

Federal Parent Locator Service

Federal Offset Program Online

Release 10-02 – Minor
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Release Specifications

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Administration for Children and Families
Office of Child Support Enforcement
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1. FEDERAL OFFSET PROGRAM ONLINE TECHNICAL REFRESH (OCSE REF #1726)

1.1 Summary of Changes

The Federal Offset Program (FOP) Online is undergoing a technical refresh. The current Time Sharing Option (TSO) application is being rewritten for the internet with a web-based front end display to provide a low-cost connectivity solution and improved user interface to the Federal Offset and Passport Denial systems. In addition, states will have discretion over user access to the FOP Online system via the State Services Portal (SSP) and users will no longer need pre-approval from the Social Security Administration (SSA) in order to obtain access.

The offset and passport denial web applications will provide the same functionality that exists today but with a much improved look and feel. In addition, several new enhancements will provide FOP Online users with 'one-step' view-and-update capabilities not currently available through the TSO application.

1.2 Background

The technical refresh of the FOP Online supports the Office of Child Support Enforcement's (OCSE) Division of Federal Systems (DFS) strategic priorities in its transition to internet-based solutions. This initiative supports OCSE's vision by developing a Federal Parent Locator Service (FPLS)-hosted web application that provides states with internet-based access to child support services via a secure, single logon interface.

Currently, states use the Personal Communications (PComm) Virtual Private Network (VPN) to access the FOP Online on the SSA mainframe. With the implementation in this release of the SSP, states will be able to connect to the refreshed FOP Online. As indicated in Release 10-01 (OCSE Ref #2863), the SSP will be accessed via the Internet, using Internet Protocol Security (IPSec) VPN, or the frame-relay network between OCSE and states. In order to use the SSP, states must develop an interface that provides for their connectivity to the SSP. Refer to OCSE Ref #2863 for details.

1.3 Description of Changes

State users will now be able to submit transactions and query requests for federal offset and passport denial data through a web application that is accessible from the SSP. Security roles for both the offset and passport denial applications will be available for either full or limited access which will be determined by the state, not OCSE. Full access users will have the same query and input functionality as TSO application users have today. Limited access users will be able to view (non-tax) data but will not have update capability. Both sets of users will have access to new functionality that is not available using the current TSO application.

OCSE will assess the timeframes for retiring the TSO application and communicate with states once the determination is made. Until then, both applications will be available.

1.4 Federal Offset Program Online User Roles

Chart 1-1 presents each security role and its description. Additional details about these are found in the *FPLS State Services Portal State Interface Specifications (SIS)*, which is posted on the QUICK Workplace.

| CHART 1-1: STATE USER ROLES | | |
|------------------------------------|---|--|
| Access | Federal Offset | Passport Denial |
| Full | <p>Query and Update Capability:</p> <ul style="list-style-type: none"> • Tax and administrative offset collections • Access to case detail history • Add/update case information • Add/update local code information • OCSE Pre-offset notice (PON) data • NCP address information • Online transaction maintenance record/delete | <p>Query and Update Capability:</p> <ul style="list-style-type: none"> • Certify or withdraw a noncustodial parent (NCP) (your state only) • View NCP passport denial information • View a list of other states certifying the NCP • Online transaction maintenance record/delete (includes withdrawal/certification updates) • Enter and view success stories |
| Limited | <p>Query Only Capability:</p> <ul style="list-style-type: none"> • Administrative offset collections • Case detail history (except tax offset) • View local code information • OCSE PON data • NCP address information | <p>Query Only Capability:</p> <ul style="list-style-type: none"> • View NCP's PPD information • View list of other states certifying the NCP • View success stories |

