

EXCEPTIONS CATEGORIES	CREATE A CASE	REASON	EXAMPLES
MISDIRECTED CALLS	N	UNABLE TO ASSIST, NOT RELATED TO SERVICES THAT OSS CAN ASSIST WITH	E.G, OAKS PASSWORD RESETS, EBID PASSWORD RESETS, HCM ISSUES, BILLING/CLAIM INQUIRIES PROVIDER RELATED, CHANGE PAY TERMS ON A VOUCHER THAT OSS DID NOT PROCESS
1099	N	DUE TO TAX SEASON, HIGH CALL VOLUME AND FEDERAL DEADLINES THAT ARE COMMONLY KNOWN	IF CALLING TO VERIFY IF 1099'S WERE MAILED
GENERAL QUESTIONS	N	TYPE OF INQUIRY DOESN'T WARRANT A CASE IF JUST REQUIRING NAVIGATION	WHAT IS YOUR WEBSITE? WHERE TO LOCATE FORMS? HOW TO COMPLETE FORMS? WHAT IS YOUR FAX NUMBER? WHAT IS YOUR EMAIL ADDRESS? HOW LONG DOES IT TAKE TO PROCESS MY FORMS PRIOR TO SUBMISSION?
NEW VENDORS	N	DUE TO VENDOR NOT BEING IN THE SYSTEM	VENDOR FORMS WERE PROCESSED AND VENDOR IS IN OAKS, HOWEVER UNTIL OVERNIGHT BATCH RUNS CASES CAN NOT BE CREATED UNDER VENDOR ID IN CRM
INACTIVE VENDORS	N	WHEN A CASE IS ATTEMPTED, AN ERROR MESSAGE IS RECEIVED	DUE TO VENDOR BEING INACTIVE IN OAKS AND CRM
SPECIFIC CALL REQUEST	N	CUSTOMER REQUESTED A SPECIFIC PERSON AFTER ALL EFFORTS ARE EXHAUSTED TO PROVIDE ASSISTANCE FROM CC, THE CALL MAY THEN BE WARM-TRANSFERRED TO REQUESTED INDIVIDUAL	RESPONDING TO A MESSAGE THAT HAS BEEN LEFT BY VM, T& E, AP ETC. REQUESTING TO TALK TO INDIVIDUAL.
THRID PARTY CALLS	N	INDIRECTLY AFFILATED WITH THE CUSTOMER	CHECK CASHING CENTERS AND FINANCIAL INSTUTIONS VERFYING VALIDITY OF A WARRANT, THRID PARTY BILLING AGENCIES VERFYING EFT SET UP
LOTTERY WINNERS	N	ALL LOTTERY WINNERS SHARE THE SAME IDENTIFYING NUMBER ' 0000000' IN OAKS	CHECKING STATUS OF EFT SET UP & PAYMENT STATUS. OSS SETS UP DIRECT DEPOSIT FOR LOTTERY WINNERS
RSC PROVIDERS	N	ALL RSC PROVIDERS SHARE THE SAME IDENTIFYING NUMBER ' 0000000' IN OAKS	CHECKING STATUS OF EFT SET UP & PAYMENT STATUS. OSS SETS UP DIRECT DEPOSIT FOR RSC PROVIDERS

**Exceptions on adding attachments to a case:**

Attachments can not be added if the file type is encrypted and can not be successfully changed

Attachments are not added for "Grant" payments