# Revenue Online User Guide

# For OAA Client Agencies

Updated: 7/18/2018

# Purpose of this guide

This guide was created for OAA client agency users of Revenue Online. It provides information on how to navigate through the different pages, as well as step-by-step instructions for using the various features available.

OAA may periodically distribute updated versions of this guide in response to significant changes to Revenue Online environment. In order to avoid confusion or technical problems, we strongly suggest always using the newest guide available.

# Terminology

OAA client agencies are registered as “customers” in Revenue Online.

OAA programs are registered as “accounts” and their program codes are their “account IDs”.

“Profile”, when used, is specifically referencing the Revenue Online profiles for customers, accounts and users.

# What’s new?

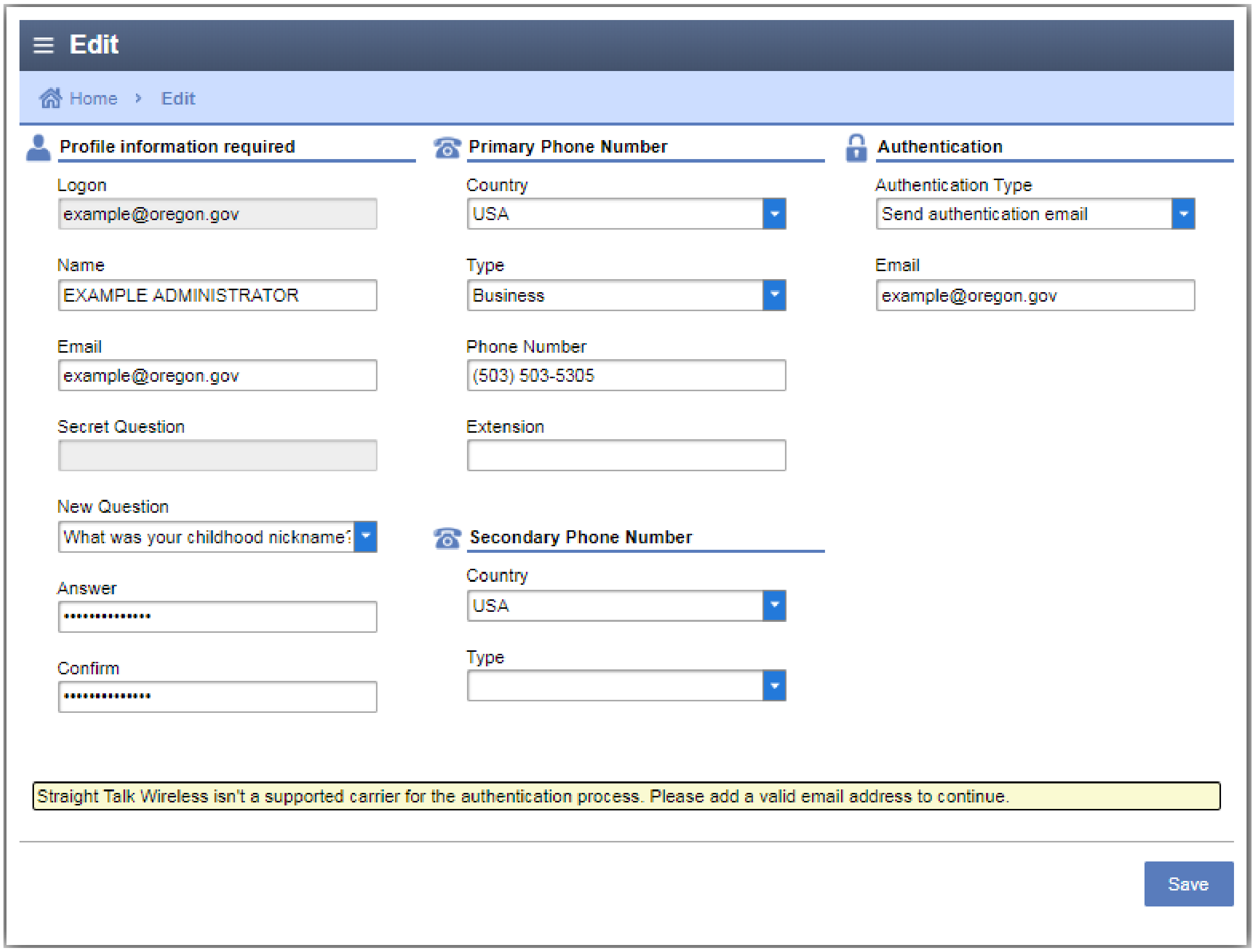
| | |
|---|---|
| **07/18/18** | ➢ Removed report appendix (migrated to OAA Client Agency Technical Guide document)<br>➢ Entire document updated (including screenshots), highlights:<br>o “Profile page” is now “Settings page”<br>o Messages can be sent from the “I Want To” menu<br>o Adding/managing logons has changed significantly<br>o Password re-entry no longer required to complete single debt assignments and change/delete/payment advice requests |
| **03/06/17** | ➢ Made corrections to the Recon report field layout chart in Appendix A: Reports<br>➢ Updated screenshots<br>➢ Minor changes and updates to content<br>➢ Changed document text font to DOR standard for external communications |
| **12/15/16** | ➢ Updated “How-to: Make changes to an additional logon” to include information on changing a user’s debt management permissions.<br>➢ Updated “How-to: Upload a debt file” to include information about an error message. |
| **11/08/16** | ➢ Updated Payments, Stats and Recon report details in Appendix A: Reports. |
| **10/28/16** | ➢ This is the first production version of this guide. Chronological updates will display here in the future. |