1.5 Impact on States

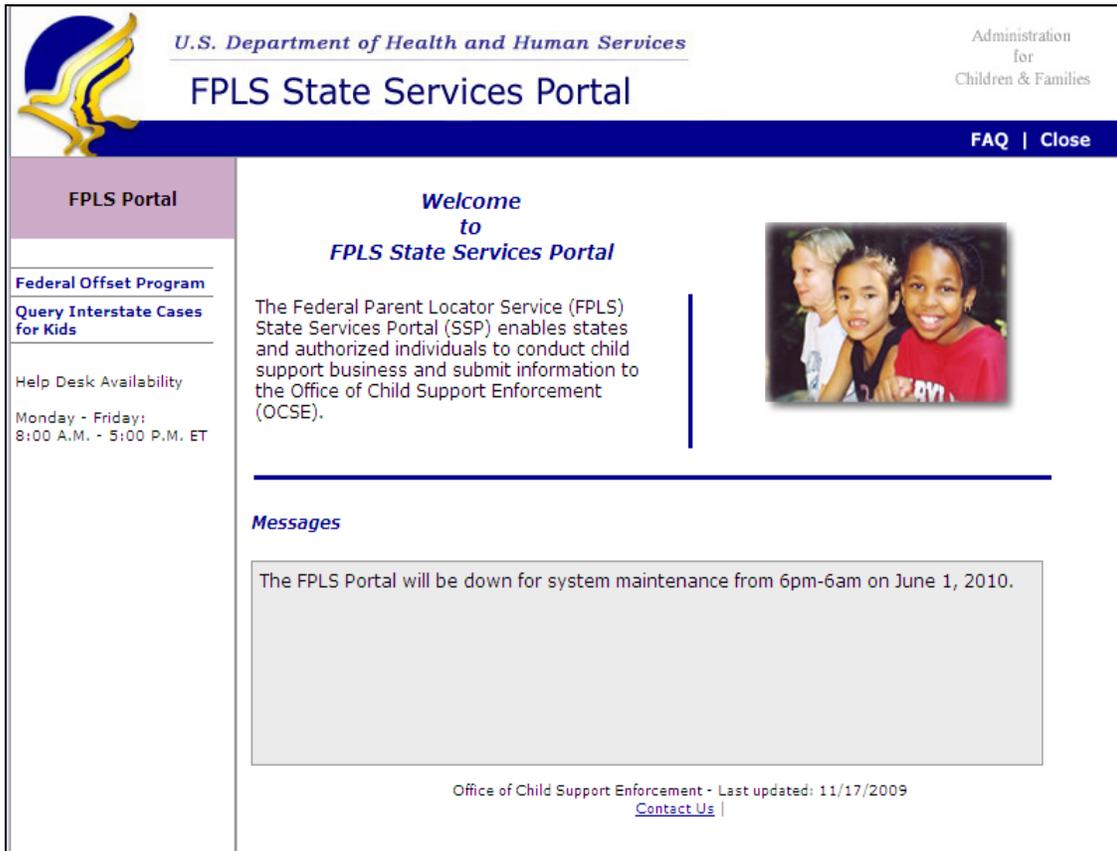
To use the new functionality, states must modify their systems to include the state user roles that permit users to use the FOP Online from the SSP. States must make the required proxy server modifications that are specified in the *FPLS SSP SIS* in order to use the web application.

For questions regarding implementing the role structure or to obtain logon information for the QUICK Workplace, contact your QUICK technical representative directly, the QUICK Service Desk at (800) 258-2736 or direct your email to CSENet.2000@lmco.com.

A. FEDERAL OFFSET PROGRAM ONLINE WEB PAGES

This appendix contains the web pages that are presented to state users when they query and submit updates using the FOP Online.

Figure A-1: FPLS State Services Portal Home Page



Features/Benefits:

- Single point of access to OCSE SSP web applications, customized by user role
- View broadcast messages and system notifications

The Federal Offset Program Online home page is displayed when the user clicks **Federal Offset Program** in the navigation menu on the left of the SSP welcome page.

Figure A-2: Federal Offset Program Online Home Page



Features/Benefits:

All pages within the FOP Online provide the following features and benefits:

- Simplified navigation using the menu on the left of the page
- Formatted printing of the information as it is displayed on the page
- Access to frequently asked questions (FAQ) to inform the user about the page's functionality

The Case Query page displays case data for an NCP who has a case in the user's state.

