

Creating a PO_84 in Toolbox

The screenshot shows the 'Toolbox 2 (Test)' application window. The 'MO Utility' menu is open, and the 'PO84' option is highlighted. A red arrow points to the 'MO Utility' menu item, and another red arrow points to the 'PO84' option in the dropdown menu.

The application window displays various sections for jobseeker information, including:

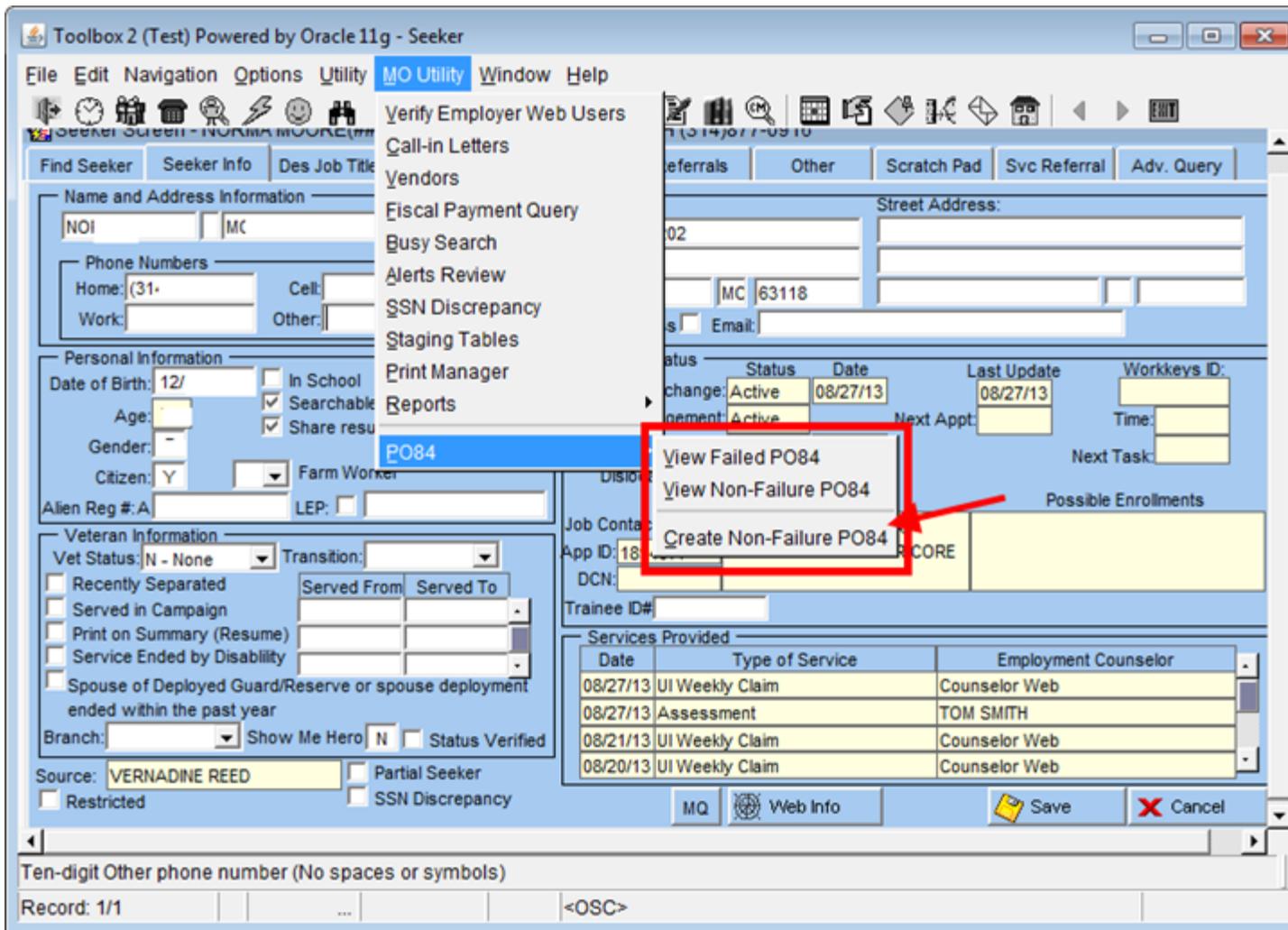
- Name and Address Information:** Fields for Name (NO), Address (MO), and Phone Numbers (Home, Work, Cell, Other).
- Personal Information:** Fields for Date of Birth, Age, Gender, Citizen, and Farm Worker status.
- Veteran Information:** Fields for Vet Status, Transition, and Service history.
- Job Contacts:** Fields for Job Contacts (3), App ID (18), DCN, and Trainee ID#.
- Services Provided:** A table listing services provided to the jobseeker.

