**Section 599 Flow Chart**

**Customer is actively claiming UI and discloses HE/SHE IS...**

### OSOS Activity: 599OS In-Training Disclosure Date

**OSOS Comment:** Where, what, how many credits/hours, daily schedule, start/end

Can customer provide ALL of the following items in-person right now?
1. Completed **One-Stop 599 application** (Form OS44);
2. Acceptance letter or other proof of acceptance/enrollment date;
3. School-issued proof of full-time (12 credits or 12 hrs/wk) enrollment;
4. School-issued proof of exact dates training begins and ends; and
5. *(Only if customer already in training)* Most recent grades or transcript.

**YES:** All items here now

**NO:** Even if just 1 item missing, or customer disclosed enrollment via phone or email

**Issue Pending Documents Advisory (OS44PD)** to customer, listing missing items ONLY (Don’t list items customer brought in). “Due date” is always 14 days (2 weeks) into the future.

**OSOS Activity:** 599OS Documents Pending

**OSOS Comment:** List all pending documents and due date.

**All of this was done in-person, with the customer present**

- You and customer sign OS44PD
- Copy OS44PD and any documents customer provided today
- You keep copies
- Customer keeps the originals

**Customer disclosed enrollment status via email or phone call**

- Send OS44PD & blank **OS44** via email
- Use “snail mail” if customer has no email
- **OSOS comment:**explaining why OS44PD lacks customer’s signature

**OSOS Activity—Take whichever ONE applies:**
- **599OS Customer Never Returned Application**
  - If customer never turned in ANY documentation at first, and still hasn’t submitted anything after 14 days
- **599OS Forwarded Incomplete Application**
  - If customer submitted any (but not all) required items.

**OSOS comments:** See 599 Data Entry Chart for any required comments, advisories, or issues which must accompany whichever activity you’re recording.

### Complete form: 599 Application Fax Cover Sheet (OS44F).

- Only check boxes for the document(s) you are actually submitting. Fax it all to CRU.

**Having a 599 application “in the queue” does not excuse anyone from UI obligations.**

Customers must seek work weekly and be “ready, willing, and able to work” and must attend Career Center aptts until they get 599 approval. (Don’t excuse/resched for school.) Always provide the availability advisory as shown in the 599 Data Entry Chart.

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**Complete form:** Training Recommendation (OS44R)
- Consult “Instructions for Completing OS44R” as needed.
- Goal occupation favorable? Refer to Long-Term Occupational Projections spreadsheet at [https://labor.ny.gov/stats/lsproj.shtm](https://labor.ny.gov/stats/lsproj.shtm)

**OSOS Activities:**
1. 599OS Received Complete Application, and either;
2. 599OS Recommend Approval of O/S Application or;
3. 599OS Recommend Disapproval of O/S Application.

**OSOS Comments:** Include recommendation from OS44R. See 599 Data Entry Chart for other requirements, depending on activities posted. Note if app was timely.

**Complete form:** 599 Application Fax Cover Sheet (OS44F). Upper-right boxes are for SSN, not NY#. Fax entire application pkg to CRU number shown on OS44F.