



How to enroll in Oracle Fusion- OE- Administrative

- Identify what systems are required if applicable (Oracle, Blue etc.)- Oracle
- Whether the issue can be resolved via self-service or our website Y/N- Y
- Action Steps for Task/Resolution - **Steps Below**
- Information to resolve i.e. phone numbers websites - **Steps Below**
- **Please Highlight any information that can be used as a Macro in yellow**

Script on How to enroll in Oracle Fusion- OE

When a caller is requesting to enroll in Oracle Fusion-OE, please follow the following script:

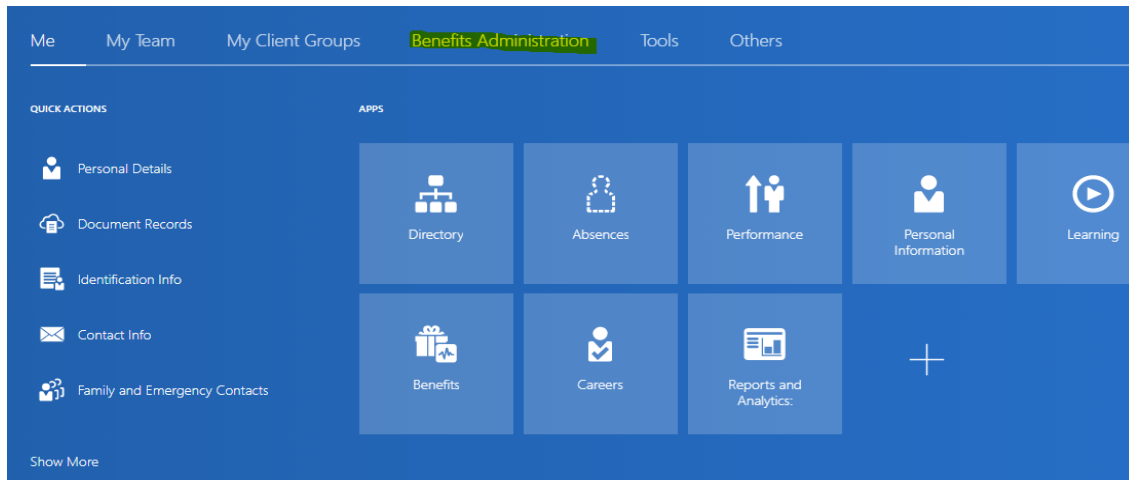
Script”: Total Rewards, (Name) speaking. How may I help you?

May I have your name?

May I have a phone number to reach you in case we get disconnected?

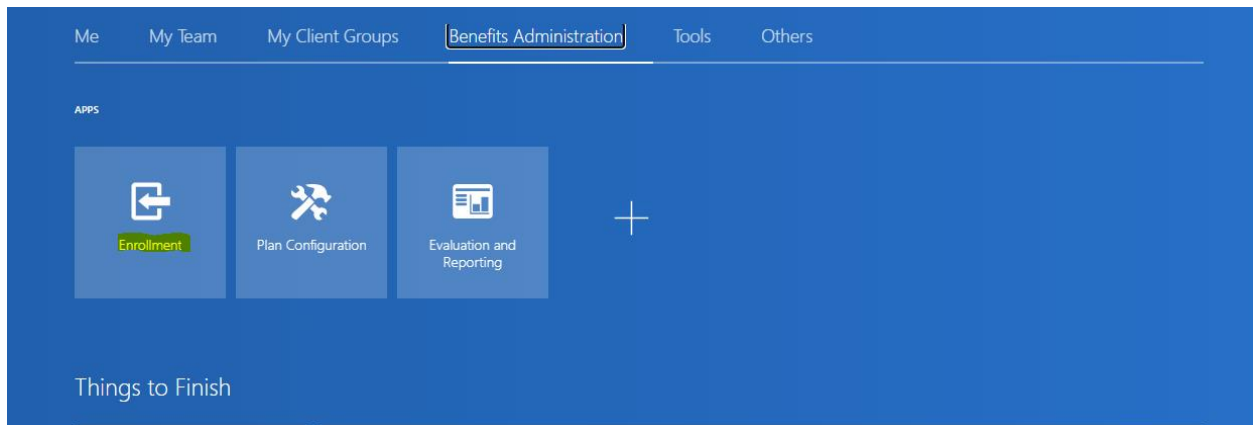
Please verify the last four digits of your social so that I may access your account.

Please follow the following steps to enroll in Oracle Fusion-OE.