# Table of contents



Clicking the "^" link next to each section title will take you back to this page.

# Initial setup after first logon ^




When you log into Revenue Online for the first time, you must provide some additional information to complete your user profile.

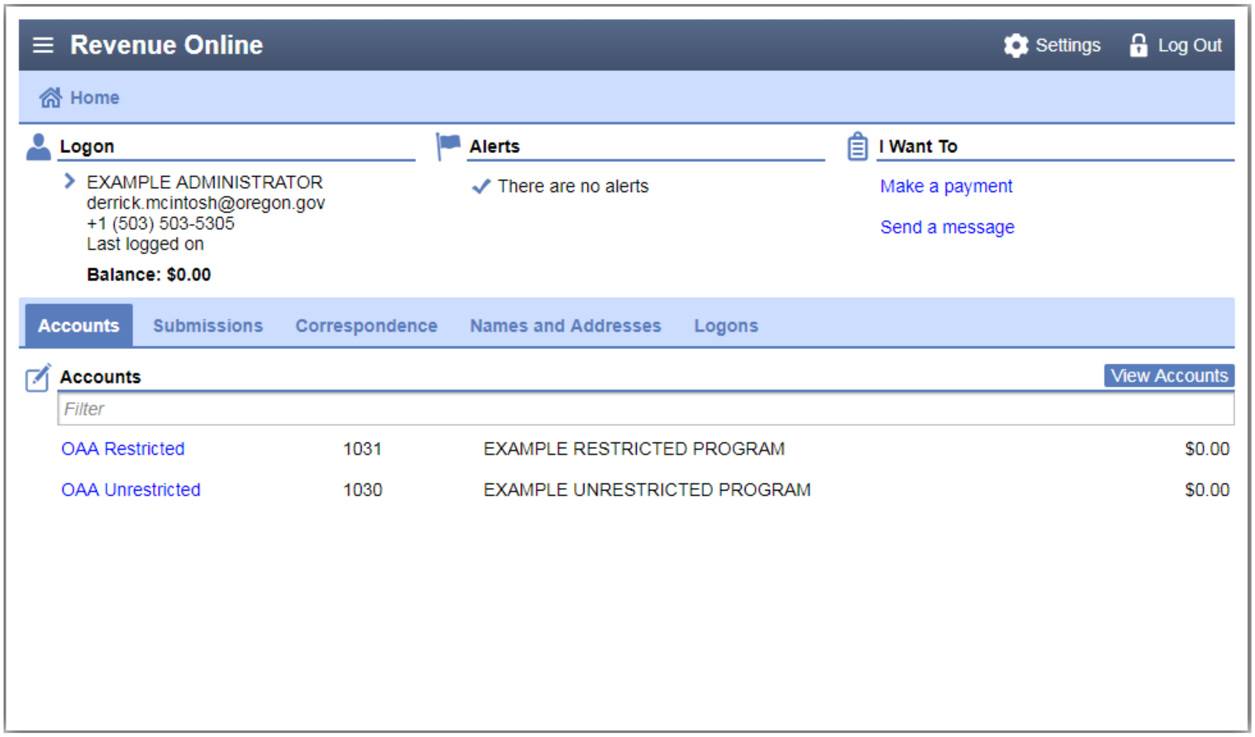
- Logon
  - This is your logon email. It cannot be changed.
- Name
  - This is your user profile name. You can change it here if necessary.
- Email
  - This is your contact email address. When Revenue Online generates email messages, they will be sent to this email address. It does not have to be the same as your logon email address.
- Secret Question, New Question, Answer, Confirm

