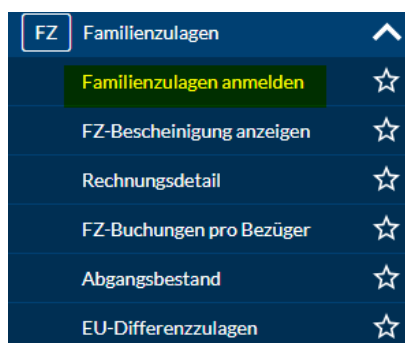


In general, transmissions and requests should be entered according to department as explained below:

- Request for benefits – why use the corresponding category?
- In what cases do I use the contact form? (additional or forgotten documents / requests / questions)
- How and where do I report changes?
- Difference between «Aufgaben» (task) and «Mitteilungen» (notifications)

Request for benefits (family allowances, indemnity in case of service or for parents)

The use of the online forms and the direct transmission with the uploaded documents start a process in the chosen subject area and allow a faster treatment.



Example family allowances

- Category «Familienzulagen» (family allowances)
- «Familienzulagen anmelden» (request family allowances)

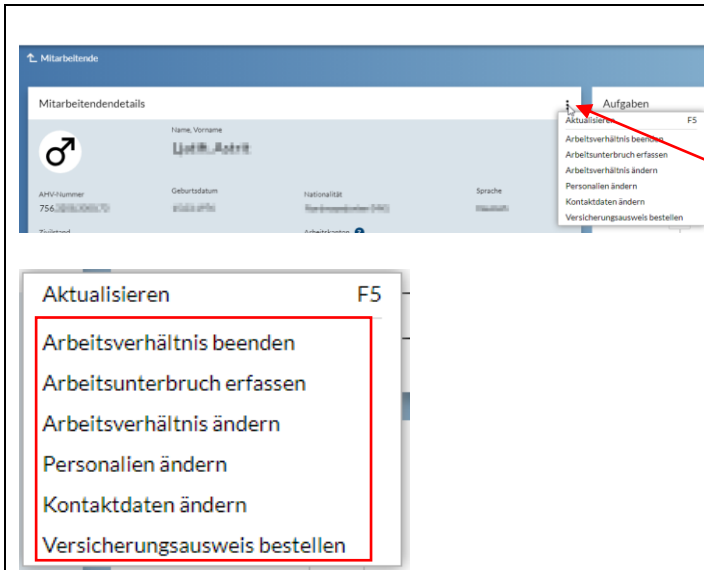


Completion of the online form

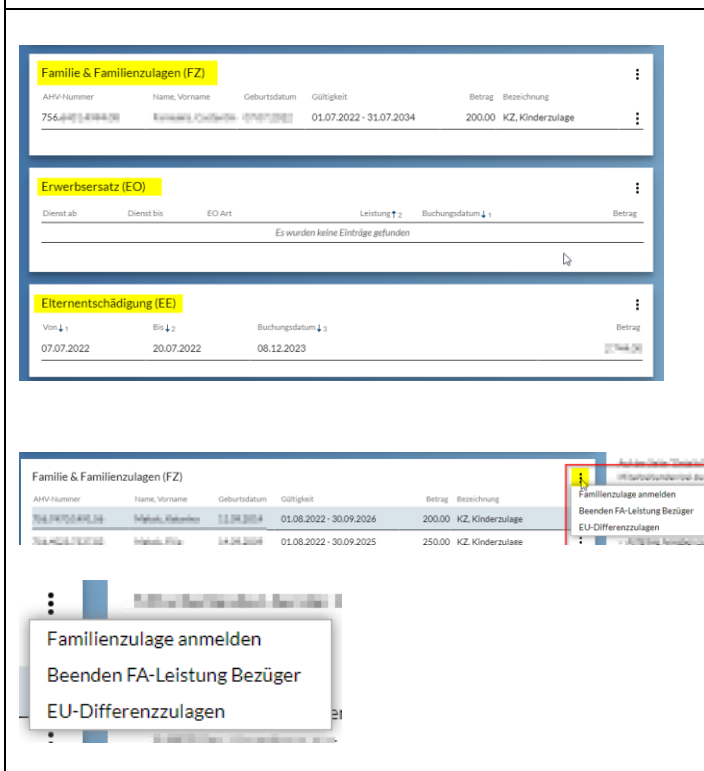
If an insured person has filled in the form on a hard copy or as a pdf version it is sufficient to fill in only the necessary fields and to upload and transmit the version already completed.

