



HAMLET 2.2 USER GUIDE

Unemployment Case Manager

March 2015

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1. What is HAMLET?

HAMLET is Corporate Cost Control's online platform used to manage unemployment cases. This provides you with a centralized "workqueue" which allows you the ability to stay up to date on your unemployment cases. HAMLET allows you to effectively manage your claim deadlines, upload any supporting documentation pertaining to the unemployment case and communicate with your CCC Claims Analyst via secure method.



2. How to Access Hamlet

You can access the Hamlet Claims Portal by using the following link:

<https://portal.corporatecostcontrol.com>

The screenshot shows a web browser window with the URL <https://portal.corporatecostcontrol.com/>. The page features the Corporate Cost Control logo and the text "Corporate Cost Control Portal". In the top right corner, it displays "V1.0", "User:", and a "[Login]" link. The main content area is titled "Corporate Cost Control Portal Login" and contains the following form:

Enter your user name and password below.

User ID:

Password: [Forgot your password?] [Contact Us]

Remember me next time.

Your user ID is your email address and your temporary password was sent to you in an email. If you are unable to access your account, you can select 'Forgot your Password' (in above screen shot). If you have trouble logging in please click 'Contact Us' and an email will be generated to contact 'reports@corporatecostcontrol.com'.

Once you are logged in, you can change your password.

The screenshot shows the user dashboard for "STEVEN SILVER". The page includes the Corporate Cost Control logo and the text "Corporate Cost Control Portal". In the top right corner, it displays "V1.0", "User: steven.silver", and a "[Log Out]" link. The dashboard is divided into several sections:

- My Workqueue:** A list of work items for "STEVEN SILVER" in "PA-PHILADELPHIA":
 - 4/3/2014: POWELL - 5243
 - 4/6/2014: GRAVES - 4126
- Claim and Claimant Information:** A table with the following data:

Claim and Claimant Information	
Claimant: CLAYTON GRAVES 416936	Claim Date: 3/23/2014
Work Location/Entity: PA - PHILADELPHIA Client Code: PA - PHILADELPHIA	State Unemployment Account: PA - TEST COMPANY 86259510
Questions? Contact your CCC Claims Analyst DAN TIENES	Due Date: 4/6/2014
WEEKS AND WAGES NOT REQUIRED	
- Separation Information:** A text block stating: "The following separation information has been provided to CCC: Separation Received 8/27/2013. Hire Date: 5/8/2012 Last Day Worked: 8/20/2013 Termination Date: 8/20/2013 Reason: Voluntary Quit - Failed to return from leave of absence"

3. The HAMLET Workqueue

3.1 Becoming Familiar with Your Workqueue:

Upon logging on, you will see your HAMLET workqueue on the left of the screen (See Figure 1). This lists all outstanding requests for information from Corporate Cost Control. Your Workqueue tree is sorted first by the due date and then by the work location for the claimant, of each document. You can expand each item by clicking the *plus* icon next to each folder. You can condense each item by clicking the *minus* icon next to each folder.

The last name of the claimant and the last four of the Social Security number are displayed.

If you do not have any outstanding work in your queue, this will be noted.



The screenshot displays the Corporate Cost Control Portal interface. At the top left is the logo and name 'CORPORATE COST CONTROL'. At the top right, it says 'Corporate Cost Control Portal', 'V2.1', 'User: Stacy.Solorio@safeway.com', and a '[Log Out]' link. Below the header is a navigation bar with links: '[Run Reports]', '[Claimant History]', '[My Workqueue]', '[Employee Search]', and '[Change Password]'. The main content area is divided into two sections. On the left is the 'My Workqueue' section, which shows a tree view under the name 'STACEY SOLORIO'. It lists several items with due dates and store locations: '1/20/2015 2625-STORE JACKSON - 7294', '1795-STORE TURNER - 4561', '1/28/2015 2076-STORE', and 'YAZZIE - 8460'. On the right is the 'Claim and Claimant Information' section for claimant 'JULIA YAZZIE | 9926212'. It includes details such as 'Last Status Reported: INACTIVE', 'Last updated: 1/14/2015', 'Work Location/Entity: 2076 - STORE | Client Code: 207693', and 'Questions? Contact your Analyst: STACEY LOPEZ'. It also shows 'SIDES Claim Information' with 'Claim Date: 1/11/2015', 'Claimant Name: JULIA YAZZIE', and 'Employer: SAFEWAY.COM'. A section titled 'Per the claimant...' lists 'First Day Worked: N/A', 'Last Day Worked: 11/14/2014', and 'Return To Work Date: N/A'. A highlighted section states 'WEEKS AND WAGES NOT REQUIRED' and 'Claimant's Separation Reason: FIRED/DISCHARGED'. At the bottom, it provides 'Local Office' contact information and a note: 'The following separation information has been provided to CCC: Separation Received 12/9/2014, Hire Date: 5/17/2014, Last Day Worked: 10/17/2014, Termination Date: 10/17/2014, Reason: Voluntary Quit - Abandoned the job'.

