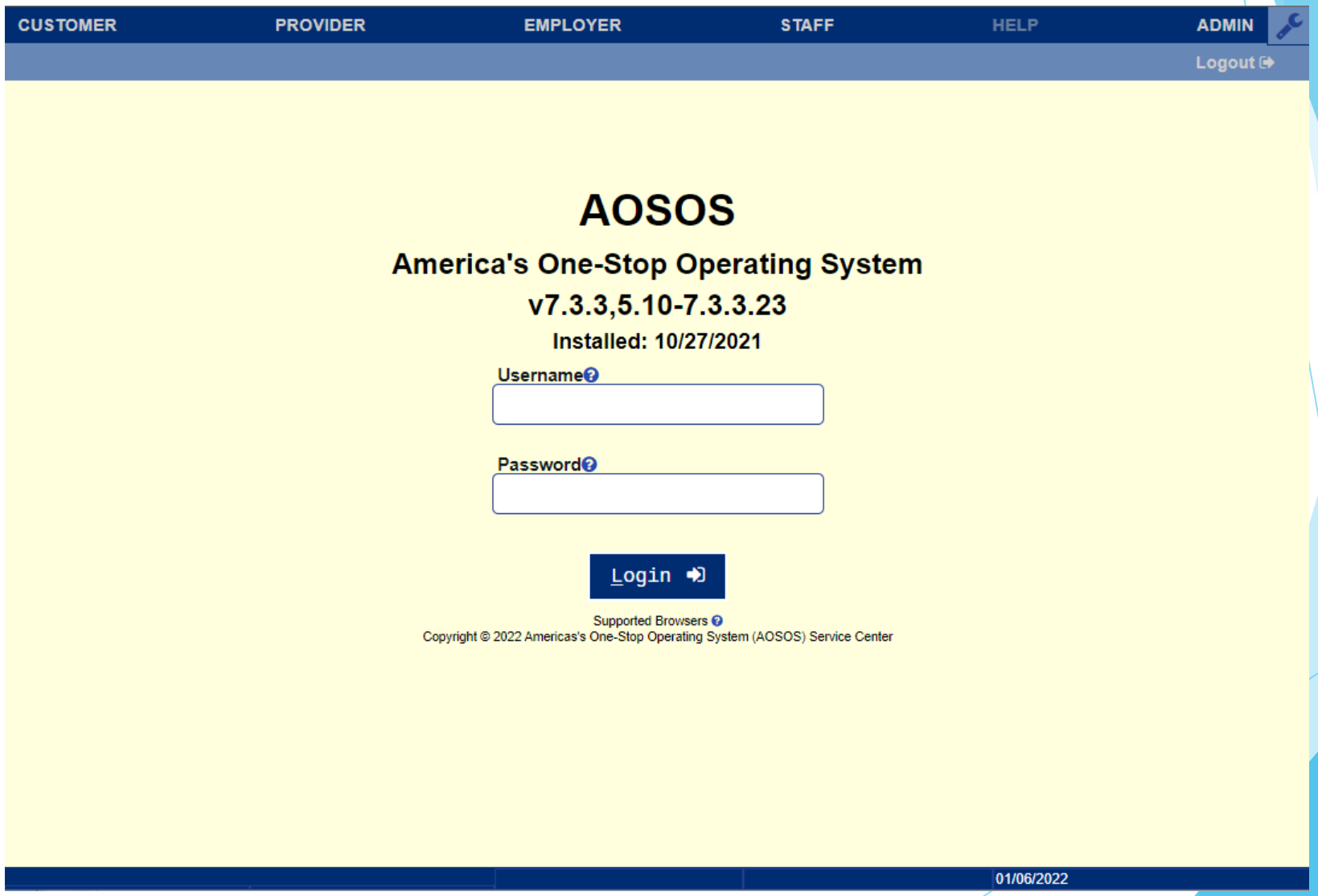
NextGen - Customer Module

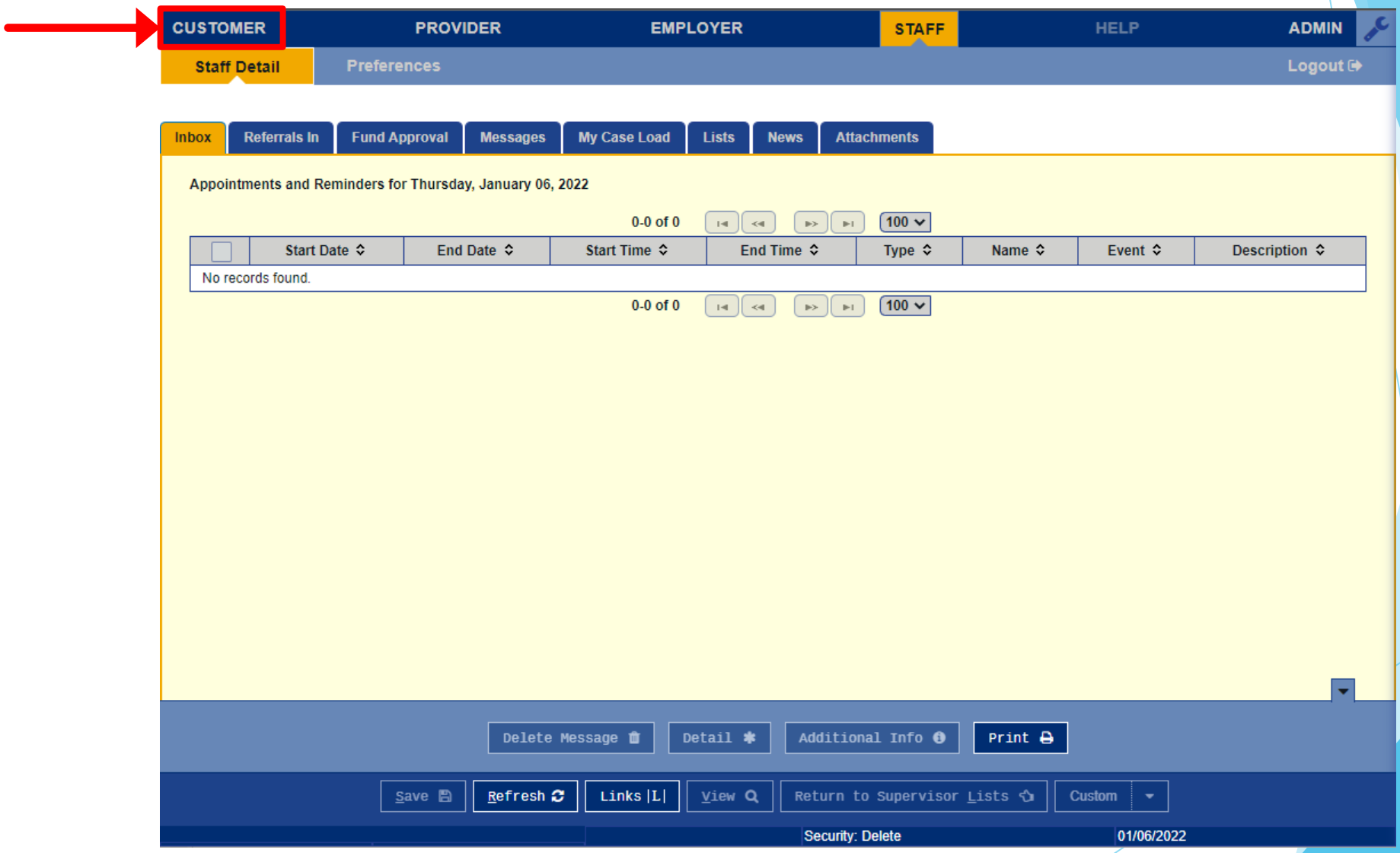
Created by Workforce Information
Systems and Evaluation Support Team

May, 2022

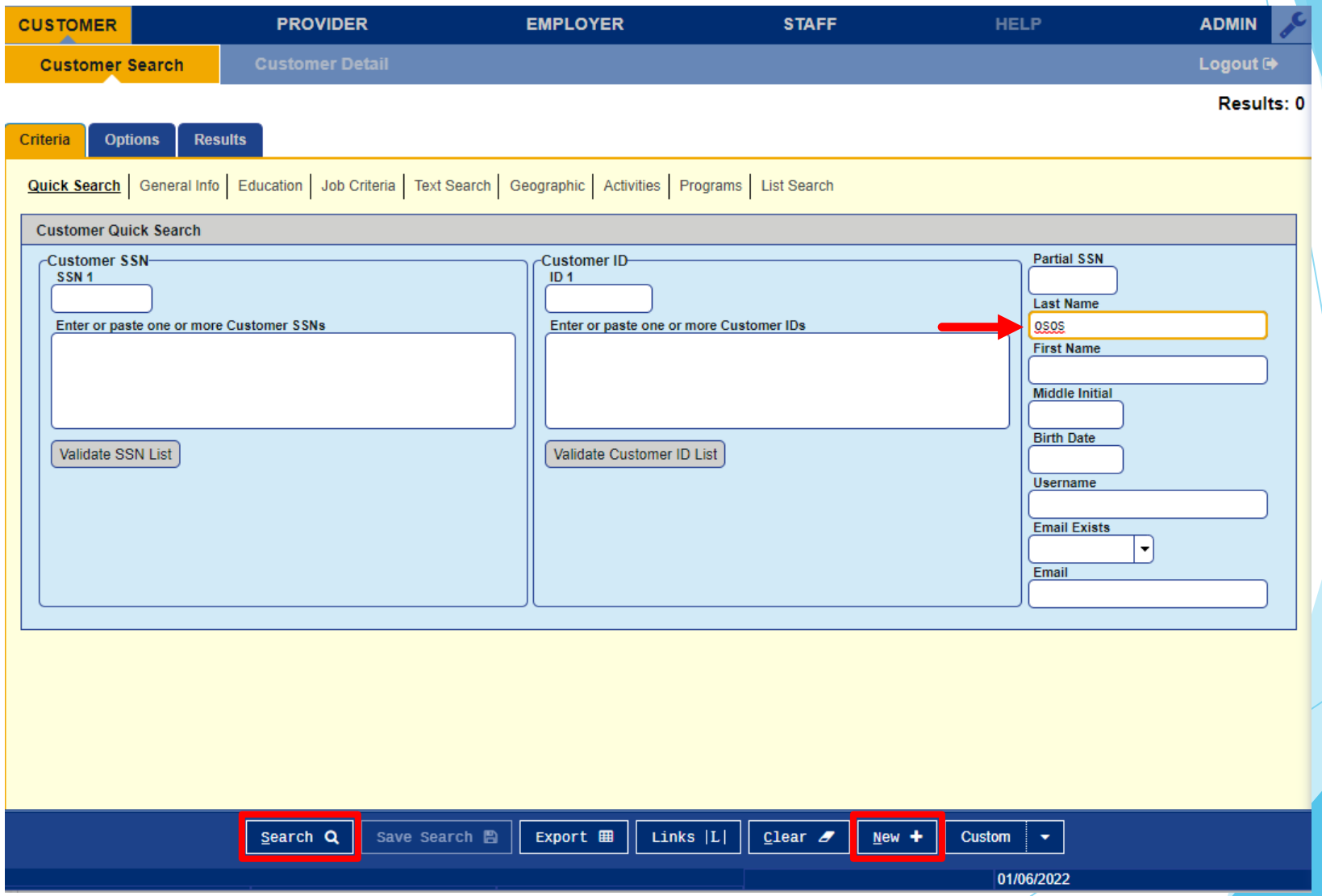
Login to the Application



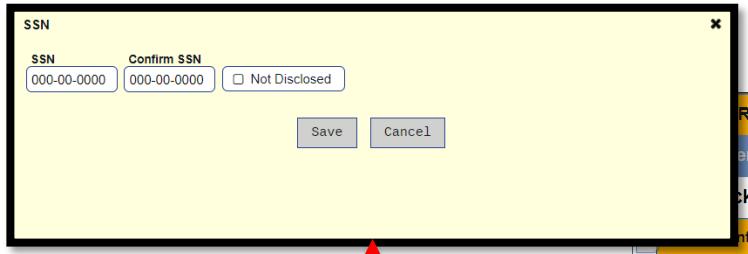
Navigate to Customer Module

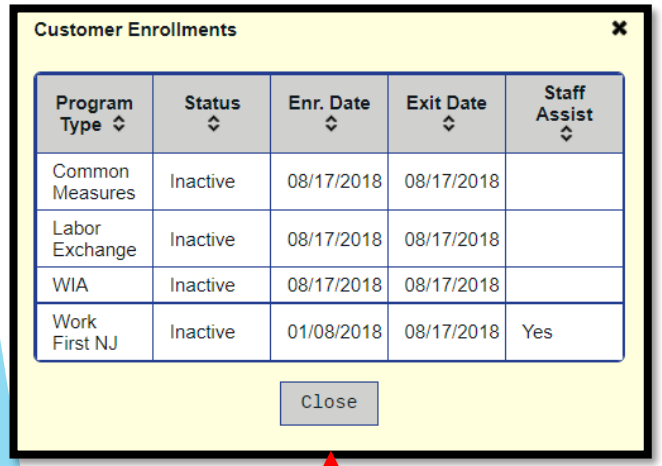


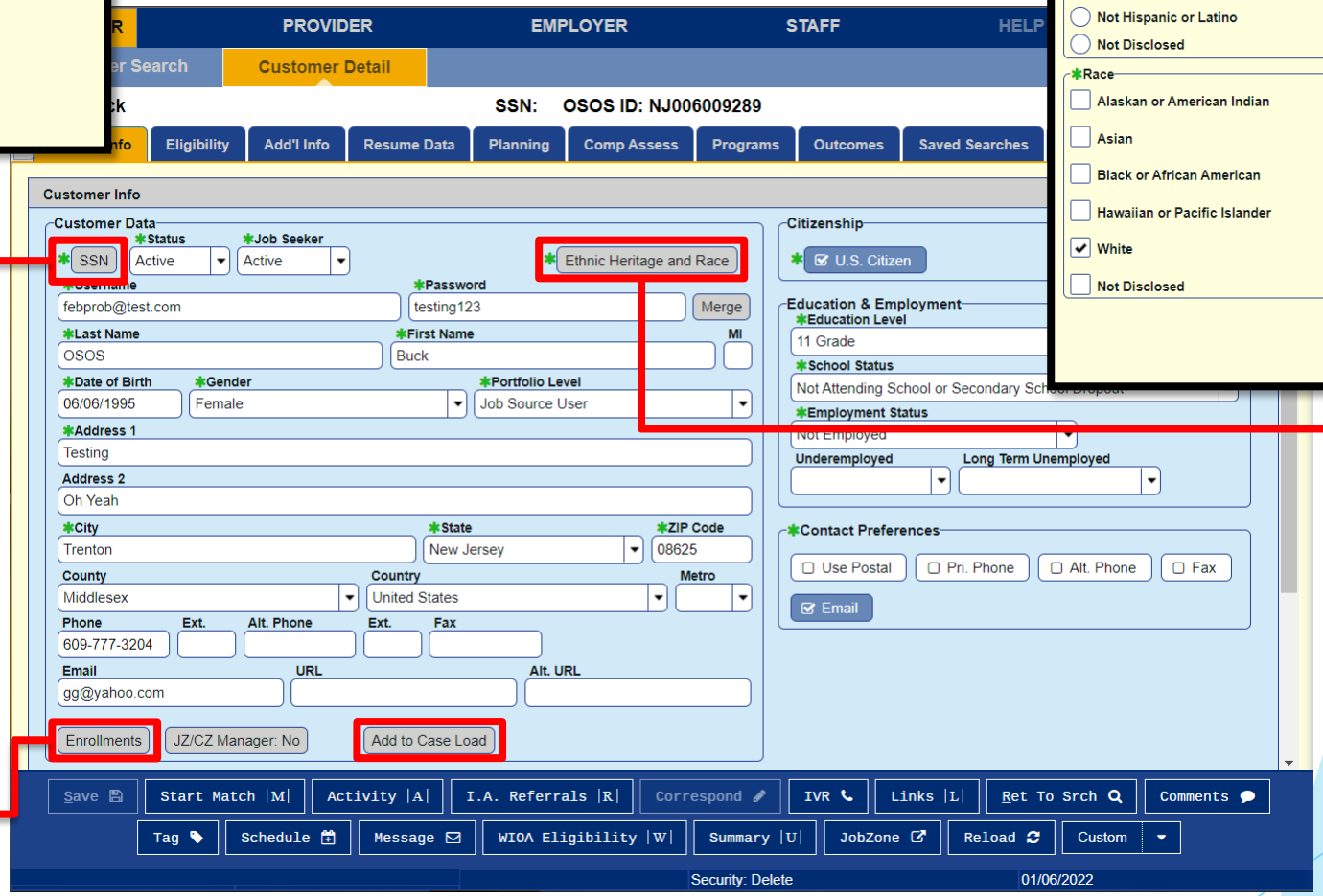
Search for an Existing or Create a New Record

