D. TRANSACTION FUNCTIONAL MATRIX – INTRODUCTION

The Transaction Functional Matrix (TFM) is a comprehensive guidance document developed to support states' efforts to standardize the use of transactions. For ease of use, it is organized into eight sections: this introduction and seven sections devoted to each of the CSENet Functional Type codes that identify the main business areas of child support:

- Quick Locate (LO1)
- Case Status Information (CSI)
- Enforcement (ENF)
- Managing State Cases (MSC)
- Paternity (PAT)
- Establishment (EST)
- Collection (COL)

D.1 Background

In partnership with states, a reduced, core set of transactions was identified to provide states with a more precise and well-defined transaction set for interstate communication. The Core Set of Transactions is presented in Appendix B, "Valid Transactions Table," in Chart B-5. Valid transactions not included in the core set are listed at the end of each section of the TFM. Recommended alternative transactions, where applicable, are provided to assist states.

D.2 TFM Enhancements

The TFM incorporates enhanced guidance that includes:

- Transaction linkage to specific interstate business
- Automation possibilities
- Transactions that support new interstate actions, activities on established interstate cases and limited or administrative service requests
- Potential triggers to generate transactions

D.3 Document Layout

Each transaction in the TFM consists of the following main sections:

- Functional Type code, Action code and Action Reason code, expressed as FFF A RRRRR (when there is an Action Reason code)
- Transaction purpose
- Description/business usage of the transaction
- Required data blocks and elements
- Data element description and usage

D.3.1 FUNCTIONAL TYPE CODE

The Functional Type code refers to the child support business activity the transaction supports. Examples of Functional Type codes are LO1 (Quick Locate) and ENF (Enforcement).

D.3.2 ACTION CODE

The Action code describes the kind of transaction. Examples include Request and Response (also known as provision of information).

D.3.3 ACTION REASON CODE

The Action Reason code provides further definition of the business activity the transaction communicates. For example, an Enforcement Acknowledgment (ENF A) may use the Action Reason code of AADIN to inform the other state that additional information is necessary to proceed with their request. (**Note**: Not all transactions require an Action Reason code, for example, a Quick Locate Request, LO1 R).

D.3.4 DESCRIPTION/BUSINESS USAGE

The Description/Business Usage section defines a specific transaction by the combination of Functional Type, Action and Action Reason codes and provides the business activity and usage for the transaction. Chart D-1 identifies the subsections that may comprise the Description/Business usage section, depending upon the nature of the transaction.

CHART D-1: CONTENTS OF THE DESCRIPTION/BUSINESS USAGE SECTION

Subheading	Description
Sent by Initiating or Responding State	Recommends whether the initiating or the responding state, or both, generates the transaction. The following standard definitions are used: • The initiating state is the state in which the custodial party (CP) resides • The responding state is the state in which the noncustodial parent (NCP) resides
Used On/To	Indicates whether the transaction is used for: • Initiating a new interstate case • Working with an established case • Limited or administrative service requests
Corresponds To	Cites the specific item in the Intergovernmental Forms of the business that the transaction conveys
Relevant CFR Requirements	Cites the relevant sections of the CFR that the transaction addresses where applicable

CHART D-1: CONTENTS OF THE DESCRIPTION/BUSINESS USAGE SECTION	
Subheading	**Description**
Automated Triggers	Suggests ways to automate sending transactions in a CSE system
Recommended Action by Receiving State	Describes the type of follow-up activity a state may initiate upon receiving the transaction
Recommended Use of Data	Describes specific recommendations and/or clarifications of data usage

D.3.5 REQUIRED DATA BLOCKS AND ELEMENTS

The Required Data Blocks and Elements section lists data blocks and elements that are currently required for transmitting transactions. Fields with asterisks identify data recommended as essential to conduct business and automate transaction processing. These recommendations do not replace the requirements presented in Appendix C, “Data Block Record Layout.”

D.3.6 DATA ELEMENT DESCRIPTION

The Data Element Description section includes values and/or a description of the specific data element.

D.4 Assumptions for Transaction Usage

To ensure standardization, OCSE recommends the following specific business usage and general practices:

1. Enforcement transactions are used to establish an interstate process when enforcing an existing order.
2. When sending Request transactions (except LO1 and CSI), states should provide all available data to assist the receiving state.
3. Given that some IV-D offices carry generic caseloads, the contact name and related fields in the Case data block may contain an entity rather than a person’s name.
4. States will use the full range of transactions identified in the core set for the business usage indicated for each. This assists all states in standardizing and increasing automated processing.

D.5 Automating CSENet Transactions

A key to the successful use of CSENet is the level of automation developed by each state. States should look for a data element or data element combination to serve as a trigger for outgoing transactions, to eliminate the need for worker intervention. Equally important is automating entry of as much data as practicable into the transaction record, restricting manual entry to data not available on the CSE system.

When transactions are received, states should also have their system automatically update the case record and store the data, when possible. Further, states should identify situations in which the system can take action without worker intervention, including the building of new cases so case activity can begin immediately.

D.6 Using MSC Transactions for Case Closure

One of the business activities MSC transactions exchange is case closure. Questions have been raised on the use of these transactions (MSC P GSC02 through MSC P GSC18) because of the diversity of state CSE systems and the different structure of cases. Despite differing systems and case structure, the business activity remains the same – interstate services are no longer needed.