

Federal Parent Locator Service

# Federal Case Registry

## Interface Guidance Document

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## **K. SCR/FCR TRANSACTIONS AND RESPONSES**

This appendix presents ten charts, numbered K-1 through K-10, each of which summarizes the SCR and FCR transactions and the responses that are associated with each of the ten transactions, which are described in Sections 6.1 through 6.10. For each chart, four separate aspects of the transaction are described:

1. State-Initiated Action
2. Recommended State Case Registry Actions
3. Federal Case Registry Actions
4. Recommended State Case Registry Responses

Chart K-1 combines Charts 6-1 and 6-2, which describe the Add Case Transaction. Chart K-2 combines Charts 6-3 and 6-4, and so on. By joining these charts, it is hoped that a more complete picture of the SCR/FCR Interface will emerge.

**CHART K-1: SCR/FCR TRANSACTIONS AND RESPONSES – ADD CASE**

State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
<p>State opens a new case.</p> <p><b>Note:</b></p> <p>1. The FCR rejects a case if there is not at least one CP, NP or PF Person Record associated with the case.</p>	<p>Write a New Case trigger or flag in a file for the SCR/FCR interface batch program to process and transmit via CONNECT:Direct to the FCR.</p> <p>Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	<p>Transmit FCR acceptance of the case.</p>	<p>Write an event to the case diary/history indicating that the case was accepted by the FCR.</p>
		<p>Transmit FCR acceptance with a warning code that indicates there was a problem that should be resolved, even though the case was accepted.</p>	<p>Write an event to the case diary/history indicating that the case was accepted by the FCR. Send an alert/mail message to the worker to review the warning if appropriate to State case processing.</p>
		<p>Transmit FCR pending of case with a record disposition that indicates the case is pending verification of associated Person Record(s).</p>	<p>Send an alert/mail message to the worker to review the status if the pending disposition is not resolved by a date the State deems as reasonable.</p>
		<p>Transmit FCR rejection of the case.</p>	<p>Write an event to the case diary/history indicating that the case was rejected by the FCR. Send an alert/mail message to the worker to correct the error.</p>

<b>CHART K-2: SCR/FCR TRANSACTIONS AND RESPONSES – ADD PERSON TO A CASE</b>			
State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
<p>A State adds a person to a new case.</p> <p><b>Note:</b></p> <p>1. A request for Locate processing for IV-D purposes can be made at the same time a person is being added to a IV-D case.</p>	<p>Write a New Person trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR.</p> <p>Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	Transmit FCR acceptance of the person.	Write an event to the case diary/history indicating that the person was accepted by the FCR.
		Transmit FCR acceptance of the person with a corrected or identified SSN.	Write an event to the case diary/history indicating that the person was accepted by the FCR. Update the SCR to reflect the SSN provided by the FCR.
		Transmit FCR acceptance with a warning code that indicates there was a problem that should be resolved, even though the person was accepted.	Write an event to the case diary/history indicating that the person was accepted by the FCR. Send an alert/mail message to the worker to review the warning if appropriate to State case processing.
		Transmit FCR pending of person with a record disposition that indicates the Person Record is pending for verification/identification of the SSN.	Send an alert/mail message to the worker to review the status if the pending disposition is not resolved by a date the State deems as reasonable.

**CHART K-2: SCR/FCR TRANSACTIONS AND RESPONSES – ADD PERSON TO A CASE**

State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
<p>A State adds a person to a case that already exists in the SCR and FCR.</p> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>If a State wishes to transmit ESKARI or IRS-U information for a person who is unverified on the FCR, the State may either: (1) send a Change Person Transaction with the ESKARI or IRS-U information, or both, or (2) send a Delete Transaction for the previously-unverified person and an Add Transaction for the person.</li> </ol>	<p>Write a New Person trigger or flag the record for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR.</p> <p>Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	<p>Transmit FCR rejection of the person.</p> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>If a person is rejected during the addition of a new case, the case may also be rejected.</li> </ol>	<p>Write an event to the case diary/history indicating that the person was rejected by the FCR. Send an alert/mail message to the worker to correct the error.</p>

