

Federal Parent Locator Service

# Federal Offset Program

## User Guide

Version 11.0  
September 28, 2011

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

DCN: H2-A2003.80.01

This document was prepared for the United States Department of Health and Human Services, Office of Child Support Enforcement under Contract Number HHS-N26-3999-900033I by Lockheed Martin, Information Systems and Global Solutions, Incorporated (LM IS&GS). The work was authorized in compliance with the following specific prime task order:

Delivery Order Number:	HHS-P23-3201-175055W
Delivery Order Title:	User Guide
Document Date:	September 28, 2011

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## PURPOSE OF DOCUMENT

The purpose of this *Federal Offset Program (FOP) User Guide* is to provide state IV-D agencies with information about the technical aspects of establishing and maintaining the interfaces that are needed between their statewide automated systems and the FOP. Although the primary audience is the state IV-D agency technical staff, this document provides basic information to assist state IV-D administrative, programmatic, and policy staff in understanding the functionality of the FOP. In brief, this *User Guide* provides:

1. an overview of the FOP
2. detailed information regarding FOP processing of state data
3. an explanation of FOP Pre-Offset Notices (PONs)
4. an explanation of Financial Management Service (FMS) procedures
5. an explanation of Department of State (DoS) procedures
6. detailed information regarding FOP online processing
7. technical information about submitting and receiving data
8. guidance on the use of FOP data

This document is divided into eight sections. The following descriptions summarize the objective and the information that is contained in each part.

Section 1, “Federal Offset Program,” provides background information regarding the FOP, including an overview of the relevant laws and regulations. The objective of this section is to assist IV-D agencies in understanding the FOP, by providing a detailed overview of the:

- Federal Tax Refund Offset Program
- Administrative Offset Program
- Passport Denial Program
- Multistate Financial Institution Data Match (MSFIDM)
- Insurance Match Program

Section 2, “Federal Offset System Processing,” describes FOP processing procedures and requirements, the transaction types that are transmitted by states to the Federal Office of Child Support Enforcement (OCSE), and the files and reports that OCSE returns to the states. The objective of this section is to assist IV-D administrative, programmatic, and policy staff in understanding the functionality of the FOP, and to provide the technical staff with an overview of the case transactions that are included in the FOP/state interface. This section provides examples of case transactions, and discusses their data elements, design, and the manner in which they move through the Federal Offset System. General information regarding case transaction record layouts is provided; actual layouts are found in Appendix E, “Input Record Specifications,” and Appendix F, “Output Record Specifications.”

Section 3, “Pre-Offset Notice,” provides an overview of the policy and requirements for FOP Pre-Offset Notices. The objective of this section is to provide information to assist states in understanding and producing the PONs.

Section 4, “Financial Management Service,” describes the functions that are performed by the FMS. These consist of offsetting accounts, creating FMS Offset Notices, and processing collections and adjustments. The objective of this section is to provide IV-D agencies with an understanding of the FMS-specific functions, and of the interface between FMS and OCSE.

Section 5, “Passport Denial Process,” describes the functions that DoS performs, i.e., passport denial processing functions. The objective of this section is to provide IV-D agencies with an understanding of DoS-only functions, and the interface between the DoS and OCSE.

Section 6, “File Transmission,” describes the method of data transmission to and from the FOP. The objective of section is to provide detailed information for the successful transmission of data.

Section 7, “State Services Portal (SSP),” provides guidance on system requirements, how to gain access to and security for the SSP. The objective of this section is to assist states in obtaining access to the Federal Collections and Enforcement application of the SSP.

Section 8, “Security and Confidentiality,” discusses data access, privacy issues, and system security. The objective of this section is to provide IV-D agencies with guidance on who may access the Federal Offset System data, and to review the IV-D privacy and system security requirements.

The appendices outline FOP requirements, describe codes and detailed record layouts, and present other information to assist states in interfacing with the FOP.

## **FOR THE TECHNICAL STAFF**

Portions of this *User Guide* contain information that is likely to be more helpful to the technical staff than to the administrative, programmatic, and operational staff. The following list describes how these parts might be helpful:

Section 2, “Federal Offset System Processing,” describes the update process requirements and transaction types for input and output transactions. This part provides examples of processing issues, and how they should be handled by the states.

Section 6, “File Transmission,” provides guidance about CyberFusion Integration Suite (CFI) and other data transmission topics.

Section 7, “State Services Portal (SSP)” provides guidance on system requirements for access to the Federal Collections and Enforcement application through the SSP.

Appendix C, “Data Dictionary,” contains full descriptions of every field in the FOP input and output transaction records.

Appendix D, “Technical and Program Assistance,” Chart D-1, Program and Technical Assistance, provides phone and email contact information for CyberFusion Integration Suite (CFI), State Services Portal (SSP), FOP Online System, Program Support Center (PSC), QUICK, and Federal Collections and Enforcement Operations.

Appendix E, “Input Record Specifications,” presents separate input transaction records for each of the possible input actions and provides detailed field requirements.

Appendix F, “Output Record Specifications,” presents separate output transaction records for each of the possible output actions and provides detailed field requirements.

Appendix G, “Error Codes and Explanations,” presents all of the error and warning codes, including the title of each and a brief description.

Appendix L, “Online System Procedures,” describes FOP online functionality and processing requirements. This section discusses how to access, use, and exit the FOP Online System. This section also contains screen examples and the procedures for each screen. The objective of this section is to provide IV-D administrative, programmatic, and policy staff with an understanding of the functionality of the FOP Online System.

## 1. FEDERAL OFFSET PROGRAM

In 1981, the Federal Tax Refund Offset Program was enacted into law (see Section 2331, Public Law (P.L.) 97-35). Initially, this program was restricted to public assistance cases and enforced past-due child support obligations by intercepting part or all of a noncustodial parent's (NCP) federal income tax refund. This program was expanded in 1984 to allow for its use in non-assistance cases.

The Debt Collection Improvement Act of 1996 (DCIA), P.L. 104-134, was enacted into law on April 26, 1996. The primary purpose of the DCIA is to increase the collection of non-tax debt owed to the federal government. The DCIA contains important provisions for use in the collection of past-due child support obligations.

The DCIA consolidates all of the debt collections, including federal income tax refund and administrative offsets, within the Department of the Treasury's (Treasury's) Financial Management Service (FMS). All of the payments that are eligible for offset under DCIA, other than federal income tax refunds, are categorized as administrative offsets.

The DCIA was further strengthened by Executive Order 13019, "Supporting Families: Collecting Delinquent Child Support Obligations," dated September 26, 1998. This executive order allows the Secretary of Treasury, in consultation with the Secretary of Health and Human Services (HHS), to develop and implement procedures that are necessary to collect child support debts by administrative offsets. These procedures appear at 31 Code of Federal Regulations (CFR) 285.1 and 285.3.

Section 370 of the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, P.L. 104-193, amended the Social Security Act (the Act) by adding subsection 452(k). This subsection became effective on October 1, 1997, and provides for the denial, revocation and restriction of U.S. passports. Under this program, states certify NCPs with an arrearage amount greater than the federally-mandated threshold so they are denied a U.S. passport upon application. In addition, the Department of State (DoS) may take action to revoke, restrict or limit a passport that was previously issued to such an individual. Currently, an NCP's passport can only be revoked or physically taken if the passport agency or DoS has the passport in hand, such as when he/she is renewing an existing passport or having pages added.

Section 454(31) of the Act makes participation in the Passport Denial Program a IV-D state plan requirement. All states are required to have in effect a procedure to certify to OCSE individuals who owe past-due support exceeding \$2,500. The state may exclude certain NCPs at their discretion and according to their policies and procedures. States are also required to provide notice to individuals, and to give them an opportunity to contest the delinquency determination.

In addition, PRWORA required each state to enact laws that enable IV-D agencies to conduct quarterly data matches with every financial institution that conducts business in their state to identify the financial accounts of NCPs. The Child Support Performance and Incentive Act of 1998, P.L. 105-200, created the Multistate Financial Institution Data Match (MSFIDM), to

provide multistate financial institutions (MSFIs) with the option to coordinate with a single point of contact, rather than with each state separately. States can, if they choose, grant OCSE the authority to be their agent in dealing with MSFIs. These matches are intended to identify assets of NCPs who owe past due support.

Although they are handled as part of the FOP, MSFIDM and the Passport Denial Program do not involve the interception of payments.

In February 2006, the Deficit Reduction Action of 2005 (DRA), P.L. 109-171, amended the Act in several sections that are pertinent to the Federal Tax Refund Offset Program, and to related collection and enforcement programs including:

- Section 7301, Assignment and Distribution of Child Support for Tax Refund Offset
  1. Section 7301(f) of the DRA amended Section 464 of the Act, redefining the term “past-due support” to mean any child, whether or not a minor, and deletes all references to the term “qualified child.” This means that effective October 1, 2007, states may certify non-TANF (Temporary Assistance for Needy Families) cases that were previously not eligible for federal tax refund offset.
  2. New state options for distribution of arrearages in former TANF cases, under Section 457(b) of the Act, allow states to continue or discontinue pre-1997 and post-1997 assignments that required a confirming change in Section 6402(c) of the Internal Revenue Code, and removed the distinction in priority for federal tax refund offset between assigned and unassigned past-due support. Any past-due support that is certified for offset becomes the first priority for offset after federal taxes.
- Section 7303 of the DRA amended Section 452(k) of the Act to lower the passport denial threshold from \$5,000 to \$2,500, effective October 1, 2007.
- Section 7306 – Information Comparisons with Insurance Data, Section 452(l) of the Act, authorizes the comparisons of information concerning individuals who owe past-due child support with information that is maintained by insurers (or their agents) concerning insurance claims, settlements, awards and payments. This legislation grants OCSE the authority to conduct the match with insurers, and to provide the information to the state child support enforcement (CSE) agencies.

## 1.1 Introduction to the Federal Offset Program

OCSE, under the direction of HHS, has developed and implemented a single-submission procedure to assist states with the collection of child support debts. This procedure includes five available remedies:

1. Federal Tax Refund Offset
2. Administrative Offset
3. Passport Denial
4. MSFIDM
5. Insurance Match

This single-submission process ensures that cases meet the appropriate eligibility criteria for the five remedies.

States can add new cases, update cases, and delete cases on a continuous basis through the weekly update process. Refer to Section 2.1, “States to OCSE – Case Processing,” for detailed instructions.

### **1.1.1 FEDERAL TAX REFUND OFFSET PROGRAM**

The Federal Tax Refund Offset Program involves the interaction of all state IV-D agencies and three federal agencies: OCSE, FMS and the Internal Revenue Service (IRS). All states must have, and use, procedures for tax offset for TANF, non-TANF, and foster care cases that meet the criteria for submittal, which is described in the FOP Action Transmittal (AT) (refer to Appendix D, “Technical and Program Assistance,” Chart D-2, “Online Resources,” for a link to the current FOP AT).

For TANF cases or Title IV-E, eligible NCPs are those who owe at least \$150 in past-due child support. States may combine assigned support amounts from the same NCP in multiple cases to reach the \$150 minimum.

For non-TANF or Medicaid-only cases, eligible NCPs are those who owe at least \$500 in past-due support owed to, or on the behalf of, a qualified child. Debts from the same NCP in multiple cases may be combined to reach the \$500 minimum.

### **1.1.2 ADMINISTRATIVE OFFSET PROGRAM**

DCIA categorizes all payments that are eligible for offset, except federal tax refunds, as federal administrative offsets. Participation by states in the Administrative Offset Program is optional. All case types that are eligible for federal tax refund offset are eligible for administrative offset. A debt may be submitted for administrative offset when it is at least \$25, and is at least 30 days past due, although states have flexibility to determine a higher threshold.

Eligible NCPs are automatically submitted for administrative offset unless the states that certifies their arrearage amount excludes them, using the appropriate exclusion indicator(s) (refer to Section 2.1.4.3.7, “Replace Exclusion Indicator(s)”).

Federal payments that are currently eligible for administrative offset are defined below:

- Vendor/Miscellaneous Payments – Vendor and miscellaneous payments can be offset at 100 percent. Examples include expense and travel reimbursements. For some NCPs, this could include payments that were received for services performed on a government contract, or payments that were received from an agricultural subsidy.
- Federal Retirement Payments – Currently, FMS offsets retirement pay at a rate of 25 percent. If there is an income withholding in place, the state should exclude the past-due case from retirement administrative offset.

- Federal Salary Payments – Federal salary payments, while eligible for administrative offset, are not currently being intercepted for past-due child support. States should continue to use income withholding when dealing with NCPs who receive federal salaries.

Payments that are excluded or exempt from the Administrative Offset Program are listed in the FOP AT.

### **1.1.3 PASSPORT DENIAL PROGRAM**

Individuals who owe past-due child support in excess of the federally-mandated threshold, currently \$2,500, are automatically certified to DoS for passport denial unless:

1. The state that certifies their arrearage amount excludes them from this program (refer to Section 2.1.4.3.7, “Replace Exclusion Indicator(s)”).
2. The NCP’s Date of Birth (DOB) or Place of Birth (POB) is invalid.
3. The current, or previously submitted, NCP’s name(s) and Social Security number (SSN) do not verify or match at the Social Security Administration (SSA) (refer to Section 2.1.4.3.1, “Name Change”).

States must provide notification to an NCP, via the Pre-Offset Notice, prior to submitting him or her to the Passport Denial Program. NCPs have the right to contest the delinquency determination with the state(s) that has certified them for the debt.

Only the submitting state(s) can withdraw an NCP from the passport denial process. If more than one state certified the NCP for passport denial, all of the states must withdraw the individual from the program before a passport can be issued. If the state has multiple cases for the NCP, all of the cases must be excluded from the program before the NCP can be withdrawn.

Although an NCP is automatically removed from passport denial when his/her arrearage balance is reduced to zero, they are not automatically removed when the debt drops below the federally-mandated threshold. The decision to remove an NCP from passport denial that still has an arrearage balance is based on state policies and procedures (refer to Section 5.2, “Releasing Individuals from Passport Denial”).

### **1.1.4 MULTISTATE FINANCIAL INSTITUTION DATA MATCH**

In July 1999, MSFIDM began accessing the OCSE’s Case Master Files to match the account data of eligible NCPs with MSFI account data. All NCPs are eligible, and are automatically submitted for MSFIDM unless the state(s) that certifies their arrearage amount specifically excludes them from this program (refer to Section 2.1.4.3.7, “Replace Exclusion Indicator(s)”).

The MSFIDM process then sends MSFI account matches to the states through the Federal Case Registry (FCR). OCSE performs the data matches quarterly, although each MSFI can specify the particular three-month interval on which they would like the match performed. Additional information about the MSFIDM process is found in the *FCR Interface Guidance Document*, Version 11.0, Section 10.1, “Multistate Financial Institution Data Match.”

### **1.1.5 INSURANCE MATCH PROGRAM**

In June 2007, the Insurance Match Program became eligible to access the OCSE's Case Master Files on a weekly basis in order to select eligible NCPs to be matched against insurance claims data.

The Insurance Match Program is optional for state agencies and insurance companies or their agents. Only NCPs in states that opt to participate in the Insurance Match Program are eligible for the data match. No additional fees are charged to states by the Federal Tax Refund Offset Program for providing eligible NCPs and participating in the Insurance Match Program.

In order to be eligible for the Insurance Match Program:

- an NCP must be associated with an active case,
- must not be excluded from the insurance match, and
- must have an arrearage amount of at least \$25.

Participating states also have the ability to establish state-specific arrearage thresholds that are associated with the Insurance Match Program.

A participating state may choose to exclude an individual NCP from the insurance match through the use of an Exclusion Indicator for this program (refer to Section 2.1.4.3.7, "Replace Exclusion Indicator(s)"). States that do not participate in the Insurance Match Program do not use the Insurance Match Exclusion Indicator.

## **2. FEDERAL OFFSET SYSTEM PROCESSING**

At its inception, the Federal Offset System interfaced directly with the IRS. During that time, states submitted their certified caseload files once each year. In 1998, OCSE added additional remedies to the certification process (i.e., administrative offset and passport denial). In January 1999, the Federal Offset System was changed to interface with Treasury's FMS. This transition enabled states to submit new cases, and to change existing cases, on a weekly submissions basis. The MSFIDM Program was incorporated into the process later in 1999, and the Insurance Match Program was incorporated into the process in June 2007.

### **2.1 States to OCSE – Case Processing**

States are required to submit a certification letter to OCSE annually that verifies all of the cases that will be submitted during the upcoming year will meet OCSE requirements (refer to Appendix I.1, "Annual Certification Letter"). Treasury regulations require states to notify OCSE of case deletions, and of decreases in the amount of debt for cases that are referred for collection. HHS regulations require states to notify OCSE of increases, decreases or elimination of, the amount of debt on at least a bi-weekly basis throughout the year. Because all of the federal remedies depend on the information maintained on the OCSE Case Master Files, it is imperative that states keep the information current.

#### **2.1.1 FILES SUBMITTED TO OCSE**

Each state submits two files to OCSE using the CyberFusion Integration Suite (CFI) file transmission software for mainframe-to-mainframe data exchange. They are:

1. State/Local Contact Phone and Address File
2. Case Submission and Update File

For additional information regarding sending and receiving files using CFI refer to Section 6, "File Transmission."

##### **2.1.1.1 State/Local Contact Phone and Address File**

States submit their state and/or local agency telephone and address information to OCSE on the State/Local Contact Phone and Address File. OCSE prints the telephone number, address, and local code from this file on PONs to provide NCPs with state contact information (refer to Section 3.2, "OCSE Issued Pre-Offset Notices"). FMS also prints this information on its Offset Notices (refer to Section 4.2, "FMS Offset Notices").

To ensure that NCPs are given the most current state and local contact information, states must send updates to OCSE whenever their information changes, or when new contacts are added. This is especially critical during the first quarter of the year, when the bulk of tax offsets occur. New local codes must be added to the State/Local Contact Phone and Address File before they are submitted on individual cases. If a local code that is submitted on an individual case is not found on the State/Local Contact Phone and Address File, the transaction may be rejected, or a default Local Code value ('000') may be used. Refer to

Chart E-1, “Case Submission and Update Record Layout,” for information about how the local code, which is submitted on a case, is edited against the State/Local Contact Phone and Address File.

For information regarding the required fields and their format, position, length, and validation criteria refer to Chart E-3, “State/Local Contact Phone and Address Record Layout.”

### **2.1.1.2 Case Submission and Update File**

The Case Submission and Update File is used by states to submit transactions to add, update and delete cases from the OCSE Master Files on a continuous basis. This file is processed in the Weekly Processing Cycle. Details about adding, updating and deleting cases are specified in Section 2.1.4, “Transaction Types.” For information regarding the required fields and their format, position, length, and validation criteria refer to Chart E-1, “Case Submission and Update Record Layout.”

## **2.1.2 ONLINE TRANSACTION SUBMISSION**

The FOP Online System is used by states to submit transactions on an individual basis. Transactions that are submitted online are included in the state’s Case Submission and Update File or the State/Local Contact Phone and Address File, as appropriate, and are processed with those batch files. States use the PComm Virtual Private Network (VPN) to access the FOP Online System on the SSA mainframe. The FOP Online System is normally available Monday through Friday, 9:00 am–6:00 pm ET. For more information about signing onto and using the FOP Online System refer to Appendix L, “Online System Procedures.”

In addition, state users are also able to submit transactions on an individual basis through the Federal Collections and Enforcement application via the State Services Portal (SSP) (refer to Section 7, “State Services Portal (SSP)”). These transactions are also included in the state’s Case Submission and Update File or the State/local Contact Phone and Address File, as appropriate, and are processed with those batch files.

## **2.1.3 WEEKLY PROCESSING CYCLE**

The Weekly Processing Cycle includes the following events:

- On Monday, by 7:00 pm ET, OCSE collects the Weekly Case Submission and Update Files and transactions received from the states, entered through the Time Sharing Option (TSO) application and the SSP.
- By Monday evening, OCSE validates the Case Submission and Update Files and performs immediate updates (refer to Chart 2-1, “Immediate Versus Deferred Updates at OCSE”).
- On Tuesday, OCSE forwards the weekly update data to FMS.
- On Wednesday, OCSE forwards the new eligible transactions for the week to FMS.
- By Thursday, FMS processes the OCSE weekly data and returns error codes to OCSE for rejected submissions.
- By Friday, OCSE performs deferred updates of submissions that were accepted at FMS (refer to Chart 2-1, “Immediate Versus Deferred Updates”), and notifies the states rejected submissions.

If OCSE receives a Case Submission and Update File from a state before Monday, 7:00 pm ET, it is included in that evening’s processing. If the file is received after 7:00 pm ET on Monday, it *may* be included in that evening’s processing. If it is not included in that evening’s processing, it is processed the following Monday.

OCSE applies some updates to its Master Files during Monday’s processing (these are immediate updates), and waits until FMS processing results are returned on Thursday before applying others (these are deferred updates). Chart 2-1 defines which transactions are applied immediately, and which are deferred.

<b>CHART 2-1: IMMEDIATE VERSUS DEFERRED UPDATES AT OCSE</b>		
Type	Case Not At FMS	Case At FMS
Immediate Update	Add Case Name Change Address Change Case ID Change Delete Case Local Code Change Modify Arrearage Amount Replace Exclusion Indicator(s)	Name Change Address Change Case ID Change Delete Case Replace Exclusion Indicator(s)
Deferred Update	State Payment	Local Code Change Modify Arrearage Amount State Payment

OCSE notifies states of rejected transactions on the Rejected Case Submission and Update File. It is important that states process the Rejected Case Submission and Update File from OCSE, make the necessary corrections and resubmit the updates to OCSE. This ensures synchronization among state, OCSE and FMS systems.

If some transactions are duplicated in the same Weekly Processing Cycle, the duplicates may be rejected, based on the update requirements that are outlined in Section 2.1.5.2, “Duplicate Transaction Records.”

### 2.1.4 TRANSACTION TYPES

A transaction is the specific procedure that is accomplished by each case record that is submitted to OCSE for processing. A transaction type is the specific letter code that identifies each transaction. Nine different transaction types are currently used to add new cases, update cases, and delete cases.

OCSE combines all of the state’s Case Submission and Update Files for a Weekly Processing Cycle and processes the records in the following order of transaction types:

- A Add/Recertify Case
- B Name Change

- Z Address Change
- C Case ID Change
- D Delete Case
- L Local Code Change
- M Modify Arrearage Amount
- R Replace Exclusion Indicator(s)
- S State Payment

Chart 2-2 “Input Fields Edited by Transaction Type,” and Chart 2-3, “Input Fields Added or Updated by Transaction Type,” detail which fields are edited, and which are added or updated for each transaction type. Also refer to Chart E-1, “Case Submission and Update Record Layout,” for detailed field edit information.

<b>CHART 2-2: INPUT FIELDS EDITED BY TRANSACTION TYPE</b>										
	A (New)	A (Recertify)	B	C	D	L	M	R	S	Z
Submitting State Code	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Local Code	✓	✓				✓				
SSN	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Case ID										
NCP Last Name (first 4 characters)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
NCP First Name (first character)	✓	✓	✓							
Arrearage Amount	✓	✓					✓		✓	
Transaction Type	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Case Type Indicator	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Process Year									✓	
NCP Address Line1	✓	✓								✓
NCP Address Line2	✓	✓								✓
NCP City	✓	✓								✓
NCP State	✓	✓								✓
NCP Zip Code	✓	✓								✓
Date Issued (State issues PON)	✓	✓								
Exclusion Indicator(s)	✓	✓						✓		
Request Code							✓			

<b>CHART 2-3: INPUT FIELDS ADDED OR UPDATED BY TRANSACTION TYPE</b>										
	A (New)	A (Recertify)	B	C	D	L	M	R	S	Z
Submitting State Code	✓									
Local Code	✓	✓				✓				
SSN	✓									
Case ID	✓	✓		✓						
NCP Last Name (whole name)	✓	✓	✓							
NCP First Name (whole name)	✓	✓	✓							
Arrearage Amount	✓	✓			✓		✓		✓	
Transaction Type										
Case Type Indicator	✓	✓								
Process Year									✓	
NCP Address Line1	✓	✓								✓
NCP Address Line2	✓	✓								✓
NCP City	✓	✓								✓
NCP State	✓	✓								✓
NCP Zip Code	✓	✓								✓
Date Issued	✓	✓								
Exclusion Indicator(s)	✓	✓						✓		
Request Code							✓			

### 2.1.4.1 Add New Case/Recertify Case

To add a new case or to recertify a case, use Transaction Type ‘A’.

#### Transaction Type ‘A’

This transaction creates a new case on the OCSE Master Files, if one does not already exist. If a case was previously submitted to the FOP and then deleted by the state, the case is recertified.

A state must submit two separate cases for an NCP if the cases are of different types (i.e., TANF and non-TANF). However, if an NCP has more than one TANF debt, the arrearage amounts should be combined and submitted as one case. Similarly, multiple non-TANF debts should be combined prior to submission.

When adding, or recertifying a case, states should provide all of the necessary information on the Case Submission and Update Record. For a list of the fields that are edited, refer to Chart 2-2, “Input Fields Edited by Transaction Type”.

Special attention should be given to the following fields:

- **Address fields** – the NCP’s current or most recent address (or address of record if required by state law or policy) should be provided (refer to Section 2.1.5.4, “Address Processing”).
- **Exclusion Indicator(s) field** – the exclusion indicators can only be set or removed using the Add Case or Replace Exclusion Indicator(s) transactions (refer to Section 2.1.4.3.7, “Replace Exclusion Indicator(s)”).
- **SSN, First and Last Name fields** – An SSN/Name verification process is performed with SSA to determine if the SSN and name combination submitted by the state is valid (refer to Section 2.1.5.6, “Name Processing”).

If the SSN/Name combination is not verified, and a corrected SSN is not found, the case is coded as an unverified SSN and is added to the debtor file (also refer to Section 1.1.3, “Passport Denial Program”).

If a corrected SSN is found, the Add transaction is rejected and the corrected SSN is returned to the states in the UMACS record (refer to Chart F-1, “Rejected Case Submission and Update Record” and Chart F-3, “Unaccountable Missing Address/Corrected SSN (UMACS) Record Layout”).

The Add Case transaction can be used in some situations to modify existing data on the OCSE Master Files. When adding a new case, or recertifying a case, for an NCP who already has an alternate Case Type on the OCSE Master Files, submission of a new name and/or address on the Add Case transaction will cause the name and/or address on the existing alternate case to be updated.

If all of the fields pass the edit validation processes, the case is added to, or recertified on the Federal Offset System (FOS) (for field edit information, refer to Chart E-1, “Case Submission and Update Record Layout”).

### **2.1.4.2 Delete Case**

Cases are not physically removed from the OCSE Master Files. When a case is deleted in the Federal Offset System, it can be thought of as closed. A case is deleted by one of three methods:

1. The state submits a Delete Case transaction.
2. The state submits a Modify Arrearage Amount transaction with the arrearage amount set to zero (refer to Section 2.1.4.3.5, “Modify Arrearage Amount”).
3. OCSE processes a collection that reduces the arrearage amount to zero (refer to Section 2.1.5.7, “Zero Balance Delete”).

## Transaction Type ‘D’

When a case is deleted via a Delete Case transaction:

- the Arrearage Amount is set to zero;
- the OCSE Debt Closed Date is set to the current processing date;
- the Status field is set to ‘Deleted’;
- a detail record is created to record the transaction;
- if applicable, the case is deleted at FMS, and the Delete Sent to FMS Date is updated; and
- if applicable, the case is deleted at DoS, and the Withdrawal Date is updated.

State payments may still be reported against a case that has been deleted; all other updates are rejected (refer to Section 2.1.4.3.8, “State Payment”).

Refer to Section 2.1.5.1.2, “Removal of Noncustodial Parents/Cases from Remedies,” for additional information about the impact of deleting cases. Refer to Chart 2-2, “Input Fields Edited by Transaction Type,” for a list of the fields that are edited when submitting a Delete Case transaction. If all of the fields pass the edit validation processes, the case is deleted (for field edit information, refer to Chart E-1, “Case Submission and Update Record Layout”).

### 2.1.4.3 Update Case

Seven transaction types are used to update cases:

- B Name Change
- Z Address Change
- C Case ID Change
- L Local Code Change
- M Modify Arrearage Amount
- R Replace Exclusion Indicator(s)
- S State Payment

Certain updates, such as “Change Case Type” and “MSFIDM-Only Case Processing,” require the execution of a combination of transaction types. Refer to Sections 2.1.4.3.9, “Change Case Type”, and 2.1.4.3.10, “MSFIDM-Only Case Processing,” for processing details.

#### 2.1.4.3.1 NAME CHANGE

### Transaction Type ‘B’

This transaction updates the NCP’s name on the OCSE Master File. If an alternate Case Type exists, it will also reflect the new name.

Refer to Chart 2-2, “Input Fields Edited by Transaction Type,” for a list of the fields that are edited when updating the NCP’s name. If all of the fields pass the edit validation processes, the name is updated (for field edit information, refer to Chart E-1, “Case Submission and Update Record Layout”).

When states submit a Name Change transaction, the resulting SSN/Name combination is sent through a name verification/matching process using the names that are on file for that SSN at SSA. The SSN/Name combination is determined to be verified, matched or unverified. The NCP's current name must be either verified or matched, or a prior name for the NCP must have been verified or matched, for the NCP to be submitted to the Passport Denial Program. The verification/matching process does not affect a case's eligibility for any other program.

#### **2.1.4.3.2 ADDRESS CHANGE**

##### **Transaction Type 'Z'**

This transaction updates the NCP's address on the OCSE Address Master File. If an alternate Case Type exists, it will also reflect the new address. All of the addresses that are submitted for an NCP are sent through FINALIST® for standardizing and scrubbing, and are then stored on the Address Master file.

Refer to Chart 2-2, "Input Fields Edited by Transaction Type," for a list of the fields that are edited when updating the NCP's address. If all of the fields pass the edit validation processes, the address is updated (for field edit information, refer to Chart E-1, "Case Submission and Update Record Layout").

An NCP's existing address can be updated with a foreign address through the use of the Online System Address Change feature (refer to Appendix L.3.2.9, "Address Change").

#### **2.1.4.3.3 CASE ID CHANGE**

##### **Transaction Type 'C'**

This transaction updates the Case ID field for the NCP on the OCSE Master File. A Case ID Change transaction is applied only to the case for which it is submitted.

Refer to Chart 2-2, "Input Fields Edited by Transaction Type," for a list of the fields that are edited when updating the Case ID. No edits are performed on this field. Updates to this field are not sent to FMS or DoS.

#### **2.1.4.3.4 LOCAL CODE CHANGE**

##### **Transaction Type 'L'**

This transaction updates the State/Local Code field for the NCP on the OCSE Master Files. The Local Code is used to provide state/local contact information to NCPs on the OCSE-generated Pre-Offset Notices (PON) and FMS-generated Offset Notices (refer to Section 2.1.1.1, "State/Local Contact Phone and Address File").

Because the Local Code is edited against the State/Local Contact Phone and Address File, new local codes must be added to the State/Local Contact Phone and Address File before they are submitted on individual cases. If a local code that is submitted on an individual case is not found on the State/Local Contact Phone and Address File, the transaction is rejected. If spaces are submitted in the Local Code field, they are replaced by zeros.

Refer to Chart 2-2, “Input Fields Edited by Transaction Type,” for a list of the fields that are edited when updating the NCP’s local code. If all of the fields pass the edit validation processes, the Local Code is updated (for field edit information, refer to Chart E-1, “Case Submission and Update Record Layout”).

#### **2.1.4.3.5 MODIFY ARREARAGE AMOUNT**

##### **Transaction Type ‘M’**

This transaction updates the arrearage amount and processes request options (refer to Section 2.1.4.3.6, “Modify Arrearage Amount/Request Option” for specifics on available options). The arrearage amount is the total amount that is owed by an NCP for a Case Type. States are encouraged to send weekly Modify transactions to OCSE, even when there is no change to the arrearage amount balance, in order to ensure that the most current balance is reflected for the case. Refer to Chart 2-2, “Input Fields Edited by Transaction Type,” for a list of the fields that are edited when modifying the arrearage amount.

If any of the fields that are required in order to modify the arrearage amount fail the edit validation processes, the entire transaction is rejected. If all of the fields that are required to modify the arrearage amount pass the edit validation processes, the arrearage amount is updated. If the case is at FMS, the modified arrearage amount is forwarded (for field edit information, refer to Chart E-1, “Case Submission and Update Record Layout”). If the state submits a Modify transaction with an arrearage amount of zero, the transaction is processed as a delete (refer to Section 2.1.4.2, “Delete Case”). The detail record that is created reflects that the delete occurred as the result of a Modify transaction that was submitted with an arrearage amount of zero.

#### **2.1.4.3.6 MODIFY ARREARAGE AMOUNT/REQUEST OPTION**

In addition to updating the arrearage amount, the ‘M’ transaction may include a Request Option. The *Modify Arrearage Amount* function of the transaction is always given precedence over the *Request Option* function. If the *Modify Arrearage Amount* function fails the edit validation processes, the *Request Option* function is ignored, and the entire transaction is rejected.

Currently, the only valid request option is the PON Request. States can request that a PON be issued at any time for a particular case by submitting a ‘P’ in the Request Code field (for field edit information, refer to Chart E-1, “Case Submission and Update Record Layout”). The following conditions must be met to process the PON Request:

- OCSE must issue the PON for the state.
- The case must have an address.
- The NCP must have previously been issued a PON for the Case Type.
- The case must not be an MSFIDM-Only case.

If the edit validation processes and the above conditions are met, the PON is sent to the NCP for the specified case. If the case is still under the original hold period, the hold period is

recalculated from the new PON date. If the case has emerged from its original hold period, the new PON date has no effect on its eligibility for enforcement remedies.

If the *Modify Arrearage Amount* function passes the edit validation processes, but the *Request Option* function fails, the arrearage amount is updated and a warning code is returned for the Request Option on the Rejected Case Submission and Update File (refer to Section 2.2.2, “Rejected Case Submission and Update File”).

#### **2.1.4.3.7 REPLACE EXCLUSION INDICATOR(S)**

##### **Transaction Type ‘R’**

This transaction replaces existing exclusion indicators on a case. The current exclusion indicators are:

ADM	exclude all Administrative Offsets (RET, SAL, VEN)
RET	exclude Federal Retirement Offset
VEN	exclude Vendor Payment/Miscellaneous Offset
SAL	exclude Federal Salary Offset (pre-set at FMS on all cases)
TAX	exclude Federal Tax Refund Offset
PAS	exclude Passport Denial
FIN	exclude MSFIDM
DCK	exclude Debt Check
INS	exclude Insurance Match
Spaces	remove all existing exclusion indicators

When the ADM exclusion indicator is used, all of the Administrative Offsets are excluded (i.e., RET, VEN and SAL).

The SAL exclusion indicator is currently active on all cases at FMS, regardless of whether the state removes it.

The TAX exclusion indicator specifies that a case should be excluded from the Federal Tax Refund Offset Program.

The PAS exclusion indicator specifies that a case should be excluded from the Passport Denial Program.

The FIN exclusion indicator specifies that a case should be excluded from the weekly MSFIDM process.

The DCK exclusion indicator specifies that a case should be excluded from the FMS Debt Check program (refer to Section 4.4, “Debt Check,” for more information about the program).

The INS exclusion indicator specifies that a case should be excluded from the Insurance Match process (refer to Section 1.1.5, “Insurance Match Program,” for more information).

Refer to Section 2.1.5.1, “Interagency Case Processing,” for details about setting and removing exclusion indicators that affect the processing of cases at FMS and DoS.

Refer to Chart 2-2, “Input Fields Edited by Transaction Type,” for a list of the fields that are edited when replacing exclusion indicators. If all of the fields pass the edit validation processes, the Exclusion Indicator(s) field is updated (for field edit information, refer to Chart E-1, “Case Submission and Update Record Layout”).

If a state wants to apply the same exclusion indicator(s) to an NCP’s TANF and non-TANF cases, the exclusion indicator(s) must be submitted for both cases.

Exclusion indicators may be submitted in any order. When sending a Replace Exclusion Indicator(s) transaction, the Exclusion Indicator(s) field must include all of the exclusion indicators that are desired for the case, even if they have been sent before. If previously-sent exclusion indicators are not included in the transaction, they are removed from the case (see Chart 2-4, “Exclusion Indicators Examples”).

<b>CHART 2-4: EXCLUSION INDICATORS EXAMPLES</b>			
<b>Example</b>	<b>OCSE Master File Before Transaction Type ‘R’</b>	<b>Exclusion Indicators Submitted on Transaction Type ‘R’</b>	<b>OCSE Master File After Transaction Type ‘R’</b>
1	Space Filled	FIN, PAS	FIN, PAS
2	VEN	VEN, PAS	VEN, PAS
3	ADM, TAX, PAS	TAX	TAX
4	RET, ADM	Space Filled	Space Filled
5	TAX	ADM, TAX, PAS	ADM, TAX, PAS

### **2.1.4.3.8 STATE PAYMENT**

#### **Transaction Type ‘S’**

A state payment is reported when a state agency refunds money to an NCP because of a federal offset. A State Payment transaction is used in the following scenarios:

- A state-submitted case is certified erroneously, and an offset occurs.
- An incorrect arrearage amount is reported to OCSE, and an offset occurs.
- An NCP makes a payment that results in a decrease in the arrearage amount that is owed, and an offset occurs before the update is processed.
- There is an audit/administrative review that results in a decrease in the arrearage amount owed, and an offset occurs before the update is processed.
- A case is closed at the state, but FMS processes an offset before the state is able to close the case at OCSE.

For additional information about scenarios that result in a state payment, refer to the Federal Offset Program Action Transmittal (refer to Chart D-2 “Online Resources,” for a link to the current FOP AT).

Offsets that have been distributed to the custodial party are not to be reported as state payments, nor should they be reported on joint tax return cases if the non-obligated spouse is seeking a refund. The non-obligated spouse or taxpayer should be referred to the IRS for assistance (refer to Chart D-1, “Program and Technical Assistance,” for IRS contact information). Instructions for non-obligated spouses who wish to file a claim are also provided in the PON.

State payments are reported to OCSE as the total accumulated payment amount, which is entered into the Accumulated Payment Amount field when submitting a State Payment transaction (this field functions as the Arrearage Amount field when submitting an Add Case or Modify Arrearage Amount transaction). During a single processing year, if there is a discrepancy between the state payment amount that was originally reported for a case and the total state payment amount actually to the NCP, the Accumulated Payment Amount field should be revised to reflect the total paid to the NCP. This is true whether the amount paid to the NCP is over, or under, the amount that was originally reported. The following are examples:

- An additional payment over the originally-reported state payment amount is returned to an NCP. If, after a state payment of \$150 is reported because the state refunds \$150 to the NCP, but then the state refunds an additional \$50 at a later date, the state should revise the Accumulated Payment Amount field to reflect the total paid (i.e., \$200).
- An incorrect state payment amount was initially reported. If a state initially reports an incorrect state payment of \$250, and then actually refunds only \$25, the state should revise the Accumulated Payment Amount field to reflect the total paid (i.e., \$25).

State payments may still be reported after a case is deleted.

Refer to Chart 2-2, “Input Fields Edited by Transaction Type,” for a list of the fields that are edited when submitting a state payment. If all of the fields pass the edit validation processes, the state payment amount is updated (for field edit information, refer to Chart E-1, “Case Submission and Update Record Layout”).

When submitting a state payment, the processing year must be set to the year in which the original offset occurred. This ensures that the state payment is processed against offsets from the appropriate year. The State Payment transaction is accepted for current and prior years even if there is no offset on file at OCSE, or if the state payment amount is greater than the offset minus any adjustments that may have been made by FMS. This allows states to issue refunds that are based on an Offset Notice and to report a state payment accurately. However, if FMS has no record of an offset occurring, FMS rejects the State Payment Record. FMS and OCSE do not adjust the arrearage amount when processing a State Payment transaction. Therefore, it is very important that states submit a Modify Arrearage Amount transaction to reflect the state payment adjustment.

### 2.1.4.3.9 CHANGE CASE TYPE

#### Transaction Type ‘D’ Followed by Transaction Type ‘A’, or Transaction Type ‘M’ Followed by Transaction Type ‘A’

When data in the Case Type field changes from non-TANF to TANF or vice versa, states should notify OCSE using the update process. A change to the Case Type may be achieved by submitting Transaction Type ‘D’ or Transaction Type ‘M’ with an arrearage amount of zero to delete the original case, followed by Transaction Type ‘A’ to add the alternate case.

To execute a Case Type switch, the Transaction Type ‘A’ for the alternate case must be processed at OCSE within 40 days of the OCSE Debt Closed Date that was posted on the original case, and within 365 days of the original case’s last PON date. It is acceptable to submit both transactions in the same Weekly Processing Cycle. When a Case Type switch occurs and OCSE issues PONs on behalf of the state, a new PON is not generated, and the alternate case is not subject to a new holding period. The last PON date and the Inception or Recertification dates on the original case, are applied to the new alternate case; remaining time in the holding period (if any) is calculated from the existing PON date.

#### Non-TANF to TANF

- Submit a Delete Case transaction or a Modify Case transaction with an arrearage amount of zero for the non-TANF case. This causes the case to be deleted at OCSE, and if appropriate, at FMS and/or DoS.
- Submit an Add Case transaction. The SSN must be the same as that on the non-TANF case, the Arrearage Amount field must contain the current amount, and the Case Type Indicator field must be set to ‘A’ for TANF. The non-TANF case is now a TANF case.

If more than 40 days has elapsed since the deletion of the original record, or it has been more than 365 days since the issuance of the original case’s last PON, a Case Type switch does **NOT** occur. The alternate case is added, and if OCSE issues PONs on behalf of the state, a new PON is generated for the case. The new case is subject to the state-specified holding period for FMS and the 30-day holding period for passport denial, as calculated from the new PON date. See Chart 2-5, “Case Type Switch Rules,” for a breakdown of the rules that are applied to a case type switch.

#### TANF to Non-TANF

This same process may be used to change a TANF case to non-TANF by deleting the TANF case, and re-adding the case as non-TANF.

CHART 2-5: CASE TYPE SWITCH RULES		
Case Closed Date	Pre-Offset Notice Date	Results
Less than 41 days from current date	Less than 366 days from current date	Case type switch. No Pre-Offset Notice.
Greater than 40 days from current date	Less than 366 days from current date	Not a Case Type switch. Pre-Offset Notice printed.

<b>CHART 2-5: CASE TYPE SWITCH RULES</b>		
Case Closed Date	Pre-Offset Notice Date	Results
Greater than 40 days from current date	Greater than 365 days from current date	Not a Case Type switch. Pre-Offset Notice printed.
Less than 41 days from current date	Greater than 365 days from current date	Not a Case Type switch. Pre-Offset Notice printed.

#### **2.1.4.3.10 MSFIDM-ONLY CASE PROCESSING**

A case is defined as MSFIDM-Only when the FIN exclusion indicator is blank, and the ADM (or RET and VEN), TAX and PAS exclusion indicators have been set. A standard case is one in which at least one of the ADM (or RET and VEN), TAX or PAS exclusion indicators have been left blank.

OCSE does not issue PONs for MSFIDM-Only cases, nor are they subject to a holding period. A case will remain ineligible for all remedies except MSFIDM and insurance match, as long as it is in MSFIDM-Only status.

When a case changes from MSFIDM-Only to standard, or vice versa, states should notify OCSE using the Update Process. States have the option of completing a switch to or from MSFIDM-Only in one processing cycle, or across multiple processing cycles (refer to Section 2.1.3, “Weekly Processing Cycle”).

#### **Standard to MSFIDM-Only – Single Cycle**

Submit a Replace Exclusion Indicator(s) transaction with only the TAX, PAS, and ADM (or RET and VEN) exclusion indicators set. The existing PON date for the case is retained, and the case remains active at OCSE. If the case is at FMS, it is closed at FMS. If the NCP is at DoS, and the NCP has no other active cases from the state, the NCP is deleted from DoS for the submitting state.

#### **Standard to MSFIDM-Only – Multiple Cycles**

- Submit a Delete Case transaction or a Modify transaction with an arrearage amount of zero for the standard case. This causes the case to be deleted at OCSE. If the case is at FMS, it is closed at FMS. If the NCP is at DoS, and the NCP has no other active cases from the state, the NCP is deleted from DoS for the submitting state.
- In a subsequent processing cycle, submit an Add Case transaction with only the TAX, PAS, and ADM (or RET and VEN) exclusion indicators set. The SSN must be the same as that on the original standard case. The case has now been changed from standard to MSFIDM-Only.

#### **MSFIDM-Only to Standard – Single Cycle**

- PON date is less than one year old:

Submit a Replace Exclusion Indicator(s) transaction with any combination of exclusion indicators and/or spaces other than the existing TAX, PAS, and ADM (or RET and VEN). The existing PON date is retained, and if OCSE issues PONs for the state, no PON is generated. If the PON date on the original MSFIDM-Only case is spaces or is greater than one year, the transaction is rejected and returned to the submitting state (refer to Chart G-1, “Rejected Case Submission and Update Error Codes”), leaving the case as an active MSFIDM-Only case.

- PON date is spaces, or is greater than one year old:  
Submit an Add Case transaction. In this particular situation, the Add Case transaction does not have to be preceded by a Delete transaction. The Add Case transaction must replace the existing TAX, PAS and ADM (or RET and VEN) exclusion indicators for the case with any combination of exclusion indicators and/or spaces. If OCSE issues PONs for the state, a new PON is generated, and the new case is subject to the state-specified holding period for FMS and the 30-day holding period for passport denial, as calculated from the PON date. States may prefer this option when the PON date on the original MSFIDM-Only case is less than one year old and a new Pre-Offset Notice is desired.

### **MSFIDM-Only to Standard – Multiple Cycles**

- Submit a Delete Case transaction or a Modify transaction with an arrearage amount of zero for the MSFIDM-Only case. This causes the case to be deleted at OCSE. Because it is an MSFIDM-Only case, it does not exist at FMS or DoS.
- In a subsequent processing cycle, submit an Add Case transaction with the appropriate exclusion indicators set. At a minimum, at least one of the RET, VEN, TAX or PAS exclusion indicators must be left blank. The SSN must be the same as on the original MSFIDM-Only case. The case has now been changed from MSFIDM-Only to standard. If OCSE issues Pre-Offset Notices for the state, a PON is generated, and the new case is subject to the state-specified holding period for FMS and the 30-day holding period for passport denial, as calculated from the PON date.