- You’ll need to set up a security question for password resets. Select one of the provided questions and enter your answer in both of the following fields.

The middle column allows you to make changes to your primary and secondary phone numbers. Neither are required for a valid user profile.

The last column allows you to adjust your authentication settings. This is an optional additional layer of security to help prevent unauthorized access to your user profile. You can choose to have validation through text message, phone call, or the option to choose either when logging in. Your authentication email does not have to be the same as your logon or contact email. If you prefer, you can completely disable authentication as well.

## Home page ^




This is the main customer landing page.

The middle portion of the light blue bar on top of the page is the main navigation path. If you're on the Home page, it will just display "Home", but as you move through different pages it will keep track of your relative location. Clicking any link in this bar will take you back to the associated page.

In the top-right corner, there is a "Settings" button and a "Log Out" button. Clicking "Settings" will take you to the Settings page, and "Log Out" allows you to log out of your profile.

The top half of the page is divided into the following columns:

- Logon
    - Displays some of your logon information. Lists your contact email address, user profile name, phone number and last logon date. Clicking the "Settings" button here will allow you to manage your user profile information.
- Alerts
    - Displays any unread messages, unread letters and requests that need your attention. Each type of unread item shown will link you to the corresponding item's page. In the screenshot above, there are no alerts, so no links are displayed.
- I Want To
    - Displays a context-sensitive list of actions you can initiate from that page. For example, clicking "Send a message" allows you to send a notice to OAA. The

options provided will be based on the type of page you are sending it from. You'll find that most notice types are account-specific.

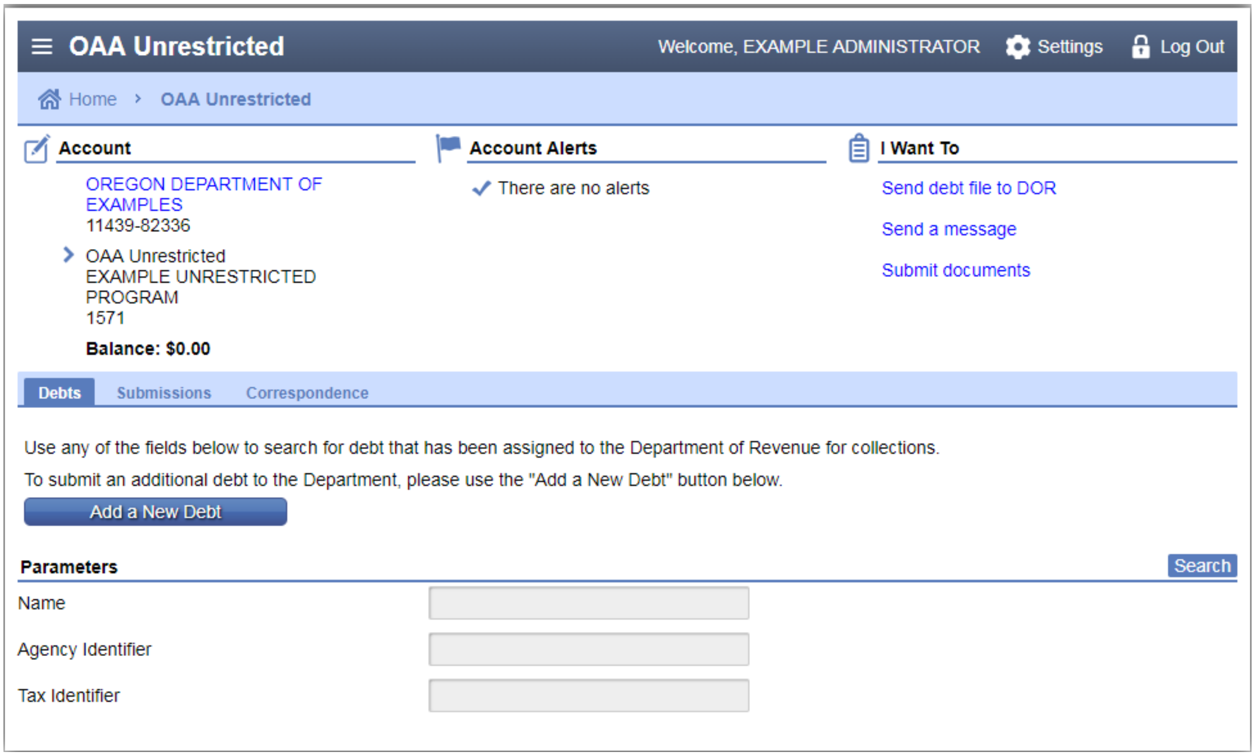
- The "Make a payment" action does not apply to your profile type and should not be used.

