

Date Issued: 6/16/2025

Transmittal #: OEP-PT-25-021

Subject/Topic: Pay Stub Entry Assistant in ONE

Primary Audience: Eligibility Leadership
 Family Coach LTSS Case Management
 Support Other:

Effective Date: 7/10/2025

Transmittal Type: Policy

Impacted Area(s): New/Updated Policy/Rule Policy Clarification
 Reference Materials ONE System update
 Other:

Reference Material(s):

[SNAP Data Checks Transmittal](#)

[IBP 25-008](#) includes guidance for unsuccessful cold calls

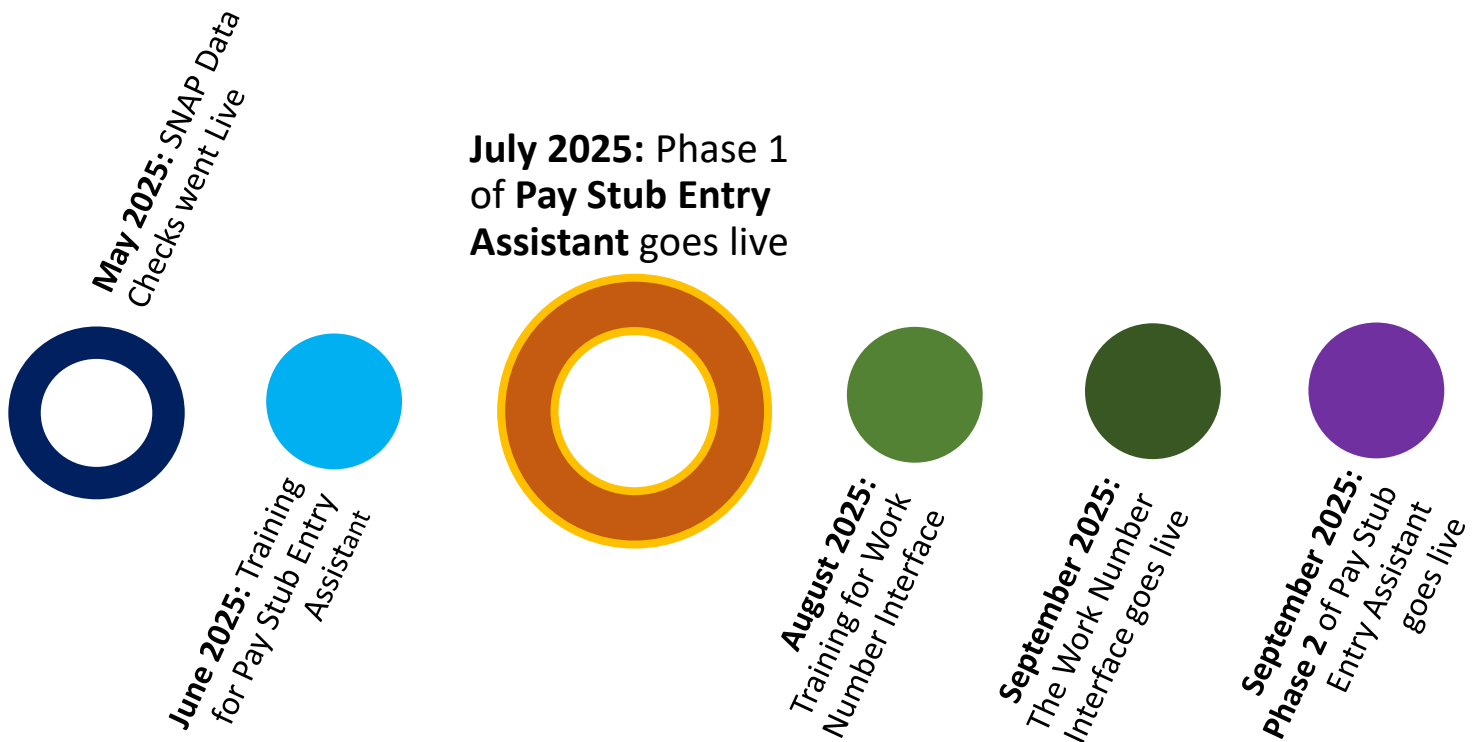
Summary:

Oregon received a financial penalty from the Food and Nutrition Service (FNS) due to inaccurate benefit issuances during Federal Fiscal Year 2023 (FFY 2023). In response, Oregon chose to invest half of the penalty to improve accuracy. Three of the investments include new enhancements in ONE that will make it easy to spot and address potential discrepancies before they could turn into overpayments or Quality Control (QC) errors. These are long-term, permanent changes in ONE.