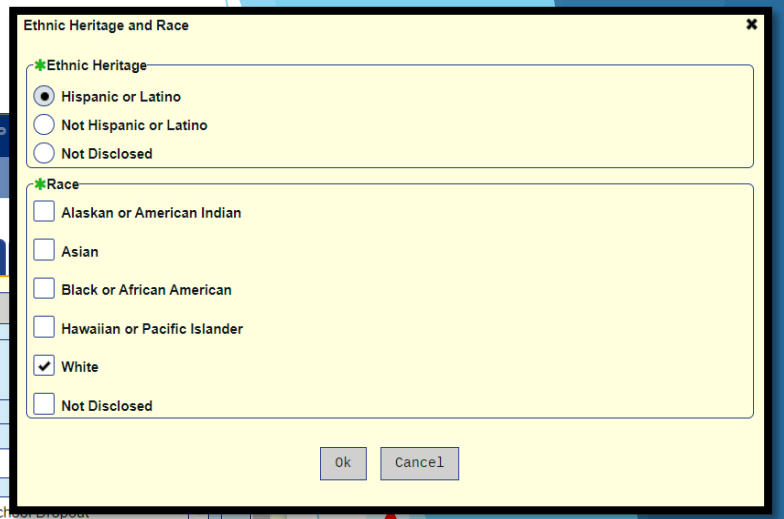


General Info

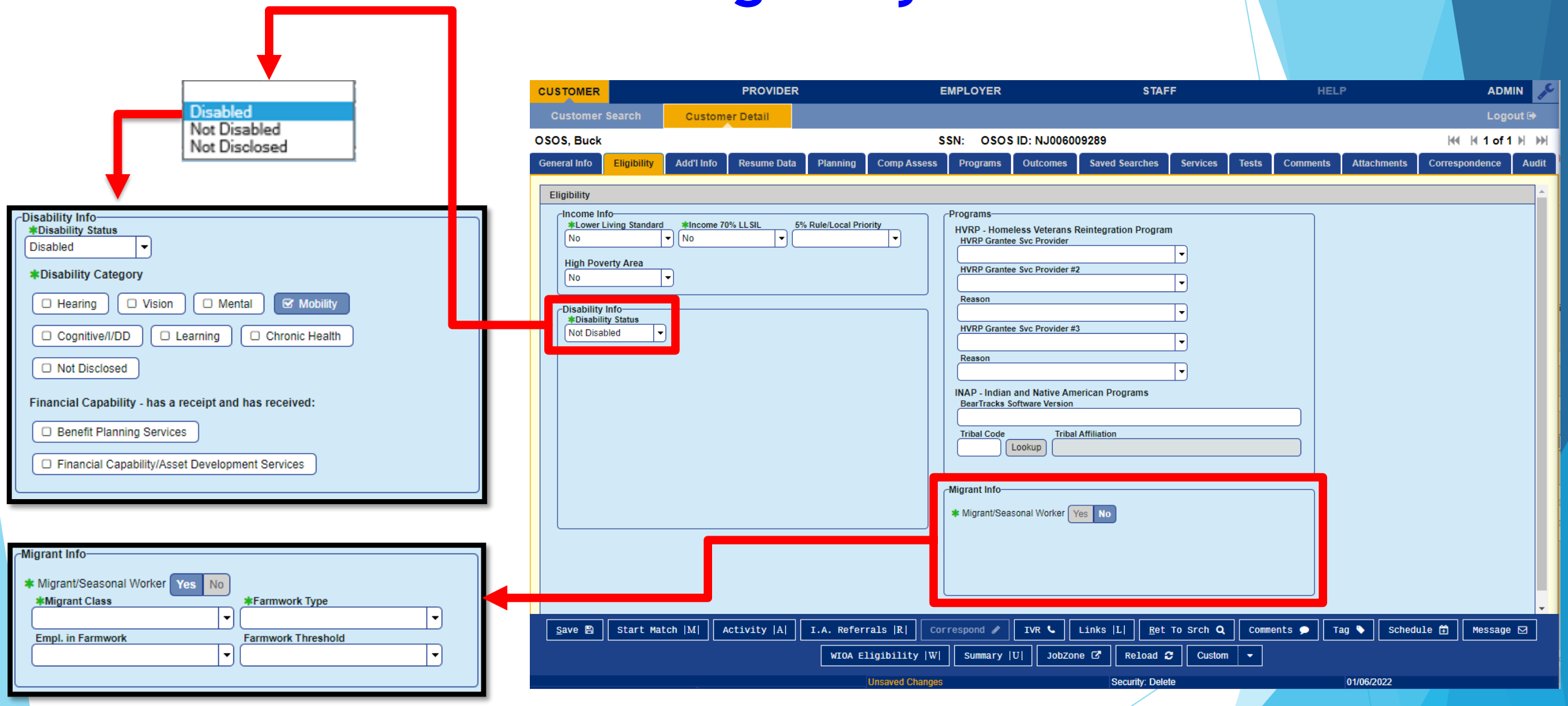




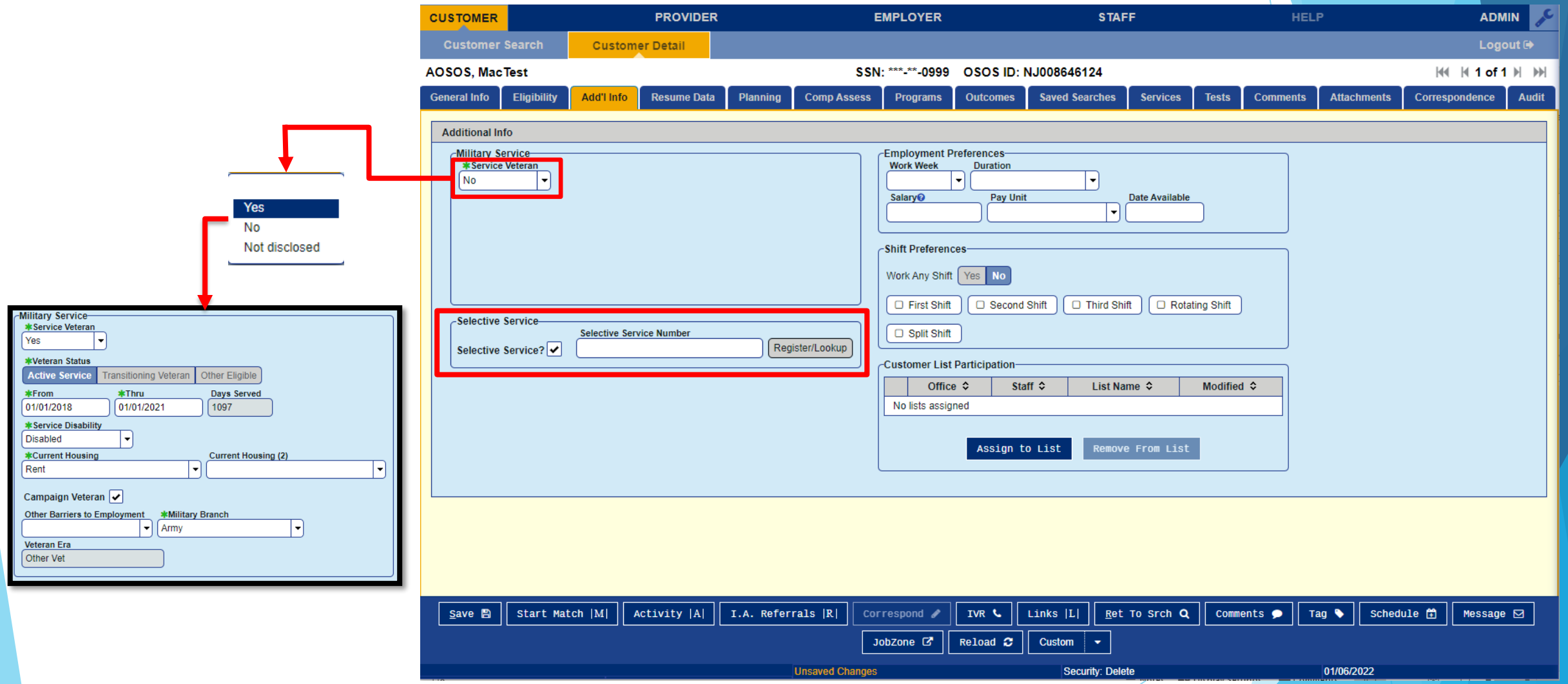




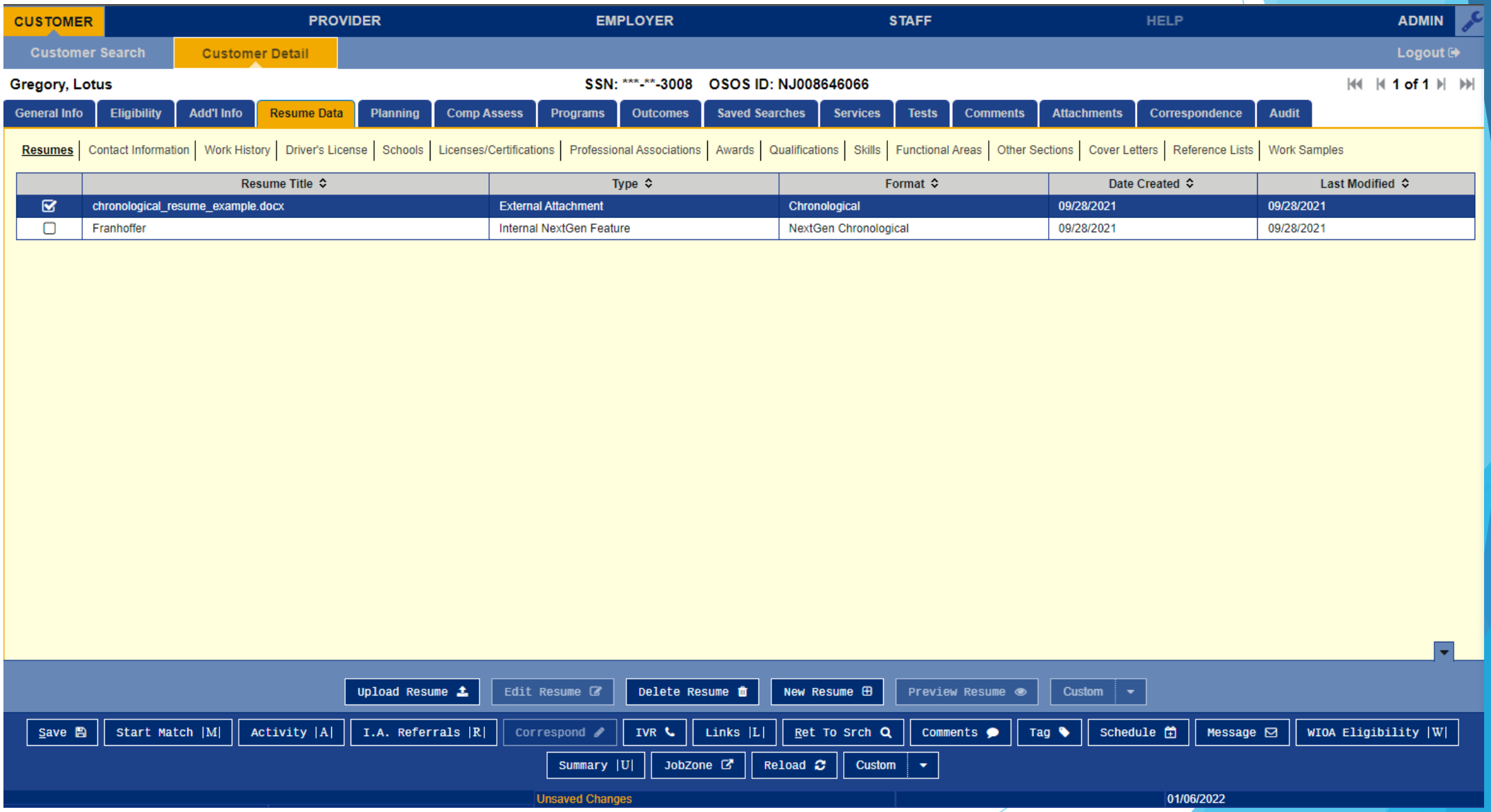
Eligibility



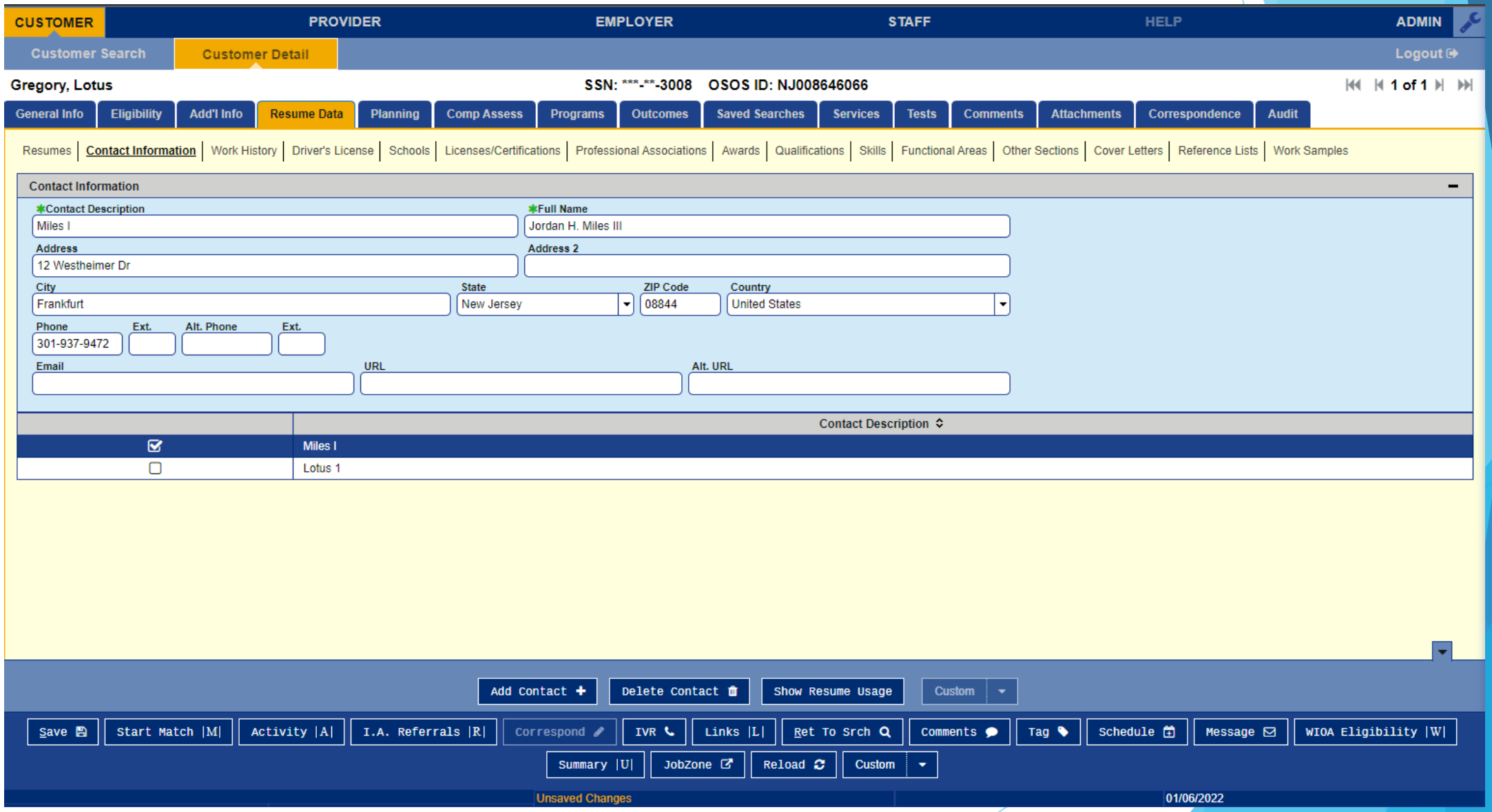
Add'l Info


CUSTOMER
PROVIDER
EMPLOYER
STAFF
HELP
ADMIN
Customer Search
Customer Detail
Logout
AOSOS, MacTest
SSN: ***-**-0999
OSOS ID: NJ008646124
1 of 1
General Info
Eligibility
Add'l Info
Resume Data
Planning
Comp Assess
Programs
Outcomes
Saved Searches
Services
Tests
Comments
Attachments
Correspondence
Audit
Additional Info
Military Service
Service Veteran
No
Yes
No
Not disclosed
Selective Service
Selective Service?
Selective Service Number
Register/Lookup
Employment Preferences
Work Week
Duration
Salary
Pay Unit
Date Available
Shift Preferences
Work Any Shift
Yes
No
First Shift
Second Shift
Third Shift
Rotating Shift
Split Shift
Customer List Participation
Office
Staff
List Name
Modified
No lists assigned
Assign to List
Remove From List
Save
Start Match |M|
Activity |A|
I.A. Referrals |R|
Correspond
IVR
Links |L|
Ret To Srch
Comments
Tag
Schedule
Message
JobZone
Reload
Custom
Unsaved Changes
Security: Delete
01/06/2022
Military Service
Service Veteran
Yes
Veteran Status
Active Service
Transitioning Veteran
Other Eligible
From
01/01/2018
Thru
01/01/2021
Days Served
1097
Service Disability
Disabled
Current Housing
Rent
Current Housing (2)
Campaign Veteran
Other Barriers to Employment
Military Branch
Army
Veteran Era
Other Vet

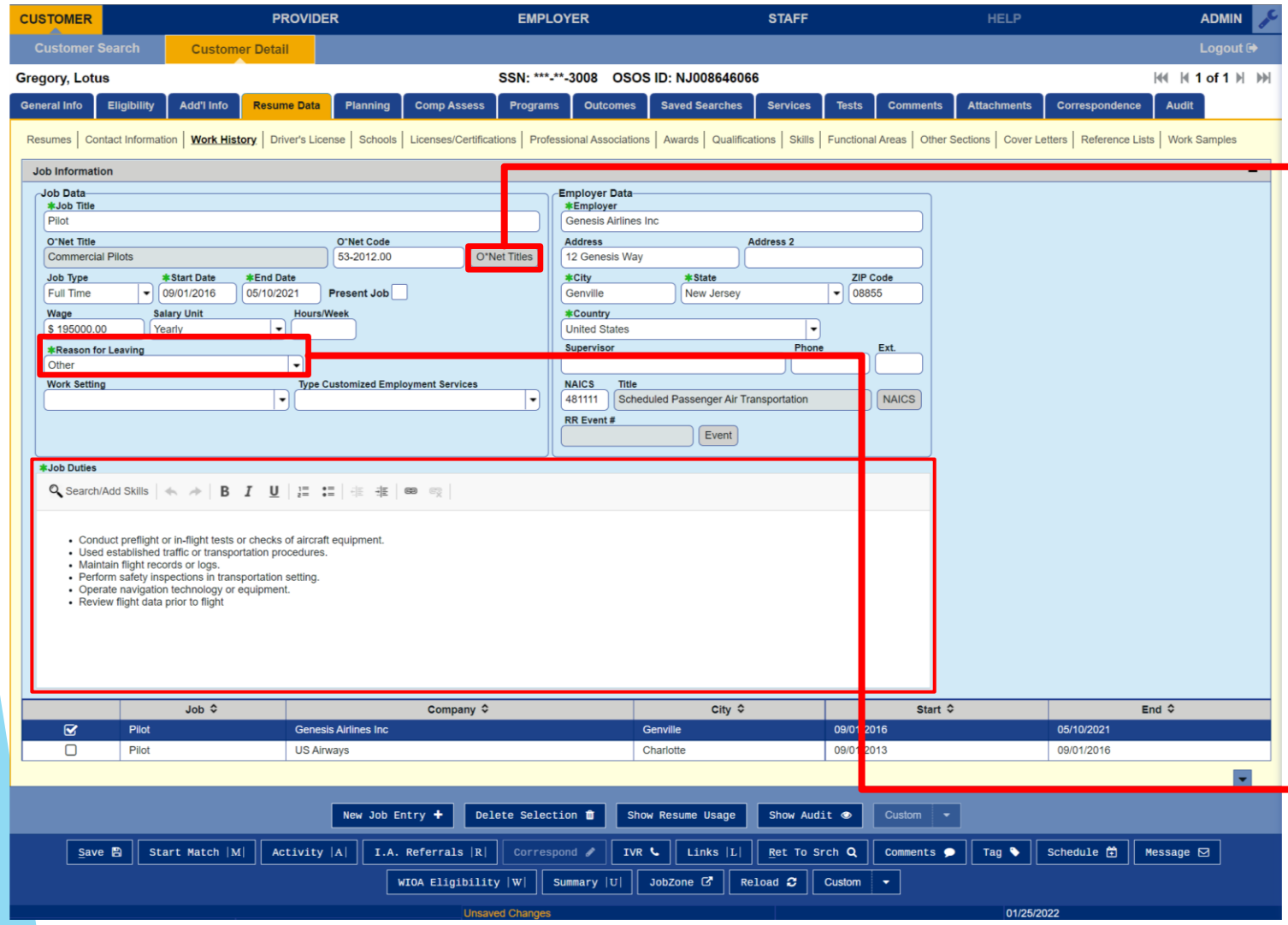
Resume Data (Resumes)

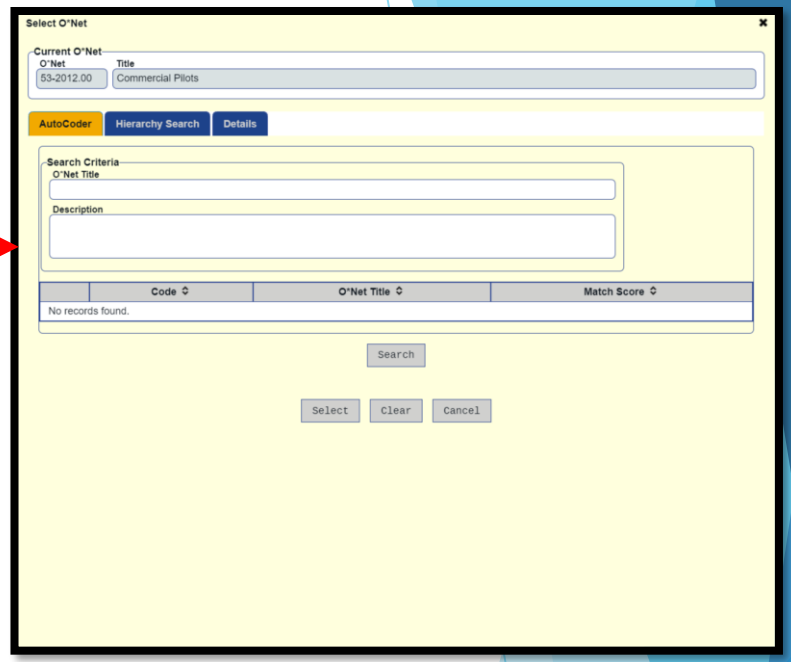


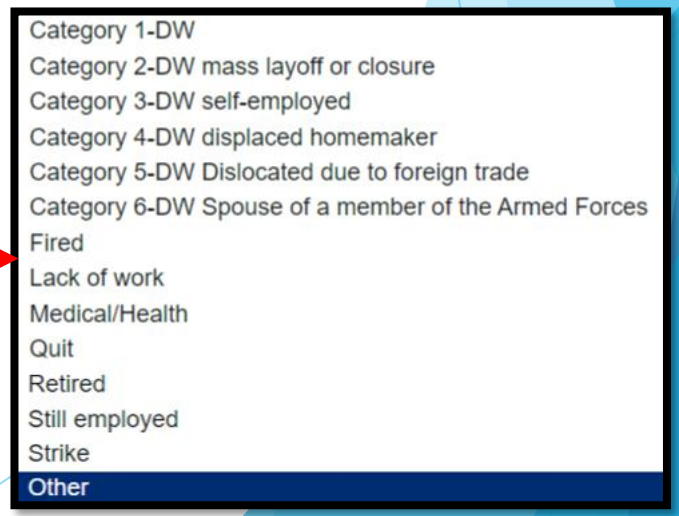
Resume Data (Contact Information)



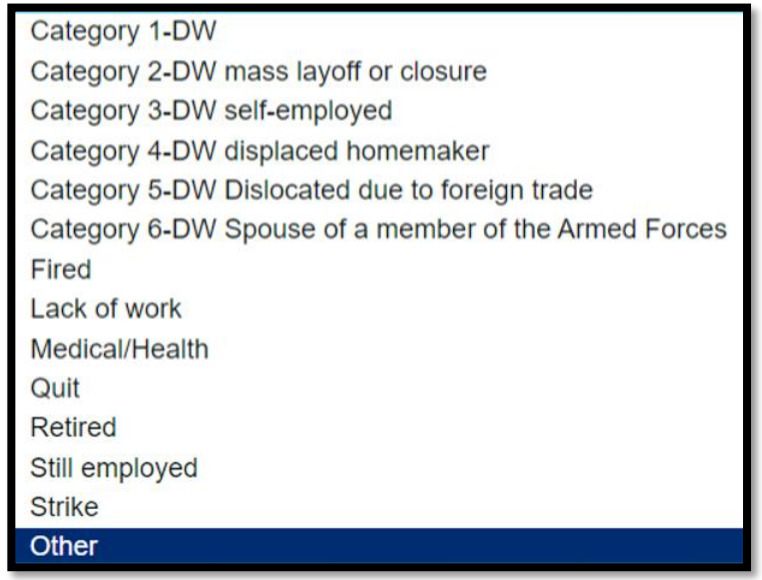
Resume Data (Work History)

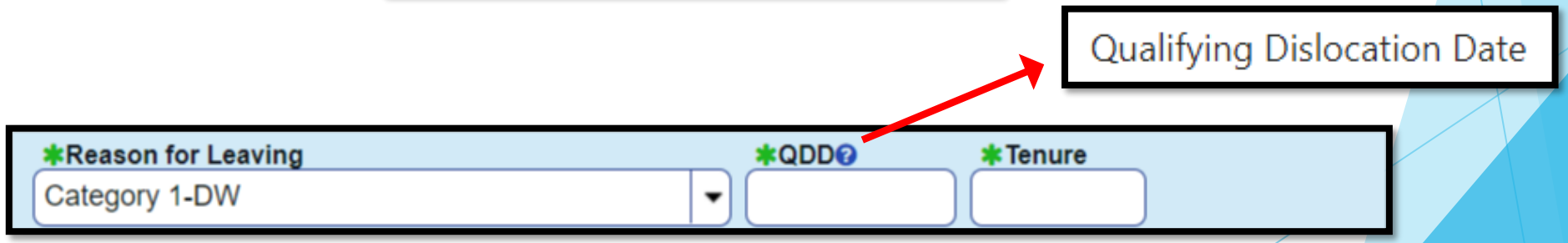




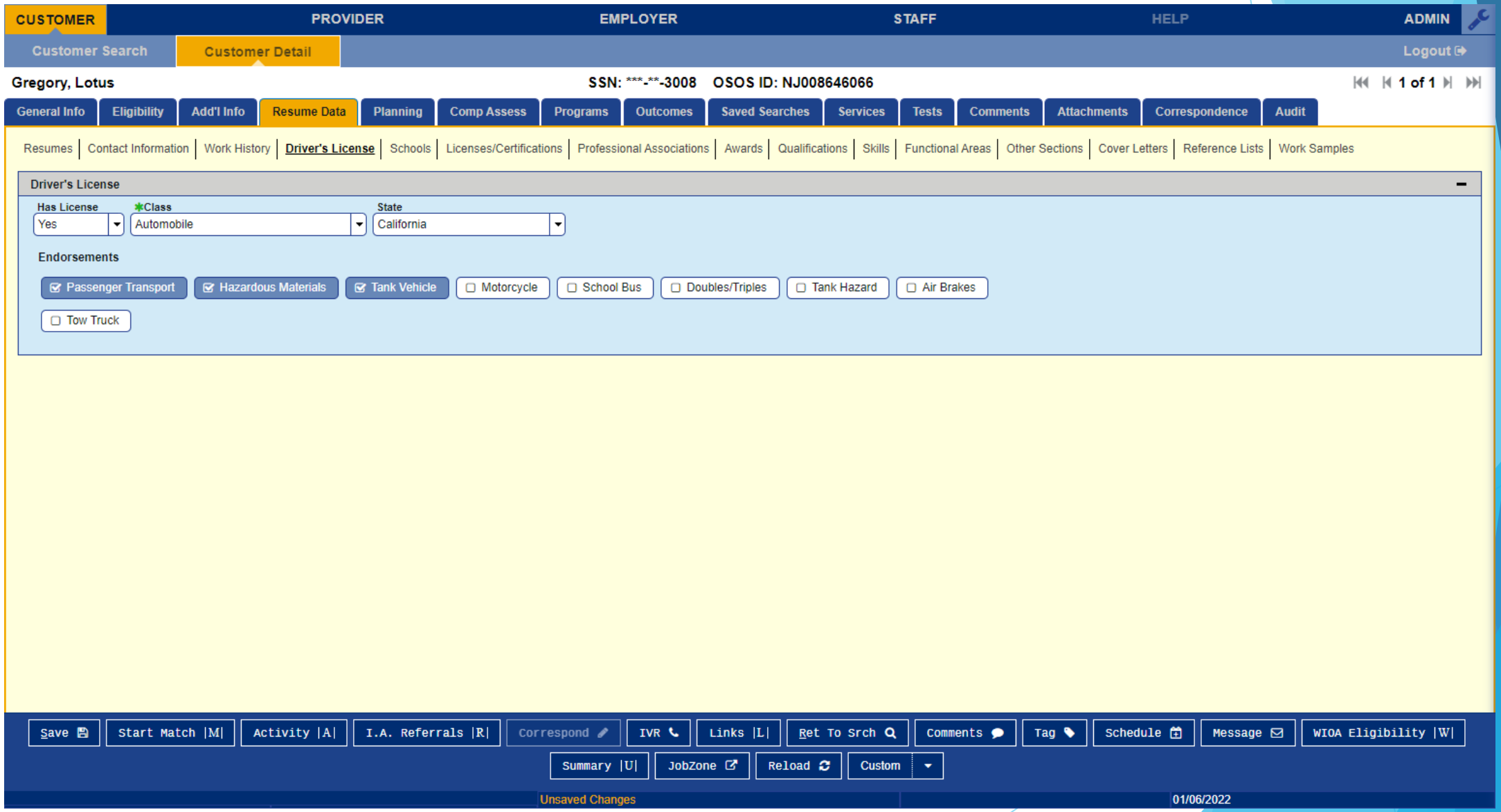


Resume Data (Work History)
Reason for Leaving

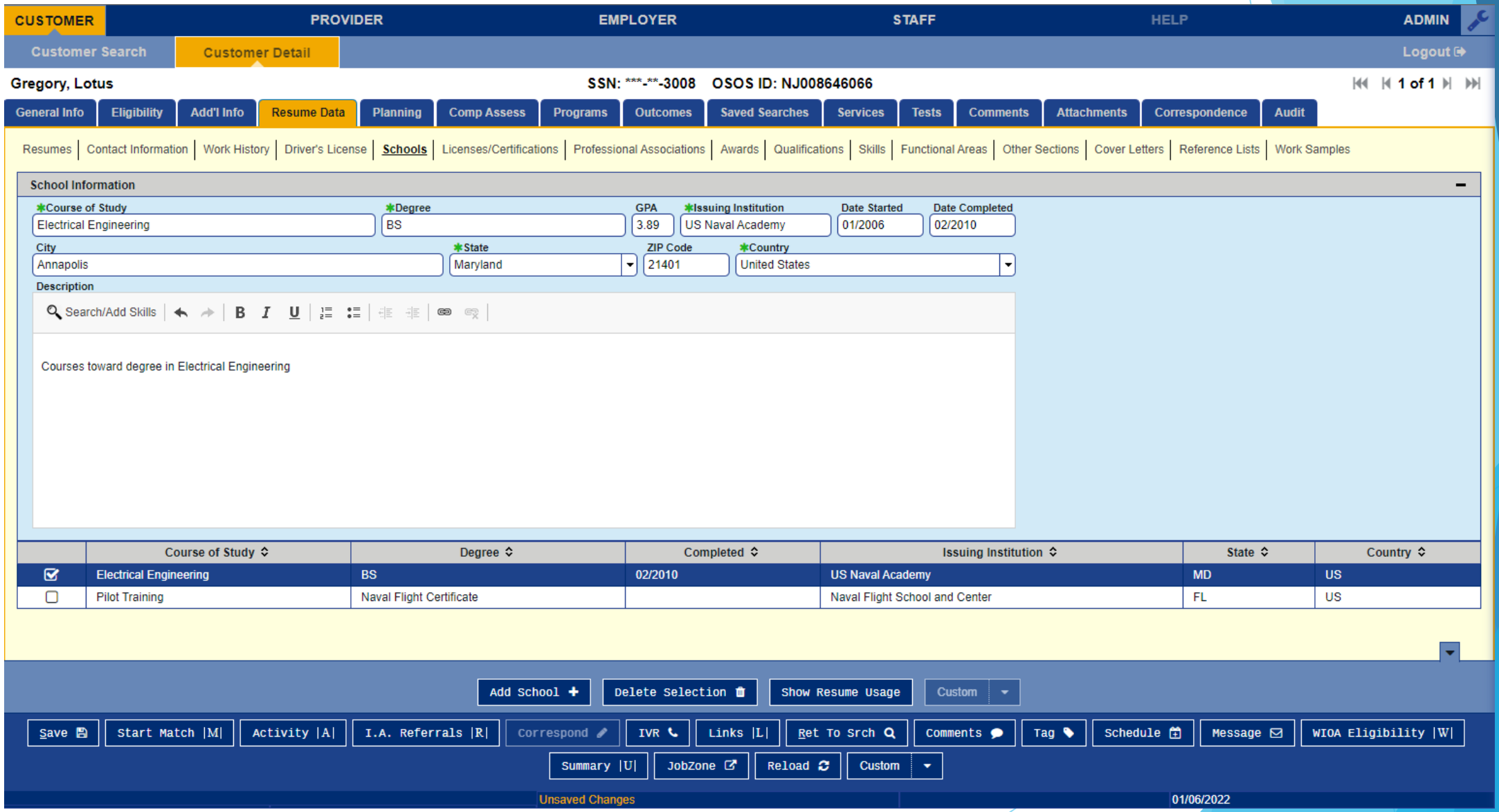




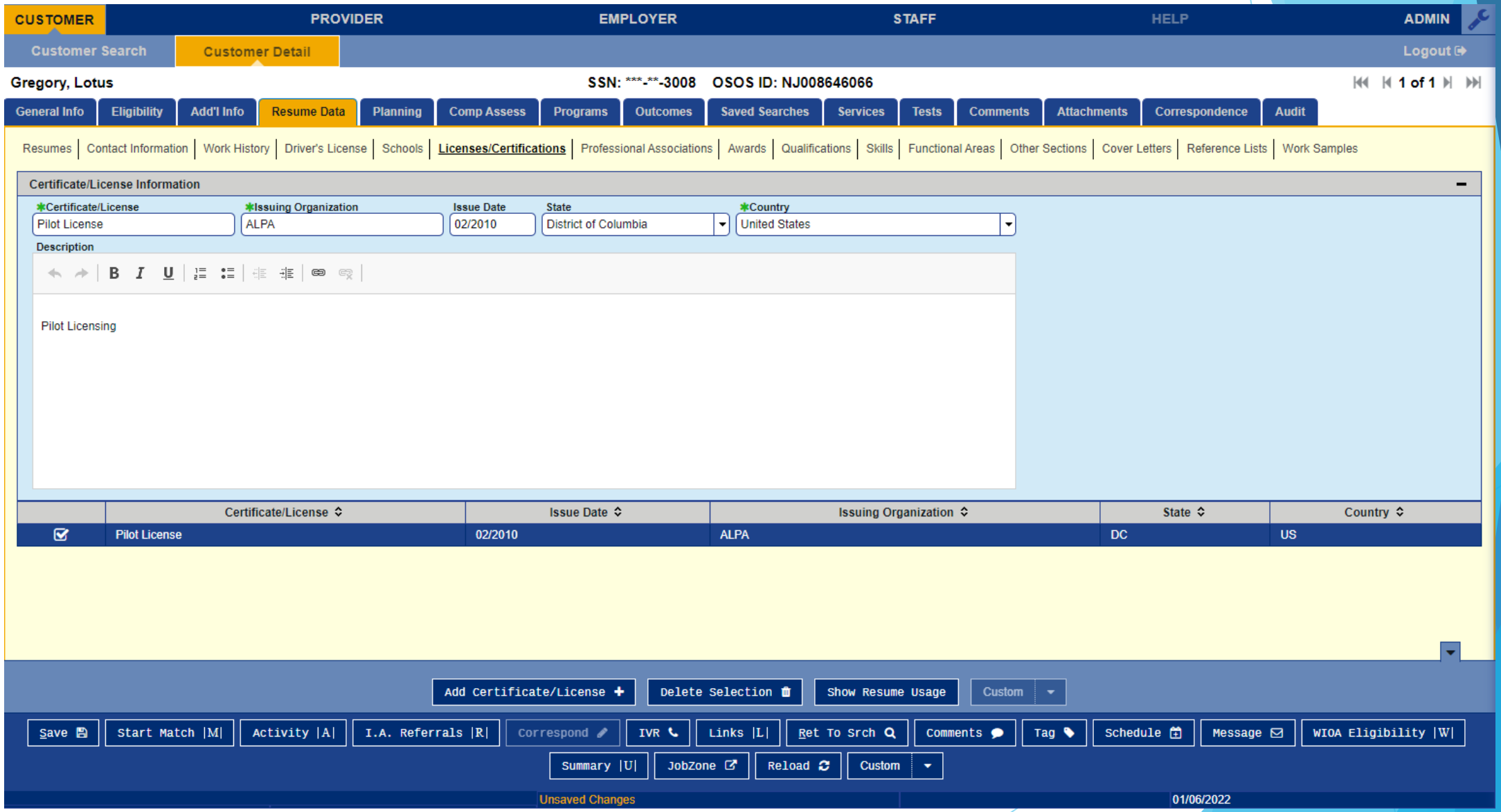
Resume Data (Driver's License)



