

Federal Parent Locator Service

Debt Inquiry Service

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Release Specifications

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Administration for Children and Families
Office of Child Support Enforcement
370 L'Enfant Promenade, S.W.
Washington, DC 20447

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TABLE OF CONTENTS

1.	Debt Inquiry Service Enhancements (OCSE Ref #4101).....	1-1
1.1	Summary of Changes.....	1-1
1.2	Background.....	1-1
1.3	Description of Changes.....	1-1
1.4	Impact on States.....	1-1
1.5	User Interface.....	1-1
1.5.1	Home Page for SSP.....	1-2
1.5.2	Payout Report Details Page.....	1-3
1.5.3	Payout Details Page.....	1-4
1.5.4	Success Story Summary Page.....	1-5
1.5.5	Success Story Page.....	1-6
1.5.6	New Success Story Page.....	1-7

LIST OF FIGURES

Figure 1-1:	Welcome to Debt Inquiry Page.....	1-2
Figure 1-2:	Payout Report Details Page.....	1-3
Figure 1-3:	Payout Details Page.....	1-4
Figure 1-4:	Success Story Summary Page.....	1-5
Figure 1-5:	Success Story Page.....	1-6
Figure 1-6:	New Success Story Page.....	1-7

1. DEBT INQUIRY SERVICE ENHANCEMENTS (OCSE REF #4101)

1.1 Summary of Changes

We are enhancing the Debt Inquiry Service (DIS) on the Federal Parent Locator Service (FPLS) State Services Portal to assist state child support enforcement (CSE) staff manage your workflow and enter success stories. This change will enable you to indicate when match and payout detail data has been reviewed on the portal. You will also be able to enter success stories and collections resulting from the Debt Inquiry Service.

1.2 Background

The DIS enables you to view payout report details for individuals who owe past-due support and are eligible to receive a lump sum payment from employers and/or insurers and recurring payments from some insurance companies. Currently, when a match is reviewed or ‘worked,’ you must track the payout detail workload outside of the DIS application. The current design of the DIS does not provide a mechanism for you to report success stories and collections resulting from DIS matches to OCSE. The new DIS enhancements will enable you to manage your workflow and enter success stories and collections on the DIS application.

1.3 Description of Changes

These enhancements will enable state child support staff that have access to the DIS through the SSP to check a box after reviewing information about the payout provided by the employer and/or insurer on the payout detail screen. The checkbox will be viewable by all users with access to the DIS within your state. You may also enter success stories that describe how debt inquiry collections have helped a family in need. The success stories are only viewable by the person who entered them in the DIS application.

1.4 Impact on States

If you already use the Debt Inquiry Service, there is no need for changes to take advantage of these enhancements. If you do not currently access the Debt Inquiry Service, to use this application, you must make the required proxy server modifications identified in the FPLS State Services Portal Software Interface Specifications (SIS).

1.5 User Interface

Note: The following screens contain fictitious data.

1.5.1 HOME PAGE FOR SSP

The Debt Inquiry Home page is accessible by an authorized user through the SSP Home page.

Figure 1-1: Welcome to Debt Inquiry Page

U.S. Department of Health and Human Services
FPLS State Services Portal
Administration for Children & Families

SSP Home | Print | FAQ | Close

Debt Inquiry

>Welcome to Debt Inquiry

The Debt Inquiry service enables authorized state users to view information about debtors who are eligible to receive a payout from an employer or insurer.

Messages

Office of Child Support Enforcement - Last updated: 11/09/2010
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1.5.2 PAYOUT REPORT DETAILS PAGE

The Payout Report Details page displays all of the matches generated in the past seven days. This page allows you to search for the payout report details by date, Social Security number (SSN) and/or payment type. It also displays, in the Viewed column, an indication of whether a payout detail record was reviewed. This indication is first set by you on the Payout Details page.

Figure 1-2: Payout Report Details Page

The screenshot shows the 'FPLS State Services Portal' interface. At the top, it identifies the 'U.S. Department of Health and Human Services' and 'Administration for Children & Families'. The page title is 'FPLS State Services Portal'. A navigation bar includes 'Home', 'Print', 'FAQ', and 'Close'. A left-hand menu lists 'Debt Inquiry', 'Payout Report Details', 'Payout Report Download', and 'Success Story'. The main content area is titled 'Payout Report Details' and contains a 'Report Search' section with the following fields: 'From Date' (05/12/2011), 'To Date' (05/18/2010), 'SSN' (empty), and 'Payment Type' (-Select-). A 'GO' button is next to the Payment Type dropdown. Below the search form is a 'Search Results' section with a note: 'Click on field label to sort the field.' The results are presented in a table:

Date	SSN	Debtor Name	Organization Name	Expected Payout Date	Viewed
05/18/2011	XXX-XX-6789	Public, John	ABC Financial Institute	05/30/2011	<input checked="" type="checkbox"/>
05/18/2011	XXX-XX-2781	Mary, Grace	ABC Financial Institute	05/30/2011	<input checked="" type="checkbox"/>
05/17/2011	XXX-XX-8888	James, Peter	ABC Financial Institute	05/26/2011	<input type="checkbox"/>
05/17/2011	XXX-XX-1141	Duval, Robert	ABC Financial Institute	05/26/2011	<input type="checkbox"/>
05/16/2011	XXX-XX-0543	Plank, David	Public Corporation	05/25/2011	<input type="checkbox"/>
05/15/2011	XXX-XX-6083	Tamarevskiy, Sergey	Care Corporation	05/25/2011	<input type="checkbox"/>
05/15/2011	XXX-XX-9246	Stallworth, Richard	Care Corporation	05/25/2011	<input type="checkbox"/>

At the bottom of the results section are 'Next' and 'Clear' buttons. The footer text reads: 'Office of Child Support Enforcement - Last updated: 05/18/2011' and includes a 'Contact Us' link.

1.5.3 PAYOUT DETAILS PAGE

When you select a hyperlinked Social Security number (SSN) on the Payout Report Details page, the Payout Details page displays. This page shows payout information provided by the employer and/or insurer for the debtor, and allows you, by selecting the **Viewed** checkbox, to indicate that the match was reviewed.

Figure 1-3: Payout Details Page

The screenshot shows the FPLS State Services Portal interface. At the top, there is a header with the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. Below this is a navigation bar with 'Home', 'Print', 'FAQ', and 'Close'. A left sidebar contains links for 'Debt Inquiry', 'Payout Report Details', 'Payout Report Download', and 'Success Story'. The main content area is titled 'Payout Details' and is divided into three sections: 'Payor Information', 'Payee Information', and 'Review Status'. The 'Payor Information' section lists details for Alpha Testing Company, including FEIN, name, contact name, address, city, state, ZIP, phone, fax, email, and preference. The 'Payee Information' section lists details for Jeff John, including SSN, name, reference identifier, payment type, amount, and expected payout date. The 'Review Status' section contains a green instruction: 'You may check the box below if the match has been reviewed.' Below this is a 'Viewed' checkbox. At the bottom of the main content area are two buttons: 'Update' and 'Payout Report Details'. A footer at the very bottom of the page reads 'Office of Child Support Enforcement - Last updated: 05/18/2011' with a 'Contact Us' link.

U.S. Department of Health and Human Services	Administration for Children & Families
FPLS State Services Portal	
Home	Print FAQ Close
Debt Inquiry	Payout Details
Payout Report Details	Payor Information
Payout Report Download	FEIN: 234567889
Success Story	Name: Alpha Testing Company
	Contact Name: Tim Webb
	Address Line 1: 1122 Ready Road
	Address Line 2: 3500 Western Lane
	City: P.O. Box 345
	State: WV
	ZIP/Postal Code: 11111
	Phone: (444)333-5556
	Ext: 777777
	Fax: (567)899-9999
	Email: tim.webb@atc.com
	Preference: Email
	Payee Information
	SSN: XXX-XX-4421
	Name: Jeff John
	Reference Identifier:
	Payment Type: Retroactive Pay Increase
	Amount: \$9000.00
	Expected Payout Date: 12/22/2011
	Review Status
	You may check the box below if the match has been reviewed.
	Viewed: <input type="checkbox"/>
	<input type="button" value="Update"/> <input type="button" value="Payout Report Details"/>
	Office of Child Support Enforcement - Last updated: 05/18/2011
	Contact Us

1.5.4 SUCCESS STORY SUMMARY PAGE

The Success Story Summary page displays a list of success stories that you have entered into the Debt Inquiry Service application. It also allows you to select a success story for View or Edit.

Figure 1-4: Success Story Summary Page

U.S. Department of Health and Human Services
Administration for Children & Families
FPLS State Services Portal

Home Print | FAQ | Close

Debt Inquiry

Success Story Summary
Success Story Summary for the period 09/16/2011 to 11/16/2011

Date	Time	State	User Id	Success Story	
11/14/2011	01:26 PM	FL	worker	Dad received \$4567	View
11/14/2011	01:24 PM	FL	worker	Mom received \$5670	View
11/14/2011	01:24 PM	FL	worker	Dad received \$678	View
11/14/2011	01:23 PM	FL	worker	Mom received \$1000	View
11/14/2011	01:23 PM	FL	worker	Mom received \$5000	View
10/24/2011	01:23 PM	FL	worker	Mom received \$890	View
09/18/2011	01:23 PM	FL	worker	Mom received \$607	View

