OCSE Federal Parent Locator Service

Employer Services

System Interface Specifications
Version 2.0
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Administration for Children and Families
Office of Child Support Enforcement
370 L'Enfant Promenade S.W.
Washington, DC 20447

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1.   INTRODUCTION

Employer Services is an application on the federal Office of Child Support Enforcement's (OCSE) Child Support Portal (hereafter referred to as the Portal) for employers to inform states about:

- Employees eligible to receive upcoming lump sum payouts
- Employee terminations
- Income withholding orders (IWOs) received for an individual who no longer or never worked for them

Lump Sum Reporting

Lump Sum reporting payout types include bonuses, severance, vacation payouts, and other types of payments. Employers must send payout information at least five days before the payout date. This five-day window allows state agencies time to process matches they receive.

After the employer supplies the payout information, the system checks each individual employee submitted to determine whether they owe child support. If the system finds a match, state agencies receive an e-mail that they can find payout information on the Debt Inquiry Service Web Application on the Portal. State agencies should contact the employers before the payout date to let them know how much money to withhold from the lump sum payment.

> **Note**: If the information the employer sends does not result in a match, OCSE does not send data to the state child support agencies.

The employer may release the payment after the payout date entered in the Employer Services web application on the Portal. However, if enforcing a child support order and the state-mandated hold period for lump sum payouts falls past the payout date, the employer must hold the payment according to state law.

Reporting Terminations

The Employer Services web application also offers a method for employers to report employee terminations to states. Employers can report terminations electronically and respond to participating states' IWOs where the employee in question terminated, or is unknown to the employer. The application makes termination notifications available to the state to view and download or receive through the e-IWO process if the state participates as an e-IWO state.

1.1   Benefits

Submitting and transmitting termination and lump sum payout data electronically results in:

- Quicker notification to states about terminations and upcoming lump sum payouts
- Reduced administrative expenditures for employers (for example: postage, paper, handling)
- Better communication between employers and state agencies

Using the Employer Services web application as the data exchange mechanism ensures:

- Transfers occur over a secure network
- Transfer of validated data
- Transfers occur according to predefined and standard file layouts
- Automatic sorting and reporting of terminations and lump sum payouts
- Automatic matching of lump sum payouts

1.2   Getting Started

Employer Services web application users must complete an Employer Services Agreement and Profile form, and if applicable, a Multiple Federal Employer Identification Number (FEIN) spreadsheet. The Profile form requires users to select one of the following methods for submitting files:

- Employer Services web application
- Secure File Transmission Protocol (SFTP)

Section 2, "Employer Services Agreement and Profile Form," and Section 3, "Multiple FEIN Spreadsheet," include additional information about these documents. After completing the necessary documents, users should send them to the appropriate Employer Services contact identified in Chart A-1, "Contact Information." OCSE creates an organization profile based on the information provided on the form.

Employer Services web application users must complete the standard Portal registration process by creating a unique user ID and password. Once registered, users receive a link to the web application. The application recognizes the user based on the public IP address entered on the Profile form. Only authorized users can link to the Employer Services web application.

Users sending files via SFTP do not need to create a user ID and password because they will bypass the web application and submit files using a server-to-server transfer.

1.3   Workflow

Registered Employer Services web application users submit termination and lump sum payout information online one-by-one or via a file upload.

The system processes terminations and lump sum payouts submitted online immediately, and processes uploaded files within an hour of submission. Then, the system generates an e-mail to the user indicating whether the file processed successfully.

If the file failed, an error log becomes available on the File Errors page. The error log indicates which fields included errors, so users can make necessary corrections and resubmit the file. See Section B, Chart B-1, "Lump Sum Input Record Layout," and Chart B-2, "Termination Input Record Layout," for input field requirements.

Employer Services users who opt for the SFTP method should place their files in the directory designated on the Profile form. File pickup occurs once per day before 12:00 p.m. ET.

States receive alerts about terminations and lump sum matches available on the Portal after 6:00 p.m. ET, the same day of submittal.

> **Note:** If a lump sum file returns no matches during processing, then state agencies do not receive an alert. If states do not contact employers by the payout date, then employers can release payouts, depending on state law. (You can check the state lump sum reporting requirements in the State Lump Sum Matrix.)

