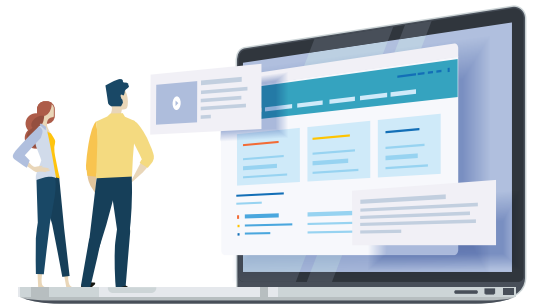


Inquiry Tips

Use a multiple identifiers when completing a search for a customer on the Inquire on Individual page.

Do not begin with the Gender or County fields selected, as these parameters limit the search results.

A screenshot of the 'Inquire on Individual' search form. The form has a header with a search bar and navigation tabs. Below the header, there are several input fields for search criteria. Each field has a green checkmark indicating it is a recommended search parameter. The fields are: Last Name, First Name, Middle Name, Suffix, Client ID, SSN, Gender, State ID, Non-Citizen #, and DOB. The Gender and County fields have a red 'X' indicating they are not recommended. The County field also has a dropdown menu with 'Select County ...'. There is a 'Search' button at the bottom right of the form.

Best practice is to search by:

First Name, Last Name, DOB, SSN

Maiden name – Use to search if the customer declares 'Married'

Dual Last names – Search individually, reversed, and together

Nicknames – For example, Katherine can be listed as Kate, Katie or Kathy