There may be a dollar amount (typically $0.00) showing below your logon information or next to your agency's accounts. You can disregard these amounts; these fields are used for other types of Revenue Online customers and have nothing to do with your OAA accounts.

The bottom half of the page is divided into the following tabs:

- Accounts
  - Displays the list of accounts you have access to. You can see the account type (restricted or unrestricted), account ID and account name. Clicking on the account type will take you to that account's main page.
- Submissions
  - Allows you to access customer-level requests you have submitted.
- Correspondence
  - Allows you to access customer-level messages and letters you have sent or received.
- Names and Addresses
  - Displays your agency's name, address and ORID. The ORID is an internal number our system uses to identify your agency, and you do not need to remember or reference it.
- Logons (Administrator only)
  - Displays all logons that have customer-level access, and allows you to manage this type of access.

# Account page ^




When you click on one of your accounts on the Home page, you will see this main page for that account.

The first column on the top left shows the customer name, ORID, account type, account name and account ID (in this order).

The top middle ("Account Alerts") and top right ("I Want To") columns function the same as they do on the Home page, but with information and links associated specifically with this account.

Account alerts are functionally the same as the alerts that display on the Home page. You'll see any unread messages, unread letters, and requests that need your attention that are specifically associated with the account you are viewing.

In the "I WANT TO" column on this page:

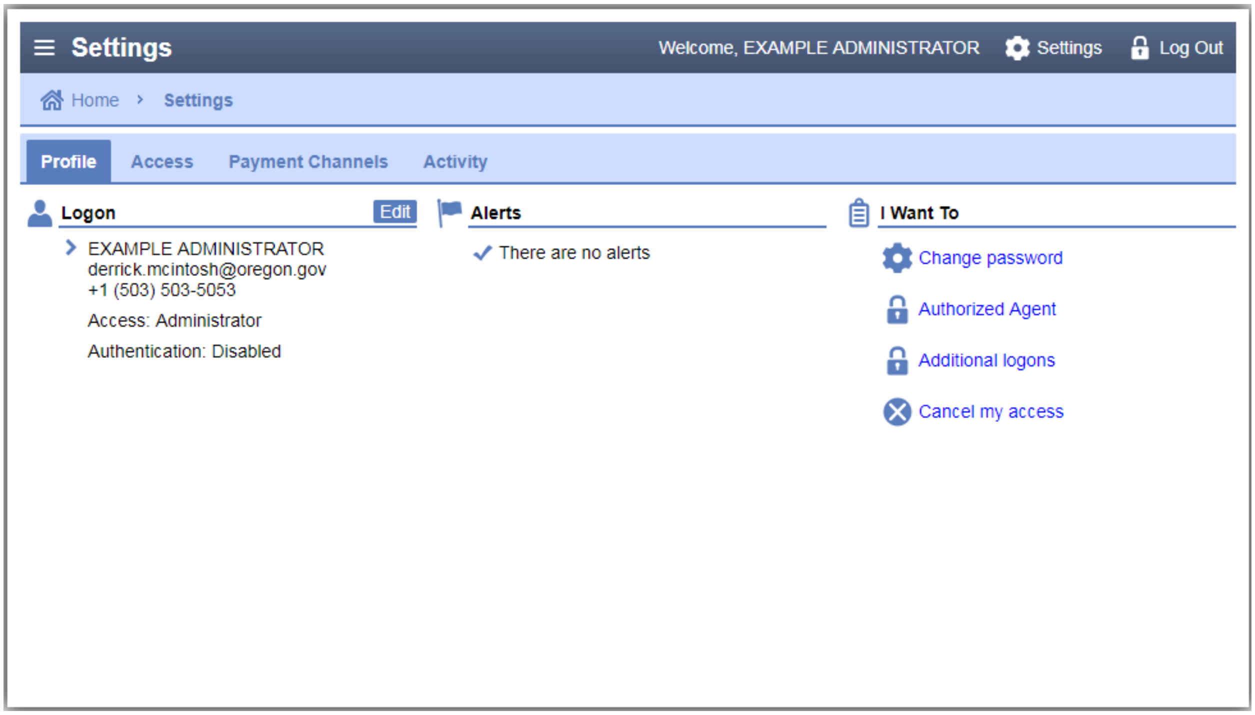
- Send debt file to DOR
    - Allows you to upload debt files to be processed by OAA.
- Send a message
    - Allows you to send an account-level message to OAA.
- Submit documents
    - Allows you to upload general documents you want to provide to OAA.

