# Customer Service Application (CSA) Screen Package



**Integrated Registration Services (IRES)** 

**April 12, 2018** 

OMB Clearance Package OMB# 0960-0596

### Note:

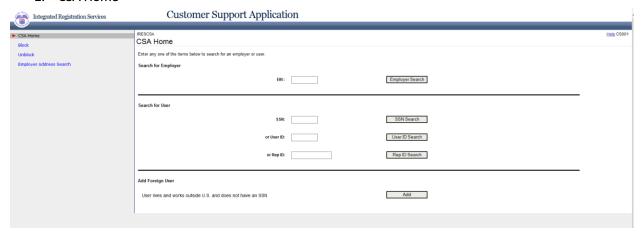
Screens captures with the blue bar are the latest UEF IRES/CSA screens. Screens captures with the red bar are the ones that we were not able to reproduce in the latest UEF format.

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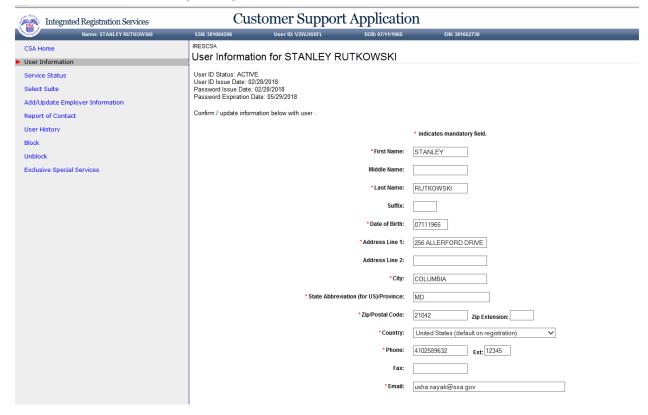
### 1. CSA Home



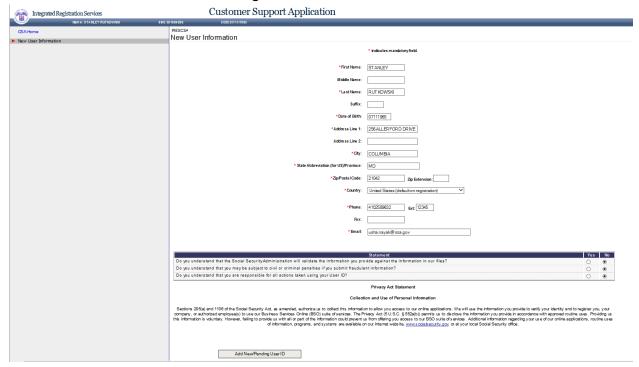
# 2. Multiple User IDs Found



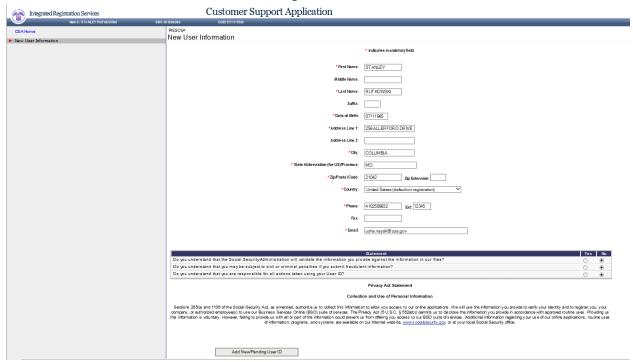
### 3. User Information for [User ID]



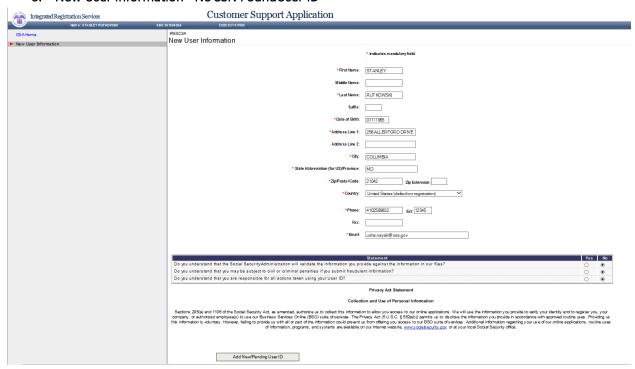
### 4. New User Information - Add Foreign User