2.   EMPLOYER SERVICES AGREEMENT AND PROFILE FORM

Employer Services web application users complete the Employer Services Agreement and Profile form. The application uses this information to identify authorized users and their preferences. All required fields have an asterisk (*). OCSE receives frequent questions about the following fields:

- **Organization Type** – Select one of two options outlined in Chart 2-1, "Employer Services Organizations."
- **Contact Information** – Identify business and technical points of contact for your organization. Please note:
  – At least one contact needs to receive e-mail announcements.
  – If more than three people in your organization should receive e-mail announcements, include their contact information in the body of the e-mail when submitting the completed Employer Services Agreement and Profile form.
- **Transmission Method** – Submit terminations and lump sum payout information through the Employer Services web application using one of these methods:
  – File Upload (submit information about multiple terminations or lump sum payouts at one time, to many employees).
  – Online (submit one termination or lump sum payout at a time).
  – Place a file on an SFTP server on your network for OCSE to pick up.
- **Server Information** – IP Address. You must use the public IP address of the computer used to access the web application. Additionally, the organization associated with the IP address must be the user's organization.

> **Note:** If the web application page does not appear, this usually means that the IP address from the Profile form is incorrect. If this is the case, follow up with the organization's IT department for the correct public IP address. In some cases, visiting [What Is My IP](#) will show you the correct public IP address for the computer.

After completing the Profile form, send it to the appropriate Employer Services contact before initiating any data exchange or using the Employer Services web application. See Appendix A, "Employer Services Contact Information," for more information.

Chart 2-1 lists the types of Employer Services organizations.

CHART 2-1: EMPLOYER SERVICES ORGANIZATIONS	
Organization	Description
Employer Services Employer	Employer Services users have only one FEIN. Employers submit termination and lump sum payout information about their employees.
Employer Services Third-Party Employer	Employer Services Third-Party Employers have one main FEIN and multiple subsidiary or child FEINs or may submit information on behalf of its employer clients. Third-party employers submit termination and lump sum payout information about their own employees and employees on behalf of subsidiary FEINs. They also submit termination and lump sum payout information on behalf of their employer clients.

3.   MULTIPLE FEIN SPREADSHEET

Third-party organizations with multiple FEINs or submitting on behalf of another organization or subsidiary need to complete the Multiple FEIN spreadsheet. This spreadsheet includes many of the same fields as the Profile form.

To obtain an FEIN spreadsheet or additional information, refer to the contacts listed in Appendix A, "Employer Services Contact Information."

4.   REGISTRATION

After submitting a completed Employer Services Agreement and Profile form, and, if applicable, a Multiple FEIN spreadsheet, OCSE sets up an organization profile in the web application and adds the IP addresses included in the Profile form to the web application's firewall. OCSE will send registration information to the Employer Services user, including a link to the web application. To use the Employer Services web application, each individual user must register and create a user account. Users may not share an account.

The registration process requires information about each user, including their Social Security number and the organization submitting payout information. OCSE uses this information to verify the user's identity and confirm employment with the organization submitting the termination and lump sum payout information. This supports the requirement that each individual user must create a separate user ID.

After receiving the registration e-mail, complete the following steps:

1. Click the link in the registration e-mail to access the Employer Services web application.
2. Click **Register** (under the New User section).
3. Follow the on-screen directions and complete the required fields.

After completing this process, the system verifies the user account. This may take up to two business days. When the system verifies the user account, it generates an e-mail with an activation code. Use this activation code to activate a user account on the web application.

5.   FILE UPLOAD

You use the File Upload option for submitting termination and lump sum payout information about multiple employees at one time. Employer Services validates all files submitted.

On the File Upload page, click **Sample Lump Sum** or **Sample Termination** to download the appropriate formatted, input-ready spreadsheet templates. All required columns have blue headers or blue text, and a tool tip indicating it as required information. Additionally, many headers include tool tips that indicate valid inputs, common errors, and other helpful tips. You cannot submit terminations and lump sum payouts in the same file.

To upload the completed spreadsheet, select the desired **Reporting Type** (termination or lump sum). Click **Browse**, navigate to the location where you saved your spreadsheet, and select it to save. Click **Upload**.

Figure 5-1: File Upload Page

Figure 5-2 shows a sample of the lump sum template. See Chart B-1 "Lump Sum Input Record Layout," for input field requirements.

