

OCSE O&M and Continuous Improvements

# **OCSE Software Changes**

**Release 21-02 – Minor**

April 2021

## **Release Specifications**

Version 1.0

Administration for Children and Families  
Office of Child Support Enforcement  
330 C Street SW, 5th Floor  
Washington, DC 20201

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# **1 Add New Jurisdiction and New Foreign Treaty Country (FTC) to the IRG and Exclude Them from the CSENet Download**

## **1.1 Summary of Changes**

We enhanced the Intergovernmental Reference Guide (IRG) application to include two new entities:

- The jurisdiction of Gibraltar (004) to the United Kingdom (UK)
- The FTC of Serbia (688)

## **1.2 Background**

Under ratification of the Hague Child Support Convention, Gibraltar was identified as a new jurisdiction for the UK, effective January 1, 2021. Serbia became a reciprocating partner with the United States under the 2007 Hague Child Support Convention, effective February 1, 2021. It is now recognized as an FTC.

To make sure the IRG has contact information for all Hague-approved FTCs and UK jurisdictions, we updated the IRG to include Gibraltar and Serbia.

## **1.3 Description of Changes**

With this enhancement, the IRG application includes these two new entities.

States can view contact information for the new UK jurisdiction of Gibraltar and the new FTC Serbia on the IRG Contact page; for examples, see Figure 1-1 and Figure 1-2, respectively.

## **1.4 Impact on States**

States had to make changes to their system only if they use an automated process to download this data into their system.

## **1.5 State Testing**

No state testing is needed.

## 1.6 Page Enhancements

Figure 1-1 shows an example IRG Contact page for the UK. To display this information, the user selected **826 - United Kingdom** in the **International** drop-down menu at the top of the page and selected **GO**.

First Name	Last Name	Address Type	Province	Phone
<input type="radio"/> Yuki	Royster	Correspondence Address	England/Wales	876-783-1235
<input checked="" type="radio"/> Cary	Caroll	Foreign Treaty Country	Gibraltar	403-777-3591
<input type="radio"/> Willard	Diliard	Foreign Treaty Country	United Kingdom	879-654-1235

**Figure 1-1: Example IRG Contact Page with Contacts for the UK**

Figure 1-2 shows an example IRG Contact page with contact information available for Serbia. To display this information, the user selected **688 - Serbia** in the **International** drop-down menu at the top of the page and selected **GO**.

First Name	Last Name	Address Type	Province	Phone
<input checked="" type="radio"/> John	Smith	Foreign Treaty Country	Serbia	410-123-6783

**Figure 1-2: Example IRG Contact Web Page for FTC Serbia**

## **1.7 Release Date**

January 2021.

## **1.8 Contact Information**

If you have questions about these changes, contact the IRG Help Desk at [irghelpdesk@acf.hhs.gov](mailto:irghelpdesk@acf.hhs.gov).

## **2 Update the CSENet Address Download Process to Include the New UK Jurisdiction Gibraltar and FTC Serbia**

### **2.1 Summary of Changes**

We enhanced the IRG CSENet address download file to include two new entities:

- The jurisdiction of Gibraltar (004) to the UK
- The FTC of Serbia (688)

### **2.2 Background**

We added two new address types for Gibraltar and Serbia to the IRG application. Gibraltar became a new jurisdiction under its ratification of the Hague Child Support Convention for the UK, effective January 1, 2021. Serbia became a reciprocating partner with the United States under the 2007 Hague Child Support Convention, effective February 1, 2021.

With this enhancement, these new entities became available in the CSENet address download files for states in response to a request from OCSE.

### **2.3 Description of Changes**

The updated CSENet address download files generated for states have contact information for these address types:

- Gibraltar (004)
- Serbia (688)

Figure 2-1 and Figure 2-2 show examples of Gibraltar (004) and Serbia (688), respectively, in an excerpt from the updated CSENet address download file.

### **2.4 Impact on States**

States had to be ready to process the CSENet address download file with the new entities before the download on March 1, 2021. We communicated the details to states in the IRG e-Flash #21-01, dated January 7, 2021.

### **2.5 State Testing**

No state testing is needed.