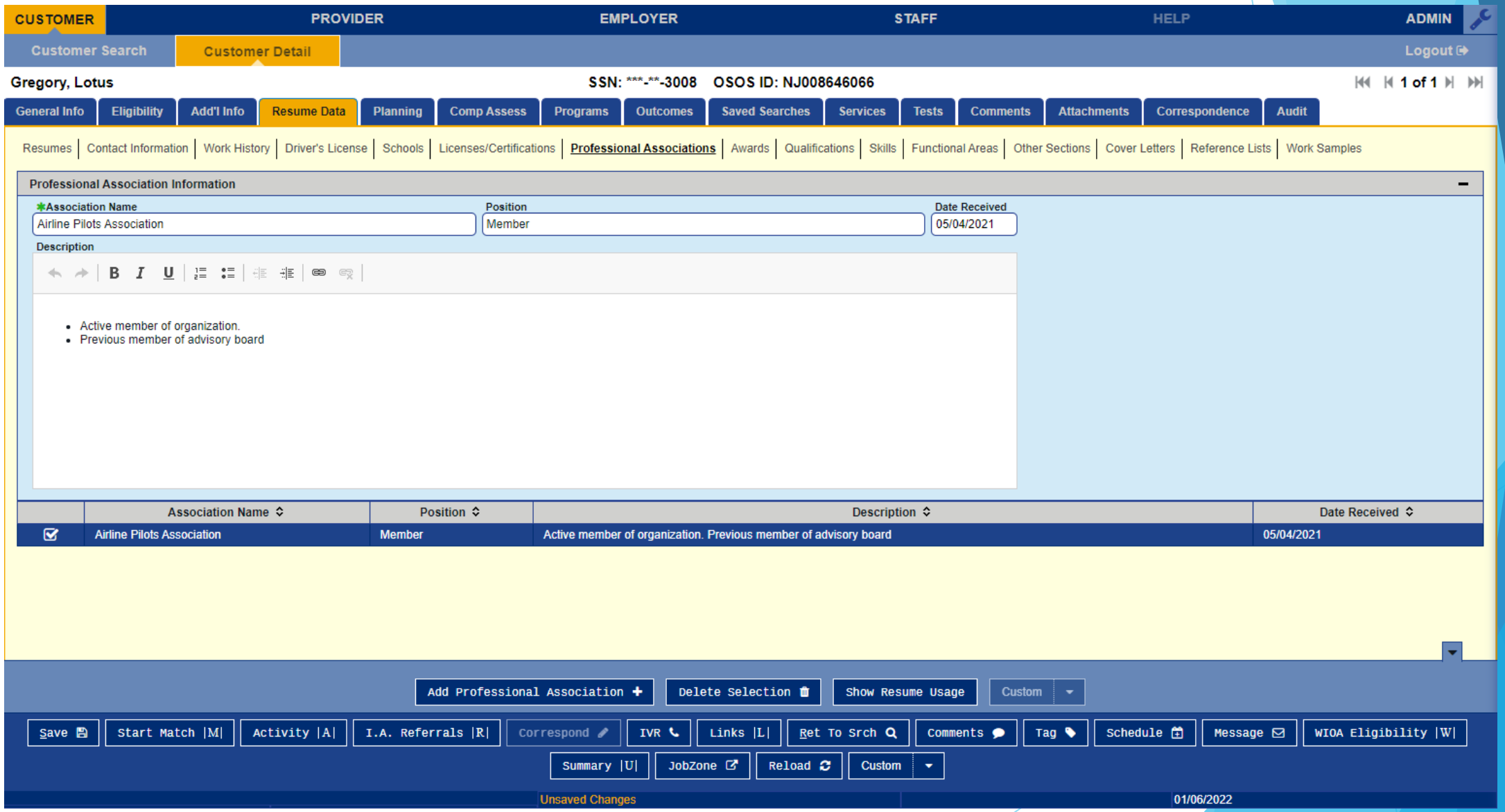
Resume Data (Schools)



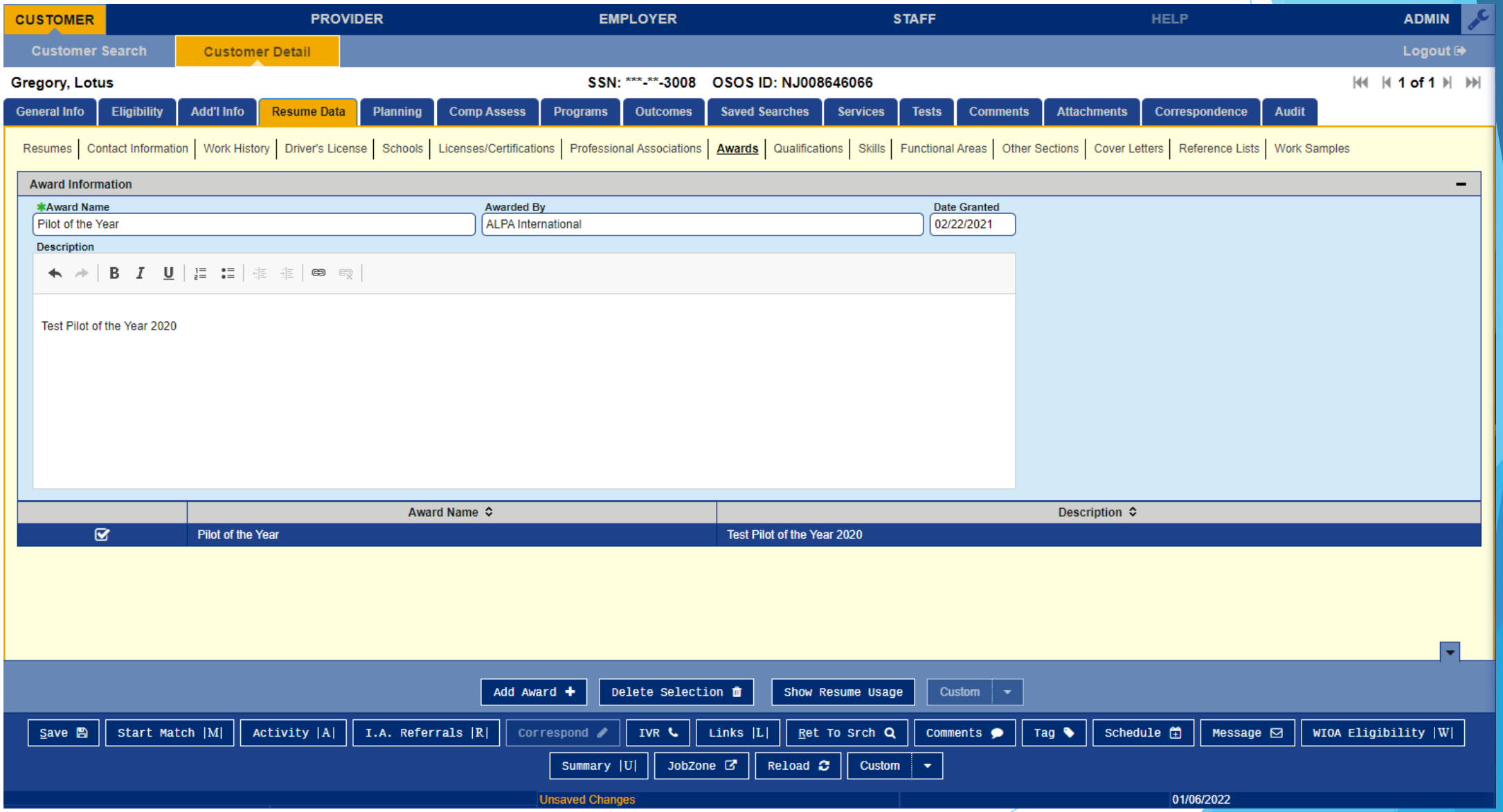
Resume Data (Licenses/Certifications)



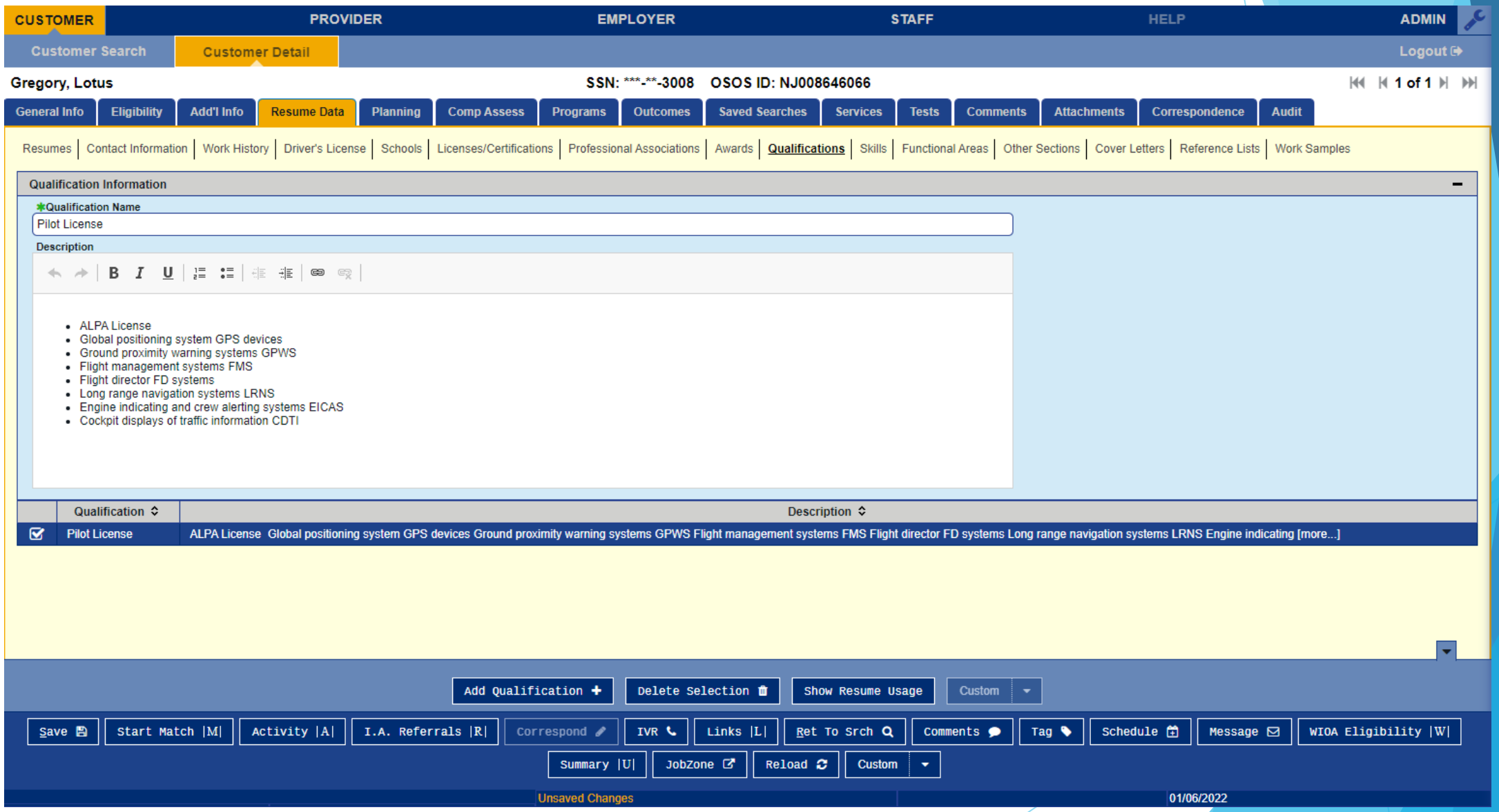
Resume Data (Professional Associations)



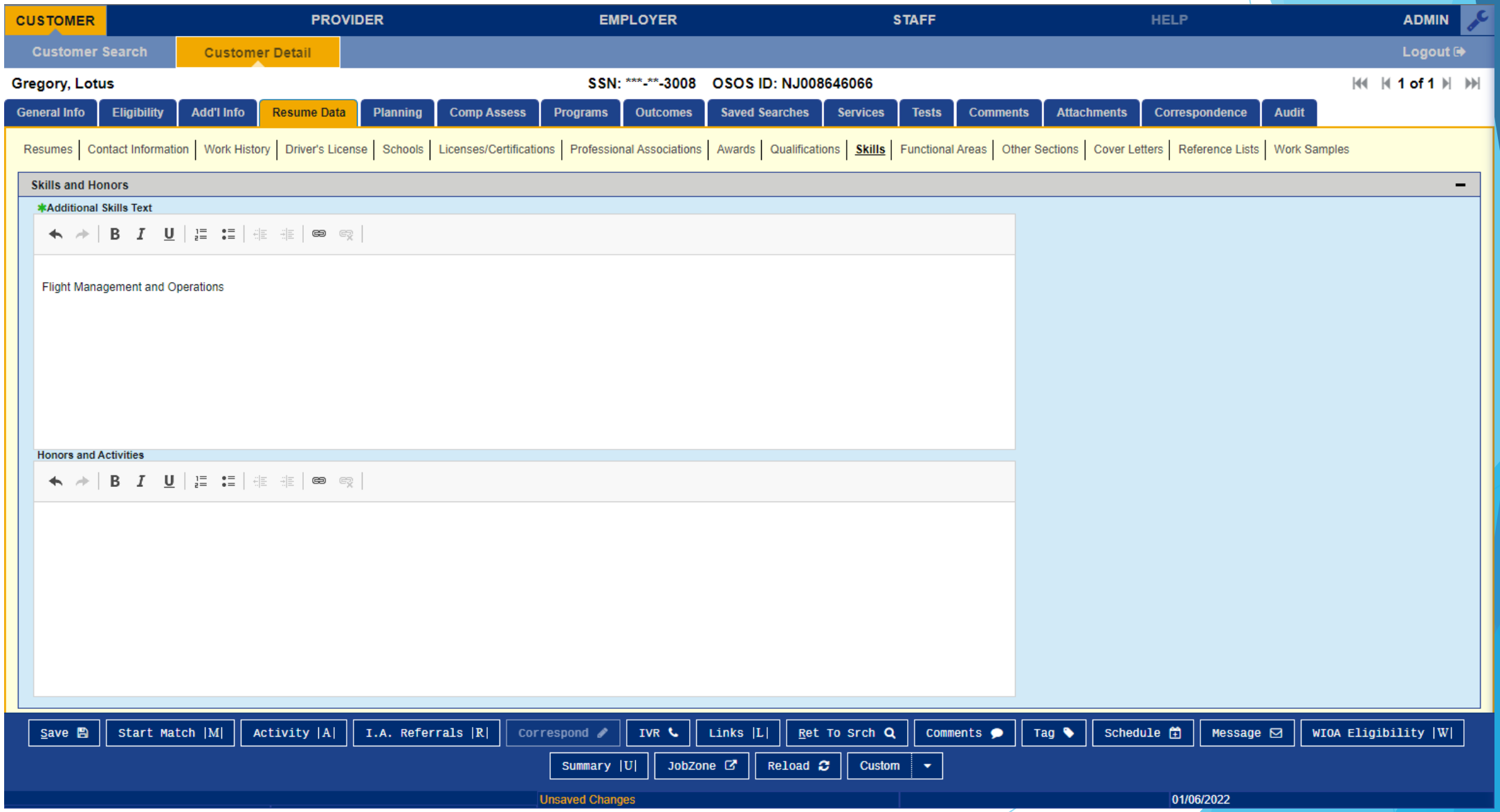
Resume Data (Awards)



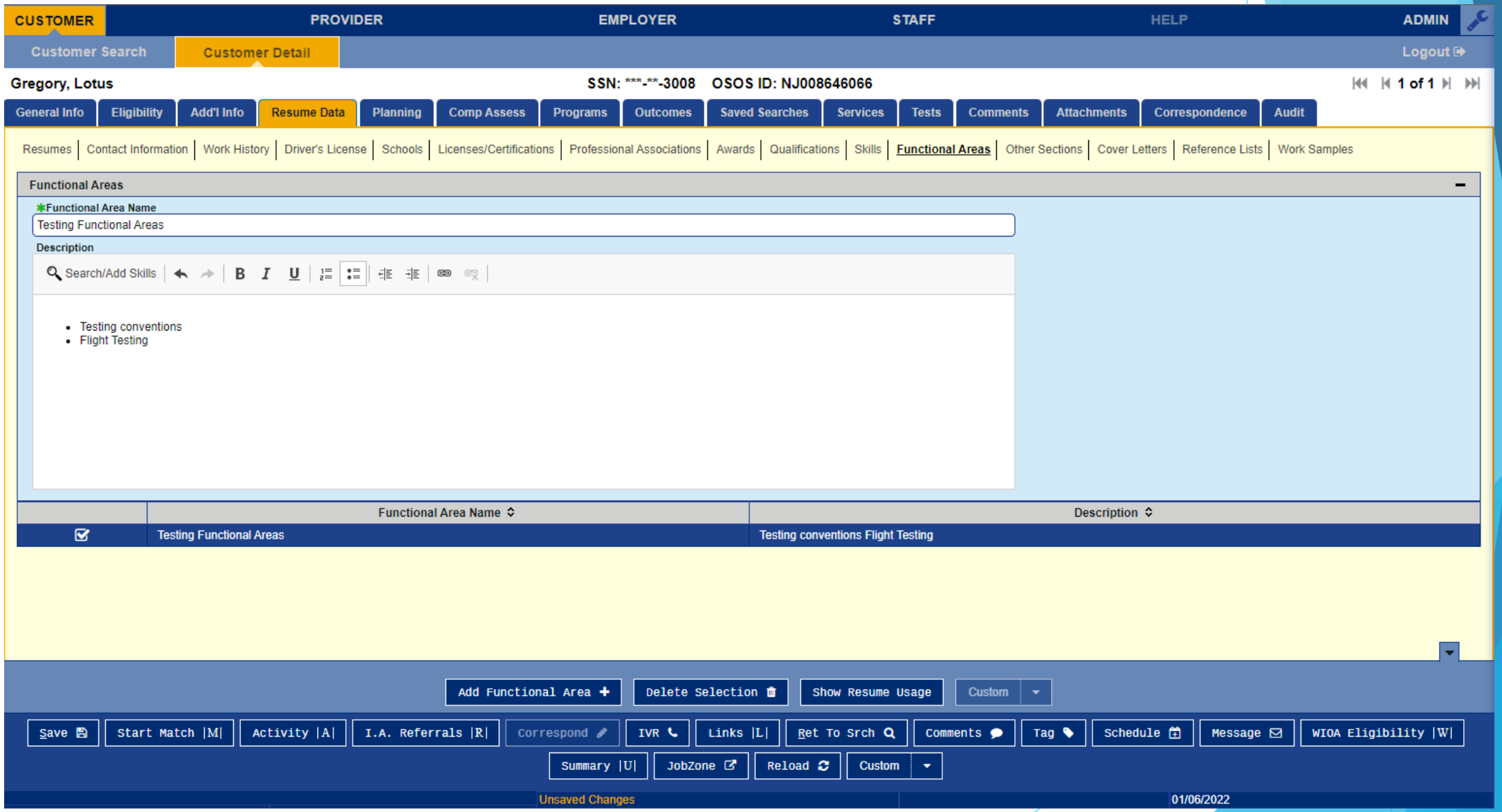
Resume Data (Qualifications)



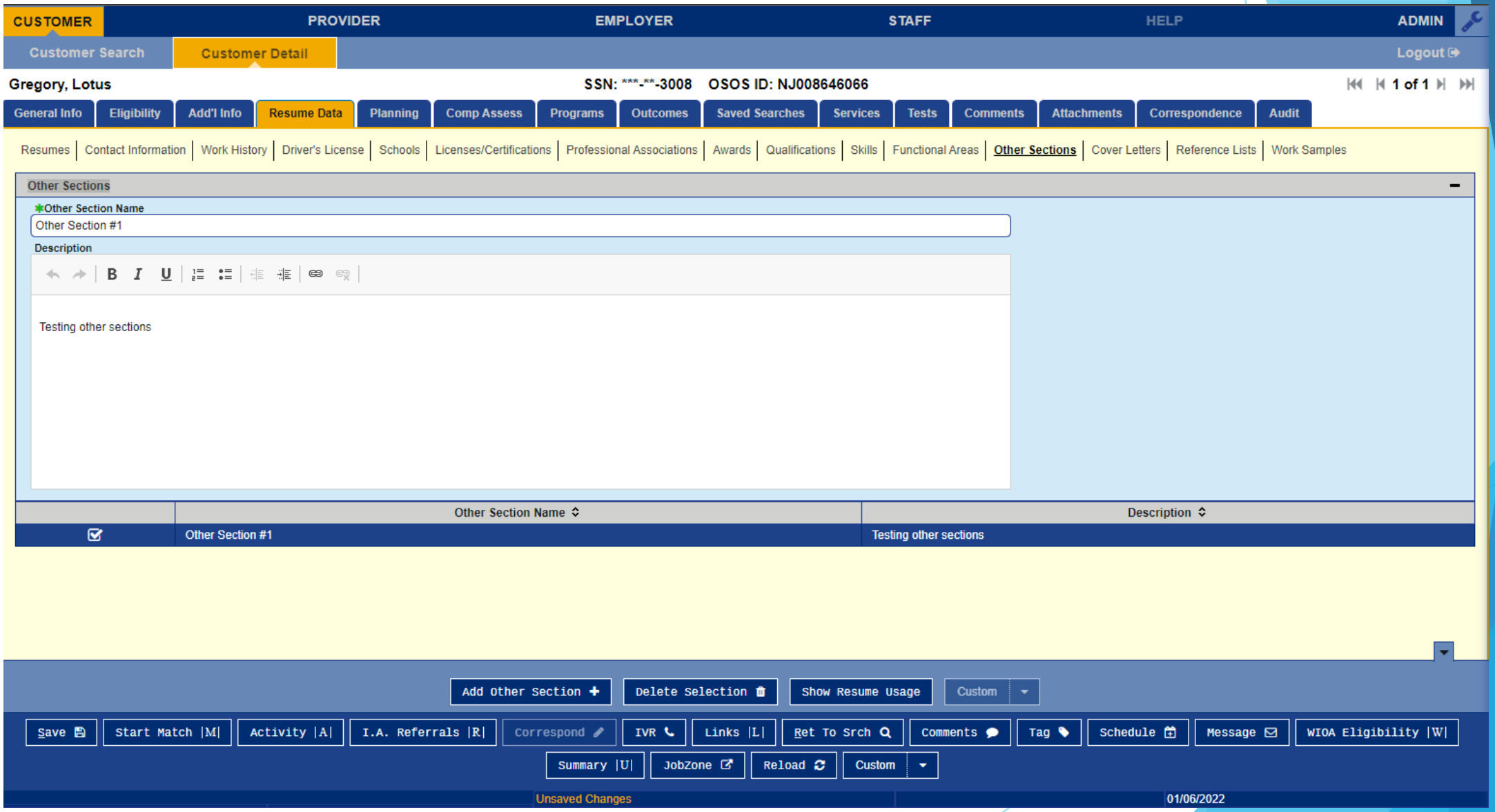
Resume Data (Skills)



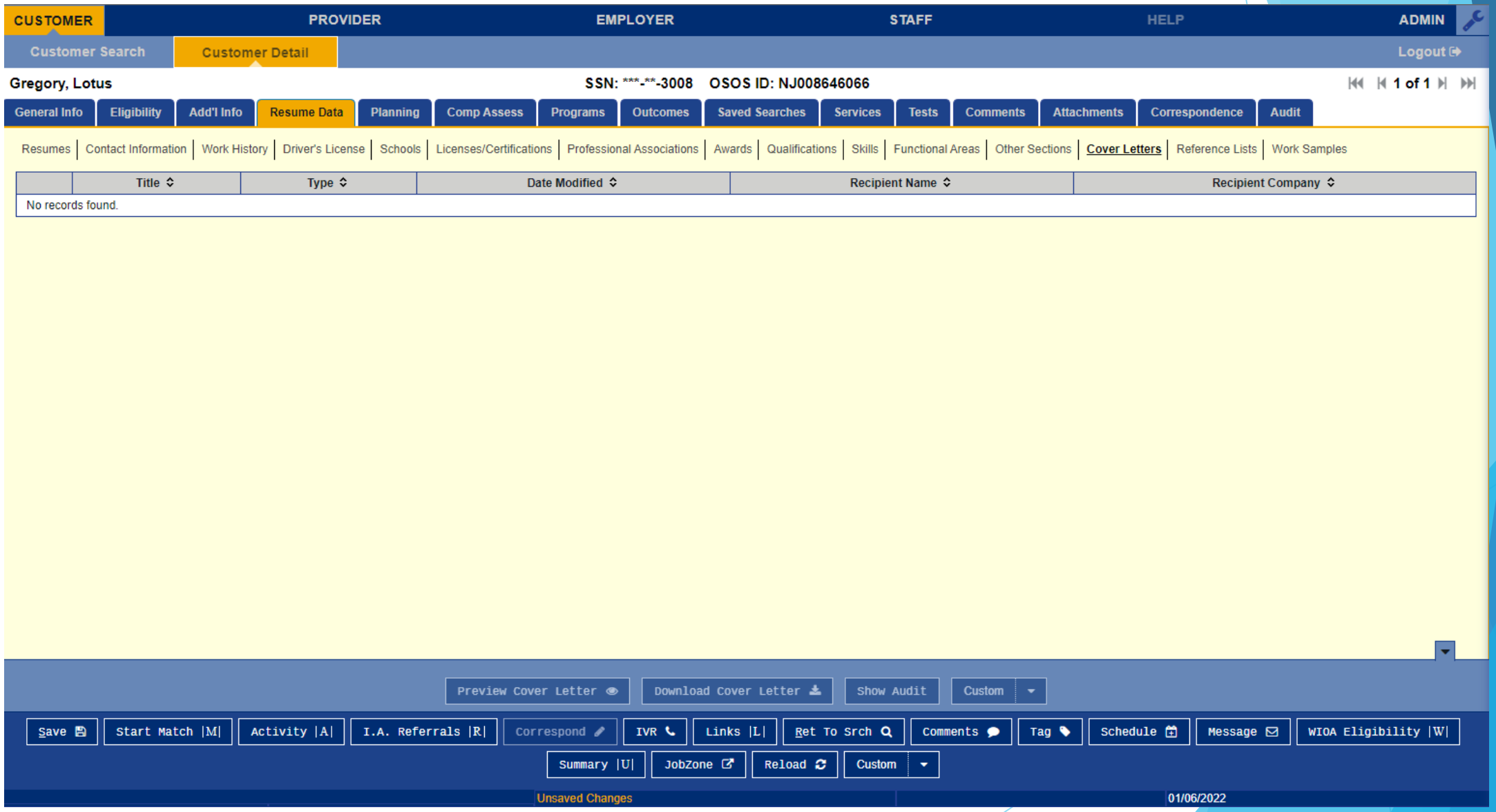
Resume Data (Functional Areas)



