligated Percentage Region

The apprenticeship service is now entered and the funding is complete.
Click **Save**.

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

Customer Search Customer Detail Comp Assess **Services** Links JobZone

TRADE ADJUSTMENT, ASSISTANCE SSN: OSOS ID: NY015138429

<< < Agency Info Achievement Objectives **Services** Service History Enrollments Outcomes Empl. Outcomes Trng. Outcom >>

Detail

Provider Name: Ardagh Glass, Inc.
 Location Name: Ardagh Glass, Inc.
 Provider ID: 77075 Offering ID: 116091
 Plan. Start Date: 05/01/2018 Plan. End Date: 05/01/2022
 Actual Start Date: 05/01/2018 Actual End Date:
 Completed Successfully:
 Next Contact Date: 06/01/2018
 Program Service Type: Non-ITA Training
 Part Time Learn. Yes Distance Learn. No
 Program:
 Minimum Hours: 2000 Number of Weeks:
 O*Net: 51919504 Glass Blowers, Molders, Benders, and Fi O*Net
 NAICS: 327213 Glass Container Manufacturing NAICS

Funding

Level	Source	Obligated	Actual	Oblig #
<input checked="" type="checkbox"/>	WIB, TAA	\$ 1.00	\$ 0.00	.

Total Funding: \$ 1.00 Add Edit Delete
 Petition #: 92599
 Waiver Reason:
 RR Event #: RR-NY-2017-20170A - 01/01/2017 Addl Assist
 Incumbent Worker Training:
 Add Edit Delete

	Provider Name	Service Name	Actual Start Dat	Actual End Dat	Program Svc Type
<input type="checkbox"/>	Functional Alignment PY 2006	Assessment Interview, Initial Assessm	03/30/2018	03/30/2018	Basic Career Svcs - Sta
<input type="checkbox"/>	ABC Training Center	Nurse Technician	03/30/2018	04/26/2018	Non-ITA Training
<input type="checkbox"/>	ABC Companies	On the Job Training (OJT)	03/30/2018	04/05/2018	Non-ITA Training
<input checked="" type="checkbox"/>	Ardagh Glass, Inc.	TAA-Apprenticeship-Ardagh-MoldMake	05/01/2018	.	Non-ITA Training

Options Print List New Service Delete Service Authorization IPA Service Summary Payments Tracking

Save Customer Detail Comp Assess Comments Check Labor Market Information



ENDING AN APPRENTICESHIP SERVICE

When the apprenticeship service has ended, the service must be closed. Navigate to the **Customer** module > **Services** window > **Services** tab.