  - Please note, we cannot process debt files uploaded as general documents. Do not submit them in this way.

The bottom half of the page is divided into the following tabs:

- Debts
  - To submit a new debt collection assignment, click the "Add a New Debt" button.
  - You can also search through your existing debts in collection by debtor name, agency identification number, and tax identification number (restricted programs only).
    - Search results will include partial matches on debtor name (ex: "Bill" can be used to find someone named "Billy").
    - Search results will include debts that were recalled, returned or paid in full.
    - You can display all debts in collection by leaving both fields blank and clicking the "Search" button. This may take a while, depending on how many debts are associated with the account.
  - To submit Change, Delete and Payment Advice records, click the "View/Edit" button next to the associated debt.
- Submissions
  - Allows you to access account-level requests you have submitted.
- Correspondence
  - Allows you to access account-level messages and letters you have sent or received.

# Settings page ^




This is your settings page.

The page is divided into the following tabs:

- Profile
  - Logon
    - Displays your profile name, contact email address, phone number, general access type and authentication type.
  - Alerts
    - Works the same as customer-level and account-level alerts, but only displays those specifically associated with your profile.
  - I Want To
    - Change password
      - Allows you to change your password.
    - Authorized Agent (Administrator only)
      - Allows you to create/manage authorized agents. This is not meant to be utilized by your profile type and should not be used.
    - Additional logons (Administrator only)
      - Allows you to create/manage additional logons.
    - Cancel my access

        - Allows you to remove your own Revenue Online user profile.
            - We suggest only using this feature if you are certain you permanently no longer need access, and that there is at least one active Administrator associated with your agency's profile.

- Access
    - Allows you to manage your own account-level access settings. This is not meant to be utilized by your profile type and should not be used.
        - If you inadvertently cancel your ability to access an account, only an Administrator with access to that same account can re-enable it.
- Payment Channels
    - This tab does not apply to your profile type and should not be used.
- Activity
    - Displays a history of your logon activity.

# How-to: Create an additional logon ^

You must be an Administrator user to perform this task.

If you want to enable someone else at your agency to view accounts and/or perform debt management tasks, follow these steps to create a new logon for them.

**In order to help protect your agency's confidential information and prevent misuse, *never* allow multiple people to share the same logon. Each person must have their own individual logon.**

1. Navigate to your Settings page.
2. From the "I Want To" menu, select "Additional logons".
3. Everything displayed under the "New Logins" column should be left unchanged. These are settings that are not applicable to your profile type.
4. Click the "Add" button near the middle right of the page.
5. Complete the following fields:
    a. Logon Type
        i. Ensure that "Additional" is selected (should be selected by default). The "Agent" type is not meant to be utilized by your profile type and should not be used.
    b. Logon
        i. The new user's logon email address. Must be unique. Cannot be changed after registration.
    c. Email
        i. The new user's contact email address. When Revenue Online generates email messages, they will be sent to this email address. It does not have to be the same as the new user's logon email address.
    d. Confirm Email
        i. Enter the contact email address again for confirmation.
    e. Type of Access
        i. Choose the new user's general access type.
            1. Administrator
                a. If you grant Administrator access to this user, he or she can manage any logon or account settings for any account they are granted access to. They can also perform any action in those accounts.
            2. Account Manager
                a. If you grant Account Manager access to this user, he or she cannot manage other logons or account settings. They can only perform actions in accounts they have access to.