## 2.6 Page Enhancements

Figure 2-1 shows an example of the new Gibraltar address type in an excerpt from the updated CSENet address download file.<sup>1</sup>

INTFTC8482600Home ·Dept	2234 ·Last ·Lane	Gibraltar	United ·Kingdom
INTFRC8182600	9812 ·Texas ·NW ·Ave	England/Wales	United ·Kingdom

**Figure 2-1: Example CSENet Address Download File with a Gibraltar Address**

Figure 2-2 shows an example of the new Serbia address type in an excerpt from the updated CSENet address download file.<sup>1</sup>

INTFTC8068800Ministarstvo ·Pravde	12 ·Vojvode ·Mišića ·	Vranje	Serbia
INTFRC8312400Family ·Law ·Branch	1230-405 ·Broadway	Ontario	Canada

**Figure 2-2: Example CSENet Address Download File with a Serbia Address**

## 2.7 Release Date

February 2021.

## 2.8 Contact Information

If you have questions about these changes, contact the IRG Help Desk at [irghelpdesk@acf.hhs.gov](mailto:irghelpdesk@acf.hhs.gov).

<sup>1</sup> Because of the records' length, only partial records are displayed.

## **3 Add New Address Types to the IRG**

We will enhance the IRG application to include new address types for tribal users. Tribal administrators will continue to be able to add, edit, and remove contacts. State users will be able to view contacts.

### **3.1 Background**

The Division of Regional Operations requested this enhancement based on feedback from the July 2020 Tribal Directors meeting. Tribes wanted OCSE to add more address types to define the various points of contact for tribal child support offices.

### **3.2 Description of Changes**

The IRG application will have the following new address types for tribes:

- CSC – Customer Service Contact
- DIV – Tribal IV-D Director
- ICW – Intergovernmental Case Work
- IRG – Intergovernmental Reference Guide
- OPM – Office Program Manager
- PYB – Payment Records Contact
- T03 – Tribal Office 3
- T04 – Tribal Office 4
- T05 – Tribal Office 5
- T06 – Tribal Office 6
- TLC – Tribal Court

Tribal administrators will manage contact information for the new address types. With this enhancement, users will be able to contact the correct tribal child support offices based on their specific business needs.

The IRG CSENet address download file will be updated to include these new tribal address types.

### **3.3 Impact on States**

- The new address types will be included in the CSENet address download file on June 1, 2021.
- If states use an automated process to download CSENet address data into their systems, they must make changes to their system before June 1, 2021.

### 3.4 State Testing

No state testing is needed.

### 3.5 Page Enhancements

Figure 3-1 shows an example IRG Contact page for the Apache Tribe of Oklahoma with two of the new address types state users will be able to view.

**Figure 3-1: Example IRG Contact Page for the Apache Tribe of Oklahoma**

Figure 3-2 shows an excerpt from an example CSENet address download file with two new address types: Intergovernmental Case Work (ICW) and Tribal IV-D Director (DIV).<sup>2</sup>

LOCCLC2903900	Cedar County	Cedar Co Circuit Clerk	113 S Street	Stockton	MO
TRBICW90T0300	Apache Tribe of Oklahoma	Enforcement Officer	PO Box 1020	Red Lake	MN
STAGTI3600000	Genetic Testing	Customer Service	40 N Pearl St	Albany	NY
TRBDIV90T0300	Apache Tribe of Oklahoma	Contact Manager	PO Box 123	Woodbine	MN

**Figure 3-2: Example CSENet Address Download File Excerpt with New Tribe Address Types**

### 3.6 Release Date

May 2021.

<sup>2</sup> Because of the records' length, only partial records are displayed.

### **3.7 Contact Information**

If you have questions about these changes, contact the IRG Help Desk at [irghelpdesk@acf.hhs.gov](mailto:irghelpdesk@acf.hhs.gov).

## **4 Add a Batch Application for e-NMSN**

### **4.1 Summary of Changes**

We are creating a new batch application to automate the National Medical Support Notice (NMSN). This enhancement will allow participating states to send and employers to receive NMSNs electronically instead of exchanging paper documents.