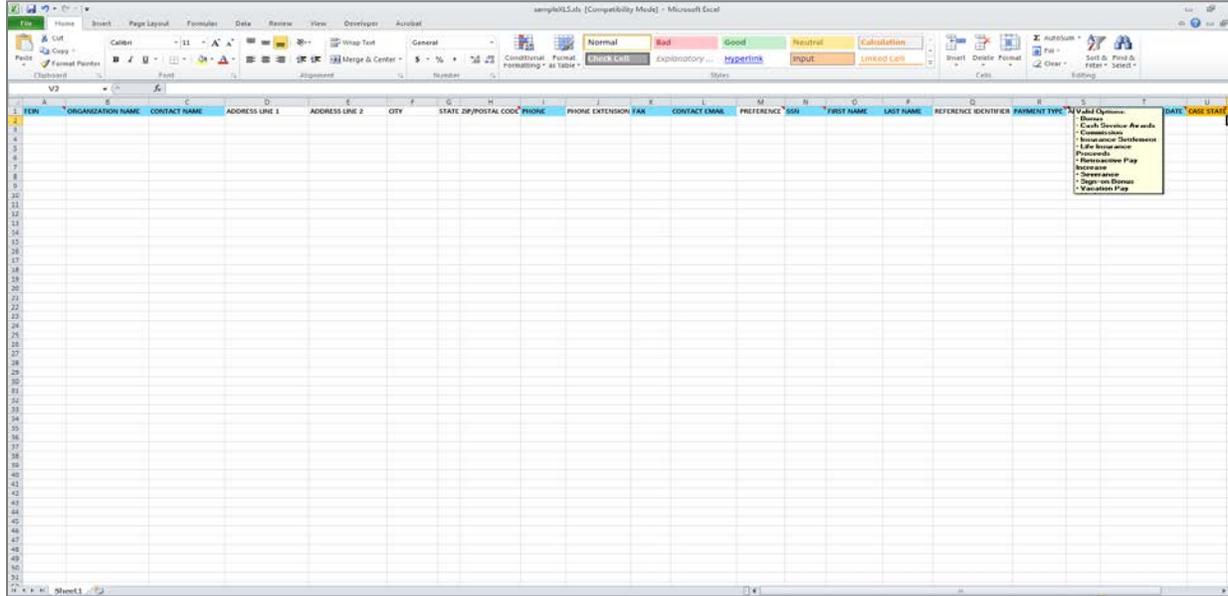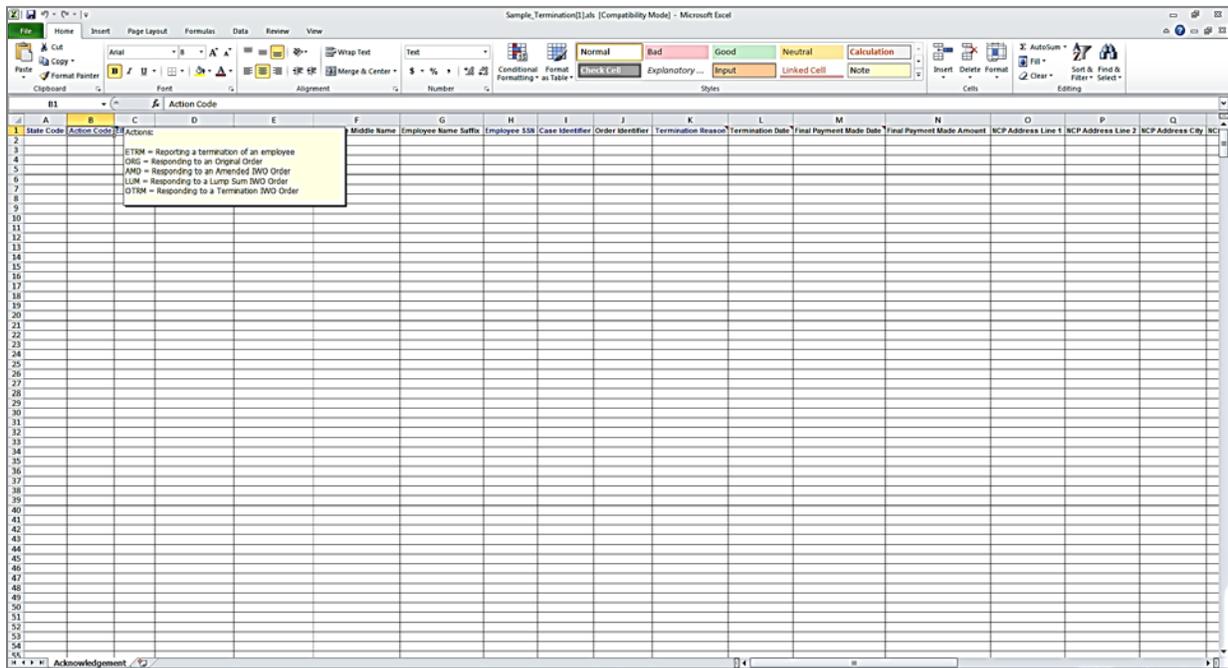**Figure 5-2: Sample Lump Sum Template**