3. Tax Professional
    a. This access type is not meant to be utilized by your profile type and should not be used.

6. Click “Next”.
7. Manage the customer-level and account-level access settings for the new logon.
    a. A user must have customer-level access in order to have account-level access.
        i. Some Administrators have access to multiple OAA agency customers. If you are one such Administrator, you will need to ensure that the new logon has access to the correct customer(s).
            1. Use the “Grant Access”/”Cancel Access” links next to each customer to manage customer-level access.
            2. A link with the user’s general access type (Administrator or Account Manager) will be displayed next to any customers they have access to. You can use this link to change the general access type for each individual customer the user has access to.
                a. Remember, please do not use the Tax Professional general access type, as it is not meant to be utilized by your profile type.
    b. In order to grant access to a particular account, click “Grant Access”.
        i. Type of Access
            1. OAA Debt Management
                a. The user will be able to perform any debt management actions on the account.
            2. OAA Search Debts
                a. The user will only be able to use the search feature and view reports attached to existing web messages on the account.
        ii. Periods Logon Has Access To
            1. Ensure that “All Periods” is selected (should be selected by default). This setting is not meant to be utilized by your profile type and should not be changed.
8. Click “Submit”.
9. A prompt will appear, notifying you that your new user has been sent a confirmation email.
    a. When the new user logs in for the first time, they will need to provide some additional information.
10. You will be taken to the additional logon profile page for the new user.
    a. If you need to make any further changes, you can do so here.
    b. If the new user needs to have the logon access email resent, it can be done from this page as well (“Resend logon access email” from the “I Want To” menu).

## How-to: Make changes to an additional logon ^

You must be an Administrator user to perform this task.

If you need to make changes to the user profile settings of another logon, follow these steps.

1. Navigate to your Settings page.
2. From the “I Want To” menu, select “Additional logons”.
3. Everything displayed under the “New Logins” column should be left unchanged. These are settings that are not applicable to your profile type.
4. Click on the logon email of the user you want to manage.
5. From the “I Want To” menu, select “Manage access”.
    a. There are other ways to make changes, but this is the most comprehensive method.
6. Manage the customer-level and account-level access settings for the logon.
    a. A user must have customer-level access in order to have account-level access.
        i. Some Administrators have access to multiple OAA agency customers. If you are one such Administrator, you will need to ensure that the logon has access to the correct customer(s).
            1. Use the “Grant Access”/”Cancel Access” links next to each customer to manage customer-level access.
            2. A link with the user’s general access type (Administrator or Account Manager) will be displayed next to any customers they have access to. You can use this link to change the general access type for each individual customer the user has access to.
                a. Remember, please do not use the Tax Professional general access type, as it is not meant to be utilized by your profile type.
    b. In order to grant access to a particular account, click “Grant Access”.
        i. Type of Access
            1. OAA Debt Management
                a. The user will be able to perform any debt management actions on the account.
            2. OAA Search Debts
                a. The user will only be able to use the search feature and view reports attached to existing web messages on the account.
        ii. Periods Logon Has Access To

1. Ensure that "All Periods" is selected (should be selected by default). This setting is not meant to be utilized by your profile type and should not be changed.

c. To remove access to a particular account, click "Cancel Access".

   i. A prompt will appear. Click "Yes" if you are sure you want to cancel access.

## How-to: Submit a new debt collection assignment ^

If you want to assign a single debt to OAA for collection, follow these steps.

