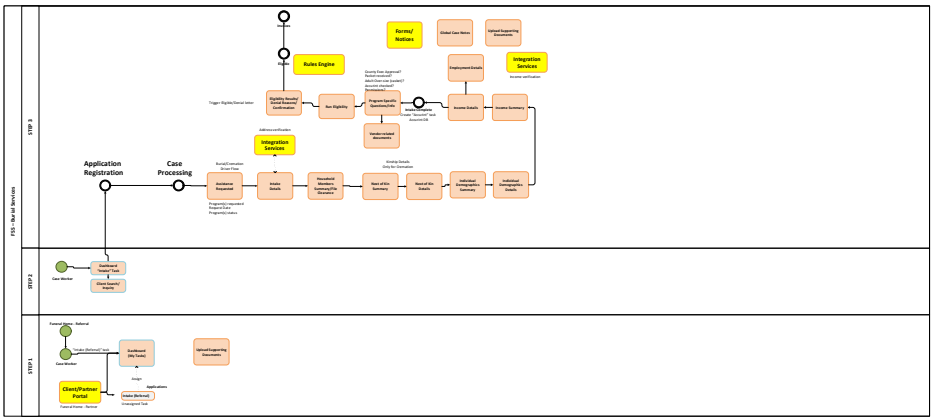
FSS - Retail Services
STEP 3
STEP 2
STEP 1
Application Registration
Case Processing
Rules Engine
Forms/ Notices
Global Case Notes
Upload Supporting Documents
Integration Services
Income Verification
Employment Details
Eligibility Results/ Global Reasons/ Confirmation
Run Eligibility
Program Specific Questions/KPIs
Income Details
Income Summary
Vendor-related documents
Integration Services
Address verification
Enrollment & Intake* Task
Client Search/ Inquiry
Case Worker
Enrollment (My Tasks)
Upload Supporting Documents
Client/Partner Portal
Intake (Referral)
Investigation Task
Applications
Assign