

OCSE O&M and Continuous Improvements

# **OCSE Software Changes**

## **Release 17-01 – Minor**

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## **Release Specifications**

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Administration for Children and Families  
Office of Child Support Enforcement  
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# 1. ALLOW STATES TO OPT OUT OF RECEIVING AN IRS RESPONSE WHEN SUBMITTING A 'C01' OR 'ALL' LOCATE REQUEST (OCSE REF. # 6083)

## 1.1 Summary of Changes

We enhanced the Federal Case Registry (FCR) system to allow you to opt out of receiving IRS locate responses when you submit a batch locate request with locate source code 'C01' or 'ALL.'

## 1.2 Background

'C01' or IRS Locate Records and 'C03' or Annual Wage Reporting (AWR) record data are federal tax information (FTI) and require protection in compliance with IRS Publication 1075.

Currently, you can opt out of receiving AWR for your Portal users, or opt to restrict it for both Portal and batch.

You can opt out of receiving IRS locate responses for your Portal users. With this enhancement, you may also opt out of receiving IRS locate batch responses for both Portal and batch.

## 1.3 Description of Changes

The FCR system will not submit your locate request to IRS for locate source codes 'C01' or 'ALL,' if you submitted the data election form to suppress IRS.

Chart 1-1 shows the changes made in the Interface Guidance Document's Appendix E, to error message descriptions 'LE006' and 'LW006,' to include the IRS.

CHART 1-1: ERROR MESSAGES		
Error Code	Record ID	Error Message and Description
LE006	FP	Locate Rejected – Locate Source is Unavailable The AWR or IRS locate source is unavailable because you opted out of that locate source, and you selected no other locate source codes.
LW006	FP	Locate Source is Unavailable The AWR or IRS locate source is unavailable because you opted out of that locate source. We searched the other locate sources.

## 1.4 Impact on States

States did not need to change their systems to take advantage of this enhancement. If you want to suppress your IRS locate requests, you must complete the data election form in Chart 1-2, and return it to your state’s liaison.

## 1.5 State Testing

State testing was not available for this enhancement.

## 1.6 Data Election Form

The AWR and IRS Election form offers you the option to suppress locate requests for AWR and IRS. You may elect to opt out of the AWR and IRS match process entirely for your state, or restrict your Portal users’ online access to request AWR and IRS information.

**Chart 1-2: AWR and IRS Election Form**

<b>AWR AND IRS ELECTION</b>		Enter 'Y' to begin or 'N' to discontinue options elected	
<b>A. Suppress Annual Wage Reporting (AWR) Locate Requests with Locate Source 'C03' or 'ALL'</b>			
A-1. State elects to suppress all AWR requests, including those that might have resulted from a locate source 'ALL', for state's batch and Child Support Portal's online users.			
A-2. State elects to suppress AWR requests only from the Child Support Portal's online users. The state will continue to receive AWR batch records.			
<b>B. Suppress IRS Locate Requests with Locate Source 'C01' or 'ALL'</b>			
B-1. State elects to suppress all IRS requests, including those that might have resulted from a locate source 'ALL', for state's batch and Child Support Portal's online users.			
B-2. State elects to suppress IRS requests only from the Child Support Portal's online users. The state will continue to receive IRS batch records.			
Submitting Agency		Date MM/DD/CCYY	
Requester		Phone (999) 999-9999	
Email Address		Title	

## 1.7 OCSE Support Contact Information

For help or questions about this enhancement, contact Jay Butler at [Jay.Butler@acf.hhs.gov](mailto:Jay.Butler@acf.hhs.gov).

## **2. DATA RELIABILITY AUDIT PORTAL UPLOAD (OCSE REF. # 6039)**

### **2.1 Summary of Changes**

We enhanced the Portal to enable you to upload your Fiscal Year (FY) 2016 Data Reliability Audit (DRA) file.

### **2.2 Background**

Prior to 2016, you sent encrypted DRA files in a self-extracting file to the Area Audit Office on a read-only CD or DVD.

### **2.3 Description of Changes**

The DRA Portal Upload function enables you to transmit your DRA file in a secured environment that safeguards your data and ensures the integrity of the data. This change removed the burden of creating a CD or DVD and mailing it to your Area Audit Office.

