

Participant Account Action Request – Sample Screen

Participant Account Action Request

Creation Date: 03/08/2006 PSR ID: MAT126
Creation Time: 11:09:29 PSR Name: Mary Balsas

Participant SSN: 123456789
Participant Name: John Smith
Daytime Phone: 5045551212 Tele International Dialing Code:
Caller Name:
Caller Daytime Phone: Caller International Dialing Code:
Fax: Fax International Dialing Code:
Mailing Street Address: 123 Main St
City: New York Delivery Method: Mail To Address on Record
State/Country: NY Mail To Different Address
Zip Code: 023657 Fax

Request: REPROCESS FORM

Comments:
Please reprocess task t0603070dq9.

Save Cancel

NOTE: The “Request” field is a drop-down box. The reprocess form selection is stated as follows: **Reprocess Form** – This option is used for TSP forms that were rejected incorrectly and need to be rerouted back to Data Entry for reprocessing.

A reprocess e-form is created via the workpacket so it is linked to the original TSP form. Once created, the operator working the reprocess queue reviews the xml data associated with the form to confirm it was a data entry error. If it was a data entry error, the operator deletes the xml data, re-opens the task, and reroutes it to Await OCR. If there was not a data entry error, the task is completed and a note is appended to the participant’s account record in the PSR application that explains why the reprocess request was rejected.