## **2.1.5 GENERAL PROCESSING INFORMATION**

This section provides details regarding the processing of the Federal Offset System.

### **2.1.5.1 Interagency Case Processing**

#### **2.1.5.1.1 SUBMISSION OF NCPS/CASES TO REMEDIES**

#### **FMS**

OCSE automatically forwards a case to FMS for offset when:

- The state-defined holding period has been met (refer to Section 2.1.5.5, “Holding Period”); and
- The case is eligible for (i.e., not excluded from) at least one FMS program other than Debt Check; and

- The \$25.00 minimum threshold has been met (refer to Section 1.1.2, “Administrative Offset Program”).

If a case is active at OCSE and FMS, and is then excluded from all remedies at FMS, the case remains active at FMS, but is not eligible for offset. If the arrearage amount falls below the eligible amount for either federal tax refund offset or administrative offset, the case remains active at FMS, but is no longer subject to offset.

If a state that participates in Debt Check does not exclude a case from Debt Check, but the case is excluded from all other FMS remedies (i.e., TAX, RET, VEN and SAL), the case is not forwarded to FMS, unless one of the non-salary exclusions is removed.

## **DoS**

OCSE automatically forwards an NCP to DoS for passport denial when the following conditions occur:

- The PON was sent to the NCP 30 or more days before the current date (refer to Section 5.1, “Submitting Individuals for Passport Denial”); and
- The NCP is eligible for (i.e., not excluded from) the Passport Denial Program; and
- The arrearage amount for a single case, or the combined arrearage amounts for a TANF and non-TANF case from the same submitting state, is greater than the federally-mandated threshold; and
- There is a verified or matched name associated with the case and a valid POB/DOB.

If an NCP is subject to passport denial, and the single, or combined arrearage, amount falls below the federally-mandated threshold, but is not reduced to zero, the case remains at DoS for passport denial. It is the state’s responsibility to exclude the case from passport denial, if appropriate under state policy.

## **MSFIDM**

OCSE automatically makes a case available to the MSFIDM process when the case is eligible for (i.e., not excluded from) MSFIDM.

## **Insurance Match**

OCSE makes a case available to the insurance match process when the state has elected to be a part of the Insurance Match Program, and the case is eligible for (i.e., not excluded from) insurance match.

### **2.1.5.1.2 REMOVAL OF NCPS/CASES FROM REMEDIES**

## **FMS**

OCSE automatically closes a case at FMS when the following condition occurs:

- The state submits a Delete Case transaction, or a Modify Arrearage Amount transaction, with an arrearage amount of zero.

## **DoS**

OCSE automatically removes an NCP from passport denial when one of the following conditions occurs:

- The state submits a Delete Case transaction, or a Modify Arrearage Amount transaction, with an arrearage amount of zero.  
or
- A collection reduces the NCP's balance to zero.  
or
- The NCP is no longer eligible for (i.e., is excluded from) the Passport Denial Program. If the NCP has both a TANF and a non-TANF case from the same submitting state, both cases must be deleted and/or excluded from passport denial.

## **MSFIDM**

OCSE automatically excludes a case from the MSFIDM process when one of the following conditions occurs:

- The state submits a Delete Case transaction, or a Modify Arrearage Amount transaction, with an arrearage amount of zero.  
or
- The case is no longer eligible for (i.e., is excluded from) MSFIDM.

## **Insurance Match**

OCSE automatically excludes a case from the insurance match process when one of the following conditions occurs:

- The state that submitted the case is no longer participating in the Insurance Match Program.  
or
- The state submits a Delete Case transaction, or a Modify Arrearage Amount transaction, with an arrearage amount of zero.  
or
- The case is not eligible for (i.e., is excluded from) insurance match.

### **2.1.5.1.3 INTERAGENCY NAME CHANGES**

OCSE submits name changes to FMS and/or DoS, as appropriate. At FMS, the new last name is submitted, and the previous last name is stored as an alias. Multiple alias names can be stored at FMS for an NCP. At DoS, the new first and validated/matched last names are submitted, and the previous first and last name is stored as an alias. Only the previous first and last name is stored at DoS as an alias.

### 2.1.5.2 Duplicate Transaction Records

OCSE will accept multiple Case Submission and Update Files from a state during a Weekly Processing Cycle (refer to Section 2.1.3, “Weekly Processing Cycle”). Periodically, duplicate transaction records are processed during the same Weekly Processing Cycle. There are two types of duplicate transaction records:

1. Partial duplicate transaction record:

Only the key data fields on the Case Submission and Update Record are identical. These fields are Transaction Type, Submitting State Code, SSN and Case Type. A partial duplicate has different data in other fields (e.g., Arrearage Amount field). For a State Payment transaction, the Processing Year field must also be the same to be a partial duplicate transaction.

2. True duplicate transaction record:

All of the fields on the Case Submission and Update Record are identical.

The following are the possible duplicate transaction record-processing scenarios:

- When true duplicate transaction records are submitted, only one of the records is processed. All other true duplicate transaction records are rejected and returned to the state on the Rejected Case Submission and Update File (refer to Chart F-1, “Rejected Case Submission and Update Record Layout,” and Chart G-1, “Rejected Case Submission and Update Error Codes”). The true duplicate transaction records may be on the same, or different, Case Submission and Update Files.
- When partial duplicate transaction records are submitted on the same Case Submission and Update File, all partial duplicate transaction records are rejected and returned to the state on the Rejected Case Submission and Update File. In this instance, it is not possible to determine which transaction record on the file is the most current.
- When partial duplicate transaction records are submitted on different Case Submission and Update Files, the partial duplicate transaction record on the most current file received is processed. All other partial duplicate transaction records are rejected and returned to the state on the Rejected Case Submission and Update File (refer to Chart F-1, “Rejected Case Submission and Update Record Layout,” and Chart G-1, “Rejected Case Submission and Update Error Codes”). In this instance, OCSE assumes that the most recent file that was submitted contains the most current transaction record to be processed.

### 2.1.5.3 Corrected Unverified State-Submitted SSN

An SSN/Name verification process is performed with SSA to determine if the SSN and name combination submitted by the state is valid.

If the SSN/Name combination is not verified, and a corrected SSN is not found, the case is coded as an unverified SSN and is added to the debtor file (also refer to Section 1.1.3, “Passport Denial Program”).

If a corrected SSN is found, the Add transaction is rejected and the corrected SSN is returned to the states in the UMACS record (refer to Chart F-1, “Rejected Case submission and Update Record Layout” and Chart F-3, “Unaccountable Missing Address/Corrected SSN Record Layout (UMACS)”).

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Note: Cases returned on the UMACS file with a corrected SSN should be reviewed by the state to determine if they should be resubmitted with the new SSN.

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#### **2.1.5.4 Address Processing**

States are required to provide an NCP’s current address (or address of record, if required by state law or policy) on all Add Case transactions that are submitted on the Case Submission and Update File. This address is necessary to satisfy due process requirements. FMS needs an address to generate its Offset Notice, regardless of whether a state or OCSE issues the PON. When a complete address is submitted on an Add Case transaction, it is processed through FINALIST® for standardization and scrubbing, and then added to the OCSE Address Master File. If an alternate Case Type exists, the submitted address is applied to it as well.

If a state does not provide an NCP’s address (or provides an incomplete address) when submitting an Add Case transaction, a warning code is generated for the state in their subsequent Reject File (refer to Section 2.2.2, “Rejected Case Submission and Update File,” and Chart G-2, “Rejected Case Submission and Update Warning Codes”).

If the address for an Add Case transaction is missing or incomplete, in addition to generating the warning code as noted above, OCSE attempts to obtain the address. If a state issues its own PONs and no address is found, OCSE returns the record on the Unaccountable Missing Address/Corrected SSN (UMACS) file as it was submitted, but the case is still forwarded to FMS without an address. However, an offset does not occur unless FMS is able to get a valid address from the payment record. If OCSE issues the state’s PONs and no address is found, OCSE returns the record on the UMACS file as it was submitted. However, a PON is not issued, and the case is not certified at OCSE. Cases returned on the UMACS file should be reviewed by the state and submitted again with either an address or a corrected SSN.

##### **2.1.5.4.1 ADDRESS SEARCH PROCESS**

OCSE attempts to find NCP addresses in the following manner:

- For a new or recertified case, OCSE attempts to obtain the address from the OCSE Address Master File, because it is possible that the NCP already has an existing alternate case in the same state with a valid address, or an existing case in another state with a valid address. If an address is found for the same state, no further searching is required. If an address is found from another state, the out-of-State address is added for the current submitting state and is forwarded with the case when it is sent to FMS.
- If the address is not found on the Address Master File, OCSE attempts to obtain the address from the National Directory of New Hires (NDNH). If the NCP’s address is found on the NDNH Unemployment Insurance (UI) or New Hire (W-4) file, it is processed

through FINALIST® for standardization and scrubbing. It is then placed on the OCSE Address Master File for the current submitting state and forwarded with the case when it is sent to FMS. If OCSE issues the PON, the address is used on the NCP’s PON.

- If the address is not found on the NDNH, OCSE forwards a request to the IRS. If the NCP’s address is found on the IRS taxpayer file, the IRS returns the address to OCSE, which processes it through FINALIST® for standardization and scrubbing. It is placed on the OCSE Address Master File for the current submitting state and forwarded with the case when it is sent to FMS. If OCSE issues the PON, the address from the IRS is used on the NCP’s PON. If the state submits an address before the IRS returns an address to OCSE, the state-submitted address takes precedence over the IRS address. The state-submitted address is used on the PON, and forwarded with the case when it is sent to FMS.
- If the address is not on the IRS taxpayer file, OCSE returns the record on the UMACS file as it was submitted. These cases should be reviewed by the state and submitted again with either an address or a corrected SSN.

Addresses that are submitted for update using the Address Change transaction must be complete. Incomplete addresses on the ‘Z’ transaction are rejected, and no address search process occurs (refer to Chart G-1, “Rejected Case Submission and Update Error Codes”).

#### 2.1.5.4.2 MILITARY ADDRESSES

States may use the standard address fields to submit a military address for an NCP. The service member’s first and last names should be entered without a military grade, rank or rating, as this information is not required for delivery. The Case Submission and Update File has no specific fields to accommodate this data, and including it in the name fields could have adverse affects on the name matching processes with FMS and DoS. In addition, when the service member is based outside of the United States, it is important to *not* include the foreign country or city of the base camp’s location, as that might cause the mail to be routed through the host country’s mail system (i.e., Mosul, Iraq).

The guidelines for formatting military addresses are presented below in Chart 2-6.

<b>CHART 2-6: MILITARY ADDRESS FORMAT</b>	
NCP Last Name	Service member’s last name, without grade, rank or rating
NCP First name	Service member’s first name, without grade, rank or rating
NCP Address Line 1	Unit Designation (if available)
NCP Address Line 2	Address
NCP City	<ul style="list-style-type: none"> <li>• APO (Army Post Office)</li> <li>• FPO (Fleet Post Office)</li> </ul>
NCP State	<ul style="list-style-type: none"> <li>• AA (Armed Forces Americas)</li> <li>• AE (Armed Forces Europe)</li> <li>• AP (Armed Forces Pacific)</li> </ul>

<b>CHART 2-6: MILITARY ADDRESS FORMAT</b>	
NCP Zip	Nine-Digit Zip Code (if one is assigned)

### 2.1.5.4.3 FOREIGN ADDRESSES

States may submit a foreign address for update using the online address change process. For a new or re-certified case that requires a foreign address, the state user should first add the case without an address using the Add transaction. Then, immediately following the Add transaction, as a separate entry using the Enter Weekly Update Records screen, the state can enter the NCP’s foreign address using the ‘Z’ transaction type. The ‘Z’ transaction is processed after the Add transaction, and the case is updated with the foreign address. Updates for foreign addresses may be submitted at any time using the ‘Z’ transaction in the online address change process.

### 2.1.5.5 Holding Period

All new and recertified cases that are eligible to be sent to FMS are subject to the current state-defined holding period that is used to meet due process requirements. Federal law requires holding a case for a minimum of 30 days; the state may define its holding period as 30, 45, 60 or 90 days. The holding period is calculated from the date that a PON was sent to the NCP. Regardless of whether OCSE or the submitting state issues the PONs, cases are held from submission to FMS for the time specified by each state in its Annual Certification Letter (refer to Appendix I.1, “Annual Certification Letter”). A state may request a change in its holding period at any time during the year by contacting Federal Collections and Enforcement (refer to Chart D-1, “Program and Technical Assistance”).

The holding period for passport denial is 30 days from the date that the PON was sent to the NCP.

Holding periods do not apply for the MSFIDM and Insurance Match Programs.

### 2.1.5.6 Name Processing

To ensure the maximum number of offsets, OCSE edits the NCP Last Name field based on the edit process that is used by FMS. The first four positions of the field must contain alphanumeric characters; no embedded spaces or special characters, except a hyphen, can be present (i.e., ‘Lee Jr.’. Trailing spaces are allowed (e.g., ‘Lee ’)). When the name is submitted to FMS, these first four positions are used to match against its payment and alias name files. If a match is found, and the SSN also match, an offset can occur. FMS does not use the NCP First Name field, or the remaining portion of the last name, in its match process.

DoS employs a more extensive name match process for passport denial. When an applicant submits a request for a passport, the entire name provided on the form is matched against the database of names provided by OCSE. Any additional information put into the first or last name field that is not actually part of the name (i.e., “Smith AKA Jones”), prevents a match from occurring at DoS. For the NCP First Name field, initials and nicknames should be avoided whenever possible. Any spacing in the first or last names should also be submitted

exactly (excluding any spaces embedded in the first four positions of the last name). For example, if “Mary Jane” is the NCP’s first name, a match does not occur if the name is submitted as “Maryjane.” An NCP is not submitted to DoS if at least one last name for the NCP did not verify or match at SSA. In summary, a correct submission of the NCP’s first and last names increases the likelihood that both offsets and passport denials are processed accurately.

### **2.1.5.7 Zero Balance Delete**

A Zero Balance Delete occurs when an FMS offset brings the balance on a case to zero on the OCSE Master File. This deletes the case at OCSE, and at DoS if appropriate. It remains open at FMS so if a payment offset is reversed, the case is eligible for offset again. Cases deleted by this method have a 45-day processing window, during which the states can update and/or reopen the case at OCSE using the standard update process, rather than having to recertify the case. States may choose to close the case at FMS to ensure that no future collections can be processed by submission of a Delete Case transaction (refer to Section 2.1.4.2, “Delete Case”), or a Modify transaction with the arrearage amount set to zero (refer to Section 2.1.4.3.5, “Modify Arrearage Amount”).

The 45-day window is calculated from the OCSE Debt Closed Date, which is the date that OCSE processed the FMS offset that brought the balance to zero. Within 45 days of deletion at OCSE due to an offset, the state can take the following actions against the case:

1. Submit a valid Modify transaction with an arrearage amount other than zero.
  - The case is reopened.
  - The OCSE Debt Closed Date will be set to spaces.
  - A detail record is created to record that the case was reopened using a Modify transaction.
  - A new holding period is not imposed.
  - A new PON is not created for the case if OCSE processes the state’s notices. If the state wants to issue a new PON, the Request Code of ‘P’ should be included on the Modify transaction (refer to Section 2.1.4.3.6, “Modify Arrearage Amount/Request Option”). A detail record is created to record the arrearage amount change and the PON request.
2. Submit a valid Update Case transaction other than Modify Arrearage Amount (such as Name Change, State Payment, Local Code Change, etc.) (refer to Section 2.1.4.3, “Update Case”).
  - The transaction is accepted, and is used to update the case.
  - The case remains deleted.
3. Submit a valid Add Case transaction (refer to Section 2.1.4.1, “Add New Case/Recertify Case”).
  - The standard Add New Case/Recertify Case transaction process occurs.
  - A PON or PON date is required.
  - The appropriate holding periods are observed.

4. Submit a valid Delete Case transaction or a Modify transaction with an arrearage amount of zero.
  - The standard Delete Case transaction process occurs.
  - The OCSE Debt Closed Date is reset to the current processing date.
  - The case is closed at FMS.
  - The Date Delete Sent to FMS is populated.
  - The 45-day processing window is closed, regardless of the number of days remaining, and any subsequent Delete or Update transactions submitted for the case, other than a state payment, are rejected.

If the case is not reopened, recertified or deleted during the 45-day period, the case remains deleted. A valid Add Case transaction that is submitted after this point processes as described above. Any Update Case transactions, other than a valid state payment, are rejected. A Delete Case transaction or Modify transaction with an arrearage amount of zero, processes as described above; any subsequent attempts to delete the case are rejected.

To assist states in determining when an offset has caused a Zero Balance Delete to occur, OCSE includes a Zero Balance Delete Indicator in position 226 of the Collection and Adjustment Record (refer to Chart F-4, “Collection and Adjustment Record Layout”). OCSE transmits these records to the state via the weekly collection files. If the collection record is for an offset that deleted the case at OCSE, the indicator is a ‘Y’. For all other offsets and all reversals, the indicator is an ‘N’.

## **2.1.6 PROCESSING BANKRUPTCIES**

When an NCP declares bankruptcy, special steps must be taken to ensure that administrative offsets are no longer processed against any cases for that NCP. Federal programs, including Tax Refund Offset and Passport Denial, can continue to be processed. State laws may differ regarding the exemption of these remedies during the bankruptcy period. The state should contact its IV-D attorney if there are any questions about which other federal remedies should be excluded. Currently, OCSE receives notification of bankruptcies from FMS. Additionally, the state may receive bankruptcy notifications. The following procedures have been developed to handle bankruptcy notifications as efficiently as possible, while maintaining the integrity of case data on the OCSE, FMS, DoS, and state databases.

### **2.1.6.1 FMS Sends Bankruptcy Notifications to OCSE**

If FMS receives a bankruptcy notification within a year of a bankruptcy filing, it sends the bankruptcy notification to OCSE.

Upon receipt of a bankruptcy notification, OCSE creates an ‘R’ Transaction Type for the case. The ADM Exclusion Indicator is submitted on the ‘R’ Transaction Type, with any other exclusion indicators that already existed for the case (e.g., PAS, TAX and/or FIN). If the NCP has TANF and non-TANF cases, this process is followed for both cases. The ‘R’ Transaction Type is captured during the next Weekly Processing Cycle (refer to Section 2.1.3, “Weekly Processing Cycle”). If a case is closed on OCSE’s system, or if the ADM Exclusion Indicator is already in place, no action is taken.

OCSE sends a letter to the states that informs them of NCPs in their jurisdiction who have filed for bankruptcy (refer to Appendix I.4, “Bankruptcy Notification Letter”). OCSE attaches a list of the names and SSNs of the NCPs, and indicates which exclusion indicators are set for each case. Copies of any additional paperwork that is received from FMS are also included. A state should set the appropriate exclusion indicators in their own system to mirror the OCSE and FMS databases.

OCSE keeps a file for one year of all of the bankruptcy-related correspondence that is received from FMS and sent to the states.

### **2.1.6.2 State Receives Bankruptcy Notifications**

When a state receives a bankruptcy notification, OCSE recommends that the state immediately create an ‘R’ Transaction Type for the case if it is not currently excluded from the Administrative Offset Program. The ‘R’ Transaction Type should contain the ADM Exclusion Indicator with any other exclusion indicators that already existed for the case (e.g., PAS, TAX and/or FIN).

### **2.1.6.3 OCSE Receives Bankruptcy Dismissal/Discharge Notification**

OCSE sends a letter to the states that informs them of NCPs in their jurisdiction whose cases have been dismissed/discharged (refer to Appendix I.4, “Bankruptcy Notification and Dismissal Letter”). OCSE attaches a list of the names and SSNs of the NCPs, and indicates which exclusion indicators are set for each case. Copies of any additional bankruptcy paperwork received by OCSE are included.

When an NCP completes the bankruptcy process, it is the responsibility of the state to remove the ADM Exclusion Indicator, if appropriate (refer to Section 2.1.4.3.7, “Replace Exclusion Indicator(s)”).

## **2.2 OCSE to States – Error Reporting**

OCSE returns to states the following two files, which contain error and warning records:

1. UMACS File
2. Rejected Case Submission and Update File

Refer to Appendix F, “Output Record Specifications,” for a complete description of these files.

### **2.2.1 UNACCOUNTABLE MISSING ADDRESS/CORRECTED SSN (UMACS) FILE**

The UMACS file contains Add Case transactions that were submitted to OCSE without the NCP’s complete address information and OCSE was unable to obtain the address. It also contains Add Case transactions that were submitted to OCSE with an unverified SSN and a corrected SSN was found.

If OCSE issues PONs for the state, cases returned on the UMACS file are not sent a PON and are therefore not eligible for certification. These cases should be reviewed by the state and submitted again with a complete address and/or the corrected SSN (refer to Section 2.1.5.4, “Address Processing,” Section 2.1.5.3, “Corrected Unverified State-Submitted SSN,” and 2.1.5.6, “Name Processing” for additional information).

If the state issues its own PONs, cases returned for address reasons on the UMACS file are accepted and forwarded to FMS and DoS, when eligible. Cases returned with corrected SSNs are not certified on the OCSE Master File. These cases should be reviewed by the state and submitted again with the corrected SSN (refer to Section 2.1.5.3, “Corrected Unverified State-Submitted SSN,” and 2.1.5.6, “Name Processing” for additional information).

## **2.2.2 REJECTED CASE SUBMISSION AND UPDATE FILE**

A record that is returned to a state on the Rejected Case Submission and Update File indicates that either:

- OCSE or FMS did not accept the transaction, or
- a condition was found that generated a warning.

Records submitted to OCSE on the Case Submission and Update File must pass edit validation processes at both OCSE and FMS. If either OCSE or FMS identifies a fatal error, the record, as submitted, is returned to the state on the Rejected Case Submission and Update File. No processing occurs at OCSE or other agencies for that record. If OCSE identifies a lesser problem in a record, the record is accepted and processed to the extent possible. The record is also returned to the state, as submitted, on the Rejected Case Submission and Update File with a Warning code(s). For example, an Add Transaction that is missing the address information is still processed, but the state is warned that it did not supply the address.

Error and Warning codes are used on this file to identify the reason(s) that a submitted record was rejected or found deficient (refer to Chart G-1, “Rejected Case Submission and Update Error Codes,” and Chart G-2, “Rejected Case Submission and Update Warning Codes”). Up to six codes may be listed in the Error Code Field for a rejected transaction. However, it is possible for a Rejected Case Submission and Update Record to contain more errors than are listed in the Error Code Field. The rejected records should be reviewed by the state. If necessary, they should be corrected and resubmitted to OCSE on the next Case Submission and Update File. This ensures that both OCSE and FMS have the most current information.

The Rejected Case Submission and Update Control Record is included on the Rejected Case Submission and Update File. The Control Record identifies:

- The total number of submitted records that passed the edit validation processes
- The total number of submitted records that failed
- The total number of warning records that were returned to the state for each Case Type

If all of the submitted records passed, the state receives the Control Record only. If one or more of the submitted records failed or received warnings, the Control Record is the last record on the file.

The following can be deduced from the control record:

- The sum of the:  
TANF records rejected,  
non-TANF records rejected,  
TANF warning records, plus  
non-TANF warning records on the control record  
equals the total number of records on the Rejected Case Submission and Update File.
- The sum of the:  
TANF records accepted,  
TANF records rejected,  
non-TANF records accepted, plus  
non-TANF records rejected  
equals the total number of case transaction records that the state submitted to OCSE.
- If a state submits more than one file in the same cycle, or if it submits transactions using the online system in addition to file(s), only one reject file is returned. Therefore, the sums identified above include all of the transactions that were submitted by a state for that cycle, regardless of the submission method.

### **2.2.3 WEEKLY UPDATE REPORT**

A Weekly Update Report accompanies the Rejected Case Submission and Update File, and is generated from the data in that file. This report provides a summary of the number of records that were submitted, accepted, and rejected, and the number and type of different error and warning codes that were encountered during processing of the state's transactions for that week. Refer to Appendix J.9, "Weekly Update Report," for an example of this report.

## **2.3 OCSE to States – Collection and Adjustment Reporting**

FMS sends a collection file to OCSE once each week. Every week, OCSE accumulates the weekly information, separates it by state, and creates Collection and Adjustment Files that are forwarded to the states. The files provide each state with the collections and adjustments that have occurred for the state during a given weekly period. If a state has no collections and/or adjustments in the weekly cycle, no collection file will be received. Other critical information about the collections is also provided on this file, such as the type of offset, the Joint Return Indicator, and the corresponding Injured Spouse Indicator (if applicable). Refer to Chart F-4, "Collection and Adjustment Record Layout", for a complete description of this file. Also, refer to Chart D-2, "Online Resources," for links to the FOP Annual Collection Schedule and collection-related Technical Contact Correspondence (TCC's).

### **2.3.1 COLLECTION AND ADJUSTMENT REPORTS**

From the Collection and Adjustment information, the following reports are generated and sent to the states:

1. Federal Offset Collections Technical Content Correspondence (TCC) (e-Flash and web posting)
2. OCSE Federal Offset Net Check Amount Report (e-Flash and CFI)
3. Federal Administrative Offset Report (e-Flash)
4. Federal Offset Collection Report (CFI)
5. Statement of Service Fee Report (CFI)
6. Name Discrepancy Report (CFI)
7. Federal Offset Fee Reimbursement Report (e-Flash and CFI)

Refer to Appendix J, “Sample Reports,” for examples.

#### **2.3.1.1 Federal Offset Collections TCC**

This letter summarizes the national net collection total for a given period for federal tax refund offsets and administrative offsets. The national year-to-date net collection totals and the national year-to-date total number of offsets are also reported in the letter. The OCSE Federal Offset Net Check Amount Report is also provided in an attachment to this letter.

#### **2.3.1.2 OCSE Federal Offset net Check Amount Report**

The report provides the net check amount total for each state. It also identifies the:

- total number of offsets (federal income tax refund and administrative)
- total collection amount
- total service fee amount
- total adjustment amount
- total number of records adjusted for each state

The net check amount is equal to the total collection amount minus the total adjustment amount minus the service fee amount. The totals for each category are provided.

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Note: Negative net check amounts can occur when adjustments exceed collections during the weekly cycle. In those instances the negative amount is deducted from future weekly collections.

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#### **2.3.1.3 Federal Administrative Offset Report**

The Federal Administrative Offset Report (produced monthly) details collections broken down by administrative offset type, including offsets received from US Department of Agriculture (USDA) and US Postal Service (USPS) (non-federal/non-salary) payments.

### **2.3.1.4 Federal Offset Collection Report**

The report is divided into TANF and non-TANF cases. The report provides prior year adjustment information and summarizes the:

- total number of cases being offset
- total amount collected
- total service fees
- total number of adjustments
- total amount adjusted for the period being reported

### **2.3.1.5 Statement of Service Fee Report**

This report identifies the total number of cases in the state that received a federal tax refund offset, and the total number of cases that received an administrative offset. The report summarizes the service fees for the period being reported.

### **2.3.1.6 Name Discrepancy Report**

NCPs whose monies have been offset are listed on this weekly report by their names as they appeared on their federal income tax returns. This information may also be found on the Collection and Adjustment file that is forwarded via CFI to the states.

### **2.3.1.7 Federal Offset Fee Reimbursement e-Flash**

This quarterly correspondence describes the situations that cause an offset fee to be reimbursed. A summary of the Offset Fee Reimbursement Report is sent as an attachment to this e-Flash.

### **2.3.1.8 Federal Offset Fee Reimbursement Report**

When FMS processes a reversal against a collection that occurred after January 1999, the offset fee may be returned to the state. Reimbursements of service fees for reversals are processed on a quarterly basis. This detailed report provides a breakdown of the individual cases.

## **2.3.2 MONEY TRANSFER TO THE STATES**

OCSE, through the Program Support Center (PSC), transfers funds to each state via Electronic Funds Transfer (EFT) for weekly collections and quarterly fee reimbursements. Each state is responsible for providing its banking information to PSC, so funds can be directly deposited (refer to Chart D-1, "Program and Technical Assistance," for contact information). This banking information must be resubmitted only if there are changes with the state's financial institution (e.g., the American Bankers' Association (ABA) routing number changes). The EFT is scheduled to occur approximately one to three business days after states receive their weekly Collection and Adjustment Files or the quarterly Fee Reimbursement Report.

The dollar amount that is deposited to a state account from collections equals the state's total collections minus any adjustments and service fees. A state will not receive an EFT when adjustments exceed collections (negative net check) during the weekly cycle. The negative balance amount will automatically be deducted from the next positive collections cycle(s).

The dollar amount that is deposited to a state account when offset fees are returned equals the total fee reimbursement for tax offsets plus the total fee reimbursement for Administrative Offsets (refer to Section 2.3.1.8, "Federal Offset Fee Reimbursement Report").

## **2.4 OCSE/State Case Reconciliation**

### **2.4.1 OCSE-TO-STATE RECONCILIATION**

States may request a reconciliation file from OCSE, as needed, to ensure that their data is synchronized with the OCSE Master Files. To receive a Case Reconciliation File, states must submit a written request to Federal Collections and Enforcement (refer to Chart D-1, "Program and Technical Assistance," for the email address). The body of the written request must contain:

- State name
- Requestor's name
- Requestor's phone number
- Extract date (Fridays only)
- File dataset name

The files are distributed to the states electronically via CFI. OCSE has established a CFI process for each state to receive a Case Reconciliation File.

A Case Reconciliation File is a snapshot in time of all of the active cases for the state on the OCSE Master Files. The reconciliation extract process is run early on Friday to ensure that all case updates and collections have been posted to the Federal Offset System. Therefore, the requested extract date should always be a Friday. OCSE recommends that states use the following process when reconciling their data.

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Note: Zero Balance Delete cases are not considered active and are not included in the Case Reconciliation File.

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#### **Pre-Reconciliation:**

- Suspend transmittal of Case Submission and Update Files to OCSE.
- Submit a written request for a Caseload Reconciliation File to Federal Collections and Enforcement by Thursday, 12:00 pm ET.
- Process all outstanding reject and collection files.

#### **Reconciliation:**

- Process the Case Reconciliation File; compare the records on the Caseload Reconciliation File to the records that are stored on the state's system to identify any discrepancies in the case data.
- Generate the appropriate transactions (refer to Section 2.1.4, "Transaction Types").

#### **Post Reconciliation:**

- Process the Rejected Case Submission and Update File.
- Resume regular transmittal of Case Submission and Update Files to OCSE.

### **2.4.2 STATE-TO-OCSE RECONCILIATION**

States may submit a State Caseload File to OCSE, as needed, to ensure that case data at OCSE, FMS and DoS are synchronized with case data on the state's system. While some states opt to perform this reconciliation during the Annual Certification Process, it is available at any time. The following activities are required for processing a state Caseload File:

1. The State Caseload File is submitted by the state using the Case Submission and Update Record Layout (for field edit information, refer to Chart E-1, "Case Submission and Update Record Layout"). The transaction type for each record must be 'A' or space. The state Caseload File is submitted in lieu of the standard weekly Case Submission and Update File.
2. OCSE processes the file through a front-end process (called the "Pre-Processor") to compare case data on the state's file against case data on the OCSE Master Files.
3. Based upon the results from the Pre-Processor, the following transactions are generated:
  - If the case is new or re-certified, an Add (A) transaction is created.
  - If the case is being updated, the Pre-Processor creates the appropriate transaction(s):
    - B – Name Change,
    - Z – Address Change,
    - C – Case ID Change,
    - L – Local Code Change,
    - M – Modify Arrearage Amount, or
    - R – Replace Exclusion Indicator(s).If there are multiple changes to an active case (e.g., arrearage amount and exclusion indicators), multiple transactions are created for the same case (e.g., 'M' and 'R').
  - If a case is active on the OCSE Master Files and is not on the State Caseload File, a Delete Case ('D') transaction is created.
4. The OCSE-generated transactions are submitted in the normal Weekly Processing Cycle and forwarded to FMS and/or DoS, as appropriate.
5. Errors from the Weekly Update Processing Cycle are returned to the state on the Rejected Case Submission and Update File with the OCSE-generated transaction that produced the error. For example, the Pre-Processor determines that a transaction from the State Caseload File is changing the NCP's last name for an existing case, and it generates a 'B' transaction record for the case. The normal Weekly Processing Cycle then detects an error for the 'B' transaction. The OCSE-generated 'B' transaction record, as opposed to the

state's originally submitted transaction, is returned to the state on the Rejected Case Submission and Update File with the related error code.

### **3. PRE-OFFSET NOTICE**

Noncustodial parents (NCP) must be notified in writing before their cases can be submitted to FMS for offset. This written notification is known as the Pre-Offset Notice (PON). PONs must be issued for all new cases within the Federal Tax Refund Offset Program, the Administrative Offset Program, and the U.S. Passport Denial Program. The decision about how often to issue PONs is a state policy decision. However, OCSE strongly recommends that states send notices to NCPs at least annually.

A state may issue its own PONs, or it may request that OCSE issue them. A state indicates this preference in the Annual Certification Letter (refer to Appendix I.1, “Annual Certification Letter,” for a sample). The Annual Certification Letter must be submitted by states to verify to OCSE that every case they submit to OCSE, and any PONs they may issue, meets the federal legal requirements. The Annual Certification Letter also confirms that the state has verified all of the NCP addresses that were submitted.

#### **3.1 State-Issued Pre-Offset Notices**

Confirmation that the state-issued PONs meets all of the requirements is addressed in the Annual Certification Letter, in the request for offset collection certification section, and the request for passport denial certification section. If a state elects to print its own PON, it would check ‘No’ in response to the question, “We request that OCSE mail Pre-Offset Notices to the noncustodial parents.” As specified in the Federal Offset Program Action Transmittal, in order to ensure that all notices meet the requirements of 45 CFR 303.72(e), states that elect to issue their own PON must submit a copy to the OCSE Regional Office for review before the notice is sent. OCSE reviews the notice to determine that it meets the requirements. A copy of the notice should also be sent to OCSE Federal Collections and Enforcement.

States that issue their own PONs still must provide NCPs’ addresses to OCSE because these addresses may be used by FMS to send Offset Notices (refer to Section 2.1.5.4, “Address Processing”).

#### **3.2 OCSE-Issued Pre-Offset Notices**

If a state elects to have OCSE print its PON, it would check ‘Yes’ in response to the question in the Annual Certification Letter, “We request that OCSE mail Pre-Offset Notices to the noncustodial parents.” In addition, the state must indicate whether it wants OCSE to issue PONs annually for all cases or for new cases only.

The state may request that OCSE generate a PON on a case-by-case basis by using the PON Request feature of the ‘M’ Transaction (refer to Section 2.1.4.3.6, “Modify Arrearage Amount/Request Option,” for instructions on submission of an individual PON Request).

When OCSE prints the PON, a state is charged a nominal fee for each notice that OCSE produces. OCSE notifies the states annually of the PON fee for the upcoming fiscal year. The

PON fee covers the cost of the envelopes as well as the printing, stuffing and mailing of the notices.

## 4. FINANCIAL MANAGEMENT SERVICE

Financial Management Service (FMS), a bureau of Treasury, operates the Treasury Offset Program (TOP), which maintains a centralized TOP Master Debtor File. This file contains a list of taxpayers who owe debts to various agencies, including child support debts. Funds that are offset through these programs are sent by FMS to the PSC which then, on behalf of OCSE, forwards the funds to the state(s) that submitted the noncustodial parent's information to OCSE for offset.

### 4.1 Offsetting Accounts

When taxpayers submit their tax forms, the IRS verifies names and SSNs against the SSA master file to ensure that the taxpayer identity is legitimate. The IRS notifies FMS when the taxpayer is eligible for a payment (tax refund). Prior to creating the payment, FMS searches the TOP Master Debtor Database to determine if the SSN on the payment matches an SSN on a child support debt. If there is an SSN match, FMS attempts to match the first four characters of the last name on the payment to the first four characters of the last name on the child support debt. If the first four characters match, an offset occurs. FMS matches against both the primary and secondary filers on joint tax returns, which enables states to obtain an offset even if the NCP is listed as the secondary filer on the tax return. If the offset being matched is from an employer payment, FMS matches against any four consecutive characters in the payment name, regardless of whether they are the first four characters.

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Note: In situations where an individual is required to have a U.S. taxpayer identification number, but is not eligible to obtain an SSN, the IRS assigns an Individual Taxpayer Identification Number (ITIN). The ITIN is a nine-digit number that always begins with the number '9' and has a '7' or '8' in the fourth digit (for example 9XX-7X-XXXX) and acts as an SSN for tax offset purposes.

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If there is no match on the name, FMS searches a secondary file that is provided by the IRS that may contain a list of alias names for the SSN that have been verified by SSA. If the SSN and name on the payment record, and the SSN and name on the TOP Master Debtor File, are found on the alias file, FMS offsets the payment.

OCSE may receive collection information up to two weeks after an FMS offset occurs. When OCSE receives the collection information, the arrearage amount is automatically decreased by the offset amount.

#### 4.1.1 ORDER OF PRIORITY FOR OFFSET AND DISTRIBUTION

FMS applies offsets to federal debt(s) in the following order:

1. Federal tax debts (i.e., IRS)
2. Past-due child support (TANF and non-TANF) debts
3. Other federal debts (i.e., education debts)
4. State tax debts

When FMS determines that a payment will be applied to a past-due child support debt, the state that is eligible to receive the offset is identified. If multiple states submit the same NCP, the state with the earliest submission is first in the distribution of offsets regardless of case type. The same applies when an NCP is submitted by a state with both TANF and non-TANF cases; the case with the earliest submission is first in the distribution of offsets because there is no distinction in offset priority for case types. If a case was deleted and is then re-certified at a later date, the priority for that case is based on the date the re-certification was processed at FMS.

## 4.2 FMS Offset Notices

At the time any type of offset is processed, FMS issues an Offset Notice (refer to Appendix I.3, “FMS Offset Notice”). The FMS Offset Notice states that FMS applied all or part of the NCP’s federal payment to a debt that is owed to the government agency or agencies that are listed on the notice.

The FMS Offset Notice identifies the source of the offset that is collected (e.g., federal tax refund, vendor/miscellaneous payment, etc.) and the SSN of both the primary and secondary tax filers. The notification advises the NCP to contact the appropriate agency to correct any errors or to obtain answers to questions. The state is notified of the source of the offset on the Collection and Adjustment File (refer to Chart F-4, “Collection and Adjustment Record Layout”). It is probable that the NCP will receive the Offset Notice prior to the state’s receiving notification of the offset.

States must respond to complaints and develop specific procedures to promptly refund any money that is incorrectly offset, whether the collection has been received from FMS or not. States must then submit a State Payment Record to OCSE for the amount refunded. Refer to Section 2.1.4.3.8, “State Payment,” for detailed instructions.

If federal retirement payments are to be offset, FMS is required to send a pre-offset notice (PON) 60 days prior to the offset, and again 30 days prior to the offset (refer to Appendix I.6, “FMS OPM Pre-Offset Notice”). The FMS PON alerts NCPs that their federal retirement payment may be reduced.

## 4.3 FMS Collections

The distribution of monies to the states is done through EFT to eliminate the processing and mailing time that is associated with payment by check. Procedures for sending child support payments by EFT have been developed with the National Automated Clearinghouse (ACH) Association, which sets rules and administers the ACH Network. On behalf of FMS and OCSE, PSC transfers funds from federal tax refund and/or administrative offsets to the states via EFT weekly (refer to Section 2.3.2, “Money Transfer to the States,” for more information regarding the transfer of collections).

### **4.3.1 ADJUSTMENT/REVERSAL OF COLLECTIONS**

There are circumstances in which the US Department of the Treasury (Treasury) may need to reverse a state's collection after an offset has been made, such as the processing of an Injured Spouse Allocation or the use of an incorrect address.

#### **4.3.1.1 Injured Spouse Allocation**

If an offset is made against a joint federal income tax return, the non-obligated spouse may file an Injured Spouse Allocation Form 8379 with the IRS in order to recoup his or her portion of any tax refund (refer to Chart D-2, "Online Resources"). Currently, there is no time limit on the non-obligated spouse to file the Injured Spouse Allocation Form.

The filing of an Injured Spouse Allocation Form with the original joint federal income tax return may eliminate the need for a reversal, as follows:

1. The IRS receives a joint federal income tax return with an Injured Spouse Allocation Form.
2. The IRS matches the return against a copy of the FMS Debtor File, which FMS sends to the IRS on a weekly basis.
3. If there is a match, the IRS processes the Injured Spouse Allocation Form at the time the return is processed.
4. If the injured spouse is entitled to a partial refund, the IRS issues two payment records, one for the injured spouse and the other for the NCP.
5. The offset occurs against the NCP's payment record.

Collections against a joint return have an Injured Spouse Indicator with a value of 'Y' when an Injured Spouse Allocation Form has been processed, in which case the state may choose to distribute the money immediately. A value of 'N' is provided if no Injured Spouse Allocation information is available, in which case the state may choose to delay distribution of the offset to the custodial party for up to six months. The Injured Spouse Indicator is provided to states on the Collection and Adjustment File (refer to Chart F-4, "Collection and Adjustment Record Layout").

If an amended return is processed after the original return, and the amount that is liable for offset is reduced, FMS notifies the state (through OCSE) and the state must reimburse FMS.

Following the processing of reimbursements to the IRS, it is necessary to make adjustments to the overall state collections and individual case records at the federal and state levels. Prior year reversals for spousal allocations are reported under the current year accounting procedures. However, these reversals are identified as prior year allocations so that the appropriate collection record can be identified and updated.

#### **4.3.1.2 Incorrect Address**

Treasury may also reverse a state's tax refund or administrative offset when it is only a partial offset of an NCP's total payment (because the amount intercepted paid the arrears in full.) If the tax filer cannot be located to return the remaining portion of the payment due to an

incorrect address or bank account number, FMS must return the entire amount to the IRS or the paying agency creating the offset reversal. If the correct address or bank account number is later found and the case has not been closed at FMS (refer to Section 2.1.5.1.2, “Removal of Noncustodial Parents/Cases from Remedies”), the NCP’s tax refund or administrative offset will be re-offset and Treasury will send any remaining portion to the NCP.

### **4.3.2 FMS SERVICE FEE**

The fees charged by FMS for each offset (tax and administrative) are based on the costs of operating the program and are deducted directly from collections. An offset fee is charged only when an offset is taken. The fee per offset for each fiscal year is determined by Treasury. States are informed when the fee amount is finalized, prior to the start of the new fiscal year. An offset fee is reimbursed when:

- a reversal is equal to the original offset amount,
- multiple partial reversals equal the original offset amount, or
- the partial reversal(s) plus the offset fee exceed the original offset amount.

Although the amount received by the state for both tax and administrative offsets is the collection minus the FMS fee, states must credit the NCP as having paid the full amount.

### **4.3.3 REFUND ANTICIPATION LOANS (RAPID REFUNDS)**

A Refund Anticipation Loan (RAL), or “rapid refund,” is a loan from a financial institution which enables a taxpayer who is eligible for a refund to have funds advanced to him or her usually within two days after filing through a third-party tax preparer (e.g., H&R Block, Jackson Hewitt). Normally, the preparer charges a fee to the tax filer, plus any interest charged on the loan by the bank.

The approval or denial of a RAL is at the discretion of the tax preparer and the financial institution.

On a joint return, the financial institution checks against both SSNs when processing a RAL. If the tax preparer’s financial institution provides a RAL to a taxpayer whose refund is later offset, it is the responsibility of the financial institution, not Treasury or the offsetting federal agency, to recoup its loss from the taxpayer.

## **4.4 Debt Check**

### **4.4.1 DEBT CHECK OVERVIEW**

Debt Check is an Internet-based debt management program for use by federal agencies and outside lenders that are engaged in issuing federal loans, loan insurance, and loan guarantees. These agencies, such as the Small Business Administration (SBA), have the ability to search the FMS Debt Check database to confirm whether applicants for federal financial assistance owe delinquent, non-tax debt to the federal government, or owe delinquent child support. Federal agencies may deny loans, loan insurance, or loan guarantees to entities that owe delinquent, non-tax debt to the federal government pursuant to 31 United States Code

(U.S.C.) §3720B and 31 CFR §285.13. Executive Order 13019 extends this bar to delinquent child-support debtors whose debts have been referred to FMS for offset.

Exclusion from the Debt Check program is automatic for all states, unless a state specifically requests to participate. States that do not participate do not need to use the Debt Check Exclusion Indicator.

#### **4.4.2 DEBT CHECK PROCESSING**

FMS updates the Debt Check database from the TOP Master Debtor File daily; cases are added and removed from the Debt Check database based on a state's participation, thresholds, and exclusion indicators.

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Note: The addition and removal of cases from the Debt Check database has no impact on the standing of the case in the TOP Master Debtor File.

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Participation in the Debt Check Program by states is optional, and there is no charge to the state for the program. States that choose to participate can control which cases are released to Debt Check by establishing a statewide dollar threshold, and/or excluding individual cases.

The lending agency submits individual queries to Debt Check online. If records indicate a debt, the loan applicant is informed in writing (refer to Appendix I.7, "Debt Check – SBA Loan Denial Letter," for a sample denial letter). The loan applicant may then contact the creditor agency to pay or otherwise resolve the debt, or get confirmation that the debt is not valid or is in error. Until the debt is resolved, the applicant could be barred from receiving the loan, loan insurance, or loan guarantee. The state child support enforcement (CSE) agency is not notified when a noncustodial parent (NCP) is denied an application for reasons of child support.

##### **4.4.2.1 Requesting Participation in Debt Check**

To certify cases to the program, the state IV-D director or designee must submit a written request to the Chief, Federal Collections and Enforcement (refer to Chart D-1, "Program and Technical Assistance," for the email address). The subject of the request should state "Debt Check Program." The body should contain:

- State name
- A statement requesting participation
- IV-D director (or designee) name
- IV-D director (or designee) phone number
- Statewide threshold amount (if desired)

To change a threshold amount, use the same basic format, and indicate the new threshold amount desired.

