



INCOME SUPPORT
The Online Mailback System (TOMS)
User Guide

Department of Children, Seniors and Social Development
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1. User Responsibilities

To ensure that you are able to properly complete your mail-back form online and that we are able to process your information, it is important that you read carefully and understand the requirements listed below. If after reading this you are unclear of any of the noted requirements, please contact our office.

You are required to contact us at **1-888-632-4555** as soon as possible if:

- Your EMAIL Address has changed and is different from the one supplied to us on your registration form
- You believe your security information (User ID and Password) has been shared with another person other than an someone on your file
- You cannot gain access to our system after correctly entering your User ID and Password
- The system indicates that you contact our office. For example, if your rental amount, address or family size has changed or if you begin to receive a new source of income.

You are required to **send us** the following:

- Copies of all pay stubs over a three (3) month period; this is required after every third month. For example, if you are submitting income information online for the months of April, May and June, after your submission in June, you are required to send in all of your pay stubs for the past three months.
- Receipts that may be required in order for us to process your request, such as child care receipts. Receipts must also be submitted over a three (3) month period along with your pay stubs.
- Any other information that may be requested by us from time to time.

2. About this System

Overview

The Online Mailback System (TOMS) will allow an online user to enter earnings and expenses for a specific covering period.

Information entered will be transferred to Children, Seniors and Social Development (CSSD) and then reviewed and approved by your worker.

Users will not be able to change any personal information in TOMS.

Password Assignment Process

Eligible clients are sent (through Canada Post), a registration form to complete and return to CSSD registering their TOMS agreement. Clients will be required to submit a valid E-Mail address. When the request is approved, a User Id and Password will be provided to the user via E-Mail.

Password Change/Reset Process

On the first Log In to the system, a user will be required to change their password to a new password. Remember to select a password easily remembered but would not be obvious for someone to guess.

If a user forgets their password, they will be required to provide their Access Code.

If the code is correct, a new temporary Password will be E-Mailed to the user.


If a user's response is incorrect, (after five (5) attempts), they will be directed to call CSSD.

3. Accessing TOMS

To gain access to TOMS, go to: <https://www.gov.nl.ca/cssd/income-support/toms/> and on the bottom, you can click on the Login link.

Step 1: Initial Login


Security Information to access the TOMS will be provided by E-Mail.

Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada	
Income Support Online Mailback System	
Logout	
<u>Initial Login</u>	
<p>Before you can gain access to our system, you must change your temporary password. To do so, please follow carefully the instructions below.</p> <p>If you forget your password in the future, the security question and response below will be used to verify your identity.</p> <p>Personal Question</p> <p>Security Question: What is your access code?</p> <p>Step 1: Enter a correct response to your security question.</p> <p>Your Response: <input type="text"/></p> <p>(Please ensure that your response is correct. Hit Continue when complete).</p> <p style="text-align: center;"><input type="button" value="Continue"/></p>	

**** your temporary password was e-mailed to you ****


**** your access code was mailed to you****

Step 2: Initial Login

Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada		
Income Support Online Mailback System		
Logout		
<p>New passwords must be at least eight (8) characters in length. Passwords must include at least one letter and one number.</p> <ul style="list-style-type: none">• Passwords cannot be all numeric (e.g. 12345678 or 99999999).• Passwords are not case-sensitive.• Passwords cannot match your logon id (e.g. 1234567DD).		
User ID:	0100000JD	
Change Password		
Step 2: Please change your temporary Password.		
New Password:	<input type="password"/>	
Step 3: Please confirm your chosen Password.		
Confirm New Password:	<input type="password"/>	
<input type="button" value="Continue"/>		

****you have now created your new password****

Step 3: Initial Login


Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada	
Income Support Online Mailback System	
<p>Your password has been successfully changed. You can now log in to our system using your User ID and new Password. You can return to the login page using the link below.</p> <p style="text-align: center;">Return to Login Page</p>	

On the Login Page (see below), please enter the User ID and Password as provided.

If you have forgotten your password go to page 8.
If not, please go to page 10.

Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada	
Income Support Online Mailback System	
<div>User Guide</div> <div>System Availability</div> <div>Forgot Password?</div> <div>Contact Us</div>	<p>Please enter your User ID and Password.</p> <p>User ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p style="text-align: center;"><input type="button" value="Log In"/></p>

If you need to know when the system is available, click on System Availability (screen displayed below).

Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada	
Income Support Online Mailback System	
Return to Login Page	
<p style="text-align: center;"><u>System Availability</u></p> <p>The Online Mail-back System is available at all times except when the system is down for maintenance purposes. During this time, the system log in page will not be accessible and instead a message page will display to notify you that our system is offline along with the approximate time when it is expected to be available.</p> <p>If you require immediate assistance during this time, please contact us.</p>	

Have you forgotten your password? Click on Forgot your Password and follow the directions. (See Screens below)

Children, Seniors and Social Development

Government of Newfoundland and Labrador - Canada



Income Support Online Mailback System

[Return to Login Page](#)

Forgot your Password?

If you have forgotten your password, we require your User ID and your response to a security question so we are able to identify you. After this information is entered correctly, a new temporary password will be sent to your email account.

Please contact us immediately if your email has changed.

Please enter your User ID below.

User ID:

Continue

Children, Seniors and Social Development

Government of Newfoundland and Labrador - Canada



Income Support Online Mailback System

[Return to Login Page](#)

Forgot your Password?

User ID:

0100000jd

Security Question:


What is your Access Code?

Please enter your correct response below:




Your Response:

Continue

Enter your access code, click continue and you will see the following screen.

Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada		
Income Support Online Mailback System		
Return to Login Page		
<u>Forgot your Password?</u>		
User ID:	0000001JD	
A new temporary password has been sent to the following e-mail address: johndoe@sesamestreet.com		
<input type="button" value="Return"/>		

If you need assistance, click on *Contact us*, and the screen shown below will be displayed containing up to date contact information.

Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada	
Income Support Online Mailback System	
Return to Login Page	
<p style="text-align: center;"><u>Contact Us</u></p> <p>If you need assistance you may contact us by calling the <u>Mailback Unit</u> at 1-888-632-4555 .</p> <p>Please send any required documents (pay stubs, receipts... etc) to the mailing address below:</p> <p>Department of Children, Seniors and Social Development Attention: Document Processing Unit P.O. Box 8790 St. John's, NL A1B 5E4</p> <p>Or fax documents to 1-709-729-2641 .</p>	

4. Processing a Mailback Online



Welcome to the Online Mailback System

This system is designed exclusively for you, the busy working client, as a fast and easy way to report monthly earnings and employment expenses.

Online reporting is a new way of conducting business and is only made available to a select number of working clients. As one of those clients, you will have a more active role in your own assessment process.

If you have any difficulties with online reporting, have any changes in your circumstances or have any suggestions for improvements in this process, feel free to contact your worker for assistance.

When you gain access to the system, you will see the following screen.

Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada		
Income Support Online Mailback System		
Logout		
<p style="text-align: center;">Welcome to the Online Mailback System</p>		
<u>Case No:</u>	0357301	
<u>Client Name(s):</u>	John Doe	
<u>Number of Adults:</u>	1	
<u>Number of Children:</u>	1	
<u>Residential Address:</u>	123 Sesame St, St. John's, N1N 1N1	
<input type="checkbox"/> I declare the above information is correct.		
<input type="checkbox"/> I declare the above information has changed and I will contact the CSSD Office. (Telephone #: 1-888-632-4555 )		
View Payment History		Submit Income Information

A. Declaration of Information

Based on our Records, please review the information (Case #, Name, Number of Family Members and Address) and if **correct** place a ✓ in the appropriate checkbox.

Based on our Records, please review the information (Case #, Name, Number of Family Members and Address) and if **any** or **all** is **incorrect** place a ✓ in the appropriate checkbox. If you have made this choice, please contact your worker by e-mail or phone to inform them.

B. View Payment History

Based on our Records, you will be able to view a history of payments on your case for the past 12 months.

To view this information, click on the "View Payment History" button at the bottom of the TOMS Welcome page after logging into the system

You will see the following:

- A history of your case payments for the past 12 months, starting with the most recent payment
- Each payment record will provide a cheque covering period indicating a 'From' and 'To'
- The date of the last payment issued (if processed); and
- If applicable, under the history of payments section, there will be a statement showing the balance of any overpayment on the case.


C. Submit Income Information

Before you can Submit Income Information, you must select one of the declaration options listed in section "A" above.

To proceed with completing an Online Mailback application, click on the "Submit Income Information" at the bottom of the TOMS Welcome page after logging into the system

Covering Period will provide a 'From' and 'To' covering period for income

Client Name will provide the name of the 'owner' of the income

Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada		
Income Support Online Mailback System		
Logout		
Covering Period:	From 09-AUG-21 To 07-SEP-21	
Case Client Name(s):	John Doe	
Based on our records, you last reported the following INCOME: Earnings		
For this covering period complete the information below for your income source(s).		
Income Source - Earnings		
Do you still have Earnings? <input type="button" value="Yes"/> <input type="button" value="No"/>		

Based on our Records, you will know the type of income that you previously reported on your last mailback, for example, Earnings.