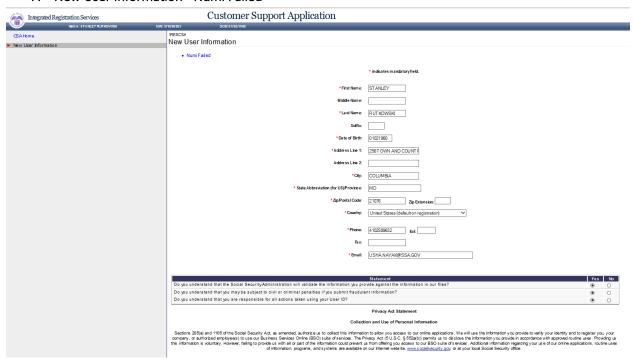
### 5. New User Information - Add New/Pending User ID



### 6. New User Information - No SSN FoundUser ID



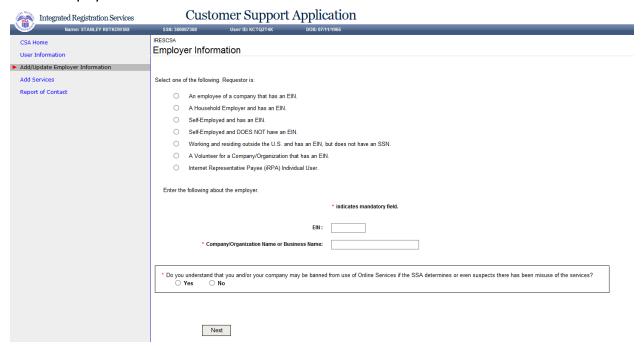
### 7. New User Information - Numi Failed



### 8. Users for Company

### Integrated Registration Services **Customer Support Application** EIN: 060570975 CSA Home Users for Company ▶ Users Select a user name to apply actions. Sort by any underlined column name. Employer History Block <u>User ID</u> Service (s) Unblock RUTKOWSKI, STANLEY QFP4KBNT RUTKOWSKI, STANLEY KZHBF73V ATTORNEY FEE (Active) SSNVS (Active) RUTKOWSKI, STANLEY RKL2VC88 ATTORNEY FEE (Active) SSNVS (Active) WAGE REPORTING (Active) VIEW WAGE REPORT NAME/SSN ERRORS (Pending) RUTKOWSKI, STANLEY QCSDCV8N WALKER, DENISE 6BPMTCGV WALKER, DENISE YX7RH3CG ATTORNEY FEE (Active) RUTKOWSKI, STANLEY W45Z8523 RUTKOWSKI, STANLEY XGJ3F34N ATTORNEY FEE (Active) RUTKOWSKI, STANLEY R3DHXX7F WAGE REPORTING (Active) VIEW WAGE REPORT NAME/SSN ERRORS (Deactivated) SSNVS (Deactivated) RANDHAWA, KAMALJIT J6E26L21 CONSENT BASED SERVICES - SSNVS (Active) INTERNET REPRESENTATIVE PAYEE (Active) SSNVS (Deactivated) WAGE REPORTING (Deactivated) RANDHAWA, KAMALJIT LACH8551 ATTORNEY FEE (Active) WAGE REPORTING (Active) SSNVS (Deactivated)

### 9. Employer Information



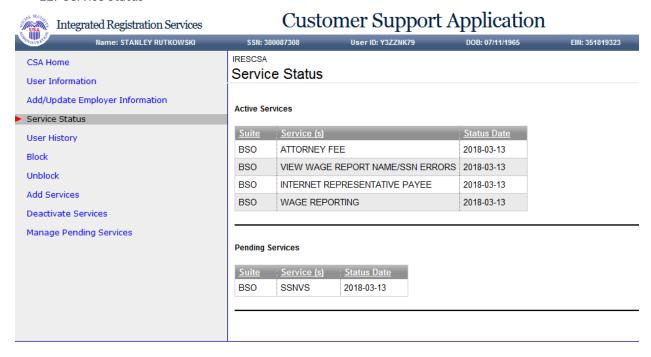
### 10. Add Services - NO SERVICES AVAILABLE