Notification of changes

Many changes and amendments can be selected and transmitted directly in connect. The following examples show a selection and are not a complete enumeration. More details and answers can be found at «Fragen und Antworten» (FAQ) and at the register «Hilfe und Kontakt» (help and contacts).



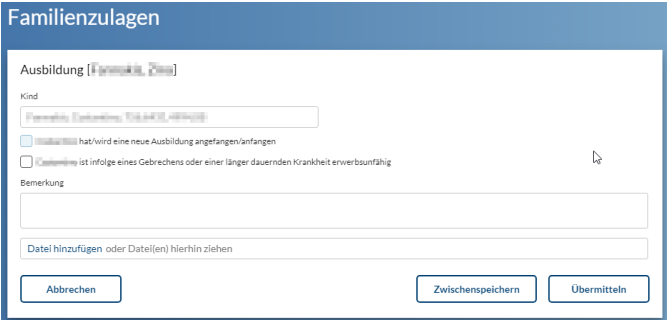
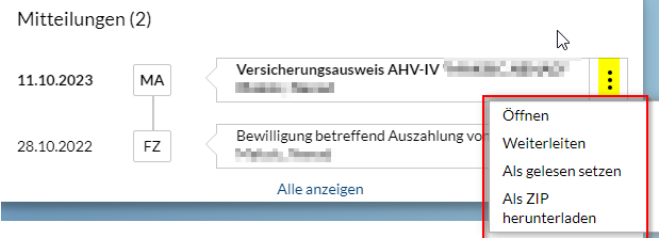

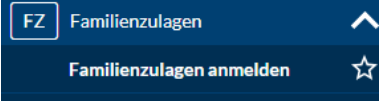
Modifying employees and employment contracts
 From the «Mitarbeitendendetail» (employee information) you can select the desired subject directly via the menu (three points on the upper right). By clicking on a subject, you can open a related subject.




Submitting documents for a department
 In the same «Mitarbeitendendetails» it is possible to select the desired benefits (e.g. FAK, EO or EE) directly via the menu (three points on the upper right).



By clicking on a subject, you can open a related subject.

	<p>Example: Window for the transmission of a certificate of education or information regarding the education.</p>
	<p>The menu consisting of three points offers possibilities for the transmission of information and documents in the different subjects.</p>
<p>Submission of additional documents / special requests / transmissions – contact form</p> <p>The contact form can be found in the registers of all departments. It can be used for the transmission of questions regarding applications, for the submission of additional documents (as long as there is no open request for them), notifications that cannot be handled any other way or request for support. It should only be used for requests that cannot be handled by a transaction described above.</p>	
	<p>Using the contact form</p> <p>By clicking on a register in the appropriate department a window opens. The contact form can be accessed in every register.</p>
	<ul style="list-style-type: none"> Click on a register (e.g. «Familienzulagen anmelden», request family allowances)

 Kontakt aufnehmen

Betreff *

AHV-Nummer oder Mitarbeitername

Ihre Nachricht *


Datei hinzufügen oder Datei(en) hierhin ziehen



Contact field

- Is visible (depending on the screen, scroll down)
- Can be turned on or off by clicking on ? on the upper right.

Tip: If not visible, click on question mark.

 Kontakt aufnehmen

Betreff *

AHV-Nummer oder Mitarbeitername

Ihre Nachricht *

Datei hinzufügen oder Datei(en) hierhin ziehen

Completion and transmission – it is helpful if

- The AHV number of the person in question is filled in, this makes allocation easier
- Text / information can be added and
- Documents can be transmitted