Figure 5-3 shows a sample of the termination template. See Chart B-2, "Termination Input Record Layout," for input field requirements.

Figure 5-3: Sample Termination Template

When submitting records using the file upload method, users must:

- Use the templates available for file upload located on the File Upload page. The formatted template columns ensure successful file processing. If you enter any values for Case State, Case Identifier, or Order Identifier in the Lump Sum spreadsheet, you must enter values in both of the columns for Case State and Case Identifier. To emphasize this, both of these columns have orange-highlighted column headers and tool tips indicating a required field.
- Avoid copying and pasting information into the spreadsheets. This may cause column format changes that could create data validation problems. If you must copy and paste data, make sure you set the cell formats to 'Text' and no data changes after pasting. To set the cell format to 'Text,' right click the cell, and select **Format Cells**. Select **Text** and click **OK**.
- Use only the acceptable file extensions:
  - .txt
  - .xls or .xlsx
  - .csv
- Do not use hyphens (-) in the FEIN or phone number fields.
- Ensure all dates are in MM/DD/YYYY format, including leading zeroes.
- Make sure the lump sum payout date falls at least five days after submitting the file (Check state lump sum reporting requirements in the [State Lump Sum Matrix](#)).
- Use one of the following Lump Sum Payment Types:
  - Bonus
  - Cash service awards
  - Commission
  - Insurance settlement
  - Life insurance proceeds
  - Retroactive pay increase
  - Severance
  - Sign-on bonus
  - Vacation pay
  - Workers' compensation
  - Other
- Use one of the following Termination Action Codes:
  - ETRM – Reporting a termination of an employee
  - ORG – Responding to an original income withholding order (when employee is no longer employed or has never been employed)
  - AMD – Responding to an amended income withholding order (when employee is no longer employed or has never been employed)
  - LUM – Responding to a lump sum income withholding order (when employee is no longer employed or has never been employed)
  - OTRM – Responding to a termination of income withholding order (when employee is no longer employed or has never been employed)
- Use a different file name when resubmitting a file. For example, add a sequence number to make it different from the previous file name sent.

6. ONLINE (ONE-BY-ONE)

The online option is for single or a small number of termination or lump sum payout submissions.

In the Employer Services web application, click the **Termination Entry** link to submit termination information, or click the **Lump Sum Entry** link to submit lump sum payout information. Required fields have an asterisk (*). Enter the appropriate information and click **Submit**.

In the event an employee has multiple case IDs, the Termination Entry screen features a **Repeat Employee** information button that appears only after the first termination is submitted. Clicking this button will repopulate all fields on the Termination Entry page with the values from the previously submitted termination, except the case information section. Users must click **Submit** for each case.

Figure 6-1 shows an in-progress sample lump sum submission. Figure 6-2 shows an in-progress sample termination submission. Figure 6-3 shows the Termination Entry page after submitting a termination. There is a confirmation message about the previously submitted termination, and the **Repeat Employee Information** button appears.

> **Note**: We use information from the Profile form to pre-populate "Payor Information" and "Employer Information." The user can update the FEIN and Organization Name field only when the organization is a third-party processor as mentioned in Chart 2-1 in Section 2.

Figure 6-1: Lump Sum Entry Page

Figure 6-2: Termination Entry Page

Figure 6-3: Termination Entry Page After Successful Submission

7.   SFTP SERVER DROP-OFF/PICK-UP

In addition to the Employer Services web application, employers may place files on an SFTP server on their network for OCSE to pick up.

