

From: Laurie.B.REJZER@employ.oregon.gov
Subject: FW: Courtesy Copy: OED Employer News Special Edition-New Frances Search Function



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New search function - Quickly find approved leave information for your employees in Frances Online

We're listening! This year, you asked for an easier way to find information about your employees' Paid Leave Oregon benefits. In response, we've added a new search function to your Frances Online account. Now, instead of searching through letters, you can find an employee's benefit details and related letters all in one place in your Frances Online account.

From your Home screen, locate the Paid Leave Oregon panel, and select the **"Search Employee Leave Details"** link. You can search for your employee's approved leave by their name, benefit year start and end dates, or leave start and end dates. You can find the following:

- Benefit year start and end dates
- Potential weekly benefit amount

- Total eligible weeks and weeks remaining in the benefit year
- Related letters we sent you for this employee

The search results also include information about weekly claims for approved benefits. If an employee took consecutive leave, you will see each week the employee claimed benefits. If an employee took intermittent leave (meaning they may work some days during their leave), you will see the information the employee sent for each weekly claim, including the number of days the employee requested Paid Leave benefits.

To learn more about how to search for employee leave details in Frances Online, visit our [How to Search for Employees' Leave Guide](#).

This is the first phase of improving Frances Online for employers and we will continue to work on additional improvements.

Correction to Benefit Year Lengths

We recently fixed a Frances Online error that set the claimants' Paid Leave Oregon benefit years at 53 weeks instead of 52 weeks. This affects claimants with benefit years beginning on or after Dec. 29, 2024.

What is a benefit year?

A benefit year is typically 52 weeks long and begins on the Sunday before the first day of a person's leave.

What was the mistake?

Frances Online set some claimant's benefit years to 53 weeks instead of 52 weeks.

How did we fix it?


We have updated these claims in Frances Online and reset them to 52 weeks. Most claimants should not see a direct impact because of this correction.

What should I do if I think I have employees with corrected benefit years?

If you received a **"Notice of Potential Paid Leave Benefit Amount"** letter for an employee before this correction, the benefit year end date listed may now be wrong. To see the current benefit year dates for an employee with approved benefits, use the new **"Search Employee Leave Details"** function in your Frances Online account.

Questions?

Call us at 833-854-0166 and choose option 3 for employers.



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