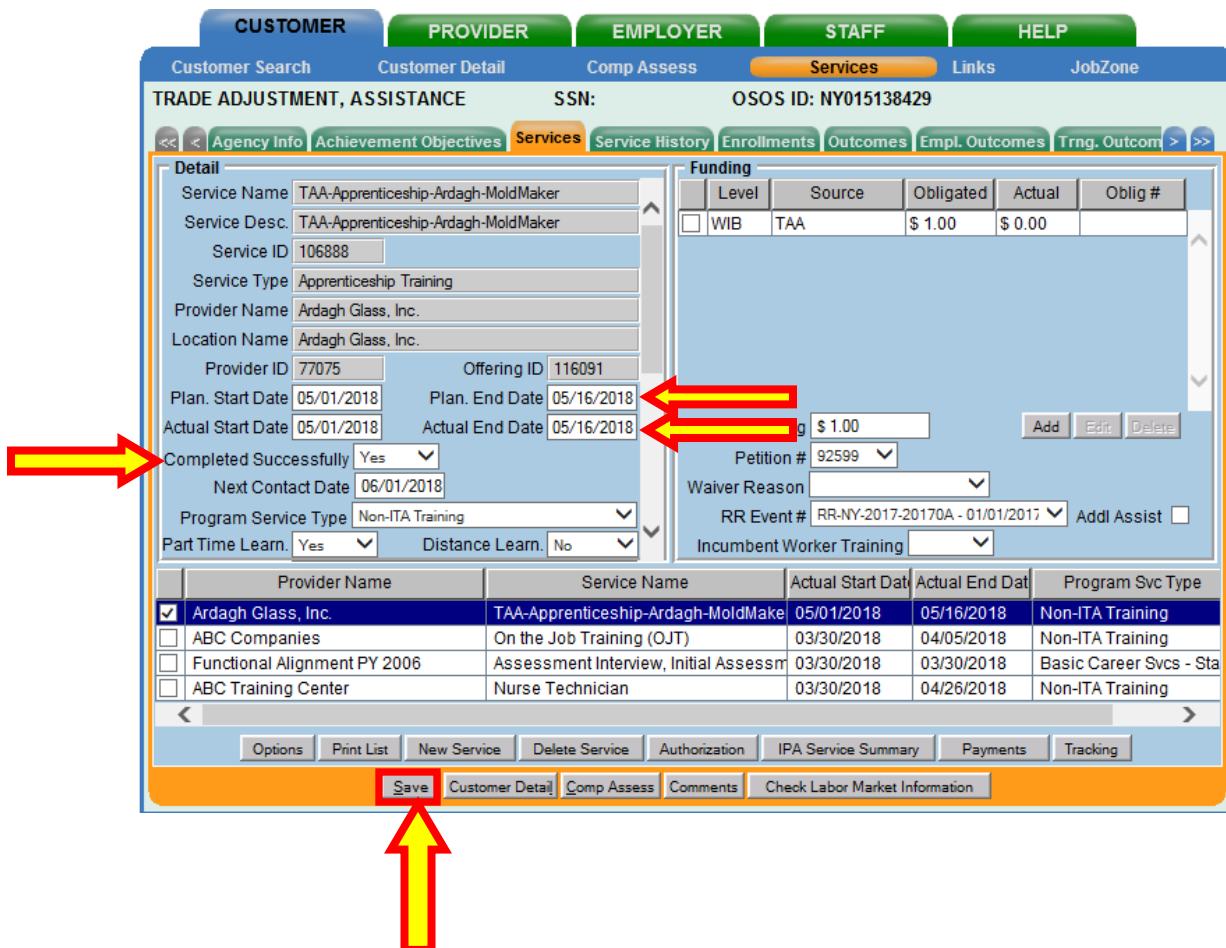
From the **Services** list, select the service to be closed. The details for that service will populate in the **Detail** and **Funding** sections of the page.

Planned End Date: If the apprenticeship was accelerated or extended, a new date must be entered. Enter a Comment in the Customer record detailing why the end date has been changed.

Actual End Date: Enter the end date.

Completed Successfully: Select "Yes" or "No" from the drop-down menu. If the customer quit or was terminated from the apprenticeship program before successful completion, enter the customer's last day as the **Actual End Date** and select "No" from the **Completed Successfully** drop-down menu. Enter a comment in the customer record detailing why the training ended unsuccessfully. Select "Yes" if the program was completed successfully.

Click **Save**.



The screenshot shows the OSOS system interface for a customer record. The 'Services' tab is active, displaying details for a service named 'TAA-Apprenticeship-Ardagh-MoldMaker'. The 'Detail' section includes fields for Service Name, Service Desc, Service ID (106888), Service Type (Apprenticeship Training), Provider Name (Ardagh Glass, Inc.), Location Name (Ardagh Glass, Inc.), Provider ID (77075), Offering ID (116091), Plan. Start Date (05/01/2018), Plan. End Date (05/16/2018), Actual Start Date (05/01/2018), and Actual End Date (05/16/2018). The 'Completed Successfully' dropdown is set to 'Yes'. The 'Next Contact Date' is 06/01/2018. The 'Program Service Type' is 'Non-ITA Training'. The 'Part Time Learn.' dropdown is 'Yes' and 'Distance Learn.' is 'No'. The 'Funding' section shows a table with columns for Level, Source, Obligated, Actual, and Oblig #. A table below lists services provided by Ardagh Glass, Inc. and other providers. The 'Save' button is highlighted with a red arrow.