#### **4.4.2.2 Establishing a Dollar Threshold**

The state may elect to set a dollar threshold when requesting participation in the program. The threshold is applied individually to TANF and non-TANF cases. That is, the arrearage amounts are not combined, as they are in passport denial, to determine if the threshold is met. When the arrearage amount for a case exceeds the established threshold, it is added to the Debt Check database, and when it is equal to or below the threshold, it is removed from the Debt Check database. For example, if the state sets a Debt Check threshold of \$1,500, only those individual cases whose arrearages exceed \$1,500 are released to Debt Check.

#### **4.4.2.3 Excluding Individual Cases**

Participating states can exclude specific cases from the program by setting the Debt Check (DCK) Exclusion Indicator (refer to Section 2.1.4.3.7, “Replace Exclusion Indicator(s)”). As with the other program exclusions, setting the DCK exclusion indicator prevents the case from being submitted to the program, or removes the case from the program if it has already been submitted.

## 5. PASSPORT DENIAL PROCESS

The Passport Denial Program was established by Public Law 104-193, Section 370, to deny passports to individuals who owe child support, and to meet the requirements of the law. Its intent is to enforce collection of past-due child support.

The US Department of State (DoS) Passport Services issues [United States passports](#). Before a passport can be issued, every passport applicant must establish identity, U.S. citizenship, and eligibility. Every application, no matter what type it is, or where or how it is submitted, is checked against a central database of individuals to determine whether the individual is entitled to be granted a passport. This is called the Consular Lookout and Support System – Enhanced (CLASS-E), and its database includes the names of individuals who have been reported by states to OCSE who owe, or have owed, child support arrearages in excess of the federally-mandated threshold, currently \$2,500. If a match against CLASS-E occurs, the applicant is denied a passport.

In addition to delinquent child support obligations, individuals can be denied a passport for a number of other reasons, including an outstanding federal warrant for an arrest, or a criminal court order that forbids departure from the U.S. In these circumstances, OCSE has no authority in the case.

If an applicant clears CLASS-E, a passport is issued. When issued, an adult tourist passport is normally valid for a period of ten years; diplomatic, official and regular no-fee (government) passports are valid for five years. DoS began issuing the [Passport Card](#) in July 2008. The Passport Card is subject to the same adjudication process as the book passport and is valid for ten years. Please note that the passport card cannot be used for international travel by air.

Any passport applicant outside of the U.S. who has been identified as having child support arrearages is also denied a passport in the same manner as described above. While not entitled to a passport, such an applicant may be entitled to receive a travel document that allows only direct and immediate return to the United States.

A noncustodial parent's passport can only be revoked (i.e., physically taken) when the passport agency/DoS has the passport in hand, such as when they are:

- renewing an existing passport,
- adding pages to an existing passport,
- repairing/reissuing a damaged passport,
- changing a name or updating a picture, or
- accepting an existing passport as proof of identification.

Any of the above actions will trigger a search against CLASS –E, enabling the revocation when appropriate.

If a passport applicant is identified by CLASS-E as having child support arrearages, federal statute requires that the individual be denied a passport regardless of whether he/she applied for the passport by mail or in person. When the passport is denied, the applicant is instructed

in a letter from the DoS to contact the state CSE agency to make appropriate arrangements for satisfaction of the arrearage (refer to Appendix K.1, “Passport Denial Letter”). Included with this Passport Denial Letter is a listing of all state CSE agencies and their contact information (refer to Chart D-2, “Online Resources”).

If the passport applicant has never owed back child support, and/or is unsure which state submitted the case, the applicant should contact his or her state of residence. The contacted state should notify OCSE if it does not have a case for the applicant in its system. OCSE determines if the applicant has a case in another state or if no case exists, and provides that information to the state. If no case exists, the caller must fax the DoS passport application denial letter, with their DOB, POB, SSN and a contact phone number, to the Federal Collections and Enforcement Unit (refer to Chart D-1, “Program and Technical Assistance,” for contact and fax information). After the identity verification, OCSE informs the DoS of the erroneous denial so the DoS can take the appropriate action.

A passport that has been denied/revoked may not be issued until OCSE, under the state’s direction, certifies to DoS that the person has made appropriate arrangements for satisfaction of the arrearage. OCSE has no authority to release an individual to obtain a passport unless the state that submitted the case makes a release request. If more than one state has certified an individual to OCSE, all states must clear the NCP from both TANF and non-TANF certification, if appropriate, before a passport can be issued. The DoS can only receive changes to an NCP’s status from OCSE; release documentation should not be sent to the DoS or a passport agent by the state, the NCP, or any representative of the NCP.

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**Note:** When a passport is granted, in most instances it will be either five or 10 years before it can be denied again. Only if the arrearages again go over the federally-mandated threshold, the case does not have the passport denial exclusion indicator on it, and the NCP uses a passport service, will there be an opportunity for the passport to be denied/revoked again. Therefore, states are encouraged to carefully review cases and situations before withdrawing NCPs from the passport denial process.

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Refer to Chart D-2, “Online Resources, DoS Websites” for links to additional information about passports and their relationship to child support and child custody disputes.

## **5.1 Submitting Individuals for Passport Denial**

When a state submits a case to OCSE with arrearages that exceed the federally-mandated threshold for either a single case or the combined arrearage amount for a TANF and non-TANF case for the same submitting state, OCSE automatically forwards the NCP to DoS for passport denial 30 days after a PON has been sent, unless the state that certifies the arrearage amount excludes the case from this program. Also, OCSE automatically forwards the NCP to DoS for passport denial if the state submits an increase to an existing case that causes the arrearages to reach an amount that exceeds the threshold, unless the state that certifies the arrearage amount excludes the case from this program. States exclude NCPs from the Passport Denial Program by setting the PAS Exclusion Indicator for the TANF and/or non-

TANF case. The PAS Exclusion Indicator can be set through the Weekly Update Process (refer to Section 2.1.4.1, “Add New Case/Recertify Case,” Section 2.1.4.3.7, “Replace Exclusion Indicator(s)”), the online screens (refer to Appendix L.3.2.5, “Replace Exclusion Indicator(s),” Appendix L.3.5, “DoS Certification or Withdrawal (Option 6)”) or through the Federal Collections and Enforcement State Services Portal (SSP) application (refer to Section 7, “State Services Portal (SSP).

If the noncustodial parent’s date of birth (DOB) or place of birth (POB) at SSA is invalid, or the current or previously submitted NCP’s name(s) and SSN do not verify or match at SSA, DoS will not accept the case, and the NCP will not be eligible for passport denial. OCSE returns a warning code to states in their Rejected Case Submission and Update file that indicates that the record did not verify and is not eligible for the passport denial program, as submitted. The NCP’s record is still maintained and updated at OCSE, remains eligible for other appropriate remedies, and the state can provide additional names in its future update files without having to recertify the case.

## 5.2 Releasing Individuals from Passport Denial

A state may release an individual from the Passport Denial Program in one of the following ways:

1. By using the SSP passport denial application (refer to Section 7, “State Services Portal(SSP)” or the online daily Certification or Withdrawal screen (refer to Appendix L.3.5, “DoS Certification or Withdrawal (Option 6)”). Data submitted by either application are transmitted to DoS the same evening; the passport hold should be released by DoS within 24 hours if the individual is otherwise qualified.
2. By submitting an update record to exclude an NCP from passport denial through the Weekly Update Process (refer to Section 2.1.4.3.7, “Replace Exclusion Indicator(s)”), or via the online screens (refer to Appendix L.3.2.5, “Replace Exclusion Indicator(s)”). Replacing exclusion indicator(s) through the Enter Weekly Update Records screen creates transactions that are picked up and processed with the regular weekly Case Submission and Update File. The time interval for this process is approximately three to four business days from the Monday when OCSE picks up the Case Submission and Update File.
3. By requesting that OCSE enter the withdrawal data into the system for the state. If the state makes such a request, it must complete an Emergency Notice of Withdrawal of Passport Denial form (refer to Section 5.3, “Emergency Release from Passport Denial,” “Emergency Notice of Withdrawal of Passport Denial Form”) and fax it to Federal Collections and Enforcement (refer to Chart D-1, “Program and Technical Assistance” for the fax number). The release occurs as described in Option 1 above.

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**Note:** Although an NCP is automatically removed from passport denial when his/her arrears balance is reduced to zero, he/she is not automatically removed when the debt falls below \$2,500.

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### 5.3 Emergency Release from Passport Denial

An emergency release from passport denial applies only to situations of life or death, erroneous submittal, or mistaken identity. It may not be used for an NCP who was once legitimately denied a passport based on past-due child support, and has since made payment(s) to bring the arrearage amount down to the state's minimum required criteria for release.

The DoS makes the final determination whether to expedite an emergency release from passport denial. NCPs who do not require emergency travel should be released from the program as described in Section 5.2, "Releasing Individuals from Passport Denial." Use the following procedures to execute an emergency release from passport denial:

1. **Life-Or-Death Situations.** In a life-or-death situation, verification of the death or medical emergency of an immediate family member is mandatory and must be provided to the state (refer to Chart 5-1, "Criteria for Verifying Life-or-Death Situations"). An explanation of the situation must be faxed to OCSE with the completed Emergency Notice of Withdrawal of Passport Denial form. OCSE then places the exclusion indicator on the case(s) and faxes a release letter to DoS, which releases the hold on the passport within 24 hours. If a state has access to the SSP passport denial application (refer to Section 7, "State Services Portal (SSP)" or the online daily Certification or Withdrawal screen (refer to Appendix L.3.5, "DoS Certification or Withdrawal (Option 6)"), the state may enter the exclusion, and then fax the Emergency Notice of Withdrawal of Passport Denial form to OCSE with a note that they have entered the release and that only a fax needs to be sent to DoS.
2. **Erroneous Submittal of an Individual (SSN).** An erroneous submittal occurs when an individual is denied a passport for reasons of child support, due to the submittal of a case by a state IV-D agency with an incorrect SSN. The individual who was incorrectly denied must provide a copy of the Passport Application Denial Letter that he/she received from the DoS to the submitting state. After verifying that the individual is not the NCP who owes past-due child support, the state must then fax the denial letter with the completed Emergency Notice of Withdrawal of Passport Denial form to OCSE. OCSE then places the exclusion indicator on the case(s) and faxes a release letter to DoS, which releases the hold on the passport within 24 hours. The case that was submitted to OCSE with the wrong SSN should then be deleted from the system and resubmitted with the correct SSN.
3. **Mistaken Identity.** Mistaken identity occurs when an individual's passport application receives a partial match against the CLASS-E system (i.e., there is a match on at least two of these five elements: name, DOB, POB, gender and SSN). This may cause the applicant to be denied a passport for reasons of child support, even if the individual has never been submitted to the Federal Offset System. The individual who was erroneously denied must fax to OCSE a copy of the Passport Application Denial Letter that he/she received from DoS, with DOB, POB, SSN, and a phone number for contact during business hours. After identity verification, OCSE faxes a release letter to DoS, which releases the passport within 24 hours.

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Note: The format of the Emergency Notice of Withdrawal of Passport Denial form may be altered by the states, but must retain all of the information on the form that was provided by OCSE.

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<b>CHART 5-1: CRITERIA FOR VERIFYING LIFE-OR-DEATH SITUATIONS</b>	
Reason for Traveling – applies to immediate family members only	Imminent death or funeral Serious illness Dangerous operation
Immediate Family	Parent or guardian of child (natural or adopted) Grandparent Sibling Aunt Uncle Step-child Step-parent Step-sibling Spouse; sometimes the spouse may need to travel if he/she is supporting
Examples of Verification Required	Death certificate Letter from the doctor Documentation from funeral home

## 5.4 Overseas Releases and Limited Validity Passports

Issuance may take longer for passports issued overseas, so states may fax the Emergency Notice of Withdrawal of Passport Denial form along with the DoS denial letter to OCSE, noting the specific city and country of the embassy/consulate.

Limited validity passports may be issued for direct and immediate return only to the United States when a passport is denied or revoked outside of the U.S. and the NCP does not make payment arrangements with the state for the release of his/her passport at that time. Every U.S. citizen is entitled to return to the U.S., even if they cannot make satisfactory payment arrangements with the state(s) to repay their past-due support when their passport is denied or revoked. The length of time that the limited validity passport is valid can vary from a few days to several months and is determined by the U.S. Embassy or Consulate officer. If the NCP wishes to travel again internationally, he or she must apply for a replacement passport and pay the regular fee. The new application is subject to the same adjudication as before.

## 5.5 OCSE Passport Denial Policies for States

States should observe the following policies of the Passport Denial Program:

- States may only release individuals from passport denial that they have certified.

- NCPs contacting OCSE after receiving a notice and/or have been denied a passport will be referred to the submitting state(s).
- States should inform NCPs that the specified time intervals for release of a passport hold (refer to Section 5.2, “Releasing Individuals from Passport Denial”) begin at the time that OCSE receives the update. They do not include processing time within the state.
- To determine when an NCP’s passport was issued or when it will expire, states must complete a Passport Issuance Tracking Letter and send by overnight courier the original signed copy to the DoS Passport Services/Research and Liaison section (refer to Appendix K.4, “Passport Issuance Tracking Letter,” and to Chart D-1, “Program and Technical Assistance,” for the Passport Services/Research and Liaison section address). States must send all of the correspondence and communication regarding the passport denial through OCSE, except for the Passport Issuance Tracking Letter. Emergency Notice of Withdrawal of Passport Denial Letters sent directly to DoS or taken to the passport agency will not be processed.

## 5.6 Obtaining a Passport after Clearance of Denial

The DoS does NOT automatically send a passport to the NCP once he/she has made arrangements to pay off the child support debt and has been cleared in the system. It is the NCP’s responsibility to follow one of the procedures below to obtain the passport:

- The NCP, or a representative of a courier agency, can go in person to the passport agency that is listed in the upper right hand corner of the DoS Passport Application Denial Letter (refer to Appendix K.1, “Passport Denial Letter”). All passport agencies require that an appointment be made in advance. Refer to Chart D-2, “Online Resources, DoS Websites,” for links to major passport agencies. If the agent is unable to find the passport clearance, the NCP must provide the release date when he/she was cleared with OCSE, and ask the agent to do a “re-clear,” or “special name check.”
- The NCP can contact the National Passport Information Center (NPIC) to inform them of the release date. The NPIC representative does not have direct access to case release information, only that the application is on hold. The NCP must request that NPIC notify the passport agency that is listed in the upper right hand corner of the DoS Passport Application Denial Letter, relay the release date when he/she has been cleared with OCSE, and ask the agent to do a “re-clear,” or “special name check.” If the passport is cleared it will be processed and mailed to the NCP within two to five working days for standard delivery, or overnight for express delivery.
- Issuance may take longer for military and civilian passports that are administered by the Special Issuance Passport Agency, because some pass through the Department of Defense (DoD) before being released. Due to the longer timeframe, states may fax the Emergency Notice of Withdrawal of Passport Denial form to OCSE, noting that Special Issuance was the denying passport agency.

## 6. FILE TRANSMISSION

### 6.1 CyberFusion Integration (CFI) Suite

The Administration for Children and Families (ACF) has a formal agreement with the Social Security Administration (SSA) that allows states to send and receive data through SSA's existing network. State agencies transmit their case data and local address data to OCSE through this network; each state has one data center within the network. OCSE transmits the following material to the states through the network:

1. Rejected Case Submission and Update File
2. Unaccountable Missing Address/Corrected SSN (UMACS) File
3. Collection and Adjustment File
4. Collection and Adjustment Reports
5. Weekly Update Report
6. Case Reconciliation File
7. State Caseload Preprocessor Report
8. Fee Reimbursement Report
9. Ad Hoc Reports

Each state has a copy of CyberFusion Integration Suite (CFI), software that allows data centers within the network to send and receive large amounts of data using a mainframe-to-mainframe data exchange. The basic element of CFI is a file transfer process.

State agencies transmit their case files and local address files to the Federal Offset Program (FOP) using CFI. The records must be in the appropriate record format. Refer to Appendix E, "Input Record Specifications," and Appendix F, "Output Record Specifications," for the record layout requirements and field descriptions.

To initiate the transfer of data using CFI, a state must initiate a process that causes SSA's CFI to copy the state file from the state to the SSA National Computer Center (NCC).

States must take the following steps to begin using the CFI network to transmit and receive FOP data:

1. Identify the data center that is connected to the SSA CFI network.
2. Identify the person who is responsible for creating the CFI process to transmit data.
3. Create the CFI process Job Control Language (JCL) to submit data to the FOP.
4. Contact the CFI technical liaison to implement the process, and to schedule a transmission test. (Refer to Chart D-1, "Program and Technical Assistance," for CFI contact information.)

#### 6.1.1 SAMPLE JCL FOR CFI

Figure 6-1, "Sample JCL for CyberFusion," displays sample JCL that states may use to build the job to transmit FOP data files to the SSA Data Center. Substitute the actual values of the

CFI data set names for the sample values that are provided. Other information may require modification to conform to each data center environment.

**Figure 6-1: Sample JCL for CyberFusion**

```
//SENDTAX JOB
//CFPROC PROC
//CFBATCH EXEC PGM=OSIUB000,
//  PARM='SERVER=CFUSION'
//STEPLIB DD DISP=SHR,DSN=HLQ.FUSION.LOADLIB
//SYSUDUMP DD SYSOUT=*
//SYSPRINT DD SYSOUT=*
//  PEND
//STEP1 EXEC PROC=CFPROC
//SYSIN DD *
PROCESS, SUBMIT, TRANSFER, SEND
TRANS_TYPE=COMMAND
SUBMIT="CFI.Sxx.PROCESS.LIB (TAXUPDI) "
REMOTE_USER=*PROFILE
NODE=MISF
/*
//
```

Place the following process, SENDUPDI, into the Partitioned Data Set (PDS) library that is referenced by the above DMPUBLIB DD statement. Substitute the agency or state name where the *Snn* appears. Substitute the CFI Node Name for PNODE=

```
SENDFCR PROCESS PNODE=NDM.SGA.Snn SNODE=NDM.SSA.MISF
STEP1 SUBMIT DSN=NDMNCC.Snn.PROCESS.LIB (TAXUPDI)
*
SUBNODE=SNODE
```

### 6.1.2 CYBERFUSION TECHNICAL SUPPORT

States can receive technical support regarding the CFI process and protocols. Refer to Chart D-1, “Program and Technical Assistance,” for CFI contact information.

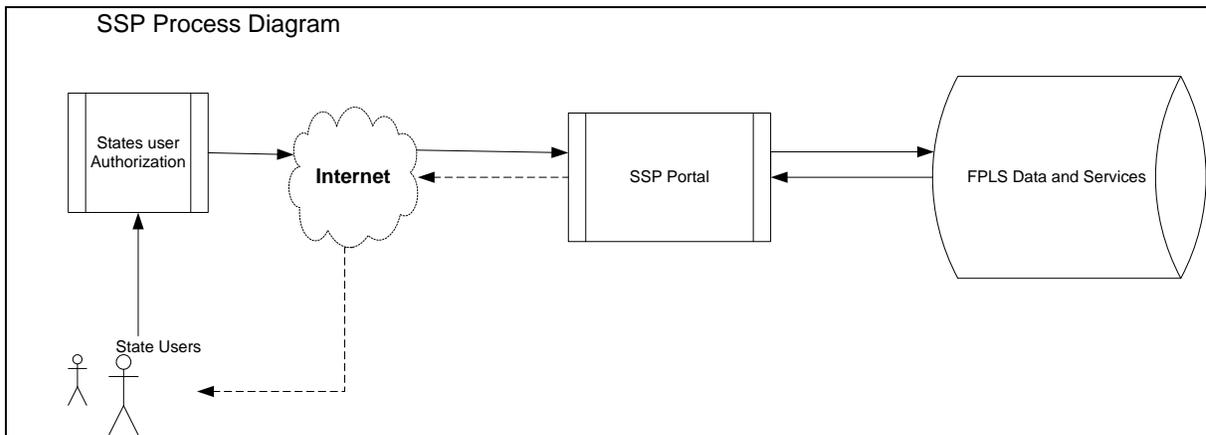
### 6.1.3 TRANSMISSION SITE

Each state has one CFI Transmission Site. All transactions for a state are submitted from that site. States that have chosen to house their federal offset data in a location that is different from this CFI site must ensure that their transmission comes from one CFI site.

## 7. STATE SERVICES PORTAL (SSP)

The State Services Portal is a Federal Parent Locator Service (FPLS)-hosted web application that provides states with Internet-based access to various child support services applications via a secure, single logon interface as shown in Figure 7-1.

**Figure 7-1: SSP Process Diagram**



### 7.1 Obtaining Access to SSP

The SSP is accessed via the Internet, using Internet Protocol Security (IPSec) virtual private network (VPN), or the frame-relay network between OCSE and states. In order to use the SSP and its hosted applications, states are required to deploy a proxy server and to provide Hypertext Transfer Protocol (HTTP) header information, including users' roles (refer to Release 10-01, see Chart D-2: "Online Resources" for web information).

Once connectivity is established, states must obtain authorization to use the applications available through the SSP. Authorization is established by submitting identification, application and role information for the user to the SSP Administrator (refer to Chart D-1, "Program and Technical Assistance" and section 7.3, FCE Application User Roles). The SSP validates the request, verifies user and role information, and generates a page accordingly with the states users' access authorization. State users are authenticated by the state's proxy server which must forward the user's unique user ID to SSP. Additional details about acquiring authorization are available in the *FPLS State Services Portal State Interface Specifications (SIS)*, which is posted on the QUICK Workplace (refer to Chart D-1, "Program and Technical Assistance").

State CSE agencies that permit users to work remotely must first comply with OCSE remote user policies and requirements and then gain written approval from the FPLS Information System Security Officer before accessing an application via the portal. The policy and forms may be found at the QUICK Workplace (refer to Chart D-1, "Program and Technical Assistance").

A state's PC must meet the following minimum system requirements to access the applications available through the SSP (software provided by OCSE):

- IBM compatible PC with securely configured endpoint security facilities such as a host-based intrusion detection system(HIDS), anti-virus software, and a firewall
- Internet access via state network or Internet Service Provider (ISP)
- One of the latest two versions of the following:
  - MS Internet Explorer or Mozilla Firefox

## 7.2 Federal Collections and Enforcement (FCE) Application

The FCE SSP application is comprised of two components: federal offset and passport denial. It replaces the Time Sharing Option (TSO), which will be retired on January 1, 2013.

This application provides users with 'one-step' view-and-update capabilities by allowing individual cases to be added, updated, and deleted (refer to FOP Release 10-02 – Minor: December 3, 2010, Release Specifications), and also allows queries for existing or prior case information contained in the OCSE Master File.

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Note: The Federal Collections and Enforcement States Services Portal (SSP) application (refer to Section 7, "State Services Portal (SSP)") replaces the Time Sharing Option (TSO) application (or TSO panel) that allows authorized users access to offset and passport denial data through SSA's mainframe. The TSO and Federal Collections and Enforcement applications will continue to run concurrently until January 1, 2013, at which time the TSO application will be retired.

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Instructions for the use of the FCE application are provided in the Frequently Asked Questions, rollovers, and informational tips (i's) found throughout the web pages. Also, a link for help desk contact information (phone number and email address) is provided at the bottom of each web page.

## 7.3 FCE Application User Roles

States have discretion over user access to the FCE application: either full access or limited access (refer to Chart 7-1, "State User Roles"). Users are assigned specific roles which govern their ability to perform work. Depending on User Role, some users have the ability to read, write and edit data within the FCE application and other users have read only capabilities. State agency program managers assign access for their users based on the user's job responsibilities.

<b>CHART 7-1: STATE USER ROLES</b>		
<b>Access</b>	<b>Federal Offset</b>	<b>Passport Denial</b>
<b>Full</b>	<p><b>Query and Update Capability:</b></p> <ul style="list-style-type: none"> <li>• Tax and administrative offset collections</li> <li>• Access to case detail history</li> <li>• Add/update case information</li> <li>• Add/update local code information</li> <li>• OCSE Pre-offset notice (PON) data</li> <li>• NCP address information</li> <li>• Online transaction maintenance record/delete</li> </ul>	<p><b>Query and Update Capability:</b></p> <ul style="list-style-type: none"> <li>• Certify or withdraw a noncustodial parent (NCP) (your state only)</li> <li>• View NCP passport denial information</li> <li>• View a list of other states certifying the NCP</li> <li>• Online transaction maintenance record/delete (includes withdrawal/certification updates)</li> <li>• Enter and view success stories</li> </ul>
<b>Limited</b>	<p><b>Query Only Capability:</b></p> <ul style="list-style-type: none"> <li>• Administrative offset collections</li> <li>• Case detail history (except tax offset)</li> <li>• View local code information</li> <li>• OCSE PON data</li> <li>• NCP address information</li> </ul>	<p><b>Query Only Capability:</b></p> <ul style="list-style-type: none"> <li>• View NCP's PPD information</li> <li>• View list of other states certifying the NCP</li> <li>• View success stories</li> </ul>

## 7.4 Security and Confidentiality Requirements for Transmission of Data

State CSE users are authenticated by their state CSE proxy server for the IPsec VPN to the SSP. State proxy servers must register their internet protocol (IP) address with the OCSE Manassas Data Facility (MDF). The state proxy server's registered IP address is identified in the MDF network access devices as authorized to connect to the SSP. The state CSE proxy server is authenticated to the MDF, where the portal resides, by a prior secure exchange of certificates.

## 8. SECURITY AND CONFIDENTIALITY

Computer security and confidentiality of data are important considerations for state IV-D agency personnel who use the Federal Offset Program (FOP). Liability for violation of security and confidentiality requirements can be substantial, including imposition of penalties, fines and imprisonment against individuals under some circumstances.

Federal law establishes general rules that regulate the safeguarding of information that is handled by state IV-D agencies. Though these general rules are applicable to the FOP, there are also specific rules that govern computer security and confidentiality of data. Among other things, these rules specify:

- the place in which federal offset data is maintained,
- how federal offset data is transmitted, and
- the source of a federal payment subject to offset.

This section highlights the key security and confidentiality considerations that affect FOP users. It begins by describing the general rules that protect all of the information that is handled by state IV-D agencies, including federal offset information.

Section 8 also summarizes the specific rules that apply when federal offset data is maintained in a IV-D agency's statewide automated system. Next, it examines special considerations that arise when federal offset data is transmitted between a state IV-D agency and OCSE, or between two or more state IV-D agencies. Section 8 concludes by examining safeguard provisions that apply when a federal income tax refund is offset. For additional information, refer to Chart D-1, "Program and Technical Assistance," "Security and Confidentiality," for contact information.

### 8.1 General Safeguarding Requirements

Federal law requires that the state IV-D agency has in effect safeguards, applicable to all confidential information that is handled by the state agency, designed to protect the privacy rights of the parties. To the extent that data used in the FOP is confidential information, state IV-D agencies must apply these safeguards to the FOP. In pertinent part, these include:

- safeguards against unauthorized use or disclosure of information that relates to proceedings or actions to establish paternity, or to establish, modify, or enforce support, or to make or enforce a child custody determination.
- prohibitions against the release of information about the whereabouts of one party or the child, to another party against whom a protective order with respect to the former party or the child has been entered.
- prohibitions against the release of information about the whereabouts of one party or the child, to another person, if the state has reason to believe that the release of information to that person may result in physical or emotional harm to the party or the child.

## 8.2 Computer Security and Confidentiality Requirements

### 8.2.1 STATEWIDE AUTOMATED SYSTEM

Case information that is submitted to OCSE for offset is typically maintained in the statewide automated system that is required pursuant to federal law. Thus, the safeguards that govern data in the automated system apply to data that is used by the state IV-D agency for purposes of the FOP.

Federal law requires the state IV-D agency to have in effect safeguards for the integrity, accuracy, completeness, access to, and use of data in the automated system. As described in more detail below, these safeguards must include policies that restrict access, system controls, monitor access, training and information, and penalties.

- **Policies that Restrict Access.** The state IV-D agency must have written policies concerning access to data by state agency personnel and the sharing of data with other persons. These policies must permit access to, and use of, data only to the extent necessary to carry out the state IV-D program, and must specify the data that may be used for particular program purposes and the personnel permitted access to such data.
- **Systems Controls.** The state IV-D agency must have systems controls, such as passwords or blocking fields, to ensure that there is strict adherence to the written policies described immediately above.
- **Monitor Access.** The state IV-D agency must routinely monitor access to, and use of, the automated system, through methods such as audit trails and feedback mechanisms, to guard against, and properly identify, unauthorized access or use.
- **Training and Information.** The state IV-D agency must have procedures to ensure that all personnel (including state and local agency staff and contractors), who may have access to, or be required to use, confidential program data, are informed of applicable requirements and penalties (including those in Section 6103 of the Internal Revenue Code (IRC)), and are adequately trained in security procedures.
- **Penalties.** The state IV-D agency must have administrative penalties (up to and including dismissal from employment) for unauthorized access to, or disclosure of, confidential data.

In addition, FOP users must ensure that they comply with federal regulations that pertain to automated systems, as well as the computer security and data confidentiality requirements set forth in the OCSE publication, *Automated Systems for Child Support Enforcement: A Guide for States: 2009 Update* (refer to Chart D-1, “Program and Technical Assistance”).

### 8.2.2 TRANSMISSION OF DATA

When submitting a case to the FOP, a state IV-D agency transmits the required data to FMS via OCSE by using CFI. OCSE returns federal offset data to the state IV-D agency via CFI.

If a state IV-D agency exchanges federal offset data with another state IV-D agency, interstate communication may occur by one of two available methods. The preferred mode of data

exchange is CSENet. States may also exchange federal offset data using the interstate transmittal forms that are approved by OCSE, the topic of OCSE Action Transmittal 08-02.

Both the exchange of federal offset data between a state IV-D agency and OCSE, and the exchange of federal offset data between a state IV-D agency and the IV-D agency of another state, are governed by the general rules that relate to safeguarding data that is handled by the IV-D agency, described in Section 8.1, “General Safeguarding Requirements.” For data exchanges via CSENet, the CSENet Interface Guidance Document provides further detail about this method for exchanging federal offset data.

In addition, special rules may apply if the information that is received by the state pertains to the offset of a federal income tax refund (refer to Chart D-2, “Online Resources, Publication 1075”).

### **8.2.3 CASES OF FEDERAL TAX REFUND OFFSET**

If the federal payment subject to offset is from a federal income tax refund, the offset is subject to special computer security and confidentiality requirements. These requirements are set forth in Section 6103 of the IRC, and the IRS Publication 1075, Tax Information Security Guidelines for Federal, State and Local Agencies and Entities (refer to Chart D-2, “Online Resources, IRS Websites,” for links to these documents).

## A. **ACRONYMS LIST**

ABA	American Bankers' Association
ACF	Administration for Children and Families
ACH	Automated Clearinghouse
ADC	Aid to Dependent Children
AFDC	Aid to Families with Dependent Children (replaced by the TANF program)
AT	Action Transmittal
CFI	CyberFusion Integration Suite
CFR	Code of Federal Regulations
CLASS-E	Consular Lookout and Support System – Enhanced
CPIAP	Children's Passport Issuance Alert Program
CP	Custodial Party
CSE	Child Support Enforcement
CSENet	Child Support Enforcement Network
CSSP	FPLS Child Support Services Portal
DCIA	Debt Collection Improvement Act
DCK	Debt Check
DOB	Date of Birth
DoD	Department of Defense
DoS	Department of State
DoT	Department of the Treasury
DRA	Deficit Reduction Act of 2005
EFT	Electronic Funds Transfer
ESP	Enterprise Services Portal
ET	Eastern Time
FAQ	Frequently Asked Question
FCE	Federal Collections and Enforcement
FCR	Federal Case Registry
FPLS	Federal Parent Locator Service
FMS	Financial Management Service

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FO	Federal Offset
FOP	Federal Offset Program
HHS	Health and Human Services
IM	Insurance Match (Program)
IPsec	Internet Protocol Security
IRC	Internal Revenue Code
IRS	Internal Revenue Service
ISP	Internet Service Provider
ITIN	Individual Taxpayer Identification Number
IV-A	Title IV-A of the Social Security Act of 1975; a.k.a. Temporary Assistance for Needy Families (TANF)
IV-B	Title IV-B of the Social Security Act of 1975; a.k.a. Federal Child and Family Services
IV-D	Title IV-D of the Social Security Act of 1975; a.k.a. Child Support Enforcement
IV-E	Title IV-E of the Social Security Act of 1975; a.k.a. Foster Care and Adoption Assistance
JCL	Job Control Language
MDF	Manassas Data Facility
MSFI	Multistate Financial Institution
MSFIDM	Multistate Financial Institution Data Match
NCC	National Computer Center
NCP	Noncustodial Parent
NDNH	National Directory of New Hires
NIH	National Institutes of Health
NPIC	National Passport Information Center
OCSE	Office of Child Support Enforcement
OPM	Office of Personnel Management
PC	Personal computer

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PDS	Partitioned Data Set
P.L.	Public Law
PF	Putative Father
POB	Place of Birth
PON	Pre-Offset Notice
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act of 1996
PSC	Program Support Center
QUICK	Query Interstate Cases for Kids
QW	Quarterly Wage
RAL	Refund Anticipation Loan
SBA	Small Business Administration
SDNH	State Directory of New Hires
SESA	State Employment Security Agency
SIS	(FPLS SSP) State Interface Specifications
SSA	Social Security Administration
SSN	Social Security number
SSP	State Services Portal
TANF	Temporary Assistance for Needy Families (formerly referred to as AFDC), Title IV-A of the Social Security Act of 1975)
TCC	Technical Content Correspondence
TOP	Treasury Offset Program
TSO	Time Sharing Option
UI	Unemployment Insurance
UMACS	Unaccountable Missing Address/Corrected SSN
U.S.C.	United States Code
USDA	United States Department of Agriculture
USERID	User Identification
USPS	United States Postal Service
VPN	Virtual Private Network

W-4          New Hire

## B. GLOSSARY OF TERMS

ACTION TRANSMITTAL (AT) A document that is sent out as needed, which instructs state child support programs about the actions they must take in order to comply with federal laws. This has its basis in federal law and regulations.

ADMINISTRATION FOR CHILDREN AND FAMILIES (ACF) The agency in Health and Human Services (HHS) that houses the Office of Child Support Enforcement (OCSE).

ADMINISTRATIVE OFFSET The process of withholding all, or part, of administrative payments (any non-tax related payment) that is paid by the federal government to a person or entity that owes an outstanding delinquent non-tax debt to the government, and applying the funds to reduce or satisfy the debt.

ADJUSTMENT See REVERSALS.

AID TO FAMILIES WITH DEPENDENT CHILDREN (AFDC) The former entitlement program that made public assistance payments on behalf of children who did not have the financial support of one of their parents by reason of death, disability, or continued absence from the home. This is known as Aid to Dependent Children (ADC) in many states. It was replaced by the Temporary Assistance for Needy Families (TANF) program under the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA).

ARREARAGE The past due, unpaid child support amount that is owed by a noncustodial parent (NCP). If the parent has arrearages, s/he is said to be “in arrears.”

CASE With respect to the Federal Offset Program (FOP), ‘case’ refers to a unique state, SSN and case type combination. A case at the state level refers to a child support enforcement (CSE) case, or a non-IV-D Support Order that is registered in the Federal Case Registry (FCR) with at least one custodial party (CP), noncustodial parent (NCP), or putative father (PF).

CHILD SUPPORT The financial support that is paid by a parent to help support a child, or children, of whom they do not have custody. Child support can be entered into voluntarily or can be ordered by a court or a properly empowered administrative agency, depending on each state’s laws.

COLLECTION The process of receiving amounts that are owed to the federal government, such as payment of a debt.

CONDITIONALLY REQUIRED A reference to a data element of a file whose presence and value depend on the values in one or more other fields. For example, in the Federal Offset Program (FOP) Case Submission and Update Record Layout, the Local Code Field is conditionally required because it is required for Transaction Type ‘L’, and is optional for Transaction Type ‘A’.

CSENet An application that enables inter-governmental jurisdictions to communicate interstate child support information electronically in a standardized format, permitting agencies to exchange case information.

CYBERFUSION INTERGRATION SUITE (CFI) The software used by the Social Security Administration (SSA) to support the closed network for data transmission.

COURT ORDER A legally binding edict that is issued by a court of law. It is issued by a magistrate, judge, or properly-empowered administrative officer. A court order related to child support can dictate how often, how much, and what kind of support a noncustodial parent (NCP) is to pay, how long he or she is to pay it, and whether an employer must withhold support from their wages.

CREDITOR AGENCY The agency to which a debt is owed.

CUSTODIAL PARTY (CP) The person who has primary care, custody, and control of the child(ren).

DATA ELEMENT The smallest item of meaningful information in a data file that is processed by the Federal Offset Program (FOP), such as Submitting State Code, Social Security Number (SSN), or Case Type Indicator.

DEBT CHECK An Internet-based system developed by FMS for use by federal agencies and outside lenders engaged in issuing federal loans, loan insurance, and loan guarantees.

DEFICIT REDUCTION ACT (DRA) of 2005 The legislation that provides a number of provisions assisting in the collection and enforcement of noncustodial parents (NCPs) certified on the Federal Offset Program (FOP) including lowering the passport denial threshold for certification (2006), allowing collection of arrears on non-TANF cases regardless of the child(ren)'s age (2007), allowing OCSE to conduct matches with insurers and/or their agents (2007), and removing the distinction in priority between TANF and non-TANF debts (2008).

DELINQUENT Failing to pay an obligation or debt when it is due.

DEPENDENT A child who is under the care of someone else. Most children who are eligible to receive child support must be dependents. A child ceases to be a dependent when they reach the "age of emancipation" as determined by state law, but, depending on the state's provisions, may remain eligible for child support for a period after they are emancipated.

DUE PROCESS In the context of debt collection, the meeting of legal requirements before taking an adverse action.

EDIT The process of validating a given value in a field.

ELECTRONIC FUNDS TRANSFER (EFT) The process by which money is transmitted electronically from one bank account to another.

FEDERAL CASE REGISTRY (FCR) A national registry of information about cases and persons for which state IV-D Agencies are providing services, and, on non IV-D orders, on persons that are involved in support orders that were established or modified on or after October 1, 1998.

FEDERAL COLLECTIONS and ENFORCEMENT PROGRAM (FCE) The single submission procedure provided by the Federal Office of Child Support Enforcement (OCSE) for submitting cases to the OCSE Debtor Master File for federal income tax refund offset, federal administrative offset (including vendor/miscellaneous payments and federal retirement payments), denial of U.S. passports, Multistate Financial Institution Data Match (MSFIDM), and federal insurance match.

FEDERAL OFFSET PROGRAM (FOP) The program that incorporates multiple enforcement remedies for the collection of past due child support from noncustodial parents (NCPs). The remedies included in the FOP are federal income tax refund and administrative offset, Passport Denial Program, MSFIDM, Debt Check and Insurance Match.

FEDERAL PARENT LOCATOR SERVICE (FPLS) A computerized national network operated by the Federal Office of Child Support Enforcement (OCSE) of the Administration for Children and Families (ACF), within the Department of Health and Human Services (HHS). The network entails various programs and initiatives that support the location of participants in child support cases, collection of child support payments, enforcement of child support orders, communication between states, and online profile information regarding how counties, states, regions, and international offices operate.

FEDERAL TAX REFUND OFFSET The process that collects past due child support amounts from noncustodial parents (NCPs) through the interception of their federal income tax refund.

FINALIST® The software used to standardize and scrub addresses according to United States Postal Service (USPS) standards.

FINANCIAL MANAGEMENT SERVICE (FMS) A bureau of the Department of the Treasury that is the U.S. Government's financial manager, central disbursing agent, and collections agent, as well as its accountant, reporter of financial information and collector of delinquent federal debt.

FOSTER CARE AGENCY The single and separate organizational unit in a state that has the responsibility for administering or supervising the administration of the state plan under Title IV-E of the Act. When this agency has care, custody, and control of a child, there will not be a custodial party. See also CUSTODIAL PARTY.

INCOME As defined by the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996, income is any periodic form of payment to an individual, regardless of source, including wages, salaries, commissions, bonuses, workers' compensation, disability, pension, or retirement program payments and interest.

**INSURANCE MATCH** The process created by the Deficit Reduction Act (DRA) of 2005 where OCSE, through the FPLS, compares information concerning individuals that owe past-due child support with information that is maintained by insurers (or their agents) concerning insurance claims, settlements, awards, and payments and returns the matches to the state agencies that are responsible for collecting the past-due child support.

**INTERCEPT** A method of securing child support by taking a portion of non-wage payments made to a noncustodial parent (NCP). Non-wage payments that are subject to interception include federal tax refunds, state tax refunds, unemployment benefits, and disability benefits.

**IV-A CASE** A case in which a state provides public assistance under the state's IV-A Program, which is funded under Title IV-A of the Social Security Act. These cases are currently referred to as Temporary Assistance for Needy Families (TANF) cases.

**IV-D CASE** A case in which a state currently provides child support services as directed by the state's IV-D Program that is authorized by Title IV-D of the Social Security Act. A IV-D case is comprised of:

- a dependent child or children;
- a custodial party (CP) who may be a caretaker relative or other custodian, including an entity such as a foster care agency; and
- a noncustodial parent (NCP), whose paternity has been legally established, or a putative father (PF), whose paternity has not been legally established.

**IV-E CASE** A case in which a state currently provides benefits or services for foster care maintenance under the state's IV-E Program (Foster Care and Adoption Assistance) authorized under Title IV-E of the Social Security Act. These cases are also eligible for IV-D services.

**LOCAL CODE** State/local contact information code for a noncustodial parent (NCP) certified to the Federal Offset Program (FOP).

**MEDICAL SUPPORT** A form of child support in which medical or dental insurance coverage is paid for by the noncustodial parent (NCP). Depending on the court order, medical support can be an NCP's sole financial obligation, or it can be one of several obligations, including child and/or spousal support.

**MULTISTATE FINANCIAL INSTITUTION DATA MATCH (MSFIDM)** The process created by the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 by which noncustodial parents (NCPs) who owe delinquent child support are matched with accounts held in financial institutions that do business in more than one state. States submit data to the Federal Offset Program (FOP) about NCPs and their arrearage amount, and indicate whether an NCP should be submitted for MSFIDM.

**NATIONAL DIRECTORY OF NEW HIRES (NDNH)** A national database containing New Hire (W-4) and Quarterly Wage (QW) data from every state and federal agency and Unemployment Insurance (UI) data from State Employment Security Agencies (SESAs). Data

is first reported to each state's State Directory of New Hires (SDNH) and then transmitted to the NDNH. OCSE maintains the NDNH as part of the Federal Parent Locator Service (FPLS).

NONCUSTODIAL PARENT (NCP) The parent who does not have primary care, custody or control of a child, and has a duty to support the child.

NON-TANF Child support cases that are not receiving Temporary Assistance for Needy Families (TANF). See also TANF.

OBLIGATED A noncustodial parent (NCP) who is required to meet the financial terms of a court or administrative order.

OBLIGATION The amount of money to be paid as support by a noncustodial parent (NCP). This can take the form of financial or medical support for a child, or spousal support. An obligation is a recurring, ongoing responsibility, not a one-time debt such as an assessment.

OFFICE OF CHILD SUPPORT ENFORCEMENT (OCSE) The federal agency that is responsible for the administration of the child support program. Created by Title IV-D of the Social Security Act in 1975, OCSE is responsible for the development of child support policy, oversight, evaluation, and audits of state child support enforcement programs; and provides technical assistance and training to the state program staff. OCSE is part of the Administration for Children and Families (ACF), which is within the Department of Health and Human Services (HHS).

OFFSET The process of reducing funds that are paid by the federal government to a noncustodial parent (NCP) and applying the funds toward the balance of the delinquent debt. Also, the amount of money that is intercepted from an NCP's state or federal income tax refund, or from an administrative payment, such as federal retirement benefits, in order to satisfy a child support debt.

PASSPORT DENIAL PROGRAM A program that was created by the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 and is operated under the auspices of the Federal Offset Program (FOP). Under the Passport Denial Program, NCPs with child support arrearages that are greater than the federally mandated threshold and are submitted to the FOP are forwarded to the US Department of State (DoS), which refuses to issue a passport upon application.

PAST-DUE See DELINQUENT.

PATERNITY The legal determination of fatherhood. Paternity must be established before child or medical support can be ordered.

PAYEE A person or organization in whose name child support money is paid.

PCOM Communications software provided by OCSE.

PERSONAL RESPONSIBILITY AND WORK OPPORTUNITY RECONCILIATION ACT OF 1996 (PRWORA) The legislation that provides a number of requirements for employers,

public licensing agencies, financial institutions, as well as state and federal child support agencies, to assist in the location of noncustodial parents (NCPs), and in the establishment, enforcement, and collection of child support.

**PRE-OFFSET NOTICE (PON)** A written notification that is sent to a noncustodial parent (NCP) advising that his or her case is being submitted to Financial Management Service (FMS) for collection of unpaid child support from their federal income tax refund or from an administrative payment program.

**PROGRAM SUPPORT CENTER (PSC)** Forwards funds on behalf of the Office of Child Support Enforcement (OCSE) to the state or states that submitted a noncustodial parent (NCP) for offset.

**PUBLIC ASSISTANCE** Benefits that are granted by state or federal programs to aid eligible recipients. Applicants for certain types of public assistance are automatically referred to their state IV-D agency to identify and locate a noncustodial parent (NCP), establish paternity, and/or obtain child support payments.

**PUTATIVE FATHER (PF)** The person that a child's mother believes to be the father of the child, but who has not yet been medically or legally declared to be the father.

**QUERY INTERSTATE CASES FOR KIDS (QUICK)** An application which allows child support enforcement (CSE) workers to view financial, case status, and case activities information in real-time. QUICK provides states with a secure interface to access and view information for other states' systems.

**REVERSAL** An action taken by Treasury to recover monies that were sent to states through the Federal Offset Program for cases that were certified in 1999 or later; or an action taken by the Internal Revenue Service (IRS) for cases that were certified prior to 1999.

**SPOUSAL SUPPORT** Court-ordered support of a spouse or ex-spouse, also referred to as maintenance or alimony.

**STATE** When used in this document, state refers to one of the fifty states, the District of Columbia, and the territories that interface with the Federal Offset Program (FOP), i.e., Puerto Rico, Guam, and the United States Virgin Islands.

