



General Information System (GIS) Message

Section 1

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To:	Subscribers
Suggested Distribution:	Commissioners, TA Directors, SNAP Directors, HEAP Coordinators, Employment Coordinators, Staff Development Coordinators, WMS Coordinators, Medical Assistance Directors, LDSS LAN Administrators
From:	Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs
Subject:	On-Site Imaging (OSI) Reroute Document Enhancement
Effective Date:	Immediately
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Attachments:	None

Section 2

The purpose of this GIS is to inform districts about a recent pending enhancement to On-Site Imaging (OSI). This update introduces a new capability that allows documents uploaded through NYDocSubmit and misdirected to the wrong district to be rerouted to the correct district for processing in OSI.

Rerouting Documents in OSI

When a district determines that it has received a misdirected document and can confirm the intended district (e.g. through performing WMS inquiry), staff with the OSI Indexer role can reroute the document to the correct OSI district. Upon updating the status of the document to “Not Indexed – Re-Routed” on the Indexing screen, a popup will display the option to select “OSI district” or “Non-OSI district” as the destination.

Not Indexed - Re-Routed ×

Current District: **ALBANY**

☒ "OSI District"

☐ "Non-OSI District" (Broome, Chemung, Clinton, Erie, Franklin, Livingston, Nassau, NYC, Orange, St Lawrence and Schenectady)

Select a New District ▼

Submit Close

If the destination district uses OSI, staff should select the “OSI District” radio button, select the correct district from the “Select a New District” drop-down menu, and click “Submit”. Once submitted, the document will be rerouted to the correct district within OSI. Districts should be aware that after a document has been rerouted in OSI, it will no longer be available to the original district in OSI.

If the destination district does not use OSI, staff should select the “Non-OSI District” radio button and reroute the document manually, consistent with the district’s existing procedures. Currently, the following districts do not use OSI: Broome, Chemung, Clinton, Erie, Franklin, Livingston, Nassau, New York City, Orange, St. Lawrence, and Schenectady.

Receiving Rerouted Documents in OSI

Rerouted documents are assigned the document status “New – Re-Routed” and will be included in the results of a search on the status of “New” on the Document Search and Retrieval screen. Districts can also perform a search on the document status of “New – Re-Routed” to specifically search for only the documents that have been rerouted to them.

Reports

The “New – Re-Routed” document status has been added to search criteria for the following reports: OSI District Management Volume Report, OSI District Management Timeliness Report, and OSI District Supervisor Report.

Section 3

Districts that experience any technical issues with OSI should report them through the New York State Office of Information Technology Services' (ITS) Information Technology Service Management (ITSM) system.