This option follows all of the same steps as the File Upload option except:

- Instead of submitting a file for upload through the web application, users must place the file in the designated server directory for pickup. We pick up all Employer Services SFTP files once daily before 12:00 p.m. ET. Files submitted using this method must use the same sample templates as the File Upload option.
- You must differentiate lump sum and termination files either by placing them in separate folders or using different file naming conventions. You designate the folder paths and naming conventions in your profile when submitting organization information before registration.
- After the file pickup, all processing, generating e-mails, matching, and reporting to state agencies follow the same process as the File Upload option except if your file contains errors, OCSE will drop off the error log to the SFTP server on your network.

8.   E-MAIL PROCESSING STATUS NOTIFICATION

When using the File Upload option, the system automatically generates an e-mail announcement about the file processing status. This typically occurs within an hour of uploading the file during normal business hours. This automated e-mail will indicate whether the file processed successfully.

In the event the file does not process successfully, the e-mail will indicate you have a file error log available on the web application. This file error log will identify which rows and fields have invalid or missing values so users can make the necessary corrections and resubmit the file.

If a user uploads a file and does not receive an e-mail about the processing status within two hours of file submission, the user should contact the appropriate person listed in Appendix A for help.

When using the SFTP server-to-server method for submitting files, automated processing status e-mails will generate shortly after the file pickup and processing. Because this method does not require users to establish application access to the Portal, the e-mails about file processing failures will have the file error logs attached to them. If you need additional help beyond the file error logs, contact the appropriate person from Appendix A, "Employer Services Contact Information."

A.   EMPLOYER SERVICES CONTACT INFORMATION

Chart A-1 includes OCSE contact information for Employer Services application help.

CHART A-1: CONTACT INFORMATION			
Questions Related To	Contact	Telephone	E-mail
User Account, Log in	Portal Help Desk	800-258-2736	ocse.gr-portal@lmco.com
Employers, Third-Party Employers, Profile Forms	Employer Services Team		EmployerServicesWebApp@acf.hhs.gov
File Uploads, File Processing, Access	Michael Liebert	443-436-6466	michael.liebert@ssa.gov

B. EMPLOYER SERVICES FILES

This appendix describes the files submitted to the Employer Services web application.

B.1 Input Records

This appendix includes the layouts for the Lump Sum and Termination records the Employer Services application accepts. Each record layout in this section includes:

- Field names
- Field locations (for fixed length (.TXT) files)
- Field lengths (for fixed length (.TXT) files)
- Field types (alphabetic, numeric, or alphanumeric)
- Field comments

The field comments section of the record layouts indicates required fields for the transaction. You must complete fields defined as "Conditionally Required," on the input record, based on the conditions described in the comments field. Comments also include an explanation of the field and its relationship to other fields or records.

B.2 Formatting Requirements

When uploading a file, use the templates available on the File Upload page. When submitting an .xls or .xlsx file, the first row must be the Header row. The Header must include the names of the fields in the layout in the exact order they appear as listed in Chart B-1 for Lump Sum files, or Chart B-2 for Termination files. Even if data is optional, you must include all column headers in the file as shown in the record layouts.

Additionally, do not change the header from the sample templates.

The system only processes data populated on the first worksheet of an .xls or .xlsx file.

B.3 File Information

When submitting multiple files on the same day, each file must have a unique name. A suggested approach is to append a date and sequence number to the file name.

The location and length values in this chart only apply to fixed length text (.txt) files.

\	CHART B-1: LUMP SUM INPUT RECORD LAYOUT					
Column Number	Field/Header Name	Location	Length	A/N	Required/ Optional/ Conditionally Required	Comments
1	FEIN	1-9	9	N	R	The federal employer identification number (FEIN) of the organization offering the payout. This field may not include dashes. No special characters allowed.
2	Organization Name	10-109	100	A/N	R	The name of the organization offering the payout.
3	Contact Name	110-159	50	A	R	The name of the person to contact at the organization offering the payout. Alphabetic; periods (.), apostrophes ('), and hyphens (-) allowed.
4	Address Line 1	160-259	100	A/N	O	The address of the organization offering the payout. No ampersands (&) or percent signs (%) allowed.
5	Address Line 2	260-359	100	A/N	O	The address (if additional space needed) of the organization offering the payout. No ampersands (&) or percent signs (%) allowed.
6	City	360-389	30	A	O	This city name of the organization offering the payout. Alphabetic; no ampersands (&) or percent signs (%) allowed.