1. Navigate to the Account page the new debt will be associated with.
2. Click “Add a New Debt”.
3. Choose whether the debtor is a Business or an Individual.
   a. If the debtor is a sole proprietor or owner of a single-member LLC, select Individual.
4. Provide the debtor’s name. If available, please also provide the debtor’s SSN, date of birth, phone numbers, aliases and driver’s license.
   a. To enter aliases, click the “AKA” link and fill out the form provided.
   b. To enter phone numbers, click the “Phone Numbers” link and fill out the form provided.
   c. If you are assigning a debt from a restricted program, you must submit the SSN for Individual debtors. If the debtor is a Business, you must submit either the debtor’s FEIN or BIN.
   d. Debt assignments can only have one debtor. If the debt you are assigning is jointly and severally liable amongst multiple debtors, and you want OAA to pursue collection on more than one of those debtors, you need to provide separate assignments for each one.
5. Provide the debtor’s address.
   a. The “Address Effective” date is when you last verified the debtor’s current address. If you do not have this information, you can leave this field blank.
   b. To enter prior addresses, check the “Is there previous address information?” box and add records to the form that appears.
6. To have the system attempt to confirm the address you entered exists, click the “Click Here to Verify Address” button.
   a. If the system cannot find a match, or if you do not agree with the system’s suggestion, you can proceed with using the address exactly as you have entered it.
   b. Addresses must be verified before submission.
7. Provide an agency account number (also referred to as “agency identifier” or “agency identification number”). This should be a unique identifier associated with only this debtor.
   a. If possible, please also provide a debt ID. This should be a unique identifier associated with only this debt. You are not required to provide a debt ID, but it helps ensure each debt is accurately and separately tracked for each debtor.
8. Provide the interest rate code.
   a. If you don’t want OAA to calculate interest accrual on this debt, select “AA” from the drop down menu.

   b. If you provide a code other than "AA", you must provide an interest end date. This is the date you stopped accruing interest before sending the debt to OAA. We will calculate interest accrual with the interest end date as a starting point.

9. If you can, please also provide the date the debt was originally incurred and the last date you received a payment for this debt.
   a. These fields do not affect how your file is validated.
10. Provide the principal balance of the debt.
    a. If applicable, please also provide any penalty or interest amounts separate from the principal balance.
    b. If this debt is being submitted under an unrestricted program where your agency has requested automatic cost-of-collection assessment, do not include this cost in any of these fields.
11. If there is additional judgment, property, employer, citation, banking or payment information, check the appropriate boxes near the bottom of the form.
12. You can provide a description of the debt in the "Description" field and any useful information that would not otherwise belong in another field. Text you enter in this field will be added as a comment to your debt collection assignment in our system and available to OAA staff for review.
13. Click the "Next" button to proceed.
    a. If you checked any of the additional information boxes at the bottom of this form, you will be presented with the associated forms to fill out. When finished, click the "Next" button again to proceed.
14. On the confirmation page, click the "Submit" button.
15. A prompt will appear. Click "OK" when you are ready to finalize your submission.
16. You will be taken to a confirmation page with a summary of the key information you provided in your submission. Click "OK" once more to return to the Account page.
    a. If you would like to view a printable version, click the "Printable View" button.

## How-to: Upload a debt file ^

If you want to provide a debt file with multiple transactions to OAA, follow these steps.

1. Navigate to the Account page associated with the debt file you will be submitting.
2. From the "I Want To" menu, select "Send debt file to DOR".
3. On the right side of the page, click the "Add" button.
4. Select the debt file you want to upload from your computer using the provided form.
    a. You must provide a description of the file.
5. Click "Save".
    a. If there is a critical problem with the file, you will receive an error message and the file will not be uploaded.
        i. If you are uploading a legacy format debt file, make sure the file extension is ".txt".
        ii. Check the layout of your transaction records to make sure they are formatted correctly.
        iii. If you are unable to resolve the issue, send us a message via Revenue Online or send an email to oaa.technicalhelp@oregon.gov.
6. You can continue to add additional files to the same submission.
7. When done, click the "Submit" button.
8. You will be prompted to sign the debt collection assignment with your Revenue Online password. Enter your password and click "OK" when you are ready finalize the submission.
9. You will be taken to a confirmation page. Click "OK" once more to return to the Account page.
    a. If you would like to view a printable version, click the "Printable View" button.

## How-to: Upload other documents ^

If you want to provide documents other than debt files to OAA, follow these steps.

1. Navigate to the Account page associated with the documents you want to upload.
2. From the "I Want To" menu, select "Submit Documents".
3. On the right side of the page, click the "Add" button.
4. Select the debt file you want to upload from your computer using the provided form.
    a. You must provide a description of the file.
5. Click "Save".
6. You can continue to add additional files to the same submission.
7. When done, click the "Submit" button.
8. You will be prompted to sign the debt collection assignment with your Revenue Online password. Enter your password and click "OK" when you are ready finalize the submission.
9. You will be taken to a confirmation page. Click "OK" once more to return to the Account page.
    a. If you would like to view a printable version, click the "Printable View" button.