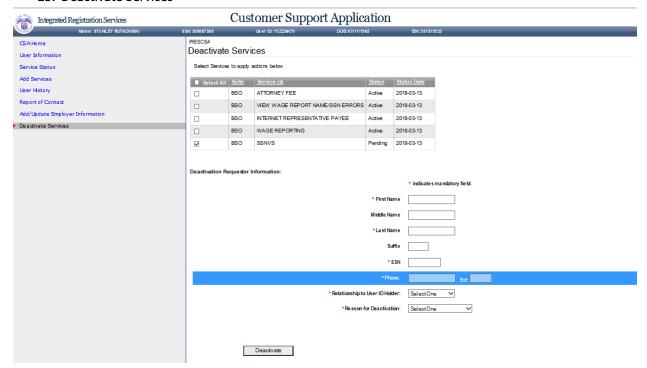
### 11. Add Services - With Services



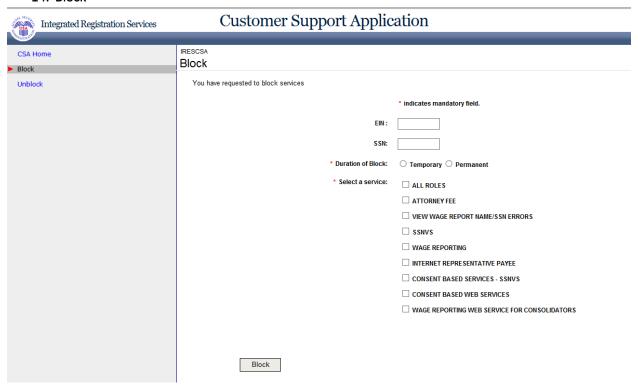
### 12. Service Status



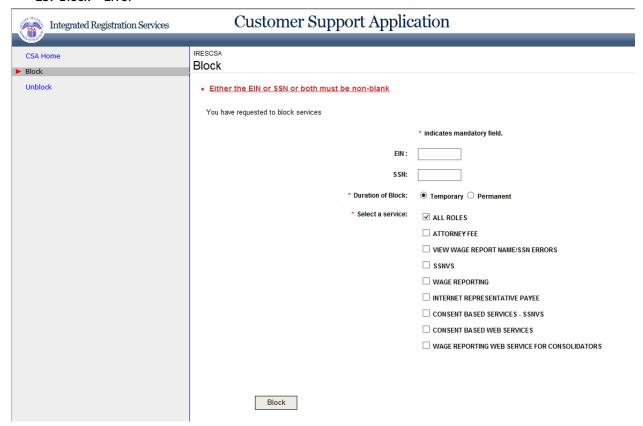
### 13. Deactivate Services



### 14. Block



# 15. Block - Error



# 16. Confirmation of Blocking



### 17. Manage Pending Services



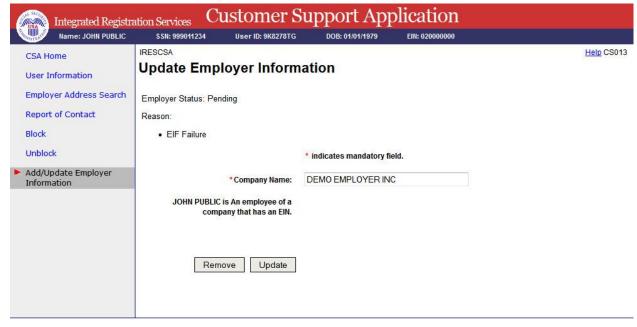
### 18. Update Employer Information - Employer information updated successfully



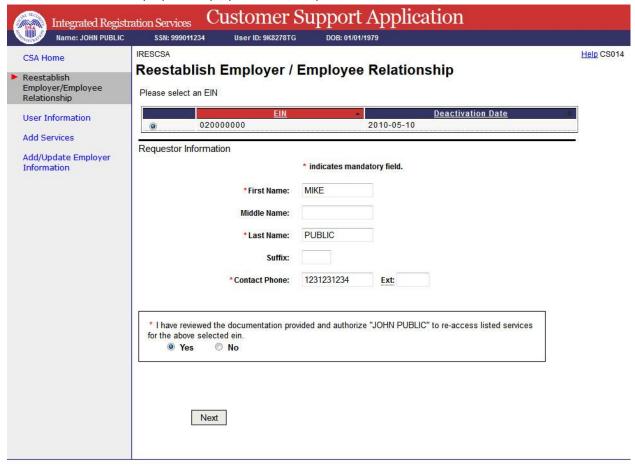
19. Update Employer Information - EIF & MEF failure