Respond to Question regarding Income Source

You will be asked if you are still receiving this income.

Please respond by selecting YES or NO

If you respond YES:

Respond to Question regarding Pay Stubs

You will be asked how many pay stubs you are reporting on this mailback. Select the number of Pay Stubs from the drop down menu (bottom left). To proceed, click the Continue button

If you selected 2 pay stubs, the following screen (next page) would be displayed and you must provide the following:

Pay Stub Information

Covering Period will provide a 'From' and 'To' date of covering period

Client Name will provide name of the client declaring the income

Income Source will identify type of income declared

Important

Please enter all your pay stubs for the present covering period.

For example: If you get paid every two weeks, you must enter two stubs. If you do not work for a two week period, you do not need to enter an amount. The system enters \$0 for you.

Please remember that, your assistance may be delayed, if information is reported incorrectly.

If you have any questions or concerns please call or e-mail your worker for assistance.

Income Support Online Mailback System

[Logout](#)

Covering Period: **From** 09-AUG-21 **To** 07-SEP-21

Client Name: John Doe

Income Source: Earnings

Pay stub information for: *Pay Stub #1*

Pay Start Date: Year: Month: Day:

Pay End Date: Year: Month: Day:

Net Amount from pay stub: \$

Enter 0 if you do not have any Non-Allowable Deductions.

Non-Allowable Deductions: \$

[What are Non-Allowable Deductions?](#)

Clear

Pay stub information for: *Pay Stub #2*

Pay Start Date: Year: Month: Day:

Pay End Date: Year: Month: Day:

Net Amount from pay stub: \$

Enter 0 if you do not have any Non-Allowable Deductions.

Non-Allowable Deductions: \$

Clear

Please select **Return** if you wish to change the number of paystubs.

Return

Only click **Continue** after you have filled in your pay stub information.

Continue

Completing Pay Stub Information

Enter Pay Stub Information for Pay Stub #1

Enter Pay Stub Information for Pay Stub #2

If you have no income for this mailback period please contact the CSSD Office at 1-888-632-4555

Non-Allowable Deductions:

For Income Support purposes, your take home pay is calculated after allowable deductions from your gross earnings. Some deductions made from gross earnings are not allowed. **These deductions must be added back to net earnings when you enter your pay stub information.**

The **only deductions that are permitted** from your gross earnings are

- Employment Insurance Contribution (EI)

- Canada Pension Plan Contributions (CPP)

- Union Dues

- Mandatory deductions for Pensions and/or Medical Insurance

- Income Tax (Federal/Provincial deductions)

- Garnishments (only) for a child and/or spousal support payments

All other deductions made from your gross earnings such as social club fees, bonds, RRSP's, lotto, accounts receivable, etc. **are considered non-allowable and must be entered on the pay stub information as non-allowable deductions.** If you are not sure about a deduction, please call your worker at 1-888-632-4555

If you have entered information incorrectly, click on the Clear button and start the process again.



After you have filled in your pay stub information and you wish to proceed, click the Continue button.

Entering Expenses Information (Screen displayed below)

Covering Period- will provide a covering period with 'From' and 'To'

Client Name- will provide the name of client declaring the expense

Income Source- will identify type of income declared

Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada		
Income Support Online Mailback System		
Logout		
Covering Period:	From 09-AUG-21 To 07-SEP-21	
Client Name:	John Doe	
Income Source:	Earnings	
<u>EXPENSES</u>		
Based on our records, you last reported the following EXPENSES:		
<i>Expense Type: Transportation - Bus pass</i>		
Your approved amount of \$70 will be used over this covering period in determining your income support.		
<u>Do you still have this expense?</u> <input type="radio"/> Yes <input type="radio"/> No		
If you have other expenses for this period please contact the CSSD Office. (Telephone #: 1-888-632-4555 )		
<div>Continue</div>		

Based on our Records, you will know the type of expenses that you previously reported.

Respond to Question regarding Expenses

You will be asked if this is still a valid expense.

Please respond by selecting YES or NO

After you have responded to expenses question and you wish to proceed, click the Continue button.

**D. Respond to Questions regarding Income since Last Declaration
(Sample Screen on next page)**

You will be asked if you have received a Pension.

Please respond by selecting YES or NO

You will be asked if you have received EI Benefits.

Please respond by selecting YES or NO

You will be asked if you have Applied for/or expect to receive income other than Child Tax Benefits.

Please respond by selecting YES or NO

You will be asked if you have Applied for Student Aid.


Please respond by selecting YES or NO

You will be asked if you have received any other money.


