

State of Arkansas
Office of Child Support Enforcement



OCSE Employer Portal

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www.arkchildsupport.com

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Information Systems - Information Plans

Overview



- Need for Development
- OCSE WebPay - OCSE Employer Portal
- Technical Design
- Employer Module
- Administrative Module
- Help Module
- Future Considerations

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Need for Development



- Arkansas OCSE wanted a way for employers to make payments online and to assist with maintaining employee information.
- The site needed to be user friendly, easy to navigate and useful for employers.

• The site also needed to interact with the existing ARCSIS application for child support workers.



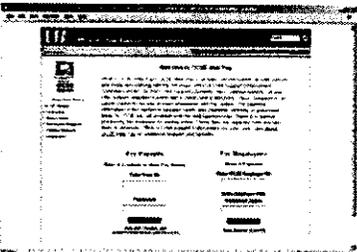
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OCSE WebPay

In December 2004, OCSE created the OCSE Web Pay that allowed CP's, NCP's and Employers the ability to make E-Check or Credit card payments for employees

Specific to Employers:

- Viewing of electronic billing lists.
- Ability to add an employee to the billing list.
- Ability to notify OCSE of terminated employees.



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WebPay Limitations



- New Employees and Terminations could only be done in conjunction with employee payments.
- Created different process of verification, income withholding acceptance and payments.
- No interactive help for employers to learn how to use the site.
- Limited resources page

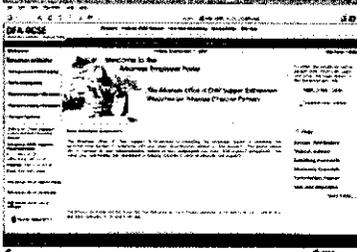
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OCSE Employer Portal

The next step was to broaden the abilities of the portal to provide a fully interactive site for employers to conduct all business with OCSE electronically

Initial Research and Development was completed by Protech Solutions.

Solution was further developed with OCSE specifications and requirements.



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Technical Design

OCSE Information Systems

- Coding and Development
 - Java JSP
 - JSP and JavaScript
 - SQL Server Database
- Application Maintenance
- Database Maintenance
- Server Maintenance



Information Network of Arkansas (INA)

- Site Hosting
- Payment Processing
- Online Help



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Home Page Overview

General Activities

- Glossary
- FAQ's
- News
- Feedback
- Contact Us
- Set-up EFT
- Links to related sites

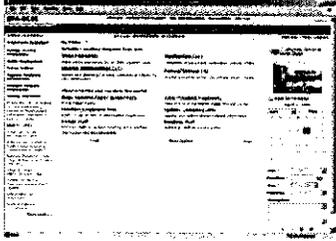


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Employer Activities

A registered employer who logs in will have access to:

- Verify Employment
- Manage Income Withholdings
- Maintain Employee Information
- Manage Company Information
- Manage Payments



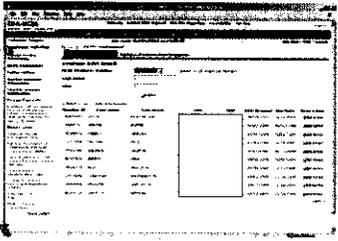
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Verify Employment

- Verify that an employee working for them.
- Provide additional information
 - Address
 - Salary
 - Health Insurance
 - Other

ARCSIS Update

- Form is completed electronically for viewing
- Employment record is updated



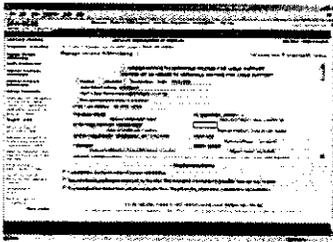
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Manage Income Withholdings

- View Income withholdings
- Download PDF versions to print or save.
- Respond to notice by accepting or rejecting
- Provide details for previous employees to help OCSE locate them.