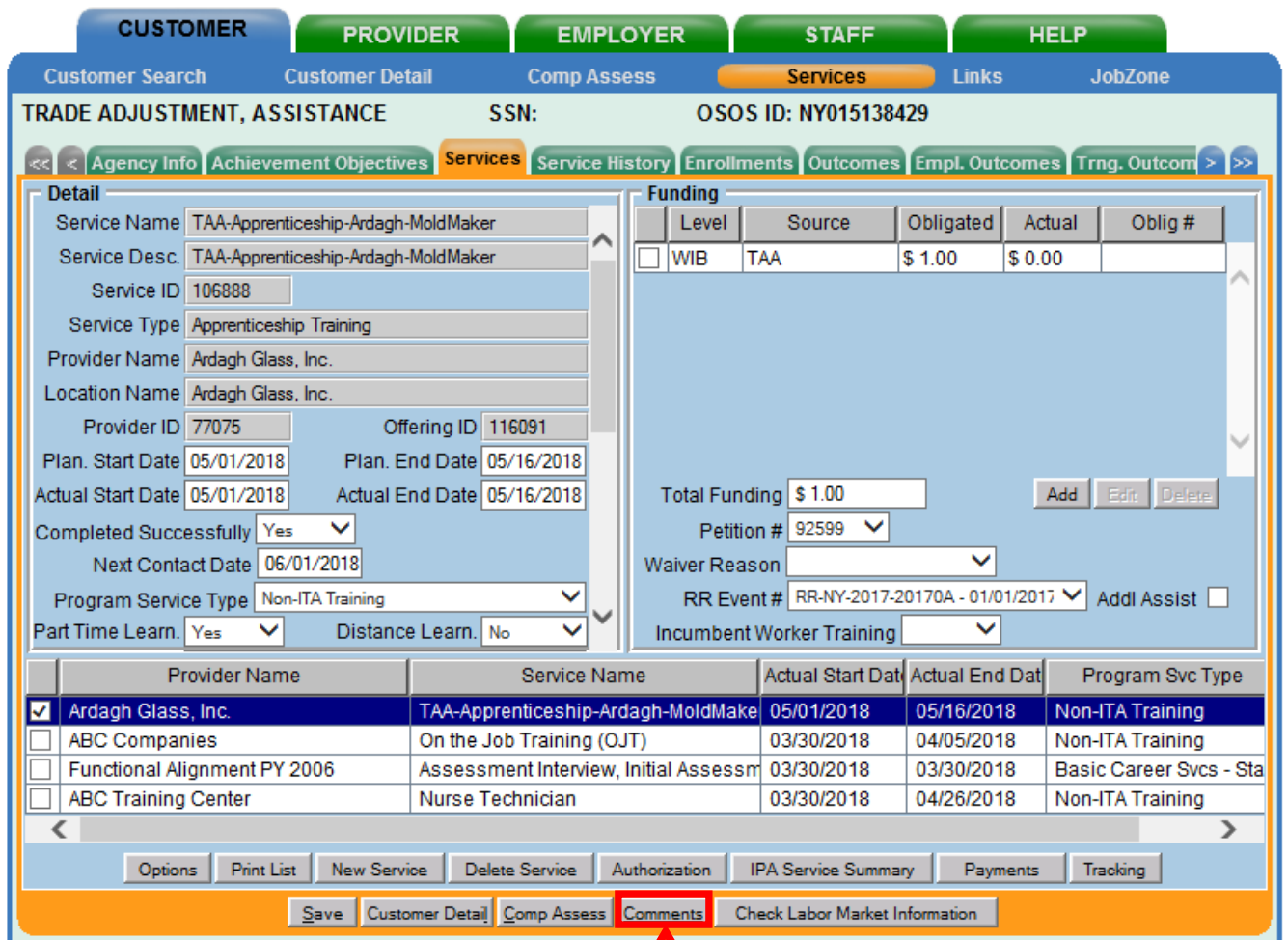
Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>	WIB TAA	\$ 1.00	\$ 0.00	

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/>	Ardagh Glass, Inc. TAA-Apprenticeship-Ardagh-MoldMake	05/01/2018	05/16/2018	Non-ITA Training
<input type="checkbox"/>	ABC Companies On the Job Training (OJT)	03/30/2018	04/05/2018	Non-ITA Training
<input type="checkbox"/>	Functional Alignment PY 2006 Assessment Interview, Initial Assessm	03/30/2018	03/30/2018	Basic Career Svcs - Sta
<input type="checkbox"/>	ABC Training Center Nurse Technician	03/30/2018	04/26/2018	Non-ITA Training

ENTERING COMMENTS

As a best practice, when a customer's apprenticeship has been extended or ended unsuccessfully, staff should record relevant, detailed comments. Information such as the reason for the extension or the reason(s) why the customer was unable to complete the program, and last day worked should be included in the comment.

Click **Comments**.