Please respond by selecting YES or NO

If you have responded YES to any of the above questions since your last declaration, please contact the CSSD Office by calling 1-888-632-4555.

After you have filled in your pay stub information and you wish to proceed, click the Continue button.

Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada		
Income Support Online Mailback System		
Logout		
Covering Period:	From 09-AUG-21 To 07-SEP-21	
Client Name:	John Doe	
Since your last declaration have you (John Doe):		
• Received a Pension?	<input type="radio"/> Yes	<input type="radio"/> No
• Received EI Benefits?	<input type="radio"/> Yes	<input type="radio"/> No
• Received a Support Payment?	<input type="radio"/> Yes	<input type="radio"/> No
• Received any other money?	<input type="radio"/> Yes	<input type="radio"/> No
• Applied for/or expect to receive income other than Child Tax Benefits?	<input type="radio"/> Yes	<input type="radio"/> No
• Applied for Student Aid?	<input type="radio"/> Yes	<input type="radio"/> No
<div>Continue</div>		

E. Respond to Questions related to Changes Since your Last Declaration (Sample Screen)

Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada		
Income Support Online Mailback System		
Logout		
CASE #:	0357301	
Covering Period:	<u>From</u> 09-AUG-21 <u>To</u> 07-SEP-21	
Since your last declaration have you or your spouse/partner (if applicable):		
• Changed Family Size and/or Living Arrangements?		<input type="radio"/> Yes <input type="radio"/> No
• Had other persons living in your home?		<input type="radio"/> Yes <input type="radio"/> No
• Had other Income Sources over this covering period not listed above?		<input type="radio"/> Yes <input type="radio"/> No
• Had Child Care over this covering period?		<input type="radio"/> Yes <input type="radio"/> No
○ Amount (Over this 30 day covering period):		\$ <input type="text"/>
○ Number of Hours for Child Care (Over this 30 day covering period):		<input type="text"/>
<input type="button" value="Continue"/>		

You will be asked since your last declaration if you or your spouse/partner (if applicable) have:

Changed Family Size and/or Living Arrangements

Please respond by selecting YES or NO

Had other persons living in your home

Please respond by selecting YES or NO

Had other Income Sources over this covering period not listed

Please respond by selecting YES or NO

After you have responded to the questions, click the Continue button

If you have responded YES to any of the above questions (except childcare) since your last declaration please contact the CSSD Office by calling 1-888-632-4555

5. Review Application

Review of Information

- Please review all of the information on this mailback pertaining to the Case Number, Covering Period, Client Name and Income Source
- Please review the Pay Stub Information you have entered including the Start date, End date and Net Amount from pay stub (with Non Allowable Deductions added back, if applicable)
- Please review the Expenses you have entered: Expense Type and Amount Claimed
- Please review your response to questions regarding Income Since Last Declaration. This includes whether you have Received a Pension, EI Benefits or any other money. It also includes whether you have Applied for Student Aid or expect to receive income other than Child Tax Benefits.
- Please review your response to the section regarding changes Since your Last Declaration including changes in Family Size and/or Living Arrangements, whether there are other persons living in your home or whether there have been other Income Sources over this covering period not listed.

Once you have reviewed your information, you have two options:


1. Go back and make changes if necessary
2. Read and sign the Declaration of Information
(see description on next page)

Declaration of Information

Please read the declaration before placing a ✓ in the appropriate checkbox. Once you submit your Online Mailback information you will not be able to:

1. Retrieve your Mailback
2. Make any changes
3. Add a new mailback for the same covering period

After you have submitted your mailback and think you may have made an error or forgot to include something, you will have to contact the CSSD Office at 1-888-632-4555.

Children, Seniors and Social Development Government of Newfoundland and Labrador - Canada	
Income Support Online Mailback System	
<ul style="list-style-type: none">• Your information has been submitted to our system.• Please allow three business days for processing. Your entitlement can be viewed on-line when processed.• The contact number that we have for you in our system is (111) 111-1111. If your phone number has changed then please contact the CSSD Office at 1-888-632-4555 with your new phone number.	
Thank you for using the Online Mailback System	
Return to Home Page	Logout

6. Submit & Print a Copy of Your Application

To submit information to our system, you will be given two options to choose from:

1. Submit your information with no printed copy
2. Submit your information with a printed copy (a copy of the mailback you are submitting will be sent to the default printer of the computer you are using to submit the mailback)

7. Contact Information

Please contact your worker at 1-888-632-4555 or by e-mail if you have any questions or concerns.

Thank you for using TOMS (The **O**nline **M**ailback **S**ystem).