

**AGENT Reminders November 9, 2023**

**General**

* When scheduling appointments for customers who call through SCC, please add the type of appointment to case comments (phone, in-person, etc).
* When entering new employment information on the employment page, query to find and enter the FEIN for the employer being entered.  If you are unable to locate a FEIN, a screen comment should be entered.
* Homeless customers who use the local agency for mail are only able to receive mail sent from us at the local agency. They should not be told that they can receive other mail at the local agency.

**Child Care**

* When entering a change on a CC regarding employment, please send an email to the CC teams for additional follow up on case.
* Please remember to enter a PN code on the general information page when a customer reports an address change and is open for CC.