**STATE PAYMENT** A refund by the state child support agency that is based on a federal offset.

**STATE SERVICES PORTAL (SSP)** A web application accessed via the Internet, using Internet Protocol Security (IPSec) virtual private network (VPN), or the frame-relay network between OCSE and states, through which state users are able to submit transactions and query requests for federal offset and passport denial data.

**SUPPORT ORDER** A judgment, decree, or order, whether temporary, final, or subject to modification, which is issued by a court or an administrative agency of a competent

jurisdiction, for the support and maintenance of a child or the parent with whom a child is living. Support orders can incorporate the payment of arrearages, the provision of monetary support, the provision of health care, and the reimbursement of costs, fees, and interest.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) Time-limited public assistance payments that are made to poor families, based on Title IV-A of the Social Security Act. TANF replaced Aid to Families with Dependent Children (AFDC) when the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) was signed into law in 1996.

TITLE IV-A A public assistance program of the Social Security Act, formerly known as Aid to Families with Dependent Children (AFDC), and currently known as Temporary Assistance for Needy Families (TANF).

TITLE IV-B The part of the Social Security Act that contains the requirements of the Federal Child and Family Services programs.

TITLE IV-D The part of the Social Security Act which requires that each state create a program to locate noncustodial parents (NCPs), establish paternity, establish and enforce child support obligations, and collect and distribute support payments. All recipients of public assistance (usually TANF) are referred to their state's IV-D child support program. States must also accept applications from families who do not receive public assistance, if requested, to assist in collection of child support. Title IV-D also established the Federal Office of Child Support Enforcement (OCSE).

TITLE IV-E The foster care program of the Social Security Act, which is operated in each state in accordance with the Code of Federal Regulations and is operated under an approved state Plan. See also IV-E CASE.

TREASURY OFFSET PROGRAM (TOP) The debt matching and payment offset program that is managed by the Department of Treasury's Financial Management Service (FMS) and uses payment and debt data received from federal and state agencies to collect delinquent debts from payments disbursed by the Department of Treasury.

UPDATE An addition or change to a debtor's record.

## C. DATA DICTIONARY

Appendix C includes the data definitions of the data fields that are contained in the FOP record layouts (refer to Appendix E, “Input Record Specifications,” and Appendix F, “Output Record Specifications”).

The data fields are listed in alphabetic order. The following information is provided for each data field:

1. **Name** – The name of the field is provided as it appears in the record layout.
2. **Type** – Indicates if the field is an input field, output field or both.
3. **Record(s)** – Indicates the input and/or output record(s) on which the field can be found.
4. **Length** – The size of the field in the record layout.
5. **Format** – Indicates if the field is alphabetic, numeric or alphanumeric.
6. **Values** – The acceptable values for the field.
7. **Description** – A narrative explanation of the field.

**Name: ACCUMULATED PAYMENT AMOUNT**

Type: Input and output fields

Records: 

- Case Submission and Update Record
- Rejected Case Submission and Update Record

Length: 8

Format: Numeric, 9(8)

Values: Numbers 0 through 9

Description: The total dollar amount, in whole dollars only, that the state has paid for the year specified.

**Name: ADJUSTMENT AMOUNT**

Type: Output field

Records: 

- Collection and Adjustment Record

Length: 11

Format: Numeric, S9(9)V99

Values: Numbers 0 through 9

Description: The dollar amount of the adjustment that was made.

**Name: ADJUSTMENT YEAR**

Type: Output field

Records: 

- Collection and Adjustment Record

Length: 4

Format: Numeric, CCYY

Values: Numbers 0 through 9

Description: The adjustment year in which the offset originated.

**Name: ADMINISTRATIVE OFFSET EXCLUSION INDICATOR**

Type: Output field

Records: 

- Case Reconciliation Record

Length: 3

Format: Alphabetic

Values: ADM, spaces

Description: Indicates whether the case is excluded from Administrative offset.

**Name: ARREARAGE AMOUNT**

**Type:** Input and output fields

**Records:**

- Case Submission And Update Record (length 8)
- Rejected Case Submission and Update Record (length 8)
- UMACS Record (length 11)

**Length:** 8 or 11

**Format:** Numeric, 9(8) or 9(11)

**Values:** Numbers 0 through 9

**Description:** The dollar amount, in whole dollars only, that the NCP is in arrears.

**Name:** **CASE ID**

**Type:** Input and output fields

**Records:**

- Case Submission and Update Record
- Rejected Case Submission and Update Record
- UMACS Record
- Collection and Adjustment Record
- Case Reconciliation Record

**Length:** 15

**Format:** Alphanumeric

**Values:** Letters A through Z, numbers 0 through 9, special characters, or spaces

**Description:** The identification number for the case that was submitted. The field is used by the states only.

**Name:** **CASE TYPE INDICATOR**

**Type:** Input and output fields

**Records:**

- Case Submission and Update Record
- Rejected Case Submission and Update Record
- UMACS Record
- Collection and Adjustment Record
- Case Reconciliation Record

**Length:** 1

**Format:** Alphanumeric

**Values:** A – TANF  
N – Non-TANF

**Description:** Indicates if the case type is TANF or non-TANF.

**Name:** **CERTIFIED ARREARAGE AMOUNT**

**Type:** Output field

**Records:**           • Collection and Adjustment Record  
**Length:**           11  
**Format:**           Numeric, S9(9)V99  
**Values:**           Numbers 0 through 9  
**Description:**      The arrearage amount at the time of the certification.

**Name:**             **COLLECTION AMOUNT**

**Type:**             Output field  
**Records:**           • Collection and Adjustment Record  
**Length:**           11  
**Format:**           Numeric, S9(9)V99  
**Values:**           Numbers 0 through 9  
**Description:**      The dollar amount of the offset that was collected.

**Name:**             **CONTROL**

**Type:**             Input and Output fields  
**Records:**           • Case Submission and Update Control Record  
**Length:**           3  
**Format:**           Alphabetic  
**Values:**           CTL  
**Description:**      Indicates the control record for the file.

**Name:**             **CORRECTED SSN**

**Type:**             Output field  
**Records:**           • UMACS Record  
**Length:**           9  
**Format:**           Alphanumeric  
**Values:**           Numbers 0 through 9, or spaces  
**Description:**      A valid corrected SSN for error code 31, or spaces, and is being returned.

**Name:**             **CORRECTED SSN INDICATOR**

**Type:**             Output field  
**Records:**           • Rejected Case Submission and Update Record Layout  
**Length:**           1

**Format:** Alphabetic  
**Values:** Y, or space  
**Description:** For records with a value of '02' in the Rejected Error Codes field, the value of this indicator informs the submitting state whether a corrected SSN was identified for the submitted SSN.

**Name:** **CORRECTED SSN SOURCE INDICATOR**

**Type:** Output field  
**Records:**

- UMACS Record Layout

**Length:** 1  
**Format:** Alphabetic  
**Values:** I, or space  
**Description:** This record is being returned because an Add transaction was submitted with an invalid SSN, and a corrected SSN was found for the submitted SSN.

- If the unaccountable error code is '20', this field is spaces.
- If the unaccountable error code is '31', this indicator informs the state of the reason that a corrected SSN is being returned.

**Name:** **CURRENT ARREARAGE AMOUNT**

**Type:** Output field  
**Records:**

- Case Reconciliation Record

**Length:** 8  
**Format:** Numeric, 9(8)  
**Values:** Numbers 0 through 9  
**Description:** The current arrearage amount for the case.

**Name:** **DATE ISSUED**

**Type:** Input and output fields  
**Records:**

- Case Submission and Update Record
- Rejected Case Submission and Update Record

**Length:** 8  
**Format:** Alphanumeric, CCYYMMDD  
**Values:** Numbers 0 through 9, or spaces  
**Description:** The date that the Pre-Offset Notice was mailed.

**Name:** DEBT CHECK EXCLUSION INDICATOR  
**Type:** Output field  
**Records:**

- Case Reconciliation Record

**Length:** 3  
**Format:** Alphanumeric  
**Values:** DCK, spaces  
**Description:** Indicates whether the case is excluded from the Debt Check Program.

**Name:** DEPARTMENT OF STATE ACTION INDICATOR  
**Type:** Output field  
**Records:**

- Case Reconciliation Record

**Length:** 1  
**Format:** Alphanumeric  
**Values:** S, D, R, C or space  
**Description:** Indicates the action that was taken at DoS for the NCP.

**Name:** EXCLUSION INDICATOR(S)  
**Type:** Input and output fields  
**Records:**

- Case Submission and Update Record
- Rejected Case Submission and Update Record

**Length:** 40  
**Format:** Alphanumeric  
**Values:** ADM – Exclude all Administrative Offsets (RET, SAL, VEN)  
RET – Exclude Federal Retirement  
VEN – Exclude Vendor Payment/Miscellaneous  
SAL – Exclude Federal Salary (**pre-set at FMS on all cases**)  
TAX – Exclude Tax Refund Offset  
PAS – Exclude Passport Denial  
FIN – Exclude Multistate Financial Institution Data Match (MSFIDM)  
DCK – Debt Check Program  
INS – Insurance Match Program  
Spaces– Remove all existing exclusion indicators.  
**Description:** Indicates specific programs from which the case will be excluded.

**Name:** EXTENSION 1  
**Type:** Input field  
**Records:**

- State/Local Contact Phone and Address Record

**Length:** 4  
**Format:** Numeric, 9(4)  
**Values:** Numbers 0 through 9  
**Description:** The extension to Telephone Number 1 (i.e., 1234).

**Name:** **EXTENSION 2**  
**Type:** Input field  
**Records:**

- State/Local Contact Phone and Address Record

**Length:** 4  
**Format:** Numeric, 9(4)  
**Values:** Numbers 0 through 9  
**Description:** The extension to Telephone Number 2 (i.e., 1234).

**Name:** **EXTRACT DATE**  
**Type:** Output field  
**Records:**

- Case Reconciliation Record

**Length:** 8  
**Format:** Numeric, CCYYMMDD  
**Values:** Numbers 0 through 9  
**Description:** The date that the reconciliation data was extracted from the OCSE Master files.

**Name:** **FEDERAL RETIREMENT OFFSET EXCLUSION INDICATOR**  
**Type:** Output field  
**Records:**

- Case Reconciliation Record

**Length:** 3  
**Format:** Alphanumeric  
**Values:** RET, spaces  
**Description:** Indicates whether the case is excluded from offset of retirement payments.

**Name:** **FEDERAL SALARY EXCLUSION INDICATOR**  
**Type:** Output field  
**Records:**

- Case Reconciliation Record

**Length:** 3  
**Format:** Alphanumeric

Values: SAL, spaces  
Description: Indicates whether the case is excluded from offset of federal salary payments.

**Name: FEE AMOUNT**

Type: Output field  
Records: 

- Collection and Adjustment Record

  
Length: 5  
Format: Numeric, 9(5)  
Values: Numbers 0 through 9  
Description: The service fee amount for an adjustment.

**Name: INJURED SPOUSE INDICATOR**

Type: Output field  
Records: 

- Collection and Adjustment Record

  
Length: 1  
Format: Alphabetic  
Values: Y – Processed  
N – No information available  
Space – Not applicable  
Description: Identifies whether an injured spouse allocation has been processed.

**Name: INSURANCE MATCH EXCLUSION INDICATOR**

Type: Output field  
Records: 

- Case Reconciliation Record

  
Length: 3  
Format: Alphabetic  
Values: INS, spaces  
Description: Indicates whether the NCP is excluded from the Insurance Match Program for this case.

**Name: LAST PRE-OFFSET NOTICE DATE**

Type: Output field  
Records: 

- Case Reconciliation Record

  
Length: 8  
Format: Numeric, CCYYMMDD  
Values: Numbers 0 through 9

Description: The date that the most recent Pre-Offset Notice was sent.

**Name:** LOCAL CODE

Type: Input and output fields

Records:

- Case Submission and Update Record
- State/Local Contact Phone and Address Record
- Rejected Case Submission and Update Record
- UMACS Record
- Collection and Adjustment Record
- Case Reconciliation Record

Length: 3

Format: Alphanumeric

Values: Numbers 0 through 9, or spaces

Description: A valid three-digit numeric code for county or other local jurisdictions.

**Name:** MULTISTATE FINANCIAL INSTITUTION DATA MATCH  
EXCLUSION INDICATOR

Type: Output field

Records:

- Case Reconciliation Record

Length: 3

Format: Alphabetic

Values: FIN, spaces

Description: Indicates whether the case is excluded from MSFIDM.

**Name:** NAME CONTROL

Type: Output field

Records:

- UMACS Record

Length: 4

Format: Alphabetic

Values: Letters A through Z

Description: The first four characters of the NCP's last name.

**Name:** NON-TANF ACCEPTED

Type: Output field

Records:

- Rejected Case Submission and Update Control Record

Length: 9

**Format:** Numeric, 9(9)  
**Values:** Numbers 0 through 9  
**Description:** The total number of non-TANF records accepted by OCSE on the Case Submission and Update File.

**Name:** **NON-TANF CASES RETURNED**

**Type:** Output field  
**Records:**

- Case Reconciliation Record

**Length:** 9  
**Format:** Numeric, 9(9)  
**Values:** Numbers 0 through 9  
**Description:** The total number of non-TANF records returned on the Case Reconciliation File.

**Name:** **NON-TANF REJECTED**

**Type:** Output field  
**Records:**

- Rejected Case Submission and Update Control Record

**Length:** 9  
**Format:** Numeric, 9(9)  
**Values:** Numbers 0 through 9  
**Description:** The total number of non-TANF records rejected by OCSE on the Case Submission and Update File.

**Name:** **NON-TANF WARNING**

**Type:** Output field  
**Records:**

- Rejected Case Submission and Update Control Record

**Length:** 9  
**Format:** Numeric, 9(9)  
**Values:** Numbers 0 through 9  
**Description:** The total number of non-TANF records that received a warning by OCSE on the Case Submission and Update File.

**Name:** **NCP ADDRESS LINE 1**

**Type:** Input and output fields

**Records:**

- Case Submission and Update Record (length 30)
- Rejected Case Submission and Update Record (length 30)
- Case Reconciliation Record (length 35)

**Length:** 30 or 35

**Format:** Alphanumeric

**Values:** Letters A through Z, numbers 0 through 9, spaces

**Description:** The first address line of the NCP's mailing address.

**Name:** **NCP ADDRESS LINE 2**

**Type:** Input and output fields

**Records:**

- Case Submission and Update Record (length 30)
- Rejected Case Submission and Update Record (length 30)
- Case Reconciliation Record (length 35)

**Length:** 30 or 35

**Format:** Alphanumeric

**Values:** Letters A through Z, numbers 0 through 9, spaces

**Description:** The second address line of the NCP's mailing address.

**Name:** **NCP ADDRESS SOURCE**

**Type:** Output field

**Records:** Case Reconciliation Record

**Length:** 1

**Format:** Alphabetic

**Values:** O – Other  
S – Submitting state

**Description:** The source of the NCP address.

**Name:** **NCP CITY**

**Type:** Input and output fields

**Records:**

- Case Submission and Update Record
- Rejected Case Submission and Update Record
- Case Reconciliation Record

**Length:** 25

**Format:** Alphanumeric

**Values:** Letters A through Z, spaces or special characters

Description: The city of the NCP's mailing address.

**Name:** NCP COUNTRY NAME

Type: Output field

Records: Case Reconciliation Record

Length: 25

Format: Alphabetic

Values: Letters A through Z, spaces

Description: The country name of the NCP's mailing address, if foreign.

**Name:** NCP FIRST NAME

Type: Input and output fields

Records:

- Case Submission and Update Record
- Rejected Case Submission and Update Record
- UMACS Record
- Collection and Adjustment Record
- Case Reconciliation Record (length 10)

Length: 15

Format: Alphabetic

Values: Letters A through Z, spaces (if not in first position)

Description: The NCP's first name.

**Name:** NCP FOREIGN INDICATOR

Type: Output field

Records: Case Reconciliation Record

Length: 1

Format: Alphabetic

Values: Y – The NCP has a foreign country mailing address  
N – The NCP does not have a foreign country mailing address

Description: Indicates that the NCP's mailing address is in a foreign country.

**Name:** NCP LAST NAME

Type: Input and output fields

**Records:**

- Case Submission and Update Record
- Rejected Case Submission and Update Record
- UMACS Record
- Collection and Adjustment Record
- Case Reconciliation Record

**Length:** 20

**Format:** Alphabetic

**Values:** Letters A through Z, hyphen (-), spaces (if not in first four positions)

**Description:** The NCP's last name.

**Name:** NCP POSTAL CODE

**Type:** Output field

**Records:**

- Case Reconciliation Record

**Length:** 15

**Format:** Alphanumeric

**Values:** Letters A through Z, numbers 0 through 9, spaces

**Description:** The delivery code of the NCP's mailing address, if foreign.

**Name:** NCP STATE

**Type:** Input and output fields

**Records:**

- Case Submission and Update Record
- Rejected Case Submission and Update Record
- Case Reconciliation Record

**Length:** 2

**Format:** Alphabetic

**Values:** Letters A through Z

**Description:** A valid two-character alphabetic postal abbreviation for the NCP's mailing address.

**Name:** NCP ZIP CODE

**Type:** Input and output fields

**Records:**

- Case Submission and Update Record
- Rejected Case Submission and Update Record
- Case Reconciliation Record

**Length:** 9

**Format:** Alphanumeric, 9(9)

**Values:** Numbers 0 through 9, spaces

**Description:** The Zip Code of the NCP's mailing address. The Zip Code contains two segments; the first five digits determine a broad geographical area and the last four digits further define the postal location.

**Name:** OCSE LAST NAME

**Type:** Output Field

**Records:**

- Rejected Case Submission and Update Record

**Length:** 4

**Format:** Alphanumeric

**Values:** Letters A through Z, hyphen (-), spaces

**Description:** First four characters of the NCP's last name, as stored by OCSE.

**Name:** OFFSET TYPE

**Type:** Output field

**Records:**

- Collection and Adjustment Record

**Length:** 3

**Format:** Alphabetic

**Values:** ADM – Administrative Offsets (RET, SAL, VEN)  
RET – Federal Retirement  
VEN – Vendor Payment/Miscellaneous  
TAX – Tax Refund Offset

**Description:** Identifies the type of offset or adjustment that was applied to the NCP.

**Name:** OFFSET YEAR

**Type:** Output field

**Records:**

- Collection and Adjustment Record

**Length:** 4

**Format:** Numeric, CCYY

**Values:** Numbers 0 through 9

**Description:** The current processing year.

**Name:** PASSPORT DENIAL EXCLUSION INDICATOR

**Type:** Output field

**Records:**

- Case Reconciliation Record

**Length:** 3

**Format:** Alphabetic

Values: PAS, spaces  
Description: Indicates whether the NCP is excluded from the Passport Denial Program for this case.

**Name: PAYMENT CITY AND STATE**

Type: Output field

Records: 

- Collection and Adjustment Record

Length: 25

Format: Alphanumeric

Values: Letters A through Z, spaces or special characters

Description: The payment city and state, as sent to OCSE on the FMS Payment Record.

**Name: PAYMENT NAME**

Type: Output field

Records: 

- Collection and Adjustment Record

Length: 35

Format: Alphanumeric

Values: Letters A through Z, spaces or special characters

Description: The name, as sent to OCSE on the FMS Payment Record. This may contain both NCP and/or non-NCP name(s).

**Name: PAYMENT STREET ADDRESS**

Type: Output field

Records: 

- Collection and Adjustment Record

Length: 35

Format: Alphanumeric

Values: Letters A through Z, numbers 0 through 9, spaces

Description: The payment street address, as sent to OCSE on the FMS Payment Record.

**Name: PAYMENT ZIP CODE**

Type: Output field

Records: 

- Collection and Adjustment Record

Length: 9

Format: Alphanumeric, 9(9)

Values: Numbers 0 through 9, spaces

Description: The payment Zip Code, as sent to OCSE on the FMS Payment Record.

**Name:** PRE-OFFSET NOTICE HOLD INDICATOR

Type: Output field

Records: 

- Case Reconciliation Record

Length: 1

Format: Alphanumeric

Values: H, space

Description: Indicates whether the case is active at FMS.

**Name:** PROCESS YEAR

Type: Input and output fields

Records: 

- Case Submission and Update Record
- Rejected Case Submission and Update Record

Length: 4

Format: Alphanumeric, CCYY

Values: Numbers 0 through 9, or spaces

Description: The year that the tax refund, or administrative payment, was offset when reporting State Payments.

**Name:** RECORD IDENTIFIER

Type: Output fields

Records: 

- Case Reconciliation Record
- Case Reconciliation Control Record

Length: 3

Format: Alphanumeric

Values: REC, RCT

Description: Identifies a detail or control record

**Name:** REJECT CONTROL

Type: Output field

Records: 

- Rejected Case Submission and Update Control Record

Length: 3

Format: Alphanumeric

Values: CTL

Description: The constant 'CTL' identifies the record as the Reject Control Record.

**Name:** REJECTED ERROR CODES

Type: Output field

Records: 

- Rejected Case Submission and Update Record

Length: 12

Format: Numeric

Values: Two-digit error codes, as defined in Chart G-1, "Rejected Case Submission and Update Error Codes."

Description: A two-digit error code. Up to six error codes can be listed.

**Name:** REQUEST CODE

Type: Input and output fields

Records: 

- Case Submission and Update Record
- Rejected Case Submission and Update Record

Length: 1

Format: Alphabetic

Values: P – Pre-Offset Notice was requested  
Space – No Pre-Offset Notice was requested

Description: Identifies if a Pre-Offset Notice is to be generated for the case at the request of the state.

**Name:** RETURN INDICATOR

Type: Output field

Records: 

- Collection and Adjustment Record

Length: 1

Format: Alphabetic

Values: Y – Yes  
N – No

Description: Identifies if the return is a joint return or not a joint return.

**Name:** SSN

Type: Input and output fields

**Records:**

- Case Submission and Update Record
- Rejected Case Submission and Update Record
- UMACS Record
- Collection and Adjustment Record
- Case Reconciliation Record

**Length:** 9

**Format:** Numeric, 9(9)

**Values:** Numbers 0 through 9

**Description:** The Social Security number or ITIN of the person that was certified for the case.

**Name:** **SSN VERIFICATION CODE**

**Type:** Output field

**Records:**

- Case Reconciliation Record

**Length:** 1

**Format:** Alphanumeric

**Values:** M – The NCP’s current SSN/Name matches  
P – The NCP’s previous SSN/Name verifies or matches, the current SSN/Name does not verify or match  
U – The NCP’s current SSN/Name does not verify or match  
V – The NCP’s current SSN/Name verifies

**Description:** Indicates the NCP’s SSN/Name Verification status.

**Name:** **STATE AGENCY ADDRESS LINE 1**

**Type:** Input field

**Records:**

- State/Local Contact Phone and Address Record

**Length:** 35

**Format:** Alphanumeric

**Values:** Letters A through Z, numbers 0 through 9, spaces

**Description:** Street address information of the state agency.

**Name:** **STATE AGENCY ADDRESS LINE 2**

**Type:** Input field

**Records:**

- State/Local Contact Phone and Address Record

**Length:** 35

**Format:** Alphanumeric

**Values:** Letters A through Z, numbers 0 through 9, spaces

Description: Additional street address information of the state agency, if necessary.

**Name:** STATE AGENCY ADDRESS LINE 3

Type: Input field

Records: 

- State/Local Contact Phone and Address Record

Length: 35

Format: Alphanumeric

Values: Letters A through Z, numbers 0 through 9, spaces

Description: Additional street address information of the state agency, if necessary.

**Name:** STATE AGENCY ADDRESS LINE 4

Type: Input field

Records: 

- State/Local Contact Phone and Address Record

Length: 35

Format: Alphanumeric

Values: Letters A through Z, numbers 0 through 9, spaces

Description: The city, state and Zip Code of the state agency.

**Name:** STATE AGENCY NAME

Type: Input field

Records: 

- State/Local Contact Phone and Address Record

Length: 35

Format: Alphanumeric

Values: Letters A through Z, numbers 0 through 9, spaces

Description: The name of the contact office (e.g., Bureau of Child Support Enforcement).

**Name:** SUBMITTING STATE CODE

Type: Input and output fields

Records: 

- Case Submission and Update Record
- Case Submission and Update Control Record
- State/Local Contact Phone and Address Record
- Rejected Case Submission and Update Record
- Rejected Case Submission and Update Control Record
- UMACS Record
- Collection and Adjustment Record
- Collection and Adjustment Control Record

- Case Reconciliation Record
- Case Reconciliation Control Record

Length: 2  
Format: Alphabetic  
Values: Letters A through Z  
Description: A valid two-character alphabetic postal abbreviation for the state submitting the case.

**Name: TANF ACCEPTED**

Type: Output field  
Records: 

- Rejected Case Submission and Update Control Record

  
Length: 9  
Format: Numeric, 9(9)  
Values: Numbers 0 through 9  
Description: The total number of TANF records that were accepted by OCSE from the Case Submission and Update File.

**Name: TANF CASES RETURNED**

Type: Output field  
Records: 

- Case Reconciliation Record

  
Length: 9  
Format: Numeric, 9(9)  
Values: Numbers 0 through 9  
Description: The total number of TANF detail records on the Case Reconciliation file.

**Name: TANF REJECTED**

Type: Output field  
Records: 

- Rejected Case Submission and Update Control Record

  
Length: 9  
Format: Numeric, 9(9)  
Values: Numbers 0 through 9  
Description: The total number of TANF records that were rejected by OCSE from the Case Submission and Update File.

**Name: TANF WARNING**

Type: Output field

**Records:**           • Rejected Case Submission and Update Control Record  
**Length:**           9  
**Format:**           Numeric, 9(9)  
**Values:**           Numbers 0 through 9  
**Description:**      The total number of TANF records that received a warning by OCSE from the Case Submission and Update File.

**Name:**            **TAX REFUND OFFSET EXCLUSION INDICATOR**

**Type:**            Output field  
**Records:**         • Case Reconciliation Record  
**Length:**           3  
**Format:**           Alphabetic  
**Values:**           TAX, spaces  
**Description:**      Indicates whether the case is excluded from tax offset.

**Name:**            **TELEPHONE NUMBER 1**

**Type:**            Input field  
**Records:**         • State/Local Contact Phone and Address Record  
**Length:**           14  
**Format:**           Alphanumeric, (999) 999-9999  
**Values:**           Numbers 0 through 9, spaces, hyphens, parenthesis  
**Description:**      The area code and phone number of the state or local agency contact (i.e., 301-555-1212).

**Name:**            **TELEPHONE NUMBER 2**

**Type:**            Input field  
**Records:**         • State/Local Contact Phone And Address Record  
**Length:**           14  
**Format:**           Alphanumeric, (999) 999-9999  
**Values:**           Numbers 0 through 9, spaces, hyphens, parenthesis  
**Description:**      The in-State toll-free or collect number that will be designated on the Pre-Offset Notice (i.e., (800) 555-1212).

**Name:**            **TOP TRACE NUMBER**

**Type:**            Output field

Records:           • Collection and Adjustment Record  
Length:            10  
Format:            Alphanumeric  
Values:            Letters A through Z, numbers 0 through 9, spaces  
Description:       The trace number assigned to a collection by FMS and returned as an identifier with a collection or associated adjustment.

**Name:            TOTAL ADJUSTMENT AMOUNT**

Type:             Output field  
Records:           • Collection and Adjustment Control Record  
Length:            11  
Format:            Numeric, S9(9)V99  
Values:            Numbers 0 though 9  
Description:       The accumulated adjustment amount for the period.

**Name:            TOTAL ADJUSTMENTS**

Type:             Output field  
Records:           • Collection and Adjustment Control Record  
Length:            15  
Format:            Numeric, 9(15)  
Values:            Numbers 0 though 9  
Description:       The total number of adjustments that were processed for the period.

**Name:            TOTAL CASES RETURNED**

Type:             Output field  
Records:           • Case Reconciliation Record  
Length:            9  
Format:            Numeric, 9(9)  
Values:            Numbers 0 through 9  
Description:       The total number of detail records on the Case Reconciliation file.

**Name:            TOTAL CERTIFIED ARREARAGE AMOUNT**

Type:             Output field  
Records:           • Collection and Adjustment Control Record  
Length:            11

Format: Numeric, 9(11)  
Values: Numbers 0 through 9  
Description: The original certified arrearage amount for the case.

**Name: TOTAL COLLECTION AMOUNT**

Type: Output field  
Records: 

- Collection and Adjustment Control Record

  
Length: 11  
Format: Numeric, S9(9)V99  
Values: Numbers 0 through 9  
Description: The accumulated collection amount for the period.

**Name: TOTAL COLLECTIONS**

Type: Output field  
Records: 

- Collection and Adjustment Control Record

  
Length: 15  
Format: Numeric, 9(15)  
Values: Numbers 0 through 9  
Description: The total number of collections that were processed for the period.

**Name: TOTAL CONTROL**

Type: Output field  
Records: 

- Collection and Adjustment Control Record

  
Length: 9  
Format: Alphabetic  
Values: TOTAL  
Description: The constant value 'TOTAL' identifies the record as the Collection and Adjustment Control Record.

**Name: TOTAL NET AMOUNT**

Type: Output field  
Records: 

- Collection and Adjustment Control Record

  
Length: 11  
Format: Numeric, S9(9)V99  
Values: Numbers 0 through 9

Description: The total offset amount that was collected for the period.

**Name:** TOTAL NON-TANF RECORDS

Type: Output field

Records: 

- Case Submission and Update Control Record

Length: 9

Format: Numeric, 9(9)

Values: Numbers 0 though 9

Description: The total number of non-TANF records on the file.

**Name:** TOTAL NON-TANF AMOUNT

Type: Output field

Records: 

- Case Submission and Update Control Record

Length: 11

Format: Numeric, 9(9)V99

Values: Numbers 0 though 9

Description: The total non-TANF arrearage amount on the file.

**Name:** TOTAL TANF RECORDS

Type: Output field

Records: 

- Case Submission and Update Control Record

Length: 9

Format: Numeric, 9(9)

Values: Numbers 0 though 9

Description: The total number of TANF records on the file.

**Name:** TOTAL TANF AMOUNT

Type: Output field

Records: 

- Case Submission and Update Control Record

Length: 11

Format: Numeric, 9(9)V99

Values: Numbers 0 though 9

Description: The total TANF arrearage amount on the file.

**Name:** TRANSACTION TYPE

**Type:** Input and output fields

**Records:**

- Case Submission and Update Record
- Rejected Case Submission and Update Record

**Length:** 1

**Format:** Alphabetic

**Values:** A – Add Case  
B – Name Change  
C – Case ID Change  
D – Delete Case  
L – Local Code Change  
M – Modify Arrearage Amount  
R – Replace Exclusion Indicator(s)  
S – State Payment  
T – Transfer for Administrative Review  
Z – Address Change

**Description:** A code that identifies the type of transaction that is being submitted.

**Name:** **TRANSFER LOCAL CODE**

**Type:** Input and output fields

**Records:**

- Case Submission and Update Record
- Rejected Case Submission and Update Record
- UMACS Record
- Collection and Adjustment Record

**Length:** 3

**Format:** Alphanumeric

**Values:** Letters A through Z, numbers 0 through 9, or spaces

**Description:** Identifies a local code of the state to which the case is being transferred for administrative review.

**Name:** **TRANSFER STATE CODE**

**Type:** Input and output fields

**Records:**

- Case Submission and Update Record
- Rejected Case Submission and Update Record
- UMACS Record
- Collection and Adjustment Record

**Length:** 2

**Format:** Alphabetic

**Values:** Letters A through Z

Description: Identifies the state to which the case is being transferred for administrative review.

**Name:** UNACCOUNTABLE ERROR CODE

Type: Output field

Records: 

- UMACS Record

Length: 2

Format: Numeric

Values: 20 – SSA was unable to find a corrected SSN for this name.  
31 – SSA found a corrected SSN for this name and it is being returned in the UMACS Record.

Description: An error code that identifies the reason that an address could not be found for the Case Submission and Update Record. The record is unaccountable.

**Name:** VENDOR PAYMENTS EXCLUSION INDICATOR

Type: Output field

Records: 

- Case Reconciliation Record

Length: 3

Format: Alphabetic

Values: VEN, spaces

Description: Indicates whether the case is excluded from offset of vendor payments.

**Name:** ZERO BALANCE DELETE INDICATOR

Type: Output field

Records: 

- Collection and Adjustment Record

Length: 1

Format: Alphabetic

Values: Y – Offset deleted a case  
N – Case was not deleted by a collection

Description: Identifies whether an offset deleted a case at OCSE.

## D. TECHNICAL AND PROGRAM ASSISTANCE

State agencies should call OCSE with any questions or problems that arise concerning any aspect of the Federal Offset Program (FOP). State and local agencies should not refer noncustodial parents (NCP) with questions to OCSE.

OCSE provides states with technical and program support to assist them in complying with FOP requirements. States can use the contact information in the following charts for questions, technical support, and program related research.

<b>CHART D-1: PROGRAM AND TECHNICAL ASSISTANCE</b>		
Area of Assistance	Telephone Number	Email Address
<b>FEDERAL COLLECTIONS &amp; ENFORCEMENT TEAM</b>		
Federal Collections and Enforcement Scott Hale, Manager Rebecca Hamil, Task Lead	202-401-5745 202-205-5612	scott.hale@acf.hhs.gov rebecca.hamilton@acf.hhs.gov
Federal Collections and Enforcement – Customer Service	202-401-9389 202-401-5553 (fax) 202-401-5647 (alt. fax)	370 L’Enfant Promenade, S.W. 4th Floor East Washington, DC 20447 <a href="mailto:scollections@acf.hhs.gov">scollections@acf.hhs.gov</a>
Federal Collections and Enforcement – Operations Alison Choi Rebecca Hamil, Task Lead	202-401-9390 202-205-5612	<a href="mailto:scollections@acf.hhs.gov">scollections@acf.hhs.gov</a> <a href="mailto:alison.choi@acf.hhs.gov">alison.choi@acf.hhs.gov</a> <a href="mailto:rebecca.hamilton@acf.hhs.gov">rebecca.hamilton@acf.hhs.gov</a>
<b>TECHNICAL ASSISTANCE</b>		
CyberFusion Integration Suite (CFI) Abe Klugman Daryl Carey Dominic Perry	410-965-5635 410-966-0931 410-966-4737	abe.klugman@acf.hhs.gov daryl.carey@acf.hhs.gov dominic.perry@acf.hhs.gov
FOP Online System Access/PComm Joan O’Connor (Primary)  Abe Klugman Daryl Carey Dominic Perry	202-401-4712 202-401-5647 (fax)  410-965-5635 410-966-0931 410-966-4737	<a href="mailto:joan.oconnor@acf.hhs.gov">joan.oconnor@acf.hhs.gov</a>  <a href="mailto:abe.klugman@acf.hhs.gov">abe.klugman@acf.hhs.gov</a> <a href="mailto:daryl.carey@acf.hhs.gov">daryl.carey@acf.hhs.gov</a> <a href="mailto:dominic.perry@acf.hhs.gov">dominic.perry@acf.hhs.gov</a>

<b>CHART D-1: PROGRAM AND TECHNICAL ASSISTANCE</b>		
Area of Assistance	Telephone Number	Email Address
State Services Portal End User Support	800-258-2736	<a href="mailto:csetnet.2000@lmco.com">csetnet.2000@lmco.com</a>
<b>PROGRAM SUPPORT CENTER</b>		
Program Support Center (PSC) Elvis Davis Cathy Lin	301-443-9560 301-443-3309	<a href="mailto:elvis.davis@psc.gov">elvis.davis@psc.gov</a> <a href="mailto:cathy.lin@psc.gov">cathy.lin@psc.gov</a>
<b>SAFEGUARDING, SECURITY AND CONFIDENTIALITY</b>		
Safeguarding, Security and Confidentiality Danny Markley Susan Young, Task Lead	202-260-1888 202-401-6505	<a href="mailto:danny.markley@acf.hhs.gov">danny.markley@acf.hhs.gov</a> <a href="mailto:sue.young@acf.hhs.gov">sue.young@acf.hhs.gov</a>
<b>DEPARTMENT OF STATE (DoS)</b>		
US Department of State, National Passport Information Center (NPIC)	877-487-2778 888-874-7793 (TDD/TTY)	
Department of State, Office of Children's Issues	202-736-7000 202-312-9743 (fax)	US Department of State Office of Children's Issues (CA/OCS/CI) 2201 C Street, N.W. SA-22, Room 2100 Washington, D.C. 20520-4818
Passport Services/Research and Liaison Section		1111 19th Street, N.W. Room 500 Washington, DC 20524-1705
<b>TREASURY</b>		
IRS Hotline	800-829-1040	
IRS Identity Theft Hotline	800-908-4490	
Treasury Offset Program (TOP) Call Center	800-304-3107 866-297-0517 (TDD)	

<b>CHART D-2: ONLINE RESOURCES</b>	
Resource	How to Contact Resource
<b>OCSE WEBSITES</b>	
Office of Child Support Enforcement (OCSE)	<a href="http://www.acf.hhs.gov/programs/cse">http://www.acf.hhs.gov/programs/cse</a>
Federal Offset Program (FOP)	<a href="http://www.acf.hhs.gov/programs/cse/newhire/fop/fop.htm">http://www.acf.hhs.gov/programs/cse/newhire/fop/fop.htm</a>
Federal Offset Correspondence (e.g., TCC, DCL)	<a href="http://www.acf.hhs.gov/programs/cse/pol/">http://www.acf.hhs.gov/programs/cse/pol/</a>
FOP Action Transmittal (AT)	<a href="http://www.acf.hhs.gov/programs/cse/newhire/fop/fop.htm">http://www.acf.hhs.gov/programs/cse/newhire/fop/fop.htm</a>
Passport Denial Program	<a href="http://www.acf.hhs.gov/programs/cse/newhire/fop/passport.htm">http://www.acf.hhs.gov/programs/cse/newhire/fop/passport.htm</a>
Passport Denial Program, State Child Support Enforcement Agency Contacts	<a href="http://www.acf.hhs.gov/programs/cse/newhire/fop/dos_contacts.htm">http://www.acf.hhs.gov/programs/cse/newhire/fop/dos_contacts.htm</a>
FOP Annual Collection Schedule	<a href="http://www.acf.hhs.gov/programs/cse/newhire/fop/fop.htm">http://www.acf.hhs.gov/programs/cse/newhire/fop/fop.htm</a>
MSFIDM	<a href="http://www.acf.hhs.gov/programs/cse/newhire/fop/msfidm.htm">http://www.acf.hhs.gov/programs/cse/newhire/fop/msfidm.htm</a>
Insurance Match Program	<a href="http://www.acf.hhs.gov/programs/cse/newhire/insurance/insurance.htm">http://www.acf.hhs.gov/programs/cse/newhire/insurance/insurance.htm</a>
Automated Systems for Child Support Enforcement: a Guide for States: 2009 Update	<a href="http://www.acf.hhs.gov/programs/cse/stsys/dsts_cert_guide.html">http://www.acf.hhs.gov/programs/cse/stsys/dsts_cert_guide.html</a>
Child Support Report Newsletter	<a href="http://www.acf.hhs.gov/programs/cse/pubs/csrindex.html">http://www.acf.hhs.gov/programs/cse/pubs/csrindex.html</a>
QUICK Workplace	<a href="http://ocse2.acf.hhs.gov/WP_QUICK.nsf">http://ocse2.acf.hhs.gov/WP_QUICK.nsf</a>
FPLS Frequently Asked Questions (FAQs) (for federal tax refund offset, administrative offset and passport denial)	<a href="http://www.acf.hhs.gov/programs/cse/newhire/faq/faq.htm">http://www.acf.hhs.gov/programs/cse/newhire/faq/faq.htm</a>
FPLS FOP Release Specifications	<a href="http://www.acf.hhs.gov/programs/cse/newhire/library/relmgn/relmgn.htm">http://www.acf.hhs.gov/programs/cse/newhire/library/relmgn/relmgn.htm</a>

<b>CHART D-2: ONLINE RESOURCES</b>	
<b>Resource</b>	<b>How to Contact Resource</b>
<b>DoS WEBSITES</b>	
General Passport Information	<a href="http://www.travel.state.gov/passport/passport_1738.html">http://www.travel.state.gov/passport/passport_1738.html</a>
Regional Passport Agencies	<a href="http://www.travel.state.gov/passport/npic/agencies/agencies_913.html">http://www.travel.state.gov/passport/npic/agencies/agencies_913.html</a>
Passports and Child Support	<a href="http://www.travel.state.gov/law/family_issues/support_issues/support_issues_582.html">http://www.travel.state.gov/law/family_issues/support_issues/support_issues_582.html</a>
National Passport Information Center	<a href="http://www.travel.state.gov/passport/npic/npic_898.html">http://www.travel.state.gov/passport/npic/npic_898.html</a>
Two Parent Consent Law	<a href="http://www.travel.state.gov/passport/get/minors/minors_834.html">http://www.travel.state.gov/passport/get/minors/minors_834.html</a>
Children's Passport Issuance Alert Program (CPIAP)	<a href="http://www.travel.state.gov/abduction/prevention/passportissuance/passportissuance_554.html">http://www.travel.state.gov/abduction/prevention/passportissuance/passportissuance_554.html</a>
Office of Children's Issues	<a href="http://www.travel.state.gov/abduction/about/about_605.html">http://www.travel.state.gov/abduction/about/about_605.html</a>
<b>FMS WEBSITES</b>	
Treasury Offset Program (TOP)	<a href="http://www.fms.treas.gov/debt/top.html">http://www.fms.treas.gov/debt/top.html</a>
TOP and Child Support	<a href="http://www.fms.treas.gov/debt/top_childsupport.html">http://www.fms.treas.gov/debt/top_childsupport.html</a>
TOP Payments Exempt from Administrative Offset by Disbursing Officials	<a href="http://www.fms.treas.gov/debt/dmexmpt.pdf">http://www.fms.treas.gov/debt/dmexmpt.pdf</a>
<b>IRS WEBSITES</b>	
IRS	<a href="http://www.irs.gov">http://www.irs.gov</a>
Injured Spouse Allocation Form Information (Form 8379)	<a href="http://www.irs.gov/pub/irs-pdf/f8379.pdf">http://www.irs.gov/pub/irs-pdf/f8379.pdf</a>
Publication 1075, Tax Information Security Guidelines for Federal, State and Local Agencies and Entities, revised August 2010	<a href="http://www.irs.gov/pub/irs-pdf/p1075.pdf">http://www.irs.gov/pub/irs-pdf/p1075.pdf</a>
Section 6103 of the Internal Revenue Code of 1986	<a href="http://www.law.cornell.edu/uscode/html/uscode26/usc_sec_26_00006103----000-.html">http://www.law.cornell.edu/uscode/html/uscode26/usc_sec_26_00006103----000-.html</a>
<b>SSA WEBSITES</b>	

<b>CHART D-2: ONLINE RESOURCES</b>	
<b>Resource</b>	<b>How to Contact Resource</b>
Social Security Administration SSN Validation	<a href="http://www.ssa.gov/employer/highgroup.txt">http://www.ssa.gov/employer/highgroup.txt</a>
<b>MISCELLANEOUS WEBSITES</b>	
Federal Law and Code	<a href="http://uscode.house.gov/search/criteria.shtml">http://uscode.house.gov/search/criteria.shtml</a>
Code of Federal Regulations	<a href="http://www.gpoaccess.gov/cfr/">http://www.gpoaccess.gov/cfr/</a>
Worldwide Geographic Location Codes	<a href="http://www.gsa.gov">http://www.gsa.gov</a> Select QuickLinks from the top bar, click G, then select the Geographic Locator Codes link.

## E. INPUT RECORD SPECIFICATIONS

This appendix consists of the following charts:

- Chart E-1 Case Submission and Update Record Layout
- Chart E-2 Case Submission and Update Control Record Layout
- Chart E-3 State/Local Contact Phone and Address Record Layout

These charts show the detailed record layouts that are accepted by the FOP.

Each record layout in this appendix provides the following information:

1. Field Name
2. Location
3. Length
4. Type (A = alphabetic, N = numeric, or A/N = alphanumeric)
5. Comments

The Comments column in the charts provides edit information and indicates if the field is required for a specific transaction. Comments also provide an explanation of the field and its relationship to other fields, or records, where appropriate. Additional information regarding each field may be found in Appendix C, "Data Dictionary."

The data transmitted to OCSE must comply with the following requirements:

- All data must be in EBCDIC format.
- All alphabetic data must be in upper case.
- All alphabetic and alphanumeric data must be left justified and space filled.
- All numeric data must be right justified and zero-filled.
- All years must be in the CCYY format.

All Filler fields must be filled with spaces.