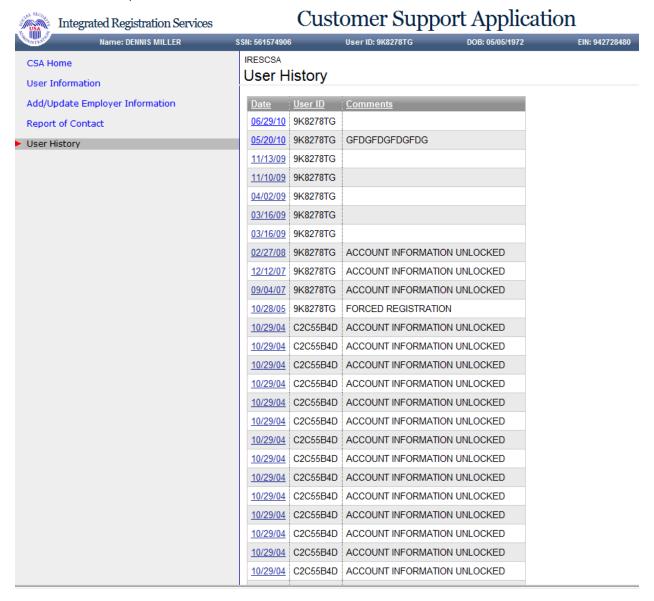
20. Update Employer Information - EIF Failure