Figure A-3: Case Query Page

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

Home Print | FAQ | Close

Federal Offset Program

Case Query

Identifying Information

NCP Name: PUBLIC,JOHN (NCP name change)
 SSN: 123 XX 6789 SSN Verified?: Previous SSN/Name Match
 State Code: SS States With Active Cases: AL CA GA VA

Case **Address** **Details**

Case Information

| Case Type: TANF | Case Type: Non-TANF |
|---------------------------------------|--------------------------------------|
| Status: ACTIVE | Status: ACTIVE |
| Local Contact Code: 003 | Local Contact Code: 003 |
| Case ID: 400045960000000 | Case ID: 400045960000000 |
| Inception Date: 01/12/2009 | Inception Date: 01/12/2009 |
| Recertification Date: 01/31/2009 | Recertification Date: 01/31/2009 |
| PON Date: 01/02/2009 | PON Date: 01/02/2009 |
| Current Arrears Amount: \$4,000.76 | Current Arrears Amount: \$6,125.55 |
| Original Arrears Amount: \$125,680.00 | Original Arrears Amount: \$65,289.22 |
| Arrears Update Date: 03/02/2009 | Arrears Update Date: 03/02/2009 |
| Add Sent To FMS Date: 03/02/2009 | Add Sent To FMS Date: 04/12/2009 |
| OCSE Debt Closed Date: 02/02/2009 | OCSE Debt Closed Date: 05/10/2009 |
| Delete To FMS Date: 04/01/2009 | Delete To FMS Date: 05/10/2009 |
| Exclusions: ADM, OFF, PAS, SAL | Exclusions: ADM, OFF, PAS, SAL |

DOS Information

| | |
|---------------------------------|-----------------------------|
| Send Date: 01/01/2009 | Gender: MALE |
| Withdrawal Date: 02/01/2009 | Certify Amount: \$60,118.55 |
| DOB: 12/30/1958 | POB: WASHINGTON, D.C. |
| ID Verification: | |
| Status: AT DOS FROM SINGLE CASE | |

Features/Benefits:

- Temporary Assistance to Needy Families (TANF) and non-TANF case information for the NCP are co-located on the same page.
- Other states that have active cases for the NCP are listed.
- Address and additional detail data for the case can be viewed via the tabs.
- Navigation to the Case Query Selection page is done using the **New Case Query** button.

The Case Detail Selection page allows users to tailor their view of case data.

Figure A-4: Case Detail Selection Page

The screenshot shows the FPLS State Services Portal interface. At the top left is the U.S. Department of Health and Human Services logo. The page title is "FPLS State Services Portal" with the subtitle "Administration for Children & Families". A navigation bar includes "Home", "Print", "FAQ", and "Close". A left sidebar lists menu items: "Federal Offset Program", "Case Query", "Address Query", "Pre-Offset Notice Query", "Local Contact Address Query", "Local Contact Address Update", "Transaction Submission", "Online Transaction Maintenance", and "Passport Denial". The main content area is titled "Case Detail Selection" and contains two search sections. The "Case Detail Rolling Year Search" section has a date range input field showing "Date: 12/03/2008 - 12/02/2009" and a "GO" button. Below this is an "OR" separator. The "Case Detail Calendar Year Search" section has "From Year: 2007" and "To Year: 2009" input fields, followed by a list of checkboxes: "Tax Offsets/Reversals", "Admin Offsets/Reversals", "State Payments", "Adds", "Deletes", "DoS (Certify, Withdrawal)", and "All". A "GO" button is located at the bottom right of this section. At the very bottom, it says "Office of Child Support Enforcement - Last updated: 09/10/2009" with a "Contact Us" link.

Features/Benefits:

- Query requests can be customized using filters.
- Current functionality is retained for specifying a date range to query case detail data.
- Tax information is only available to users with full access. The **Tax Offsets/Reversals** checkbox is not displayed for state users with limited access.

The Case Detail Query Page – Full Access displays the results from the selections that were made on the Case Detail Selection page. This version of the page displays the results for a state user with full access.