### **2.4 Impact on States**

You are required to use the Portal to upload and transmit your FY 2016 DRA file instead of by prior methods, such as USPS mail or personal delivery. Furthermore, the Portal will be the standard for transmitting all future DRA file transmissions.

States must assign the role code 'AS' to users responsible for uploading FY 2016 data.

### **2.5 State Testing**

The User Acceptance Testing environment is available for you to ensure you have access to the application to perform an upload test.

## 2.6 Page Enhancements

Figure 2-1 shows the File Upload page, which allows you to do the following:

- Enter your email address for notice of a file received
- Select the audit year you are uploading a file for
- Browse to select the file for upload

**Figure 2-1: File Upload**

Office of Child Support Enforcement Child Support Portal

### CHILD SUPPORT PORTAL

Secured Environment

SECURE HOME OFFICE OF AUDIT DATA EXCHANGE FAQ CONTACT US

Upload

## File Upload

\* Indicates required field

Please select the audit year and enter the email for which the file is being uploaded.  
Note: Due to potentially large file sizes, do not close or navigate away from this window until you receive confirmation that your file has been successfully uploaded.

\* Email  \* Audit Year   
2015  
2016

Browse...

### File Upload History

Date Uploaded	Audit Year	Email	File Name
---------------	------------	-------	-----------

## 2.7 OCSE Support Contact Information

For help or questions about this enhancement, contact Kerry Newcombe at [Kerry.Newcombe@acf.hhs.gov](mailto:Kerry.Newcombe@acf.hhs.gov).



### 3. ADD INTERSTATE CASE RECONCILIATION (ICR) CONTACT NAMES TO THE IRG (OCSE REF. # 6198)

#### 3.1 Summary of Changes

We will enhance the IRG system to add two new address types for states' Interstate Case Reconciliation (ICR) contact information.

#### 3.2 Background

The new contact types will enable you to identify the point of contact in the event you need to contact the other state when processing your annual ICR file.

#### 3.3 Description of Changes

One contact will be the primary ICR contact and the other will be for situations in which the case is not found. States will maintain and certify this contact information.

#### 3.4 Impact on States

This enhancement may require you to change your state system if you use the new ICR address types. The download record layout shows how the new types, ICR – Interstate Case Reconciliation Contact and CR1 – Interstate Case Reconciliation Contact – No Case Found, will be used in the Address Type 2 field for state addresses. Refer to Chart 3-1.

#### 3.5 State Testing

This enhancement does not require testing.

#### 3.6 Page Enhancements

Chart 3-1 shows the changes we will make to the Address Type 2 field.

CHART 3-1: IRG DOWNLOAD RECORD LAYOUT				
Label Fields	Position in Record	Length	Type	Description
Address Type 2	4-6	3	A/N	<u>Address Type 1 STA</u> ICR – Interstate Case Reconciliation Contact CR1 – Interstate Case Reconciliation Contact – No Case Found

### **3.7 OCSE Support Contact Information**

For help or questions about this change, contact Angela Kasey-Henry at [Angela.Kasey-Henry@acf.hhs.gov](mailto:Angela.Kasey-Henry@acf.hhs.gov).

## **4. NEW MANUAL PAYMENT (MPY) COLLECTION TYPE (OCSE REF. # 5964)**

### **4.1 Summary of Changes**

We will enhance the Federal Collection and Enforcement (FCE) system to include Treasury's Bureau of the Fiscal Service (BFS) new payment type, Manual Payment (MPY). We will send the new 'MPY' code to states in the weekly Collection and Adjustment Record. These payments will appear as 'MPY' on the Portal's Case Query Details and Trace Number Query – Manual Payment (MPY) Information (Figure 4-1) pages.

### **4.2 Background**

This enhancement is in response to BFS' new process of transferring manual payments to creditor agencies.

BFS defines a manual payment as a physical check or money order the debtor voluntarily sends directly to BFS for payment of an outstanding debt. BFS recently changed its method for handling these payments to apply the funds to the debt type specified on the payment (for example, child support). If the debtor does not specify which debt to pay, BFS applies the funds to the highest priority debt in its system and sends it to the creditor agency as an MPY.