# 21. Reestablish Employer / Employee Relationship



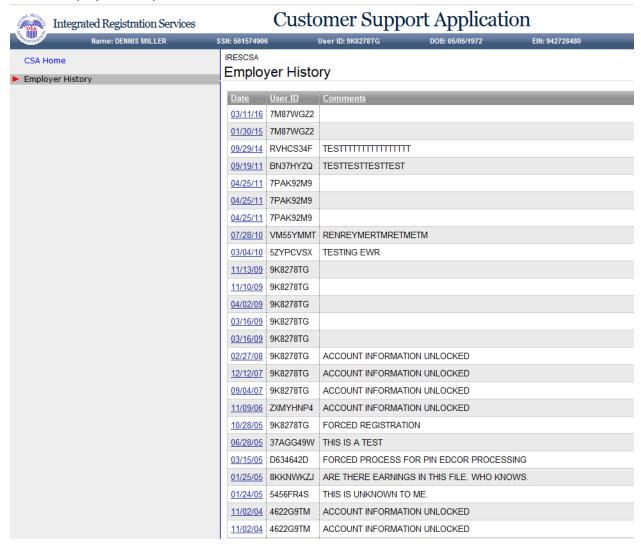
### 22. User History



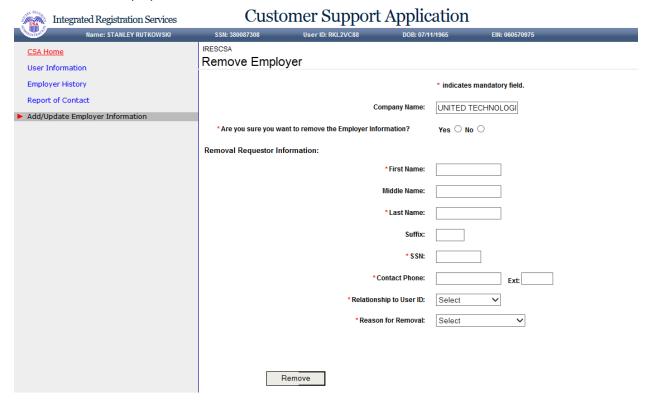
### 23. User History - for SSN



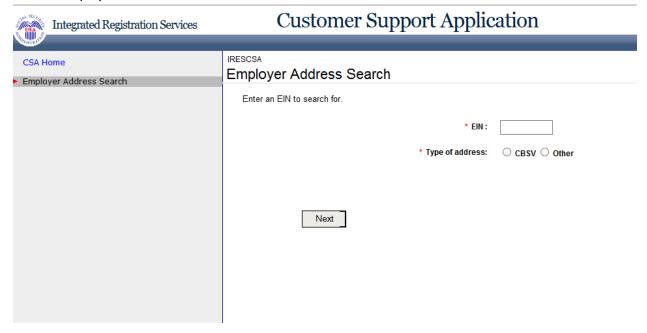
### 24. Employer History



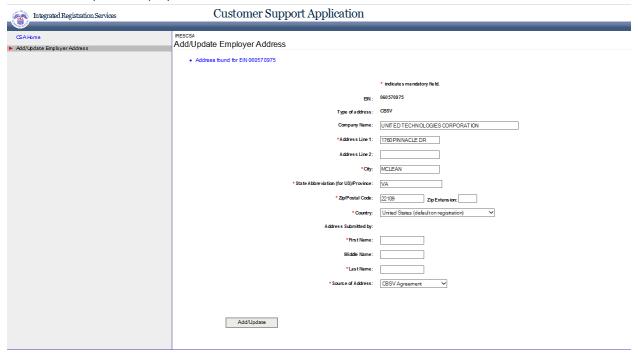
### 25. Remove Employer



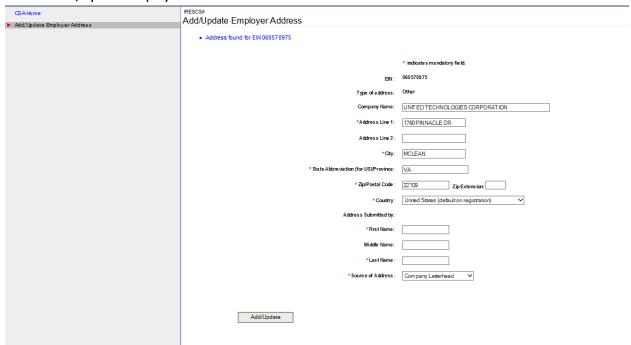
# 26. Employer Address Search



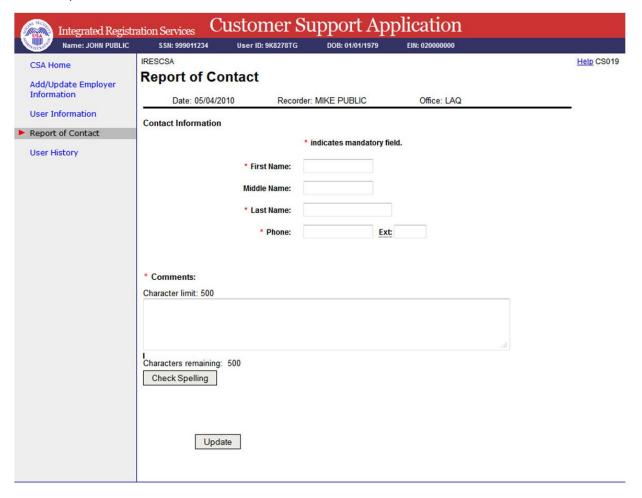
# 27. Add/Update Employer Address - CBSV Address



# 28. Add/Update Employer Address - Other Address



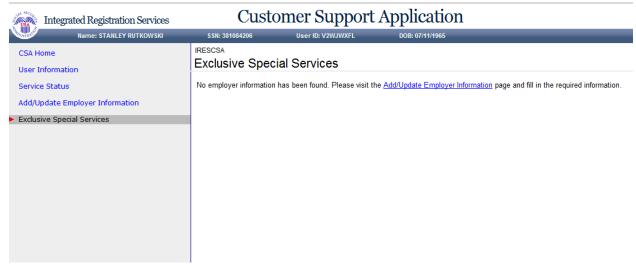
# 29. Report of Contact - Global



# 30. Specialized Services - No Services Available



# 31. Exclusive Special Services - No Services Available



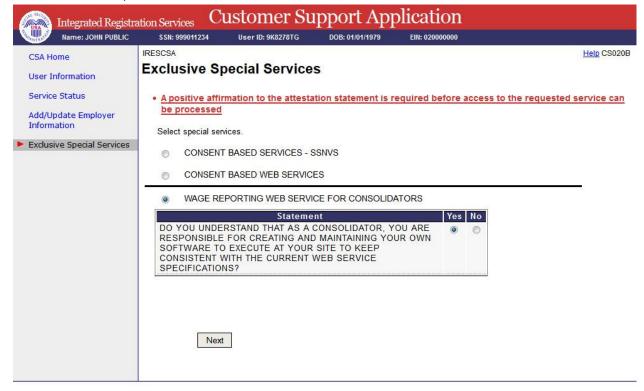
### 32. Exclusive Special Services - No Employer Info