Figure 1: HAMLET Workqueue and Claimant Information

Once you click on the name of the claimant, to the right of the workqueue, you will see the *Claim and Claimant Information* section. Included is:

- Information about the claimant, including the claimant's employee ID (if provided),
- The claimant's work site, employment status (Terminated, Active or On Leave)
- Information on the claim, determination, hearing, and/or hearing decision, including the claim date, hearing date, due date and "weeks and wages" indicator. (for more information see Figure 1)
- Information on any separations that have been provided to Corporate Cost Control,
- The name of your CCC Claims Analyst and a link to his or her email to contact with any questions.

3.2 Communicating with Your CCC Claims Analyst

HAMLET provides a secure method for sending comments to your claims analyst (See Figure 2). Type the text you would like to send to the analyst and click 'Submit Comments'.

<p>Please provide any comments regarding this separation, then click "Submit Comments."</p>	<p>Comments:</p> <div style="border: 1px solid black; height: 100px; width: 100%;"></div> <p style="text-align: right;">[Submit Comments]</p>
---	---

Once you have posted your comments, you will see your comments listed:

Form and Date	Request Made	Sent To	Attempt	Status
CLAIM RECEIVED 1/13/2015	1/13/2015	GUTIERREZ, MERCY	1	Request for Information Sent
CLAIM RECEIVED 1/13/2015	1/13/2015	JERNIGAN, ELAINE	1	Request for Information Sent
CLAIM RECEIVED 1/21/2015	1/21/2015	SOLORIO, STACY	2	Request for Information Sent
Comment Posted By	Date Posted	Comment		
STACEY LOPEZ	1/13/2015	First Day Worked: Last Day Worked: Separation Date, if different: 1. What was the reason the claimant quit? 2. Did the conditions of hire change? If so, how? 3. Did the claimant take any action to preserve employment prior to leaving? 4. What actions did the claimant take? 5. Was continuing work available? 6. Provide any additional details concerning the voluntary quit 7. If this was a job abandonment, can you provide dates of three consecutive no call no shows? 8. Name and title of the person resignation was given to? 9. If written notice was provided, can you send over a copy?		

Figure 2: Claim Communications

Note: If you do not have access to the Questions and Answers, you can enter the separation information in the Comments section and 'Submit Comments' (As shown above).

3.3 Create New Separation/Edit Existing Separation

The first step in responding is to either 'Create a new separation' or 'or select from an existing separation' as shown in Figure 3 below:

Separation Details	
Create a new separation...	or select from an existing separation:
<-- Select -->	<-- Select -->
[Enter Prior Incidents] [Enter Remuneration Pay]	
[Edit Response] [Complete Response] [Delete Response and Start Over] [Cancel]	

Figure 3: Create New Separation/Edit Existing Separation

Existing separations are data that have been provided in a payroll feed or in responding to an earlier claim. Because separations that come from a data feed do not contain all the details necessary to respond to a claim, you may need to add additional information. If there are one or more separations, you will select the separation that pertains to the separation in question.

If you do not see the separation reason in the dropdown list in 'Select from an Existing Separation', you will need to 'Create a New Separation'. If you are creating a new separation, you must select one of the general reasons outlined from the options listed.

Once you select a separation reason, the system will display the first set of questions (See Figure 4 below). Please note that this is only available to users that have an updated browser, otherwise you will use the comments section guided by the questions your Claims Analyst displayed in the comments box.