## How-to: Send a message ^

To send a message to OAA, follow these steps.

1. On the Home page, from the “I Want To” menu, select “Send a message”.
2. If your message pertains to a specific account, select it using the “Account” drop down menu.
    a. If you started this process from the Account page, this will be pre-filled with the account you were viewing.
3. Select the appropriate message type from the “Message Type” drop down menu.
    a. The available message types will change depending on whether or not you selected a specific account from the “Account” drop down menu.
    b. Please do not select “Other Question” unless you are certain your message doesn’t fit any of the other provided types. The message type helps us direct your message to the appropriate staff.
4. Provide a subject for the message.
5. Provide the content of your message.
6. Click the “Submit” button.
7. You will be taken to a confirmation page. Click “OK” to return to the page you came from.

# How-to: Submit a change record ^

To change the balance of a debt assigned to OAA for collection, follow these steps.

1. Navigate to the Account page associated with the debt you need to manage.
2. Enter search terms to locate the debt and click "Search".
3. Next to the debt you want to change, click the "View/Edit" button.
4. Click the "Change Debt" button.
5. Enter the adjustments needed in the appropriate fields.
    a. For restricted debts, SSN is required.
    b. If the debt has increased, enter the amount it has increased by (ex: principal increased by $79.50, key "79.50" in the field on the same row).
    c. If the debt has decreased, enter the amount it has decreased by (ex: penalty decreased by $200.00, key "-200.00" in the field on the same row).
    d. You cannot submit a change that would reduce the principal, interest or penalties below $0.00.
    e. You cannot submit a change that would leave a current balance of $0.00 or less. If you need to remove a debt from collection, please submit a delete record.
6. You can provide a description of the debt in the "Description" field and any useful information that would not otherwise belong in another field. Text you enter in this field will be added as a comment to your debt collection assignment in our system and available to OAA staff for review.
7. Click "Submit".
8. A prompt will appear. Click "OK" when you are ready to finalize your submission.
9. You will be taken to a confirmation page. Click "OK" once more to return to the Account page.
    a. If you would like to view a printable version, click the "Printable View" button.

# How-to: Remove a debt from collection ^

This process is the equivalent of sending a “delete record”.

If you need to recall a debt assigned to OAA for collection, follow these steps.

1. Navigate to the Account page associated with the debt you need to manage.
2. Enter search terms to locate the debt and click “Search”.
3. Next to the debt you want to recall, click the “View/Edit” button.
4. Click the “Remove Debt” button.
5. Verify the information is correct.
    a. For restricted debts, SSN is required.
6. Choose an appropriate “Cease Reason” from the drop down menu.
    a. If you select “Other Reason”, you must provide an explanation. Please do not select this option unless you are certain no other reason is applicable.
7. You can provide a description of the debt in the “Description” field and any useful information that would not otherwise belong in another field. Text you enter in this field will be added as a comment to your debt collection assignment in our system and available to OAA staff for review.
8. Click “Submit”.
9. A prompt will appear. Click “OK” when you are ready to finalize your submission.
10. You will be taken to a confirmation page. Click “OK” once more to return to the Account page.
    a. If you would like to view a printable version, click the “Printable View” button.

# How-to: Submit a payment advice record ^

To provide notice of a payment received on an unrestricted debt in collection with OAA, follow these steps.

1. Navigate to the Account page associated with the debt you need to manage.
2. Enter search terms to locate the debt and click "Search".
3. Next to the debt you searched for, click the "View/Edit" button.
4. Click the "Payment Advice" button.
5. Enter the payment amount.
    a. All other fields are optional. If you do not provide either the received or effective date of the payment, the system will use the transmittal date instead.
6. You can provide a description of the debt in the "Description" field and any useful information that would not otherwise belong in another field. Text you enter in this field will be added as a comment to your debt collection assignment in our system and available to OAA staff for review.
7. Click "Submit".
8. A prompt will appear. Click "OK" when you are ready to finalize your submission.
9. You will be taken to a confirmation page. Click "OK" once more to return to the Account page.
    a. If you would like to view a printable version, click the "Printable View" button.