CHART B-1: LUMP SUM INPUT RECORD LAYOUT					
Column Number	Field/Header Name	Location	Length	A/N	Required/ Optional/ Conditionally Required	Comments
7	State	390-391	2	A	O	The two-character abbreviation code for the state of the organization offering the payout.
8	ZIP/Postal Code	392-400	9	N	O	The ZIP Code of the organization offering the payout. The ZIP Code includes two parts. The first five positions include the high-level postal ZIP Code. The last four positions further define the postal location. This field may not include dashes. No special characters allowed.
9	Phone Number	401-410	10	N	R	The phone number states should use to contact the organization offering the payout. This field may not include dashes. No special characters allowed.
10	Phone Extension	411-416	6	N	O	The extension associated with the phone number of the organization offering the payout. No special characters allowed.
11	Fax Number	417-426	10	N	R	The fax number states should use to contact the organization offering the payout. This field may not include dashes. No special characters allowed.

CHART B-1: LUMP SUM INPUT RECORD LAYOUT					
Column Number	Field/Header Name	Location	Length	A/N	Required/ Optional/ Conditionally Required	Comments
12	Contact Email Address	427-491	65	A/N	R	The e-mail address of the contact at the organization offering the payout. Format must adhere to *name@company.xxx* (for example: .com, .net). Must include an at-sign (@) and can include multiple nodes.
13	Preference	492-496	5	A/N	O	The preferred method the organization offering the payout wants states to communicate with them. If populated, this field must include one of the following values: • Phone • Fax • E-mail
14	SSN	497-505	9	N	R	The employee's, claimant's, or beneficiary's Social Security number eligible to receive the payout. • For .txt and .csv files, only whole numbers allowed; no special characters. • For .xls and .xlsx files, whole numbers or whole numbers with hyphens (-) allowed; no other special characters.
15	First Name	506-555	50	A	R	The first name of the employee, claimant, or beneficiary eligible to receive the payout. Alphabetic; only periods (.), apostrophes ('), and hyphens (-) allowed.

**CHART B-1: LUMP SUM INPUT RECORD LAYOUT**
Column Number	Field/Header Name	Location	Length	A/N	Required/ Optional/ Conditionally Required	Comments
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16	Last Name	556-605	50	A	R	The last name of the employee, claimant, or beneficiary eligible to receive the payout. Alphabetic; only periods (.), apostrophes (’), and hyphens (-) allowed.
17	Reference Identifier	606-630	25	A/N	C	An identifier assigned by the organization issuing the payout that helps them link an action issued by a state child support agency with the employee, claimant, or beneficiary eligible to receive the payout. No special characters allowed except hyphens (-).
18	Payment Type	631-670	40	A/N	R	The type of payout offered to the employee, claimant, or beneficiary. This field must include one of the following values: • Bonus • Cash service awards • Commission • Insurance settlement • Life Insurance proceeds • Retroactive pay increase • Severance • Sign-on bonus • Vacation pay • Workers’ compensation • Other

	CHART B-1: LUMP SUM INPUT RECORD LAYOUT				
Column Number	Field/Header Name	Location	Length	A/N	Required/ Optional/ Conditionally Required	Comments
19	Amount	671-681	11	N	O	The dollar amount the employee, claimant, or beneficiary is eligible to receive. The dollar amount may include a maximum of eight numbers, and the total amount must include two decimal places. (xxxxxxxx.xx) The only special character allowed is a period (.).
20	Expected Payout Date	682-691	10	A/N	R	The date the company offering the payout must receive notification from the state child support agency to withhold all or a portion of the payout. Date format must be MM/DD/YYYY and must fall at least five days later than the day of submission.
21	Case State	692-693	2	A	CR	The state that issued an income withholding order to the company offering the payout. Conditionally required: If you entered a Case Identifier or Order Identifier, you must enter a Case State. Alphabetic only; Two letter state code only.

CHART B-1: LUMP SUM INPUT RECORD LAYOUT					
Column Number	Field/Header Name	Location	Length	A/N	Required/ Optional/ Conditionally Required	Comments
22	Case Identifier	694-709	15	A/N	CR	The value a state assigns to uniquely identify each IV-D case in the state. Conditionally required: If you entered a Case State or Order Identifier, you must enter a Case Identifier. No special characters allowed except hyphens (-), spaces, or periods (.).
23	Order Identifier	710-740	30	A/N	O	A unique identifier associated with a specific child support obligation within a case.