Date	Type of Service	Employment Counselor
08/27/13	UI Weekly Claim	Counselor Web
08/27/13	Assessment	TOM SMITH
08/21/13	UI Weekly Claim	Counselor Web
08/20/13	UI Weekly Claim	Counselor Web

At the bottom of the window, there are buttons for 'MQ', 'Web Info', 'Save', and 'Cancel'. The status bar at the bottom indicates 'Record: 1/1' and '<OSC>'.

When Career Center staff determine that a jobseeker warrants having a DWD PO 84 submitted, they should do so from the jobseeker's Seeker Info page in Toolbox.

Go to the **MO Utility** tab. Select **PO 84**



To create a DWD PO 84 for submission to the Division of Employment Security (DES), click on **Create Non-Failure PO 84**.

Toolbox 2 (Test) Powered by Oracle 11g - Seeker

File Edit Navigation Utility MO Utility Window Help

Seeker Screen - ANGEL MARIE MORRIEN(###-##-3717) No Primary Counselor Assigned

Find Se

PARTICIPANT INFORMATION

Name (Last)	(First)	(Initial)	Last 4 Digits of SSN	
OE	Al	M	XXX-XX-3	
Address (No., Street)		City	State	Zip Code
318 St		BA	MO	63...

FAILURE TYPE

- Failed to report to Missouri Career Center as requested on :
- Not able to work, or availability restricted, as indicated on work application (see remarks)
- Refused re-employment service activity
- EUC REA
- Profiling
- RJS
- Other (Explanation Required) :

Comments :

Agent ID: 2300299102 Date of PO_84: 09/30/2013 Career Center ID: 1000004124

Required Item Create PO 84

Seeker's first name
Record: 0/1 <OSC>

The PO_84 Screen will appear with the **Participant Information** populated with the customer's basic information.

IF the customer is EUC-REA, UI Worker Profiling, or RJS, click on the appropriate program radio button under **Failure Type**. In the **Comments** section, type in the reason the PO_84 is being submitted. In the case of **RJS customers**, only submit a PO_84 if: 1) there is a question concerning the customer regarding the ability or availability to work; 2) After the Friday of their scheduled week, if the RJS customer did not report on their scheduled day and time, and there is a legitimate reason for them not showing, then submit a PO_84 and DES will consider that in their determination of possibly restoring the customer's claim for benefits.

Toolbox 2 (Test) Powered by Oracle 11g - Seeker

File Edit Navigation Utility MO Utility Window Help

Seeker Screen - KENNETH BENNER/###-##-1766 | No Primary Counselor Assigned

PO_84

PARTICIPANT INFORMATION

Name (Last)	(First)	(Initial)	Last 4 Digits of SSN	
RE.....	KE		XXX-XX-17	
Address (No., Street)		City	State	Zip Code
129 E		IE.....	MO	65-

FAILURE TYPE

- Failed to report to Missouri Career Center as requested on :
- Not able to work, or availability restricted, as indicated on work application (see remarks)
- Refused re-employment service activity
- EUC REA
- Profiling
- RJS
- Other (Explanation Required) :

Comments :

Agent ID: 3101250782 | Date of PO 84: 09/19/2013 | Career Center ID: 1000004082

Required Item

Create PO 84 Start Over Cancel

Seeker's first name

Record: 0/1 | ... | <OSC>

If the Failure Type “Failed to report...” is selected, a text box will appear and the appropriate date should be noted by staff.