### **4.2 Background**

This enhancement is in response to requests from states and employers to develop an electronic process for sending and receiving NMSNs. This electronic process, modeled after the electronic Income Withholding Order (e-IWO) process, will centralize the delivery of electronic National Medical Support Notices (e-NMSNs). This will reduce the dependency on sending and receiving notices through the mail and result in cost savings by easing the need to print and mail these documents. The e-NMSN record specifications follow the OMB-approved NMSN.

### **4.3 Description of Changes**

States must code for this application; we will provide the record layout. States can use text (.txt) file and Extensible Markup Language (.xml) formats to send and receive e-NMSN files.

OCSE will validate all transactions with exchange partners, based on the record layouts, in the same way it does for the e-IWO batch application. OCSE will help with setup; testing will be available before states move into production.

Before participating in e-NMSN, states, employers, plan administrators, and third-party providers must complete a newly created e-NMSN profile form and return it to OCSE.

### **4.4 Impact on States**

Participation in this application requires states to take the following steps:

1. Complete an e-NMSN profile form and submit it to OCSE.
2. Set up batch communications for file transfers.
3. Code to the e-NMSN record layouts.
4. Test their code before moving into production.

### **4.5 State Testing**

Before moving into production, states will need to:

1. Send test files with NMSNs.
2. Process e-NMSN response records.

Technical assistance and testing support will be available to help states throughout the process.

## 4.6 Page Enhancements

OCSE will enter state e-NMSN profiles and contacts in the system, based on the information provided by the state. Authorized state profile administrators (those users with the PS role) will be able to view, add, edit, and remove contacts using the State Profile Administration application.

Figure 4-1 shows an example State Profile Administration application page for state profile administrators to view state contacts.

**State Profile Maintenance**

\* Profile Type:  \* State:

**Georgia State Contacts**

Name	Email	Phone	Phone Ext.	Application	Contact Type	Last Date Updated	Edit
Smith, Jane M	jane.m.smith@dhs.ga.gov	567-123-3454		e-NMSN Batch	Business Contact	03/03/2021	<input type="checkbox"/>
Larry, Joan	joan.larry@dhs.ga.gov	899-123-1222		e-NMSN Batch	Technical Contact	03/03/2021	<input type="checkbox"/>
Patton, April	April.Patton@dhs.ga.gov	4044631740		Passport Denial	Alternate Contact	10/06/2020	<input type="checkbox"/>
Bolar, Timika	timika.bolar@dhs.ga.gov	4046579914		Passport Denial	Secondary Contact	10/06/2020	<input type="checkbox"/>
Jones, Camesha	Camesha.Jones@dhs.ga.gov	4043573871		Passport Denial	Secondary Contact	10/06/2020	<input type="checkbox"/>
Harris, Kyetina	Kyetina.Harris@dhs.ga.gov	4046569912		Passport Denial	Secondary Contact	10/06/2020	<input type="checkbox"/>
McDowell, Melissa B	mymcdowell@dhr.state.ga.us	404-657-1132		Passport Denial	Primary Contact	02/22/2021	<input type="checkbox"/>
M, Rose	rmbramlett@dhr.state.ga.us	7067763594		Query Interstate Cases for Kids	Alternate Contact	07/29/2020	<input type="checkbox"/>
Tucker, Pat	patucker1@dhr.state.ga.us	4046839614		Query Interstate Cases for Kids	Business Contact	07/29/2020	<input type="checkbox"/>
Hunnevell, Nancy	nchunnew@dhr.state.ga.us	4046573065		Query Interstate Cases for Kids	Business Contact	07/29/2020	<input type="checkbox"/>

**Figure 4-1: Example State Profile Administration Contact View Page**

Figure 4-2 shows the State Profile Administration application page for state profile administrators to add new contacts.