Figure A-5: Case Detail Query Page – Full Access

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

Home Print | FAQ | Close

Federal Offset Program

Case Detail Query

Identifying Information

NCP Name: PUBLIC, JOHN (NCP name change)
 SSN: 123 XX 6789 SSN Verified?: Previous SSN/Name Match
 State Code: SS States With Active Cases: AL CA GA VA

Case **Address** **Details**

Case Detail Information - Calendar Year (2008-2010)

| Trans Type | Date | St | Case Type | Amount | Message | Cd | Off Pd | Adj Year | Trace Nbr |
|------------|------------|----|-----------|------------------|---------------------|----|--------|----------|-----------|
| ADD | 01/01/2010 | SS | NTANF | \$8,000.00 | Recertify Accepted | | | | |
| YTD TOT | 12/31/2009 | SS | NTANF | \$3,374.67 | Tax Collections | | 2008 | | |
| YTD TOT | 12/31/2009 | SS | NTANF | \$3,055.40 | Tax Claims | | 2008 | | |
| DELETE | 09/01/2009 | SS | NTANF | \$0.00 | Zero Balance Delete | | | | |
| IRS OFF | 08/08/2009 | SS | NTANF | \$3,374.67 | Chris Wade | 2 | 0840 | | A59997142 |
| IRS CLM | 07/24/2009 | SS | NTANF | \$3,055.40 | | | | 2009 | A59619596 |
| PAYMNT | 05/24/2009 | SS | NTANF | \$100.00 | St Pmt Accepted | | | | |
| NAM CHG | 05/15/2009 | SS | NTANF | | Chris Wade | Y | | | |
| EXCL | 05/15/2009 | SS | NTANF | | St Changed PAS Exc | | | | |
| MODIFY | 04/04/2009 | SS | NTANF | \$3,750.00 | Amount Changed | | | | |
| ADD | 01/01/2009 | SS | NTANF | \$8,000.00 | Recertify Accepted | | | | |
| YTD TOT | 12/31/2008 | SS | NTANF | \$3,374.67 | Tax Collections | | 2008 | | |
| YTD TOT | 12/31/2008 | SS | NTANF | \$3,055.40 | Tax Claims | | 2008 | | |
| DELETE | 09/01/2008 | SS | NTANF | \$0.00 | Zero Balance Delete | | | | |
| IRS OFF | 05/08/2008 | SS | NTANF | \$3,374.67 | Chris Wade | 2 | 0840 | | A59997142 |
| IRS CLM | 04/24/2008 | SS | NTANF | \$3,055.40 | | | | 2009 | A59619596 |
| PAYMNT | 02/24/2008 | SS | NTANF | \$100.00 | St Pmt Accepted | | | | |
| NAM CHG | 02/15/2008 | SS | NTANF | | Chris Wade | Y | | | |
| EXCL | 01/15/2008 | SS | NTANF | | St Changed PAS Exc | | | | |
| MODIFY | 01/04/2008 | SS | NTANF | \$3,750.00 | Amount Changed | | | | |
| ADD | 01/01/2008 | SS | NTANF | \$999,999,999.00 | Add Accepted | | | | |
| MODIFY | 01/04/2008 | SS | NTANF | \$3,750.00 | Amount Changed | | | | |

Features/Benefits:

- Indicates other states that have active cases for NCP
- Address and additional detail data (your state only) for the case available via the Case, Address, and Details tabs
- Data definitions available via a mouse ‘rollover’ of the column name
- Transactions can be sorted by Case Type and Date fields

This version of the Case Detail Query page displays the results for a state user with limited access.

Figure A-6: Case Detail Query Page – Limited Access

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

Home Print | FAQ | Close

Federal Offset Program

Case Detail Query
 Tax information is not available for this user role.

Identifying Information

NCP Name: PUBLIC, JOHN (NCP name change)
 SSN: 123 XX 6789 SSN Verified?: Previous SSN/Name Match
 State Code: SS States With Active Cases: AL CA GA VA

Case **Address** **Details**

Case Detail Information - Calendar Year (2008-2010)