CHART E-1: CASE SUBMISSION AND UPDATE RECORD LAYOUT				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
Submitting State Code	1-2	2	A	<p><b>Required – Key Data</b></p> <p>This field is required for all Transaction Types. This field must contain the valid, two-character, alphabetic state abbreviation of the submitting state. Refer to Chart H-1, “State and Territory Abbreviations,” for a list of these codes.</p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals ‘B’, ‘C’, ‘D’, ‘L’, ‘M’, ‘R’, ‘S’ or ‘Z’, all key fields (Submitting State Code, SSN, Case Type Indicator) must match key fields on the OCSE Case Master File in order for the transaction to be processed. If there is no match, the transaction is rejected.</li> </ul>

**CHART E-1: CASE SUBMISSION AND UPDATE RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
Local Code	3-5	3	A/N	<p><b>Optional</b></p> <p>This field is used with Transaction Types ‘A’ and ‘L’. This field contains the code that is used to associate the NCP with a local contact address when the PON is produced by OCSE, or an offset notice is produced by FMS.</p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals ‘A’, the local code that is submitted is compared against the OCSE State/Local Contact Phone and Address File. If the local code contains spaces or is not found, the local code for the case is set to zeros on the OCSE Case Master File, and a local code of zeros is submitted for the case to FMS.</li> <li>• If the Transaction Type equals ‘L’, and the local code that is submitted contains spaces, the local code for the case is set to zeros on the OCSE Case Master File, and a local code of zeros is submitted for the case to FMS. Otherwise, the local code that is submitted is compared against the OCSE State/Local Contact Phone and Address File. If the local code is not found, the transaction is rejected.</li> <li>• If the Transaction Type equals ‘B’, ‘C’, ‘D’, ‘M’, ‘S’, ‘R’ or ‘Z’, the local code, if present, is not updated at OCSE or FMS.</li> </ul> <p>Refer to Section 2.1.4.3.4, “Local Code Change,” for details about keeping local code information up to date at OCSE.</p>

<b>CHART E-1: CASE SUBMISSION AND UPDATE RECORD LAYOUT</b>				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
SSN	6-14	9	N	<p><b>Required – Key Data</b></p> <p>This field is required for all transaction types. This field must be numeric, must be greater than zero and must contain a valid SSN or ITIN.</p> <ul style="list-style-type: none"> <li>• If the transaction type is an ‘A’ (Add Case), the SSN is verified using an SSA routine that determines whether the SSN has ever been issued. If the SSN has never been issued, or the SSN could not be verified or matched but a corrected SSN was found, the transaction is rejected.</li> <li>• If the transaction type is an ‘A’ (Recertify Case), ‘B’, ‘C’, ‘D’, ‘L’, ‘M’, ‘R’, ‘S’ or ‘Z’, all of the key fields (Submitting State Code, SSN, and Case Type Indicator) must match key fields on the OCSE Case Master file in order for the transaction to be processed. If there is no match, the transaction is rejected.</li> </ul>
Case ID	15-29	15	A/N	<p><b>Conditionally Required</b></p> <p>This field is used if the Transaction Type equals ‘A’ or ‘C’. This field is for state use only; it is not sent to FMS or DoS.</p> <ul style="list-style-type: none"> <li>• If this field is not used by the state, it is filled with spaces.</li> <li>• If the Transaction Type equals ‘A’, the Case ID, if present, is stored on the Case Master File without performing any edits.</li> <li>• If the Transaction Type equals ‘C’, this field is required. The new Case ID overwrites the existing Case ID without performing any edits.</li> <li>• If the Transaction Type equals ‘B’, ‘D’, ‘L’, ‘M’, ‘R’, ‘S’ or ‘Z’, the Case ID, if present, is not updated at OCSE.</li> </ul>

**CHART E-1: CASE SUBMISSION AND UPDATE RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
NCP Last Name	30-49	20	A/N	<p><b>Required</b></p> <p>This field is required for all Transaction Types. No spaces or special characters, except a hyphen, can be embedded within the first four positions.</p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals 'A' (Recertify Case), and the last name does not match the OCSE Case Master File for the NCP, the name is processed as a name change.</li> <li>• If the Transaction Type equals 'A' (Add Case) or 'B', the first four positions must contain at least one alphabetic character. After the last name passes this edit check, it is stored on the OCSE Case Master File.</li> <li>• If the Transaction Type equals 'C', 'D', 'L', 'M', 'R', 'S' or 'Z', the first four characters that are submitted must match the first four characters that are stored on the OCSE Case Master File, or the first four characters of a Transaction Type 'B' transaction for the same case in the same process. If there is no match, the transaction is rejected.</li> </ul> <p>Refer to Sections 2.1.4.3.1, "Name Change," and 2.1.5.6, "Name Processing," for more detail.</p>

<b>CHART E-1: CASE SUBMISSION AND UPDATE RECORD LAYOUT</b>				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
NCP First Name	50-64	15	A/N	<p><b>Conditionally Required</b></p> <p>This field is required if the Transaction Type equals 'A' or 'B'. The first position of this field must contain an alphabetic character.</p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals 'A' (Add Case) or 'B', the first name is stored on the OCSE Case Master File after passing the edit check above.</li> <li>• If the Transaction Type equals 'A' (Recertify Case), and the first name does not match the OCSE Case Master File for the NCP, the name is processed as a name change.</li> <li>• If the Transaction Type equals 'C', 'D', 'L', 'M', 'R', 'S' or 'Z', the NCP first name, if present, is not updated at OCSE or FMS.</li> </ul> <p>Refer to Sections 2.1.4.3.1, "Name Change," and 2.1.5.6, "Name Processing," for more detail.</p>

**CHART E-1: CASE SUBMISSION AND UPDATE RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
Arrearage Amount (Accumulated Payment Amount)	65-72	8	N	<p><b>Conditionally Required</b></p> <ul style="list-style-type: none"> <li>• If Transaction Type equals 'A', 'M', or 'S', this field is required. This field must contain a numeric amount in whole dollars only. Decimal points, dollar signs, commas, or plus/minus signs are not valid (e.g., \$1,500.00 = 00001500).</li> <li>• If the Transaction Type equals 'A', the arrearage amount is the current amount that is owed by the NCP. If the arrearage amount is less than \$25, the Add Case transaction is rejected.</li> <li>• If the Transaction Type equals 'D', this field is not required. The existing arrearage amount on the OCSE Case Master File is set to zero.</li> <li>• If the Transaction Type equals 'M', the arrearage amount is the current amount that is owed by the NCP. If the arrearage amount is equal to zero, the case is flagged as deleted.</li> <li>• If the Transaction Type equals 'S', this field functions as the Accumulated Payment Amount Field and is referred to by that name. The accumulated payment amount is the accumulated State Payment Amount for the year during which the offset occurred.</li> <li>• If the Transaction Type equals 'B', 'C', 'L', 'R' or 'Z', the arrearage amount, if present, is not updated at OCSE or FMS.</li> </ul>

<b>CHART E-1: CASE SUBMISSION AND UPDATE RECORD LAYOUT</b>				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
Transaction Type	73	1	A	<p><b>Required</b> This field must contain a valid Transaction Type code. Valid codes for this field are:</p> <ul style="list-style-type: none"> <li>A – Add/Recertify Case</li> <li>B – Name Change</li> <li>C – Case ID Change</li> <li>D – Delete Case</li> <li>L – Local Code Change</li> <li>M – Modify Arrearage Amount</li> <li>R – Replace Exclusion Indicator(s)</li> <li>S – State Payment</li> <li>Z – Address Change</li> </ul>
Case Type Indicator	74	1	A	<p><b>Required – Key Data</b> This field is required for all Transaction Types. This field must contain one of the following valid case type codes:</p> <ul style="list-style-type: none"> <li>A – TANF</li> <li>N – non-TANF</li> <li>• If the Transaction Type equals ‘B’, ‘C’, ‘D’, ‘L’, ‘M’, ‘R’, ‘S’ or ‘Z’, all key fields (Submitting State Code, SSN, and Case Type Indicator) must match key fields on the OCSE Case Master File in order for the transaction to be processed. If there is no match, the transaction is rejected.</li> </ul>
Filler	75-79	5	A/N	<ul style="list-style-type: none"> <li>• Space filled.</li> </ul>

**CHART E-1: CASE SUBMISSION AND UPDATE RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
Process Year	80-83	4	A/N	<p><b>Conditionally Required</b></p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals 'S', this field must be in CCYY format, and must contain the year during which the tax refund or administrative payment was offset. The date must fall within the previous seven years of the current year.</li> <li>• If Transaction Type equals 'A', 'B', 'C', 'D', 'L', 'M', 'R' or 'Z', this field, if present, is not updated at OCSE.</li> </ul>
NCP Address Line 1	84-113	30	A/N	<p><b>Conditionally Required</b></p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals 'A' (Add Case) or 'Z', this field contains the first address line of the NCP's mailing address. If this line is blank, the NCP Address Line 2 Field is checked for an address (refer to Section 2.1.5.4, "Address Processing," for information).</li> <li>• If the Transaction Type equals 'Z', NCP Address Line 1 and NCP Address Line 2 cannot both be all spaces.</li> <li>• If the Transaction Type equals 'A' (Recertify Case), this field is not required. If present, the address that is currently stored at OCSE is updated with the submitted address. The submitted address is processed through FINALIST® for standardization and scrubbing before the update occurs.</li> <li>• If the Transaction Type equals 'B', 'C', 'D', 'L', 'M', 'S', or 'R', the address, if present, is not updated at OCSE or FMS.</li> </ul>

<b>CHART E-1: CASE SUBMISSION AND UPDATE RECORD LAYOUT</b>				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
NCP Address Line 2	114-143	30	A/N	<p><b>Optional</b></p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals 'A' (Add Case) or 'Z', this field may contain the second address line for the NCP (refer to Section 2.1.5.4, "Address Processing," for information)</li> <li>• If the Transaction Type equals 'Z', NCP Address Line 1 and NCP Address Line 2 cannot both be all spaces.</li> <li>• If the Transaction Type equals 'A' (Recertify Case), this field is not required. If present, the address that is currently stored at OCSE is updated with the submitted address. The submitted address is processed through FINALIST® for standardization and scrubbing before the update occurs.</li> <li>• If the Transaction Type equals 'B', 'C', 'D', 'L', 'M', 'S', or 'R', the address, if present, is not updated at OCSE or FMS.</li> </ul>
NCP City	144-168	25	A/N	<p><b>Conditionally Required</b></p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals 'A' (Add Case) or 'Z', this field contains the city of the NCP's mailing address (refer to Section 2.1.5.4, "Address Processing," for information).</li> <li>• If the Transaction Type equals 'A' (Recertify Case), this field is not required. If present, the address that is currently stored at OCSE is updated with the submitted address. The submitted address is processed through FINALIST® for standardization and scrubbing before the update occurs.</li> <li>• If the Transaction Type equals 'Z', the NCP City is required.</li> <li>• If the Transaction Type equals 'B', 'C', 'D', 'L', 'M', 'S', or 'R', the address, if present, is not updated at OCSE or FMS.</li> </ul>

<b>CHART E-1: CASE SUBMISSION AND UPDATE RECORD LAYOUT</b>				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
NCP State	169-170	2	A	<p><b>Conditionally Required</b></p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals 'A' (Add Case) or 'Z', this field contains a two-character, alphabetic state abbreviation of the state of the NCP's mailing address. Refer to Section 2.1.5.4, "Address Processing," for information regarding address processing.</li> <li>• If the Transaction Type equals 'A' (Recertify Case), this field is not required. If present, the address that is currently stored at OCSE is updated with the submitted address. The submitted address is processed through FINALIST® for standardization and scrubbing before the update occurs.</li> <li>• If the Transaction Type equals 'Z', the NCP State is required.</li> <li>• If the Transaction Type equals 'B', 'C', 'D', 'L', 'M', 'S', or 'R', the address, if present, is not updated at OCSE or FMS.</li> </ul>
NCP Zip Code	171-179	9	N	<p><b>Conditionally Required</b></p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals 'A' (Add Case) or 'Z', this field contains a five- or nine-digit zip code. Refer to Section 2.1.5.4, "Address Processing," for information regarding address processing.</li> <li>• If the Transaction Type equals 'A' (Recertify Case), this field is not required. If present, the address that is currently stored at OCSE is updated with the submitted address. The submitted address is processed through FINALIST® for standardization and scrubbing before the update occurs.</li> <li>• If the Transaction Type equals 'Z', the NCP Zip Code is required.</li> <li>• If the Transaction Type equals 'B', 'C', 'D', 'L', 'M', 'S', or 'R', the address, if present, is not updated at OCSE or FMS.</li> </ul>

<b>CHART E-1: CASE SUBMISSION AND UPDATE RECORD LAYOUT</b>				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
Date Issued	180-187	8	A/N	<p><b>Conditionally Required</b></p> <ul style="list-style-type: none"> <li>If the Transaction Type equals 'A', and the state issues their own PONs, this field is required. The date must be in CCYYMMDD format. This field indicates the date that the PON was mailed. If OCSE issues the PON, OCSE fills the date.</li> <li>If the Transaction Type equals 'B', 'C', 'D', 'L', 'M', 'S', 'R' or 'Z', the date issued, if present, is not updated at OCSE or FMS.</li> </ul>
Exclusion Indicator(s)	188-227	40	A	<p><b>Optional</b></p> <ul style="list-style-type: none"> <li>If the Transaction Type equals 'A' or 'R', this field is optional. If setting more than one exclusion indicator, the indicators must be separated with a comma or space (e.g., "RET, PAS, FIN," or "RET PAS FIN"). Valid exclusion indicators are:  ADM – Exclude all Administrative Offsets (RET, SAL, VEN)  RET – Exclude Federal Retirement Offset  VEN – Exclude Vendor Payment/Miscellaneous Offset  SAL – Exclude Federal Salary Offset (pre-set at FMS on all cases)  TAX – Exclude Tax Refund Offset  PAS – Exclude Passport Denial  FIN – Exclude Multistate Financial Institution Data Match  DCK – Exclude Debt Check Program (for participating states)  INS – Exclude Insurance Match (for participating states)  Space – Remove all existing exclusion indicators</li> <li>If the Transaction Type equals 'B', 'C', 'D', 'L', 'M', 'S', or 'Z', this field, if present, is not updated at OCSE or FMS.</li> </ul>
Filler	228-244	17	A/N	Space filled.

CHART E-1: CASE SUBMISSION AND UPDATE RECORD LAYOUT				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
Request Code	245	1	A/N	<p><b>Optional</b></p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals 'M', this field may contain a 'P' to request that a PON be generated by OCSE. If present, this field generates a PON if all of the edits are passed to update an arrearage amount and for processing a notice.</li> <li>• If the Transaction Type equals 'A', 'B', 'C', 'D', 'L', 'R', 'S', or 'Z', no action is taken at OCSE or FMS, if this field contains a value.</li> </ul>

**CHART E-2: CASE SUBMISSION AND UPDATE CONTROL RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
Submitting State Code	1-2	2	A	This field should contain a valid, two-character, alphabetic state abbreviation of the submitting state.
Control	3-5	3	A	This field must contain the value 'CTL' to indicate that this is the control record for the file.
Total TANF Records	6-14	9	N	This field should contain the total number of TANF records on the Case Submission and Update File.
Total Non-TANF Records	15-23	9	N	This field should contain the total number of non-TANF records on the Case Submission and Update File.
Total TANF Amount	24-34	11	N	This field should contain the total arrearage amount for TANF records on the Case Submission and Update File.
Total Non-TANF Amount	35-45	11	N	This field should contain the total arrearage amount for non-TANF records on the Case Submission and Update File.
Filler	46-245	200	A/N	Space filled.

**CHART E-3: STATE/LOCAL CONTACT PHONE AND ADDRESS RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/{2013}

Field Name	Location	Length	A/N	Comments
Submitting State Code	1-2	2	A	<b>Required – Key Data</b> This field must contain a valid, two-character, alphabetic state abbreviation of the submitting state. Refer to Appendix H, “State, Territory and Country Codes,” for a list of these codes.
Local Code	3-5	3	A/N	<b>Required – Key Data</b> This field must be numeric. <ul style="list-style-type: none"> <li>• If the local code is equal to ‘000’, the state contact information is updated.</li> <li>• If the local code is other than ‘000’ and the local code is found on the OCSE State/Local Contact Phone and Address File, the local contact information is updated.</li> <li>• If the local code is other than ‘000’ and the local code is not found on the OCSE State/Local Contact Phone and Address File, the local contact information is added.</li> </ul>
Telephone Number 1	6-19	14	A/N	<b>Required</b> This field must contain the state or local contact telephone number. The area code must be surrounded by parentheses, with a space after the right parenthesis. The first three digits of the telephone number are followed by a dash, and the last four digits of the telephone number fill the remainder of the field (e.g., 301-555-1212).
Extension 1	20-23	4	N	<b>Optional</b> If used, this field must be numeric, and contains the extension to Telephone Number 1.

**CHART E-3: STATE/LOCAL CONTACT PHONE AND ADDRESS RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/{2013}

Field Name	Location	Length	A/N	Comments
Telephone Number 2	24-37	14	A/N	<b>Optional</b> This field should contain the in-state toll-free telephone number, and will be designated as such on the PON. The area code must be surrounded by parentheses with a space after the right parenthesis. The first three digits of the telephone number are followed by a dash, and the last four digits of the telephone number fill the remainder of the field (e.g., (800) 555-1212).
Extension 2	38-41	4	N	<b>Optional</b> If present, this field must be numeric, and contains the extension to Telephone Number 2.
State Agency Name	42-76	35	A/N	<b>Required</b> This field must contain the name of the contact office (e.g., Bureau of Child Support Enforcement). A reference to “Child Support” or “Family Support” must be included in this field. Do not reference the ‘IRS’, ‘FMS’, or specific names of contact persons in any of the State Agency Name or Address fields.
State Agency Address Line 1	77-111	35	A/N	<b>Conditionally Required</b> This field is required if Address Lines 2 and 3 are spaces.
State Agency Address Line 2	112-146	35	A/N	<b>Conditionally Required</b> This field is required if Address Lines 1 and 3 are spaces.
State Agency Address Line 3	147-181	35	A/N	<b>Conditionally Required</b> This field is required if Address Lines 1 and 2 are spaces.
State Agency Address Line 4	182-216	35	A/N	<b>Required</b> This field must contain the fourth address line for the state agency name (e.g., state, city and zip code).
Filler	217-220	4	A/N	Space Filled.

## F. OUTPUT RECORD SPECIFICATIONS

This appendix consists of the following charts:

- Chart F-1: Rejected Case Submission and Update Record Layout
- Chart F-2: Rejected Case Submission and Update Control Record Layout
- Chart F-3: Unaccountable Missing Address/Corrected SSN (UMACS) Record Layout
- Chart F-4: Collection and Adjustment Record Layout
- Chart F-5: Collection and Adjustment Control Record Layout
- Chart F-6: Case Reconciliation Record Layout
- Chart F-7: Case Reconciliation Control Record Layout

Each chart provides a detailed description of the output records in the files that are created by the FOP System.

Each record layout in this section provides the following information:

1. Field Name
2. Location
3. Length
4. Type (A = alphabetic, N = numeric, or A/N = alphanumeric)
5. Comments

The Comments column in the charts provides an explanation of each field in the record layout and its relationship to other fields or records. Additional information regarding the fields may be found in Appendix C, “Data Dictionary.”

The output files are transmitted to the states using SSA’s network and the CyberFusion Integration Suite (CFI) protocol. Additional information regarding CFI, and the process for transmission of data, may be found in Section 6.1, “CyberFusion Integration Suite.”

**CHART F-1: REJECTED CASE SUBMISSION AND UPDATE RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
Submitting State Code	1-2	2	A	This field contains the state abbreviation that was sent to OCSE on the Case Submission and Update Record.
Local Code	3-5	3	A/N	This field contains the local code that was sent to OCSE by the state on the Case Submission and Update Record.
SSN	6-14	9	N	This field contains the Social Security number that was sent to OCSE by the state on the Case Submission and Update Record.
Case ID	15-29	15	A/N	This field contains the case ID that was submitted to OCSE on the Case Submission and Update Record.
NCP Last Name	30-49	20	A/N	This field contains the NCP last name that was sent to OCSE by the state on the Case Submission and Update Record.
NCP First Name	50-64	15	A/N	This field contains the NCP first name that was sent to OCSE by the state on the Case Submission and Update Record.
Arrearage Amount	65-72	8	N	This field contains the arrearage amount that was sent to OCSE by the state on the Case Submission and Update Record.
Transaction Type	73	1	A	This field contains the transaction type that was sent to OCSE by the state on the Case Submission and Update Record.
Case Type Indicator	74	1	A	This field contains the case type indicator that was sent to OCSE by the state on the Case Submission and Update Record.
Transfer State Code	75-76	2	A	This field contains the transfer state code that was sent to OCSE by the state on the Case Submission and Update Record.
Transfer Local Code	77-79	3	A/N	This field contains the transfer local code that was sent to OCSE by the state on the Case Submission and Update Record.
Process Year	80-83	4	A/N	This field contains the process years that were sent to OCSE by the state on the Case Submission and Update Record.

**CHART F-1: REJECTED CASE SUBMISSION AND UPDATE RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
NCP Address Line1	84-113	30	A/N	This field contains the NCP address line 1 that was sent to OCSE by the state on the Case Submission and Update Record.
NCP Address Line2	114-143	30	A/N	This field contains the NCP address line 2 that was sent to OCSE by the state on the Case Submission and Update Record.
NCP City	144-168	25	A/N	This field contains the NCP city that was sent to OCSE by the state on the Case Submission and Update Record.
NCP State	169-170	2	A	This field contains the NCP state that was sent to OCSE by the state on the Case Submission and Update Record.
NCP Zip Code	171-179	9	N	This field contains the NCP zip code that was sent to OCSE by the state on the Case Submission and Update Record.
Date Issued	180-187	8	A/N	This field contains the PON date that was sent to OCSE by the state on the Case Submission and Update Record.
Exclusion Indicator(s)	188-227	40	A	This field contains the exclusion indicator(s) that was sent to OCSE by the state on the Case Submission and Update Record.
Rejected Error Codes	228-239	12	A/N	This field contains up to six two-digit codes. These codes are reported consecutively with no commas or spaces. Refer to Charts G-1, "Rejected Case Submission and Update Error Codes," and G-2, "Rejected Case Submission and Update Warning Codes," for complete lists of possible error and warning codes.
OCSE Last Name	240-243	4	A/N	When a case is rejected with error code 17, this field contains the first four characters of the NCP last name that is stored on the OCSE Case Master File for this case. The OCSE Last Name can be used to correct the NCP last name at the state. Refer to Chart G-1, "Rejected Case Submission and Update Error Codes," for a complete description of Error Code 17.

**CHART F-1: REJECTED CASE SUBMISSION AND UPDATE RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
Corrected SSN Indicator	244	1	A/N	For records with a value of '02' in the Rejected Error Codes field, the value of this indicator informs the submitting state whether a corrected SSN was identified for the submitted SSN. Y – A record with the state submitted SSN and submitting state code will be returned in the UMACS file; the record will also contain the corrected SSN found. Space – No corrected SSN was found.
Request Code	245	1	A/N	This field contains the request code that was sent to OCSE by the state on the Case Submission and Update Record.

<b>CHART F-2: REJECTED CASE SUBMISSION AND UPDATE CONTROL RECORD LAYOUT</b>				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
Submitting State Code	1-2	2	A	This field contains the state abbreviation that was sent to OCSE by the state on the Case Submission and Update Record.
Reject Control	3-5	3	A	This is a constant field and contains 'CTL' to identify this record as the Reject Control Record.
TANF Accepted	6-14	9	N	This field contains the total number of TANF records on the Case Submission and Update Record that were accepted by OCSE.
TANF Rejected	15-23	9	N	This field contains the total number of TANF records on the Case Submission and Update Record that were rejected by OCSE.
Non-TANF Accepted	24-32	9	N	This field contains the total number of non-TANF records on the Case Submission and Update Record that were accepted by OCSE.
Non-TANF Rejected	33-41	9	N	This field contains the total number of non-TANF records on the Case Submission and Update Record that were rejected by OCSE.
TANF Warning	42-50	9	N	This field contains the total number of TANF records on the Case Submission and Update Record that received a warning from OCSE.
Non-TANF Warning	51-59	9	N	This field contains the total number of non-TANF records on the Case Submission and Update Record that received a warning from OCSE.
Filler	60-245	186	A/N	Space filled.

<b>CHART F-3: UNACCOUNTABLE MISSING ADDRESS/CORRECTED SSN (UMACS) RECORD LAYOUT</b>				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
Submitting State Code	1-2	2	A	This field contains the state abbreviation that was sent to OCSE by the state on the Case Submission and Update Record.
Local Code	3-5	3	A/N	This field contains the local code that was sent to OCSE by the state on the Case Submission and Update Record.
SSN	6-14	9	A/N	This field contains the Social Security number that was sent to OCSE by the state on the Case Submission and Update Record.
Case ID	15-29	15	A/N	This field contains the case identification that was sent to OCSE by the state on the Case Submission and Update Record.
NCP Last Name	30-49	20	A/N	This field contains the NCP last name that was sent to OCSE by the state on the Case Submission and Update Record.
NCP First Name	50-64	15	A/N	This field contains the NCP first name that was sent to OCSE by the state on the Case Submission and Update Record.
Arrearage Amount	65-75	11	N	This field contains the arrearage amount that was sent to OCSE by the state on the Case Submission and Update Record.
Unaccountable Error Code	76-77	2	A	This field contains one two-digit error code that identifies the reason that the record is being returned. Refer to Appendix G, Chart G-3, "Unaccountable Missing Address/Corrected SSN Error Codes," for a complete list of possible error codes and explanations.
Name Control	78-81	4	A	This field contains the first four characters of the NCP last name that was sent to OCSE on the Case Submission and Update Record.
Case Type Indicator	82	1	A/N	This field contains the case type indicator that was sent to OCSE by the state on the Case Submission and Update Record.
Transfer State Code	83-84	2	A	This field contains the transfer state code that was sent to OCSE by the state on the Case Submission and Update Record.

<b>CHART F-3: UNACCOUNTABLE MISSING ADDRESS/CORRECTED SSN (UMACS) RECORD LAYOUT</b>				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
Transfer Local Code	85-87	3	A/N	This field contains the transfer local code that was sent to OCSE by the state on the Case Submission and Update Record.
Corrected SSN	88-96	9	A/N	<ul style="list-style-type: none"> <li>• If the unaccountable error code is 31, this field contains a corrected Social Security number that was received from SSA.</li> <li>• If the unaccountable error code is 20, this field is spaces.</li> </ul>
Corrected SSN Source Indicator	97	1	A/N	<p>I – This record is being returned because an Add transaction was submitted with an invalid SSN, and a corrected SSN was found for the submitted SSN.</p> <ul style="list-style-type: none"> <li>• If the unaccountable error code is '20', this field is spaces.</li> <li>• If the unaccountable error code is '31', this indicator informs the state of the reason that a corrected SSN is being returned.</li> </ul>
Filler	98-108	11	A/N	Space filled.

**CHART F-4: COLLECTION AND ADJUSTMENT RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
Submitting State Code	1-2	2	A	This field contains the state abbreviation that was sent to OCSE by the state and stored on the OCSE Case Master File.
Local Code	3-5	3	A/N	This field contains the local code that was sent to OCSE by the state and stored on the OCSE Case Master File.
SSN	6-14	9	N	This field contains the Social Security number that was sent to OCSE by the state and stored on the OCSE Case Master File.
Case ID	15-29	15	A/N	This field contains the case identification that was sent to OCSE by the state and stored on the OCSE Case Master File.
NCP Last Name	30-49	20	A/N	This field contains the NCP last name that was sent to OCSE by the state and stored on the OCSE Case Master File.
NCP First Name	50-64	15	A/N	This field contains the NCP first name s that was sent to OCSE by the state and stored on the OCSE Case Master File.
Certified Arrearage Amount	65-75	11	N	This field contains the arrearage amount that is stored on the OCSE Case Master File at the time of certification. The certified arrearage amount is a signed positive numeric amount with two decimal places assumed.
Collection Amount	76-86	11	N	This field contains the amount of the offset that was sent to OCSE on the FMS Weekly Collection Record. The collection amount is a signed positive numeric amount with two decimal places assumed. <ul style="list-style-type: none"> <li>If the Collection Amount Field contains a value greater than zero, the adjustment amount is zeroes.</li> </ul>
Adjustment Amount	87-97	11	N	This field contains the amount of the adjustment that was sent to OCSE on the FMS Weekly Collection Record. The adjustment amount is a signed positive numeric amount with two decimal places assumed. <ul style="list-style-type: none"> <li>If the adjustment amount contains a value greater than zero, the collection amount is zeroes.</li> </ul>

**CHART F-4: COLLECTION AND ADJUSTMENT RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
Adjustment Year	98-101	4	N	This field contains the year during which the offset originated that was sent to OCSE on the FMS Weekly Collection Record. The adjustment year is in the CCYY format. <ul style="list-style-type: none"> <li>If the adjustment amount is greater than zero, this field contains a valid year.</li> <li>If the collection amount is greater than zero this field is zeroes.</li> </ul>
Offset Year	102-105	4	N	This field contains the current processing year when the offset occurred, in the CCYY format.
Return Indicator	106	1	A	This field contains the return indicator that was sent to OCSE on the FMS Weekly Collection Record. The return indicator identifies whether or not this is a joint return. Y – joint return N – not a joint return
Case Type Indicator	107	1	A	This field contains the case type indicator that was sent to OCSE by the state and stored on the OCSE Case Master File.
Transfer State Code	108-109	2	A	This field contains the transfer state code that was sent to OCSE by the state, and stored on the OCSE Case Master File.
Transfer Local Code	110-112	3	A/N	This field contains the transfer local code that was sent to OCSE by the state, and stored on the OCSE Case Master File.
Payment Name	113-147	35	A/N	<ul style="list-style-type: none"> <li>If the collection amount is greater than zero, this field contains the name on the FMS Payment Record.</li> <li>If the return indicator is equal to ‘Y’, this field may contain both NCP and/or other name(s).</li> <li>If the adjustment amount is greater than zero, this field contains spaces.</li> </ul>

**CHART F-4: COLLECTION AND ADJUSTMENT RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
Payment Street Address	148-182	35	A/N	<ul style="list-style-type: none"> <li>If the collection amount is greater than zero, this field contains the payment street address that was sent to OCSE on the FMS Weekly Collection Record.</li> <li>If the adjustment amount is greater than zero, this field contains spaces.</li> </ul>
Payment City and State	183-207	25	A/N	<ul style="list-style-type: none"> <li>If the collection amount is greater than zero, this field contains the payment city and state that was sent to OCSE on the FMS Payment Record.</li> <li>If the adjustment amount is greater than zero, this field contains spaces.</li> </ul>
Payment Zip Code	208-216	9	N	<ul style="list-style-type: none"> <li>If the collection amount is greater than zero, this field contains the payment Zip Code that was sent to OCSE on the FMS Payment Record.</li> <li>If the adjustment amount is greater than zero, this field contains spaces.</li> </ul>
Offset Type	217-219	3	A	<p>This field identifies the type of offset or adjustment that applied. Valid values are:</p> <p>RET – Federal Retirement TAX – Tax Refund Offset VEN – Vendor Payment/Miscellaneous</p>
Fee Amount	220-224	5	N	<p>This field contains the service fee amount for an offset that was sent to OCSE on the FMS Weekly Collection Record. The fee amount is a signed positive numeric amount with two decimal places assumed.</p> <ul style="list-style-type: none"> <li>If the collection amount contains a value greater than zero, the fee amount is non-zeroes.</li> </ul>
Injured Spouse	225	1	A	This field contains the injured spouse indicator that was sent to OCSE on the

**CHART F-4: COLLECTION AND ADJUSTMENT RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
Indicator				<p>FMS Weekly Collection Record. The injured spouse indicator identifies if an injured spouse allocation has been processed.</p> <p>Y – processed injured spouse allocation N – no information is available, or no injured spouse allocation has been filed</p> <p>This field is only populated for joint return offset records, i.e., position 106 is a ‘Y’ and position 107 is an ‘N’.</p> <ul style="list-style-type: none"> <li>• If the record is for a single return offset or any adjustment record, the field contains a space.</li> </ul>
Zero Balance Delete Indicator	226	1	A	<p>This field contains the zero balance delete indicator that was set by OCSE to show that an offset reduced the modified arrearage amount for a case to zero. The case is deleted at OCSE but not FMS.</p> <p>Y – case deleted by the offset N – all other records, including adjustments and offsets that did not reduce the modified arrearage amount to zeros</p>
TOP Trace Number	227-236	10	A/N	The trace number assigned to an offset collection by FMS and returned as an identifier with a collection or associated adjustment.
Filler	237-240	4	A/N	Space filled.

**CHART F-5: COLLECTION AND ADJUSTMENT CONTROL RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
Submitting State Code	1-2	2	A	This field contains the state abbreviation that was sent to OCSE and stored on the OCSE Case Master File.
Filler	3-5	3	A/N	Space Filled.
Total Control	6-14	9	A/N	This field is a constant field and contains 'TOTAL' to identify this record as the Collection and Adjustment Control Record.
Filler	15-34	20	A/N	Space Filled.
Total Adjustments	35-49	15	N	This field contains the total number of adjustments that were processed.
Total Collections	50-64	15	N	This field contains the total number of collections that were processed.
Total Certified Arrearage Amount	65-75	11	N	This field is an accumulation of the certified arrearage amounts that were processed. The total certified arrearage amount is a signed positive numeric amount with two decimal places assumed.
Total Collection Amount	76-86	11	N	This field is an accumulation of the collection amounts that were processed. The total collection amount is a signed positive numeric amount with two decimal places assumed.
Total Adjustment Amount	87-97	11	N	This field is an accumulation of the adjustment amounts that were processed. The total adjustment amount is a signed positive numeric amount with two decimal places assumed.
Total Net Amount	98-108	11	N	This field contains the total collection amount minus the total adjusted amount. The total net amount is a signed positive numeric amount with two decimal places assumed.
Filler	109-240	132	A/N	Space filled.

**CHART F-6: CASE RECONCILIATION RECORD LAYOUT**

OMB Control No: 0970-0161 Expiration Date: 06/30/2013

Field Name	Location	Length	A/N	Comments
Record Identifier	1-3	3	A	This field is a constant and contains 'REC' to identify this record as the Federal Offset Reconciliation Detail Record.
Submitting State Code	4-5	2	A	This field contains a valid state code for the state requesting the Reconciliation File. The state code contains a valid two-character alphabetic postal abbreviation.
Local Code	6-8	3	A/N	This field contains the most recent local code submitted by the state and accepted for the case.
SSN	9-17	9	N	This field contains the Social Security number submitted for the NCP.
Case ID	18-32	15	A/N	This field contains the case identification that was submitted by the state for the case. This field contains spaces if a case identification was not submitted by the state.
NCP Last Name	33-52	20	A/N	This field contains the last name of the NCP as originally certified. It contains at least one alphabetic character and is uppercase. No embedded spaces or special characters, except a hyphen, are present within the first four positions.
NCP First Name	53-62	10	A/N	This field contains the first name of the NCP, up to the first 10 characters. It contains at least one alphabetic character and is uppercase.
Current Arrearage Amount	63-70	8	N	This field contains the current arrearage amount for the case. The value is the amount certified by the state net of any Tax or Administrative Offsets or modifications. This field contains the amount in whole dollars only.
Case Type Indicator	71	1	A	This field contains one of the following codes to indicate the type of case: A – TANF N – Non-TANF

CHART F-6: CASE RECONCILIATION RECORD LAYOUT				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
Last Pre-Offset Notice Date	72-79	8	A/N	<p>This field contains the date that the most recent Pre-Offset Notice was sent, in CCYYMMDD format.</p> <ul style="list-style-type: none"> <li>• If OCSE issues the notice for the state, this is the date that the PON was sent by OCSE.</li> <li>• If the state issues the PON, this is the date issued that was provided by the state on the Add Case Transaction or the Annual Submittal Process Transaction.</li> </ul>
Pre-Offset Notice Hold Indicator	80	1	A	<p>This field contains one of the following values to indicate if the case is active at FMS:</p> <p>H – The case is on hold pending the Pre-Offset Notice hold period. Space – The case has either been sent to FMS or is MSFIDM-only.</p>
Department of State Action Indicator	81	1	A	<p>This field contains one of the following codes to indicate the action that was taken with DoS for the case:</p> <p>S – OCSE submitted the NCP to DoS for passport denial when the case’s arrearage amount exceeded the federally-mandated threshold. D – OCSE previously submitted the NCP to DoS for passport denial, but has now forwarded a Delete Record to DoS. C – OCSE submitted the NCP to DoS for passport denial when the combined arrearage amount for the eligible TANF and non-TANF cases from a single state exceeded the federally-mandated threshold. R – OCSE submitted the NCP to DoS for passport denial, but DoS rejected the case for an invalid country code or an invalid DOB. Space – The NCP is eligible to receive his/her passport, based on one of the following conditions: 1) the current arrearage amount is less than the federally-mandated threshold, or 2) the Passport Denial Exclusion Indicator was set.</p>

<b>CHART F-6: CASE RECONCILIATION RECORD LAYOUT</b>				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013}				
Field Name	Location	Length	A/N	Comments
Administrative Offset Exclusion Indicator	82-84	3	A	This field contains one of the following values that were sent by the state: ADM – Exclude all Administrative Offsets (RET, SAL, VEN) Space – Exclusion indicator does not apply
Federal Retirement Offset Exclusion Indicator	85-87	3	A	This field contains one of the following values that were sent by the state: RET – Exclude Federal Retirement Space – Exclusion indicator does not apply
Vendor Payments Exclusion Indicator	88-90	3	A	This field contains one of the following values that were sent by the state: VEN – Exclude Vendor Payment/Miscellaneous Space – Exclusion indicator does not apply
Federal Salary Exclusion Indicator	91-93	3	A	This field contains one of the following values that were sent by the state: SAL – Exclude Federal Salary ( <b>pre-set on all cases at FMS</b> ) Space – Exclusion indicator does not apply
Tax Refund Offset Exclusion Indicator	94-96	3	A	This field contains one of the following values that were sent by the state: TAX – Exclude Tax Refund Offset Space – Exclusion indicator does not apply
Passport Denial Exclusion Indicator	97-99	3	A	This field contains one of the following values that were sent by the state: PAS – Exclude Passport Denial Space – Exclusion indicator does not apply
Multistate Financial Institution Data Match Exclusion Indicator	100-102	3	A	This field contains one of the following values that were sent by the state: FIN – Exclude MSFIDM Space – Exclusion indicator does not apply
Debt Check Exclusion Indicator	103-105	3	A	This field contains one of the following values that were sent by the state: DCK – Exclude from the Debt Check Program Space – Exclusion indicator does not apply

<b>CHART F-6: CASE RECONCILIATION RECORD LAYOUT</b>				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
Insurance Exclusion Indicator	106-108	3	A	This field contains one of the following values that were sent by the participating state: INS – Exclude from Insurance Match Space – Exclusion indicator does not apply
SSN/Name Verification Code	109	1	A	This field contains one of the following values to indicate whether the NCP has a verified or matched SSN/Name combination: M – The NCP’s current SSN/Name matches P – The NCP’s previous SSN/Name verifies or matches, the current SSN/Name does not verify or match U – The NCP’s current SSN/Name does not verify or match V – The NCP’s current SSN/Name verifies
Address Source	110	1	A	This field contains one of the following values to indicate the source of the address: O – Other S – Submitting state
Address Line 1	111-145	35	A/N	This field contains the first address line of the NCP’s mailing address.
Address Line 2	146-180	35	A/N	This field contains the second address line of the NCP’s mailing address.
City	181-205	25	A/N	This field contains the city of the NCP’s mailing address.
State	206-207	2	A/N	This field contains the state abbreviation of the NCP’s mailing address.
Zip	208-216	9	A/N	This field contains the zip code of the NCP’s mailing address.
Foreign Indicator	217	1	A/N	This field contains an indicator if the NCP’s address information is for a foreign address.
Country Name	218-242	25	A/N	This field contains the name of the NCP’s foreign country.
Filler	243-245	3	A/N	This field is reserved for future use and contains spaces.

<b>CHART F-7: CASE RECONCILIATION CONTROL RECORD LAYOUT</b>				
OMB Control No: 0970-0161 Expiration Date: 06/30/2013				
Field Name	Location	Length	A/N	Comments
Record Identifier	1-3	3	A	This field is a constant and contains 'RCT' to identify this record as the Federal Offset Reconciliation Control Totals Record.
Submitting State Code	4-5	2	A	This field contains the state abbreviation that was sent to OCSE by the state on the Case Submission and Update Record.
TANF Cases Returned	6-14	9	N	This field contains a count of the total detail records on the file for TANF cases.
Non-TANF Cases Returned	15-23	9	N	This field contains a count of the total detail records on the file for non-TANF cases.
Total Cases Returned	24-32	9	N	This field contains a count of the total number detailed records on the file.
Extract Date	33-40	8	N	This field contains the date that the reconciliation data was extracted from the OCSE Case Master File in CCYYMMDD format.
Filler	41-245	205	A/N	This field is reserved for future use and contains spaces.

## **G. ERROR CODES AND EXPLANATIONS**

This appendix consists of the following charts:

Chart G-1: Rejected Case Submission and Update Error Codes

Chart G-2: Rejected Case Submission and Update Warning Codes

Chart G-3: Unaccountable Missing Address/Corrected SSN Error Codes

<b>CHART G-1: REJECTED CASE SUBMISSION AND UPDATE ERROR CODES</b>		
<b>Error Code</b>	<b>Error Message and Explanation</b>	<b>Transaction Type</b>
<b>01</b>	<b>Invalid Submitting State Code</b> The state code for the submitting state was not a standard state abbreviation. Refer to Appendix H, "State, Territory and Country Codes," for a list of valid country codes.	A (Add/Recertify), B, C, D, L, M, R, S, Z
<b>02</b>	<b>Invalid SSN</b> The Social Security number contained blanks, non-numeric digits, all zeros, or has not been issued by the SSA. The SSN also may have been rejected because a corrected SSN was found to match the submitted obligor name. Refer to Chart E-1, "Case Submission and Update Record Layout," for specific edit criteria.	A (Add/Recertify)
<b>03</b>	<b>Invalid Last Name</b> The first four characters of the last name contained embedded spaces or special characters, other than a hyphen; or the last name was all spaces.	A (Add/Recertify), B
<b>04</b>	<b>Invalid First Name</b> The first position of the first name contained a space or special character.	A (Add/Recertify), B
<b>05</b>	<b>Invalid Arrearage Amount</b> If the Transaction Type equals 'A', the arrearage amount was not numeric, contained special characters (e.g., dollar sign, plus or minus sign, or decimal point, etc.), or was less than \$25. If the Transaction Type equals 'M', the arrearage amount was not numeric or contained special characters (e.g., dollar sign, plus or minus sign, or decimal point, etc.). If the Transaction Type equals 'S', the accumulated payment amount was not numeric or contained special characters.	A (Add/Recertify), M, S
<b>06</b>	<b>Case Already Exists for an Add</b> The state tried to add a new case that was already active on the OCSE Case Master File.	A (Add Case)
<b>07</b>	<b>Invalid Transaction Type</b> The Transaction Type submitted on the Case Submission and Update Record was not equal to 'A', 'B', 'C', 'D', 'L', 'M', 'R', 'S' or 'Z'.	N/A

<b>CHART G-1: REJECTED CASE SUBMISSION AND UPDATE ERROR CODES</b>		
<b>Error Code</b>	<b>Error Message and Explanation</b>	<b>Transaction Type</b>
<b>08</b>	<p><b>Duplicate Transaction Request Exists for Same Cycle</b>                      More than one weekly update transaction containing the same Transaction Type, Submitting State Code, SSN, and Case Type indicator was submitted for processing in the same weekly processing cycle.</p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals 'S', the process year and the key fields match.</li> <li>• If the Transaction Type equals 'M', and both transactions are in the same file and have the same arrearage amount, only the first one is rejected.</li> <li>• If both transactions are in the same file and have a different arrearage amount, both are rejected because it cannot be determined which transaction was entered first by the submitting state.</li> </ul>	A (Add/Recertify), B, C, D, L, M, R, S, Z
<b>09</b>	<p><b>Invalid Case Type Indicator</b>                      The Case Type indicator was not equal to 'A' (TANF) or 'N' (non-TANF).</p>	A (Add/Recertify), B, C, D, L, M, R, S, Z
<b>11</b>	<p><b>Invalid State Payment Amount</b>                      If the Transaction Type equals 'S', the arrearage amount was not numeric, contained special characters (e.g., dollar sign, plus or minus sign, or decimal point, etc.), or was blank.</p>	S
<b>12</b>	<p><b>Record Not Found on the OCSE Case Master File</b>                      The key fields of the submitted case (SSN, State Code, and Case Type) did not match a case on the OCSE Case Master File.</p> <ul style="list-style-type: none"> <li>• If the Transaction Type equals 'S', no offset was found that matched the key fields and the process year that was submitted.</li> </ul>	B, C, D, L, M, R, S, Z
<b>17</b>	<p><b>Last Name Does Not Match OCSE Last Name</b>                      The first four characters of the submitted NCP last name did not match either the first four characters of the last name on the OCSE Case Master File, or the first four characters of the last name on a Name Change transaction that was submitted in the same cycle for the same State Code, SSN, and Case Type indicator.</p>	C, D, L, M, R, S, Z

<b>CHART G-1: REJECTED CASE SUBMISSION AND UPDATE ERROR CODES</b>		
<b>Error Code</b>	<b>Error Message and Explanation</b>	<b>Transaction Type</b>
<b>19</b>	<b>FMS Cannot Decrease a Debt with an Existing Balance of Zero</b> The balance for a case at FMS was equal to zero. An offset may have occurred at FMS that is still pending at OCSE. It is recommended that the state review its subsequent Collection and Adjustment File that is associated with the case.	M
<b>23</b>	<b>Invalid Transfer State Code</b> The State Code for the transfer state was not valid. Refer to Appendix H, "State and Territory Abbreviations; Country Codes," for a list of valid state codes.	T
<b>26</b>	<b>Invalid Processing Year for State Payment</b> The processing year submitted on a state Payment transaction was equal to spaces or was more than seven years older than the current year.	S
<b>29</b>	<b>Invalid Local Code</b> If the submitted Local Code was not spaces, it was not found on the state's Local Code File.	L
<b>32</b>	<b>Invalid Date Issued</b> The Pre-Offset Notice Date Issued Field was not in the CCYYMMDD format, contained spaces, was not numeric, or did not contain a valid date. This error code applies only to states that send their own Pre-Offset Notices.	A (Add/Recertify)
<b>33</b>	<b>Invalid Exclusion Indicator(s)</b> The Exclusion Indicator field on the Case Submission and Update Record contained an invalid value.	A (Add/Recertify), R
<b>34</b>	<b>State Payment Transaction Submitted, but No Offset Payment Found for the Offset Year</b> A State Payment transaction was submitted for a case that never received an offset during the processing year specified.	S
<b>38</b>	<b>Case Was Previously Deleted</b> An attempt was made to update or delete a case that was already flagged as deleted.	B, C, D, L, M, R, Z

<b>CHART G-1: REJECTED CASE SUBMISSION AND UPDATE ERROR CODES</b>		
<b>Error Code</b>	<b>Error Message and Explanation</b>	<b>Transaction Type</b>
<b>39</b>	<b>Invalid Transaction for MSFIDM-Only Case</b> An invalid attempt was made to switch a case from MSFIDM-Only to standard or from standard to an MSFIDM-Only case.	R
<b>40</b>	<b>Incomplete Address</b> An address must contain data in Address Line 1, and/or Address Line 2, City, and State.	Z

<b>CHART G-2: REJECTED CASE SUBMISSION AND UPDATE WARNING CODES</b>		
<b>Warning Code</b>	<b>Warning Message and Explanation</b>	<b>Transaction Type</b>
<b>47</b>	<b>Address Warning</b> The address for Transaction Type 'A' is missing both an Address Line 1 and an Address Line 2, or a City, or a State.	A (Add/Recertify)
<b>55</b>	<b>No PON Request for Mod to \$0</b> A Request Code of 'P' is included on a Transaction Type 'M' transaction that has the arrearage amount set to zeros.	M
<b>56</b>	<b>PON Req Invalid For MSFIDM-Only Case</b> A Request Code of 'P' is included on a Transaction Type 'M' transaction for a MSFIDM-only case.	M
<b>57</b>	<b>No Prev PON Date For PON Req</b> A Request Code of 'P' is included on a Transaction Type 'M' transaction for a case that has not been issued a Pre-Offset Notice.	M
<b>58</b>	<b>PON Request Missing Address</b> A Request Code of 'P' is included on a Transaction Type 'M' transaction for a case that does not have an address.	M
<b>59</b>	<b>PON Req Not Avail For State Notice</b> A Request Code of 'P' is included on a Transaction Type 'M' transaction where the case is in a state that issues its own notices.	M
<b>63</b>	<b>Name Unverified/Prev Valid</b> The current SSN/Name combination does not verify or pass a name match, but a previous SSN/Name combination for this NCP does verify or pass a name match.	A (Add/Recertify), B
<b>64</b>	<b>Name Unverified Warning</b> The current SSN/Name combination does not verify or pass a name match, and no previous SSN/Name combination for this NCP verifies or passes a name match.	A (Add/Recertify), B
<b>65</b>	<b>Invalid DOB/POB Warning</b> The Date of Birth and/or Place of Birth for this NCP is invalid.	A (Add/Recertify), B

<b>CHART G-3: UNACCOUNTABLE MISSING ADDRESS/CORRECTED SSN ERROR CODES</b>	
<b>Error Code</b>	<b>Error Message and Explanation</b>
<b>20</b>	The SSN was not found on the IRS Taxpayer Master File. As a result, it was not possible to obtain an address for the case. OCSE forwarded the SSN and the name to SSA. SSA was unable to find a corrected SSN for the name.
<b>31</b>	OCSE forwarded the name and SSN to SSA. SSA found a corrected SSN for the name. The corrected SSN is being returned in the UMACS record.