Separation Details		
Create a new separation... [<-- Select -->]		or select from an existing separation: Voluntary Quit - Abandoned the job
First day worked	5/28/1992 MM/DD/YYYY	
Last day worked	5/10/2014 MM/DD/YYYY	
Separation date	5/10/2014 MM/DD/YYYY	
Are wages available for the period requested?	<input type="radio"/> Wages are available <input type="radio"/> Wages not available - proceed without <input checked="" type="radio"/> Wages not currently available	
Are weeks worked available for the period requested?	<input type="radio"/> Weeks are available <input type="radio"/> Weeks not available - proceed without <input checked="" type="radio"/> Weeks not currently available	
What were the wages earned after the effective date of the claim?	<input type="text"/> Wages earned after claim effective date	
What were the total hours worked after the claim effective date?	<input type="text"/> Hours worked after claim effective date	
What was the reason the claimant quit?	Due to job dissatisfaction	
Did the claimant take any action to preserve employment prior to leaving?	<input type="radio"/> No <input checked="" type="radio"/> Yes	
What actions did the claimant take?	<input type="text"/> <small>characters maximum)</small> <small>[Proceed to the next question (answer will not be saved)]</small>	
Was continuing work available?	<input type="radio"/> No <input checked="" type="radio"/> Yes	
Provide any additional details concerning the voluntary quit	<input type="text"/> <small>characters maximum)</small> <small>[Proceed to the next question (answer will not be saved)]</small>	

Figure 4: Q and A

There are several things to note:

- As each question is answered, it is “locked,” the question is “greyed out” and the padlock icon to the right of the question closes.

IF YOU NEED TO EDIT A QUESTION AFTER IT HAS BEEN ANSWERED AND “LOCKED” CLICK ‘EDIT RESPONSE’ (SEE FIGURE 3). THIS WILL UNLOCK THE QUESTION FOR EDITING.

- Some questions only appear based on the answers provided. For example, in figure 4, the user answered “Yes” to the question “Did the claimant take any action to preserve employment prior to leaving?”
 - Because the answer was “yes” the user was prompted to specify the actions the claimant took. Had the answer been “no” the follow up question would not have been required.
- You should consider all questions mandatory. If the answer requires a detailed response, and you have none to add, click ‘Proceed to the next question (answer will not be saved).’
- As you answer each question, your answer is permanently saved in the system.

Once you have answered all of the required questions, the system will notify you with a completion message unless you do not have an updated browser. Additionally, you will only see the message “You may now add information on any prior incidents of misconduct or pay received after the separation” if you have an updated browser. (See figure 5):



Figure 5: All Questions Answered!

You may now add information on any prior incidents of misconduct or pay received after separation (only those with an updated browser).

If no prior incidents or prior warnings you can finish the request for information by selecting ‘Mark this request Completed’ (See Figure 6)

Figure 6: Mark this request Completed



Another option to complete the request is to select ‘Finished with this case’:



Finished with this case? [Click here to close it out.](#)

3.4 Editing, Deleting and Completing a Response

If at any time you need to edit an answer after it has been locked, select the 'Edit Response' link (See Figure 6).

Separation Details	
Create a new separation...	or select from an existing separation:
<-- Select -->	<-- Select -->
[Enter Prior Incidents] [Enter Remuneration Pay]	
[Edit Response] [Complete Response] [Delete Response and Start Over] [Cancel]	

Figure 6: Edit, Delete and Complete a Response

All current answers will be unlocked, and may then be edited. Changes are updated automatically. You may select 'Edit Response' at any time to make changes.

If at any time you find you need to start over, click 'Delete Response and Start Over.' This will have the following effect:

- It will delete all answers, as well as the separation record.
- If the claim was previously processed with the separation you delete,
 - The claim will return to 'RECEIVED,'
 - The claim will return to original assigned user's queue.

Once you have answered all the questions in the HAMLET Drawer, you must click 'Complete Response' to send your response to your assigned claims analyst and remove it from your queue. (See Figure 6)

3.5 Prior Incidents and Remuneration

You may also provide information about any prior acts of misconduct and warnings the claimant received, or any special remuneration the claimant received such as severance pay, vacation pay, pension, etc. To add this information, click the appropriate link as shown in figure 7. Please note that this is only available to users that have an updated browser, otherwise you will use the comments section only.

[\[Enter Prior Incidents \]](#) [\[Enter Remuneration Pay \]](#)

Figure 7: Enter Prior Incidents or Remuneration

Selecting either of those options will display the 'Prior Incidents' or 'Remuneration' questions (Figure 8 shows the Prior Incident Questions and Figure 9 shows the Remuneration Questions):

ALL QUESTIONS CONCERNING REMUNERATION OR PRIOR INCIDENTS MUST BE ANSWERED ONCE STARTED.

You may enter as many prior incidents or remuneration pay information as needed.