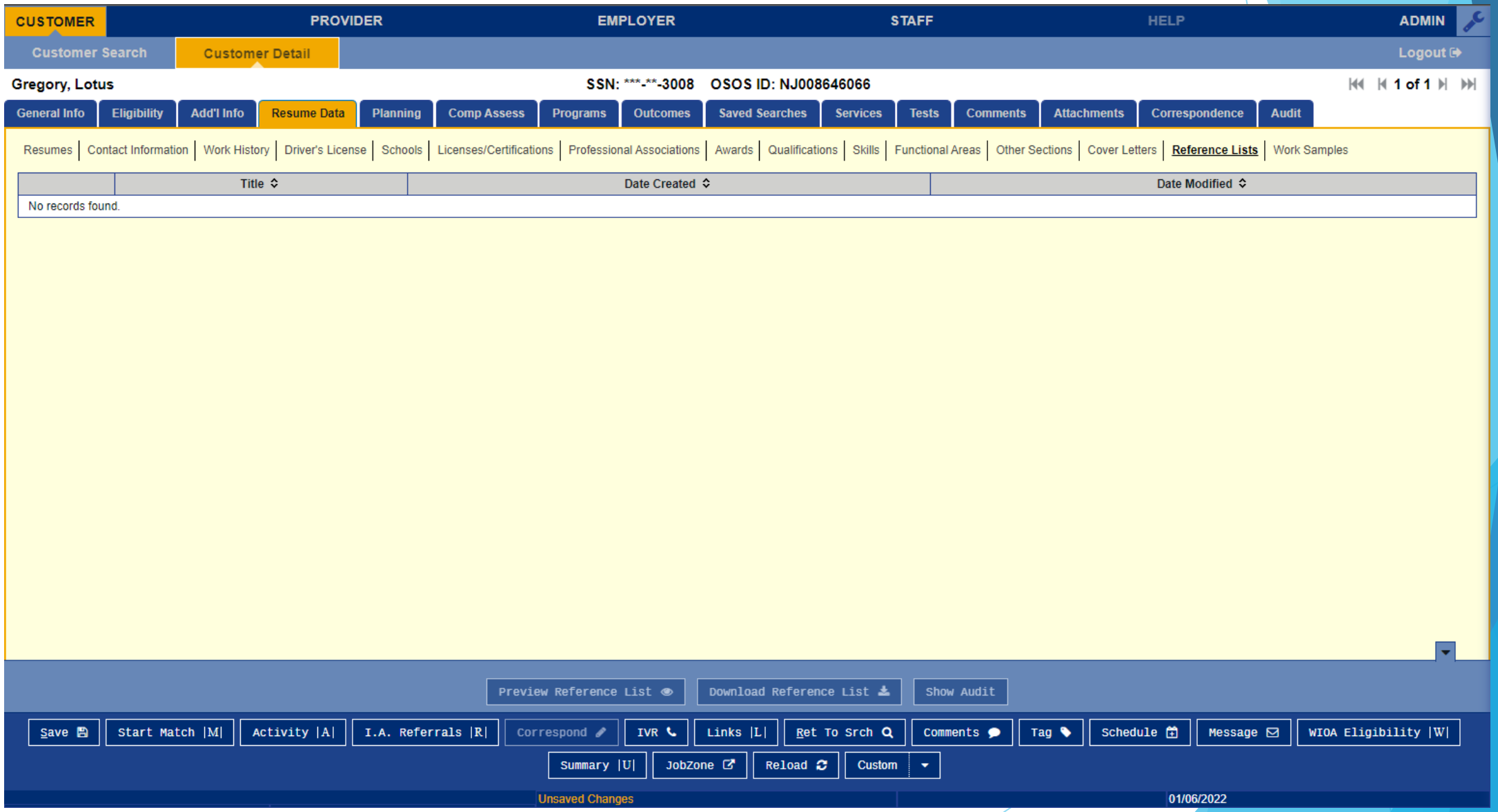
Resume Data (Other Sections)



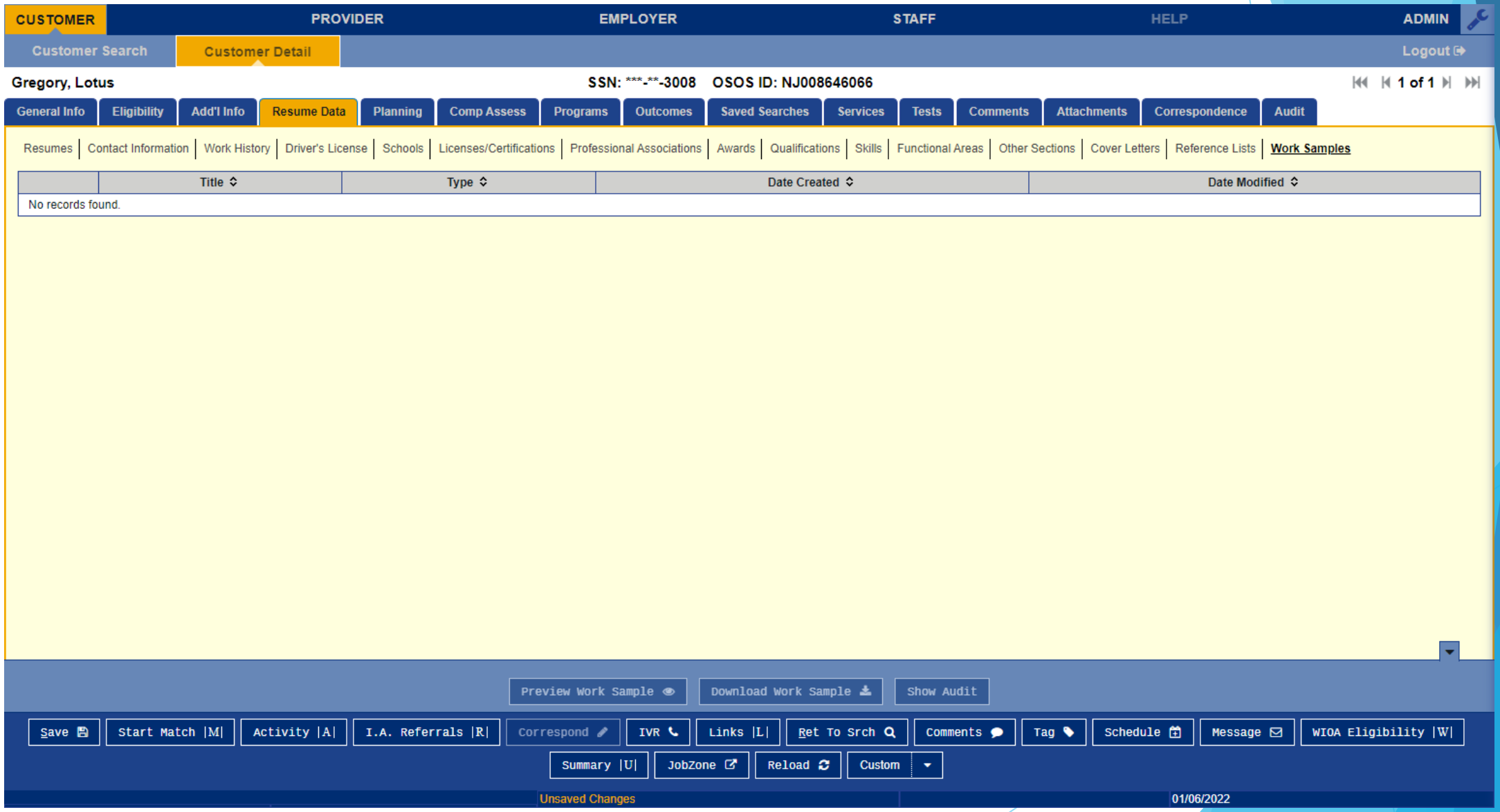
Resume Data (Cover Letters)



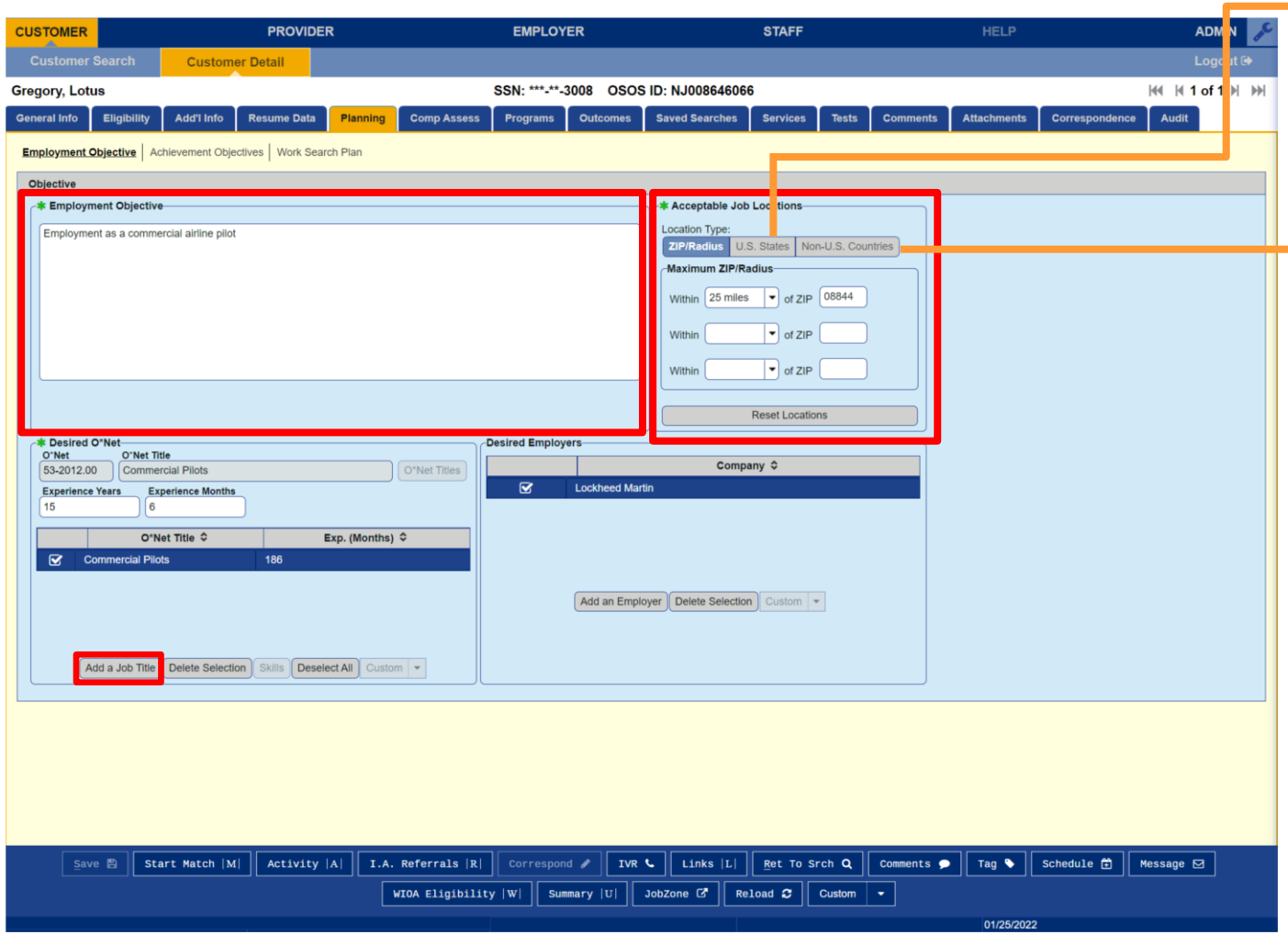
Resume Data (Reference Lists)



Resume Data (Work Samples)

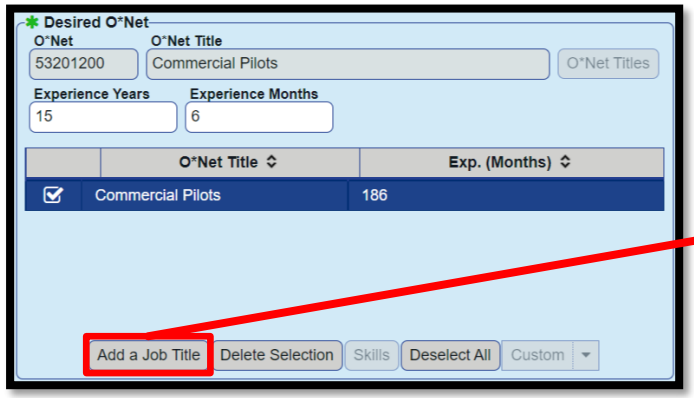


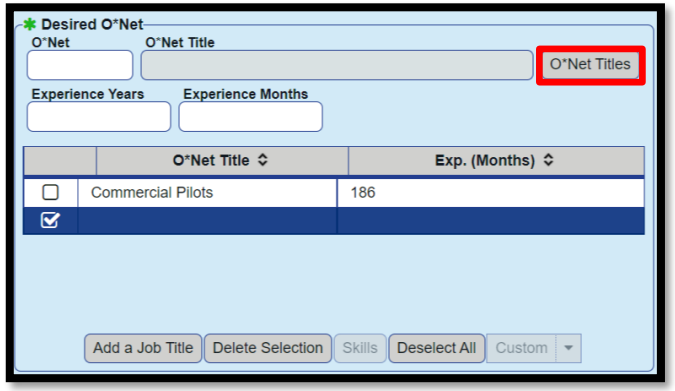
Planning (Employment Objective)

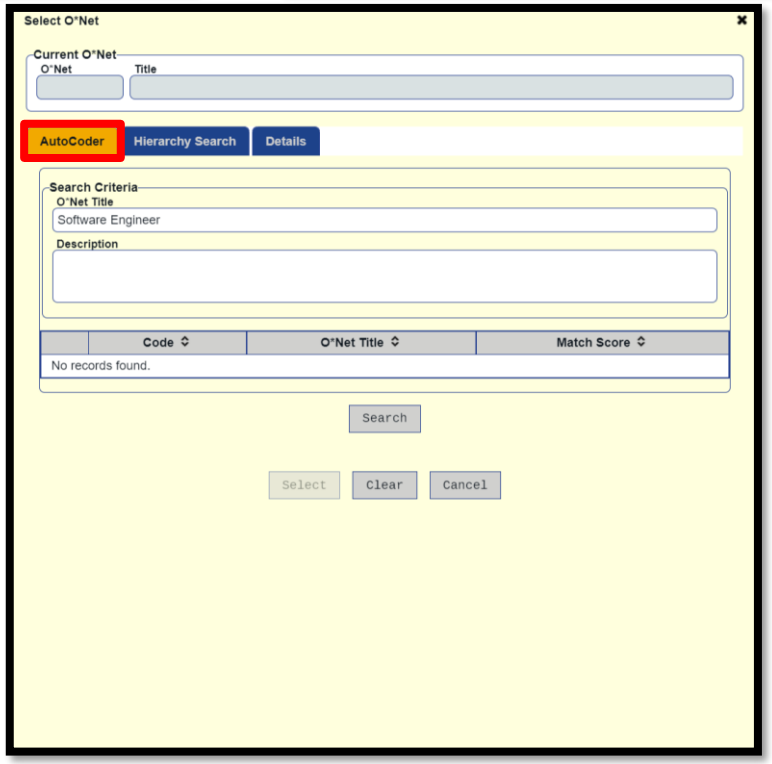


Planning (Employment Objective)

ADDING OCCUPATIONAL TITLE USING AUTOCODER OR HIERARCHY SEARCH







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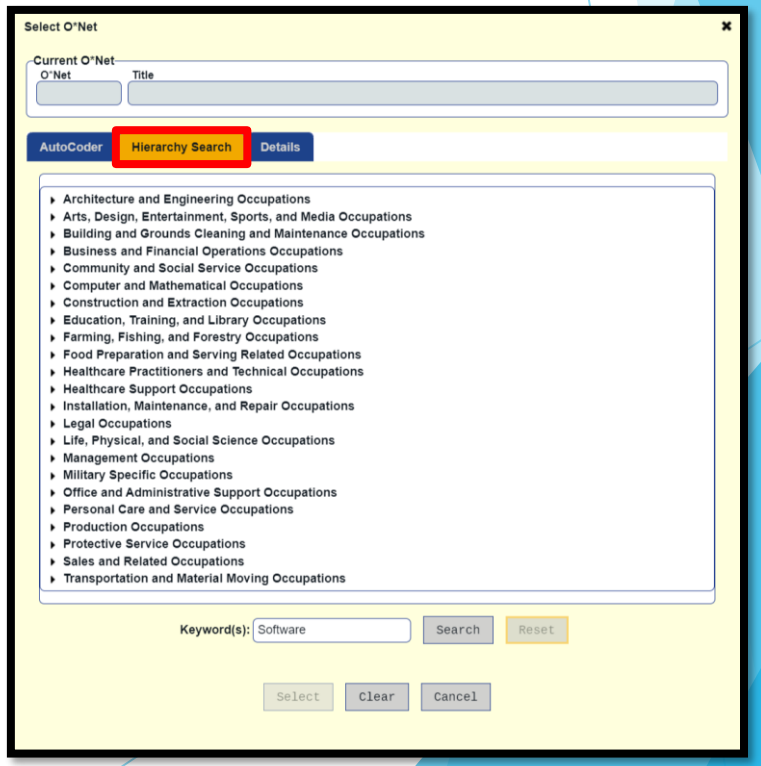
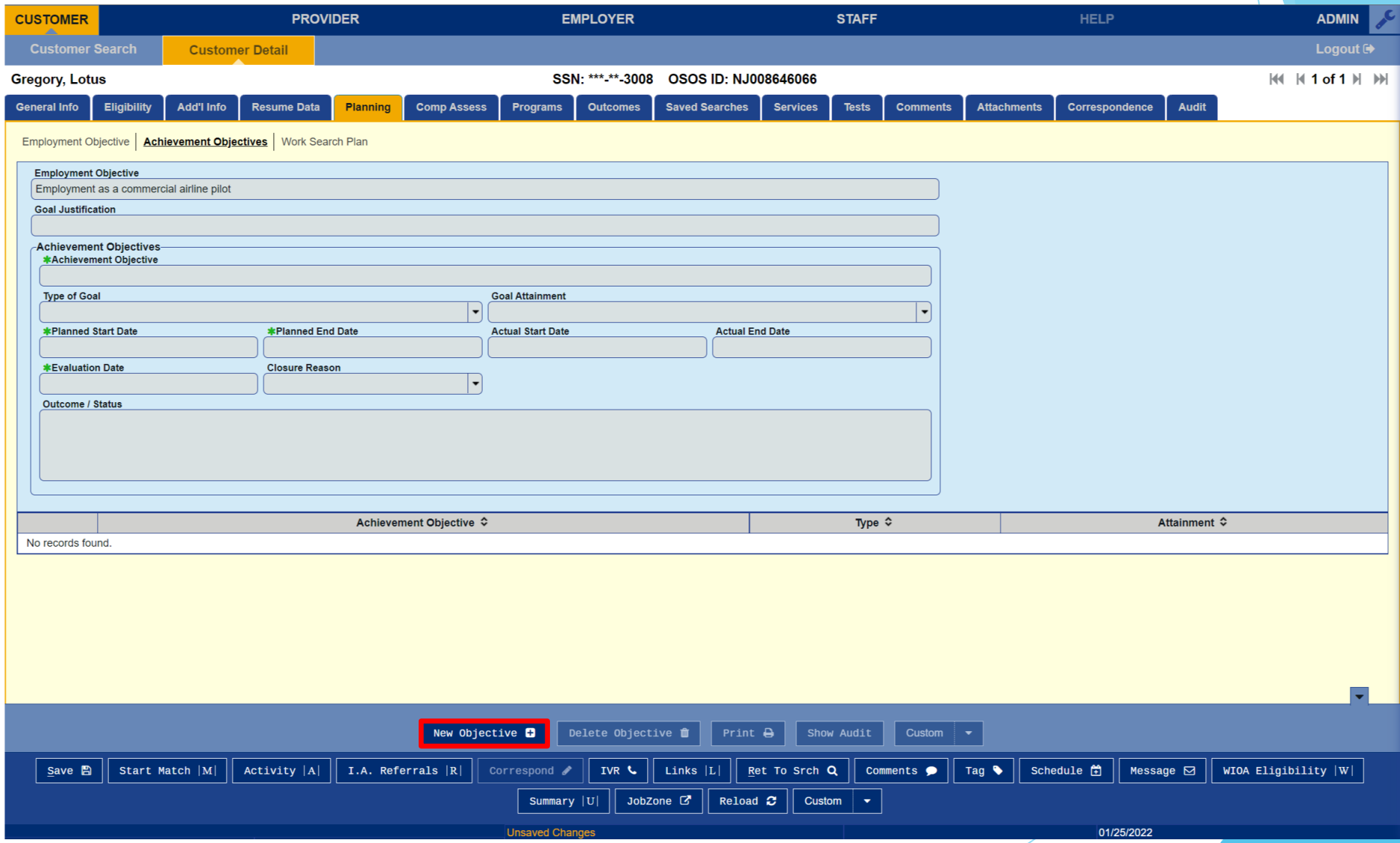
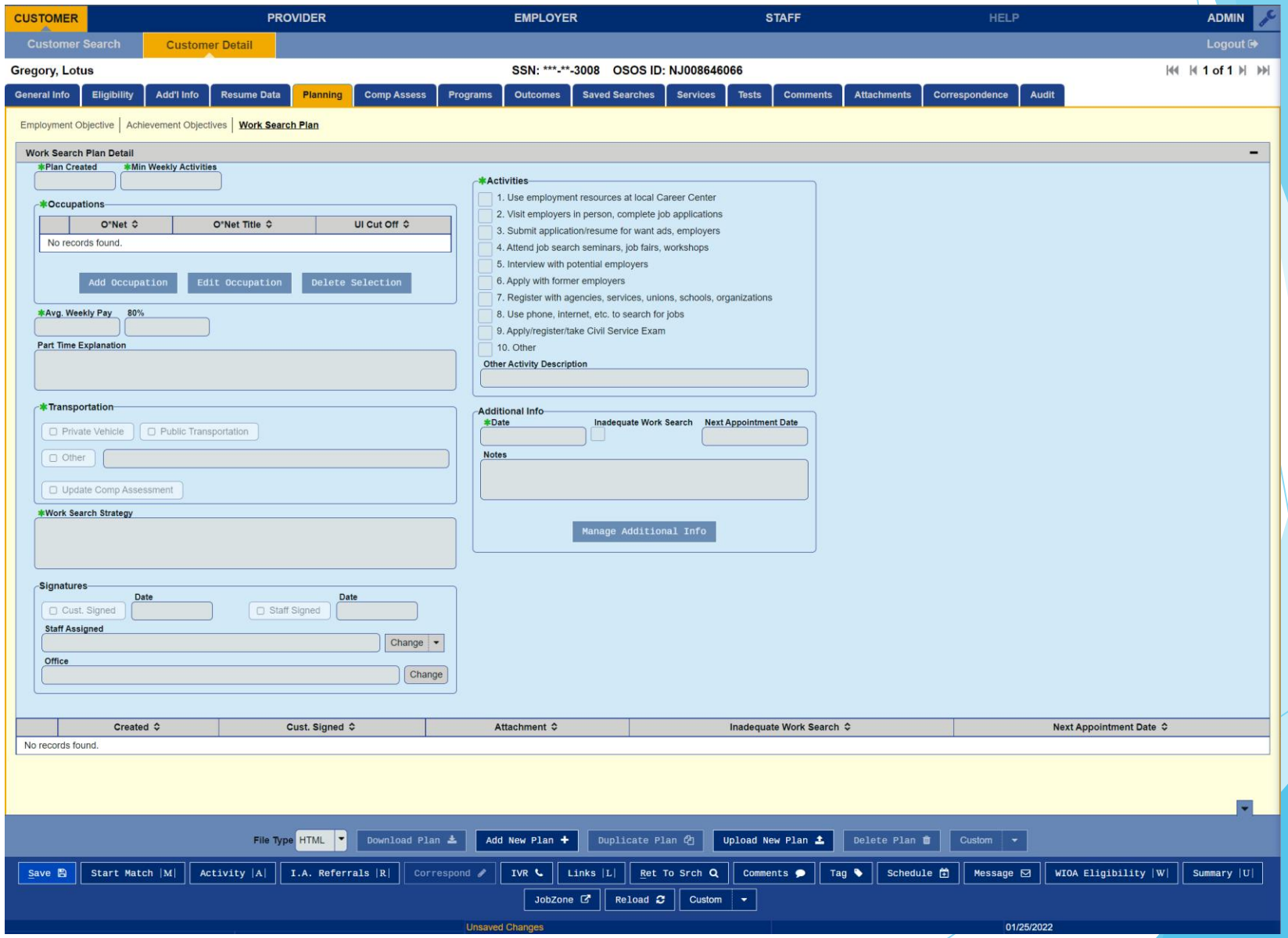


Planning (Achievement Objective)