## H. STATE, TERRITORY AND COUNTRY CODES

This appendix consists of the following charts:

Chart H-1: State and Territory Abbreviations

Chart H-2: FMS Country Codes

The state, territory and country codes listed in these charts are compliant with U.S. Postal Service codes. State and territory abbreviations are displayed alphabetically.

Country code information is displayed two ways to facilitate easy lookup. The first two columns present countries and associated codes, sorted alphabetically by codes. The third and fourth columns present the same information, sorted alphabetically by country names.

<b>CHART H-1: STATE AND TERRITORY ABBREVIATIONS</b>			
State/Territory Name	Abbreviation	State/Territory Name	Abbreviation
Alabama	AL	Mississippi	MS
Alaska	AK	Missouri	MO
America Samoa	AS	Montana	MT
Arizona	AZ		
Arkansas	AR	Nebraska	NE
Armed Forces America	AA	Nevada	NV
Armed Forces Europe	AE	New Hampshire	NH
Armed Forces Pacific	AP	New Jersey	NJ
		New Mexico	NM
California	CA	New York	NY
Colorado	CO	North Carolina	NC
Connecticut	CT	North Dakota	ND
Delaware	DE	Ohio	OH
District of Columbia	DC	Oklahoma	OK
		Oregon	OR
Florida	FL		
		Pennsylvania	PA
Georgia	GA	Puerto Rico	PR
Guam	GU		
		Rhode Island	RI
Hawaii	HI		
		South Carolina	SC
Idaho	ID	South Dakota	SD
Illinois	IL		
Indiana	IN	Tennessee	TN
Iowa	IA	Texas	TX
Kansas	KS	Utah	UT
Kentucky	KY		
		Vermont	VT
Louisiana	LA	Virgin Islands	VI

<b>CHART H-1: STATE AND TERRITORY ABBREVIATIONS</b>			
State/Territory Name	Abbreviation	State/Territory Name	Abbreviation
		Virginia	VA
Maine	ME		
Maryland	MD	Washington	WA
Massachusetts	MA	West Virginia	WV
Michigan	MI	Wisconsin	WI
Minnesota	MN	Wyoming	WY

<b>CHART H-2: FMS COUNTRY CODES</b>			
<b>Code (Sorted by Code)</b>	<b>Country</b>	<b>Country (Sorted by Country)</b>	<b>Code</b>
AD	Andorra	Aaland Islands	AX
AE	United Arab Emirates	Afghanistan	AF
AF	Afghanistan	Albania	AL
AG	Antigua and Barbuda	Algeria	DZ
AI	Anguilla	American Samoa	AS
AL	Albania	Andorra	AD
AM	Armenia	Angola	AO
AN	Netherlands Antilles	Anguilla	AI
AO	Angola	Antarctica	AQ
AQ	Antarctica	Antigua and Barbuda	AG
AR	Argentina	Argentina	AR
AS	American Samoa	Armenia	AM
AT	Austria	Aruba	AW
AU	Australia	Australia	AU
AW	Aruba	Austria	AT
AX	Aaland Islands	Azerbaijan	AZ
AZ	Azerbaijan	Bahamas	BS
BA	Bosnia and Herzegovina	Bahrain	BH
BB	Barbados	Bangladesh	BD
BD	Bangladesh	Barbados	BB
BE	Belgium	Belarus	BY
BF	Burkina Faso	Belgium	BE
BG	Bulgaria	Belize	BZ
BH	Bahrain	Benin	BJ
BI	Burundi	Bermuda	BM
BJ	Benin	Bhutan	BT
BM	Bermuda	Bolivia	BO
BN	Brunei Darussalam	Bosnia and Herzegovina	BA
BO	Bolivia	Botswana	BW
BR	Brazil	Brazil	BR
BS	Bahamas	British Indian Ocean Terr	IO

<b>CHART H-2: FMS COUNTRY CODES</b>			
<b>Code (Sorted by Code)</b>	<b>Country</b>	<b>Country (Sorted by Country)</b>	<b>Code</b>
BT	Bhutan	Brunei Darussalam	BN
BW	Botswana	Bulgaria	BG
BY	Belarus	Burkina Faso	BF
BZ	Belize	Burundi	BI
CA	Canada	Cambodia	KH
CC	Cocos Islands	Cameroon	CM
CD	Congo, Dem. Republic of	Canada	CA
CF	Central African Republic	Cape Verde	CV
CG	Congo	Cayman Islands	KY
CH	Switzerland	Central African Republic	CF
CI	Cote d'Ivoire	Chad	TD
CK	Cook Islands	Chile	CL
CL	Chile	China	CN
CM	Cameroon	Christmas Island	CX
CN	China	Cocos Islands	CC
CO	Colombia	Colombia	CO
CR	Costa Rica	Comoros	KM
CS	Serbia and Montenegro	Congo	CG
CU	Cuba	Congo, Dem. Republic of	CD
CV	Cape Verde	Cook Islands	CK
CX	Christmas Island	Costa Rica	CR
CY	Cyprus	Cote d'Ivoire	CI
CZ	Czech Republic	Croatia	HR
DE	Germany	Cuba	CU
DJ	Djibouti	Cyprus	CY
DK	Denmark	Czech Republic	CZ
DM	Dominica	Denmark	DK
DO	Dominican Republic	Djibouti	DJ
DZ	Algeria	Dominica	DM
EC	Ecuador	Dominican Republic	DO
EE	Estonia	Ecuador	EC
EG	Egypt	Egypt	EG

<b>CHART H-2: FMS COUNTRY CODES</b>			
<b>Code (Sorted by Code)</b>	<b>Country</b>	<b>Country (Sorted by Country)</b>	<b>Code</b>
EH	Western Sahara	El Salvador	SV
ER	Eritrea	Equatorial Guinea	GQ
ES	Spain	Eritrea	ER
ET	Ethiopia	Estonia	EE
FI	Finland	Ethiopia	ET
FJ	Fiji	Falkland Islands	FK
FK	Falkland Islands	Faroe Islands	FO
FM	Micronesia	Fiji	FJ
FO	Faroe Islands	Finland	FI
FR	France	France	FR
GA	Gabon	French Guiana	GF
GB	United Kingdom	French Polynesia	PF
GD	Grenada	Gabon	GA
GE	Georgia	Gambia	GM
GF	French Guiana	Georgia	GE
GH	Ghana	Germany	DE
GI	Gibraltar	Ghana	GH
GL	Greenland	Gibraltar	GI
GM	Gambia	Greece	GR
GN	Guinea	Greenland	GL
GP	Guadeloupe	Grenada	GD
GQ	Equatorial Guinea	Guadeloupe	GP
GR	Greece	Guam	GU
GT	Guatemala	Guatemala	GT
GU	Guam	Guinea	GN
GW	Guinea-Bissau	Guinea-Bissau	GW
GY	Guyana	Guyana	GY
HK	Hong Kong	Haiti	HT
HN	Honduras	Honduras	HN
HR	Croatia	Hong Kong	HK
HT	Haiti	Hungary	HU
HU	Hungary	Iceland	IS

<b>CHART H-2: FMS COUNTRY CODES</b>			
<b>Code (Sorted by Code)</b>	<b>Country</b>	<b>Country (Sorted by Country)</b>	<b>Code</b>
ID	Indonesia	India	IN
IE	Ireland	Indonesia	ID
IL	Israel	Iran	IR
IN	India	Iraq	IQ
IO	British Indian Ocean Terr	Ireland	IE
IQ	Iraq	Israel	IL
IR	Iran	Italy	IT
IS	Iceland	Jamaica	JM
IT	Italy	Japan	JP
JM	Jamaica	Jordan	JO
JO	Jordan	Kazakhstan	KZ
JP	Japan	Kenya	KE
KE	Kenya	Kiribati	KI
KG	Kyrgyzstan	Korea	KR
KH	Cambodia	Korea, Dem. Peoples Rep of	KP
KI	Kiribati	Kuwait	KW
KM	Comoros	Kyrgyzstan	KG
KN	Saint Kitts and Nevis	Lao Peoples Dem Republic	LA
KP	Korea, Dem. Peoples Rep of	Latvia	LV
KR	Korea	Lebanon	LB
KW	Kuwait	Lesotho	LS
KY	Cayman Islands	Liberia	LR
KZ	Kazakhstan	Libyan Arab Jamahiriya	LY
LA	Lao Peoples Dem. Republic	Liechtenstein	LI
LB	Lebanon	Lithuania	LT
LC	Saint Lucia	Luxembourg	LU
LI	Liechtenstein	Macau	MO
LK	Sri Lanka	Macedonia	MK
LR	Liberia	Madagascar	MG
LS	Lesotho	Malawi	MW
LT	Lithuania	Malaysia	MY
LU	Luxembourg	Maldives	MV

<b>CHART H-2: FMS COUNTRY CODES</b>			
<b>Code (Sorted by Code)</b>	<b>Country</b>	<b>Country (Sorted by Country)</b>	<b>Code</b>
LV	Latvia	Mali	ML
LY	Libyan Arab Jamahiriya	Malta	MT
MA	Morocco	Marshall Islands	MH
MC	Monaco	Martinique	MQ
MD	Moldova, Republic of	Mauritania	MR
MG	Madagascar	Mauritius	MU
MH	Marshall Islands	Mayotte	YT
MK	Macedonia	Mexico	MX
ML	Mali	Micronesia	FM
MM	Myanmar	Moldova, Republic of	MD
MN	Mongolia	Monaco	MC
MO	Macau	Mongolia	MN
MP	Northern Mariana Islands	Montserrat	MS
MQ	Martinique	Morocco	MA
MR	Mauritania	Mozambique	MZ
MS	Montserrat	Myanmar	MM
MT	Malta	Namibia	NA
MU	Mauritius	Nauru	NR
MV	Maldives	Nepal	NP
MW	Malawi	Netherlands	NL
MX	Mexico	Netherlands Antilles	AN
MY	Malaysia	New Caledonia	NC
MZ	Mozambique	New Zealand	NZ
NA	Namibia	Nicaragua	NI
NC	New Caledonia	Niger	NE
NE	Niger	Nigeria	NG
NF	Norfolk Island	Niue	NU
NG	Nigeria	Norfolk Island	NF
NI	Nicaragua	Northern Mariana Islands	MP
NL	Netherlands	Norway	NO
NO	Norway	Oman	OM
NP	Nepal	Pakistan	PK

<b>CHART H-2: FMS COUNTRY CODES</b>			
<b>Code (Sorted by Code)</b>	<b>Country</b>	<b>Country (Sorted by Country)</b>	<b>Code</b>
NR	Nauru	Palau	PW
NU	Niue	Palestinian Territory	PS
NZ	New Zealand	Panama	PA
OM	Oman	Papua New Guinea	PG
PA	Panama	Paraguay	PY
PE	Peru	Peru	PE
PF	French Polynesia	Philippines	PH
PG	Papua New Guinea	Pitcairn	PN
PH	Philippines	Poland	PL
PK	Pakistan	Portugal	PT
PL	Poland	Puerto Rico	PR
PM	Saint Pierre and Miquelon	Qatar	QA
PN	Pitcairn	Reunion	RE
PR	Puerto Rico	Romania	RO
PS	Palestinian Territory	Russian Federation	RU
PT	Portugal	Rwanda	RW
PW	Palau	Saint Helena	SH
PY	Paraguay	Saint Kitts and Nevis	KN
QA	Qatar	Saint Lucia	LC
RE	Reunion	Saint Pierre and Miquelon	PM
RO	Romania	Saint Vincent	VC
RU	Russian Federation	Samoa	WS
RW	Rwanda	San Marino	SM
SA	Saudi Arabia	Sao Tome and Principe	ST
SB	Solomon Islands	Saudi Arabia	SA
SC	Seychelles	Senegal	SN
SD	Sudan	Serbia and Montenegro	CS
SE	Sweden	Seychelles	SC
SG	Singapore	Sierra Leone	SL
SH	Saint Helena	Singapore	SG
SI	Slovenia	Slovakia	SK
SJ	Svalbard and Jan Mayen	Slovenia	SI

<b>CHART H-2: FMS COUNTRY CODES</b>			
<b>Code (Sorted by Code)</b>	<b>Country</b>	<b>Country (Sorted by Country)</b>	<b>Code</b>
SK	Slovakia	Solomon Islands	SB
SL	Sierra Leone	Somalia	SO
SM	San Marino	South Africa	ZA
SN	Senegal	Spain	ES
SO	Somalia	Sri Lanka	LK
SR	Suriname	Sudan	SD
ST	Sao Tome and Principe	Suriname	SR
SV	El Salvador	Svalbard and Jan Mayen	SJ
SY	Syrian Arab Republic	Swaziland	SZ
SZ	Swaziland	Sweden	SE
TC	Turks and Caicos Islands	Switzerland	CH
TD	Chad	Syrian Arab Republic	SY
TG	Togo	Taiwan	TW
TH	Thailand	Tajikistan	TJ
TJ	Tajikistan	Tanzania, United Republic	TZ
TK	Tokelau	Thailand	TH
TL	Timor-Leste	Timor-Leste	TL
TM	Turkmenistan	Togo	TG
TN	Tunisia	Tokelau	TK
TO	Tonga	Tonga	TO
TR	Turkey	Trinidad and Tobago	TT
TT	Trinidad and Tobago	Tunisia	TN
TV	Tuvalu	Turkey	TR
TW	Taiwan	Turkmenistan	TM
TZ	Tanzania, United Republic	Turks and Caicos Islands	TC
UA	Ukraine	Tuvalu	TV
UG	Uganda	Uganda	UG
US	United States	Ukraine	UA
UY	Uruguay	United Arab Emirates	AE
UZ	Uzbekistan	United Kingdom	GB
VA	Vatican City State	United States	US
VC	Saint Vincent	Uruguay	UY

<b>CHART H-2: FMS COUNTRY CODES</b>			
<b>Code (Sorted by Code)</b>	<b>Country</b>	<b>Country (Sorted by Country)</b>	<b>Code</b>
VE	Venezuela	Uzbekistan	UZ
VG	Virgin Islands (British)	Vanuatu	VU
VI	Virgin Islands (U.S.)	Vatican City State	VA
VN	Vietnam	Venezuela	VE
VU	Vanuatu	Vietnam	VN
WF	Wallis and Futuna Islands	Virgin Islands (British)	VG
WS	Samoa	Virgin Islands (U.S.)	VI
YE	Yemen	Wallis and Futuna Islands	WF
YT	Mayotte	Western Sahara	EH
ZA	South Africa	Yemen	YE
ZM	Zambia	Zambia	ZM
ZW	Zimbabwe	Zimbabwe	ZW

## **I. LETTERS AND NOTICES**

This appendix includes the following examples:

- I.1 Annual Certification Letter (completed by the state and sent to OCSE)
- I.2 OCSE Pre-Offset Notice (completed by OCSE and sent to the NCP)
- I.3 FMS Offset Notice (completed by FMS and sent to the NCP)
- I.4 Bankruptcy Notification and Dismissal Letter
- I.5 Bankruptcy Notification and Dismissal List
- I.6 FMS Office of Personnel Management (OPM) Pre-Offset Notice
- I.7 Debt Check – SBA Loan Denial Letter

## I.1 Annual Certification Letter

### Annual Certification Letter

#### Use State Letterhead

Date:

Office of Child Support Enforcement  
Department of Health and Human Services  
Federal Collections and Enforcement  
370 L'Enfant Promenade, S.W.  
Washington, D.C. 20447

From: \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
State IV-D Director Title Jurisdiction

Subject: Request for Collection of Delinquent Child and/or Spousal Support, Denial of Passport Application, Multistate Financial Institution Data and Insurance Matches, using the Federal Collections and Enforcement Process

I certify that every request for offset collection meets the following requirements:

1. (A) For Federal Tax Refund Offset assistance cases, the amount of the delinquency under a court or administrative order for child and/or spousal support is not less than \$150 and has been assigned to the State.  
  
(B) For Federal Tax Refund Offset non-assistance cases, the amount of the delinquency under a court or administrative order for child support is not less than \$500 and the State is enforcing the order under section 454(4)(A)(ii) of the Social Security Act (the Act).  
  
(C) For Administrative Offset cases, the amount of the delinquency under a court or administrative order for support (for a child and the parent with whom the child is living) is not less than \$25 and there has been an assignment of the support rights to the State or the State is enforcing the order under section 454(4)(A)(ii) of the Act.

#### The Paperwork Reduction Act of 1995

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information, unless it displays a currently valid OMB control number. This information collection is expected to take .4 hours per response. OMB control number: 0970-0161, Expiration date 06/30/2013.

2. This agency has verified the accuracy of the arrears, has a copy of the order and any modifications, has a copy of the payment record or an affidavit signed by the custodial

party attesting to the amount of support owed and has, in non-assistance cases, the custodial party's current, or last known, address.

3. The Pre-Offset Notice that we will issue to the noncustodial parent meets the requirements set forth in the regulations, or the address information provided for the noncustodial parent was verified for the notice that OCSE will issue.

I certify that every request for passport denial meets the following requirements:

1. The amount of the child and/or spousal support arrearage owed by the individual exceeds \$2,500.
2. This agency has verified the accuracy of the arrears, has a copy of the order and any modifications, and has a copy of the payment record or an affidavit signed by the custodial party attesting to the amount of support owed.
3. The Pre-Offset Notice that we will issue to the noncustodial parent meets the requirements set forth in section 454(31) of the Act, or the address information provided for the noncustodial parent was verified for the notice that OCSE will issue.

I certify that every request for multistate financial institution data match and/or insurance match meets the following requirements:

1. There is a delinquent amount of child and/or spousal support owed.
2. The amount of the delinquency is greater than zero.

I certify that appropriate administrative, technical and physical safeguards are in place to insure the security and confidentiality of records and to protect against any anticipated threats or hazards to their security or integrity, which could result in substantial harm, embarrassment, inconvenience or unfairness to any individual on whom information is maintained.

---

Information for Pre-Offset and/or Financial Management Services (FMS) Offset Notice:

We request that OCSE mail Pre-Offset Notices to noncustodial parents. \_\_\_ Yes \_\_\_ No

**The Paperwork Reduction Act of 1995**

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information, unless it displays a currently valid OMB control number. This information collection is expected to take .4 hours per response. OMB control number: 0970-0161, Expiration date 06/30/2013.

Which address type should be used on your State's OCSE-issued Pre-Offset Notice and/or Treasury's FMS Offset Notice?

Choose one of the following for each category:

OCSE-Issued Pre-Offset Notice:

- Use State IV-D Return Address/ State IV-D Contact Address
- Use Local Return Address/ Local Contact Address
- Use State IV-D Return Address/ Local Contact Address
- N/A; our State issues its own Pre-Offset Notice

FMS Offset Notice:

- Use State Contact Address
- Use Local Contact Addresses

State IV-D Address:

All States must provide a State IV-D address, whether or not Local addresses are used.  
(Please note that the State IV-D address indicated below may be used as the contact information included in one or both of the notices sent).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Telephone 2 (Optional): (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**The Paperwork Reduction Act of 1995**

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information, unless it displays a currently valid OMB control number. This information collection is expected to take .4 hours per response. OMB control number: 0970-0161, Expiration date 06/30/2013.

How long does your State want OCSE to hold new cases from the Pre-Offset Notice date before forwarding to FMS for offset certification?

- 30 days
- 45 days
- 60 days
- 90 days

Signature of IV-D Director or Designee \_\_\_\_\_  
Agency Contact \_\_\_\_\_  
Agency Contact's Phone Number \_\_\_\_\_  
Agency Contact's Email Address \_\_\_\_\_

**The Paperwork Reduction Act of 1995**  
An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information, unless it displays a currently valid OMB control number. This information collection is expected to take .4 hours per response. OMB control number: 0970-0161, Expiration date 06/30/2013.

## I.2 OCSE Pre-Offset Notice

CHILD SUPPORT ENFORCEMENT DIVISION  
DEPARTMENT OF REVENUE MS 01550  
550 Any St  
Anytown AK 99999

CHILD SUPPORT ENFORCEMENT DIVISION  
600 Any Blvd  
Anytown AK 99999

PHONE(S): 907-999-9999

### CURRENT DATE

\*\* CONTACT ADDRESS ABOVE \*\*

MR AND/OR MS JOHN DOE  
3331 ANYSTREET BLVD  
ANYTOWN USA 99999-0123

SSN	CASE/MEMBER NUMBER	LOCAL ID	PAST DUE AMOUNT CLAIMED
***-**-3456	33331Z97RN1	001	\$520 (NON-TANF)

The agency identified above has determined that you owe past-due child and/or spousal support. Our records show that you owe at least the amount shown above. If your case was submitted to the United States Department of the Treasury for collection in the past, this amount is subject to collection at any time by Administrative Offset and/or Federal Tax Refund Offset. If your case has not already been submitted to the United States Department of the Treasury and you do not pay in full within 30 days from the date of this notice, this amount will be referred for collection by Administrative Offset and/or Federal Tax Refund Offset. Under Administrative Offset (31 U.S.C.3716), certain Federal payments that might otherwise be paid to you will be intercepted, either in whole or in part, to pay past-due child and/or spousal support. Under Federal Tax Refund Offset (42 U.S.C.664;26 U.S.C.6402), any Federal Income Tax Refund to which you may be entitled will be intercepted to satisfy your debt. The amount of your past-due support will also be reported to consumer reporting agencies.

If you owe or owed arrearages of child support in an amount exceeding \$2,500, the agency identified above will certify your debt to the State Department pursuant to 42 USC 654(31). Once you are certified, the Secretary of State will refuse to issue a passport to you, and may revoke, restrict or limit a passport that was previously issued.

Your debt will remain subject to Federal Tax Refund Offset, Administrative Offset, and/or passport certification until it is paid in full. Important: If you owe current support, any further arrears accruing due to payments missed may be added to your debt and will be subject to collection by Federal Tax Refund Offset and/or Administrative Offset now or in the future without further notice. To determine additional amounts owed or the total amount past-due which the agency has submitted for collection, you may contact us at the address or phone number listed above.

You have a right to contest our determination that this amount of past-due support is owed, and you may request an administrative review. To request an administrative review, you must contact us at the address or phone number listed above within 30 days of the date of this notice. If your support order was not issued in our state, we can conduct the review or, if you prefer, the review can be conducted in the state that issued the support order. If you request, we will contact that state within 10 days after we receive your request and you will be notified of the time and place of your administrative review by the state that issued the order. All requests for administrative review, or any questions regarding this notice or your debt, must be made by contacting the agency identified above.

If you are married, filing a joint income tax return, and you incurred this debt separately from your spouse, who has no legal responsibility for the debt and who has income and withholding and/or estimated tax payments, your spouse may be entitled to receive his or her portion of any joint Federal tax refund. If your spouse meets these criteria, he or she may receive his or her portion of the joint refund by filing a Form 8379 - Injured Spouse Claim

and Allocation. Form 8379 should be attached to the top of the Form 1040 or 1040A when you file, or filed according to other instructions as indicated on the Form 8379.

### I.3 FMS Offset Notice

DEPARTMENT OF THE TREASURY  
FINANCIAL MANAGEMENT SERVICE  
P.O. BOX 1686  
BIRMINGHAM, ALABAMA 35201-1686

THIS IS NOT A BILL PLEASE RETAIN FOR YOUR RECORDS

{Date}

{Name/Address}

Dear {Debtor Name}

As authorized by Federal Law, we applied all or part of your Federal payment to a debt you owe. The government agency (or agencies) collecting your debt is listed below.

AGENCY:	TIN Num:
{Creditor Agency Name/phone/address}	TOP Trace Num:
	Acct Num:
	Amount this Creditor:
	Creditor: Site:

PURPOSE: {Child Support}

The Agency has previously sent notice to you at the last address known to the Agency. That notice explained the amount and type of debt you owe, the rights available to you, and that the Agency intended to collect the debt by intercepting any Federal payments made to you, including tax refunds. If you believe your payment was reduced in error or have questions about this debt, you must contact the Agency at the address and telephone number shown above. The U.S. Department of the Treasury's Financial Management Service cannot resolve issues regarding debts with other agencies.

We will forward the money taken from your Federal payment to the Agency to be applied to your debt balance; however, the Agency may not receive the funds for several weeks after the payment date. If you intend to contact the Creditor Agency immediately, please have this notice available.

U.S. Department of Treasury  
Financial Management Service

800.304.3107  
Telecommunications Device for the Deaf (TDD) 866.297.0517

#### PAYMENT SUMMARY

PAYEE NAME:	PAYMENT DATE:
PAYMENT BEFORE REDUCTION:	PAYMENT TYPE:
TOTAL AMOUNT OF THIS REDUCTION:	
PAYING FEDERAL AGENCY <i>{Paying Federal Agency}</i> If the paying agency is IRS tax refund include: (See Insert on Tax Refund Offsets for Additional Information).	

## **I.4 Bankruptcy Notification and Dismissal Letter**

**NOT AVAILABLE FOR PUBLIC USE**

## **I.5 Bankruptcy Notification and Dismissal List**

**NOT AVAILABLE FOR PUBLIC USE**

## I.6 FMS OPM Pre-Offset Notice

**DEPARTMENT OF THE TREASURY**

FINANCIAL MANAGEMENT SERVICE  
P.O. BOX 1686  
BIRMINGHAM, AL 35201-1686

**ATTENTION: YOUR FEDERAL PAYMENT MAY BE REDUCED**

02/01/10

JOHN DOE  
U.S. Treasury  
Financial Management Service  
P.O. Box 2451  
Birmingham, AL 35201-2451

Dear JOHN DOE:

Your delinquent debt has been referred from the Creditor Agency referenced below to the U.S. Department of the Treasury for collection by administrative offset. This means that payments due to you from the United States Government can be reduced in order to pay your delinquent debt. This process of offset is authorized by the Debt Collection Act of 1982 and the Debt Collection Improvement Act of 1996.

The Creditor Agency has previously informed you of the amount and nature of this debt and has made demand for payment. You were also notified of the Creditor Agency's intent to collect this debt by administrative offset if you failed to pay your debt, and the rights available to you. Your failure to resolve this debt has resulted in referral of this debt to the Department of the Treasury for administrative offset.

An analysis of OPM records shows that you are scheduled to receive a monthly benefit payment in the estimated net amount of \$1287.05 on 04/01/05. This payment is subject to a reduction of up to 25% of the net payment to pay on your delinquent debt.

An offset will be taken against your 04/01/05 payment unless you contact the Creditor Agency before 04/01/05 and meet their requirements to stop the offset process. You should contact:

ADMIN FOR CHILD SUPPORT ENFORCEMENT  
P.O. BOX 9023349  
SAN JUAN PR 00902-3349

**(787) 767-1500**

Acct Num: 999999999  
TIN Num: 999-XX-9999

If the delinquent debt amount is greater than the offset amount, additional offsets may be required to satisfy the debt. We will be withholding up to 25% of your OPM payment(s), in addition to any other standard withholdings approved between you and OPM. NOTE: If you receive other Federal payments, they may also be subject to offset to satisfy your delinquent debt.

Sincerely,

Department of the Treasury, Financial Management Service

(800) 304.3107

Telecommunications Device for the Deaf (TDD) 866.297.0517

For Official Use Only: 0000000001 00000000099999999900000004444A WRN-OPMJOHNOOOOOI

## I.7 Debt Check – SBA Loan Denial Letter



Sacramento LowDoc Loan Processing Office  
501 I Street, Suite 12-200  
Sacramento, CA 95814-7307  
Phone (916) 930.2410  
Fax (916) 930.2180

October 20, 2006

Re:

Dear

We reviewed the above referenced LowDoc Loan application. We regret to inform you that we were unable to approve the request for financing due to the following:

Lack of reasonable assurance that applicant will comply with the terms of the loan agreement, due to an outstanding delinquent federal government loan — a prior loss on a previous federal government financing — delinquent state child support payments. Information on your defaulted obligation can be obtained from Agency contact name and phone number. By law, SBA cannot approve additional financing until the delinquency or loss is satisfactorily resolved.

You may request reconsideration by SBA after the delinquency or loss is resolved. You should contact the Agency named above to address the matter. Please contact the lender that submitted your loan application so it will know the status of the application.

If you have any questions, please call me at (916) 930.2450.

Sincerely,

Frank Pucci  
Center Director

CC: File

## J. **SAMPLE REPORTS**

This appendix consists of the Federal Offset Program reports that are provided to the states via CFI and/or e-Flash. Technical Content Correspondence (TCCs) are posted to the OCSE website. Refer to Chart D-2, “Online Resources” for links to the TCC postings.

- J.1 Federal Offset Collections TCC
- J.2 OCSE Federal Offset Net Check Amount Report
- J.3 Federal Administrative Offset Report
- J.4 Federal Offset Collection Report
- J.5 Statement of Service Fee Report
- J.6 Name Discrepancy Report
- J.7 Federal Offset Fee Reimbursement e-Flash
- J.8 Federal Offset Fee Reimbursement Report
- J.9 Weekly Update Report
- J.10 State Caseload Preprocessor Report

## J.1 Federal Offset Collections TCC

TO: ALL FEDERAL OFFSET COORDINATORS

RE: Federal Offset Collections Report for OCSE Cycle CCYY-XX

Dear Coordinators:

Attached is the Federal Offset Collections Report for OCSE Cycle XXXX-XX. This report represents federal tax refund and/or administrative offsets, less the current fees of \$\$. \$\$ per federal tax offset and \$\$. \$\$ per administrative offset, and any adjustments/reversals made during this collection cycle for the CCYY through CCYY processing years.

Based on XXX,XXX offsets, the net collections total for OCSE Cycle CCYY -XX as of June XX, XXXX is \$\$\$, \$\$, \$\$\$. The year-to-date total for XXX,XXX offsets is \$, \$\$, \$\$, \$\$\$. This compares to XXX,XXX offsets for \$, \$\$, \$\$, \$\$ through the same collection week last year.

An electronic version of this report, along with additional detail reports, has been sent to your state via electronic transmission.

Also attached is the Federal Administrative Offset Report for June, which details collections broken down by administrative offset type, including offsets received from U.S. Department of Agriculture and U.S. Postal Service (non federal/non salary) payments.

The deposit of funds to your state's account, which is transferred through the Automated Clearing House, is scheduled for MONTH XX, CCYY. If you have any questions regarding the transfer of collections to your state's account, please contact Elvis Davis 301-443-9560 or Cathy Lin 301-443-3309 at the Program Support Center.

If you have any questions concerning your state's collection reports, please contact Federal Collections and Enforcement at 202-401-9389, ext. 4, or via email at [scollections@acf.hhs.gov](mailto:scollections@acf.hhs.gov).

Sincerely,

Vicki Turetsky  
Commissioner  
Office of Child Support Enforcement

cc: State IV-D Directors  
ACF/OCSE Regional Program Managers

## J.2 OCSE Federal Offset Net Check Amount Report

OCSE FEDERAL OFFSET NET CHECK AMOUNT REPORT						
FOR XX/XX/XX – XX/XX/XX				OCSE CYCLE CCYY -XX		XX/XX/XX
STATE	OFFSETS	COLLECTIONS	ADJUSTMENTS	ADJUSTMENT AMT	SERVICE FEE	NET CHECK AMT
XX	55	47,284.07	9	9,066.48	409.75	37,807.84
XX	233	190,813.94	34	39,602.80	1,793.20	149,417.94
XX	136	135,059.14	23	21,326.53	1,019.40	112,713.21
XX	183	223,822.42	37	37,170.00	1,392.80	185,259.62
XX	1,936	2,040,634.19	392	392,856.67	14,444.90	1,633,332.62
XX	153	152,283.34	30	32,770.29	1,139.85	118,373.20
XX	153	202,496.21	31	46,669.48	1,175.50	154,651.23
XX	86	37,825.82	10	9,026.82	724.40	28,074.60
XX	33	30,782.01	4	2,136.01	248.95	28,397.05
XX	583	560,252.24	105	115,596.72	4,343.35	440,312.17
XX	391	357,770.52	33	37,203.76	2,912.95	317,653.81
XX	80	54,123.54	27	37,731.43	640.95	15,751.16
XX	164	171,331.01	39	47,559.71	1,234.20	122,537.10
XX	93	90,071.81	7	4,676.40	723.85	84,671.56
XX	405	361,758.07	31	29,322.62	3,116.45	329,319.00
///						
///						
///						
XX	22	11,862.61	4	6,233.35	168.55	5,460.71
XX	82	58,134.71	9	7,132.30	610.90	50,391.51
XX	37	23,468.85	6	9,004.43	283.40	14,181.02
XX	255	239,825.09	32	32,289.03	1,981.90	205,554.16
XX	1,078	1,152,908.52	146	123,505.51	8,031.10	1,021,371.91

OCSE FEDERAL OFFSET NET CHECK AMOUNT REPORT

STATE	FOR XX/XX/XX – XX/XX/XX				OCSE CYCLE CCYY -XX		XX/XX/XX
	OFFSETS	COLLECTIONS	ADJUSTMENTS	ADJUSTMENT AMT	SERVICE FEE	NET CHECK AMT	
XX	70	68,089.42	13	17,868.52	521.50	49,699.40	
XX	190	161,876.94	39	30,898.23	1,415.50	129,563.21	
XX	7	8,356.94	2	4,214.03	52.15	4,090.76	
XX	20	13,450.99	6	5,729.50	149.00	7,572.49	
XX	324	327,642.38	51	51,158.69	2,413.80	274,069.89	
XX	246	220,778.58	53	54,777.72	1,832.70	164,168.16	
XX	72	60,897.80	18	19,171.45	536.40	41,189.95	
XX	41	42,659.10	10	10,885.65	314.75	31,458.70	
TOTAL	12,178	12,063,217.65	2,044	2,172,013.79	91,375.55	9,799,828.31	

### J.3 Federal Administrative Offset Report

#### Federal Administrative Offset Report <sup>1</sup>

XXXX XXXX <sup>2</sup>

OCSE Cycles CCYY -XX through CCYY -XX

STATE	Vendor/Miscellaneous <sup>3</sup>						Federal Retirement		Total Admin		XXXX YTD	
	USDA Offsets <sup>3A</sup>	USDA Amount <sup>3A</sup>	USPS Offsets <sup>3B</sup>	USPS Amount <sup>3B</sup>	Other Offsets <sup>3C</sup>	Other Amount <sup>3C</sup>	Offsets	Amount	Admin Offsets	Admin Amount	Offsets	Amount
XX	2	\$1,068	2	\$731	14	\$7,542	52	\$10,040	70	\$19,381	398	\$126,848
XX	1	\$620	0	\$0	14	\$XX,XXX	7	\$2,409	22	\$17,194	86	\$41,515
XX	2	\$1,017	0	\$0	28	\$20,695	15	\$3,374	45	\$25,086	238	\$180,515
XX	7	\$2,710	0	\$0	8	\$1,758	12	\$1,832	27	\$6,299	127	\$86,286
XX	11	\$3,122	10	\$2,440	88	\$75,327	273	\$55,521	382	\$136,410	2,426	\$874,622
XX	1	\$210	0	\$0	14	\$4,582	14	\$2,490	29	\$7,282	209	\$63,431
XX	1	\$XXX	1	\$2,500	9	\$3,061	17	\$2,513	28	\$8,201	173	\$73,937
XX	1	\$180	0	\$0	3	\$911	4	\$865	8	\$1,955	38	\$11,383
XX	0	\$0	0	\$0	6	\$1,544	8	\$1,881	14	\$3,425	159	\$39,151
XX	10	\$2,576	0	\$0	5	\$4,549	5	\$923	20	\$8,048	97	\$62,001
XX	6	\$7,933	3	\$1,635	24	\$3,489	23	\$4,108	56	\$17,165	402	\$153,998
XX	2	\$1,780	0	\$0	7	\$4,882	6	\$2,082	15	\$8,744	81	\$31,125
XX	1	\$71	0	\$0	11	\$12,766	77	\$21,125	89	\$33,962	583	\$192,590
XX	0	\$0	4	\$2,179	7	\$3,469	29	\$6,276	40	\$11,924	260	\$80,458
XX	7	\$2,220	5	\$3,585	7	\$5,774	48	\$8,476	67	\$20,055	404	\$110,433
XX	3	\$11,776	2	\$1,383	22	\$12,573	27	\$6,698	54	\$32,430	276	\$119,958
XX	2	\$846	0	\$0	16	\$4,353	17	\$4,491	35	\$9,690	199	\$95,812
XX	1	\$320	5	\$1,154	22	\$14,202	27	\$7,228	55	\$22,904	297	\$131,558
XX	0	\$0	0	\$0	3	\$1,185	0	\$0	3	\$1,185	10	\$3,267
XX	0	\$0	0	\$0	0	\$0	17	\$4,953	17	\$4,953	154	\$55,881
XX	0	\$0	0	\$0	0	\$0	4	\$826	4	\$826	19	\$3,284
XX	9	\$2,277	1	\$275	22	\$6,555	40	\$9,512	72	\$18,620	454	\$131,907
XX	0	\$0	0	\$0	3	\$389	4	\$554	7	\$943	43	\$11,119

STATE	Vendor/Miscellaneous <sup>3</sup>						Federal Retirement		Total Admin		XXXX YTD	
	USDA Offsets <sup>3A</sup>	USDA Amount <sup>3A</sup>	USPS Offsets <sup>3B</sup>	USPS Amount <sup>3B</sup>	Other Offsets <sup>3C</sup>	Other Amount <sup>3C</sup>	Offsets	Amount	Admin Offsets	Admin Amount	Offsets	Amount
XX	0	\$0	0	\$0	0	\$0	4	\$875	4	\$875	29	\$7,914
XX	3	\$715	4	\$1,180	41	\$28,982	0	\$0	48	\$30,877	183	\$104,831
XX	4	\$2,551	0	\$0	32	\$23,614	11	\$2,658	47	\$28,823	213	\$92,174
XX	1	\$422	0	\$0	1	\$3,756	2	\$374	4	\$4,552	23	\$13,500
<b>TOTAL</b>	<b>137</b>	<b>\$68,666</b>	<b>58</b>	<b>\$37,890</b>	<b>XXX</b>	<b>\$XXX,XXX</b>	<b>1,039</b>	<b>\$229,224</b>	<b>1,864</b>	<b>\$701,200</b>	<b>10,903</b>	<b>\$4,260,587</b>

1 All payments eligible for offset under the Debt Collection Improvement Act (DCIA), other than Federal tax refunds, are categorized as administrative offsets. Federal salary payments are not currently administratively offset for child support.

2 Administrative offset payments processed by OCSE during this time period. The PYXXXX Federal Offset Collection Schedule is located at [http://www.acf.hhs.gov/programs/cse/newhire/fop/py2011\\_collection.htm](http://www.acf.hhs.gov/programs/cse/newhire/fop/py2011_collection.htm)

3 Vendor/Misc. offsets include non-retirement Federal payments such as expense and travel reimbursements and can be offset at 100 percent.

3A United States Department of Agriculture's (USDA) Farm Service Agency (FSA)/Commodity Credit Corporation (CCC) payment offsets.

3B United States Postal Service (USPS) independent contractor (non-federal agency employee) payment offsets.

3C All other vendor/misc. offsets excluding USPS and USDA offsets.

## J.4 Federal Offset Collection Report

THE OFFICE OF CHILD SUPPORT ENFORCEMENT IS PLEASED TO FORWARD THE FOLLOWING COLLECTION INFORMATION TO YOU. THE APPROPRIATE SERVICE FEES ARE BEING DEDUCTED FROM THE TOTAL COLLECTIONS.

STATE: XXXXXXXX -----

FOR PERIOD: XX/XX/XX – XX/XX/XX-----

OCSE CYCLE: CCYY -XX	TOTAL	TANF		NON-TANF	
		TAX	ADM	TAX	ADM
TOTAL OFFSETS:	84	50	4	28	2
AMOUNT COLLECTED:	\$91,090.84	\$58,286.01	\$531.12	\$31,637.63	\$600.08
SERVICE FEE:	\$635.10	\$372.50	\$36.00	\$108.60	\$18.00
TOTAL ADJUSTMENTS:	22	16	0	6	0
AMOUNT ADJUSTED:	\$14,815.75	\$12,107.21	\$0.00	\$2,708.54	\$0.00
NET CHECK AMOUNT:	\$75,639.99	\$45,806.30	\$495.12	\$28,756.49	\$582.08
PY CCYY ADJUSTMENTS:	22	\$14,815.75	\$12,107.21	\$2,708.54	\$0.00
PY CCYY ADJUSTMENTS:	0	\$0.00	\$0.00	\$0.00	\$0.00
PY CCYY ADJUSTMENTS:	0	\$0.00	\$0.00	\$0.00	\$0.00

OCSE CYCLE: CCYY -XX	TOTAL		TANF		NON-TANF	
			TAX	ADM	TAX	ADM
PY CCYY ADJUSTMENTS:	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
PY CCYY /Prior Adj. :	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

IF YOU HAVE ANY QUESTIONS, PLEASE CALL FEDERAL  
 COLLECTIONS AND ENFORCEMENT AT 202-401-9389.

## J.5 Statement of Service Fee Report

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF CHILD SUPPORT ENFORCEMENT  
STATEMENT OF SERVICE FEE

```
*****
* NAME OF STATE      * FOR PERIOD XX/XX/XX - XX/XX/XX*
* XXXXXXXXXXXXXXXXX * OCSE CYCLE CCYY -XX *
*****
* ORGANIZATION-PROVIDING SERVICE * KIND OF SERVICE *
* OFFICE OF CHILD SUPPORT ENFORCEMENT * FEDERAL OFFSET *
*****
* ORGANIZATION *
* CHILD SUPPORT ENFORCEMENT *
* DIV OF SOC SERVICES *
* XXXXXXXXXXXXXXXXXXXXXXX *
* XXXXXXXXXXXXXXXXXXXXXXX *
* XXXXXXXXXXXXXXXXXXXXXXX *
*****
* DESCRIPTION OF SERVICE FEE *
* SEE MONTHLY COLLECTION REPORT: XXXXXXXX OCSE CYCLE CCYY -XX*
*
* 78 CASES TAX OFFSET $$. $$ EACH $$$$.$$ *
* 6 CASES ADM OFFSET $$. $$ EACH $$$.$$ *
* ----- *
* TOTAL DEDUCTED FROM COLLECTIONS $$$$.$$ *
*****
* PLEASE NOTE: IF YOU HAVE QUESTIONS REGARDING THIS SERVICE FEE, *
* REFER TO: OFFICE OF CHILD SUPPORT ENFORCEMENT *
* 370 LENFANT PROMENADE, S.W. *
* WASHINGTON, D.C. 20447 *
* ATTN: FEDERAL COLLECTIONS AND ENFORCEMENT *
* 202- 401-9389 *
*****
* STATEMENT PREPARED : XX/XX/XXXX *
*
* PLEASE KEEP A COPY OF THIS STATEMENT FOR YOUR RECORDS *
*****
```

## J.6 Name Discrepancy Report

OFFICE OF CHILD SUPPORT ENFORCEMENT FEDERAL OFFSET NAME DISCREPANCY REPORT

STATE XX COLLECTION FOR PERIOD XX/XX/XX – XX/XX/XX OCSE CYCLE CCYY -XX

SOC-SEC-NO CASE TYPE LOCAL CASE ID OFF/ADJ AMOUNT REPORTED LAST NAME IRS REPORTED LAST NAME

999-xx-9999	N	020 04299739	OFF	\$1,580.00	STEVENS	DOE, JOHN & JANE
999-xx-9999	N	020 04107401	OFF	\$371.00	JOHNSON	DRONE, ANTON & TANYA JANE
999-xx-9999	A	020 04009341	OFF	\$597.00	PHILLIPS	PRATER, RALPH & RUBY T
999-xx-9999	N	020 04327771	OFF	\$3,584.00	LANDER	MOOR, SUSAN C
999-xx-9999	A	020 04038470	OFF	\$734.00	HINDSON	CASH, BERNARD
999-xx-9999	N	020 04398763	OFF	\$975.00	RINDLER	MARETZ, LARRY & SANDRA
999-xx-9999	N	020 04282348	OFF	\$658.00	LAROSA	BUND, ARNON & CARA
999-xx-9999	N	020 14283847	OFF	\$2,293.00	ZORTOUCHE	STEED, PARKER & NINA

## **J.7 Federal Offset Fee Reimbursement e-Flash**

\* \* \* \* \* Federal Offset e-Flash \* \* \* \* \*

The Federal Offset Fee Reimbursement detail report for 1st quarter CCYY will be sent to states via electronic transmission on Thursday, MONTH XX, CCYY. The transfer of funds through the Automated Clearing House (ACH) is scheduled for DAY, MONTH XX, CCYY.