Prior Incidents		
What was the date of the incident?	<input type="text"/> MM/DD/YYYY	
Please provide details of the prior incident.	<input type="text"/> (1000 characters maximum) <i>[Proceed to the next question (answer will not be saved)]</i>	
Was the claimant warned for the incident?	<input type="radio"/> No <input type="radio"/> Yes	
What were the details of the prior warning?	<input type="text"/> (1000 characters maximum) <i>[Proceed to the next question (answer will not be saved)]</i>	

Figure 8: Prior Incidents Questions

Continued:

Remuneration		
What type of remuneration was received?	<-- Select -->	
What is the claimant's average weekly wage?	<input type="text"/> Average Weekly Wage	
What are the average hours worked per week?	<input type="text"/> Average hours worked per week	
What is the amount of the remuneration per period?	<input type="text"/> Remuneration amount	
How frequently is the remuneration paid?	<-- Select -->	
What date will the remuneration be paid?	<input type="text"/> MM/DD/YYYY	
Is the remuneration allocated?	<input type="radio"/> No <input type="radio"/> Yes	

Figure 9: Remuneration Questions

3.6 Uploading Documentation

You may enter any documentation that you wish to be provided to the State in response to the claim from the documentation section of the HAMLET Drawer (See Figure 10). When uploading a document, all fields must be completed, including the *Description Text Box* and *Document Type Button*.

NOTE: You must select a separation, each time, before you can upload documents. Please note that you will not be able to delete documents at this time, once you have uploaded them.

Upload Documents							
<p>You may upload any documents related to the claimant's separation. Please provide a brief description, and select the type of document from the choices listed.</p> <p>Description: <input type="text"/></p> <p><input type="button" value="Browse..."/> No file selected.</p>	<p>This document is a...</p> <table border="1"> <tr> <td><input type="radio"/> Company policy</td> <td><input type="radio"/> Resignation</td> <td><input type="radio"/> Written Warning</td> </tr> <tr> <td><input type="radio"/> Other</td> <td><input type="radio"/> Signed acknowledgment</td> <td><input type="radio"/> Counseling</td> </tr> </table> <p>[Upload File]</p>	<input type="radio"/> Company policy	<input type="radio"/> Resignation	<input type="radio"/> Written Warning	<input type="radio"/> Other	<input type="radio"/> Signed acknowledgment	<input type="radio"/> Counseling
<input type="radio"/> Company policy	<input type="radio"/> Resignation	<input type="radio"/> Written Warning					
<input type="radio"/> Other	<input type="radio"/> Signed acknowledgment	<input type="radio"/> Counseling					
<p>Documentation On File:</p> <p>Document: TEST Added on: 6/2/2014 [Other]</p> <p>Document: TEST Added on: 6/2/2014 [Other]</p>							

Figure 10: Documentation Section

CURRENTLY, THE ONLY FILE TYPES THAT MAY BE UPLOADED ARE .RFT, .PDF, .TXT, .TIFF/.TIF, AND .CSV.

3.7 Processing a Determination

If you receive a determination in your queue you will be able to review the document by selecting 'Click to View the Document' (See Figure 11).

Claim and Claimant Information				
Claimant: DONNA JACKSON 7804842 Last Status Reported: ACTIVE Last updated: 11/1/2014 Work Location/Entity: 2625 - STORE Client Code: 262567		Determination of Eligibility Received: 1/7/2015 Determination Due: 1/20/2015 Separation Issue: Click to View the Document Questions? Contact your Analyst HEATHER ANTHONY		
Form and Date	Request Made	Sent To	Attempt	Status
DETERMINATION RECEIVED 1/16/2015	1/16/2015	SOLORIO, STACY	2	Request for Information Sent
Please provide any comments regarding this separation, then click "Submit Comments." You may also wish to upload documentation in the section below. When you have finished adding comments, and have NO FURTHER INFORMATION TO PROVIDE, click here to mark this request as completed . The request will be removed from your queue and an analyst will follow up with any further questions.		Comments: <div style="border: 1px solid black; height: 100px; width: 100%;"></div> [Submit Comments]		

Figure 11: Determination

You can let your Claims Analyst know if you would like to appeal by submitting comments (See Figure 12).

Please provide any comments regarding this separation, then click "Submit Comments." You may also wish to upload documentation in the section below. When you have finished adding comments, and have NO FURTHER INFORMATION TO PROVIDE, click here to mark this request as completed . The request will be removed from your queue and an analyst will follow up with any further questions.		Comments: <div style="border: 1px solid black; padding: 5px;"> We would like to appeal. </div> [Submit Comments]	
--	--	---	--

Figure 12: Appealing a Determination

3.8 Processing a Hearing

If you receive a Hearing in your queue you will be able to review the document by selecting 'Click to View the Document' (See Figure 13).