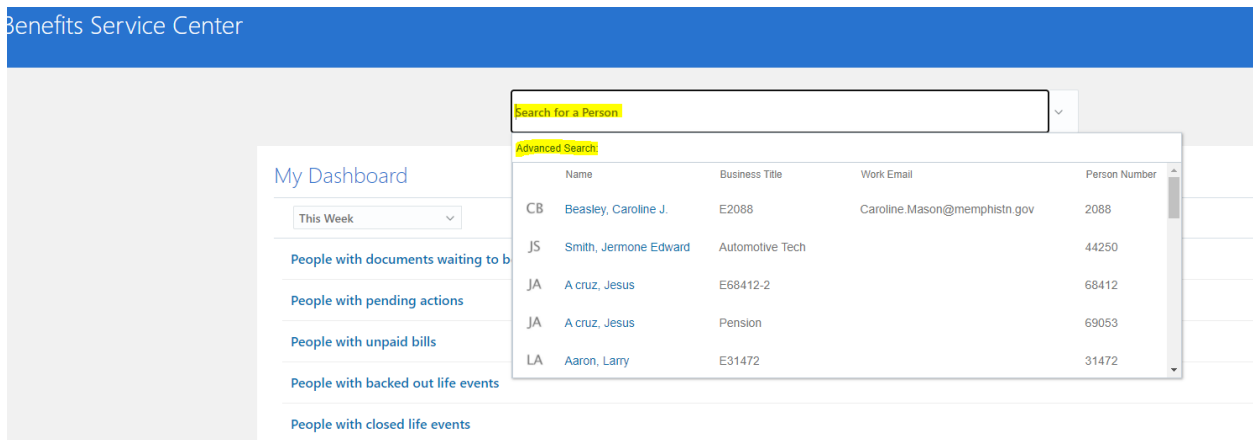


1. Log into -<https://memphistn.gov/fusion>
2. Once logged in click on Benefits Administration

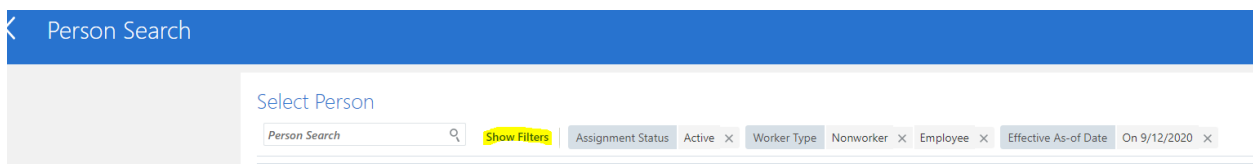
3. Click on Enrollment



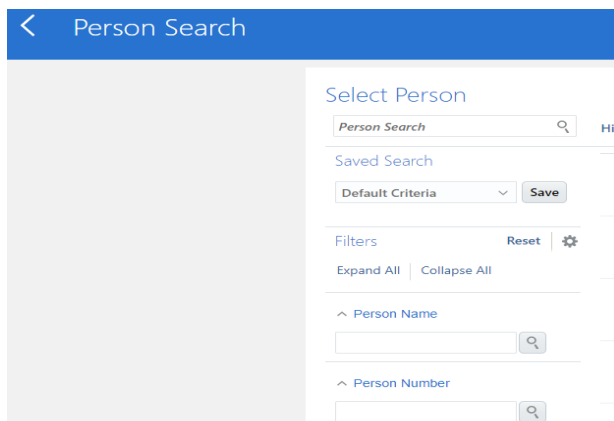
4. Click on Search for Person, then Advanced Search Click



5. Show filters



6. Search Person by Person Name, Person Number, or National ID



7. Click on the Employee that is requesting the change
8. Click on Enroll button for the OPEN in the Evaluated Life events tab

Evaluated Life Events

+ Add
^


42 days left for enrollment

Enroll

Open Occurred on 1/1/2021	Enrollment window started on 9/1/2020	...
▼		
Open Occurred on 1/1/2020	Processed and closed on 12/31/2019	...
▼		
Salary Change Occurred on 7/1/2019	Processed and closed on 7/7/2019	...
▼		
Conversion Occurred on 4/13/2019	Processed and closed on 5/20/2019	...
▼		

Show Backed Out and Voided Events

9. Accept Authorization

By submitting this request, I understand and agree that this application or any document related to the use of the City of Memphis website that electronically uses my personal username and password, and/or any other credential, certifies that I am the person identified by the username and password, and/or any other credential and that I have not disclosed that username and password, and/or any other credential to anyone else. I further acknowledge that I understand that if I purposely give false or misleading information, all coverage(s) provided by the City of Memphis may be subjected to a denial of benefits and/or termination of all coverages.

By clicking on the "I Accept" button, this indicates that I have read, agree and understand all the above.

Accept

Decline

10. Enroll employee in all requested plans

Active Employees

Submit
Cancel

Currency in USD
Your Total Cost

89.15
Per Pay Period

Medical

Edit

Medical

Select Plan

Employee Only

47.50

Nicotine Surcharge

Nicotine - Waived

11. Once completed, click submit.

12. Print confirmation/email confirmation



Confirmation

Your benefit elections were saved.

You can make changes until 11:59 PM CST, 10/30/2020.

Currency in USD

Your Total Cost Each Pay Period

89.15

Medical

Select Plan

Employee Only

47.50

Who's covered?

You



Nicotine - Waived

Who's covered?

You



HRA and FSA

Select Plan HRA

City Contribution

Who's covered?

You