**CHART K-3: SCR/FCR TRANSACTIONS AND RESPONSES – CHANGE CASE**

State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
<p>A State changes a Case ID.</p> <p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>A State can change the Case ID, Order Indicator, FIPS County Code, Case Type and User Field in the same Change Case Transaction.</li> <li>If a State is changing all the Case ID's in their system, the State must contact OCSE for special processing. Do not send a Change Case Transaction for each case.</li> </ol>	<p>Write a Changed Case ID trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR.</p> <p>Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	<p>Transmit FCR acceptance of the changed Case ID.</p>	<p>Write an event to the case diary/history indicating that the change was accepted by the FCR.</p>
		<p>Transmit FCR acceptance of the transaction with a warning code that indicates the presence of a non-fatal error.</p>	<p>Write an event to the case diary/history indicating that the request was accepted by the FCR. Send an alert/mail message to the worker to correct the error if appropriate to State case processing.</p>
		<p>Transmit FCR rejection of the changed Case ID.</p>	<p>Write an event to the case diary/history indicating that the change was rejected by the FCR. Send an alert/mail message to the worker to correct the error.</p>
<p>A State changes a Case Type.</p> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>If the State system requires the opening of a new case when a Case Type changes, the State must delete the previous FCR case.</li> </ol>	<p>Write a Changed Case Type trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR.</p> <p>Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	<p>Transmit FCR acceptance of the changed Case Type.</p>	<p>Write an event to the case diary/history indicating that the change was accepted by the FCR.</p>
		<p>Transmit FCR rejection of the changed Case Type.</p>	<p>Write an event to the case diary/history indicating that the change was rejected by the FCR. Send an alert/mail message to the worker to correct the error.</p>

**CHART K-3: SCR/FCR TRANSACTIONS AND RESPONSES – CHANGE CASE**

State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
<p>A State changes an Order Indicator on a case.</p>	<p>Write a Changed Order Indicator trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR. Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	<p>Transmit FCR acceptance of the changed Order Indicator.</p>	<p>Write an event to the case diary/history indicating that the change was accepted by the FCR.</p>
		<p>Transmit FCR rejection of the changed Order Indicator.</p>	<p>Write an event to the case diary/history indicating that the change was rejected by the FCR. Send an alert/mail message to the worker to correct the error.</p>
<p>A State changes the FIPS County Code or User Field on a case.</p>	<p>Write Changed FIPS Code or User Field trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR. Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	<p>Transmit FCR acceptance of the changed FIPS County Code or User Field to the SCR.</p>	<p>Write an event to the case diary/history indicating that the change was accepted by the FCR.</p>
		<p>Transmit FCR acceptance with a warning code that indicates there was a problem that should be resolved, even though the change was accepted.</p>	<p>Write an event to the case diary/history indicating that the change was accepted by the FCR. Send an alert/mail message to the worker to review the warning if appropriate to State case processing.</p>

<b>CHART K-4: SCR/FCR TRANSACTIONS AND RESPONSES – CHANGE PERSON DATA</b>			
State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
A State changes a person's name on a member record in a case.	Write a Changed Name trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR. Write an event to the case diary/history indicating that the information was sent to the FCR.	Transmit FCR acceptance of the changed Name.	Write an event to the case diary/history indicating that the change was accepted by the FCR.
		Transmit FCR acceptance with a warning code that indicates there was a problem that should be resolved even though the change was accepted.	Write an event to the case diary/history indicating that the change was accepted by the FCR. Send an alert/mail message to the worker to review the warning if appropriate to State case processing.
		Transmit FCR rejection of the changed Name.	Write an event to the case diary/history indicating that the change was rejected by the FCR. Send an alert/mail message to the worker to correct the error.
A State changes a person's SSN on a member record in a case. <b>Note:</b> 1. If a State wishes to transmit ESKARI or IRS-U information for a person who is unverified on the FCR, the State may either (1) send a	Write a Changed SSN trigger or flag the record for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR. Write an event to the case diary/history indicating that the information was sent to the FCR.	Transmit FCR acceptance of the changed SSN.	Write an event to the case diary/history indicating that the change was accepted by the FCR.
		Transmit FCR acceptance of the transaction with a warning code that indicates the presence of a non-fatal error.	Write an event to the case diary/history indicating that the request was accepted by the FCR. Send an alert/mail message to the worker to correct the error if appropriate to State case processing.

<b>CHART K-4: SCR/FCR TRANSACTIONS AND RESPONSES – CHANGE PERSON DATA</b>			
State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
Change Person Transaction with the ESKARI or IRS-U information, or both; or (2) send a Delete Transaction for the previously-unverified person, and an Add Transaction for the person.		Transmit FCR rejection of the changed SSN.	Write an event to the case diary/history indicating that the change was rejected by the FCR. Send an alert/mail message to the worker to correct the error.
A State adds additional SSNs to a person’s member record in a case.	Write an additional SSN trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR. Write an event to the case diary/history indicating that the information was sent to the FCR.	Transmit FCR acceptance of the additional SSNs.	Write an event to the case diary/history indicating that the additional SSNs were accepted by the FCR.
		Transmit FCR acceptance of the transaction with a warning code that indicates the presence of a non-fatal error.	Write an event to the case diary/history indicating that the change was accepted by the FCR. Send an alert/mail message to the worker to correct the error if appropriate to State case processing.
		Transmit FCR rejection of the additional SSNs.	Write an event to the case diary/history indicating that the additional SSNs were rejected by the FCR. Send an alert/mail message to the worker to correct the error.