| Trans Type | Date | St | Case Type | Amount | Message | Cd | Off Pd | Adj Year | Trace Nbr |
|------------|------------|----|-----------|------------------|---------------------|----|--------|----------|-----------|
| ADD | 01/01/2010 | SS | NTANF | \$8,000.00 | Recertify Accepted | | | | |
| DELETE | 09/01/2009 | SS | NTANF | \$0.00 | Zero Balance Delete | | | | |
| PAYMNT | 05/24/2009 | SS | NTANF | \$100.00 | St Pmt Accepted | | | | |
| NAM CHG | 05/15/2009 | SS | NTANF | | Chris Wade | Y | | | |
| EXCL | 05/15/2009 | SS | NTANF | | St Changed PAS Exc | | | | |
| MODIFY | 04/04/2009 | SS | NTANF | \$3,750.00 | Amount Changed | | | | |
| ADD | 01/01/2009 | SS | NTANF | \$8,000.00 | Recertify Accepted | | | | |
| DELETE | 09/01/2008 | SS | NTANF | \$0.00 | Zero Balance Delete | | | | |
| PAYMNT | 02/24/2008 | SS | NTANF | \$100.00 | St Pmt Accepted | | | | |
| NAM CHG | 02/15/2008 | SS | NTANF | | Chris Wade | Y | | | |
| EXCL | 01/15/2008 | SS | NTANF | | St Changed PAS Exc | | | | |
| MODIFY | 01/04/2008 | SS | NTANF | \$3,750.00 | Amount Changed | | | | |
| ADD | 01/01/2008 | SS | NTANF | \$999,999,999.00 | Add Accepted | | | | |
| MODIFY | 01/04/2008 | SS | NTANF | \$3,750.00 | Amount Changed | | | | |
| ADD | 01/01/2008 | SS | NTANF | \$999,999,999.00 | Add Accepted | | | | |
| MODIFY | 01/04/2008 | SS | NTANF | \$3,750.00 | Amount Changed | | | | |
| ADD | 01/01/2008 | SS | NTANF | \$999,999,999.00 | Add Accepted | | | | |
| MODIFY | 01/04/2008 | SS | NTANF | \$3,750.00 | Amount Changed | | | | |
| ADD | 01/01/2008 | SS | NTANF | \$999,999,999.00 | Add Accepted | | | | |
| MODIFY | 01/04/2008 | SS | NTANF | \$3,750.00 | Amount Changed | | | | |
| ADD | 01/01/2008 | SS | NTANF | \$999,999,999.00 | Add Accepted | | | | |

Features/Benefits:

- Disables the display of tax offset information to state users with limited access roles providing a banner at the top of the page
- All other functionality is the same as that of a full access user

The Address Query page allows state users to view address information for an NCP who has a case in their state.

Figure A-7: Address Query Page

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

FPLS State Services Portal

Home Print | FAQ | Close

Federal Offset Program

Address Query

Identifying Information

SSN: 123 XX 6789
State Code: SS

Address Information

| Source | Address | Date |
|-------------------------|----------------------|--------------------------|
| Other | 2806 DEY AVE NO 1 | Create: 07/14/2009 |
| Tanf: Yes Non-Tanf: No | CHEYENNE, WY | TANF FMS: |
| State: SS | 82001-2677 | Non-TANF: |
| | Status: | |
| STATE (Priority) | 100 WEST STREET | Create: 04/19/2008 |
| Tanf: Yes Non-Tanf: Yes | LONGEST CITY, AL | TANF FMS: |
| State: SS | | Non-TANF FMS: 04/20/2008 |
| | Status: Good Address | |

Previous Next

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Features/Benefits:

- Displays the FINALIST® address scrub results in Status field
- NCP’s priority address is highlighted and labeled
- Navigation to pages is easy using the **Previous** and **Next** buttons

The Case Pre-Offset Query page allows state users to view pre-offset notice data for an NCP who has a case in their state.

Figure A-8: Case Pre-Offset Query Page

The screenshot shows the 'FPLS State Services Portal' for the 'U.S. Department of Health and Human Services' and 'Administration for Children & Families'. The page title is 'Case Pre-Offset Query' and the sub-section is 'Case Pre-Offset Notice Information'. On the left is a navigation menu with options like 'Case Query', 'Address Query', 'Pre-Offset Notice Query', etc. The main content area displays two identical case records. Each record includes the following information: State: State Name, SSN: 123 XX 6789, Case Type: TANF (for the first) and Non-TANF (for the second), Last Name: PUBLIC, First Name: JOHN, Pre-Offset Date: 01/02/2009, Pre-Offset Amount: \$58,600.00, Case ID: 400045960000000, Address Line 1: 100 WEST STREET, Address Line 2: (blank), City/State: LONGEST CITY, AL, Zip Code: 11111-2345, Local Code: 001, and PON Request: NEW. At the bottom of the page is a 'New Query' button and a footer that reads 'Office of Child Support Enforcement - Last updated: 12/15/2009' with a 'Contact Us' link.