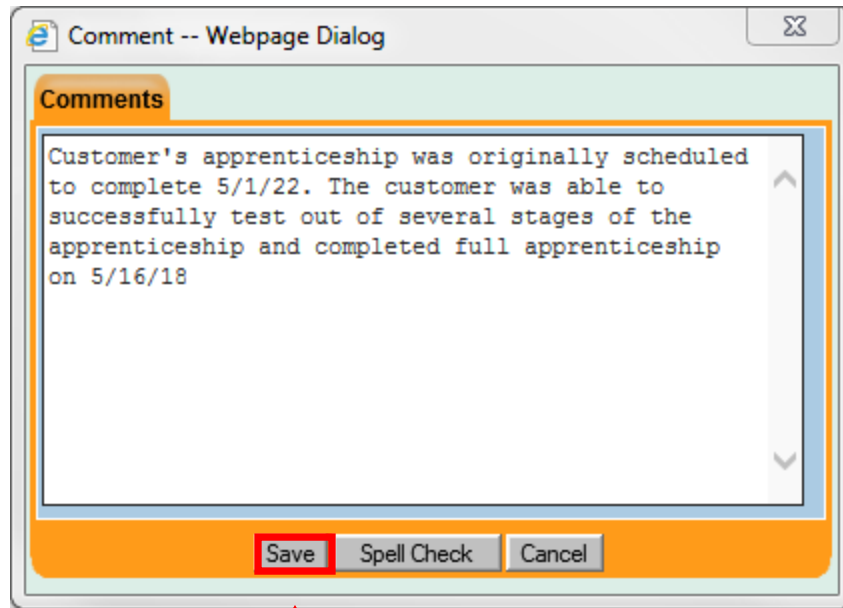
The screenshot displays the OSOS system interface for a Trade Adjustment Assistance (TAA) service. The top navigation bar includes tabs for CUSTOMER, PROVIDER, EMPLOYER, STAFF, and HELP. Below this, a secondary navigation bar shows options like Customer Search, Customer Detail, Comp Assess, Services (highlighted), Links, and JobZone. The main header identifies the service as 'TRADE ADJUSTMENT, ASSISTANCE' with SSN and OSOS ID: NY015138429. A sub-navigation bar includes Agency Info, Achievement Objectives, Services (highlighted), Service History, Enrollments, Outcomes, Empl. Outcomes, and Trng. Outcom. The main content area is divided into two sections: 'Detail' and 'Funding'. The 'Detail' section contains various fields for service information, including Service Name, Service Desc, Service ID, Service Type, Provider Name, Location Name, Provider ID, Offering ID, Plan. Start Date, Plan. End Date, Actual Start Date, Actual End Date, Completed Successfully, Next Contact Date, Program Service Type, Part Time Learn., and Distance Learn. The 'Funding' section includes a table with columns for Level, Source, Obligated, Actual, and Oblig #, along with Total Funding, Petition #, Waiver Reason, RR Event #, and Incumbent Worker Training. Below these sections is a table listing providers and their services. At the bottom, a row of buttons includes Options, Print List, New Service, Delete Service, Authorization, IPA Service Summary, Payments, Tracking, Save, Customer Detail, Comp Assess, Comments (highlighted with a red arrow), and Check Labor Market Information.

Level	Source	Obligated	Actual	Oblig #
<input type="checkbox"/>	WIB TAA	\$ 1.00	\$ 0.00	

Provider Name	Service Name	Actual Start Date	Actual End Date	Program Svc Type
<input checked="" type="checkbox"/> Ardagh Glass, Inc.	TAA-Apprenticeship-Ardagh-MoldMake	05/01/2018	05/16/2018	Non-ITA Training
<input type="checkbox"/> ABC Companies	On the Job Training (OJT)	03/30/2018	04/05/2018	Non-ITA Training
<input type="checkbox"/> Functional Alignment PY 2006	Assessment Interview, Initial Assessm	03/30/2018	03/30/2018	Basic Career Svcs - Sta
<input type="checkbox"/> ABC Training Center	Nurse Technician	03/30/2018	04/26/2018	Non-ITA Training

The **Comment Webpage Dialog** box will appear.

Enter comments and click **Save**.





RESOURCES AND ASSISTANCE

Additional ETA program information and other resources can be found at:

<http://www.doleta.gov/tradeact/factsheet.cfm>

TAA Program Guides: <https://labor.ny.gov/workforcenypartners/tools.shtm>

TAA Quick Guide for Petitions: <https://labor.ny.gov/workforcenypartners/taa/quick-guide-for-petitions-ta-w-80000.pdf>

Additional program information, OSOS guides and other resources can be found at:

<http://labor.ny.gov/workforcenypartners/osos.shtm>

For further assistance, please contact the OSOS Help Desk:

By phone: (518) 457-6586

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