<b>CHART K-4: SCR/FCR TRANSACTIONS AND RESPONSES – CHANGE PERSON DATA</b>			
State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
<p>A State adds additional names to a person’s member record in a case.</p> <p><b>Note:</b></p> <p>1. A State must add both a First Name and a Last Name.</p>	<p>Write an Additional Name trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR.</p> <p>Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	<p>Transmit FCR acceptance of the Additional Names.</p>	<p>Write an event to the case diary/history indicating that the additional Names were accepted by the FCR.</p>
		<p>Transmit FCR acceptance with a warning code that indicates there was a problem that should be resolved, even though the Additional Names were accepted.</p>	<p>Write an event to the case diary/history indicating that the Additional Names were accepted by the FCR. Send an alert/mail message to the worker to review the warning if appropriate to State case processing.</p>
		<p>Transmit FCR rejection of the Additional Names.</p>	<p>Write an event to the case diary/history indicating that the Additional Names were rejected by the FCR. Send an alert/mail message to the worker to correct the error.</p>
<p>A State changes a person’s Participant Type code in a case.</p>	<p>Write a Changed Participation Type trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR.</p> <p>Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	<p>Transmit FCR acceptance of the changed Participant Type.</p>	<p>Write an event to the case diary/history indicating that the change was accepted by the FCR.</p>
		<p>Transmit FCR rejection of the changed Participant Type.</p>	<p>Write an event to the case diary/history indicating that the change was rejected by the FCR. Send an alert/mail message to the worker to correct the error.</p>

**CHART K-4: SCR/FCR TRANSACTIONS AND RESPONSES – CHANGE PERSON DATA**

State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
<p>A State changes a person’s Family Violence Indicator.</p>	<p>Write a Changed Family Violence Indicator trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR. Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	<p>Transmit FCR acceptance of the changed Family Violence Indicator.</p>	<p>Write an event to the case diary/history indicating that the change was accepted by the FCR and that shows if the indicator was added or removed.</p>
		<p>Transmit FCR rejection of the changed Family Violence Indicator.</p>	<p>Write an event to the case diary/history indicating that the change was rejected by the FCR. Send an alert/mail message to the worker to correct the error.</p>
<p>A State changes a person’s Member ID in a case.</p>	<p>Write a Changed Member ID trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR. Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	<p>Transmit FCR acceptance of the changed Member ID.</p>	<p>Write an event to the case diary/history indicating that the change was accepted by the FCR.</p>
		<p>Transmit FCR rejection of the changed Member ID.</p>	<p>Write an event to the case diary/history indicating that the change was rejected by the FCR. Send an alert/mail message to the worker to correct the error.</p>

**CHART K-5: SCR/FCR TRANSACTIONS AND RESPONSES – DELETE CASE**

State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
<p>A State closes a case.</p> <p><b>Note:</b></p> <p>1. Refer to Section 2.4.1 for guidance on deleting cases on the SCR and FCR.</p>	<p>Write a Delete Case trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR.</p> <p>Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	<p>Transmit FCR acceptance of the deletion.</p>	<p>Write an event to the case diary/history indicating that the case deletion was accepted by the FCR.</p>
		<p>Transmit FCR acceptance of the transaction with a warning code that indicates the presence of a non-fatal error.</p>	<p>Write an event to the case diary/history indicating that the case deletion was accepted by the FCR. Send an alert/mail message to the worker to correct the error if appropriate to State case processing.</p>
		<p>Transmit FCR rejection of the deletion.</p>	<p>Write an event to the case diary/history indicating that the change was rejected by the FCR. Send an alert/mail message to the worker to correct the error.</p>

**CHART K-6: SCR/FCR TRANSACTIONS AND RESPONSES – DELETE A PERSON FROM A CASE**

State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
A State removes a person from a case in the State.	Write a Person Deleted trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR. Write an event to the case diary/history indicating that the information was sent to the FCR.	Transmit FCR acceptance of the deletion.	Write an event to the case diary/history indicating that the deletion was accepted by the FCR.
		Transmit FCR acceptance of the transaction with a warning code that indicates the presence of a non-fatal error.	Write an event to the case diary/history indicating that the request was accepted by the FCR. Send an alert/mail message to the worker to correct the error if appropriate to State case processing.
		Transmit FCR rejection of the deletion.	Write an event to the case diary/history indicating that the deletion was rejected by the FCR. Send an alert/mail message to the worker to correct the error.