MPYs are not tax or administrative offsets.

### **4.3 Description of Changes**

You will find the 'MPY' payment type code in the Collection and Adjustment Record in the Offset-Type field, positions 217-219.

Treasury does not currently charge a fee for manual payments. The Fee Amount field, positions 220-224, will contain zeroes.

### **4.4 Impact on States**

States need to accept the new 'MPY' payment type code in their weekly Collection and Adjustment Record.

### **4.5 State Testing**

State testing is not available for this enhancement.

## 4.6 Page Enhancements

Figure 4-1: Trace Number Query – Manual Payment (MPY) Information

The screenshot displays the Child Support Portal interface. At the top, it identifies the Office of Child Support Enforcement and the Child Support Portal. The main header reads "CHILD SUPPORT PORTAL" with a "Secured Environment" tag. A navigation bar includes "Home", "Print", "FAQ", and "Close". A left sidebar lists various services under "Federal Collection and Enforcement", such as Case Query, Trace Number Query, Address Query, Pre-Offset Notice Query, Local Contact Address Query, Transaction Submission, Passport Denial, File Upload, and File Download. The main content area is titled "Trace Number Query" and includes a "Trace Number Search" section with a text input field containing "A73006495" and a "GO" button. Below this is a "Trace SSN" section showing "Trace SSN: 0042XX580". The "Manual Payment (MPY) Information" section lists details: Case Type: TANF, Payment Amount: \$685.00, Collection Cycle: 201709, BFS Payment Date: 03/01/2017, OCSE Process Date: 03/02/2017, Collection Name: John Public, and Collection Address: [envelope icon]. A "Clear" button is located at the bottom of the form area. The footer of the page reads "Office of Child Support Enforcement Contact Us".

## 4.7 OCSE Support Contact Information

For help or questions about this enhancement, contact Rebecca Hamil at [Rebecca.Hamil@acf.hhs.gov](mailto:Rebecca.Hamil@acf.hhs.gov).

## **5. PROVIDE THE FEDERAL PAYING AGENCY ON THE PORTAL TRACE NUMBER QUERY (OCSE REF. # 6000)**

### **5.1 Summary of Changes**

We will enhance the Federal Collection and Enforcement (FCE) Portal Trace Number Query to include the Federal Paying Agency Name for an administrative offset.

### **5.2 Background**

This enhancement will allow Portal users to determine the payer origin of an administrative offset, which may be helpful for customer service or research purposes.

### **5.3 Description of Changes**

The FCE system will add the Federal Paying Agency Name to the Portal Trace Number Query page.

State FCE Portal users can view the FCE Paying Agency Name on the Trace Number Query – ADM Offset Information page, Figure 5-1.

### **5.4 Impact on States**

States do not need to change their systems to take advantage of this enhancement.

### **5.5 State Testing**

State testing is not available for this enhancement.

## 5.6 Page Enhancements

Figure 5-1: Trace Number Query – ADM Offset Information

The screenshot displays the Child Support Portal interface. At the top, it says "Office of Child Support Enforcement" and "Child Support Portal". The main header is "CHILD SUPPORT PORTAL" with the tagline "Secured Environment". Below this is a navigation bar with "Home", "Print", "FAQ", and "Close". A left sidebar lists various services: Case Query, Trace Number Query, Address Query, Pre-Offset Notice Query, Local Contact Address Query, Local Contact Address Update, Transaction Submission, Online Transaction Maintenance, Passport Denial, Passport Emergency Release, File Upload, and File Download. The main content area is titled "Trace Number Query" and includes a sub-section "Trace Number Search" with a text input field for "Trace Number" containing "A73006495" and a "GO" button. Below that is a "Trace SSN" section showing "Trace SSN: 0042XX580". The "ADM Offset Information" section lists: Case Type: TANF, Offset Amount: \$685.00, Agency Name: Farm Credit Administration, Collection Cycle: 201710, BFS Offset Date: 03/08/2017, OCSE Process Date: 03/09/2017, Collection Name: John Public, and Collection Address: [envelope icon]. A "Clear" button is at the bottom, and the footer includes "Office of Child Support Enforcement" and a "Contact Us" link.