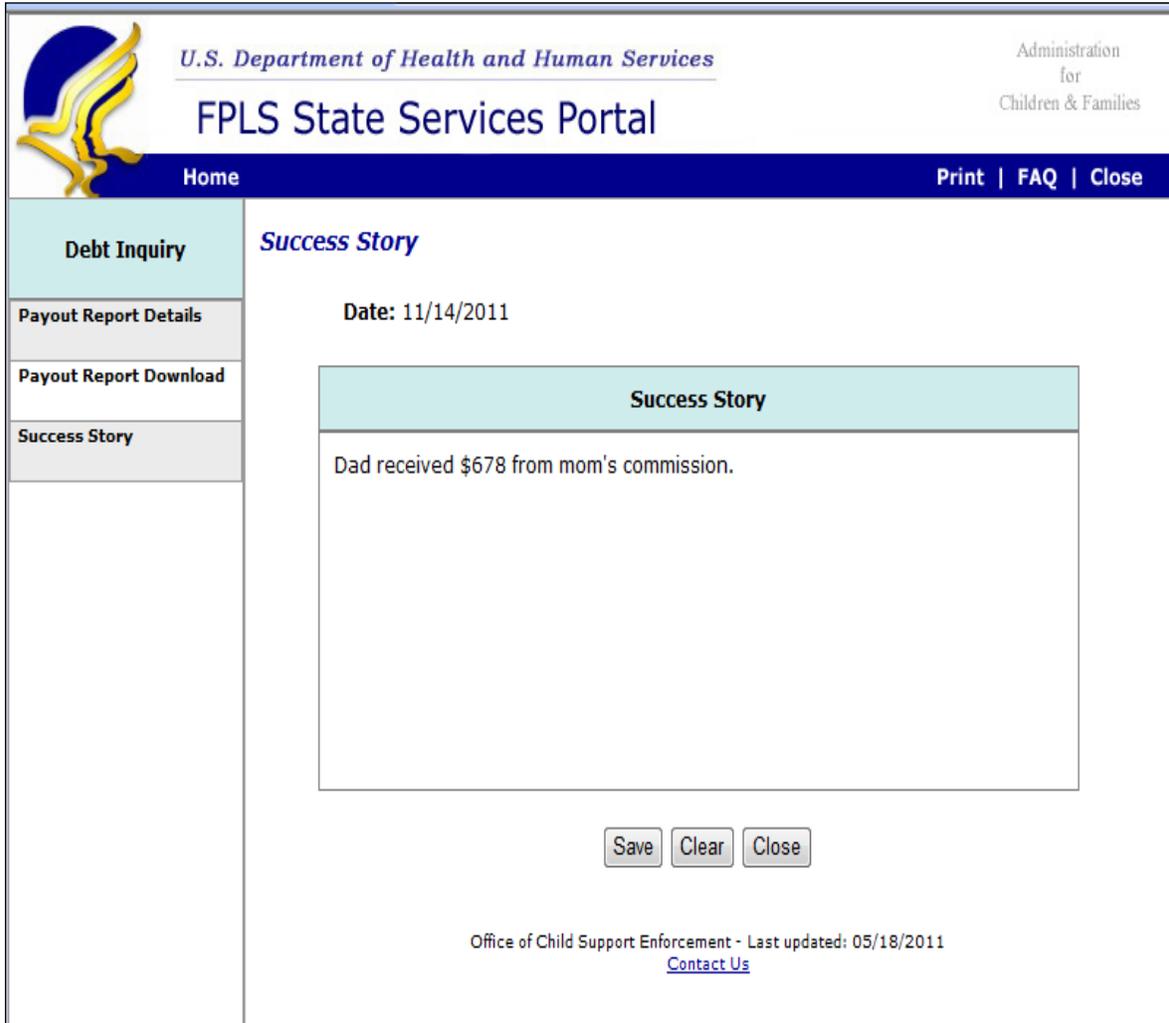
[New Story](#)

Office of Child Support Enforcement - Last updated: 05/18/2011
[Contact Us](#)

1.5.5 SUCCESS STORY PAGE

When you click **View** on the Success Story Summary page, the Success Story page displays. This page presents the existing success story that you previously entered into the system. You are able to edit and/or save the updated text.

Figure 1-5: Success Story Page



1.5.6 NEW SUCCESS STORY PAGE

The New Success Story page allows you to enter a new success story into the Debt Inquiry Service application. Click **New Story** on the Success Story Summary page to access this page.

Figure 1-6: New Success Story Page

The screenshot displays the 'New Success Story' page within the FPLS State Services Portal. The page header includes the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main navigation bar contains 'Home', 'Print', 'FAQ', and 'Close'. A left sidebar menu lists 'Debt Inquiry', 'Payout Report Details', 'Payout Report Download', and 'Success Story'. The main content area is titled 'New Success Story' and shows a 'Date: 11/14/2011'. Below this is a text input field with the heading 'Success Story' and the text 'Dad received \$2200 from mom's sign-on bonus.' At the bottom of the form are three buttons: 'Save', 'Clear', and 'Close'. The footer text reads 'Office of Child Support Enforcement - Last updated: 05/18/2011' with a 'Contact Us' link.