### 33. Exclusive Special Services - With Services



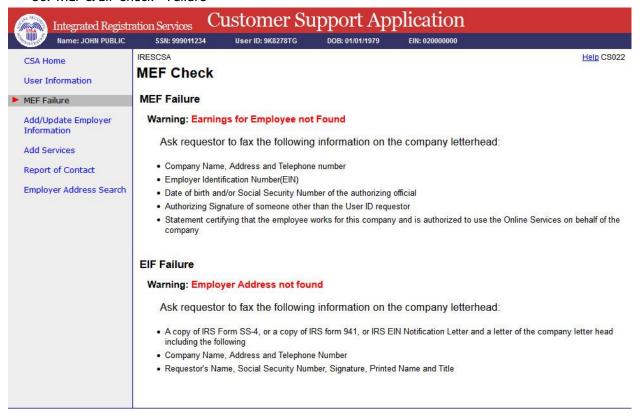
### 34. Exclusive Special Services - With Services - Error



### 35. Unblock Search



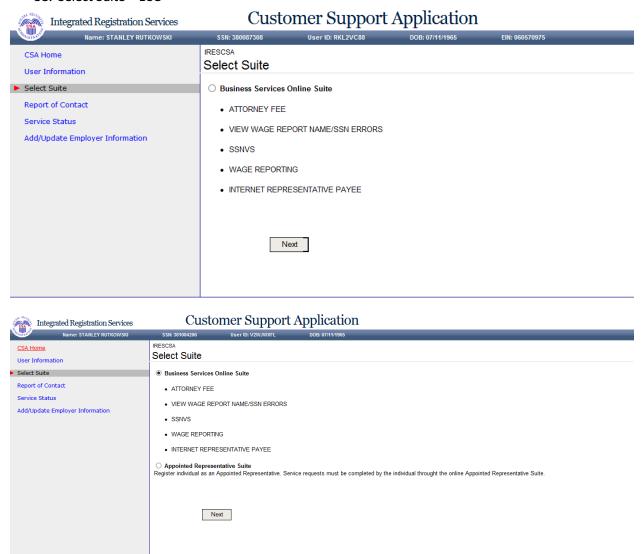
### 36. MEF & EIF Check - Failure



### 37. Unblock



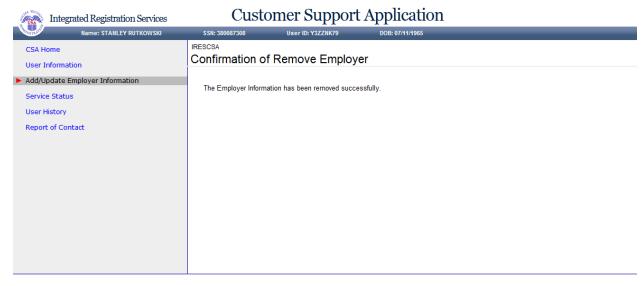
### 38. Select Suite - BSO



### 39. Select Suite - AR



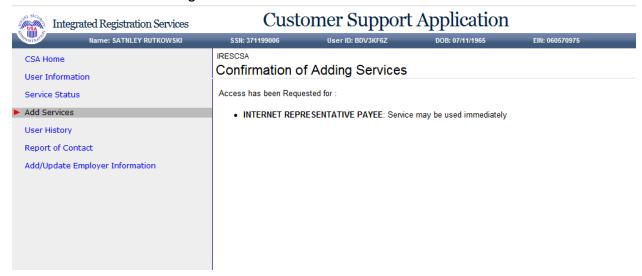
# 40. Confirmation of Remove Employer



### 41. Confirmation of Adding Services - ATTORNEY FEE



### 42. Confirmation of Adding Services - INTERNET REPRESENTATIVE PAYEE



### 43. Confirmation of Adding Services - CONSENT BASED SERVICES - SSNVS



# 44. Confirmation of Adding Services - WAGE REPORTING WEB SERVICE FOR CONSOLIDATORS





### 45. Confirmation of Unblocking



### 46. Confirmation of Deactivating Services



# 47. Confirmation of Reestablish Employer / Employee Relationship



### 48. Record ID Information



### 49. Print Activation Code for eFolder



### 50. View Activation Code for eFolder