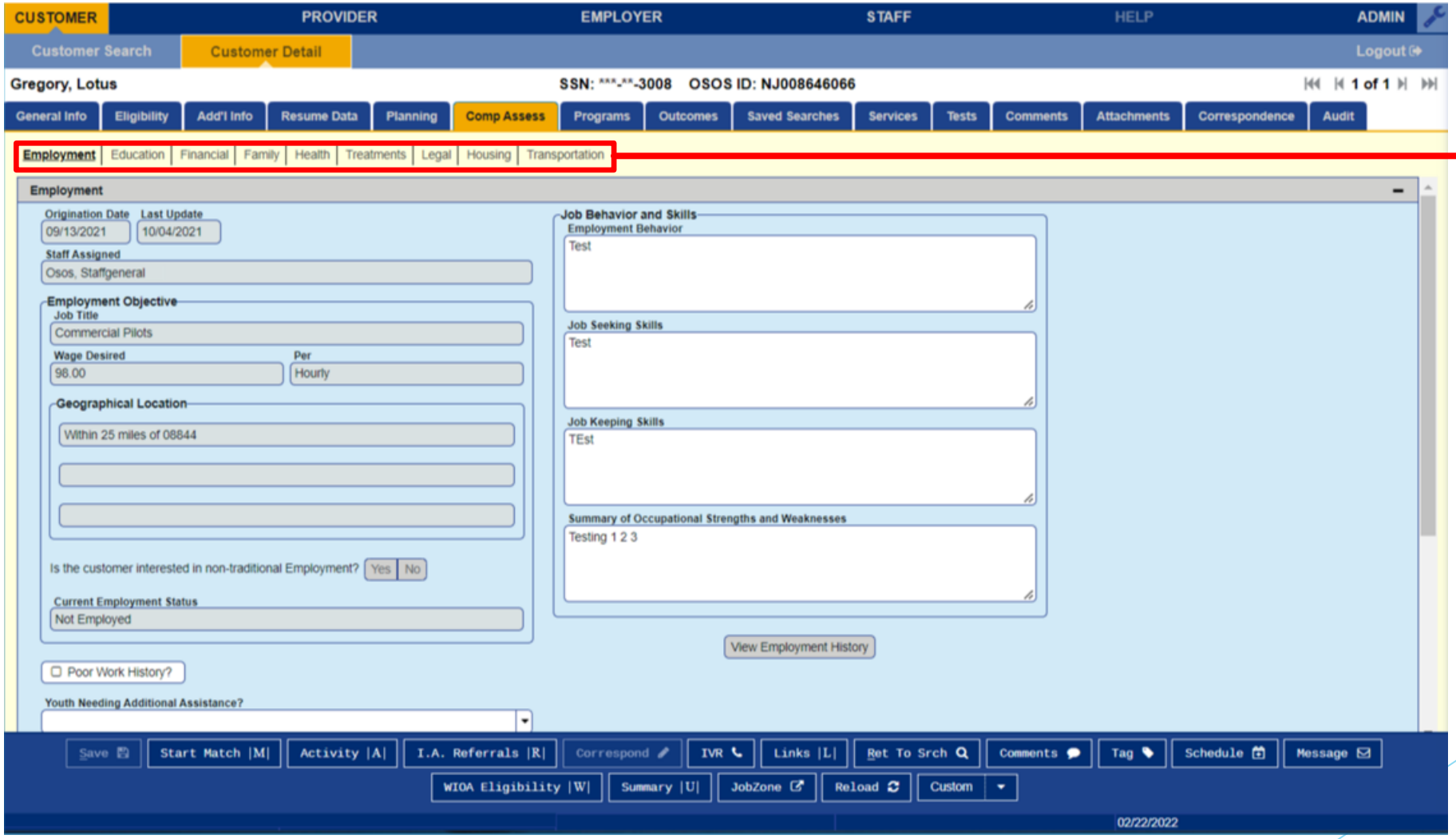


New

Planning (Work Search Plan)

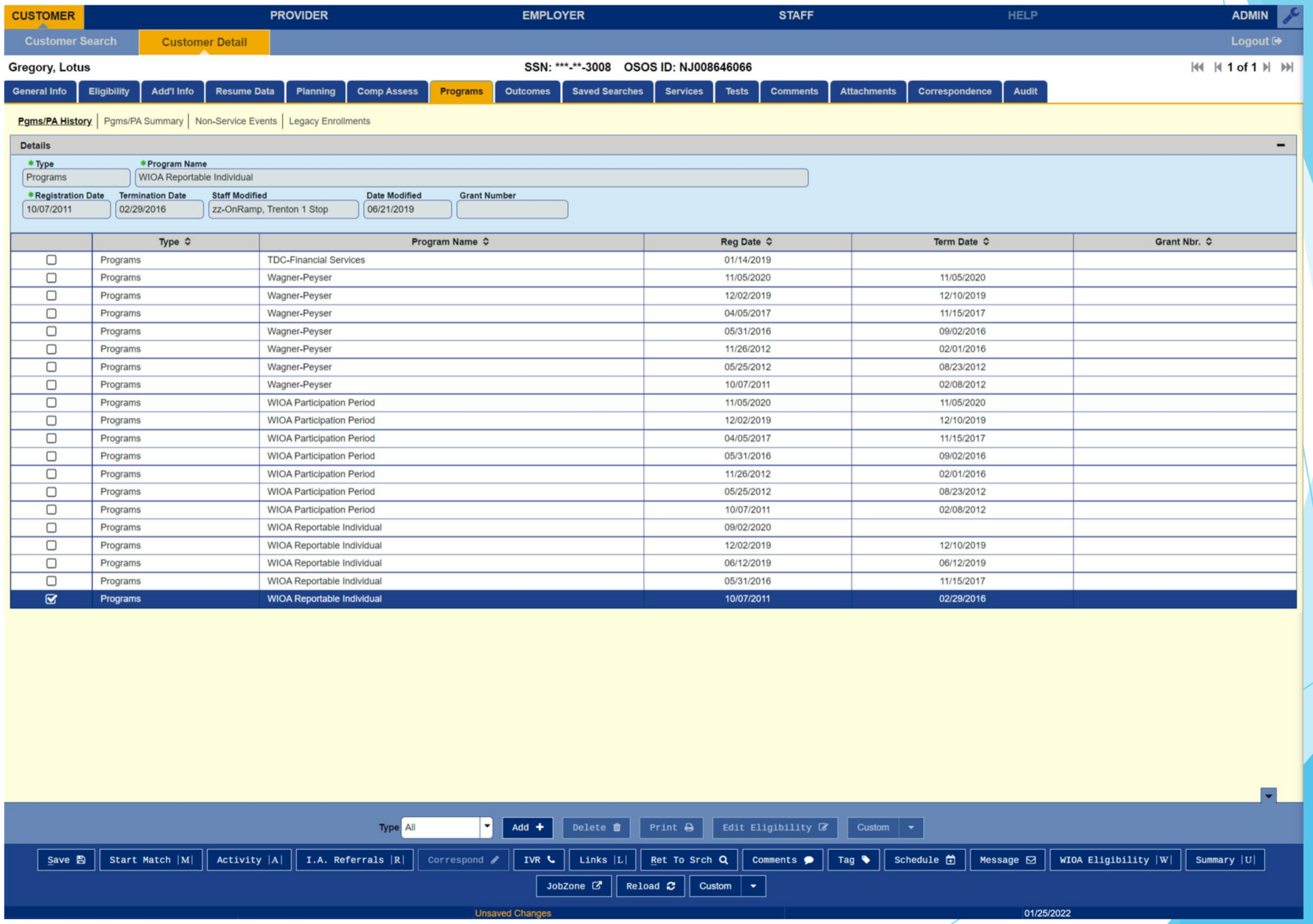


Comp Assess

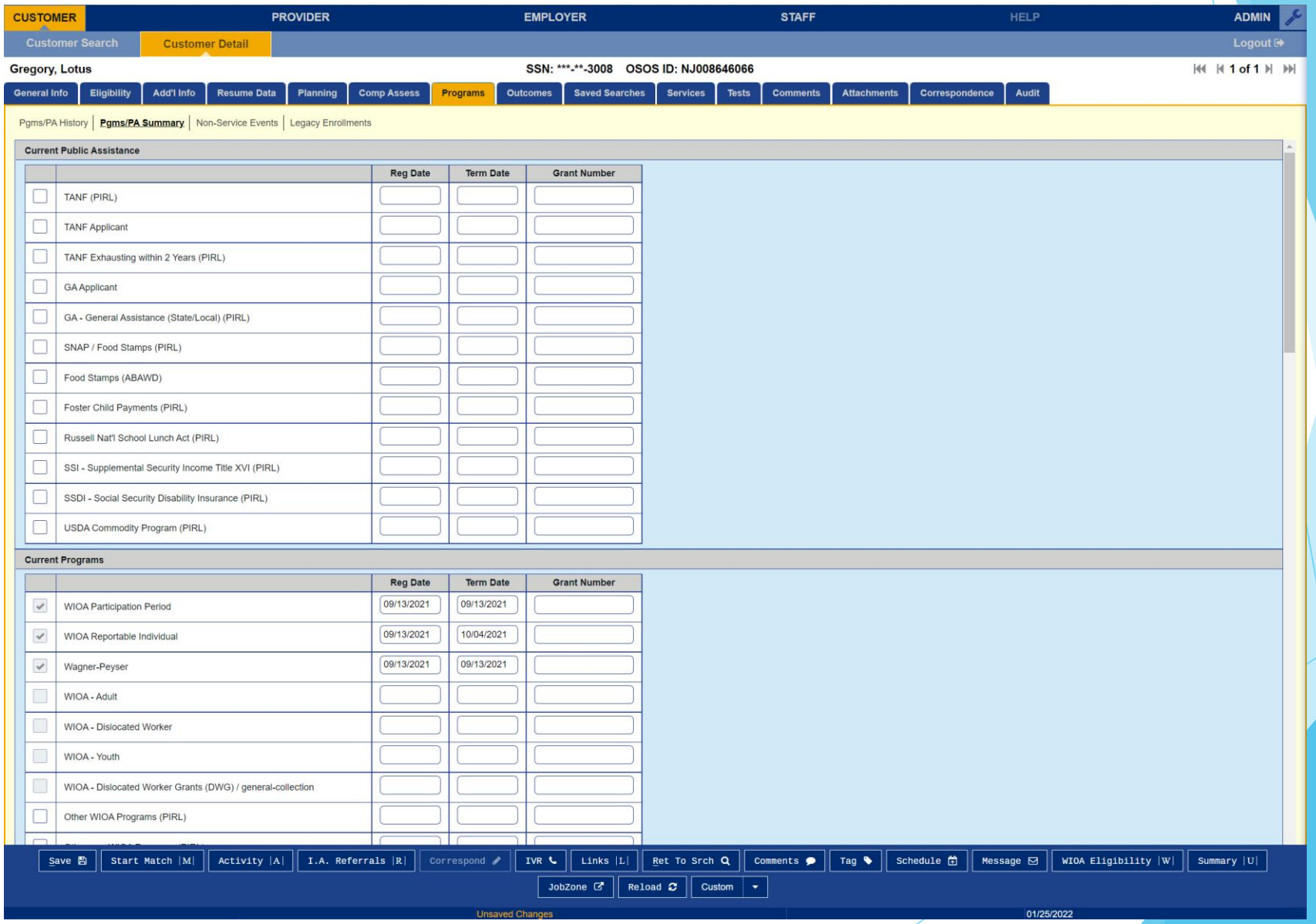


- Employment
- Education
- Financial
- Family
- Health
- Treatments
- Legal
- Housing
- Transportation

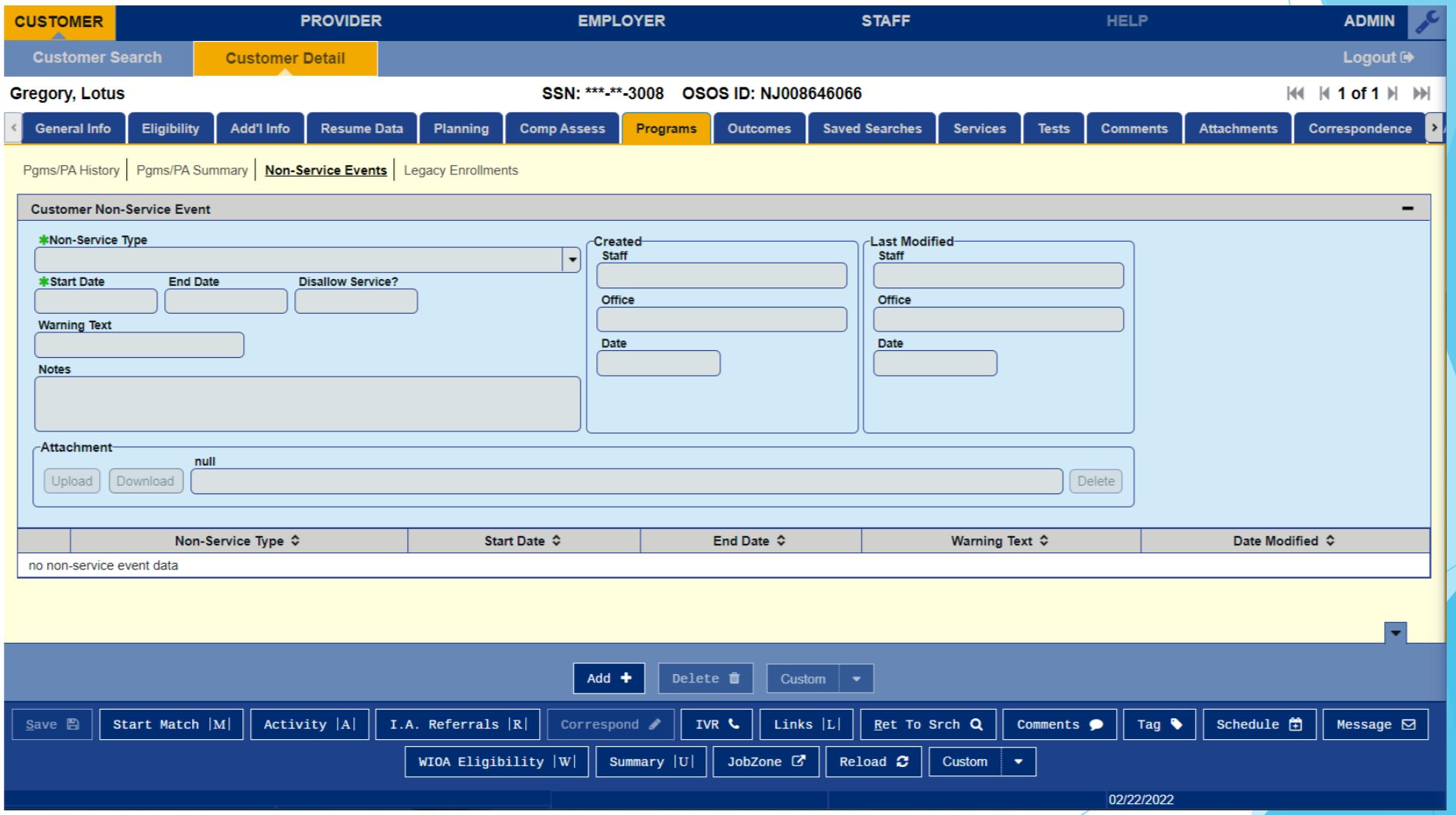
Programs (Pgms/PA History)



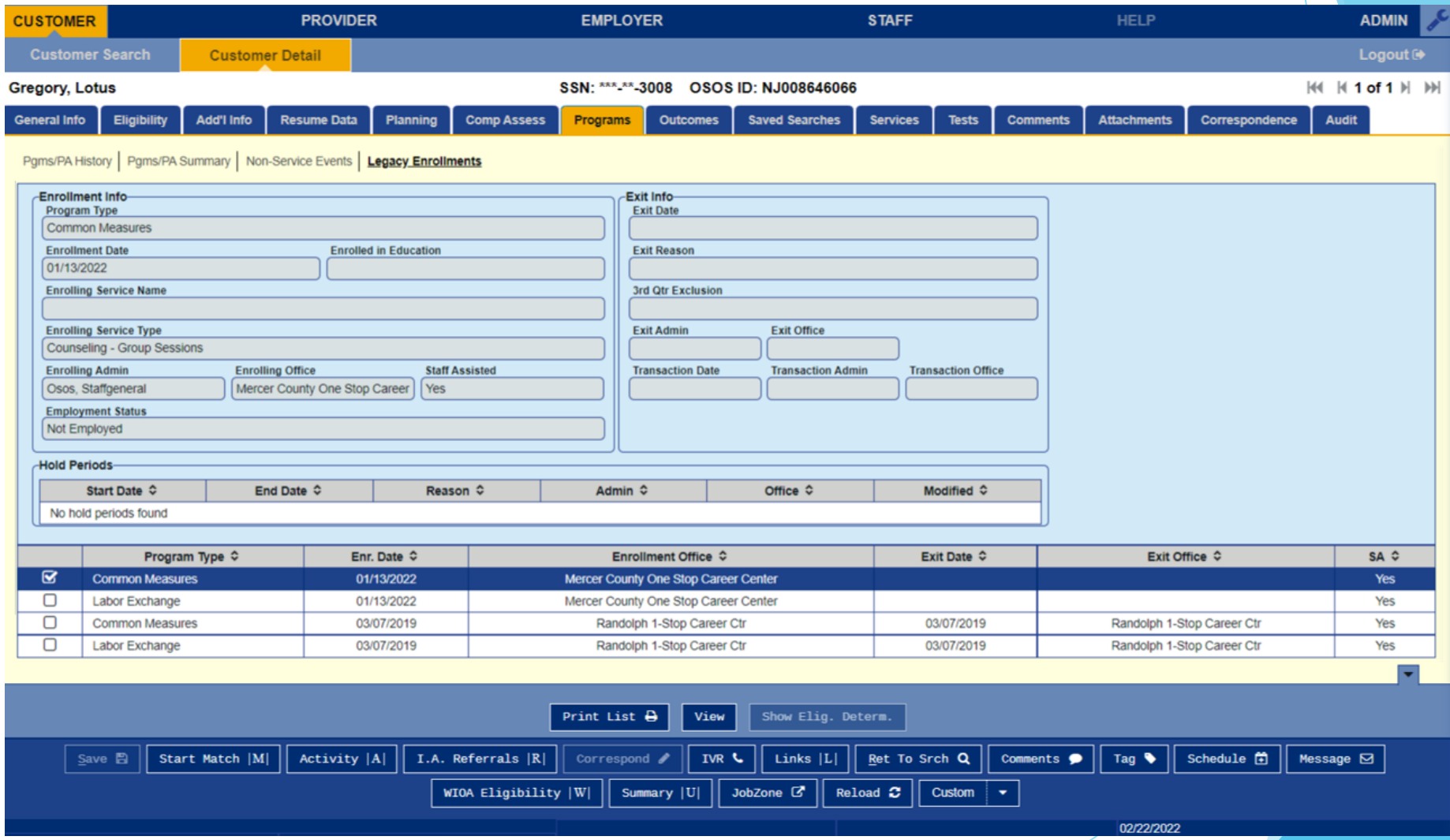
Programs (Pgms/PA Summary)



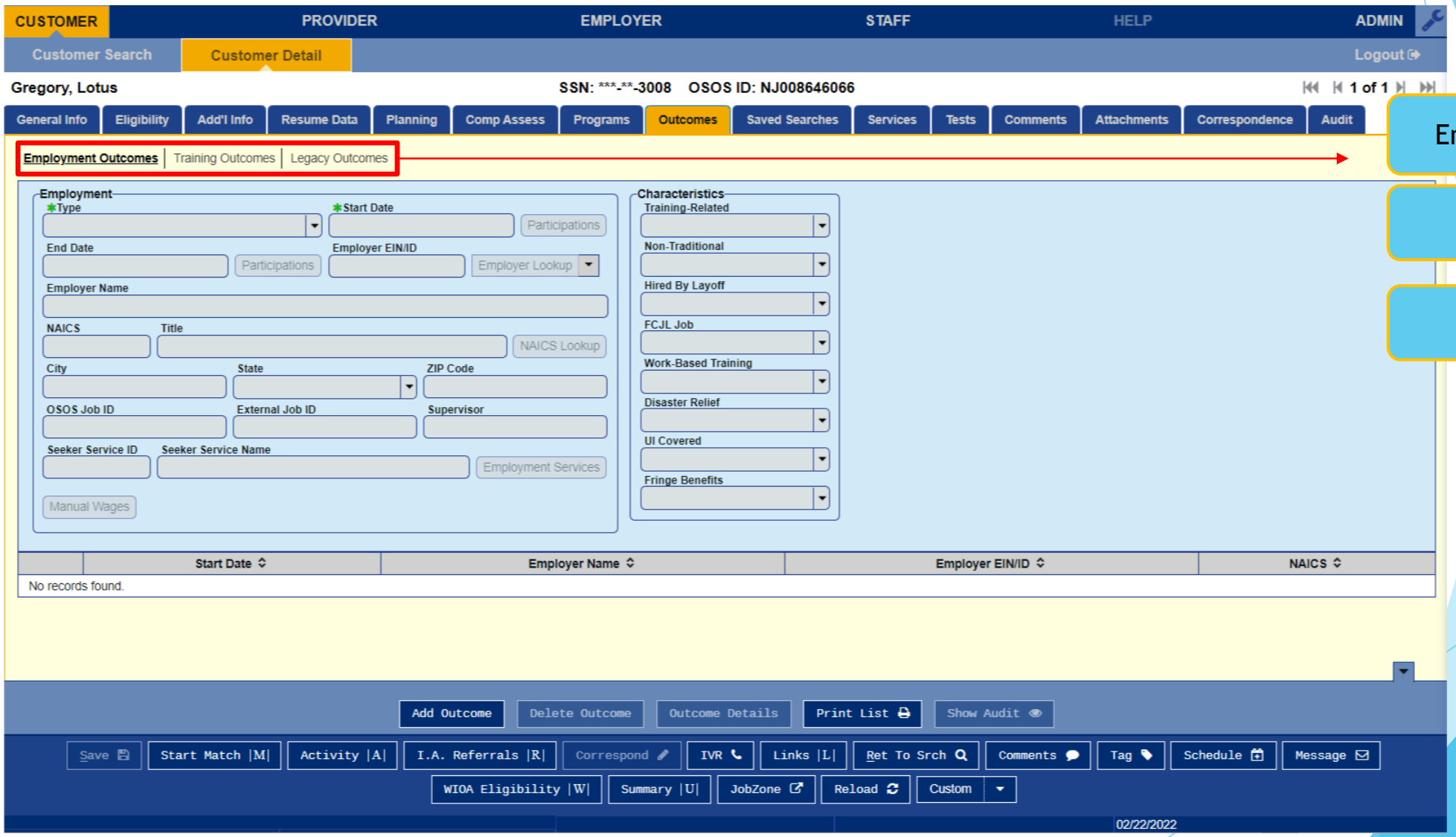
Programs (Non-Service Events)



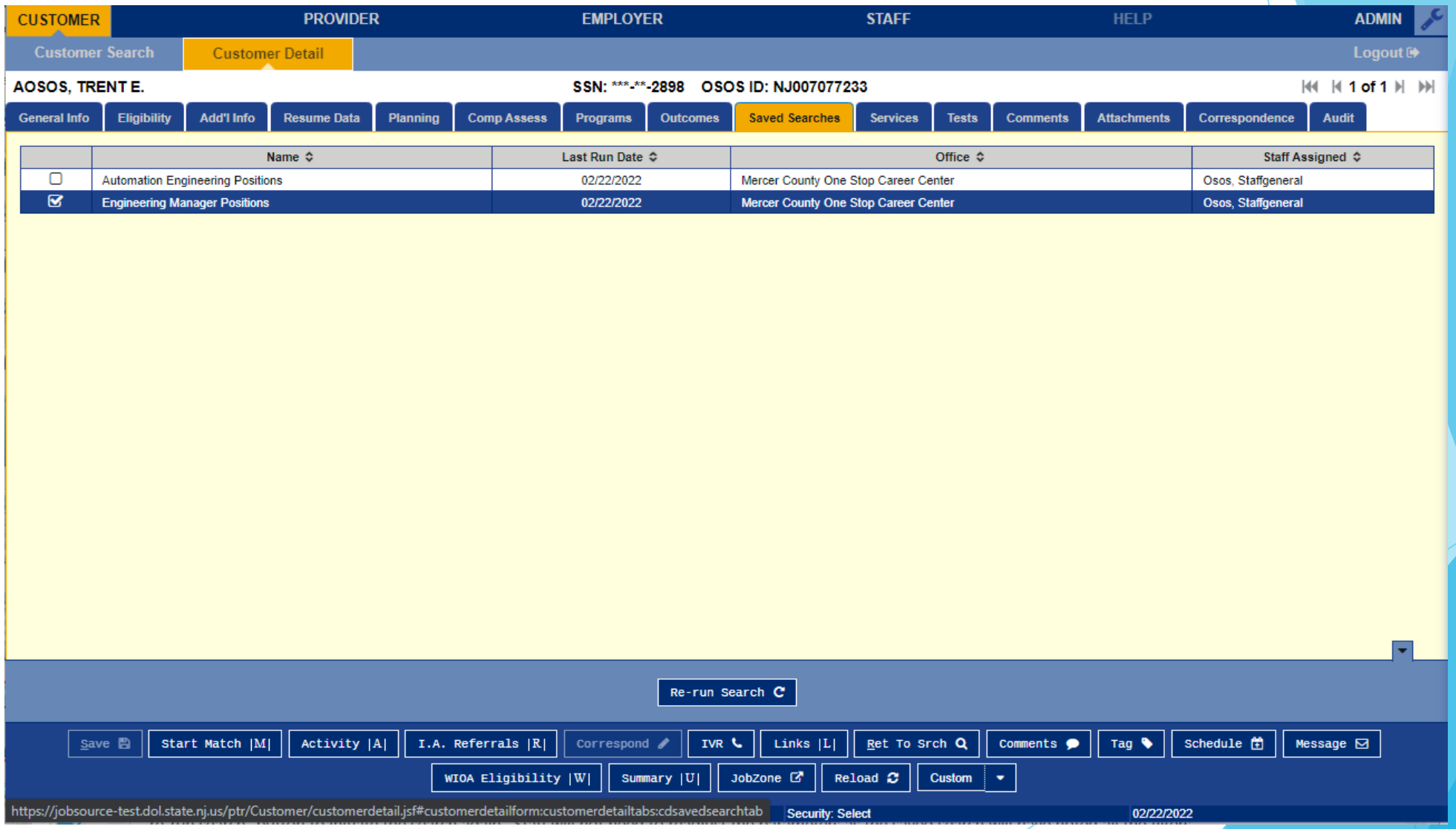
Programs (Legacy Enrollments)