Features/Benefits:

- Displays both TANF and non-TANF OCSE pre-offset notice information for the NCP on the same page
- Provides easy navigation to the Case Pre-Offset Notice Selection page using the **New Query** button

The Local Contact Address Selection page allows state users to view local contact address information for a local code in any state.

Figure A-9: Local Contact Address Selection Page

The screenshot shows the 'FPLS State Services Portal' for the 'U.S. Department of Health and Human Services' and 'Administration for Children & Families'. The page title is 'Local Contact Address Selection'. A note states '*indicates required field'. A green instruction says 'Select 'Print Only' to print all local codes for a state.' The search form includes a dropdown for '*State: -Select-' and a checkbox for 'Print Only'. Below the form is a 'Local Code:' input field and a 'GO' button. The 'Local Address Results' table lists seven counties in California with their respective phone numbers and 'View' buttons.

| State Cd | Local Cd | Department | Phone Nbr | More Info |
|----------|----------|-------------------------------------|----------------|----------------------|
| SS | 001 | CHILD SUPPORT SERVICES BUTTE COUNTY | (111) 555-0100 | View |
| SS | 002 | CHILD SUPPORT SERVICES GLEN COUNTY | (111) 555-0101 | View |
| SS | 003 | CHILD SUPPORT SERVICES INYO COUNTY | (111) 555-0102 | View |
| SS | 004 | CHILD SUPPORT SERVICES KENYO COUNTY | (111) 555-0103 | View |
| SS | 005 | CHILD SUPPORT SERVICES KINGS COUNTY | (111) 555-0104 | View |
| SS | 006 | CHILD SUPPORT SERVICES NAPA COUNTY | (111) 555-0105 | View |
| SS | 007 | CHILD SUPPORT SERVICES MANYO COUNTY | (111) 555-0106 | View |

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[Contact Us](#)

Features/Benefits:

- Users can query by state and local code to view contact address information for any state
- Displays detailed local contact address data using the **View** button

The Local Contact Address Update page allows state users with full access to add new or modify existing local contact information for their own state.

Figure A-10: Local Contact Address Update Page

The screenshot shows the 'Local Contact Address Update' page within the FPLS State Services Portal. The page header includes the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main title is 'FPLS State Services Portal'. A navigation bar contains 'Home', 'Print', 'FAQ', and 'Close'. A left sidebar lists various services, with 'Local Contact Address Update' highlighted. The main content area is titled 'Local Contact Address Update' and includes a note that an asterisk indicates a required field. It displays 'Local Contact Address Information' with fields for 'State: State Name' and 'Local Code: 001'. Below this is an 'Address:' section with five input fields for 'Department Name', 'Address Line 2', 'Address Line 3', 'Address Line 4', and 'Address Line 5'. The 'Department Name' field is marked as required. A 'Phone Numbers:' section follows, with two input fields for 'Phone Number 1' and 'Phone Number 2', each with an 'Ext' field. The 'Phone Number 1' field is marked as required. A '(xxx) xxx-xxxx' format hint is provided. At the bottom of the form are 'Submit', 'Clear', and 'Cancel' buttons. A footer note reads 'Office of Child Support Enforcement - Last updated: 12/15/2009' with a 'Contact Us' link.

Features/Benefits:

- Displays existing local contact address data, and allows user to make updates to desired fields
- Identifies required fields

The Transaction Submission Selection page gives state users who have full access the ability to select a type of transaction to update an NCP's case.

Figure A-11: Transaction Submission Selection Page

The screenshot shows the 'Transaction Submission Selection' 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'. A navigation bar contains 'Home', 'Print', 'FAQ', and 'Close'. A left sidebar lists menu items: 'Federal Offset Program', 'Case Query', 'Address Query', 'Pre-Offset Notice Query', 'Local Contact Address Query', 'Local Contact Address Update', 'Transaction Submission', 'Online Transaction Maintenance', and 'Passport Denial'. The main content area is titled 'Transaction Submission Selection' and includes a red asterisk note: '* indicates required field'. Below this is the section 'Transaction Submission Criteria' with the following fields: 'State: State Name', '*SSN: [] - [] - []', '*Case Type: -Select-' (dropdown), and '*Transaction Type:' with radio buttons for 'Update', 'Add', 'State Payment', and 'Delete'. At the bottom are 'Submit' and 'Clear' buttons. A footer note reads: 'Office of Child Support Enforcement - Last updated: 12/15/2009' with a 'Contact Us' link.