If you have any questions regarding the transfer of funds to your state's account, please contact Elvis Davis, 301-443-9560, or Cathy Lin, 301-443-3309, at the Program Support Center.

If you have any questions concerning your state's offset fee reimbursement report, please contact Federal Collections and Enforcement by phone at 202-401-9389, ext. 4, or via email at [scollections@acf.hhs.gov](mailto:scollections@acf.hhs.gov).

**OCSE FEDERAL OFFSET FEE REIMBURSEMENT REPORT FOR  
XXX QUARTER 2011  
(FMS CYCLES 2011-XX THROUGH 2011-XX)**

STATE	PY11 TAX REV (*1)	PY11 TAX FEES (*2)	PY11 ADM REV (*3)	PY11 ADM FEES (*4)	PY10 TAX REV (*5)	PY10 TAX FEES (*6)	PY10 ADM REV (*7)	PY10 ADM FEES (*8)	PY09 TAX REV (*9)	PY09 TAX FEES (*10)	PY08 TAX REV (*11)	PY08 TAX FEES (*12)	PY07 TAX REV (*13)	PY07 TAX FEES (*14)	PY06 TAX REV (*15)	PY06 TAX FEES (*16)	PY05 TAX REV (*17)	PY05 TAX FEES (*18)	PY04 and Prior TAX REV (*19)	PY04 TAX and Prior FEES (*20)	AMOUNT Owed To States
XX	29	\$337.85	1	\$13.20	1	\$10.20	0	\$0.00	1	\$8.10	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$369.35
XX	90	\$1,048.50	0	\$0.00	7	\$71.40	0	\$0.00	2	\$16.20	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$1,136.10
XX	79	\$920.35	0	\$0.00	4	\$40.80	0	\$0.00	0	\$0.00	0	\$0.00	1	\$7.45	0	\$7.45	0	\$0.00	0	\$0.00	\$968.60
XX	76	\$885.40	0	\$0.00	2	\$20.40	0	\$0.00	0	\$0.00	0	\$0.00	1	\$7.45	0	\$7.45	0	\$0.00	0	\$0.00	\$913.25
XX	591	\$6,885.15	3	\$39.60	49	\$499.80	0	\$0.00	13	\$105.30	0	\$0.00	7	\$52.15	0	\$14.90	0	\$0.00	0	\$0.00	\$7,582.00
XX	87	\$1,013.55	1	\$13.20	5	\$51.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$44.70	0	\$0.00	2	\$23.30	\$1,077.75
XX	118	\$1,374.70	1	\$13.20	5	\$51.00	0	\$0.00	3	\$24.30	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	1	\$11.65	\$1,463.20
XX	12	\$139.80	1	\$13.20	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$7.45	0	\$0.00	0	\$0.00	\$153.00
XX	19	\$221.35	0	\$0.00	2	\$20.40	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$241.75
XX	33	\$384.45	0	\$0.00	1	\$10.20	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$394.65
XX	133	\$1,549.45	0	\$0.00	9	\$91.80	0	\$0.00	3	\$24.30	0	\$0.00	1	\$7.45	0	\$0.00	0	\$0.00	0	\$0.00	\$1,673.00
XX	8	\$93.20	0	\$0.00	1	\$10.20	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$103.40
XX	20	\$233.00	0	\$0.00	1	\$10.20	0	\$0.00	3	\$24.30	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$267.50
XX	332	\$3,867.80	0	\$0.00	22	\$224.40	0	\$0.00	6	\$48.60	0	\$0.00	4	\$29.80	0	\$0.00	0	\$0.00	0	\$0.00	\$4,170.60
XX	485	\$5,650.25	0	\$0.00	36	\$367.20	0	\$0.00	4	\$32.40	0	\$0.00	2	\$14.90	0	\$7.45	0	\$0.00	3	\$34.95	\$6,064.75
XX	36	\$419.40	0	\$0.00	3	\$30.60	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$52.15	0	\$0.00	0	\$0.00	\$450.00
XX	18	\$209.70	0	\$0.00	2	\$20.40	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$230.10
XX	47	\$547.55	0	\$0.00	3	\$30.60	0	\$0.00	3	\$24.30	0	\$0.00	1	\$7.45	0	\$0.00	0	\$0.00	0	\$0.00	\$609.90
XX	16	\$186.40	0	\$0.00	1	\$10.20	0	\$0.00	0	\$0.00	0	\$0.00	1	\$7.45	0	\$0.00	0	\$0.00	0	\$0.00	\$204.05
XX	106	\$1,234.90	0	\$0.00	11	\$112.20	0	\$0.00	3	\$24.30	0	\$0.00	2	\$14.90	0	\$0.00	0	\$0.00	0	\$0.00	\$1,386.30
XX	212	\$2,469.80	0	\$0.00	17	\$173.40	0	\$0.00	6	\$48.60	0	\$0.00	6	\$44.70	0	\$0.00	0	\$0.00	0	\$0.00	\$2,736.50
XX	61	\$710.65	0	\$0.00	1	\$10.20	0	\$0.00	2	\$16.20	0	\$0.00	0	\$0.00	0	\$7.45	0	\$0.00	2	\$23.30	\$737.05
XX	129	\$1,502.85	0	\$0.00	12	\$122.40	0	\$0.00	1	\$8.10	0	\$0.00	1	\$7.45	0	\$0.00	0	\$0.00	0	\$0.00	\$1,640.80
XX	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$0.00

STAT E	PY11 TAX REV (*1)	PY11 TAX FEES (*2)	PY11 ADM REV (*3)	PY11 ADM FEES (*4)	PY10 TAX REV (*5)	PY10 TAX FEES (*6)	PY10 ADM REV (*7)	PY10 ADM FEES (*8)	PY09 TAX REV (*9)	PY09 TAX FEES (*10)	PY08 TAX REV (*11)	PY08 TAX FEES (*12)	PY07 TAX REV (*13)	PY07 TAX FEES (*14)	PY06 TAX REV (*15)	PY06 TAX FEES (*16)	PY05 TAX REV (*17)	PY05 TAX FEES (*18)	PY04 and Prior TAX REV (*19)	PY04 TAX and Prior FEES (*20)	AMOUNT Owed To States
XX	20	\$233.00	0	\$0.00	1	\$10.20	0	\$0.00	1	\$8.10	0	\$0.00	0	\$0.00	0	\$29.80	0	\$0.00	0	\$0.00	\$251.30
XX	121	\$1,409.65	1	\$13.20	9	\$91.80	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$14.90	0	\$0.00	1	\$10.20	\$1,514.65
XX	137	\$1,596.05	0	\$0.00	5	\$51.00	0	\$0.00	1	\$8.10	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$1,655.15
XX	110	\$1,281.50	0	\$0.00	2	\$20.40	0	\$0.00	2	\$16.20	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$1,318.10
XX	32	\$372.80	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	\$372.80
TOTAL	6,284	\$XXX.XX	XX	\$XX.XX	XXX	\$3,886.20	0	\$0.00	XX	\$XX.XX	0	\$0.00	34	\$XX.XX	0	\$XX.XX	0	\$0.00	9	\$XX.XX	\$78,264.00

NOTES:

PY11 = 2011 processing year; PY10 = 2010 processing year; PY09 = 2009 processing year; PY08 = 2008 processing year; PY07 = 2007 processing year; PY06 = 2006 processing year; PY05 = 2005 processing year; PY04 = 2004 processing year

An offset fee is reimbursed when 1) a reversal is equal to the original offset amount, 2) multiple partial reversals equal the original offset amount, or 3) the partial reversal(s) plus the offset fee exceeds the original offset amount.

- \*1 - Number of PY11 offset fee reimbursements for tax offsets.
- \*2 - Total amount of PY11 offset fee reimbursements for tax offsets; \$14.65 per offset.
- \*3 - Number of PY11 offset fee reimbursements for administrative offsets.
- \*4 - Total amount of PY11 offset fee reimbursements for administrative offsets; \$16.00 per offset.
- \*5 - Number of PY10 offset fee reimbursements for tax offsets.
- \*6 - Total amount of PY10 offset fee reimbursements for tax offsets; \$14.05 per offset.
- \*7 - Number of PY10 offset fee reimbursements for administrative offsets.
- \*8 - Total amount of PY10 offset fee reimbursements for administrative offsets; \$16.00 per offset.
- \*9 - Number of PY09 offset fee reimbursements for tax offsets.
- \*10 - Total amount of PY09 offset fee reimbursements for tax offsets; \$14.65 per offset.
- \*11 - Number of PY08 offset fee reimbursements for tax offsets.
- \*12 - Total amount of PY08 offset fee reimbursements for tax offsets; \$14.65 per offset.
- \*13 - Number of PY07 offset fee reimbursements for tax offsets.
- \*14 - Total amount of PY07 offset fee reimbursements for tax offsets; \$13.65 per offset.
- \*15 - Number of PY06 offset fee reimbursements for tax offsets.
- \*16 - Total amount of PY06 offset fee reimbursements for tax offsets; \$12.65 per offset.
- \*17 - Number of PY05 offset fee reimbursements for tax offsets.
- \*18 - Total amount of PY05 offset fee reimbursements for tax offsets; \$12.65 per offset.
- \*19 - Number of PY04 and prior year offset fee reimbursements for tax offsets.
- \*20 - Total amount of PY04 and prior year offset fee reimbursements for tax offsets; \$11.65 per offset for 2002-2004; \$10.20 for 2001.

There were no PY09, PY08, PY07, PY06, or PY05 offset fee reimbursements for administrative offsets during this reporting period.

## J.8 Federal Offset Fee Reimbursement Report

DATE: XX/XX/CCYY

OFFICE OF CHILD SUPPORT ENFORCEMENT  
FEDERAL OFFSET  
FEE REIMBURSEMENT REPORT FOR XX

PAGE 1

SSN	CASE TYPE	CASE ID	NAME	OFFSET YEAR	OFFSET TYPE	FEE AMOUNT
555xx6771	A	111222333444551	SMITH, JOSEPH	2001	ADM	11.75
555xx6771	A	111222333444551	SMITH, JOSEPH	2000	TAX	8.10
555xx6771	N	111222333444551	SMITH, JOSEPH	2002	ADM	13.20
555xx6771	N	111222333444551	SMITH, JOSEPH	2002	TAX	11.65
655xx6772	A	111222333444552	JONES, ROBERT	1999	TAX	7.45
SUBTOTAL FOR LOCAL CODE		020	5	52.15		
444XX5661	A	222333444555662	MITCHELL, JEFFREY	2002	ADM	13.20
644XX5662	N	222333444555661	PIERCE, DAVID	2001	TAX	10.20
SUBTOTAL FOR LOCAL CODE		023	2	23.40		
333XX4552	A	21133355577993	JAMES, WALTER	2000	TAX	8.10
733XX4554	N	11133355577991	MOORE, ANN	2001	ADM	11.75
833XX4551	A	01122244466671	ANDERSON, WILLIAM	2002	TAX	11.65
SUBTOTAL FOR LOCAL CODE		026	3	31.50		

DATE: XX/XX/CCYY

OFFICE OF CHILD SUPPORT ENFORCEMENT  
FEDERAL OFFSET  
FEE REIMBURSEMENT REPORT FOR XX

PAGE 1

QUARTERLY TOTAL FOR TAX	6	57.10
QUARTERLY TOTAL FOR ADM	4	49.90
QUARTERLY TOTAL DISBURSEMENT	10	107.05

Current Year (CY) = CCYY program year; Prior Year (PY) = CCYY program year

A FMS fee is only reimbursed on a full reversal. A full reversal can be one reversal equaling the original offset or multiple reversals equaling the original offset.

Fees are reimbursed for adjustments made to PY CCYY and PY CCYY offsets only.

<sup>1</sup>Number of CY full reversals for tax offsets.

<sup>2</sup>Total amount of CY fee reversals for tax offsets. \$\$.\$\$ per offset.

<sup>3</sup>Number of CY full fee reversals for administrative offsets.

<sup>4</sup>Total amount of CY fee reversals for administrative offsets. \$\$.\$\$ per offset.

## J.9 Weekly Update Report

DATE:  
 XX/XX/CCYY

### WEEKLY UPDATE REPORT

#### CASE COUNTS FOR STATE OF XX

	TANF	NON-TANF	TOTAL
STATE RECORDS SUBMITTED BY CERTIFYING STATE	50	100	150
TOTAL STATE RECORDS ACCEPTED	30	50	80
REPORTED BY CERTIFYING STATE	20	50	70
REPORTED NEW CASES ACCEPTED	10	0	10
TOTAL STATE RECORDS REJECTED	20	50	70
REJECTED DELETES FROM CERTIFYING STATE	10	20	30
REJECTED NEW CASES FROM CERTIFYING STATE	0	0	0
REJECTED MODIFYS FROM CERTIFYING STATE	10	10	20
REJECTED TRANSFERS/LOCAL CODE	0	0	0
REJECTED STATE PAYMENTS	0	5	5
REJECTED EXCLUSION INDICATORS	0	5	5
REJECTED CASE ID	0	0	0
REJECTED NAME	0	3	3
REJECTED ADDRESS	0	7	7

#### ERROR COUNTS

INVALID SUBMITTING STATE CODE (01)	0	0	0
INVALID SSN (02)	0	0	0
CORRECTED SSNS	0	3	3
INVALID LAST NAME (03)	0	3	3
INVALID FIRST NAME (04)	0	0	0
INVALID ARREARAGE AMOUNT (05)	10	10	20
CASE ALREADY EXISTS FOR ADD (06)	0	0	0
INVALID TRANSACTION TYPE (07)	0	0	0
DUPLICATE TRANSACTIONS FOR SAME CYCLE (08)	5	0	5
INVALID CASE TYPE INDICATOR (09)	0	0	0
STPMT AMT IS EQUAL TO OCSE CASE MASTER (11)	0	0	0
SSN NOT ON OCSE CASE MASTER FILE (12)	5	20	25
LAST NAME DOES NOT MATCH OCSE LAST NAME (17)	0	0	0

DATE:  
 XX/XX/CCYY

WEEKLY UPDATE REPORT

CASE COUNTS FOR STATE OF XX

	TANF	NON-TANF	TOTAL
FMS CAN NOT DECREASE DEBT BALANCE OF \$0 (19)	0	0	0
INVALID TRANSFER STATE CODE (23)	0	0	0
INVALID PROCESSING YEAR FOR STATE PAYMNT(26)	0	5	5
INVALID LOCAL CODE (29)	0	0	0
INVALID DATE ISSUED (32)	0	0	0
INVALID EXCLUSION INDICATORS (33)	0	5	5
STPMT SUBMITTED/NO OFFSET PAYMENT FOUND (34)	0	0	0
STATE PAYMENT EXCEEDS OFFSET (35)	0	0	0
STATE PAYMENT EXCEEDS OFFSET (35)	0	0	0
CASE WAS PREVIOUSLY DELETED (38)	0	0	0
INVALID TRANSACTION FOR FIDM ONLY CASES (39)	0	0	0
INVALID ADDRESS (40)	0	7	7
TOTAL STATE-WARNINGS	2	4	6
ADDRESS WARNING (47)	2	0	2
NO PON REQUEST FOR MOD TO \$0 (55)	0	1	1
PON REQ INVALID FOR FIDM-ONLY CASE (56)	0	0	0
NO PREV PON DATE FOR PON REQ (57)	0	3	3
PON REQUEST MISSING ADDRESS (58)	0	0	0
PON REQ NOT AVAIL FOR STATE NOTICE(59)	0	0	0
UNVERIFIED NAME – PREVIOUS VALID (63)	0	0	0
UNVERIFIED CURRENT NAME (64)	0	0	0
INVALID DOB AND/OR POB (65)	0	0	0
DOLLAR AMOUNTS			
STATE DOLLAR DELETED	\$18,340		

## J.10 State Caseload Preprocessor Report

OFFICE OF CHILD SUPPORT ENFORCEMENT  
FEDERAL OFFSET STATE CASELOAD PROCESSING REPORT FOR XX

DATE: XX/XX/2011

	TOTAL	TANF	NON-TANF	
	-----	-----	-----	
CASES SUBMITTED ON STATE CASELOAD FILE	20,550	7,334	13,216	
CASES REJECTED FOR INVALID SSN OR CASE TYPE	0			
TOTAL STATE RECORDS GENERATED FOR CERTIFYING STATE	10,067	1,870	8,197	
CASES ADDED		653	80	573
CASES DELETED	224	42		182
ARREARAGE AMOUNT MODIFICATIONS	8,730	1,616		7,114
EXCLUSION INDICATOR CHANGES	150	14		136
LOCAL CODE CHANGES	0	0		0
NAME CHANGES	4	1		3
ADDRESS CHANGES	306	117		189
CASEID CHANGES	0	0		0

## **K. PASSPORT LETTERS, FORMS & INFORMATION**

This appendix consists of the following:

- K.1 Passport Denial Letter
- K.2 Passport Denial Letter From an Embassy or Consulate
- K.3 Emergency Notice of Withdrawal of Passport Denial Form
- K.4 Passport Issuance Tracking Letter

## K.1 Passport Denial Letter

United States Department of State  
**U.S. Embassy/Consulate or Passport  
Agency/Center**  
Ex: National Passport Center  
*31 Rochester Avenue  
Portsmouth, New Hampshire 03801-2900  
1-(877) 487-2778*

Date

Name

Address

Dear Mr. Name,

Thank you for your recent passport book and/or card application. We need your help in order to continue processing your request. The Department of State has determined that you are ineligible to receive passport services. This determination is based on Section 51.60(a)(2) of Title 22 of the Code of Federal Regulations and the certification of the Secretary of Health and Human Services that you are in arrears of child support.

◆ Section 51.60(a)(2) reads as follows:

### 51.60 – Denial and Restriction of Passports

- (a) The Department may not issue a passport, except a passport for direct return to the United States, in any case in which the Department determines or is informed by competent authority that:
- (2) The applicant has been certified by the Secretary of Health and Human Services as notified by a state agency under 42 U.S.C. 652(k) to be in arrears of child support in an amount determined by statute.

Please note that in accordance with Section 7303 of Public Law 109-171, the Deficit Reduction Act of 2005, the threshold for denial of passport services was reduced from \$5,000 to \$2,500 on October 1, 2006.

*Neither this passport agency nor the Department of State has information concerning your child support obligation. A list of state child support enforcement agencies and their phone numbers is attached to this letter for your use. Please contact the appropriate office on this list to make payment arrangements.*

This decision is not appealable with the Department of State. If you make appropriate arrangements with your state child support agency within 90 days, please notify this Passport Agency in writing or by calling the National Passport Information Center at the number listed below. After you make payment arrangements with your state agency, please allow 5-10 business days before calling the National Passport Information Center (NPIC), so HHS has sufficient time to notify Passport Services. Once the Secretary of Health and Human Services has certified to the Secretary of State that you have satisfied the child support arrearage, your name will be removed from the certified list. Please note that several states have a \$0 balance policy before allowing passport issuance to an individual who was previously in arrearage.

All questions regarding such a policy must be addressed to the appropriate state child support agency. The Department of State cannot override this policy.

If we do not receive a response within ninety (90) days, your application will be filed without further action. Any special return postage will be returned or refunded.

**PLEASE RETURN THIS LETTER WITH YOUR REPLY.**

To Customer: If you have any questions regarding this letter or your passport application, contact the National Passport Information Center at 1-(877) 487-2778 (TDD/TTY: 1-(888) 874-7793). Customer Service Representatives are available Monday–Friday, 8:00 a.m. to 10:00 p.m., EST, excluding Federal holidays. These hours may be expanded to accommodate increased calls. You may also check the status of an already-submitted application by visiting [http://travel.state.gov/passport/get/status/status\\_2567.html](http://travel.state.gov/passport/get/status/status_2567.html). For a wealth of passport and travel information, visit us at <http://travel.state.gov>.

Enclosure(s): Agency List

## K.2 Passport Denial Letter From an Embassy or Consulate

*Embassy of the United States of America  
Bucharest, Romania*

Bucharest, Romania  
March 23, 2011

Dear Ms. Name,

This agency sent you a letter regarding your ineligibility to receive a U.S. passport because of arrears in child support. A check of our computer system indicates your eligibility status has not changed; therefore, we are unable to proceed with your request at this time.

Unfortunately, no administrative review or appeal will be undertaken by Passport Services since the resolution of such matters lies solely with the individual State Child Support Enforcement Agency and the Department of Health and Human Services. Neither the Embassy nor the Department of State has information concerning your child support obligation. A list of state child support enforcement agencies and their phone numbers is enclosed with this letter for your use. Please contact the appropriate office on this list to resolve this issue.

Since you were unable to resolve this issue within the timeframes established in our prior correspondence, your passport application is denied. This determination is based on Section 51.60(a)(2) of Title 22 of the Code of Federal Regulations. Any documents you submitted with your application are enclosed. Any special return postage fees will be returned or refunded. By law, the passport execution and application fees are non-refundable.

If you still wish to obtain a passport, you will need to submit a new application.

Sincerely,

If you have any questions regarding this letter or your passport application, contact the American Citizens Services unit by phone at (021)200-3300, by fax at (021)200-3578, or by e-mail at [AcsBucharest@state.gov](mailto:AcsBucharest@state.gov). For general passport information, or to check the status of your passport application, please visit us on-line at <http://romania.usembassy.gov>.

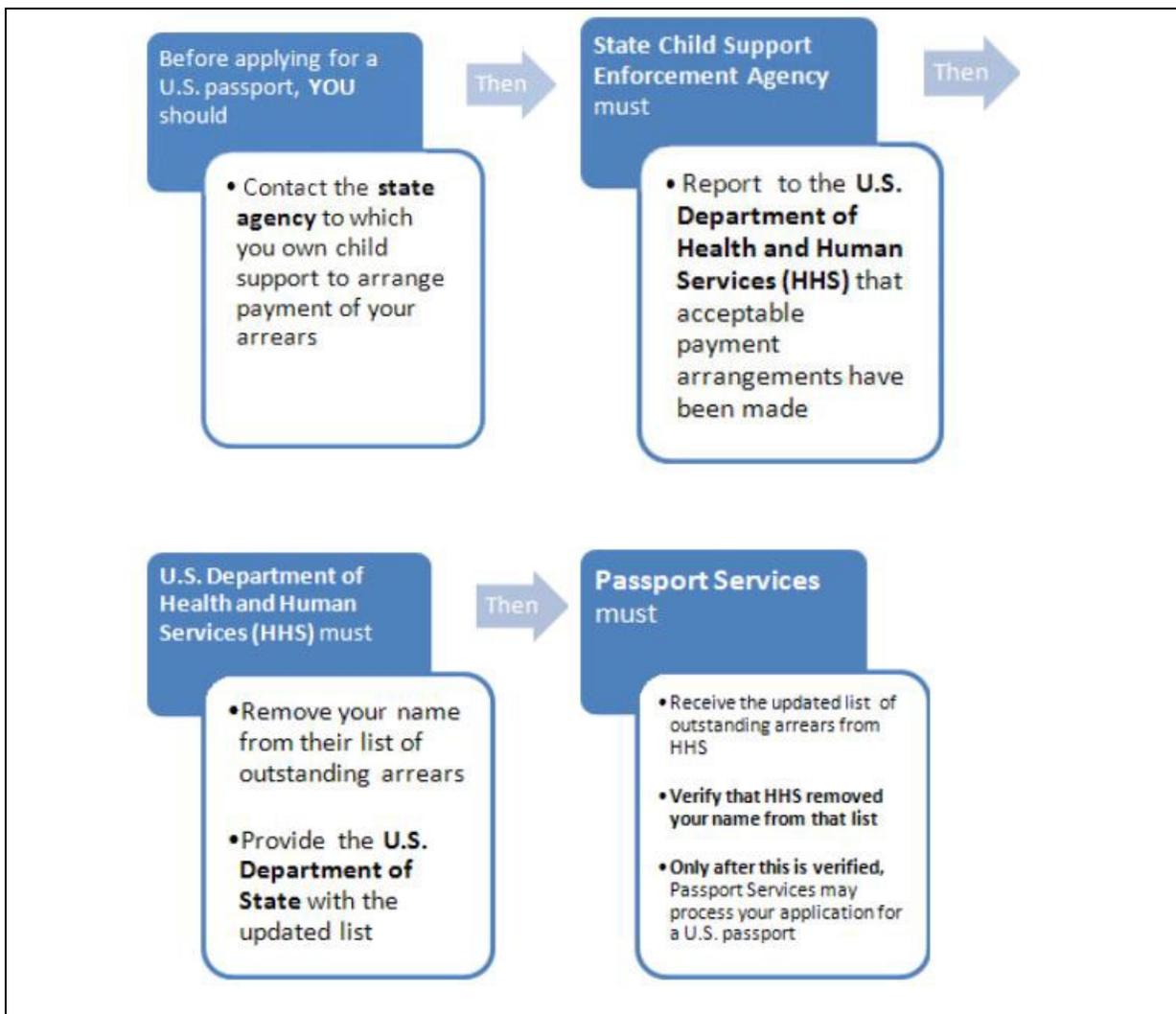
### K.3 Child Support Payments and Getting a U.S. Passport

If you owe \$2,500 or more in child support, you are not eligible to receive a U.S. passport.

You should make arrangements to pay the state where child support is owed **BEFORE** you submit your application for a U.S. passport. All questions about your child support arrears or the status of a payment should be directed to the appropriate state child support enforcement agency.

Once payment is arranged, it may take 2-3 weeks before Passport Services is permitted to process your application. See details of this process in the chart below:

**Figure K-1: State Child Support Chart for Obtaining your U.S. Passport – Included with Passport Denial Letter From Embassy or Consulate**



Note: Graphic obtained from Department of State website.

## **K.4 Emergency Notice of Withdrawal of Passport Denial Form**

**NOT AVAILABLE FOR PUBLIC USE**



## L. **ONLINE SYSTEM PROCEDURES**

This appendix consists of the following:

- L.1 Federal Offset Program (FOP) Online System Access
- L.2 Entering and Exiting the Online System
- L.3 Using the Online System

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Note: The Federal Collections and Enforcement States Services Portal (SSP) application (refer to Section 7, "State Services Portal (SSP)") replaces the Time Sharing Option (TSO) application (or TSO panel) that allows authorized users access to offset and passport denial data through SSA's mainframe. The TSO and Federal Collections and Enforcement applications will continue to run concurrently until January 1, 2013, at which time the TSO application will be retired.

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## **L.1**

### **L.1 Federal Offset Program Online System Access**

Access to the Federal Offset Program's (FOP) Online System (also referred to as the TSO application or panel) through SSA's mainframe computer is available to any state that wants to enter information on a case-by-case basis. The use of PComm software enables a personal computer (PC) to access the mainframe through a virtual private network (VPN). The FOP Online System allows individual cases to be added, updated, and deleted (refer to Section 2.1.4, "Transaction Types"), and also allows states to query existing or prior case information online.

#### **L.1.1 OBTAINING ONLINE SYSTEM ACCESS**

To obtain access to the SSA mainframe, a state must request, via email, a user identification number (USERID) and a system access password (refer to Chart D-1, "Program and Technical Assistance," for FOP Online System Access/PComm contact information). OCSE then forwards Form SSA-120-U4, "Application for Access to the Social Security Administration Systems," to the state to be completed.

After the state mails the completed original form back to the OCSE contact, it is forwarded to SSA for approval of the mainframe access request. When SSA approves access, the PComm communication software is forwarded to the state. The PComm software must be installed on a state-owned PC before state personnel can access the FOP Online System.

#### **L.1.2 SYSTEM REQUIREMENTS FOR PCOMM INSTALLATION**

A state's PC must meet the following minimum system requirements to execute PComm, the communication software provided by OCSE:

- IBM compatible PC with monitor
- Internet access via state network or Internet Service Provider (ISP)
- One of the following operating systems  
Windows XP Professional or Windows 2000 Professional

The PComm package includes an installation guide to assist the state's technical representatives with installation of the software. No other communication software package is supported. If further assistance is needed, refer to Chart D-1, "Program and Technical Assistance," for FOP Online System Access/PComm contact information.

## **L.2 Entering and Exiting the Online System**

Before a state can access the FOP Online System, it must first install and configure the PComm communication software on its PC.

To enter the FOP Online System, follow the instructions in Section L.2.1, "Log On Procedures."

To exit the FOP Online System, follow the instructions in Section L.2.2, “Log Off Procedures.”

## L.2.1 LOG ON PROCEDURES

To logon to the SSA Mainframe, proceed as follows:

Using the mouse, double left click on the desktop icon labeled **SSA Mainframe**.

1. After some intermediate screens are displayed, a dark screen labeled “Session A – 24 x 80” is presented.
2. A User Authentication window appears in the middle of the screen.
  - Type in your **VPN username**.
  - Press **Tab**.
  - Type in your **password**.
  - Click **OK**.

If the VPN username and password are not successfully validated, the User Authentication window is redisplayed. Upon successful validation, a dark screen labeled “Session A – 24 x 80,” is presented with “DISCONNECTED” displayed on the bottom left of the screen.

3. At the top of the screen, click **Communication**.
4. Click **Connect** (or, press **Alt-C**, then press ‘**C**’).
5. After a few moments, the prompt “IKJ56700A ENTER USERID –” is displayed.
  - Type in the **USERID** that was assigned by OCSE. The USERID begins with a dollar sign (\$) or a pound sign (#) and is followed by four numeric digits (\$nnnn or #nnnn).
  - Press **Enter**.

The Time Sharing Option (TSO)/E Logon screen (Figure L-1) is displayed. This is the next level of security for entry to the system.

**Figure L-1: TSO/E Logon**

----- TSO/E LOGON -----			
PF1/PF13 ==> Help	PF3/PF15 ==> Logoff	PA1 ==> Attention	PA2 ==>
You may request specific HELP information by entering a ? in any entry			
ENTER LOGON PARAMETERS BELOW:		RACF LOGON PARAMETERS	
USERID	====>	\$nnnn (or #nnnn)	
PASSWORD	====>	NEW PASSWORD	====>
PROCEDURE	====>	OCSETAX	GROUP IDENT
ACCT NMBR	====>		
SIZE	====>	4096	
PERFORM	====>		
COMMAND	====>		
ENTER AN S BEFORE EACH OPTION DESIRED BELOW:			
	-NOMAIL	-NONOTICE	-RECONNECT
			-OIDCARD

On the TSO/E Logon screen:

1. The USERID field is pre-filled with the data that was previously entered.
2. Type the assigned **password**.
3. Press **Tab** to advance to the Procedure field.
4. Type **OCSETAX** in the Procedure field.
5. Blank out the data in the **Command** field.
6. Press **Enter**.

The Warning! screen (Figure L-2) is displayed.

If a state user cannot access the FOP Online System, instructions appear. Follow the instructions and press **Enter** to continue.

---

Note: First-time state users receive a temporary password from OCSE. The first time a state user accesses the FOP Online System, he or she is required to change the password (refer to Section L.2.1.1, “Change Password”). The password must be changed every 30 days thereafter. If the password has expired, refer to Chart D-1, “Program and Technical Assistance” for FOP Online System Access/PCComm contact information.

---

### L.2.1.1 Change Password

To change the password:

1. Type the existing or temporary **password** in the Password field.
2. Press **Tab** to advance to the New Password field.
3. Type in a new **password**. The password must be eight characters long, and must contain a combination of letters and numbers.
4. Press **Enter**. The new password is edited for formatting. If the new password is not in the correct format, an error message appears in the upper left corner of the screen.
5. If the password is in the correct format, a confirmation appears to enter the new password again. Type the new **password** again.
6. Press **Enter**.

---

Note: Always protect the password and do not share it with others.

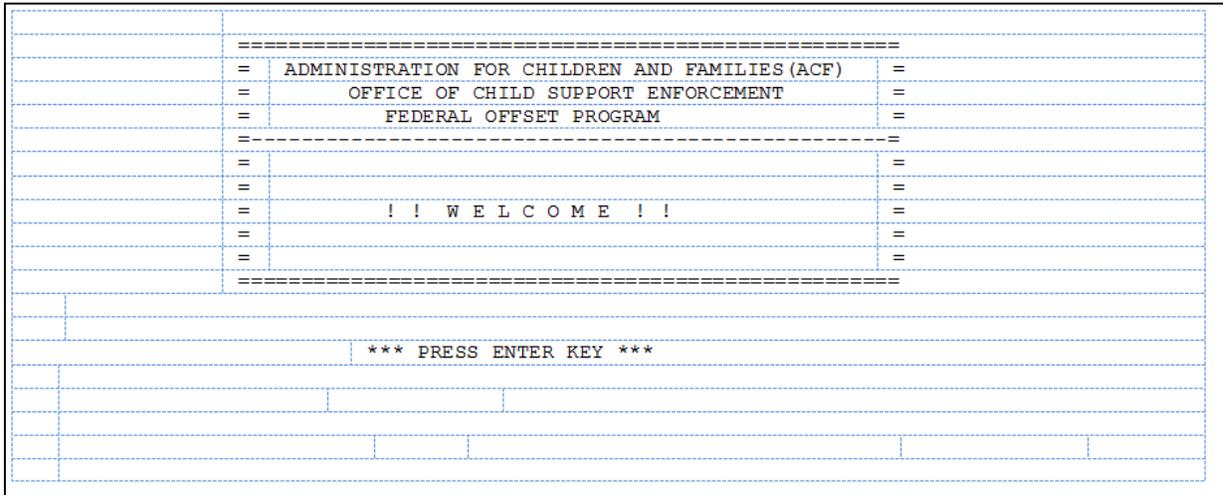
---

**Figure L-2: Warning!**

WARNING! The information contained in this system is sensitive information that may affect the privacy of individuals. Knowing or willful alteration, destruction or disclosure of sensitive information to any unauthorized individual can result in federal criminal penalties and civil sanctions.	
PLEASE SAFEGUARD THIS INFORMATION.	
Please press ENTER to continue.	
***	
	# Proceed

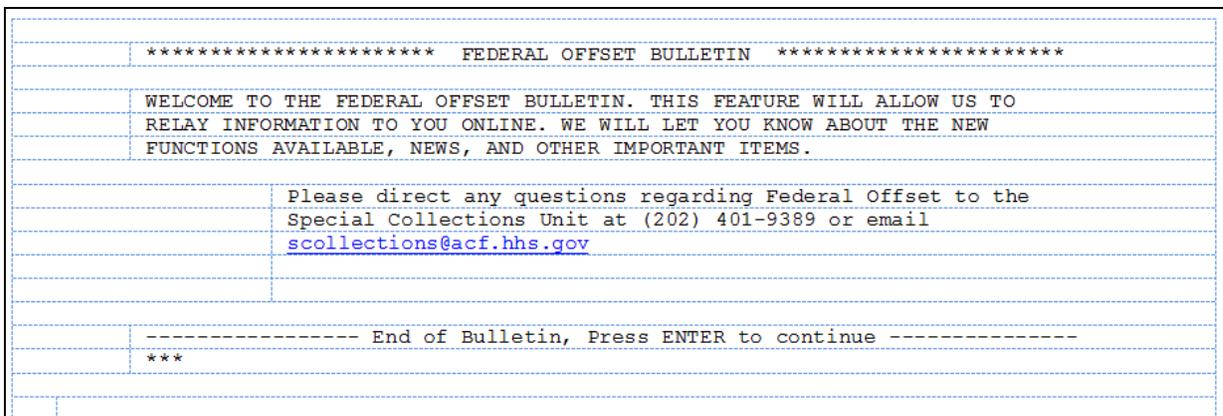
It is important to read the message that is provided on the Welcome screen (Figure L-3), because it may contain important information about mainframe availability, etc. Press **Enter** to continue to the next screen.

**Figure L-3: Welcome**



The Federal Offset Bulletin screen (Figure L-4) is an electronic message system that is used to communicate important messages, problems, or changes to state online users. The bulletin is displayed automatically after the Welcome screen. Alternatively, it may be viewed at any time by selecting the bulletin option on the Federal Offset Processing Menu (refer to Section L.3.1, “Federal Offset Processing Menu”).

**Figure L-4: Federal Offset Bulletin**



## L.2.2 LOG OFF PROCEDURES

To disconnect from the VPN, a state user must first exit the FOP Online System, then log off of the SSA Mainframe. To exit the FOP Online System:

1. Press **F3** until the Federal Offset Processing Menu is displayed.
2. Type the letter '**X**' in the Option field.
3. Press **Enter**. The FOP Online System automatically closes.

To disconnect from the VPN:

1. Click the '**X**' in the upper right corner of the PComm window.
2. Right click on the '**N**' (Netscreen) icon in the system tray.
3. Move the cursor up to 'Disconnect' in the pop-up menu. 'SSAVPN1' is displayed.
4. Move the cursor over **SSAVPN1** to select it. Click it to disconnect.
5. Click **OK** on the Successfully Disconnected window.

### Notes on Disconnection after Inactivity:

1. After 15 minutes of mainframe session inactivity, the existing mainframe session is disconnected. Upon the next attempt to press **Enter**, the screen and session are cleared and 'disconnected' is displayed on the bottom left of the screen. This session clearing may take a few minutes.
2. To reconnect, proceed as described in Section L.2.1, "Log On Procedures."
3. If the session inactivity was between 15 and 30 minutes, any unsaved work is still available when you reconnect to the mainframe session.
4. If the session inactivity was more than 30 minutes, the prior session has ended, and you are logging on for a new mainframe session. You can determine whether it is a new session from the mainframe messages at logon.
5. If problems are encountered connecting or reconnecting, try disconnecting from the VPN as described above. Then, try to reconnect as described in Section L.2.1, "Log On Procedures."
6. If you are on a mainframe, when you reconnect you receive messages:
7. IKJ56425I LOGON rejected, User ID \$nnnn already logged on to system SY56
8. IKJ56400A ENTER LOGON OR LOGOFF
9. Type **logoff** and then press **Enter**. Wait about 15 minutes and try again.

## L.3 Using the Online System

Following are some of the navigational and housekeeping functions for the FOP Online System:

1. Press **F3** to exit the current screen, or to execute a '**Cancel**' command.
2. If an error code is displayed in the upper right hand corner of the screen, press **F1** to display a detailed message above the Command field.
3. Press **F4** to return to the main menu.
4. Press **F7** (to scroll up) or **F8** (to scroll down) on screens with multiple pages of data.

- Type **PFSHOW ON** in the Command field and then press **Enter** to display definitions of the function keys. The following display will appear at the bottom of the screen:

F1=Help    F2=Split    F3=Exit    F4=Return    F5=Rfind    F6=Rchange  
F7=Up    F8=Down    F9=Swap    F10=Left    F11=Right    F12=Cancel

Note: This display truncates information at the bottom of the FOP screens. Therefore, after viewing the function key definitions, **PFSHOW OFF** should be entered in the Command field to remove the definitions and to fully display all of the FOP data on the screens.

### L.3.1 FEDERAL OFFSET PROCESSING MENU

Figure L-5 lists the available system functions that a state may perform using the Online System. One of the listed functions must be selected to continue processing. Each function is explained in the following sections.

**Figure L-5: Federal Offset Processing Menu**

OFFICE OF CHILD SUPPORT ENFORCEMENT		XX00
FEDERAL OFFSET PROCESSING MENU		Date - 05/05/2007
		Time - 09:51
OPTION ==>		
1	FO DATA ENTRY	--- On-line Data Entry
2	Inactive	
3	Inactive	
4	LOCAL CONTACT	--- Update Local Contact Addresses
5	FO BULLETIN	--- Browse FO Bulletin
6	PASSPORT UPDATE	--- DoS Certification or Withdrawal
7	CASE ADDRESS QUERY	--- Query Case Address File
8	PRE-OFFSET NOTICE QUERY	--- Query Pre-Offset Notices File
9	CASE QUERY	--- Query Case File
X	To Log Off	

To access one of the listed functions on the Federal Offset Processing Menu screen:

- Type the number or letter that is associated with the function in the **OPTION** field.
- Press **Enter** to transfer to the function selected.

The only valid options for this screen are: '1', '4', '5', '6', '7', '8', '9' and 'X'. If an option other than one of those listed is entered, an INVALID OPTION message appears in the upper-right corner of the screen. Retype a valid option and press **Enter** again.

### L.3.2 FEDERAL OFFSET DATA ENTRY (OPTION 1)

This function allows individual cases to be added, updated, and deleted. However, it creates **batch** transactions in the Case Submission and Update File format, as opposed to performing direct updates to the Federal Offset Master files (refer to Chart E-1, "Case Submission and

Update Record Layout,” for a complete description of fields and edit criteria). The batch transactions are processed once each week during the Weekly Processing Cycle (refer to Section 2.1.3, “Weekly Processing Cycle”). Case transactions that do not pass the edit validation processes are returned to the state on the Rejected Case Submission and Update File (refer to Section 2.2.2, “Rejected Case Submission and Update File,” also Chart F-1, “Rejected Case Submission and Update Record Layout”).

The Enter Weekly Update Records screen (Figures L-6, L-7 and L-9) is a two-part screen. “Part 1 of 2” in the upper-right corner of the screen identifies the first screen, and “Part 2 of 2” identifies the second screen. The Enter Weekly Update Records – Part 2 of 2 screen (Figure L-7) is used for all transactions except the ‘Z’ transaction. For the ‘Z’ transaction, the Enter Weekly Update Address Change – Part 2 of 2 screen (Figure L-9) is used to allow both US and foreign addresses to be updated. This two-part screen is followed by the Weekly Update Final Processing screen (Figure L-8). The Weekly Update Final Processing screen prompts the state to submit, cancel, or revisit the Weekly Update Record that has been entered.

**Figure L-6: Enter Weekly Update Records – Part 1 of 2**

OFFICE OF CHILD SUPPORT ENFORCEMENT		Part 1 of 2
FEDERAL OFFSET PROCESSING MENU		Date - 05/05/2007
ENTER WEEKLY UPDATE RECORDS		Time - 11:44
COMMAND ==>		
Transaction Type	==> _	< (A=add,M=mod,D=del,S=stpmt,T=trnsf,L=local,R=Excl, B=name change,C=case ID change,Z=address change)
Processing Year	==> ____	< (4 numeric digits)
Certifying State:		
State Code	==> SS	<
Local Code	==> _____	< (3 numeric digits)
Soc Sec No	==> _____	< (9 numeric digits)
Case Type	==> _	< (A=AFDC N=NON-AFDC)
Amount	==> _____	< (Ex; enter 1,200 as 1200)
Case ID	==> _____	<(optional)
NCP Name:		
Last Name	==> _____	<
First Name	==> _____	<
State Conducting Administrative Review:		
Transfer State	==> _	< Transfer Local ==> ____ <

### L.3.2.1 Add Case

1. Type the letter 'A' in the Transaction Type field.
2. Enter the following data on the screen (if a field is not required, press **Tab** to move to the next field):
  - **Processing Year** – not required
  - **Local Code** – required (must be an existing code on the OCSE Table)
  - **Social Security Number (SSN)** – required
  - **Case Type** – required
  - **Amount** – required
  - **Case ID** – not required
  - **Last Name** – required
  - **First Name** – required
3. Press **Enter**.

If a required field is missing, or is not entered properly, an error message appears in the upper right corner of the screen. Correct the erroneous data and press **Enter** to continue.

After all of the data is entered, the Enter Weekly Update Records – Part 2 of 2 screen (Figure L-7) is displayed.

**Figure L-7: Enter Weekly Update Records – Part 2 of 2**

OFFICE OF CHILD SUPPORT ENFORCEMENT		Part 2 of 2
FEDERAL OFFSET PROCESSING MENU		Date - 05/05/2007
ENTER WEEKLY UPDATE RECORDS		Time - 11:44
COMMAND ==>		
Offset exclusion indicator type		
> _____ <		
(Ex: TAX, ADM, RET, ...)		
An address is needed if this is a new case:		
Line 1	>	<
Line 2	>	<
City	>	<
State	>	<
Zip	>	<
Print Pre-Offset Notice > _ < (P = Request a notice be printed)		
Pre-Offset Notice Date > _____ < (Required if state issues own notice)		
CCYYMMDD		

1. To complete an Add Case transaction, enter the following data on the “Part 2 of 2” screen:
  - **Exclusion Indicator Type** – not required
  - **Address Line 1** – required
  - **Address Line 2** – not required
  - **City** – required
  - **State (code)** – required
  - **Zip + 4** – required



- Enter **any character** and then press **Enter** to revisit the data that has been entered for the transaction. The user is returned to the Enter Weekly Update Records – Part 1 of 2 screen (Figure L-6).

### L.3.2.3 Local Code Change

1. Type the letter 'L' in the Transaction Type field.
2. Enter the following data on the screen (if a field is not required, press **Tab** to move to the next field):
  - **Processing Year** – not required
  - **Local Code** – required; enter the new Local Code value
  - **Social Security Number** – required
  - **Case Type** – required
  - **Amount** – not required
  - **Case ID** – not required
  - **Last Name** – required
  - **First Name** – not required
3. Press **Enter**. The Enter Weekly Update Records – Part 2 of 2 screen (Figure L-7) is displayed.
4. Press **Enter** again. The Weekly Update Final Processing screen (Figure L-8) is displayed. There are three options for completing the Weekly Update Records process:
  - Press **Enter** to submit the new transaction.
  - Press **F3** to cancel the new transaction.
  - Enter **any character** and press **Enter** to revisit the data that has been entered for the transaction. The user is returned to the Enter Weekly Update Records – Part 1 of 2 screen (Figure L-6).

### L.3.2.4 Modify Arrearage Amount

1. Type the letter 'M' in the Transaction Type field.
2. Enter the following data on the screen (if a field is not required, press **Tab** to move to the next field):
  - **Processing Year** – not required
  - **Local Code** – not required
  - **Social Security Number** – required
  - **Case Type** – required
  - **Amount** – required
  - **Case ID** – not required
  - **Last Name** – required
  - **First Name** – not required
3. Press **Enter**. The Enter Weekly Update Records – Part 2 of 2 screen (Figure L-7) is displayed. Enter data for the following field if desired:
  - **Print Pre-Offset Notice** – to issue a notice, type **P**.