In the **Comments** box, type in the program type of the customer and any known reason for their failure to report.

Toolbox 2 (Test) Powered by Oracle 11g - Seeker

File Edit Navigation Utility MO Utility Window Help

Seeker Screen - KENNETH BENNER/###-##-1766 No Primary Counselor Assigned

PO_84

PARTICIPANT INFORMATION

Name (Last)	(First)	(Initial)	Last 4 Digits of SSN	
REI	KE		XXX-XX-17	
Address (No., Street)		City	State	Zip Code
129 B		IE	MO	65

FAILURE TYPE

- Failed to report to Missouri Career Center as requested on :
- Not able to work, or availability restricted, as indicated on work application (see remarks)
- Refused re-employment service activity
- EUC REA
- Profiling
- RJS
- Other (Explanation Required) :

Enter remarks here:

customer is currently on crutches

Agent ID: 3101250782 Date of PO 84: 09/19/2013 Career Center ID: 1000004082

Required Item

Create PO 84 Start Over Cancel

Seeker's first name

Record: 0/1 <OSC>

If the Failure Type selected is “Not able to work,...”, an **Enter remarks here** text box will appear. Staff **must** type in appropriate remarks or the PO_84 will not be able to be completed. **If the customer is EUC, UI Profiling, or RJS, staff should also note this in the remarks section.**

Toolbox 2 (Test) Powered by Oracle 11g - Seeker

File Edit Navigation Utility MO Utility Window Help

Seeker Screen - KENNETH BENNER/###-##-1766 | No Primary Counselor Assigned

PO_84

PARTICIPANT INFORMATION

Name (Last)	(First)	(Initial)	Last 4 Digits of SSN	
RE	KE		XXX-XX-17	
Address (No., Street)		City	State	Zip Code
129 BA		IBL...	MO	65

FAILURE TYPE

- Failed to report to Missouri Career Center as requested on :
- Not able to work or availability restricted, as indicated on work application (see remarks)
- Refused re-employment service activity
- EUC REA
- Profiling
- RJS
- Other (Explanation Required) :

Comments :

Refused multiple job referrals

Agent ID: 3101250782 | Date of PO 84: 09/19/2013 | Career Center ID: 1000004082

Required Item

Create PO 84 Start Over Cancel

Seeker's first name

Record: 0/1 <OSC>

When the “Refused re-employment service activity” Failure Type is selected, a “Comments” box appears. Staff **must** enter appropriate comments regarding the submission of the PO_84 in order to complete it. **If the customer is EUC, UI Profiling, or RJS, staff should also note this in the remarks section.**

Toolbox 2 (Test) Powered by Oracle 11g - Seeker

File Edit Navigation Utility MO Utility Window Help

Seeker Screen - KENNETH BENNER/###-##-1766 | No Primary Counselor Assigned

PO_84

PARTICIPANT INFORMATION

Name (Last)	(First)	(Initial)	Last 4 Digits of SSN
RE	KE		XXX-XX-17
Address (No., Street)	City	State	Zip Code
129 B.	IL...	MO	65

FAILURE TYPE

- Failed to report to Missouri Career Center as requested on :
- Not able to work, or availability restricted, as indicated on work application (see remarks)
- Refused re-employment service activity
- EUC REA
- Profiling
- RJS
- Other (Explanation Required) :

Enter explanation here :

customer indicated they will not participate in any reemployment services and have refused to do job searches

Comments :

Agent ID: 3101250782 | Date of PO 84: 09/19/2013 | Career Center ID: 1000004082

Required Item

Seeker's first name

Record: 0/1

If the “Other” Failure Type is selected, an “Enter explanation here” text box appears. Staff must enter appropriate comments regarding the submission of the PO_84 in order to complete it. **If the customer is EUC, UI Profiling, or RJS, staff should also note this in the remarks section.**