Features/Benefits:

- Allows the user to clear the selection made, and to re-enter the type of update transaction to be submitted
- Allows user to submit multiple update transactions to a case using the “one-step” update selection
- Identifies required fields

The Transaction Submission – Update page provides state users who have full access ‘one-stop’ capability to update an NCP’s case.

Figure A-12: Transaction Submission – Update Page

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

Home Print | FAQ | Close

Federal Offset Program

Transaction Submission - Update
Identifying Information

NCP Name: PUBLIC, JOHN
 SSN: 123 XX 6789
 State Code: SS

Update Transaction
 Only enter fields that are to be changed.

| Current Case: | Enter Changes: |
|---------------------------------|---|
| Case Type: TANF | |
| NCP Last Name: PUBLIC | <input type="text"/> |
| NCP First Name: JOHN | <input type="text"/> |
| Local Code: 001 | <input type="text"/> |
| Arrears Amount: \$55,620.80 | <input type="text"/> <i>i</i> |
| Case ID: 123456789098765 | <input type="text"/> |
| Exclusions: ADM,DCK | <input type="checkbox"/> ADM <input type="checkbox"/> RET <input type="checkbox"/> VEN <input type="checkbox"/> TAX <input type="checkbox"/> PAS <input type="checkbox"/> FIN <input type="checkbox"/> INS <input type="checkbox"/> DCK <i>i</i> |
| Address Line 1: 100 WEST STREET | <input type="text"/> |
| Address Line 2: 200 EAST STREET | <input type="text"/> |
| City: LONGEST CITY | <input type="text"/> |
| State: ALABAMA | -Select- <i>v</i> |
| ZIP Code: 11111-2345 | <input type="text"/> - <input type="text"/> |
| Country: | UNITED STATES <i>v</i> <i>i</i> |
| Postal Code: | <input type="text"/> |
| PON Request: | <input type="radio"/> Yes <input checked="" type="radio"/> No <i>i</i> |

Submit Clear Cancel

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[Contact Us](#)

Features/Benefits:

- Displays existing case data, eliminating the need to navigate away from the page
- Automatically generates the necessary transactions in the batch system, based on the updates made on this page
- Provides tooltips on the fields that are specified with an information (‘i’) icon
- Provides checkboxes for exclusion indicator changes
- Displays a confirmation page for verification of the submitted transaction data

The Passport Denial Certify/Withdraw – Search page allows users to query whether an NCP is certified at the Department of State (DoS) for the Passport Denial program.

Figure A-13: Passport Denial Certify/Withdraw – Search Page

The screenshot displays the FPLS Child Support Services Portal. At the top left is the U.S. Department of Health and Human Services logo. The header includes the text "U.S. Department of Health and Human Services" and "Administration for Children & Families". The main title is "FPLS Child Support Services Portal". A navigation bar contains "FAQ | Logout". A left sidebar lists menu items: "Federal Offset Passport Denial", "Case Query", "Address Query", "Pre-Offset Notice Query", "Local Contact Address Query", "Local Contact Address Update", "Transaction Submission", "Online Transaction Maintenance", and "Passport Denial". The main content area is titled "Passport Denial Certify/Withdraw" with a red asterisk indicating required fields. Below this is a "Search" section with a dropdown menu for "State" (currently set to "-Select-") and three input boxes for "SSN" (format: [] - [] - []). A "GO" button is positioned to the right of the SSN boxes. At the bottom of the page, it says "Office of Child Support Enforcement - Last updated: 01/26/2009" with links for "Contact Us" and "Privacy Statement".

Features/Benefits:

- Provides the passport denial status for the NCP (if the NCP is active in your state)

The Passport Denial Certify/Withdraw page allows state users with full access to view NCP data, and to submit a Certify or Withdraw transaction. If a Withdraw transaction is submitted, users can enter a success story.