The timeline image below shows the implementation and training plan for each of the three new investment changes.

This transmittal covers **Pay Stub Entry Assistant**, which will go live in July 2025.

SNAP Reinvestment Implementation Timeline:



Details:

Pay Stub Entry Assistant will use Optimized Character Recognition (OCR) technology to streamline processing pay stubs submitted through the ONE Online Portal or ONE Oregon Mobile app in response to requests for information (RFI).

Note: The Pay Stub Entry Assistant tool will be available for all programs that are in the Applicant Portal. Phase 1 will not apply to TA-DVS, as TA-DVS is not in the Applicant Portal.

Staff will review the pay stub record on new worker portal screens and validate the record. This human review element is a federal requirement that will provide an extra layer of validation, authorizing the accuracy of the data before it is used for eligibility determinations.

Pay Stub Entry Assistant rolls into ONE in two phases:

- **Phase 1: Statewide Release (July 2025) for documents uploaded in the Applicant Portal in response to an earned income RFI.**

In this initial phase, the **Pay Stub Entry Assistant** will automatically process pay stubs from a defined set of 20,000 employers (based on the **Employer Name** field

in ONE). Applicants and benefit recipients using the ONE Online Portal will be prompted to check the quality of documents as they upload pay verification.

With this system update in July, eligibility staff will see new screens with pay stub data returned from the ONE Online Portal or mobile app in response to RFIs. Staff will use the **Pay Stub Entry Assistant** to confirm the data and edit as needed.

Staff will also be able to review historical pay stub details from the **Electronic Case File (ECF)**. The ECF will be updated to show information about the status of received pay stub data.

The screenshot shows the 'Electronic Case File' interface. At the top, it displays 'Case # 481275701' and 'Case Name: John Doe'. Below this, there are tabs for 'Pending Documents', 'All', 'Application/Renewal/Changes', 'Income', and 'Individual'. The 'Income' tab is selected, showing a table of documents. The table has columns for Document Category, Document Title, Name, Document Status, Received Date, Source, Secured, Retrieval Status, and Note. A dropdown menu is open under the 'Income' category, showing a list of documents with columns for Name, Employer Name, Retrieval Details, Processing Status, and Exception Detail.

Document Category	Document Title	Name	Document Status	Received Date	Source	Secured	Retrieval Status	Note
Income	Wagestub	JOHN DOE 44	Completed	2/27/2025	Applicant Portal	No	Partially Processed - Unreleased	

Name	Employer Name	Retrieval Details	Processing Status	Exception Detail
John Doe	ABC Company	View Paystub Data Retrieval History	Submitted	N/A
John Doe	DEF Company	N/A	Unprocessed	N/A
Jane Doe	ABC Company	View Paystub Data Retrieval History	Rejected	N/A
Jane Doe	N/A	N/A	N/A	Improper document

- **Phase 2: (September 2025)**

Functionality of the **Pay Stub Entry Assistant** will be expanded to include pay stubs uploaded via IRMS, Worker Portal, and ONE Online Portal Miscellaneous Document Upload.

Communication and Training Plan

These changes were communicated at Line and Program Manager meetings in June 2025. An overview of the Pay Stub Entry Assistant will be provided in the June Lead Engagement meeting and a future ONE Communication email to all staff.

There will be a Pay Stub Entry Assistant training for lead workers and eligibility staff on the functionality and will be available in Workday. The links to this recorded training will be provided once available, at the end of June.

The **Income EG** will be updated with steps and detailed information.

Action requested:

Discussion of this transmittal with staff and participation in trainings is highly encouraged. Please connect with your local change leaders for support and to share any feedback.

Authorizing Signature: Meorah Solar, SNAP Manager

Questions?

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