Toolbox 2 (Test) Powered by Oracle 11g - Seeker

File Edit Navigation Utility MO Utility Window Help

Seeker Screen - ANGEL MARIE M O'BRIEN/###-##-3717 No Primary Counselor Assigned

Find Se PO_84

PARTICIPANT INFORMATION

Name (Last)	(First)	(Initial)	Last 4 Digits of SSN	
O1	AN		XXX-XX-31	
Address (No., Street)	City	State	Zip Code	
318 SI	B	MO	63...	

FAILURE TYPE

- Failed to report to Missouri Career Center as requested on :
- Not able to work, or availability restricted, as indicated on work application (see remarks)
- Refused re-employment service activity
- EUC REA
- Profiling
- RJS
- Other (Explanation Required) :

Comments :
Declined numerous job match/referrals

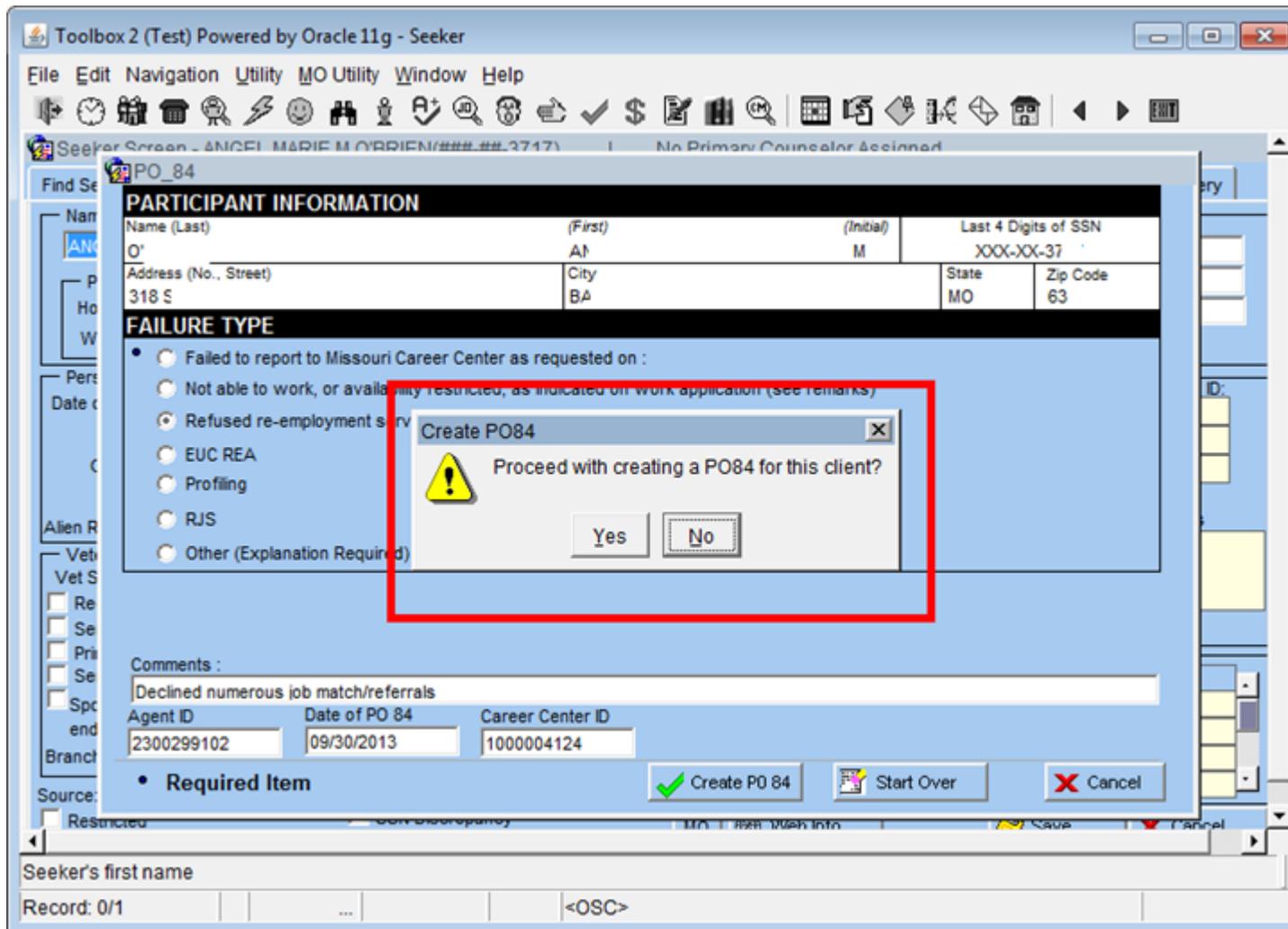
Agent ID	Date of PO 84	Career Center ID
2300299102	09/30/2013	1000004124