<b>CHART K-7: SCR/FCR TRANSACTIONS AND RESPONSES – REQUEST FOR LOCATE</b>			
<b>State-initiated Action</b>	<b>Recommended State Case Registry Actions</b>	<b>Federal Case Registry Actions</b>	<b>Recommended State Case Registry Responses</b>
A State identified a person needing FPLS Locate Processing.	Write a Request Locate trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR. Write an event to the case diary/history indicating that the information was sent to the FCR.	Transmit FCR acceptance of the Locate Request.	Write an event to the case diary/history indicating that the request was accepted by the FCR. Write a tickle for the worker to follow up if no answer is received by some future date.
		Transmit FCR acceptance of the transaction with a warning code that indicates the presence of a non-critical error.	Write an event to the case diary/history indicating that the request was accepted by the FCR. Send an alert/mail message to the worker to correct the error if appropriate to State case processing.
		Transmit FCR pending of request for Locate with a warning code that indicates the record is pending awaiting verification or identification of the SSN.	Send an alert/mail message to the worker to review the status if the pending disposition is not resolved by a date the State deems as reasonable.
		Transmit FCR rejection of the Locate Request.	Write an event to the case diary/history indicating that the request was rejected by the FCR. Send an alert/mail message to the worker to correct the error.

<b>CHART K-7: SCR/FCR TRANSACTIONS AND RESPONSES – REQUEST FOR LOCATE</b>			
State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
		Transmit positive Locate information from Locate sources. <b>Note:</b> 1. If a State requests a Locate when adding a person, it is possible for the Add Person/Add Case to be accepted by the FCR and the Locate to be rejected	Follow current SCR procedures for handling Locate Responses from FPLS.

**CHART K-8: SCR/FCR TRANSACTIONS AND RESPONSES – LOCATE TERMINATION**

State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
A State determines that a Locate Request should be terminated.	Write a Terminate Locate trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR.	Transmit FCR acceptance of the termination.	Write an event to the case diary/history indicating that the termination was accepted by the FCR.
	Write an event to the case diary/history indicating that the information was sent to the FCR.	Transmit FCR rejection of the termination.	Write an event to the case diary/history indicating that the termination was rejected by the FCR. Send an alert/mail message to the worker to correct the error, if appropriate to State case processing.

**CHART K-9: SCR/FCR TRANSACTIONS AND RESPONSES – FCR QUERY**

State-initiated Action	Recommended State Case Registry Actions	Federal Case Registry Actions	Recommended State Case Registry Responses
<p>State made a request for an FCR Query.</p>	<p>Write an FCR Query trigger or flag in a file for the SCR/FCR interface batch program to transmit via CONNECT:Direct to the FCR. Write an event to the case diary/history indicating that the information was sent to the FCR.</p>	<p>Transmit FCR acceptance of the Query.</p>	<p>Write an event to the case diary/history indicating that the query was accepted by the FCR.</p>
		<p>Transmit FCR rejection of the Query.</p>	<p>Write an event to the case diary/history indicating that the query was rejected by the FCR. Send an alert/mail message to the worker to correct the error.</p>
		<p>Transmit matching FCR information.</p>	<p>Write an event to the case diary/history indicating that a match was found by the FCR. Send an alert/mail message to the worker to take the next action if appropriate to State case processing.</p>
		<p>Transmit information that no match was found.</p>	<p>Write an event to the case diary/history indicating that no match was found by the FCR. Send an alert/mail message to the worker to take the next action if appropriate to State case processing.</p>

<b>CHART K-10: SCR/FCR TRANSACTIONS AND RESPONSES – PROACTIVE MATCHING</b>	
Federal Case Registry Actions	Recommended State Case Registry Responses
Transmit to the SCR New Hire information that was found during the match with the NDNH. NDNH information reported by a State will not be returned to that State.	Write an event to the case diary/history indicating that a match was found by the FCR. Send an alert/mail message to the worker. The SCR should issue a wage withholding.
Transmit to the SCR QW/UI information that was found during the match with the NDNH. NDNH information reported by a State will not be returned to that State.	Write an event to the case diary/history indicating that a match was found by the FCR. Send an alert/mail message to the worker.
Transmit information that was found during the match of the FCR to the FCR.	Write an event to the case diary/history indicating that a match was found by the FCR. Send an alert/mail message to the worker.