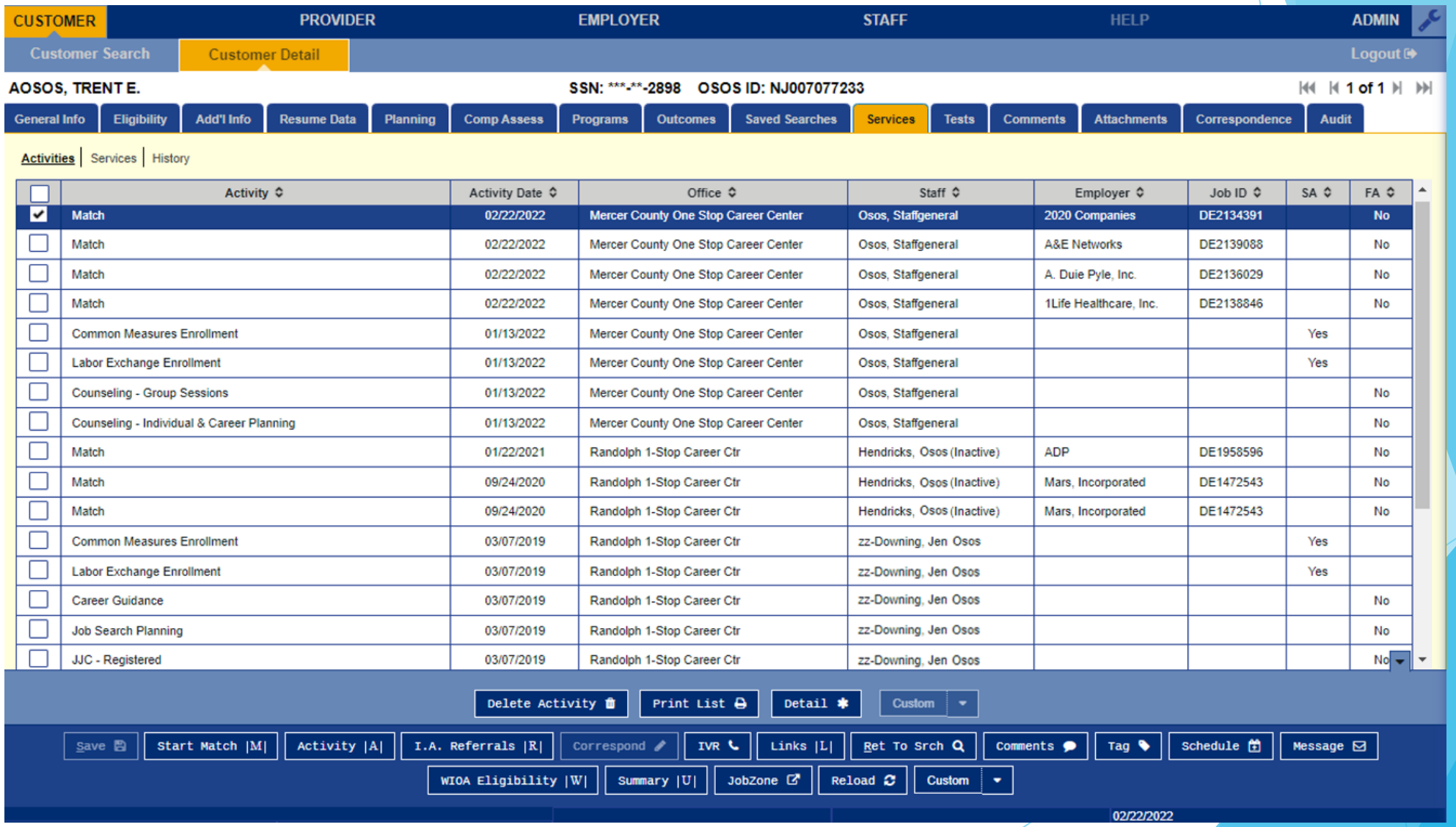
Outcomes


CUSTOMER
PROVIDER
EMPLOYER
STAFF
HELP
ADMIN
Customer Search
Customer Detail
Logout
Gregory, Lotus
SSN: ***-**-3008 OSOS ID: NJ008646066
1 of 1
General Info
Eligibility
Add'l Info
Resume Data
Planning
Comp Assess
Programs
Outcomes
Saved Searches
Services
Tests
Comments
Attachments
Correspondence
Audit
Employment Outcomes
Training Outcomes
Legacy Outcomes
Employment
*Type
*Start Date
Participations
End Date
Participations
Employer EIN/ID
Employer Lookup
Employer Name
NAICS
Title
NAICS Lookup
City
State
ZIP Code
OSOS Job ID
External Job ID
Supervisor
Seeker Service ID
Seeker Service Name
Employment Services
Manual Wages
Characteristics
Training-Related
Non-Traditional
Hired By Layoff
FCJL Job
Work-Based Training
Disaster Relief
UI Covered
Fringe Benefits
Start Date
Employer Name
Employer EIN/ID
NAICS
No records found.
Add Outcome
Delete Outcome
Outcome Details
Print List
Show Audit
Save
Start Match |M|
Activity |A|
I.A. Referrals |R|
Correspond
IVR
Links |L|
Ret To Srch
Comments
Tag
Schedule
Message
WIOA Eligibility |W|
Summary |U|
JobZone
Reload
Custom
02/22/2022

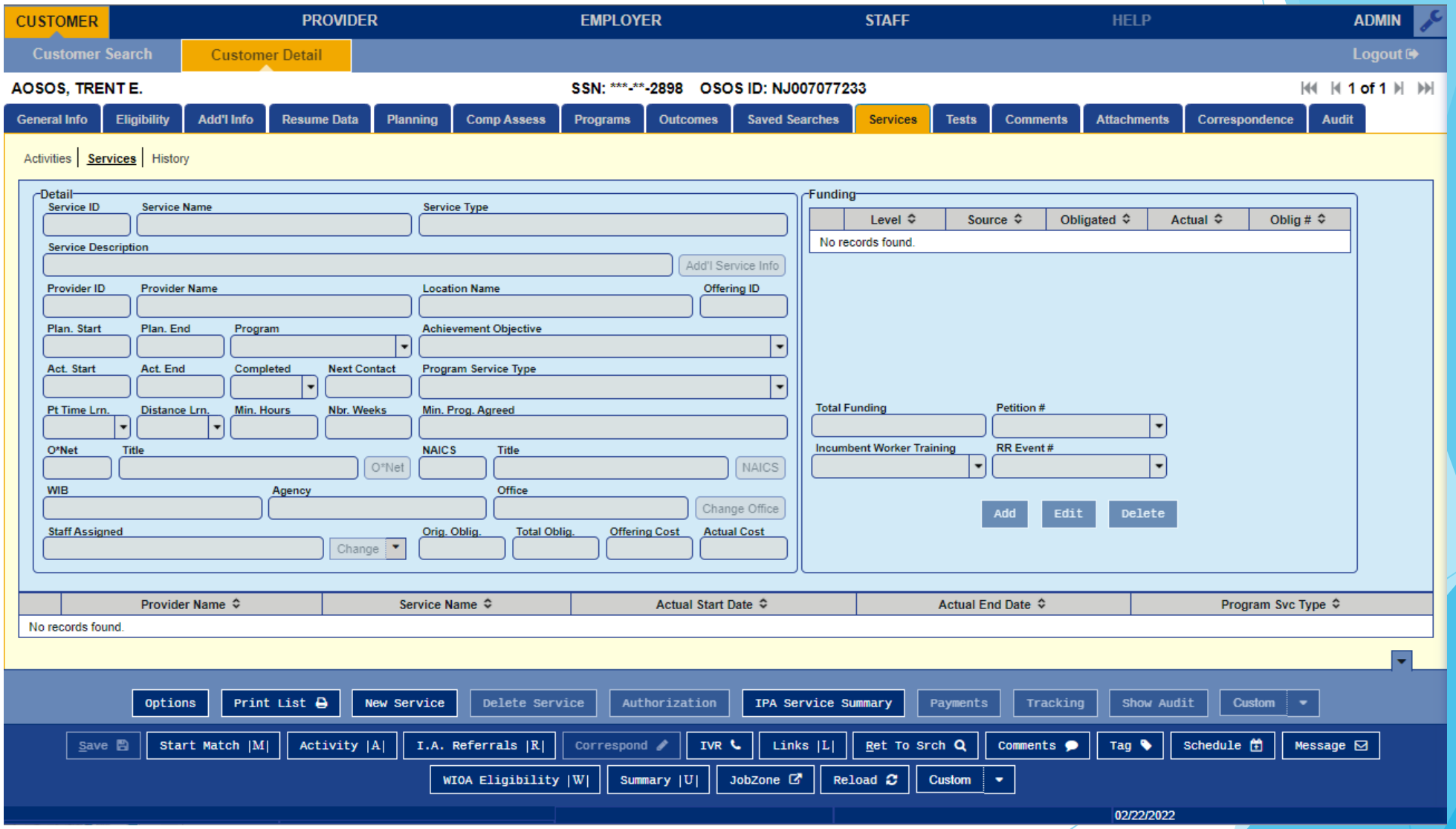
Saved Searches



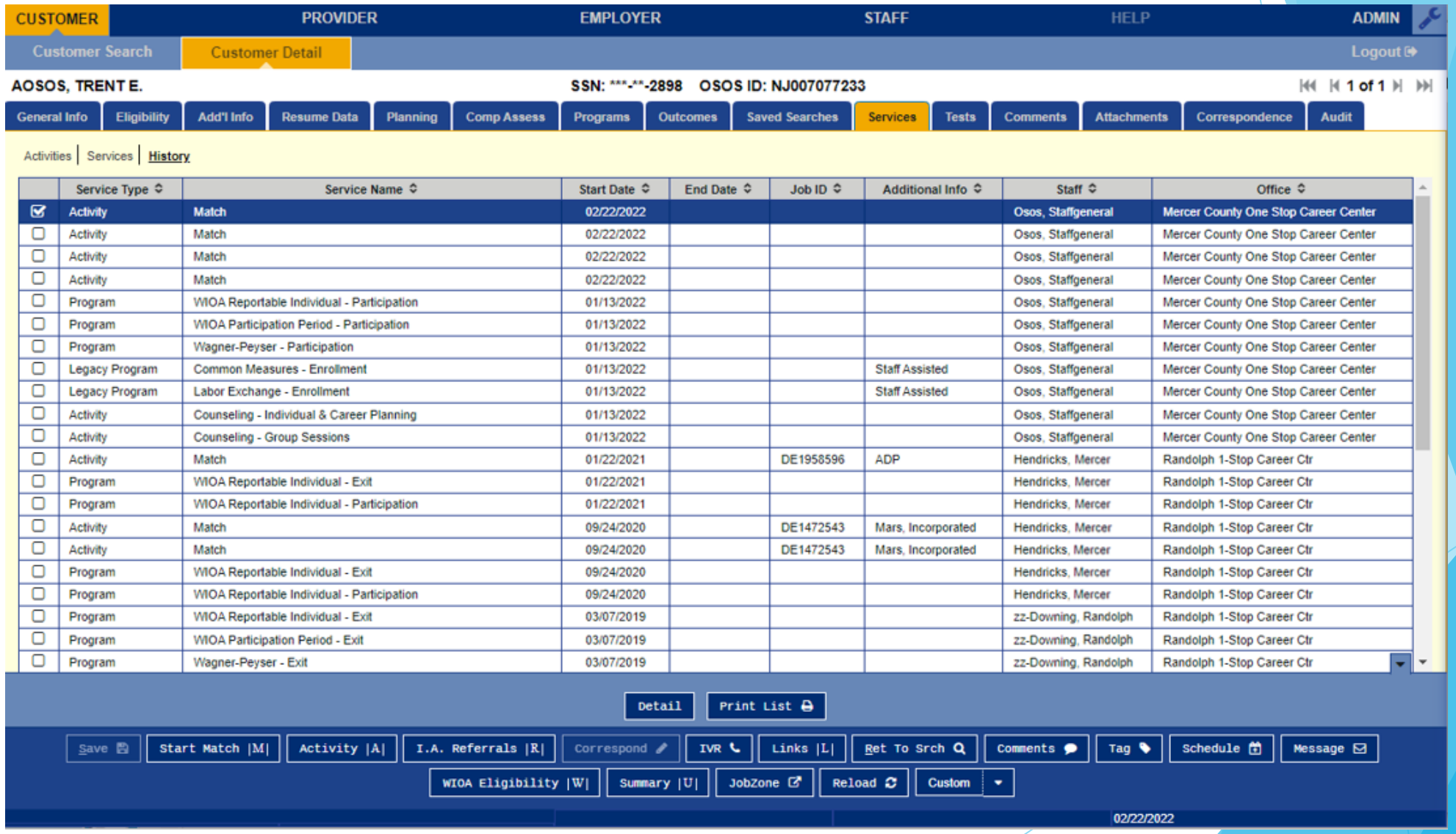
Services (Activities)



Services (Services)



Services (History)



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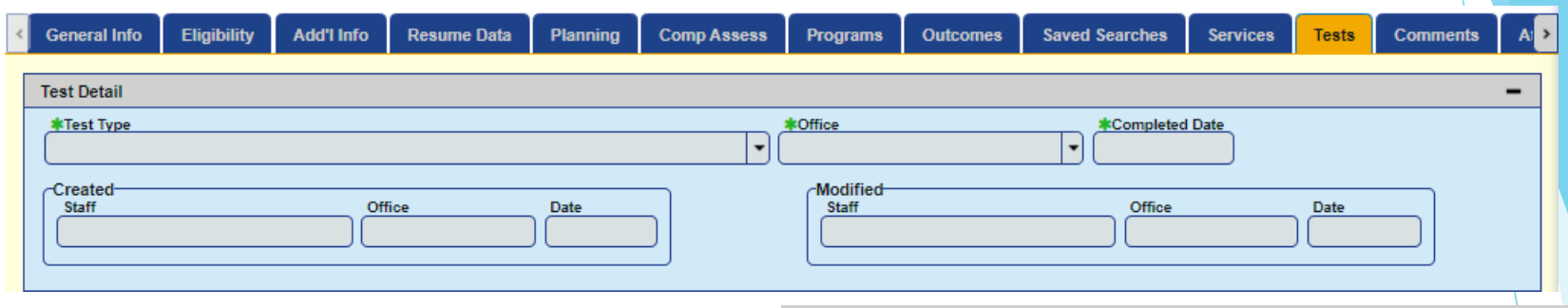
General Info
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Test Detail
*Test Type
*Office
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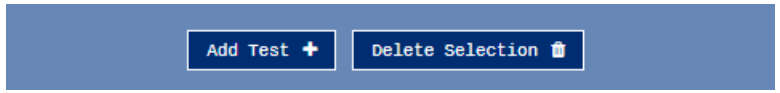
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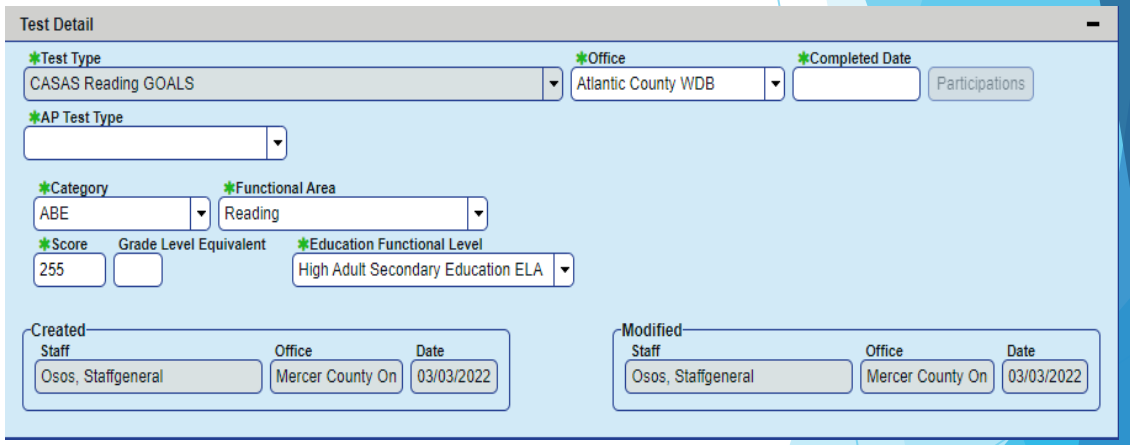
Delete Selection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*Test Type
CASAS Reading GOALS
*Office
Atlantic County WDB
*Completed Date
Participations
*AP Test Type
*Category
ABE
*Functional Area
Reading
*Score
255
Grade Level Equivalent
*Education Functional Level
High Adult Secondary Education ELA
Created
Staff
Osos, Staffgeneral
Office
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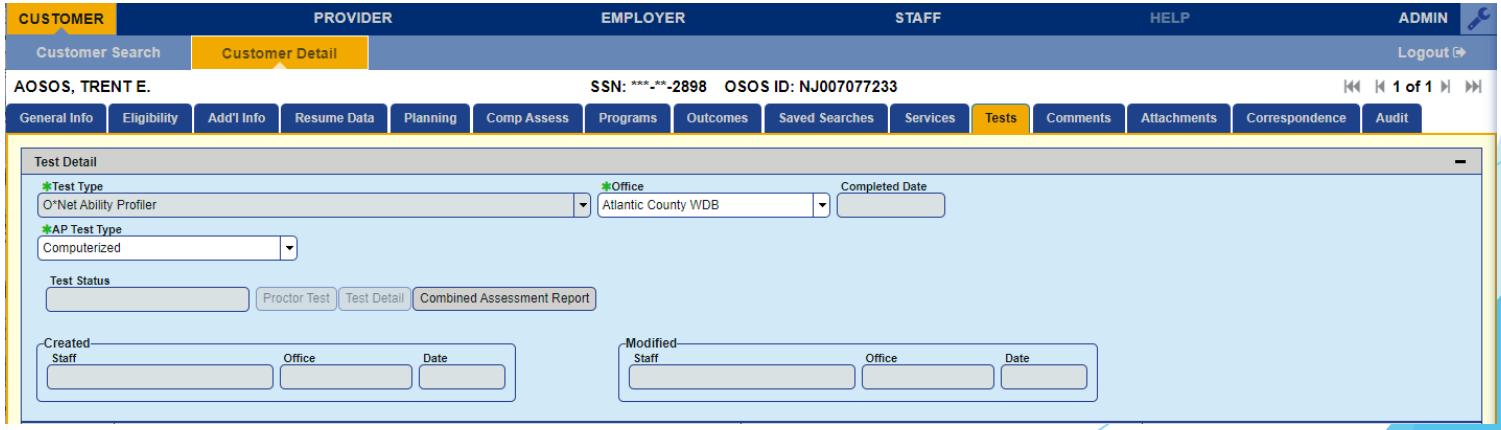
Date
03/03/2022
Modified
Staff
Osos, Staffgeneral
Office
Mercer County On
Date
03/03/2022


CUSTOMER
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ADMIN
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Customer Detail
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AOSOS, TRENT E.
SSN: ***-**-2898
OSOS ID: NJ007077233
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General Info
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Comp Assess
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Tests
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Correspondence
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Test Detail
*Test Type
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*AP Test Type
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Test Detail
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Staff
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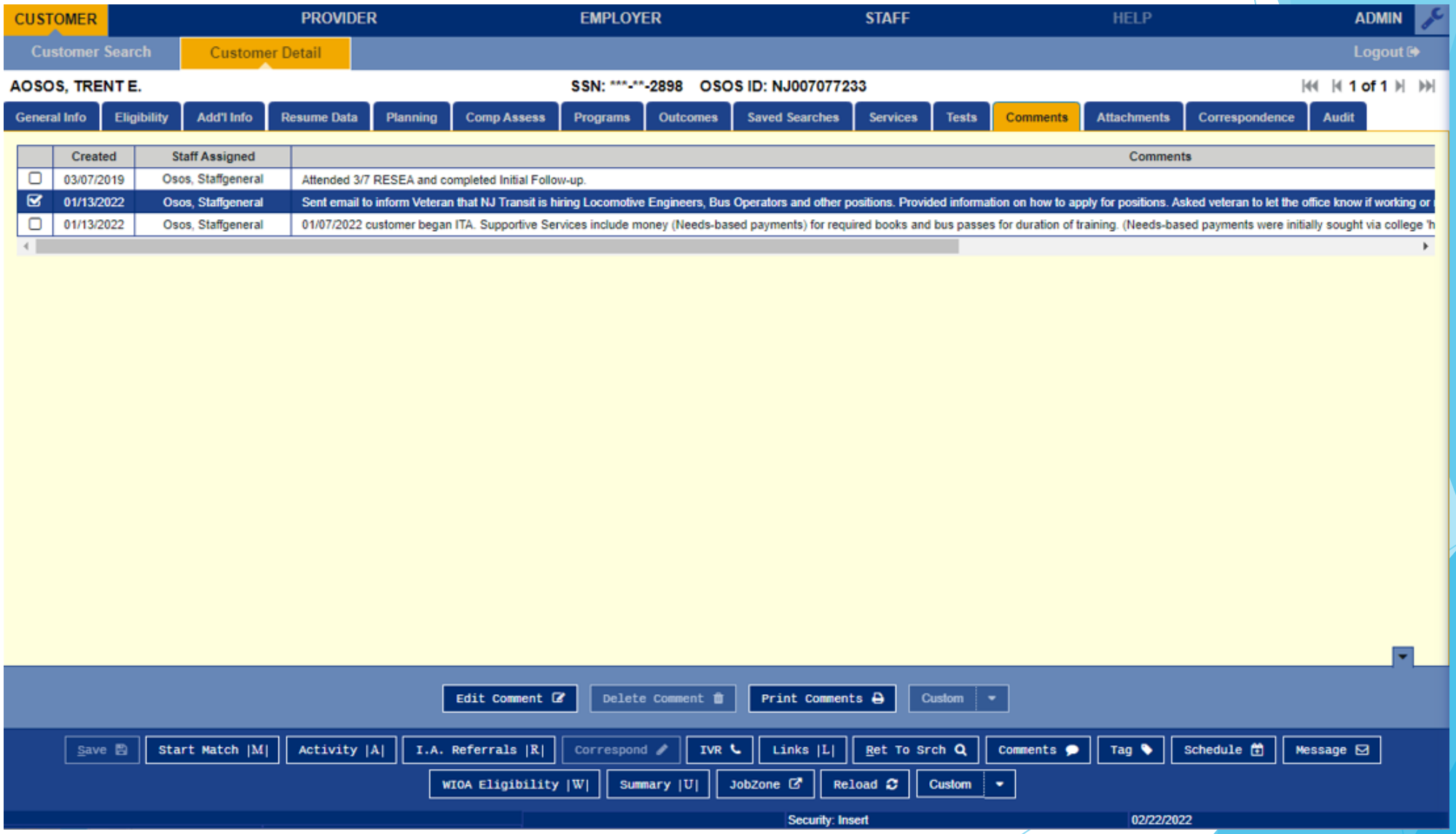
Date

Comments


CUSTOMER
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AOSOS, TRENT E.
SSN: ***-**-2898 OSOS ID: NJ007077233
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Programs
Outcomes
Saved Searches
Services
Tests
Comments
Attachments
Correspondence
Audit
Created
Staff Assigned
Comments
03/07/2019
Osos, Staffgeneral
Attended 3/7 RESEA and completed Initial Follow-up.
01/13/2022
Osos, Staffgeneral
Sent email to inform Veteran that NJ Transit is hiring Locomotive Engineers, Bus Operators and other positions. Provided information on how to apply for positions. Asked veteran to let the office know if working or
01/13/2022
Osos, Staffgeneral
01/07/2022 customer began ITA. Supportive Services include money (Needs-based payments) for required books and bus passes for duration of training. (Needs-based payments were initially sought via college 'h
Edit Comment
Delete Comment
Print Comments
Custom
Save
Start Match |M|
Activity |A|
I.A. Referrals |R|
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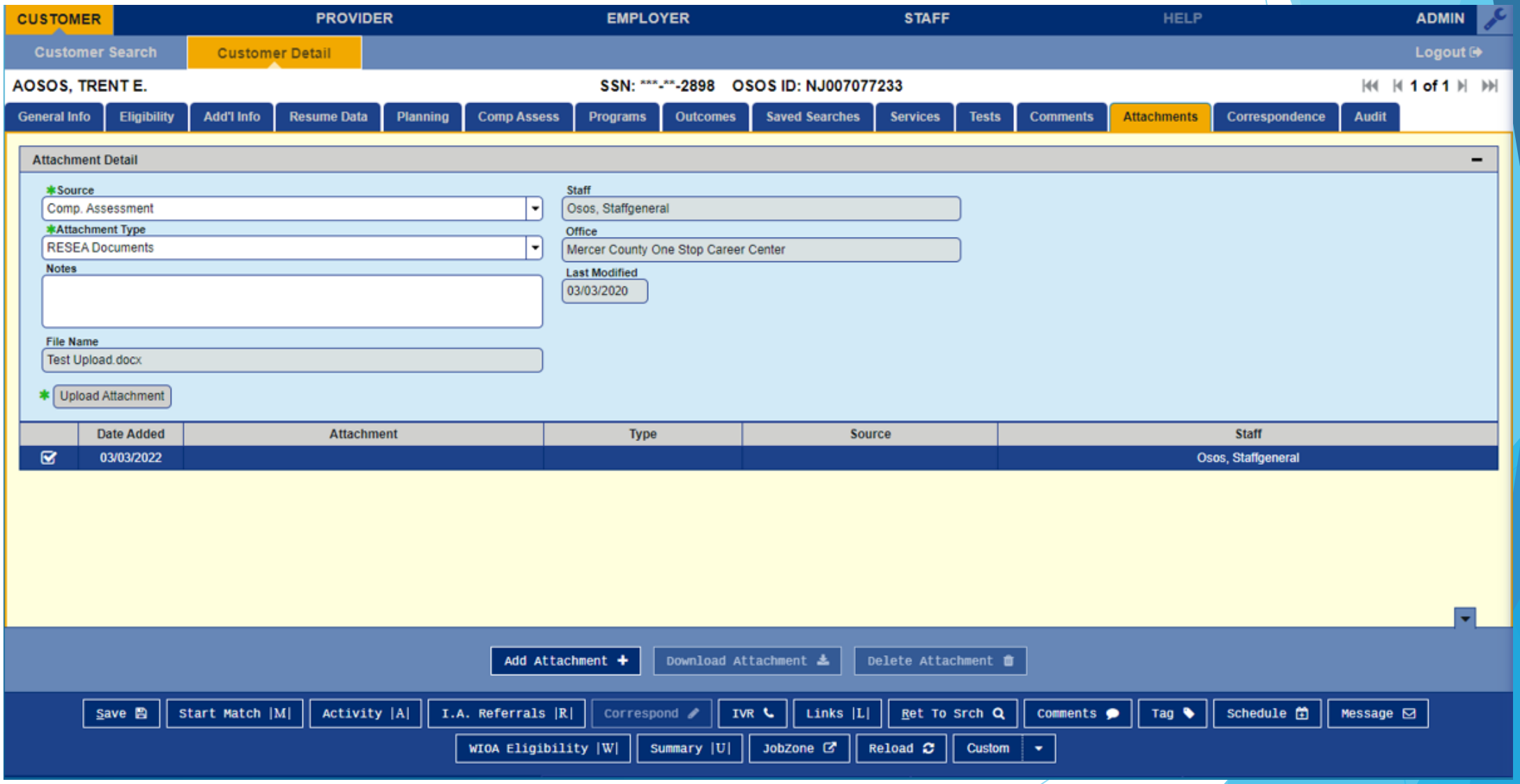
02/22/2022