Required Item

Seeker's first name

Record: 0/1 <OSC>

Once the form is completed, click **Create PO 84**.



A **Create PO 84** pop up box will appear. Clicking "Yes" will submit a PO 84 to DES.

Viewing a PO_84 in a Customer Record

The screenshot shows the 'Toolbox 2 (Test) Powered by Oracle 11g - Seeker' application. The 'MO Utility' menu is open, and the 'PO84' option is selected. The 'PO84' dropdown menu is also open, showing 'View Failed PO84' and 'View Non-Failure PO84' options. The background shows the 'Seeker Info' page for ANGEL MARIE M O'.

MO Utility

- Verify Employer Web Users
- Call-in Letters
- Vendors
- Fiscal Payment Query
- Busy Search
- Alerts Review
- SSN Discrepancy
- Staging Tables
- Print Manager
- Reports
- PO84**
- View Failed PO84
- View Non-Failure PO84
- Create Non-Failure PO84

Seeker Screen - ANGEL MARIE M O'

Find Seeker | Seeker Info | Des Job Title

Name and Address Information
AN | M O'

Phone Numbers
Home: (601) | Cell: (601) | Work: | Other: |

Personal Information
Date of Birth: 02 | In School: | Searchable: | Share resume:
Age: | Gender: F | Citizen: Y | Farm Worker: | Deceased:
Alien Reg #: A | LEP:

Veteran Information
Vet Status: N - None | Transition: |
 Recently Separated | Served From: | Served To: |
 Served in Campaign |
 Print on Summary (Resume) |
 Service Ended by Disability |
 Spouse of Deployed Guard/Reserve or spouse deployment ended within the past year
Branch: | Show Me Hero: N | Status Verified:

Source: DAVID HOLLIS | Partial Seeker: | Restricted: | SSN Discrepancy:

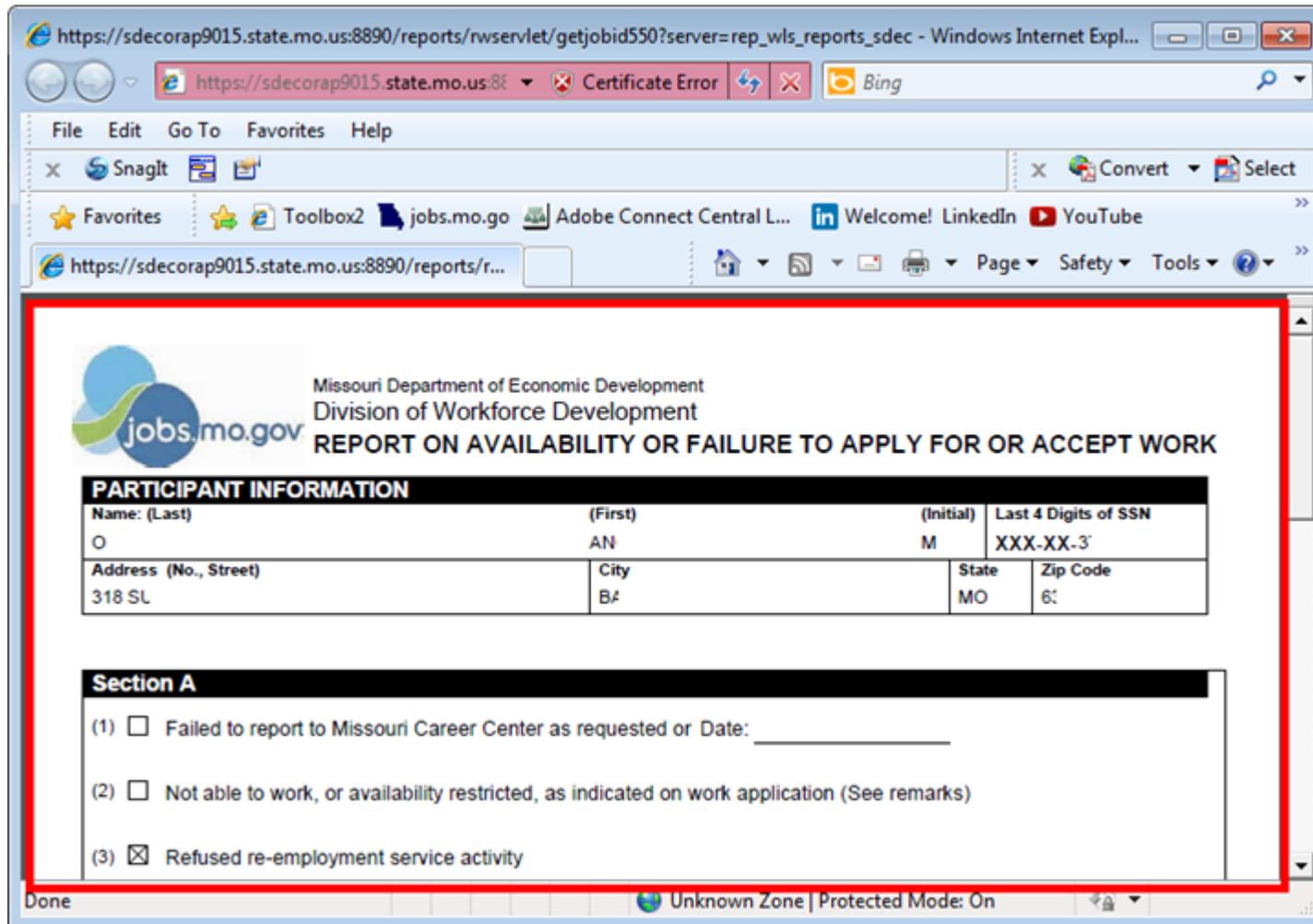
Job Contact
App ID: 4 | DCN: 0030761317 | Trainee ID#: |