4. Press **Enter** again. The Weekly Update Final Processing screen (Figure L-8) is displayed. There are three options for completing the Weekly Update Records process:
  - Press **Enter** to submit the new transaction.
  - Press **F3** to cancel the new transaction.
  - Enter **any character** and press **Enter** to revisit the data that has been entered for the transaction. The user is returned to the Enter Weekly Update Records – Part 1 of 2 screen (Figure L-6).

### L.3.2.5 Replace Exclusion Indicator(s)

1. Type the letter '**R**' in the Transaction Type field.
2. Enter the following data on the screen (if the field is not required, press **Tab** to move to the next field):
  - **Processing Year** – not required
  - **Local Code** – not required
  - **Social Security Number** – required
  - **Case Type** – required
  - **Amount** – not required
  - **Case ID** – not required
  - **Last Name** – required
  - **First Name** – not required
3. Press **Enter**. The Enter Weekly Update Records – Part 2 of 2 screen (Figure L-7) is displayed.
4. Type in the desired exclusion indicator(s) for the case in the **Exclusion Indicator** field. If entering multiple exclusion indicators, separate them with either commas or spaces.
5. Press **Enter** again. The Weekly Update Final Processing screen (Figure L-8) is displayed. There are three options for completing the Weekly Update Records process:
  - Press **Enter** to submit the new transaction.
  - Press **F3** to cancel the new transaction.
  - Enter **any character** and press **Enter** to revisit the data that has been entered for the transaction. The user is returned to the Enter Weekly Update Records – Part 1 of 2 screen (Figure L-6).

### L.3.2.6 State Payment

1. Type the letter '**S**' in the Transaction Type field.
2. Enter the following data on the screen (if the field is not required, press **Tab** to move to the next field):
  - **Processing Year** – required; the year in which the offset occurred
  - **Local Code** – not required
  - **Social Security Number** – required
  - **Case Type** – required
  - **Amount** – required; accumulated amount
  - **Case ID** – not required
  - **Last Name** – required

- **First Name** – not required
3. Press **Enter**. The Enter Weekly Update Records – Part 2 of 2 screen (Figure L-7) is displayed.
  4. Press **Enter** again. The Weekly Update Final Processing screen (Figure L-8) is displayed.
  5. There are three options for completing the Weekly Update Records process:
    - Press **Enter** to submit the new transaction.
    - Press **F3** to cancel the new transaction.
    - Enter **any character** and press **Enter** to revisit the data that has been entered for the transaction. The user is returned to the Enter Weekly Update Records – Part 1 of 2 screen (Figure L-6).

### L.3.2.7 Name Change

1. Type the letter '**B**' in the Transaction Type field.
2. Enter the following data on the screen (if the field is not required, press **Tab** to move to the next field):
  - **Processing Year** – not required
  - **Local Code** – not required
  - **Social Security Number** – required
  - **Case Type** – required
  - **Amount** – not required
  - **Case ID** – not required
  - **Last Name** – required
  - **First Name** – required
3. Press **Enter**. The Enter Weekly Update Records – Part 2 of 2 screen (Figure L-7) is displayed.
4. Press **Enter** again. The Weekly Update Final Processing screen (Figure L-8) is displayed.
5. There are three options for completing the Weekly Update Records process:
  - Press **Enter** to submit the new transaction.
  - Press **F3** to cancel the new transaction.
  - Enter **any character** and press **Enter** to revisit the data that has been entered for the transaction. The user is returned to the Enter Weekly Update Records – Part 1 of 2 screen (Figure L-6).

### L.3.2.8 Case ID Change

1. Type the letter '**C**' in the Transaction Type field. Enter the following data on the screen (if the field is not required, press **Tab** to move to the next field):
  - **Processing Year** – not required
  - **Local Code** – not required
  - **Social Security Number** – required
  - **Case Type** – required
  - **Amount** – not required
  - **Case ID** – required

- **Last Name** – required
  - **First Name** – not required
2. Press **Enter**. The Enter Weekly Update Records – Part 2 of 2 screen (Figure L-7) is displayed.
  3. Press **Enter** again. The Weekly Update Final Processing screen (Figure L-8) is displayed.
  4. There are three options for completing the Weekly Update Records process:
    - Press **Enter** to submit the new transaction.
    - Press **F3** to cancel the new transaction.
    - Enter **any character** and press **Enter** to revisit the data that has been entered for the transaction. The user is returned to the Enter Weekly Update Records – Part 1 of 2 screen (Figure L-6).

### L.3.2.9 Address Change

1. Type the letter '**Z**' in the Transaction Type field.
2. Enter the following data on the screen (if the field is not required, press **Tab** to move to the next field):
  - **Processing Year** – not required
  - **Local Code** – not required
  - **Social Security Number** – required
  - **Case Type** – required
  - **Amount** – not required
  - **Case ID** – not required
  - **Last Name** – required
  - **First Name** – not required
3. Press **Enter**. The Enter Weekly Update Address Change Part 2 of 2 screen (Figure L-9) is displayed.

**Figure L-9: Enter Weekly Update Address Change – Part 2 of 2**

OFFICE OF CHILD SUPPORT ENFORCEMENT		Part 2 of 2
FEDERAL OFFSET PROCESSING MENU		Date - 05/05/2007
ENTER WEEKLY UPDATE ADDRESS CHANGE		Time - 11:44
COMMAND ==>		
Enter the US Address on the lines below:		
Line 1	>	<
Line 2	>	<
City	>	<
State	>	<
ZIP Code	>	<
OR		
Enter the Foreign Address on the lines below:		
Line 1	>	<
Line 2	>	<
City	>	<
Full Country Name	>	< (F5 to view List)
Postal Code	>	<

4. Enter the following data on the screen (if the field is not required, press **Tab** to move to the next field):

**For U.S. Address:**

- **Line 1** – required
- **Line 2** – not required
- **City** – required
- **State** – required
- **ZIP Code** – not required

**For Foreign Address:**

- **Line 1** – required
- **Line 2** – not required
- **City** – required
- **Full Country Name**– required
  - Type in the Full Country Name or press **F5** to view and select the Full Country Name.
- **Postal Code** – not required

For details about entering Military Addresses, or any other details regarding OCSE’s address processing, refer to Section 2.1.5.4, “Address Processing.”

If **F5** is pressed, the Foreign Country Name and Abbreviation screen (Figure L-10) is displayed. To locate the correct spelling of the country name, type the first letter of the

country name on the command line and press **Enter**. The screen then displays country names beginning with that letter in alphabetical order.

If the country name is not displayed, use **F8** to move forward in the list to view the next countries, or **F7** to move backward in the list.

When the correct country name is found, enter an **'S'** next to the country name and press **Enter**. The Foreign Country Name and Abbreviation screen disappears, and the correct spelling of the country name that was selected appears in the Full Country Name field of the Enter Weekly Update Address Change Part 2 of 2 screen.

**Figure L-10: Foreign Country Name and Abbreviation**

```
Foreign Country Name and Abbreviation
                                     Row 1 to 15 of 240
CMND ==>                            (Type Letter and Enter to Find)
(S to Select Country F8/Down F7/Up F3/Exit)
Select  Country Name                Abbv
-       AALAND ISLANDS              AX
-       AFGHANISTAN                 AF
-       ALBANIA                     AL
-       ALGERIA                     DZ
-       AMERICAN SAMOA              AS
-       ANDORRA                     AD
-       ANGOLA                      AO
-       ANGUILLA                    AI
-       ANTARCTICA                  AQ
-       ANTIGUA AND BARBUDA         AG
-       ARGENTINA                   AR
-       ARMENIA                     AM
-       ARUBA                       AW
-       AUSTRALIA                   AU
-       AUSTRIA                     AT
```

5. Press **Enter** again. The Weekly Update Final Processing screen (Figure L-8) is displayed.
6. There are three options for completing the Weekly Update Records process:
  - Press **Enter** to submit the new transaction.
  - Press **F3** to cancel the new transaction.
  - Enter **any character** and press **Enter** to revisit the data that has been entered for the transaction. The user is returned to the Enter Weekly Update Records – Part 1 of 2 screen (Figure L-6).

### L.3.3 UPDATE LOCAL CONTACT ADDRESSES (OPTION 4)

The Local Address Update screen (Figure L-11) allows a state to add or modify its State/Local Contact Phone and Address File information. This screen creates batch transactions in the State/Local Contact Phone and Address File format, as opposed to performing direct updates to the Federal Offset Master files (refer to Chart E-3, “State/Local Contact Phone and Address Record Layout,” for field descriptions and edit criteria). The batch transactions are processed once each week during the Weekly Processing Cycle (refer to Section 2.1.3, “Weekly Processing Cycle”).

**Figure L-11: Local Address Update**

OFFICE OF CHILD SUPPORT ENFORCEMENT		Date - 05/15/2007
FEDERAL OFFSET PROCESSING MENU		Time - 11:47
LOCAL ADDRESS UPDATE		
Enter new data for Add or state / Local Code for Modify and press ENTER		
COMMAND ==>		
Option: (A)dd or (M)odify		
State Code	==>	
Local Code	==>	
	(999) 999-9999	9999
Phone1	==>	Ext ==>
Phone2	==>	Ext ==> (Toll Free No.)
Department Name	==>	
Address Line2	==>	
Line3	==>	
Line4	==>	
Line5	==>	
Press ENTER to accept record / changes or END / F3 to exit.		

#### L.3.3.1 Add State and Local Contact

1. Type the letter ‘A’ in the Option field.
2. Enter the following data on the screen (if the field is not required, press **Tab** to move to the next field):
  - **Local Code** – required
  - **Phone 1** – required
  - **Phone 1 Extension** – not required
  - **Phone 2** – not required
  - **Phone 2 Extension** – not required
  - **Department Name** – required
  - **Address Line 2** – required
  - **Address Line 3** – not required
  - **Address Line 4** – not required
  - **Address Line 5** – not required
3. To cancel the transaction, press **F3**, or type **End** in the Command field and press **Enter**.

4. To submit the transaction, press **Enter**.

The submitted state and local contact information are added to a dataset that is processed by OCSE and forwarded to FMS.

### **L.3.3.2 Modify State and Local Contact**

1. Type the letter '**M**' in the Option field.
2. Enter the **Local Code** in the Local Code field.
3. Press **Enter**.
4. Existing state/local contact data and the message, "Make any changes to record and press ENTER," appears on the screen.
5. Type the new information on the screen assuring that there are values in the following required fields:
  - **Local Code** – required
  - **Phone 1** – required
  - **Phone 1 Extension** – not required
  - **Phone 2** – not required
  - **Phone 2 Extension** – not required
  - **Department Name** – required
  - **Address Line 2** – required
  - **Address Line 3** – not required
  - **Address Line 4** – not required
  - **Address Line 5** – not required
6. To cancel the transaction, press **F3**, or type **End** in the Command field and press **Enter**.
7. To submit the transaction, press **Enter**.

If any changes were made, the submitted state and local contact information is added to a dataset that is processed by OCSE and forwarded to FMS.

### **L.3.4 BROWSE FEDERAL OFFSET BULLETIN (OPTION 5)**

The Federal Offset Bulletin screen (Figure L-12) is an electronic message system that is used to communicate important messages, problems, or changes to state online users. The bulletin may be viewed at any time by selecting the FO Bulletin (Option 5) on the Federal Offset Processing Menu screen (Figure L-5). The bulletin is also automatically displayed after the Welcome screen (Figure L-3) when entering the system. Press **F3** to return to the Federal Offset Processing Menu screen.

**Figure L-12: Federal Offset Bulletin**

OFFICE OF CHILD SUPPORT ENFORCEMENT		Date - 05/05/2007
FEDERAL OFFSET PROCESSING MENU		Time - 09:51
COMMAND ==>	(End/F3 to Exit; UP/PF7=Scroll Up; DOWN/PF8=Scroll Down)	
***** FEDERAL OFFSET BULLETIN *****		
WELCOME TO THE FEDERAL OFFSET BULLETIN. THIS FEATURE WILL ALLOW US TO RELAY INFORMATION TO YOU ONLINE. WE WILL LET YOU KNOW ABOUT THE NEW FUNCTIONS AVAILABLE, NEWS, AND OTHER IMPORTANT ITEMS.		
Please direct any questions regarding Federal Offset to the Special Collections Unit at (202) 401-9389 or email <a href="mailto:scollections@acf.hhs.gov">scollections@acf.hhs.gov</a>		
----- End of Bulletin, Press ENTER to continue -----		
***		

**L.3.5 DoS CERTIFICATION OR WITHDRAWAL (OPTION 6)**

The DoS Certification or Withdrawal screen (Figure L-13) allows a state to change the Passport Denial Exclusion Indicator for an NCP's case(s). Passport denial indicator changes that are submitted through this screen are processed on a daily basis. Messages provide immediate error feedback. Therefore, no error response file is transmitted to the state.

**Figure L-13: DoS Certification or Withdrawal**

OFFICE OF CHILD SUPPORT ENFORCEMENT		Date - 05/14/2007
(STUSER)	FEDERAL OFFSET PROCESSING MENU	Time - 17:44
DoS CERTIFICATION OR WITHDRAWAL		
Enter SSN and state of NCP being Certified/Withdrawn and press "Enter".		
COMMAND ==>	(End/F3 to Exit)	
SSN	====> _____	State Code
		====> SS
Last Name	====>	Last Name
		====>
First Name	====>	First Name
		====>
Case Type	====>	Case Type
		====>
DoS Status	====>	DoS Status
		====>
Certify Date	====>	Certify Date
		====>
Withdrawal Date	====>	Withdrawal Date
		====>
PAS Exclusion	====>	PAS Exclusion
		====>
Total Arrearage	====>	Total Arrearage
		====>
Other states Denying Passport	====>	
Type of Action	====> _____	(C=Certify for DoS or W=Withdraw from DoS)
Amount Paid	====> _____	(Optional field, round to nearest whole dollar)

If the state wants to withdraw an NCP from the Passport Denial Program, it uses the ‘W’ (withdraw) option. This sets the Passport Denial Exclusion Indicator for the NCP. The NCP, if currently eligible for passport denial, is removed from the program. If the NCP is not yet eligible for submission, setting the exclusion indicator prevents future submissions, regardless of the arrearage amount that is owed. Using the ‘W’ option sets the Passport Denial Exclusion Indicator for any active case(s) (TANF and/or non-TANF) that the NCP has in the state.

If the state wants to certify an NCP who is currently excluded from the Passport Denial Program, it uses the ‘C’ (certify) option. This removes the Passport Denial Exclusion Indicator for the NCP. If currently eligible for passport denial, the NCP is submitted to the program. If the NCP is not yet eligible for submission, removing the exclusion indicator allows future submission (when the arrearage amount exceeds the federally-mandated threshold). Using the ‘C’ option removes the Passport Denial Exclusion Indicator for any active case(s) (TANF and/or non-TANF) that the NCP has in the state.

If any other state has submitted the NCP to the Passport Denial Program, the NCP is listed in the Other States Denying Passport field. States that withdraw (option ‘W’) an NCP from passport denial should be aware that the individual cannot obtain a passport until all of the submitting states also release the NCP from the program.

1. Enter the **SSN** in the SSN field, leaving the Command field blank.
2. Press **Enter**.
3. If the SSN is missing or incorrectly entered, an error message appears on the screen. If the case(s) for the entered SSN was deleted from the system, a message is displayed indicating that there are no active cases for the SSN. If the SSN never existed on the system, a message is displayed that indicates that the SSN was not found. Correct the SSN (if necessary) and press **Enter** to continue.
4. The DoS Certification or Withdrawal screen is redisplayed with the user’s state in the State Code field, and the NCP’s active TANF and/or non-TANF information in the first and second column(s) (Figure L-13).

This data is for informational use only, and therefore is not available for update from this screen. Refer to Chart L-1, “DoS Certification or Withdrawal,” for a complete description of the fields on the screen.

### L.3.5.2 DoS Withdrawal

1. Type the letter ‘**W**’ in the Type of Action field to release the selected NCP from the Passport Denial Program.
2. If known, type the whole **dollar value** of the amount paid by the NCP, without decimals, in the Amount Paid field (optional).
3. Press **Enter** to submit the new transaction.
  - If the value entered in the Amount Paid field is greater than \$99,999, the screen displays a warning message to alert the user to double-check the entry. Press **Enter** a second time to accept the payment amount as entered, or modify the amount, and then press **Enter**.

- If no payment amount was entered, the screen displays a reminder message to enter an amount. Press **Enter** a second time to process the transaction with a payment amount of zero, or modify the amount, and then press **Enter**.
  - If the NCP has previously been excluded from the Passport Denial Program for all active cases, a message is displayed that the transaction was rejected. The NCP's information is redisplayed. If the intent was to certify the case, refer to Section L.3.5.1, "DoS Certification."
  - If the NCP has one or more active cases that are currently eligible for, or participating in passport denial, a message is displayed that the transaction to set the exclusion indicator was accepted.
  - The entry screen is re-displayed with a blank SSN field so the user may start the certification/withdrawal process for a new NCP.
4. There are two options for exiting the withdrawal process without completing the transaction:
- Press **F3** to cancel the new transaction.
  - Type **END** in the Command field at the top of the screen, and press **Enter** to cancel the new transaction.

### L.3.5.1 DoS Certification

1. Type the letter 'C' in the Type of Action field to submit the selected NCP to the Passport Denial Program.
2. Press **Enter** to submit the new transaction.
  - If all active cases for the NCP are currently eligible for passport denial, a message is displayed that the transaction was rejected. The NCP's information is redisplayed. If the intent was to withdraw the case, refer to Section L.3.5.2, "DoS Withdrawal."
  - If the NCP is currently excluded from passport denial for any active case(s), a message is displayed that the transaction to remove the exclusion indicator was accepted. If the NCP is not eligible for passport denial, the case is not sent to DoS until the arrearage amount exceeds the federally-mandated threshold. The entry screen is re-displayed with a blank SSN field so that the user may start the certification/withdrawal process for a new NCP.
3. There are two options for exiting the certification process without completing the transaction:
  - Press **F3** to cancel the new transaction.
  - Type **END** in the Command field at the top of the screen, and press **Enter** to cancel the new transaction.

<b>CHART L-1: DOS CERTIFICATION OR WITHDRAWAL</b>	
Field Names	Field Description
Command	Press F3, or type END and press Enter to return to the Federal Offset Processing Menu (Figure L-5).
<b>The fields that follow (up to Type of Action) are displayed in response to the SSN that was entered. Except for the Command field, they are protected and may not be modified by this request.</b>	
(STUSER)	The state code and two-digit numeric code of the user.
Date/Time	Indicates the Date and Time that the record was displayed.
Command	At the command prompt, type <b>END</b> and press <b>Enter</b> to return to the Federal Offset Processing Menu, Figure L-5. Or, press <b>F3</b> to return to that menu.
SSN	Social Security number of the NCP.
State Code	State that certified this case. States can only view their own cases.
Last Name	Last name of the NCP.
First Name	First name of the NCP.
Case Type	Type of Case: A – TANF N – Non-TANF
DoS Status	Indicates the NCP’s current standing at DoS for the Passport Denial Program: C – At DoS, two case arrearage amounts were combined to qualified the NCP. D – The NCP was at DoS, but has been removed from the program. R – The NCP was sent to DoS, but was rejected by DoS edits. S – At DoS, a single case arrearage amount qualified the NCP. Space – The NCP has not been sent to DoS for the program.
Certify Date	The date that the NCP was sent to DoS after being certified as eligible for the program.
Withdrawal Date	The date that the NCP was withdrawn from DoS, based on the NCP’s cases being deleted, excluded from the program, or changed to MSFIDM-only status.
PAS Exclusion	P – This case is excluded from passport denial. Space – This case is not excluded from passport denial.
Total Arrearage	Arrearage for this Case Type at the time of the request.
Other States Denying Passport	The state codes of one or more other states that are currently denying a passport to this NCP.
<b>The following two fields may be entered to certify or withdraw the NCP from passport denial.</b>	

CHART L-1: DOS CERTIFICATION OR WITHDRAWAL	
Field Names	Field Description
Type of Action	The action chosen is applied to any active case(s) that the NCP has in the state. W – To withdraw an NCP from the Passport Denial Program. This sets the Passport Denial Exclusion Indicator for the NCP. C – To certify an NCP to the Passport Denial Program. This removes the Passport Denial Exclusion Indicator for the NCP.
Amount Paid	The amount that was paid by the NCP to reduce his or her arrearage balance (optional). This field is valid only for the withdrawal action. The value should be rounded to a whole dollar amount (i.e., \$2637.49 should be entered as 2637).

### L.3.6 CASE ADDRESS QUERY (OPTION 7)

This function allows a state to view addresses for an NCP that are stored at the federal level for the state. Refer to Section L.3.7, “Pre-Offset Notice Query (Option 8),” to view the specific address that is used to send an OCSE-generated PON to an NCP.

#### L.3.6.1 Case Address Query Entry Screen

The Case Address Query Entry screen (Figure L-14) allows a state to submit an SSN in order to view addresses for an NCP that are stored at OCSE.

**Figure L-14: Case Address Query Entry Screen**

OFFICE OF CHILD SUPPORT ENFORCEMENT		Date - 05/14/2007
FEDERAL OFFSET PROCESSING MENU		Time - 11:46
QUERY ADDRESS MASTER		
COMMAND = = =>		
SSN Request	====>	
State Request	====>	SS

1. Enter the **SSN** in the SSN Request field, leaving the Command field blank.
2. The State Request field is pre-filled with the state’s two-character abbreviation.
3. Press **Enter** to display the Case Address Query Display screen (Figure L-15).
4. To cancel the query, press **F3**, or type **End** in the Command field, and press **Enter**.

### L.3.6.2 Case Address Query Display Screen

The Case Address Query Display screen is presented with the NCP’s address(es) (Figure L-15). Refer to Chart L-2, “Case Address Query Display Screen,” for a complete description of the fields on the screen.

**Figure L-15: Case Address Query Display Screen**

OFFICE OF CHILD SUPPORT ENFORCEMENT		Row 1 of 3	
FEDERAL OFFSET PROCESSING MENU		Date - 02/15/2007	
QUERY ADDRESS MASTER		Time - 11:10	
*Federal Tax Information*			
(Use F7/F8 to page up/down list of addresses)			
COMMAND ==>			
Soc Sec No:	123 XX 6789	State:	SS
First Name:	John	Last:	Doe
Source	Address	Dates	
-----	-----	-----	
OTHER	123 SENECA ST ANYWHERE, COUNTRY NAME 123456789012345	Create	: 01/16/2007
		TANF FMS	:
		NTANF FMS	:
OTHER	456 BROAD ST ANYWHERE, XX 12345-6789	Create	: 04/01/2006
		TANF FMS	: 05/01/2006
		NTANF FMS	: 10/15/2006
STATE	789 GROVE ST ANYWHERE, XX 12345-6789	Create	: 12/16/2006
		TANF FMS	: 12/16/2006
		NTANF FMS	: 12/16/2006

**CHART L-2: CASE TAX ADDRESS QUERY DISPLAY SCREEN**

Field Names	Field Description
Row A of B	‘A’ represents the row number of the first address that is displayed on this page. ‘B’ represents the total number of addresses for the NCP associated with this state and shown for this query.
Date/Time	Indicates the date and time that the query was displayed.
Command	At the command prompt, type ‘N’ or ‘P’ and press <b>Enter</b> to go to the next page in the record or the previous page in the record. Press <b>F3</b> to return to the Case Address Query Entry Screen.
Soc Sec No	Social Security number of the NCP.
State	State that certified the case. States can only view addresses that are associated with their own state.
First Name	First name of the NCP.
Last (Name)	Last name of the NCP.
Source	The source of the address. The values for this field are: Other – obtained from a source other than the state that certified the case. State – submitted by the state

CHART L-2: CASE ADDRESS QUERY DISPLAY SCREEN	
Field Names	Field Description
Address	For a US address: the NCP's Address Lines 1 and 2, City, State and Zip Code. For a foreign address: the NCP's Address Lines 1 and 2, City, Full Country Name, and Postal Code.
Create	The date that the address was first added to the Federal Offset System.
TANF FMS	The date that the address was sent to FMS for the TANF case.
NTANF FMS	The date that the address was sent to FMS for the non-TANF case.

### L.3.7 PRE-OFFSET NOTICE QUERY (OPTION 8)

If OCSE issues PONs on behalf of the state, the state can use this function to view the case-specific data from PONs that are sent to an NCP (i.e., name, address, Case Type, etc.). Refer to Section L.3.6, "Case Address Query (Option 7)," to view addresses stored for an NCP for the state.

#### L.3.7.1 Pre-Offset Notice Query Entry Screen

The Pre-Offset Notice Query Entry screen (Figure L-16) allows a state to submit an SSN for an NCP in order to view the stored PON data.

**Figure L-16: Pre-Offset Notice Query Entry Screen**

OFFICE OF CHILD SUPPORT ENFORCEMENT		Date - 05/06/2007
FEDERAL OFFSET PROCESSING MENU		Time - 11:46
QUERY NOTICE FILE		
COMMAND = = =>	___	
	SSN Request	====> _____
	State Request	====> SS
	Year Request	====> _____

1. Enter the **SSN** in the SSN Request field, leaving the Command field blank.
2. The State Request field is pre-filled with the state's two-character abbreviation.
3. An **optional year** can be entered to limit the query to a specific year.
4. Press **Enter** to display the Pre-Offset Notice Query Display Screen (Figure L-17).
5. To cancel the query press **F3**, or type **End** in the Command field, and press **Enter**.

#### L.3.7.2 Pre-Offset Notice Query Display Screen

The Pre-Offset Notice Query Display screen is presented with the NCP's case-specific PON data (Figure L-17). Refer to Chart L-3, "Pre-Offset Notice Query Display Screen," for a complete description of the fields on the screen.

**Figure L-17: Pre-Offset Notice Query Display Screen**

Page X of Y		OFFICE OF CHILD SUPPORT ENFORCEMENT			Date - 05/14/2007
		FEDERAL OFFSET PROCESSING MENU			Time - 11:10
		QUERY NOTICE FILE			
COMMAND ==>>		(N for next page, P for previous page)			
Soc Sec No :	123 XX 6789	Case Type: A	state: SS	PON Request:	NEW
First Name:	John	Last:	Doe		
Case ID :	000000000123456	Pre-Offset Date :	01/06/2007		
		Pre-Offset Amount:	\$15,000		
Address :	123 BROAD ST				
	APT A				
	ANYCITY, COUNTRY NAME				
	123456789012345				
Local Code:	001				

**CHART L-3: PRE-OFFSET NOTICE QUERY DISPLAY SCREEN**

Field Names	Field Description
Page X of Y	'X' represents the individual page that is being viewed. 'Y' represents the total number of pages available to display for this case.
Date/Time	Indicates the Date and Time that the record was displayed.
Command	At the command prompt, type 'N' or 'P', and press <b>Enter</b> to go to the next page in the record or the previous page in the record. Press <b>F3</b> to return to the Pre-Offset Notice Query Entry Screen.
Soc Sec No	Social Security number of the NCP.
Case Type	Type of Case: A – TANF N – Non-TANF
State	State that certified the case. States can only view PONs that are issued by OCSE for their own state.
PON Request	The type of request that generated the PON. The values for this field are: ALLPON – The state requests PONs for all of its cases. SUPPLEMENTAL – The state requested an additional PON for an individual case. NEW – The PON request was generated from an Add or Recertify transaction.
First Name	First name of the NCP.
Last (Name)	Last name of the NCP.
Case ID	ID that was given to this case by the state that is listed on the PON.
Pre-Offset Date	Date that the PON was mailed.
Pre-Offset Amount	NCP's arrearage amount at the time the PON was generated.

CHART L-3: PRE-OFFSET NOTICE QUERY DISPLAY SCREEN	
Field Names	Field Description
Address	For a US address: the NCP's Address Lines 1 and 2, City, State, and Zip Code. For a foreign address: the NCP's Address Line 1 and 2, City, Full Country Name, and Postal Code.
Local Code	State/local contact information code for the NCP at the time the PON was generated.

### L.3.8 CASE QUERY (OPTION 9)

This function allows states to view all of the available case information and detail history using one query screen.

#### L.3.8.1 Case Query Entry Screen

The Case Query Entry screen (Figure L-18) allows states to enter an NCPs' SSN and Case Type, as well as an individual year or range of years for the detail history data. The transaction history can be queried for up to seven years prior to the current year.

Figure L-28: Case Query Entry Screen

1. Enter the **SSN** in the SSN field, leaving the Command field blank.
2. There are several methods available for the user to enter From Year and To Year data:
  - To view detail data from the last 12 months, leave the year fields blank. The details that were created within one year of the current date are shown.
  - To view detail data from a single calendar year, enter the **specific year** desired in the From Year field.
  - To view detail data for a range of years, enter the **older year** in the From Year field, and the **more recent year** in the To Year field.
  - Entering a future year or a year older than seven years causes an error message to display on the screen.
3. The State field is pre-filled with the state's two-character abbreviation.
4. Enter the **Case Type** (optional) to limit the query to a specific Case Type.
5. Press **Enter** to display the Case Query Display Screen (Figure L-19).
6. To cancel the query press **F3**, or type **End** in the Command field and press **Enter**.

### L.3.8.2 Case Query Display Screen

The Case Query Display Screen (Figure L-19) is a two-part screen. “Part 1 of 2” in the upper-left corner of the screen identifies the first screen, and “Part 2 of 2” identifies the second screen. Together, the screens provide case and detail history information for NCPs.

The YTD Collection, Adjustment and State Payment information, located on the “Part 1 of 2” screen, only reflects the current processing year’s activity, regardless of the year or range of years that are entered. Refer to Chart L-4, “Case Query Display Screen,” for a complete description of the fields on the screens.

**Figure L-19: Case Query Display Screen (Part 1 of 2)**

OFFICE OF CHILD SUPPORT ENFORCEMENT			
Page 1 of 5	FEDERAL OFFSET PROCESSING MENU		Date - 05/14/2007
As Of: 2007	CASE QUERY		Time - 11:10
*Federal Tax Information*			
(Enter N-Next, P-Previous, S-Show Details, or F3-Exit)			
COMMAND ==>			
SSN	123-XX-6789	State Code: SS	Case Type: TANF (A)
Name:	Doe, John *	Verified: Y	Local Code: 001
-----			
CASE INFORMATION	Status: DELETED	Inception Date	: 02/21/2006
Case Id	: 000000000123456	Recertification Date	:
PON Date	: 03/01/2006	OCSE Debt Closed Date	: 12/16/2006
Original Arrears	: \$6,000.00	Add Sent To FMS	: 04/01/2006
Current Arrears	: \$0.00	Delete Sent To FMS	: 12/16/2006
Arrears Update Date	: 12/16/2006	Transfer state:	Local:
Exclusions:			
-----			
DoS INFORMATION	Status	: D	ID Verification
Send Date: 06/23/2006	Withdrawal Date	: 12/17/2006	Certify Amt
POB: HERE	DOB	: 05/05/1940	Gender
-----			
COLLECTION INFORMATION:	YTD state Payments	:	
YTD Collection ADM	: YTD Claim ADM	:	
YTD Collection TAX	: YTD Claim TAX	:	

**Figure L-3: Case Query Display Screen (Part 2 of 2)**

Page 2 of 5		OFFICE OF CHILD SUPPORT ENFORCEMENT				Row 1 of 14	
		FEDERAL OFFSET PROCESSING MENU				Date - 05/14/2007	
		*Federal Tax Information*				Time - 11:10	
COMMAND ==> (Enter N-Next, P-Previous, S-Show Details, or F3-Exit)							
(Use F7/F8 to page up/down)							
SSN	123-XX-6789	Process Years: 2006-2007					
Type	Date MDY	ST	Case	Amount	Tax Pd	Adj Year	Trace
Text							
DoS DEL	12/17/06	SS					
DELETE	12/16/06	SS	A				DoS WITHDRAWAL/DEL DELETED FROM FILE
IRS CLM	12/10/06	SS	A	\$1,100.00		2004	A21756000
EXCL	12/02/06	SS	A				A
PAYMNT	10/12/06	SS	A	\$1,000.00			STATE PAYMENT ACCEPTED
MODIFY	10/01/06	SS	A	\$5,800.00			AMOUNT CHANGED
DoS NAM	08/21/06	SS					DOE, JAMES
NAM CHG	08/20/06	SS					Y\DOE, JAMES
DoS ADD	06/23/06	SS	A	\$2,000.00			DoS CERTIFY/ADD
	06/23/06	SS	N	\$3,000.00			
LOCAL	05/19/06	SS	A				002
MODIFY	04/19/06	SS	A	\$2,000.00			AMOUNT CHANGED
IRS OFF	04/03/06	SS	A	\$2,200.00		0318	2/DOE, JOHN & JANE
MODIFY	03/06/06	SS	A	\$5,200.00			AMOUNT CHANGED
ADD	02/21/06	SS	A	\$6,000.00			ADD ACCEPTED

**CHART L-4: CASE QUERY DISPLAY SCREEN (PART 1 OF 2)**

Field Names	Field Description
Page X of Y	'X' represents the individual page that is being viewed. 'Y' represents the total number of pages available to display for this case.
As Of	Indicates the information that is displayed on the screen is for the current processing year.
Date/Time	Indicates the date and time that the record was displayed.
Command	At the command prompt, type 'N', 'P' or 'S' and press <b>Enter</b> to go to the next page in the record, previous page in the record, or directly to the history information page. Press <b>F3</b> to return to the Case Query Entry screen (Figure L-18).
SSN	Social Security number of the NCP.
State Code	State that has certified this case. States can only view their own cases.
Case Type	Type of Case: A – TANF N – Non-TANF
Name	Name of the NCP. An asterisk next to the name indicates that the name has been changed.

<b>CHART L-4: CASE QUERY DISPLAY SCREEN (PART 1 OF 2)</b>	
<b>Field Names</b>	<b>Field Description</b>
Verified	Shows the SSN/Name Verification status: M – The NCP’s current SSN/Name matches P – The NCP’s previous SSN/Name verifies or matches, the current SSN/Name does not verify or match N – The NCP’s current SSN/Name does not verify or match Y – The NCP’s current SSN/Name verifies
Local Code	State/local contact information code.
<b>CASE INFORMATION</b>	This section of the screen contains information for the specific Case Type that is being viewed.
Status	Shows the status of the case: PENDING – Case is waiting for the state-determined holding period to be forwarded to FMS. ACTIVE – Case has met the state-determined holding period and has been forwarded to FMS. DELETED – Case has been closed. MSFIDM-ONLY – Case is MSFIDM-only and is not eligible for any other enforcement remedies.
Inception Date	The date that the case was originally added to the OCSE Case Master File.
Case ID	ID that was given to this case by the state.
Recertification Date	The date that the case was last recertified by the state.
PON Date	The date that the Pre-Offset Notice was sent to the NCP.
OCSE Debt Closed Date	The date that the case was closed at OCSE.
Original Arrears	Arrearage at the time the case was certified or recertified.
Add Sent to FMS	The date that the case was forwarded to FMS. This date is updated for a new or recertified case sent to FMS.
Current Arrears	Arrearage at the time of the query.
Delete Sent to FMS	The date that the case was forwarded to FMS to be closed.
Arrears Update Date	The date of the last update to the Current Arrears field. This date is updated even if the transaction amount was the same as the current arrears amount.
Transfer State	State to which the case was transferred for administrative review.
Local	Local code for the transfer state.

<b>CHART L-4: CASE QUERY DISPLAY SCREEN (PART 1 OF 2)</b>	
<b>Field Names</b>	<b>Field Description</b>
Exclusions	<p>Indicates the remedies from which the NCP is being excluded.</p> <p>ADM – The NCP is excluded from all categories of the Administrative Offset Program (SAL, RET, VEN).</p> <p>DCK – The case is excluded from the Debt Check Program (for participating states).</p> <p>FIN – The NCP is excluded from the MSFIDM Program.</p> <p>INS – The NCP is excluded from the Insurance Match Program.</p> <p>PAS – The NCP is excluded from the Passport Denial Program.</p> <p>RET – The NCP’s federal retirement entitlement is excluded from intercept.</p> <p>SAL – The NCP is excluded from federal salary offset (pre-set on all cases at FMS).</p> <p>TAX – The NCP is excluded from the Federal Tax Refund Offset Program.</p> <p>VEN – The NCP’s vendor/miscellaneous payments are excluded from intercept.</p>
DoS INFORMATION	This section of the screen contains information specific to the NCP’s participation in the Passport Denial Program.
Status	<p>Indicates whether the NCP is at DoS for the Passport Denial Program:</p> <p>S – At DoS, one modified arrearage amount qualified the NCP.</p> <p>C – At DoS, two modified arrearage amounts qualified the NCP.</p> <p>D – The NCP was at DoS, but has been removed from the program.</p> <p>R – The NCP was sent to DoS, but was rejected by DoS edits.</p> <p>Space – The NCP has not been sent to DoS for the program.</p>
ID Verification	<p>Indicates the NCP’s status for the identification data that is used in the Passport Denial Program (POB, DOB, gender, and SSN/Name verification):</p> <p>Invalid DOB – the NCP’s date of birth makes him or her less than 12 or greater than 110 years old.</p> <p>Invalid POB – the NCP’s place of birth is not available.</p> <p>Invd DOB/POB – the NCP’s date and place of birth are invalid.</p> <p>Invd SSN/Name – the NCP does not have a name on file that is either verified or matched.</p> <p>No Data – the NCP’s date and place of birth are not available.</p> <p>Space – the NCP has a valid date and place of birth.</p>
Send Date	The date that the NCP was certified as eligible and sent to DoS for the Passport Denial Program.

<b>CHART L-4: CASE QUERY DISPLAY SCREEN (PART 1 OF 2)</b>	
Field Names	Field Description
Withdrawal Date	The date that the NCP was withdrawn from DoS, based on the NCP's cases being excluded from the Passport Denial Program, or being in Delete or MSFIDM-only status.
Certify Amt	The modified arrearage amount of the case/cases that were used to certify the NCP as eligible for the Passport Denial Program. If the NCP was certified prior to August 2003, this data is not available.
POB	Place of birth of the NCP.
DOB	Date of birth of the NCP.
Gender	Gender of the NCP.
COLLECTION INFORMATION	This section of the screen contains information that is specific to the NCP's current year collections, adjustments, and state payments for the case being viewed.
YTD State Payments	Payments that were made by the state to the NCP for offset collections made in the current calendar year.
YTD Collection ADM	Total year-to-date administrative offset collections for the current calendar year.
YTD Claim ADM	Total year-to-date administrative offset adjustments taken by FMS for the current calendar year.
YTD Collection TAX	Total year-to-date tax offset collections for the current calendar year.
YTD Claim TAX	Total year-to-date tax offset adjustments taken by the IRS for the current calendar year.

<b>CHART L-5: CASE QUERY DISPLAY SCREEN (PART 2 OF 2)</b>	
Field Names	Field Description
Row A of B	'A' represents the row number of the first detail record that is displayed on this page. 'B' represents the total number of detail records for the NCP that is associated with this state and shown for this query.
Page X of Y	'X' represents the individual page that is being viewed. 'Y' represents the total number of pages available to display for this case.
Date/Time	Indicates the date and time that the record was displayed.

<b>CHART L-5: CASE QUERY DISPLAY SCREEN (PART 2 OF 2)</b>	
Field Names	Field Description
Command	At the command prompt type 'N', 'P', 'F' or 'S' and press <b>Enter</b> to go to the next case, the previous case, the first case, or directly to the history information page for the NCP. Going to the first case (F) is only available from the Show-Details (S) page. Press <b>F3</b> to return to the Case Query Entry Screen (Figure L-18).
SSN	Social Security number of the NCP.
Process Years	Contains the year or range of years of detail information requested
<b>The following fields will occur for each transaction type associated with the case:</b>	
Type	Type of transaction that occurred. Examples are: ADD – Case was added or recertified on the OCSE Case Master File. ADM CLM – FMS reversed an administrative tax offset. ADM OFF – An administrative payment was offset. CASE ID – The state submitted an ID change. DELETE – Case was closed on the OCSE Case Master File. DOS ADD – NCP was sent to DoS for the Passport Denial Program. DOS DEL – NCP was withdrawn from DoS and the Passport Denial Program. DOS NAM – Name change was sent to DoS for an NCP already at DoS and the Passport Denial Program. DOS REJ – NCP was sent to DoS, but was rejected by DoS for the Passport Denial Program because of DoS edits. EXCL – The state submitted a change to a case's exclusions. IRS CLM – The IRS reversed a federal tax offset. IRS OFF – The IRS intercepted the NCP's federal tax return. LOCAL – The state submitted a change to the State/Local Contact Information Code. MODIFY – The state submitted a change to the arrearage balance for the case. NAM CHG – The state submitted a change to the NCP name. PAS ADD – The state or headquarters (for the state) added the exclusion for the Passport Denial Program to the case. PAS RMV – The state or headquarters (for the state) removed the exclusion for the Passport Denial Program from the case. PAYMNT – The state that made a state payment. REJECT – The transaction was rejected. TRANSF – The state submitted a change to the state the case was transferred to for administrative review.

<b>CHART L-5: CASE QUERY DISPLAY SCREEN (PART 2 OF 2)</b>	
<b>Field Names</b>	<b>Field Description</b>
Date MDY	The date listed on the screen is the date OCSE processed the transaction.
ST	State that initiated a particular transaction or received an offset.
Case	The case will be listed as: A – TANF N – Non-TANF Spaces – Used for Name Changes (NAM CHG), DoS Adds (DOS ADD), DoS Name Changes (DOS NAM), and DoS Deletes (DOS DEL).
Amount	Based on Transaction Type: ADD – Amount submitted for the arrearage balance. MODIFY – Amount submitted for the arrearage balance. PAYMNT – The state payment amount. IRS OFF – The amount intercepted from a tax refund payment. ADM OFF – The amount intercepted from an administrative payment. IRS CLM – The amount of a tax refund offset reversed by IRS. ADM CLM – The amount of an administrative offset reversed by FMS. DOS ADD – On the first line, the TANF arrearage amount that is used to certify the NCP for DoS. On the second line, the non-TANF arrearage amount used to certify the NCP for DoS.
Tax Pd	The year and cycle that the individual transaction was processed (YYCC). For example, 0517 would indicate that the transaction was processed in the 17th cycle of 2005.
Adj Year	Year that the offset associated with the adjustment occurred.
Trace	The trace number assigned to an offset collection by FMS and returned as an identifier with a collection or associated adjustment.
Text	Based on Transaction Type: ADD – Shows one of the following: <ul style="list-style-type: none"> <li>• Add Accepted</li> <li>• Recertify Accepted</li> </ul> Adj > 7 Years Old – Adjustment amount from offset is older than seven years. ADM OFF – The name on the offset is shown. CASE ID – Shows one of the following: <ul style="list-style-type: none"> <li>• The previous Case ID</li> <li>• Case ID Changed (if there is no previous Case ID)</li> </ul>

<b>CHART L-5: CASE QUERY DISPLAY SCREEN (PART 2 OF 2)</b>	
Field Names	Field Description
	<p>DELETE – Shows one of the following:</p> <ul style="list-style-type: none"> <li>• Deleted From File</li> <li>• Zero Balance Delete</li> <li>• DoS History Delete</li> <li>• Missing Address Delete</li> <li>• Add/Recertify Delete</li> </ul> <p>DOS ADD – DOS Certify/Add is shown.</p> <p>DOS DEL – DOS Withdrawal/Del is shown.</p> <p>DOS NAM – The name previously at DoS is shown.</p> <p>DOS REJ – DOS Reject is shown.</p> <p>EXCL – Shows one of the following:</p> <ul style="list-style-type: none"> <li>• The previous exclusion indicators that were on the case (A = ADM, R = RET, V = VEN, S = SAL, T = TAX, P = PAS, F = FIN, D = DCK, I = INS).</li> <li>• EXCL/IND Changed (if there are no previous exclusions)</li> </ul> <p>IRS OFF – The name(s) on the offset are shown. Preceding the name is the joint return/injured spouse value:</p> <ul style="list-style-type: none"> <li>• 0 – no joint return was filed.</li> <li>• 2 – a joint return was filed, but no injured spouse allocation information was available.</li> <li>• 3 – an injured spouse allocation was processed for a joint-return.</li> </ul> <p>LOCAL – Shows one of the following:</p> <ul style="list-style-type: none"> <li>• The previous local code value is shown.</li> <li>• Local Code Changed (if there is no previous local code).</li> <li>• MODIFY – Shows one of the following: <ul style="list-style-type: none"> <li>○ Amount Changed</li> <li>○ Amt Chgd PON Prtd</li> <li>○ Amt Chgd PON Rjct</li> </ul> </li> </ul>
Text (cont'd.)	<p>NAM CHG – The name previously on OCSE's Master file is shown. Preceding the name is the SSN/Name Verification code for that name.</p> <p>PAS ADD – Shows one of the following:</p> <ul style="list-style-type: none"> <li>• ST Changed PAS Excl</li> <li>• HQ Changed PAS Excl</li> </ul> <p>PAS RMV – Shows one of the following:</p> <ul style="list-style-type: none"> <li>• ST Changed PAS Excl</li> <li>• HQ Changed PAS Excl</li> </ul> <p>PAYMNT – St Pmt Accepted is shown.</p> <p>REJECT – The reason for the FMS rejection is listed.</p>

## M. REVISION HISTORY

This chart presents a log of the changes that have been made to this document since its creation.

<b>CHART M-1: REVISION HISTORY</b>			
<b>Date</b>	<b>Section</b>	<b>Revision</b>	<b>Author</b>
05/04/2005		v7.0	
12/19/2005		v8.0	
07/16/2007		v9.0	
10/16/2009	TOC Sections: 2.1.4.3.2 2.1.5.3, 2.1.5.3.1. 2.1.6.1 3.1 6.3.2.10 Appendix B Appendix E	v10.0: Added a disclosure to TOC.  Page 2-9 Page 2-20 Page 2-24 Page 3-1 Page 6-15 Page B-3 Chart E-1: Pages E-7 through E-9	T. Bratton
06/30/2010	All	Updates throughout entire FO User Guide	
09/28/2011	All	Updates throughout entire FO User Guide	G. Groelle