

Employment Ontario Information System (EOIS) Case Management System (CaMS) Bulletin

Client Address Changes

The purpose of this bulletin is to provide Employment Ontario (EO) service provider organizations with an update on troubleshooting client addresses in EOIS-CaMS.

Effective immediately, authorized users of EOIS-CaMS have the ability to override a client's address when an "Invalid Postal Code" error occurs without having to contact their ministry contact for assistance.

Background

During the client registration process, the client's mailing address is required to successfully create the client's Employment Ontario (EO) Case record. There are some instances when a client's mailing address cannot be found and an "Invalid Postal Code" error message is displayed. A postal code is deemed invalid for two reasons: (1) if the postal code is not recognized in the Canada Post database, or (2) if the postal code is valid in the system but does not match the client's address. If one of these reasons occurs, the user in most cases would enter a different address to be able to create the EO Case. To ensure the client's mailing address is corrected in the system, the user would follow the EOIS-CaMS Support Model and email their ministry contact requesting that the address be changed. The request would then be forwarded to the local business expert (LBE) who would then notify the EOIS Service Desk with the address change.

Address Override Process

The EOIS-CaMS users now have the ability to override an address when a postal code is deemed invalid by the system or does not match the client's address. Users can bypass the error message and proceed with entering the client's correct mailing address. This new and simple process will save time by reducing the number of emails generated and the number of staff involved to request an address change. The override can be used during the initial client registration or when changing a client's address. Please ensure that the proper steps to enter a client's address in EOIS-CaMS are followed **before** the address override process is used.

Resources

The ministry will update "EOIS-CaMS Chapter 6 – Employment Ontario Case and Client Profile" to reflect the changes. The guide is available under the "[Guides and Resources](#)" section of EOIS-CaMS on the Employment Ontario Partners' Gateway (EOPG).

Please direct any questions or concerns you may have to your ministry regional office.

Thank you.

Finance, Analysis and Systems Support Branch
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