Services Provided

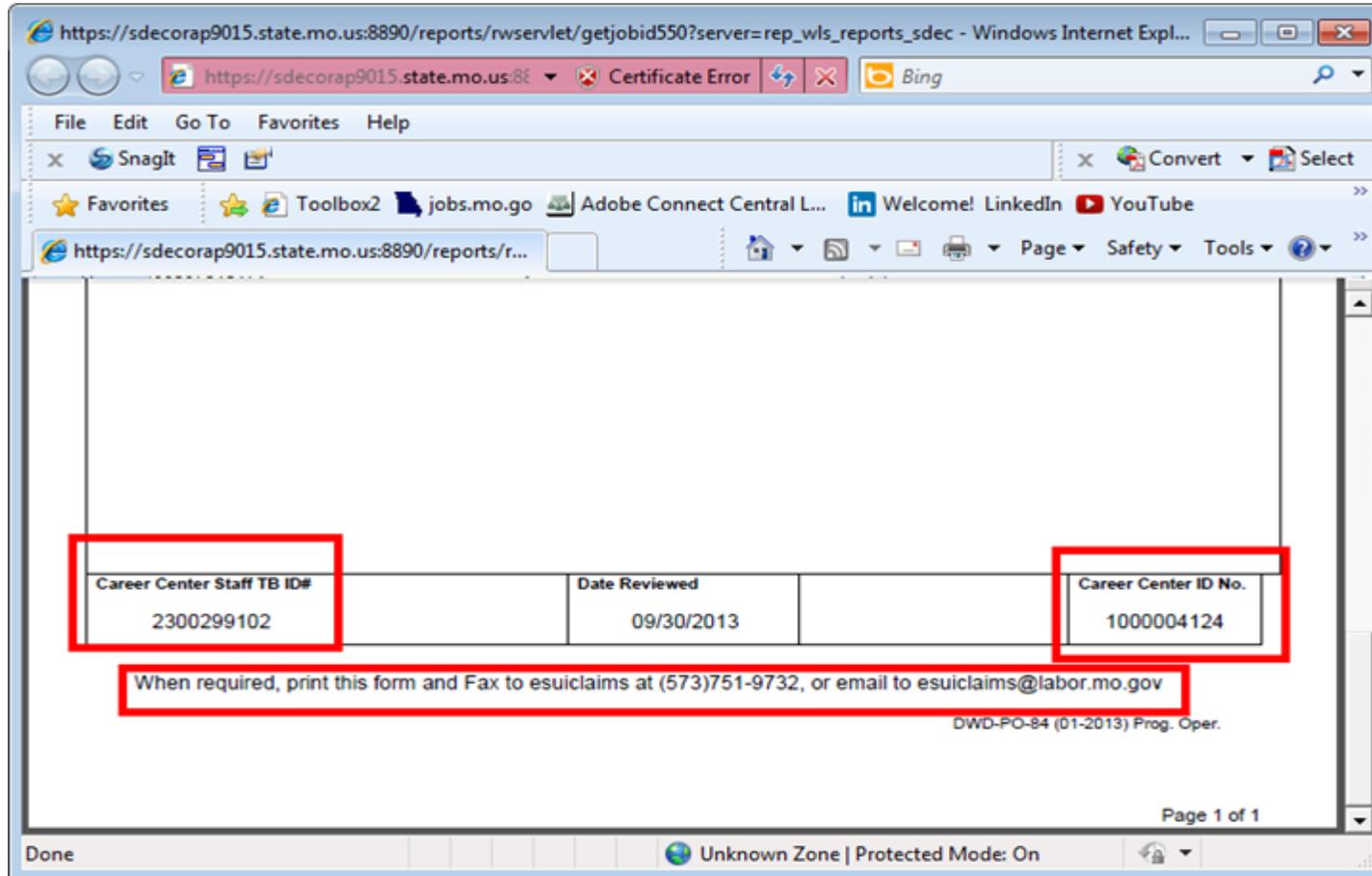
Date	Type of Service	Employment Counselor
09/08/12	Job Referral	Counselor Web
09/08/12	Job Referral	Counselor Web
09/08/12	Job Referral	Counselor Web
09/07/12	Initial Assessment	CINDY BENNETT

Mailing address additional line
Record: 1/1 | <OSC>

When on the customer's **Seeker Info** page in Toolbox, select **MO Utility**. From the drop down list select **PO84**, then **View Non-Failure PO84**.



The completed PO_84 will appear in a new window. The PO_84 may be reviewed by scrolling down the window.



At the bottom of the form, note the Staff Toolbox ID number is listed, not the staff member's name. The Career Center ID number is also listed.

There is also information regarding how and where to send the completed PO_84 if printed.

NOTE: The completed PO_84 should only be printed when required. For example, when submitting a PO_84 on an EUC customer regarding their survey or job search log, the PO_84 is required along with copies of the form/forms in question. In this case, the PO_84 should be printed and sent, with accompanying documentation, to DES.

For Automatic PO_84 Questions/Issues

Contact:

Robert Ruble

robert.ruble @ded.mo.gov

or

573.751.3754