Attachments



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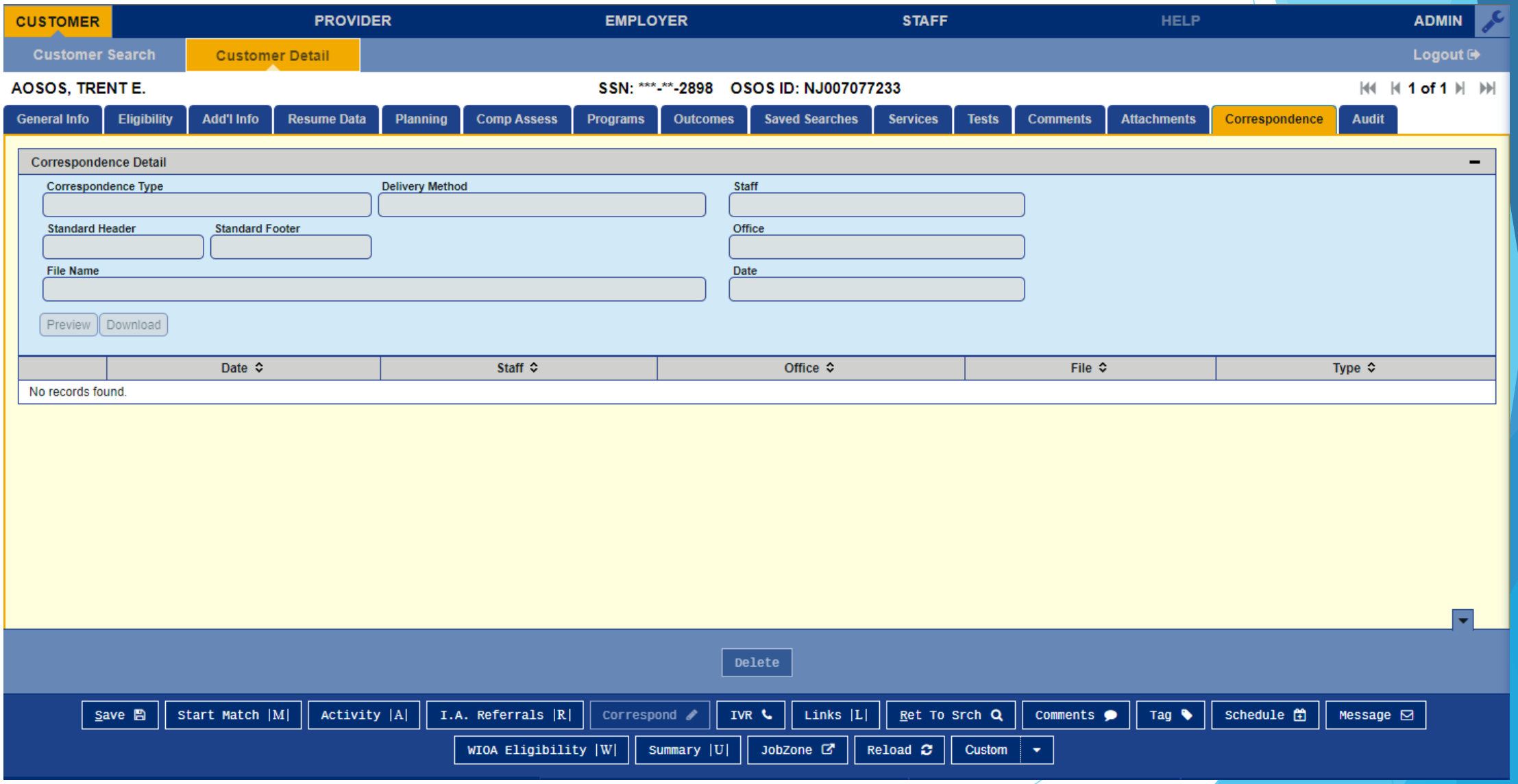
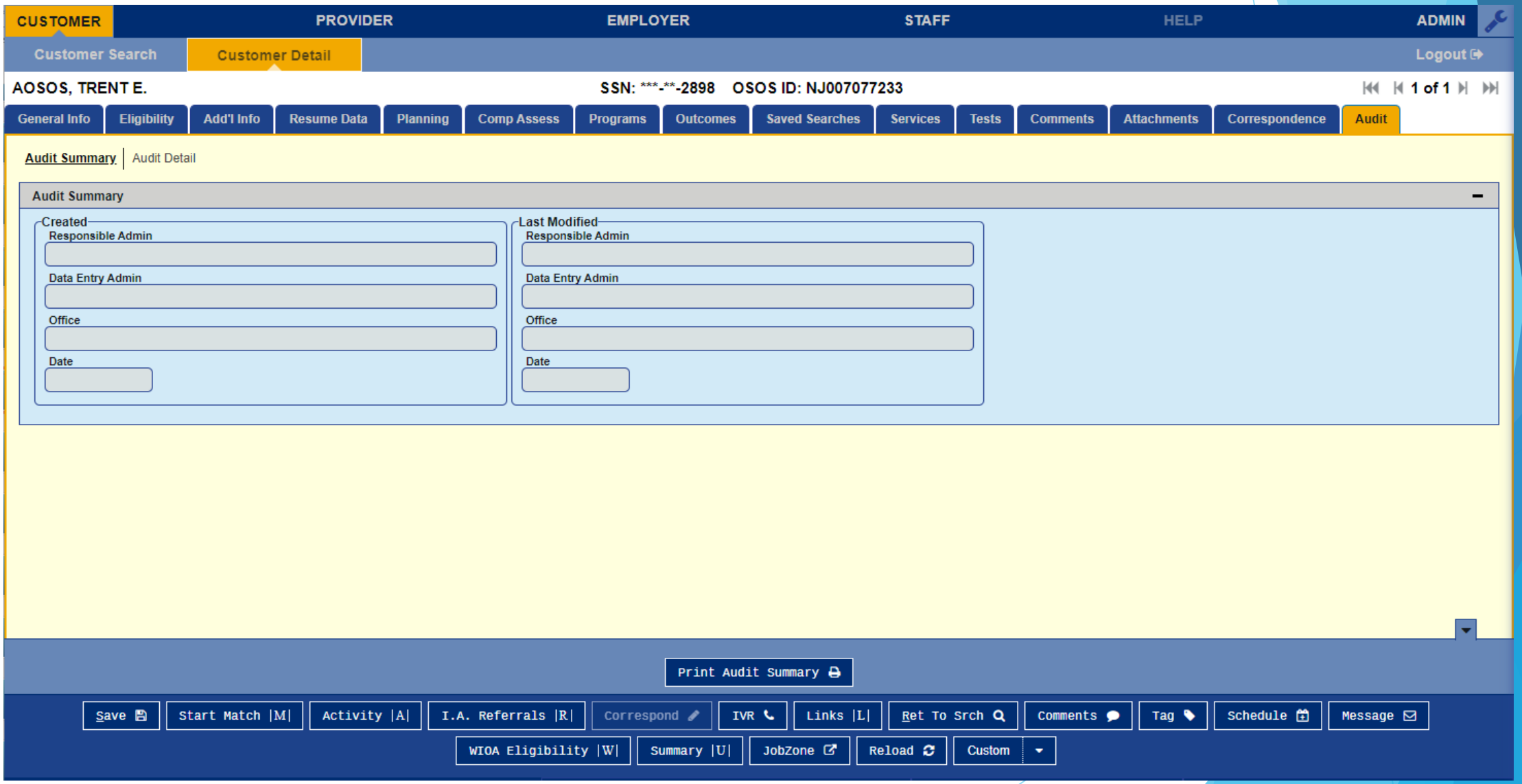


Audit


CUSTOMER
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Customer Search
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Logout
AOSOS, TRENT E.
SSN: ***-**-2898 OSOS ID: NJ007077233
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General Info
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Programs
Outcomes
Saved Searches
Services
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Comments
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Correspondence
Audit
Audit Summary
Audit Detail
Audit Summary
Created
Responsible Admin
Data Entry Admin
Office
Date
Last Modified
Responsible Admin
Data Entry Admin
Office
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Print Audit Summary
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Correspond
IVR
Links |L|
Ret To Srch
Comments
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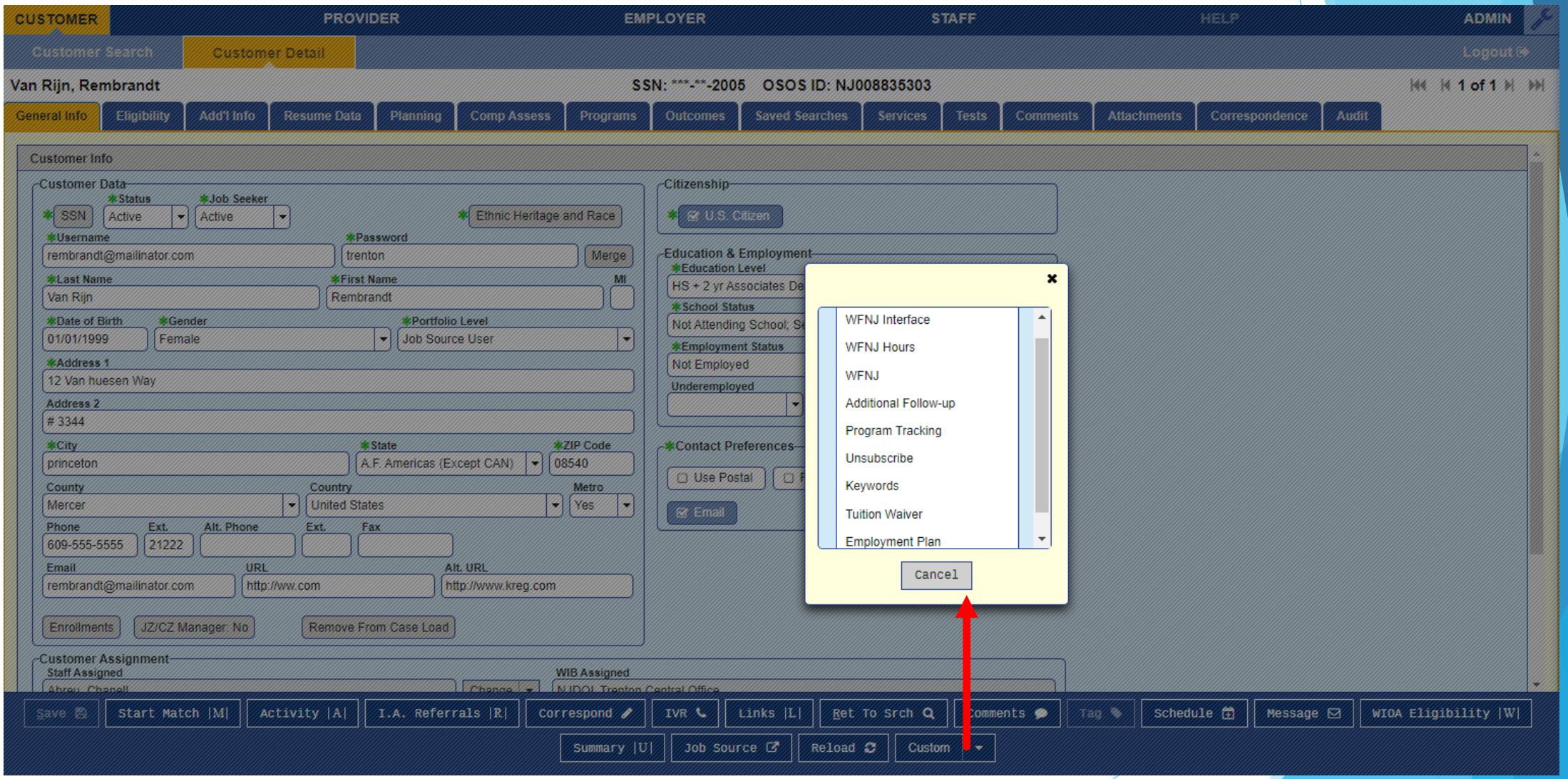
Schedule
Message
WIOA Eligibility |W|
Summary |U|
JobZone
Reload
Custom

CUSTOM TABS

WFNJ Interface	WFNJ Hours	WFNJ
Additional Follow-up	Program Tracking	Unsubscribe
Keyword	Tuition Waiver	Employment Plan

CUSTOM TABS


CUSTOMER
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EMPLOYER
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ADMIN
Customer Search
Customer Detail
Logout
Van Rijn, Rembrandt
SSN: ***-**-2005 OSOS ID: NJ008835303
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General Info
Eligibility
Add'l Info
Resume Data
Planning
Comp Assess
Programs
Outcomes
Saved Searches
Services
Tests
Comments
Attachments
Correspondence
Audit
Customer Info
Customer Data
Status
Job Seeker
SSN
Active
Active
Ethnic Heritage and Race
Username
rembrandt@mailinator.com
Password
trenton
Merge
Last Name
Van Rijn
First Name
Rembrandt
MI
Date of Birth
01/01/1999
Gender
Female
Portfolio Level
Job Source User
Address 1
12 Van huesen Way
Address 2
3344
City
princeton
State
A.F. Americas (Except CAN)
ZIP Code
08540
County
Mercer
Country
United States
Metro
Yes
Phone
609-555-5555
Ext.
21222
Alt. Phone
Ext.
Fax
Email
rembrandt@mailinator.com
URL
http://ww.com
Alt. URL
http://www.kreg.com
Enrollments
JZ/CZ Manager: No
Remove From Case Load
Citizenship
U.S. Citizen
Education & Employment
Education Level
HS + 2 yr Associates De
School Status
Not Attending School; Se
Employment Status
Not Employed
Underemployed
Contact Preferences
Use Postal
Email
WFNJ Interface
WFNJ Hours
WFNJ
Additional Follow-up
Program Tracking
Unsubscribe
Keywords
Tuition Waiver
Employment Plan
Cancel
Customer Assignment
Staff Assigned
WIB Assigned
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Correspond
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Tag
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Summary |U|
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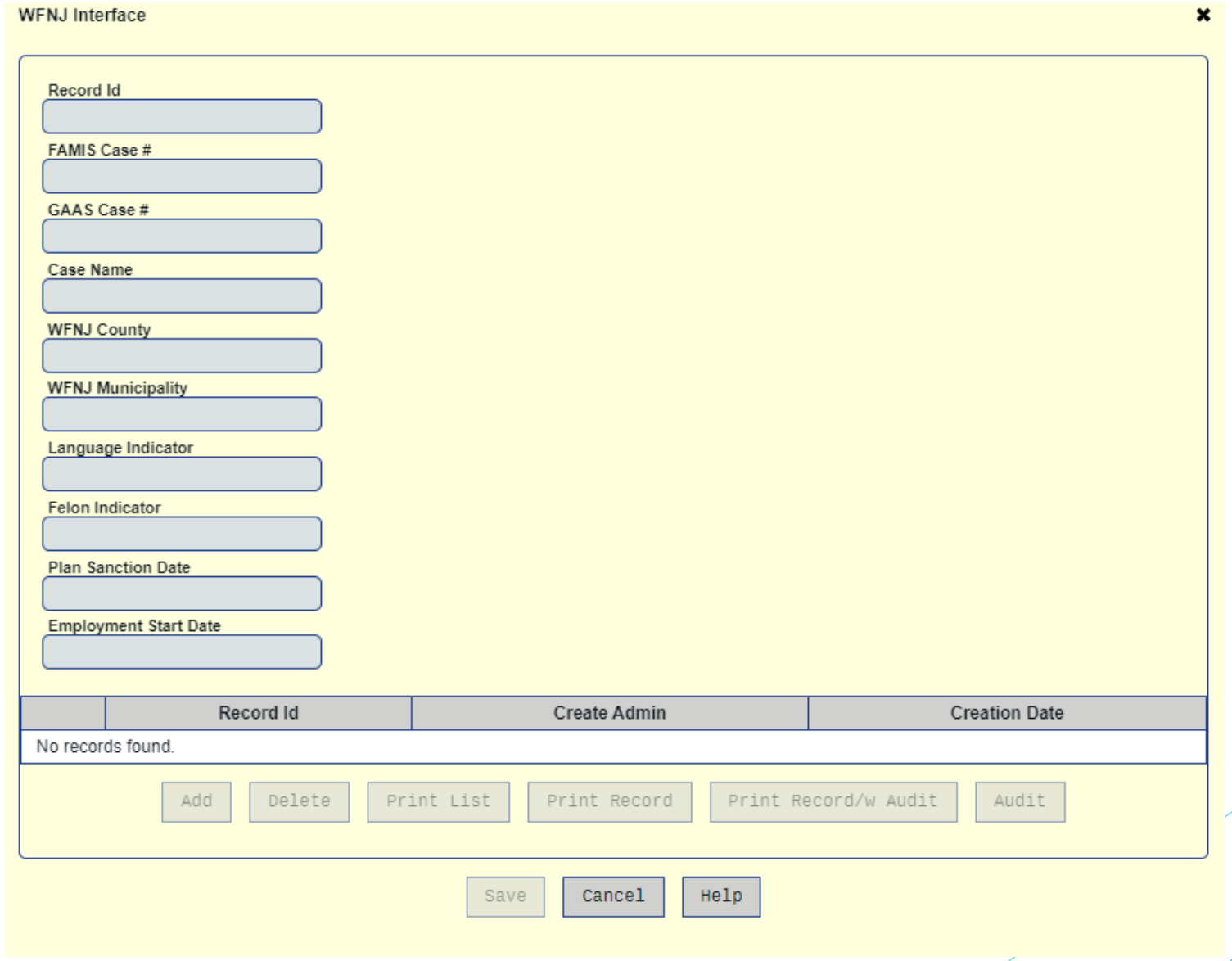
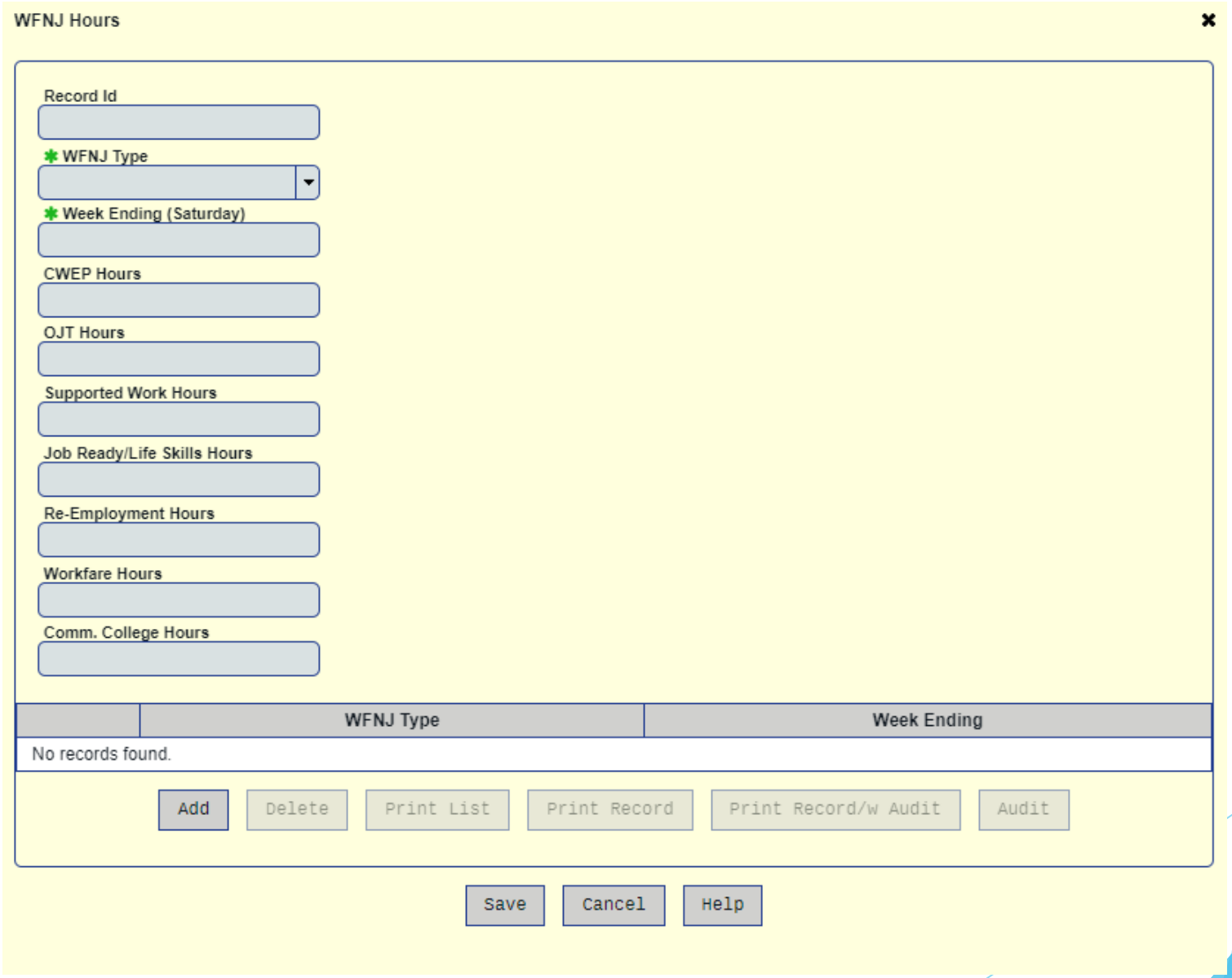
Custom

