

Performing Customer Searches in ASSET

ALWAYS do a thorough customer search before adding a new customer record to:

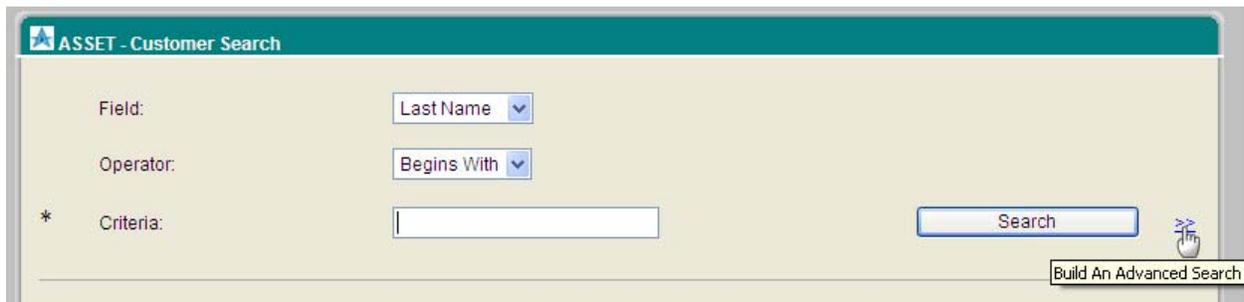
- Prevent duplication of records, which later must be manually merged;
- Ensure you are working with the correct record; and
- Reduce need for staff requests to delete duplicate records.

Remember that ASSET is used by multiple programs. The customer may be new to you, but may already be in ASSET due to registration with the Job Center of Wisconsin (JCW) or contact with staff from another program.

How to Perform a Customer Search

Start with the basic search

- Search by
 - Last Name
 - PIN (system assigned personal identification number)
 - Data of Birth
 - First Name
- Operators
 - Exact Match
 - Begins With
 - Contains



The screenshot shows a web-based search interface for ASSET. The title bar reads "ASSET - Customer Search". The main area contains three rows of controls: "Field:" with a dropdown menu showing "Last Name", "Operator:" with a dropdown menu showing "Begins With", and "Criteria:" with an empty text input field. To the right of the criteria field is a "Search" button. Below these controls, there is a link that says ">> Build An Advanced Search".

Use the advanced search to narrow the results (>>)

- Search by
 - Last Name
 - PIN (system assigned personal identification number)
 - Data of Birth
 - First Name
- Operators
 - Exact Match
 - Begins With
 - Contains

Customer Search Tips

- Avoid using “Exact” operator
- Use the “Begins with” or “Contains” operators
 - Use part of the first or last name
 - ‘Su’ (begins with operator) for “Susan” or “Sue”
 - “Heuvel” (contains operator) for “Van Den Heuvel” or “Vandenheuvel” or “Vanden Heuvel”
- Last names can change (record in ASSET go back to 2001)
- Names can be misspelled
- Names can contain unexpected spaces, hyphens, or characters
- People often use nicknames
- Verify that the record you found is the person that you are working with, by not only checking the name, but also checking date of birth, address, and other information.

Search Results

- The search results will only display 30 rows (10 rows per page).
- If there are more than 30 results, the message “Not all matching results will be shown, please refine your search. More than 30 row(s) found.” will appear under the search results.
- If no record is found, the message “0 row(s) found” will appear under the search results.

Social Security Numbers

- The correct SSN must **always** be used.
- NEVER enter an incorrect SSN or tell a customer to enter an incorrect SSN in JCW.
- If you are creating a new record and an error message appears indicating that the SSN is not unique, **DO NOT** create the record with a Pseudo SSN or with an incorrect SSN. Perform another customer search and if you still cannot locate the customer record in ASSET, call DET Call Center at 608-267-9690.
- SSN’s are used to:
 - Connect JobCenterof Wisconsin (JCW) registrants to ASSET records;
 - Report completion of mandatory requirements to Unemployment Insurance (UI);

- Obtain UI wage record data for performance measures and federal reporting;
- Obtain Selective Service Numbers; and
- Connect customers to other programs such as Disability Employment Initiative and Ticket to Work.
- Pseudo SSN
 - Should only be created for limited reason, such as the customer does not have a SSN.
 - If the customer does not know his/her SSN at time of registration, have the customer provide it as soon as possible and update ASSET with the correct SSN.
 - Pseudo SSN appears as 000-00-0000 on the Manage Customers screen.
- Problems Caused by Using Incorrect SSN's or Pseudo SSN's
 - Denial of Unemployment Insurance Benefits;
 - Issues for customers trying to register with JCW or case managers trying to enter records for customers;
 - Customer is excluded from federal reporting and performance measures; and
 - Customer record in ASSET multiple times.

ASSET Contacts

Direct ASSET technical questions / problems to:

- DET Security at 608-267-9690
- DWD DL DET ASSET (detasset@dwd.wisconsin.gov)