ARCSIS Update

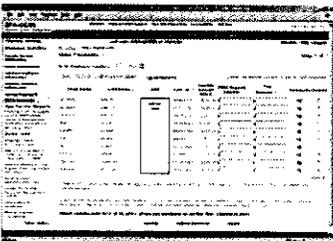
- Form is completed electronically for viewing
- Employment record is updated
- Investigator notified



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Make Payments

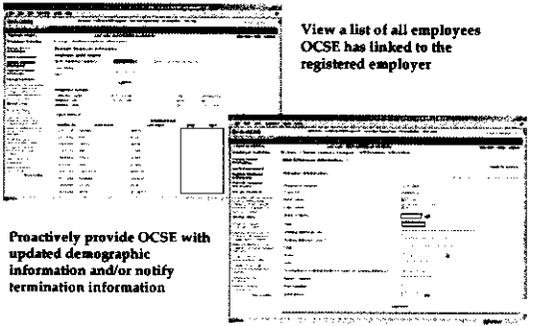
- Submit Child Support and Fee Payments for one or all eligible NCP's by Credit Card or E-Check
- Submit an employee termination notification
- View employee billing for the current month



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Maintain Employee Information

View a list of all employees OCSE has linked to the registered employer



Proactively provide OCSE with updated demographic information and/or notify termination information

DFA-OCSE **Company Administration**

Allowing Employers to be in Control

- Grant or deny employee access.
- Determine which activities their employees can view and complete online.
- View and resend e-mail sent from the portal.
- Update company information.
- Stop or resume paper notices.
- Link sister companies with the same FEIN.

DFA-OCSE **Maintain Company Information**

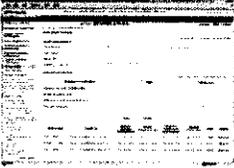


Maintain Company Data

- Associate multiple employers with the same Federal ID number under one account
- Send address updates

Assign Additional Staff

- Assign additional staff to access the portal
- Assign different staff roles to limit access



DFA-OCSE **Maintain Company Information**

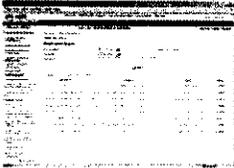


Stop/Resume Paper Notices

- Request OCSE only send verification forms, income withholdings and other correspondence electronically

Review Emails

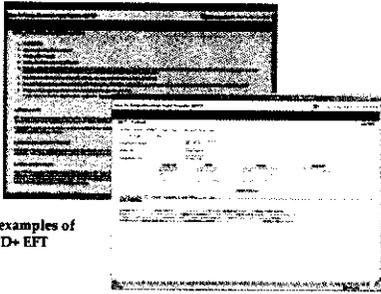
- Review and resend registration, notification and other emails sent to staff



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EFT Instructions

Provide employers with instructions on setting up EFT payments with OCSE

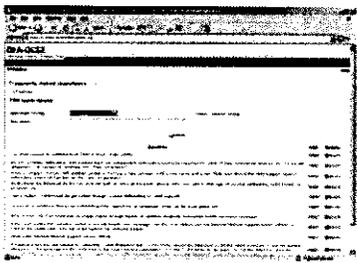


•Generate examples of CTX and CCD+ EFT formats

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OCSE Administrator Module

- View, edit, and restrict registration details
- Resend e-mails
- View pending payments
- View and complete Employer address changes
- Maintain
 - FAQ's
 - News
 - Glossary
 - Division
 - Contacts



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Portal Helpdesk

- SDU employer relations can login and work with the employer seeing the site exactly as the employer does.
- Walk employers through any issues



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Limitations/Concerns

- Portal does works best for small to medium sized employers (100 or less OCSE related employees)
- National employers (Tyson, Wal-Mart, etc) want a national solution or a customizable interface to their application
- Fees associated to payments



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Statistics

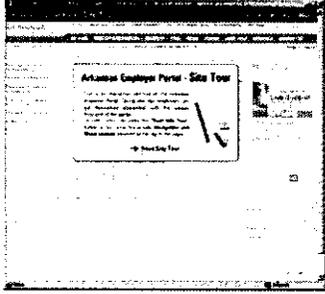
February 2007 to today



- 482 Employers Registered
 - @3% of Total Employers
- 3018 Total Number of Logins
- 515 Number of Electronic Notices
 - 267 Termination Notices
 - 148 Acceptance Notices
- 1783 Number of Payments Made
- \$ 279,427.66 Total Amount of Payments
 - XX%of total collections

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Site Tour



<https://www.ark.org/EPortal/>

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Arkansas Statewide Information System

Future Considerations

- **Lump Sum Payments**
 - Add Lump Sum Wage Assignments
 - Add Arrears Inquiry
 - Add Bulk File Submission for Arrears Inquiry
- **True Paperless Process**
- **Download/Upload features for Bulk Transactions** (Verifications, terminations, data updates, etc)



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Arkansas Statewide Information System

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