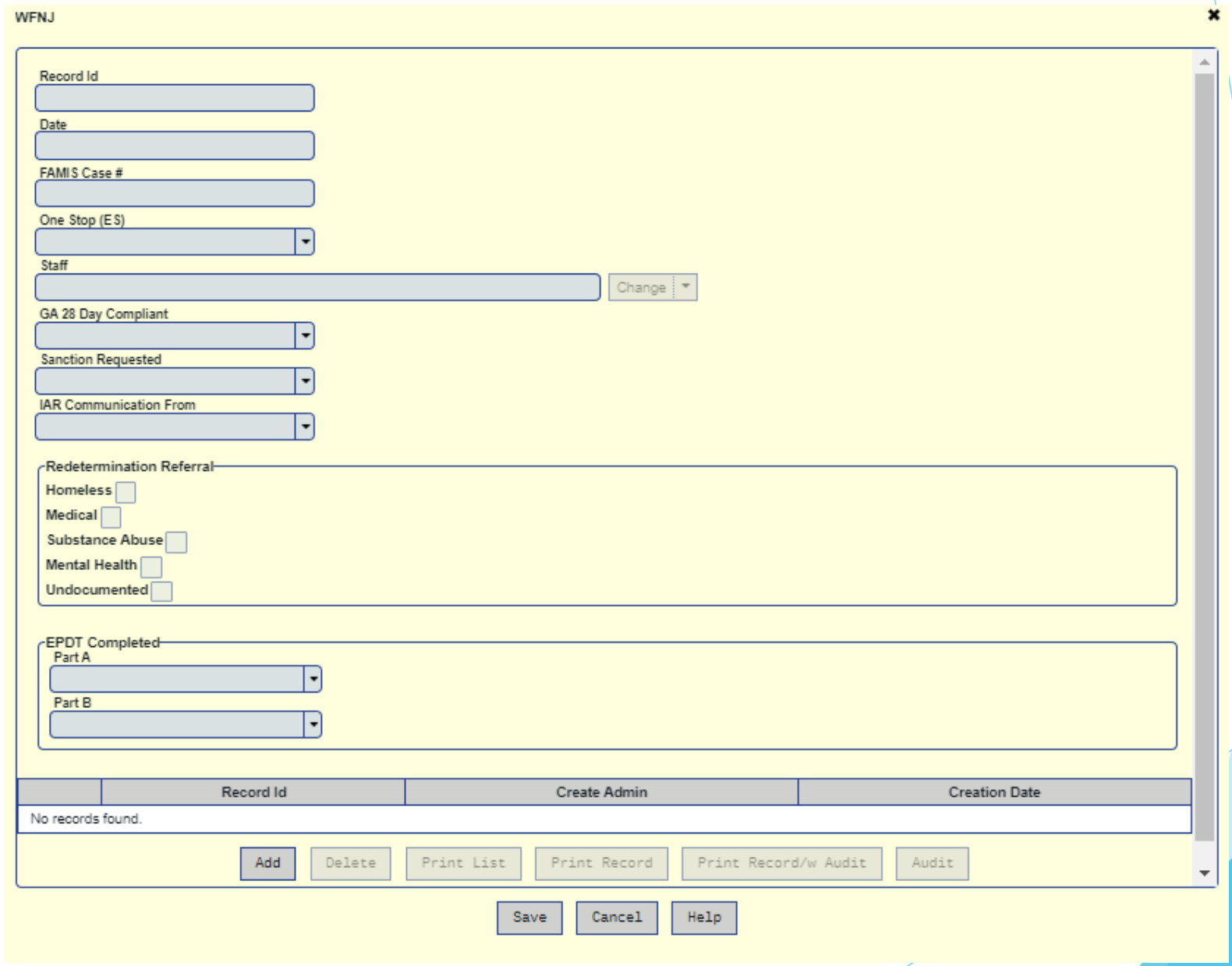
CUSTOM TAB – WFNJ INTERFACE



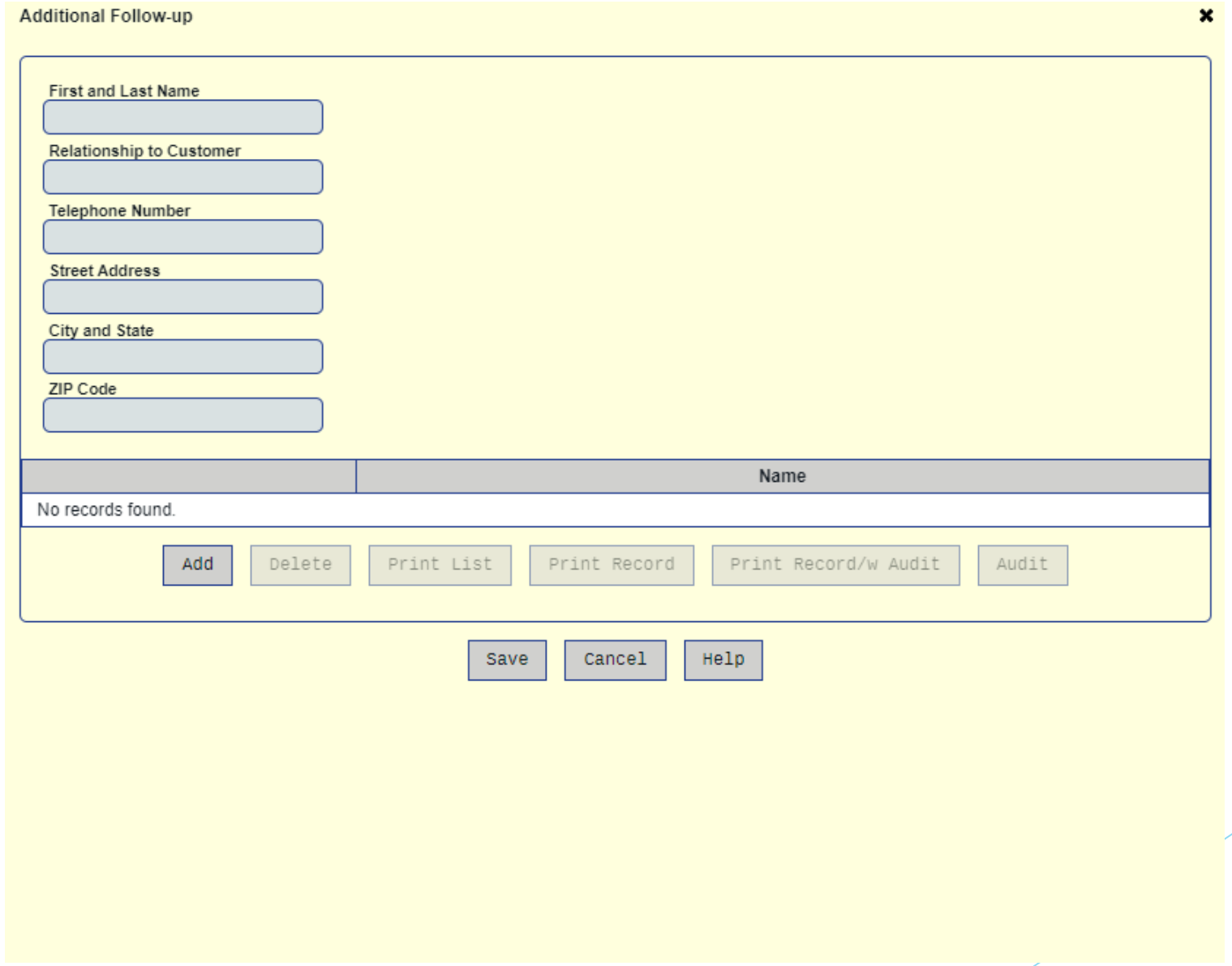
CUSTOM TAB – WFNJ HOURS



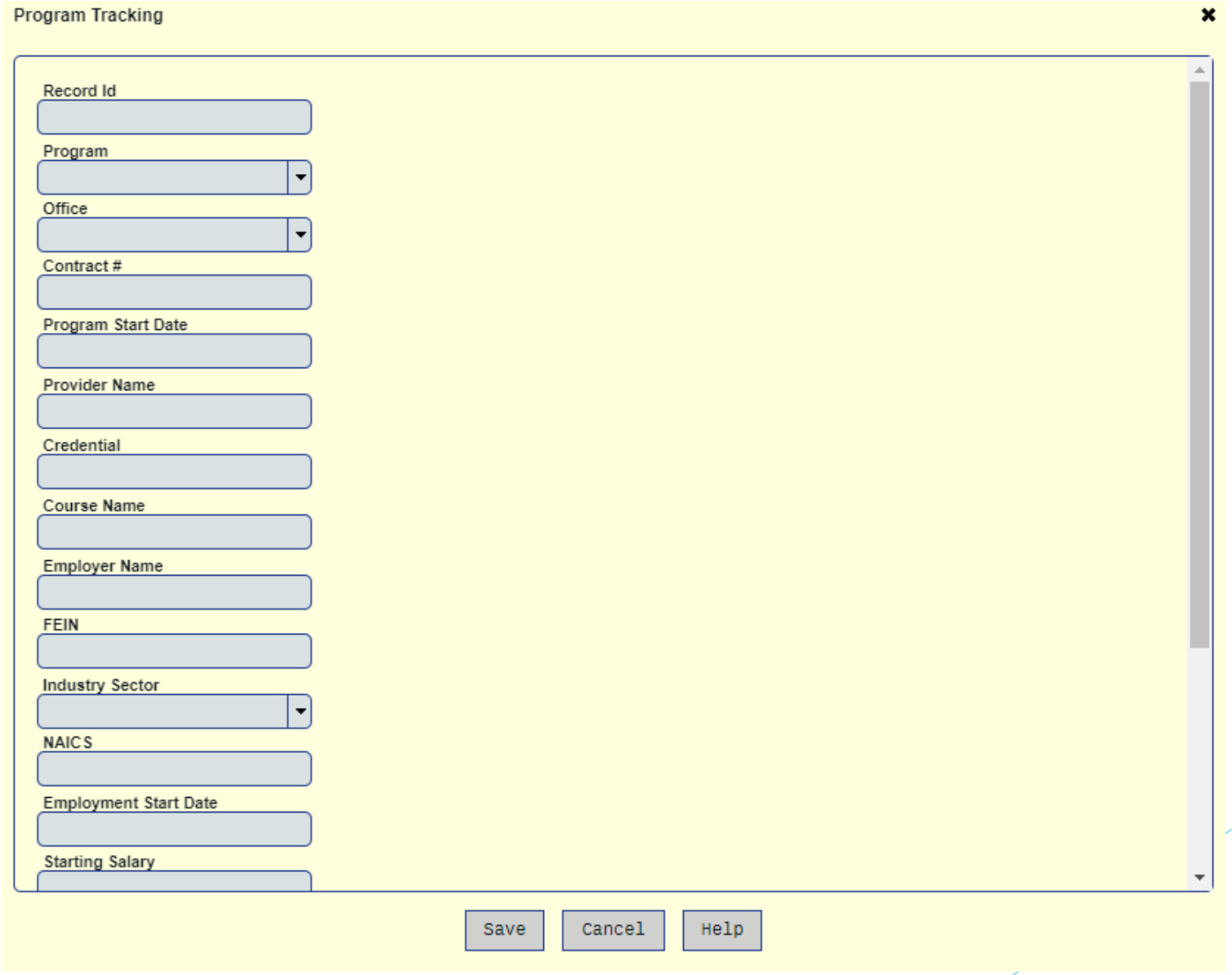
CUSTOM TAB - WFNJ



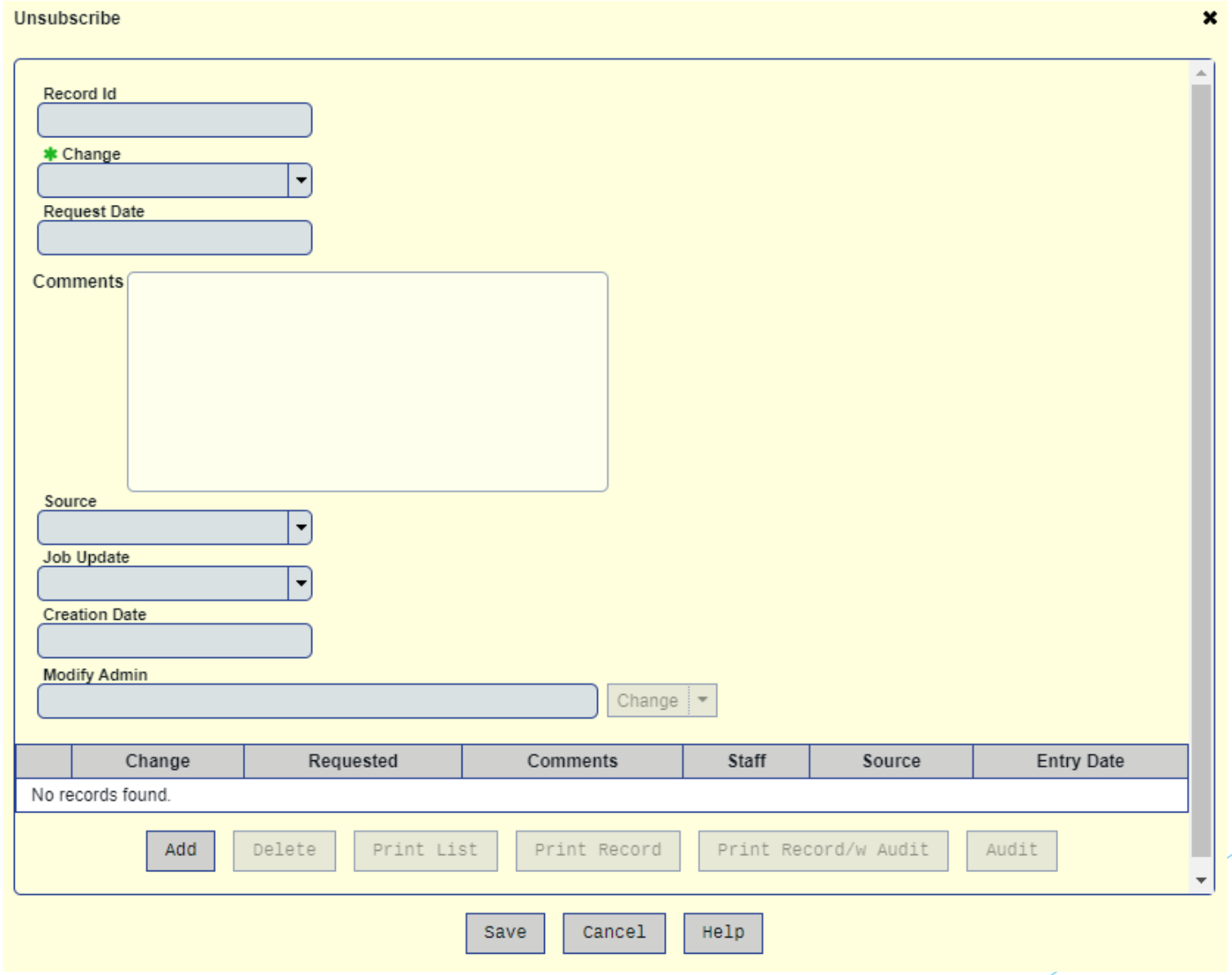
CUSTOM TAB – ADDITIONAL FOLLOW-UP



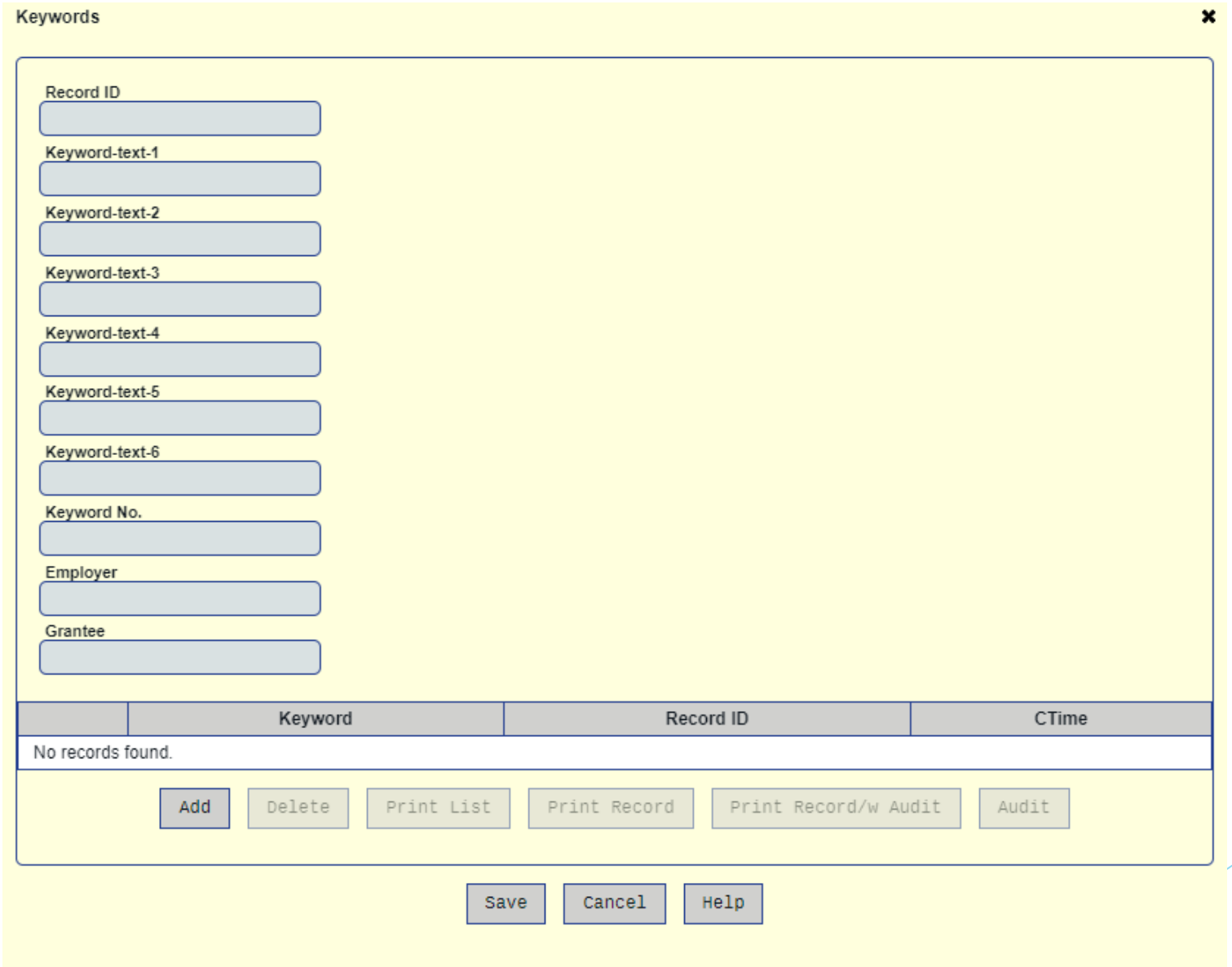
CUSTOM TAB – PROGRAM TRACKING



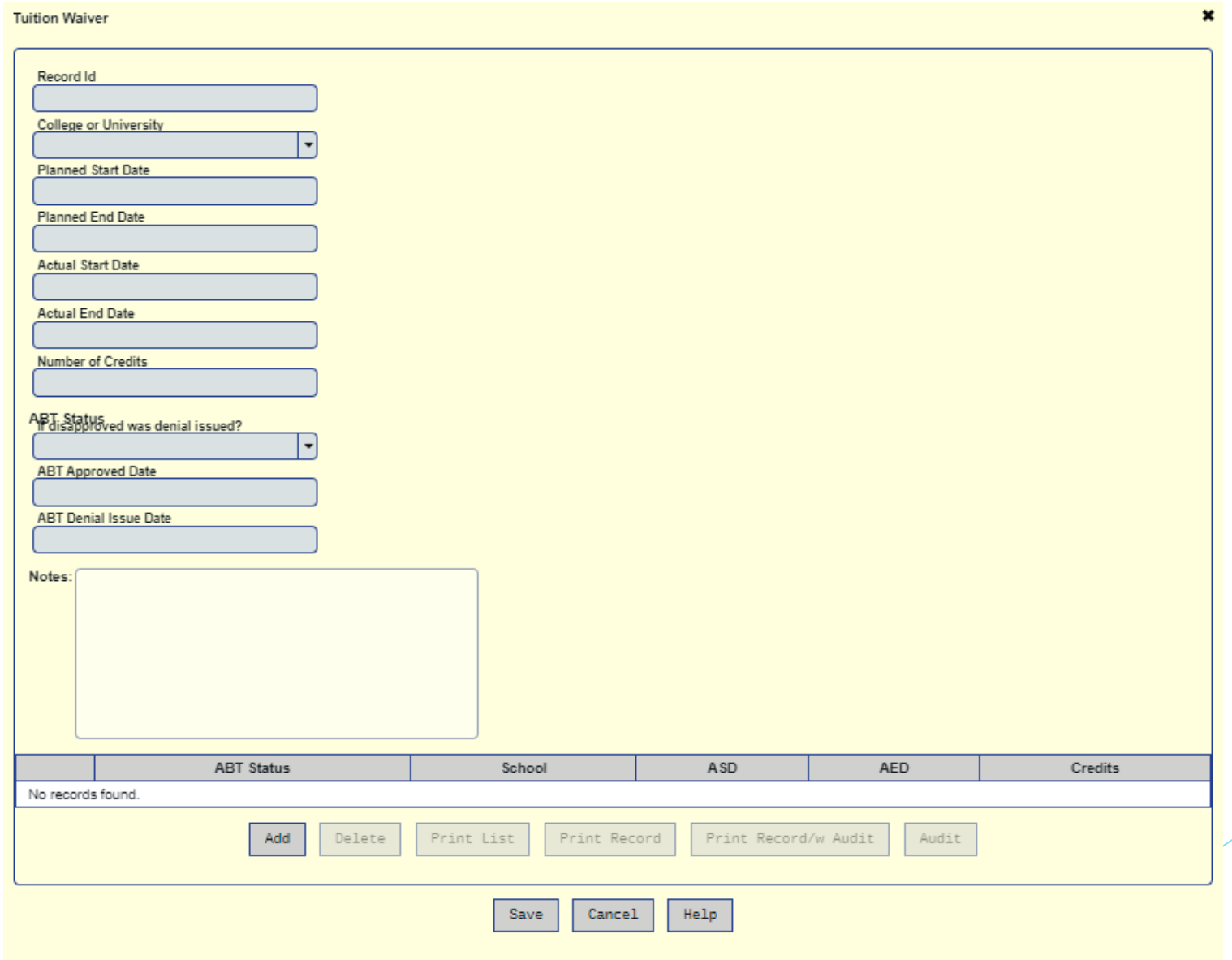
CUSTOM TAB – UNSUBSCRIBE



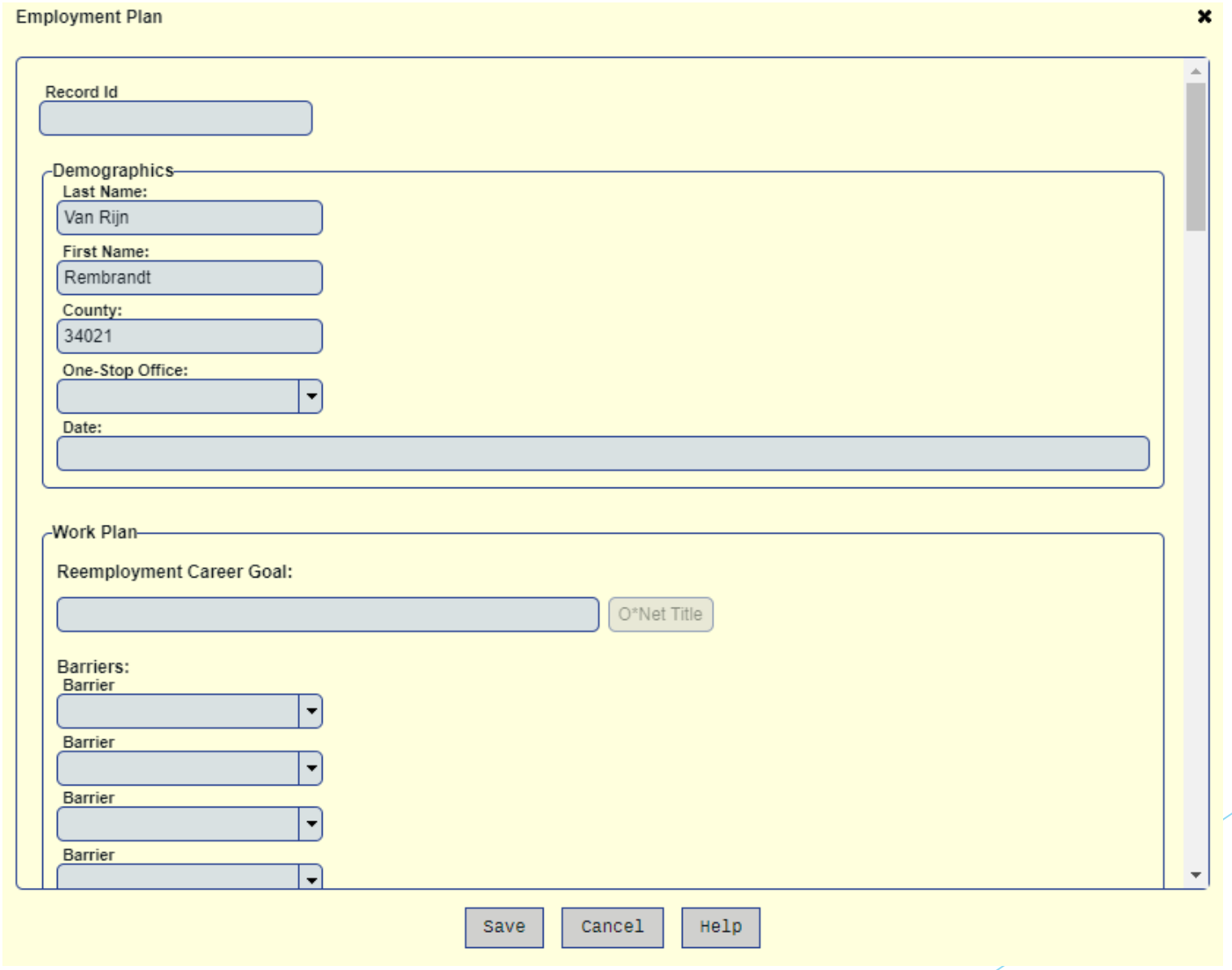
CUSTOM TAB – KEYWORDS



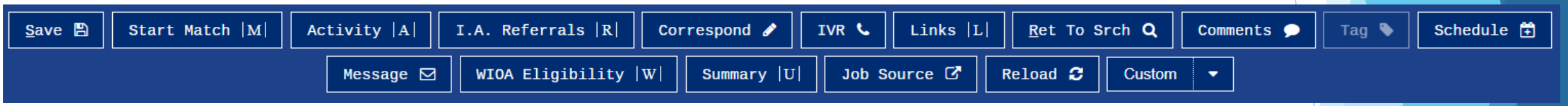
CUSTOM TAB - TUITION WAIVER



CUSTOM TAB – EMPLOYMENT PLAN



TOOL BAR


Save
Start Match |M|
Activity |A|
I.A. Referrals |R|
Correspond
IVR
Links |L|
Ret To Srch
Comments
Tag
Schedule
Message
WIOA Eligibility |W|
Summary |U|
Job Source
Reload
Custom

FAQs

What does the Merge button do?

- The merge button is a way to blend a pending record and an inactive record. We do not usually use this button in New Jersey because we do not have many records in "Pending" status.

What do the terms Underemployed, and Long Term Unemployed mean?

- These fields actually have very strict definitions and should not be used lightly. Please refer to USDOL's guidelines on what constitutes each.

For an alien, what is the difference between expires and perm?

- A green card indicates if the person is now a permanent alien or if they have an expiration date. Be sure to verify the information on the green card and complete the appropriate field. Aliens cannot be both permanent and expiring. It is one or the other only with the Reg #.

How important is the customer assignment on the General Info tab?

- This section is only used for searching primarily. Though it is very helpful to have the customer assigned to the correct WDB, it is not important for the correct office in that WDB or the correct staff member, as these can change daily. Reporting is not controlled by this section.

More FAQs

Can employment preferences be updated?

- Not only can they be updated, but they should be updated as situations or desires change. This is a case management system.

My customer just received their GED. Can I or should I update the record?

- You should update the education level to the appropriate new level. Just a note, if you are taking that as an outcome, you should record it in the Outcomes tab before updating the fields on the General Info tab.

My customer was just hired at JLK Company. Should I record that?

- If you have that information, absolutely. It can be recorded in two places: the Outcomes – Employment tab in the Service module, and on the work history choosing the reason for leaving as "Still employed".

My customer has passed their test for the nursing license. Should I add it to their licensing tab?

- Absolutely. This is a case management system and as things change, they should be added or deleted. This includes driver's licenses as well.

Even More FAQs

I've noticed awards, honors, and other items on this record that I don't believe staff have entered. How did they get there?

- When a customer uses the self-service system, if they have entered various items, the information will populate the corresponding fields in NextGen.

I've entered something in error on the activities or comments screen. How do I get rid of it?

- Most staff can delete any activity or comment they have entered, but not other staff member's work. If you are unable, contact our team.

I have entered a customer record in error or have found 2 records for the same customer. What can I do?

- Sometimes mistakes happen. Please contact our team immediately and we can rectify the situation.

Why can't I save?

- Most often the reason is one or more missing items. When you try to save, a dialog box appears telling you the tab that has the missing information and the item on the tab. Proceed to those tabs and make the corrections. Sometimes the issue is a mismatch of data. An example is indicating the 35 year old is still in high school. Sometimes it is data out of range such as indicating your desired salary is $1,000.00 per hour. Sometimes it is incorrect data such as a date of birth being in 2020 or 1860. One last reason is the information was entered in an incorrect format. An example would be an email address without the @ symbol or other issues. Any data not in the correct format would be red in color.
- Many fields require the cursor be out of the field to save. Simply click in a blank area then click save.

Common Forgotten Items

- General Info Tab
  - SSN
  - Ethnic heritage
  - Job Seeker Status
- Eligibility Tab
  - Low Income information
- Objective Tab
  - Desired O*Net
  - Zip Code/Radius combo
- Work History Tab
  - Dates
  - Checking none provided if blank
- Education/License Tab
  - Checking “none provided” if blank

Common Error Messages

- A long message that begins with AFInterfaceError and ends with Host:srch0 Port:9700 or something similar. This means the server is going down. It usually starts its downward crash during a list search. Please notify our team.
- A message that indicates “Network problems”. This too, must be reported to our team to take action.
- A message that begins with “AFVerisonError” and indicates an outdated version. This can come from one of two ways. You have either not cleaned out cache/cookies lately and a custom tab has changed, or another staff member is in the same record as you currently and has clicked “Save” before you. Please do not report these. Clean out your cache/cookies, refresh, and try again.
- A message indicating fields are missing but you view them complete. Usually this occurs because staff has clicked an “Add” button twice causing an extra blank line. To remedy this, staff would need to find the blank line, highlight it, and click the Delete button. If there are multiples, it would need to be repeated until all extra blank lines are removed.

NextGen training topics available

- Customer Search
- Programs/Public Assist
- Customer Module
- Comp Assess
- Customer Services
- Programs/Public Assist
- Activities & Comments
- Customer Outcomes
- Providers/Offerings
- Employers/Job Orders
- Matching from Customer
- Matching from Job Order
- Options and exporting
- List function
- Correspondence function
- Links
- I.A. Referrals
- Secure Counseling Tab
- Staff Module
- Follow up Best Practices
- Reporting

Questions regarding the training you just viewed can be sent to:
WorkforceInformationSystems@dol.nj.gov