

KEES ISSUE TEMPLATE
DO NOT INCLUDE ANY PII

Required Information:	Information Entered by Worker:
Date:	
Is Case Processing Stopped by this Issue?	Select From Dropdown
Does this qualify as a 'Dead Stop'?	Select From Dropdown
Is Ticket for an Expedited FA Application?	Select From Dropdown
Is Ticket for an 18-hr or 48-hr LIEAP Application? (If yes, please indicate which):	Select From Dropdown
Is Ticket for the Emergency Water Assistance Program? (If yes, please indicate Application Type):	Select From Dropdown
Required Information:	
Full Name (end user):	
Phone Number:	
Email Address:	
Your Location (which service center -or- work from home):	
Required Information:	
KEES Case Number:	
Task Name & Unique ID Number (if reassigning to the Orange-Green queue):	
Program:	Select From Dropdown
Program Block Number:	
Category Issue Falls Into:	Select From Dropdown
Subcategory Issue Falls Into:	Select From Dropdown
Short Description of Issue (Be descriptive):	
Detailed Description of Issue (Include what page you were on):	
If Rescind/Reapply Issue:	
Who needs Rescinded/Reapplied (First Name):	
If Rescind, for what month?	
If Reapply, what is the Application Date?	
If EDBC Issue:	
EDBC Run Month:	
Was a Run Reason Used? If yes, which one?	
Was Multi-Month EDBC used?	
Expected EDBC Result (Be specific):	
Actual EDBC Result:	
If Form or NOA Issue:	(Attach a screenshot of the entire Form/NOA)
Form Number (ex: V808):	
What was selected on Document Parameters?	
What was incorrect? (Be specific):	
After which EDBC was Form or NOA generated?	
Was Multi-Month EDBC used?	
If Task Issue:	(Attach screenshot of Task from Task Inventory page)
Task Name:	

Unique Task ID Number:	
If Error Received:	(Copy/Paste JAVA errors to a Word doc and attach)
Date and Time Error Received:	
What action did you take that gave the error?	
Error Code Received (ex: 1700):	
Unique ID of the Error:	

KEES LATENCY ISSUE TEMPLATE

Required Information:	Information Entered by Worker:
Date:	
Time Latency Started:	
Full Name (end user):	
Contact number for someone at your location:	
Your Location (which service center):	
Are you the only one experiencing latency?	Select From Dropdown
Is it isolated to certain screens?	Select From Dropdown
If yes, which ones?	
Is it impacting EDBC?	Select From Dropdown
If yes, which program were you running?	
Is it impacting Tasks?	Select From Dropdown
If yes, in what way?	
What case number were you on? (We understand if it is impacting ALL case numbers, but give some specific examples):	
What were you trying to do? (Be specific):	
How long did the action take? (Yes, we know it took too long, but specifically, how long is it taking now?)	
How long does that action typically take?	

SUBCATEGORIES	
Under KEES	
KEES Batch	- Issues related to the Monthly Reviews Batch (includes missing Review & IR Records or issues with the Redeter Record), Reviews Discontinuance Batch, Critical Age Batches, Time Limit Batches, etc.
KEES BOT	– Issues related to LOLA the LIEAP BOT, or the LIEAP/PEBT Registration BOT
KEES Contact Log & Journal	– Issues related to the Contact Log or Journal.
KEES Duplicate ID	– Issues related to Duplicate IDs in KEES.
KEES File Clearance/MPI	– Issues related to File Clearance or the Master Person Index.
KEES Fiscal	– Issues related to TOP, Payments, SMART or Promise.
KEES Forms Notices	- Issues related to Forms and NOAs.
KEES Interfaces	- Issues related to SDX, BENDEX, EATSS, KDOL, TALX, KPERS, VLP, EBT Web Service (EBTedge), eDRS, etc.
KEES Latency	– Issues related to KEES latency.
KEES Online Data Collection	- Issues related to any of the Financial or Non-Financial data collection pages.
KEES RDB	– Issues related to the Resource Databank.
KEES Registration	- Issues related to Reapply, Rescind, eLinking or administrative roles.
KEES Reports	- Issues related to reports.
KEES Rules and Eligibility	- Issues related to EDBC, missing or incorrect Review Due or IR Due dates, non-compliance, etc.
KEES Tasks	- Issues related to tasks.
Under ImageNow	
Document Re-indexing Issue	– Issues related to re-indexing documents.
INMAC Error	– Do not use.
Missing PDF	– Issues related to missing PDF documents.
Unusable Image	– Issues related to unreadable images.
Other	– Perceptive Content issues not covered by another Subcategory.
Under Outage	
KEES Outage	
Address Normalization Outage	
ImageNow Outage	
Interface Outage	– (Real-time interfaces offline)
KEES User Manual Unavailable	
Reports Outage	
SSP Outage	
Task Outage	– (More than one worker impacted.)
Under SSP	
Access My Benefits Portal	
Self Service Portal	
SSP Account Delink Request	- Requests to have SSP accounts delinked from their KEES case number.