

Arizona Guide System (BG01)	ADDITIONAL INSTRUCTIONS OR INFORMATION Version 2 – 07/05/18
<p>The Arizona Guide System (BG01) is the database maintained by the Division of Employment and Rehabilitation Services. DCSS staff have limited access to view certain screens within the BG01 database.</p>	<ul style="list-style-type: none"> ❖ At the crossroads, type BG01. ❖ Enter your password (first name initial and first three letters of your last name) ❖ Enter your Operator ID (04025)
<p>Transaction Option: 01 Summary Information – Quick reference screen that holds information about the claimant</p>	<ul style="list-style-type: none"> ❖ Enter the party’s social security number (SSN) ❖ Zero defaults after the SSN for the most current claim ❖ Enter “1” after the SSN to see past claims ❖ Benefit Begin Date (BYB date) ❖ Benefit End Date (BYE date) ❖ “ADDR EFF DATE” is the date used for single source locate purposes if date is less than 1 year old ❖ Identify if child support is scheduled to be withheld from unemployment benefits. The “CHILD SUP IND” field should be set to “Y”. If it’s not, review SUDE on ATLAS to determine if collection remedies have been suppressed. If no suppression is determined, refer the case to Helpdesk. ❖ Claim Status (REG STATUS field) ❖ Paid to Date field shows how much the claimant has received ❖ Total Benefit Payment (MBA) ❖ Total Balance on Claim (TOT BAL)
<p>Transaction Options: 02 & 21 Nonmonetary Determinations – Unresolved issues (appeals), nonmonetary determinations and redeterminations.</p> <p>Issue and Appeals – Select X on issue, if any on the 02 screen and press F6 to get to Transaction Option 21.</p>	<ul style="list-style-type: none"> ❖ Screen 01 may show the party is not receiving unemployment benefits but this screen (02) will alert DCSS staff if an appeal is pending which <i>may</i> result in unemployment benefits being awarded at a future date. ❖ On the 02 screen, if a party is disqualified indefinitely, you will see 999999999 which means an appeal could be filed. ❖ Most common Issue Codes: 10 = quit, 20 = discharge, 45 = still working part-time, 70 = vacation, 01 = able to work, 02 = available to work, 08 = refusal of work, 09 = refusal of referral, 47 = missed RESEA, 48 = no AJC registration ❖ Unemployment benefits are not paid out during an appeal
<p>Transaction Option: 04 Employer Information – The claimants last employer attached to the claim</p>	<ul style="list-style-type: none"> ❖ Employers are listed in order of occurrence (PF2 to see the next employer) ❖ LDW: Last Day Worked ❖ Separation Data lists issue code (above) as to reason for leaving employer
<p>Transaction Option: 07 Benefit Payment History – Benefit payment information for each payment that has been issued against a claim</p>	<ul style="list-style-type: none"> ❖ Benefit Week Ending (BWE, date of payment) ❖ Weekly Benefit Amount (WBA) ❖ Amount Paid ❖ Monetary Balance on the claim ❖ Most common Pay Type Codes: 01 = full payment, 10 = waiting week, 12 = unresolved issues, 02 = pay with earnings, 07 = disqualification, 17 = monetarily ineligible, 19 = child support deduction
<p>Transaction Option: 08 Adjustment History</p>	<ul style="list-style-type: none"> ❖ Child support deductions are not taken from supplemental checks
<p>Transaction Option: 12 Claim Profile Information</p>	<ul style="list-style-type: none"> ❖ Displays direct deposit status for the claimant’s weekly benefits
<p>Transaction Option: 13 Benefit Payment Information – Displays payment information for a specific BWE</p>	<ul style="list-style-type: none"> ❖ Modify date if information is needed for another BWE

<p>Transaction Option: 17 Tax Withholding Information – Displays the amount of Arizona state taxes withheld</p>	<ul style="list-style-type: none"> ❖ Lists 12 payments at a time, press PF2 for more payments
<p>Transaction Option: 25 Claimant Contact Information – Provides basic claimant contact information</p>	<ul style="list-style-type: none"> ❖ “ADDR EFF DATE” is the date used for single source locate purposes if date is less than 1 year old ❖ Deceased Indicator ❖ Claimant’s email address
<p>Transaction Option: 55 Claimant Name Inquiry – Search by name if a SSN is not available for the claimant</p>	<ul style="list-style-type: none"> ❖ Type “Y” in name match to get an exact search
<p>Transaction Options: 57 & 58 Employer Inquiry – Search by Employer name or address</p> <p>EBI Inquiry – Select the employer with an “X” and press P6 to get to screen 58</p>	<ul style="list-style-type: none"> ❖ Add “A” on “Inquiry Type” to search by the employer’s name ❖ Add “B” on “Inquiry Type” to search by the employer’s address ❖ If the employer uses a payroll vendor, their information will be displayed ❖ Capture ER Number from W6 screen
<p>Transaction Option: W5 Pseudo-Monetary Determination – Calculates a pseudo-monetary and is used to determine whether the claimant is eligible for unemployment benefits at new claim filing time</p>	<ul style="list-style-type: none"> ❖ Displays the wages of quarterly earnings per employer ❖ Adjust the Base Period begin date to see other quarters/employers ❖ Displays up to 13 quarters
<p>Transaction Option: W6 Wage Inquiry – All wages that exist in the wage system of the claimant</p>	<ul style="list-style-type: none"> ❖ Displays the wages of quarterly earnings ❖ Provides the Employer Number (ER) for direct employer review on screen 58
<p>Transaction Option: 60 Transferred Wage Employer Charging – Displays information when claimant was eligible for unemployment benefits in a different state then moved to AZ</p>	<ul style="list-style-type: none"> ❖ Information may assist with locate verifications