CHART B-2: TERMINATION INPUT RECORD LAYOUT						
Data Element Name	Definition	Location	Length	Type	Required/ Optional	Data Element Rules
State Code	Two-character, alphabetic state or territory code that issued the IWO to the employer	1-2	2	A	R	Valid two-character alphabetic state or territory code.
Action Code	A code that lets the state know whether the employer is reporting a termination or responding to an IWO	3-6	4	A	R	Valid Values: ETRM – Reporting termination of an employee ORG – Responding to an original order AMD – Responding to an amended IWO LUM – Responding to a lump sum IWO OTRM – Responding to a termination IWO
EIN Text	The employer's FEIN	7-15	9	N	R	
Employee Last Name	The obligor's last name	16-35	20	A/N	R	Letters A-Z or spaces. No special characters or embedded spaces. Hyphens (-) and apostrophes (') allowed. You must enter at least the first character. Cannot have all spaces or blanks.
Employee First Name	The obligor's first name	36-50	15	A/N	R	Letters A-Z or spaces. No special characters or embedded spaces. Hyphens (-) and apostrophes (') allowed. You must enter at least the first character.
Employee Middle Name	The obligor's middle name or initial	51-65	15	A/N	O	Letters A-Z or spaces. No special characters or embedded spaces. Hyphens (-) and apostrophes (') allowed.
Employee Name Suffix	The obligor's name suffix	66-69	4	A/N	O	

CHART B-2: TERMINATION INPUT RECORD LAYOUT						
Data Element Name	Definition	Location	Length	Type	Required/ Optional	Data Element Rules
Employee SSN	The obligor's social security number	70-78	9	N	R	
Case Identifier	The value a state assigns to uniquely identify each IV-D case in the state	79-93	15	A/N	R	The case identifier the state included on the IWO.
Order Identifier	A unique identifier associated with a specific child support obligation within a case	94-123	30	A/N	O	The order identifier the state included on the IWO.
Termination Reason	Reason that an employer rejected an income withholding order	124	1	A	R	Values include: N – NCP no longer at the employer U – NCP not known to employer
Termination Date	Date an employee left or an employer terminated	125-132	8	N	O	Must use MM/DD/YYYY format. If not applicable, fill with spaces.
Final Payment Made Date	Date of the final payment sent to the SDU	133-140	8	N	O	Must use MM/DD/YYYY format. If not applicable, fill with spaces.

CHART B-2: TERMINATION INPUT RECORD LAYOUT						
Data Element Name	Definition	Location	Length	Type	Required/ Optional	Data Element Rules
Final Payment Amount	Amount of the final payment sent to the SDU – only applies when an employer terminates an employee or the employee leaves	141-151	11	N	O	• Numeric • Decimal assumed • Unsigned • No rounding • Right justify • Zero fill to left • Zero fill if N/A • The last payment or wages paid to an NCP that left or an employer terminated
NCP Address Line 1 Text	Line 1 of the NCP's last known address	152-176	25	A/N	O	Last known
NCP Address Line 2 Text	Line 2 of the NCP's last known address	177-201	25	A/N	O	Last known
NCP Address City Name	NCP's last known city	202-223	22	A/N	O	Last known
NCP Address State Code	NCP's last known state code	224-225	2	A	O	Last known Valid two-alpha character state code
NCP Address Zip Code	NCP's last known address five digit ZIP Code	226-230	5	N	O	Last known
NCP Address Ext Zip Code	NCP's last known four character ZIP Code	231-234	4	A/N	O	Last known

	CHART B-2: TERMINATION INPUT RECORD LAYOUT					
Data Element Name	Definition	Location	Length	Type	Required/ Optional	Data Element Rules
New Employer Name	Name of NCP's new employer	235-291	57	A/N	O	
New Employer Address Line 1 Text	Line 1 of new employer's address	292-316	25	A/N	O	
New Employer Address Line 2 Text	Line 2 of new employer's address	317-341	25	A/N	O	
New Employer City Name	New employer's city	342-363	22	A/N	O	
New Employer State Code	New employer's state code	364-365	2	A	O	Valid two-letter state code (example: NY)
New Employer Address Zip Code	New employer's five character Zip Code	366-370	5	N	O	
New Employer Address Ext Zip Code	New employer's four character Zip Code	371-374	4	A/N	O	
NCP Phone Number	NCP's last known phone number	375-384	10	N	O	Last known
Filler	Reserved for future use	385-484	100	A/N	O	