Claim and Claimant Information				
Claimant: JOLENE WILSON 9342674 Last Status Reported: INACTIVE Last updated: 1/14/2015 Work Location/Entity: 1899 - STORE Client Code: 189912			Hearing on: 1/22/2015 at 10:30 AM Pacific Issues: Discharged - Misconduct - 2014-11-05 Termination Date: N/A Last Day Worked: N/A Click to View the Document	
Form and Date	Request Made	Sent To	Attempt	Status
HEARING RECEIVED 1/14/2015	1/14/2015	NORCAL, DIVISION	1	Request for Information Sent
HEARING RECEIVED 1/21/2015	1/21/2015	SOLORIO, STACY	1	Request for Information Sent
Comment Posted By	Date Posted	Comment		
AJAH ANDERSON	1/14/2015	CCC has received a hearing notice for this claimant. The notice is available for your review. Please be sure to notify and gather all firsthand witnesses involved in the issues that lead to separation. Please provide the following as soon as possible: The name and position of the witnesses that will participate in the hearing. Phone number your representative from Corporate Cost Control should call to prepare the witnesses. Please provide this ASAP so that the witness and CCC may begin preparing for this hearing. If any witness is unable to attend the hearing or a group conference call for preparation, please let us know as soon as possible.		

Figure 13: Opening a Hearing

You can respond to your Hearing Coordinator by submitting comments (See Figure 14).

<p>Please provide any comments regarding this separation, then click "Submit Comments."</p> <p>You may also wish to upload documentation in the section below.</p> <p>When you have finished adding comments, and have NO FURTHER INFORMATION TO PROVIDE, click here to mark this request as completed.</p> <p>The request will be removed from your queue and an analyst will follow up with any further questions.</p>	<p>Comments:</p> <p>The first hand witnesses is Selma Book, manager of compliance. Her phone number is 555-555-5555.</p> <p>[Submit Comments]</p>
--	--

Figure 14: Submitting witness info

3.9 Processing a Hearing Decision

If you receive a Hearing Decision in your queue you will be able to review the document by selecting 'Click to View the Document' (See Figure 15).

Claim and Claimant Information				
Claimant: DAWNA WYMORE 9917113 Last Status Reported: INACTIVE Last updated: 6/4/2014 Work Location/Entity: 1076 - STORE Client Code: 107624			Decision dated: 1/8/2015 Decision from Hearing Held: 1/5/2015 Click to View the Document Questions? Contact your Analyst HEATHER ANTHONY	
Form and Date	Request Made	Sent To	Attempt	Status
DECISION RECEIVED 1/21/2015	1/21/2015	SOLORIO, STACY	1	Request for Information In Progress
Comment Posted By	Date Posted	Comment		
HEATHER ANTHONY	1/21/2015	We received an unfavorable Hearing Decision. I'd suggest not appealing to the board of review. Please let me know if you would like to discuss this case further.		

Figure 15: Opening a Hearing Decision

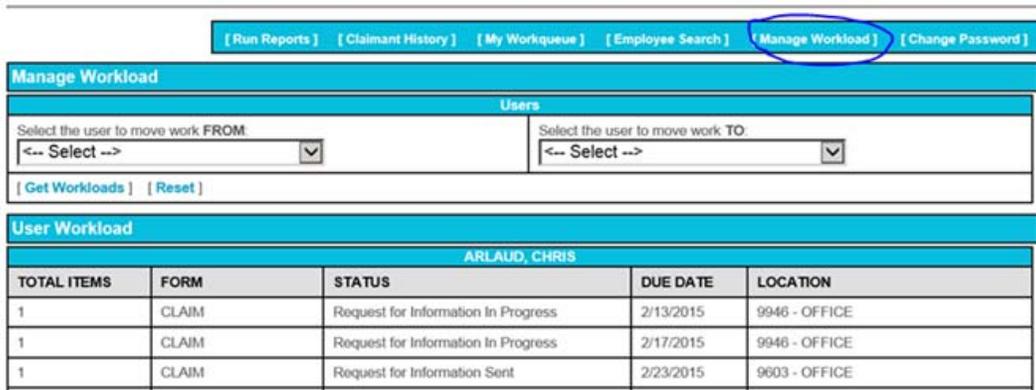
You can respond to your Hearing Coordinator by submitting comments (See Figure 16).