Figure A-14: Passport Denial Certify/Withdraw Page

The screenshot shows the FPLS State Services Portal interface. At the top, it features the U.S. Department of Health and Human Services logo and the text 'U.S. Department of Health and Human Services' and 'Administration for Children & Families'. The main heading is 'FPLS State Services Portal'. A navigation bar includes 'FAQ | Close' and a 'Success Story' link. The left sidebar lists various services: 'Federal Offset Program', 'Case Query', 'Address Query', 'Pre-Offset Notice Query', 'Local Contact Address Query', 'Local Contact Address Update', 'Transaction Submission', 'Online Transaction Maintenance', and 'Passport Denial'. The main content area is titled 'Passport Denial Certify/Withdraw' and displays a message: 'Withdraw accepted. Please enter your success story via the Success Story link.' Below this, the 'Obligor Information' section shows: SSN: 123 XX 6789, State: State Name, Last Name: PUBLIC, First Name: JOHN, Gender: MALE, DOB: 12/30/1958, and Place of Birth: WASHINGTON, D.C. The 'Case Information' section shows: Case Type: TANF, Case Type: Non-TANF, PAS Exclusion?: Yes, PAS Exclusion?: No, and Other States With Active Cases: AL CA GA MD NM OH WV. The 'DOS Information' section shows: DoS Status: AT DOS FROM SINGLE CASE, Certify Date: 12/18/2005, Withdrawal Date: , and Other States Denying Passport: NM OH WV. At the bottom, there is a section 'Select Certify or Withdraw and Enter Amount' with radio buttons for 'Certify' and 'Withdraw', and a text input for 'Amount Paid: \$ [] . 00'. There are 'Submit' and 'Search' buttons. The footer text reads: 'Office of Child Support Enforcement - Last updated: 01/26/2009 Contact Us'.

Features/Benefits:

- Identifies other states that have active cases for the NCP
- Identifies other states that have certified the NCP for passport denial
- Provides a link to enter success story information

The Passport Denial – New Success Story page allows state users with full access to enter a Passport Denial program success story.

Figure A-15: Passport Denial – New Success Story Page

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

FPLS State Services Portal

Home Print | FAQ | Close

Federal Offset Program

Passport Denial - New Success Story:

Date:
(mm/dd/yyyy)

Success Story

Office of Child Support Enforcement - Last updated: 12/15/2009
[Contact Us](#)

Features/Benefits:

- Allows the user to enter a date and success story
- Stores and saves the success story entered by the user and links it to the NCP's Success Story page

The Online Transaction Maintenance – Delete page allows state users who have full access to delete a record that was submitted by their own state, on the same day that it is submitted.

Figure A-17: Online Transaction Maintenance – Delete Page

The screenshot displays the 'FPLS State Services Portal' interface. At the top, it features the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main header includes 'Home', 'Print | FAQ | Close', and 'FPLS State Services Portal'. A left-hand navigation menu lists various services: 'Federal Offset Program', 'Case Query', 'Address Query', 'Pre-Offset Notice Query', 'Local Contact Address Query', 'Local Contact Address Update', 'Transaction Submission', 'Online Transaction Maintenance', and 'Passport Denial'. The main content area is titled 'Online Transaction Maintenance - Delete' and contains 'Identifying Information' (NCP Name: PUBLIC, JOHN; SSN: 123 XX 6789; State Code: SS) and a 'Delete Online Transaction' section with a warning: 'Clicking the delete button prevents this transaction from being submitted.' Below this is a 'Record To Be Deleted:' section listing details: Case Type: TANF, NCP Last Name: PUBLIC, NCP First Name: JOHN, Local Code: 001, Arrears Amount: \$1,200.00, Case ID: 123456789098765, and Exclusions: ADM,DCK. At the bottom of the form are 'Delete' and 'Cancel' buttons. A footer note reads 'Office of Child Support Enforcement - Last updated: 12/15/2009' with a 'Contact Us' link.

Features/Benefits:

- Allows the user to delete a transaction record previously entered (same day)
- Provides user the ability to cancel his/her deletion request