## 5.7 OCSE Support Contact Information

For help or questions about this enhancement, contact Rebecca Hamil at [Rebecca.Hamil@acf.hhs.gov](mailto:Rebecca.Hamil@acf.hhs.gov).

## **6. OCSE RETIRING ADMINISTRATIVE OFFSET (ADM) EXCLUSION INDICATOR (OCSE REF. # 6128)**

### **6.1 Summary of Changes**

We will enhance the Federal Collection and Enforcement (FCE) system to retire the use of the ADM exclusion indicator. The FCE system will replace ADM exclusion indicators, including those submitted by states via batch, with VEN and RET exclusion indicators in states' outgoing files and on the FCE Portal pages.

### **6.2 Background**

Retiring the ADM exclusion indicator will allow OCSE to obtain more accurate metrics on states' use of specific federal administrative offset remedies and administrative offset exclusion indicator tracking and monitoring.

### **6.3 Description of Changes**

The FCE system will replace state-submitted ADM exclusion indicators to RET and VEN. This conversion will occur on the daily update input files from states as well as the state caseload submission. We will remove all ADM exclusion indicators on the FCE system and on the FCE Portal pages, and replace it with RET and VEN. Files returned to states will also reflect the change.

### **6.4 Impact on States**

States do not need to change their systems to take advantage of this enhancement. OCSE will continue to accept ADM exclusion indicator types from state batch files.

### **6.5 State Testing**

State testing is not available for this enhancement.

### **6.6 OCSE Support Contact Information**

For help or questions about this enhancement, contact Rebecca Hamil at [Rebecca.Hamil@acf.hhs.gov](mailto:Rebecca.Hamil@acf.hhs.gov).

## **7. NEW REASON OPTION ON PORTAL FOR PASSPORT EMERGENCY RELEASE PAGE (OCSE REF. # 6148)**

### **7.1 Summary of Changes**

We will enhance the Federal Collection and Enforcement (FCE) system to include the reason, “This individual has not exceeded the minimum threshold for passport denial certification.”

The new release reason will allow a passport denial Portal user, when submitting an emergency release, to select this option when the Department of State denies a passport for a certified debtor whose arrears do not meet the minimum required threshold amount of \$2,500 for certification.

### **7.2 Background**

The new option for passport emergency release offers an additional reason to release an individual from the Passport Denial Program.

### **7.3 Description of Changes**

The FCE system will add this passport denial Portal option to the list currently displayed to the states for passport emergency release reasons.

### **7.4 Impact on States**

States do not need to change their systems to take advantage of this enhancement.

### **7.5 State Testing**

State testing is not available for this enhancement.

### **7.6 Page Enhancements**

States can view the new option on the Passport Emergency Release page, Figure 7-1.



Figure 7-1: Passport Emergency Release

Office of Child Support Enforcement Child Support Portal

# CHILD SUPPORT PORTAL

Secured Environment

Home Print | FAQ | Close

**Federal Collection and Enforcement**

- Case Query
- Trace Number Query
- Address Query**
- Pre-Offset Notice Query
- Local Contact Address Query
- Local Contact Address Update
- Transaction Submission
- Online Transaction Maintenance
- Passport Denial**
- Passport Emergency Release
- File Upload
- File Download

## Passport Emergency Release

\* Indicates required field

### Passport Emergency Release Form Selection

\* SSN:

State: MD

### Passport Emergency Release Reason

- This individual needs a passport due to a family emergency.
- This individual has an appointment today or within the next few days.
- This individual has an application at either the Special Issuance Passport Agency or an Embassy.
- The state Child Support Enforcement agency submitted the SSN in error.
- This individual has not exceeded the minimum threshold for passport denial certification.
- This individual does not have and has never had a child support case with the Federal Office of Child Support.

Office of Child Support Enforcement  
[Contact Us](#)

## 7.7 OCSE Support Contact Information

For help or questions about this enhancement, contact Rebecca Hamil at [Rebecca.Hamil@acf.hhs.gov](mailto:Rebecca.Hamil@acf.hhs.gov).