<p>Please provide any comments regarding this separation, then click "Submit Comments."</p> <p>You may also wish to upload documentation in the section below.</p> <p>When you have finished adding comments, and have NO FURTHER INFORMATION TO PROVIDE, click here to mark this request as completed.</p> <p>The request will be removed from your queue and an analyst will follow up with any further questions.</p>	<p>Comments:</p> <p>We would not like to appeal to the board of review.</p> <p>[Submit Comments]</p>
--	---

Figure 16: Submitting Comments for a Hearing Decision

4. Manager Workload Reassignment

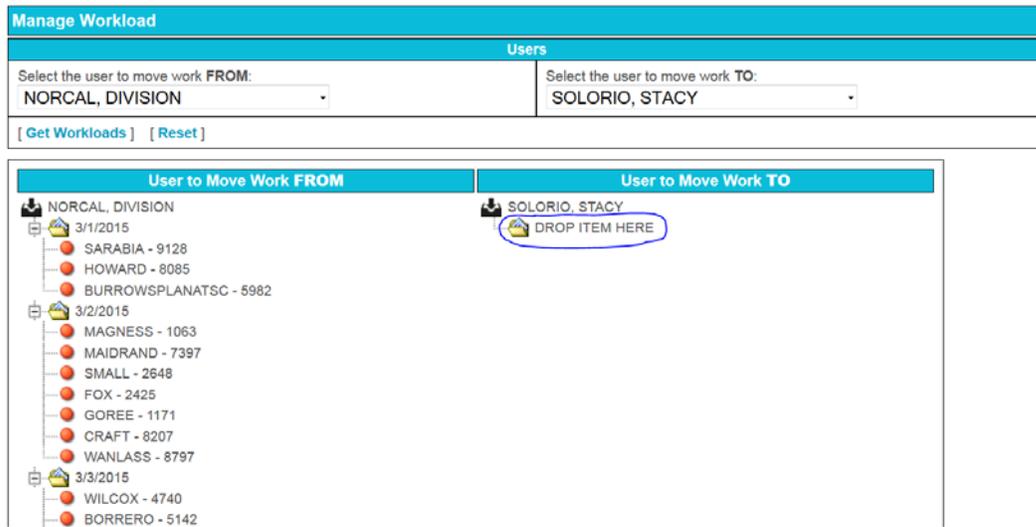
This tab will be available to managers to reassign work in user's queues. Once you are in the Manage Workload screen you will be able to see all documents in each users queues. To move workload, select the user in the 'FROM' dropdown menu and select a user from the 'TO' dropdown menu (Figure 17).



Manage Workload				
Users				
Select the user to move work FROM:		Select the user to move work TO:		
<input type="text" value="<-- Select -->"/>		<input type="text" value="<-- Select -->"/>		
<input type="button" value="Get Workloads"/> <input type="button" value="Reset"/>				
User Workload				
ARLAUD, CHRIS				
TOTAL ITEMS	FORM	STATUS	DUE DATE	LOCATION
1	CLAIM	Request for Information In Progress	2/13/2015	9946 - OFFICE
1	CLAIM	Request for Information In Progress	2/17/2015	9946 - OFFICE
1	CLAIM	Request for Information Sent	2/23/2015	9603 - OFFICE

Figure 17: Moving Workload

Once you select the users you would like to move workload TO/FROM, you will now be able to drag and drop each individual item to the folder 'DROP ITEM HERE' (Figure 18).



Manage Workload	
Users	
Select the user to move work FROM:	Select the user to move work TO:
<input type="text" value="NORCAL, DIVISION"/>	<input type="text" value="SOLORIO, STACY"/>
<input type="button" value="Get Workloads"/> <input type="button" value="Reset"/>	
User to Move Work FROM	User to Move Work TO
<ul style="list-style-type: none"> NORCAL, DIVISION <ul style="list-style-type: none"> 3/1/2015 <ul style="list-style-type: none"> SARABIA - 9128 HOWARD - 8085 BURROWSPLANATSC - 5982 3/2/2015 <ul style="list-style-type: none"> MAGNESS - 1063 MAIDRAND - 7397 SMALL - 2648 FOX - 2425 GOREE - 1171 CRAFT - 8207 WANLASS - 8797 3/3/2015 <ul style="list-style-type: none"> WILCOX - 4740 BORRERO - 5142 	<ul style="list-style-type: none"> SOLORIO, STACY <ul style="list-style-type: none"> DROP ITEM HERE

Figure 18: Reassigning Workload