Office of Child Support Enforcement Child Support Portal Welcome Hari Krishna Rallapalli Log Out

**CHILD SUPPORT PORTAL**  
Secured Environment

SECURE HOME STATE PROFILE ADMINISTRATION FEEDBACK FAQ CONTACT US

State Profiles

### State Profile Maintenance

\* Profile Type: Contact \* State: Alaska

Search

#### Alaska State Contacts

Name	Email	Phone	Phone Ext	Application	Contact Type	Last Date Updated	Edit
Cain, Delinda	delina.cain@alaska.gov	907-269-1234		e-NMSN Batch	Business Contact	03/23/2021	<a href="#">Edit</a>
King, Rachel	rachel.king@alaska.gov	907-269-1234		e-NMSN Batch	Technical Contact	03/23/2021	<a href="#">Edit</a>
Lightner, Timothy	timothy.lightner@alaska.gov	907-269-1234		e-NMSN Batch	Alternate Contact	03/23/2021	<a href="#">Edit</a>
Lukhtanov, Alexander	alexander.lukhtanov@alaska.gov	741-852-1234		Query Interstate Cases for Kids	Technical Contact	03/23/2021	<a href="#">Edit</a>
Miller, Mike	mike.miller1@alaska.gov	907-269-1234		Passport Denial	Alternate Contact	03/23/2021	<a href="#">Edit</a>
Norris, Rae	rae.norris@alaska.gov	907-269-1234		Passport Denial	Primary Contact	03/23/2021	<a href="#">Edit</a>

Add New Contact

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An Office of the Administration for Children & Families

Privacy Policy | Accessibility

**Help Desk**  
1-800-258-2736  
csportal@acf.hhs.gov

Figure 4-2: State Profile Administration Add Contact Page

Figure 4-3 shows the State Profile Administration application page for state profile administrators to edit and remove state contacts.

State Profiles

### State Profile Maintenance

\* Profile Type: Contact  
\* State: Maryland

Search

#### Edit Contact

\* First Name: Carol  
Middle Initial: Enter Middle Initial H  
\* Last Name: Burkindine  
\* Email: cburkind@dhr.state.md.us  
\* Phone Number: 858-585-8585  
Phone Ext: XXXXXX  
Fax Number: XXX-XXX-XXXX

#### Contact Relationships

\* Application: e-NMSN Batch  
\* Contact Type: Alternate Contact  
Check to receive Notification: ☒

+ Add Contact Relationship

Save Changes Delete Contact Cancel

**Figure 4-3: State Profile Administration Edit Contact Page**

## 4.7 Release Date

June 2021.

## 4.8 Contact Information

If you have questions about these changes, contact the Employer Services team at [employerservices@acf.hhs.gov](mailto:employerservices@acf.hhs.gov).



## 5 Allow OCSE and State Users to Exchange Files Using the FCE Application

### 5.1 Summary of Changes

We are enhancing the Federal Collection and Enforcement (FCE) Portal application to allow OCSE and states to upload and download files other than tax offset fraud referrals. States will be able to upload files from OCSE but not from other states. OCSE will be able to upload files from states. OCSE and states will be able to exchange .pdf, .docx, .xls, and .xlsx files by selecting **Other** in the **File Type** field on these two pages:

- File Upload
- File Download

### 5.2 Background

This enhancement is in response to a request from OCSE and states. Now, the FCE Portal application only allows tax fraud referrals to be uploaded and downloaded between states and OCSE.

### 5.3 Description of Changes

With this enhancement, we are adding the **Other** drop-down option for the **File Type** field on the two pages noted above so OCSE and states can exchange .pdf, .docx, .xls, and .xlsx files. Only users with the Federal Offset User – Full (SB) role will be able to access this enhancement. Files will be available for uploading and downloading for five days.

If a file includes federal tax information (FTI), users must select **Yes** in the **FTI Indicator** field.

### 5.4 Impact on States

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

### 5.5 State Testing

No testing is required.

## 5.6 Page Enhancements

Figure 5-1 shows the File Upload page with **Other** selected in the **File Type** field.

Office of Child Support Enforcement Child Support Portal

# CHILD SUPPORT PORTAL

Secured Environment

Home Feedback | Print | FAQ | Logout

**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
- Pending Reversal Report

## File Upload

\* indicates required field

### File Selection

\* File Type: Other

\* FTI Indicator: ☐ Yes ☐ No

\* File:

Supported file format is xls,xlsx, pdf, doc

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

**Figure 5-1: File Upload Page**

Figure 5-2 shows the File Download Search page with **Other** selected in the **File Type** field.

The screenshot displays the 'File Download Search' page within the 'Child Support Portal'. The portal header includes 'Office of Child Support Enforcement' and 'Child Support Portal'. The main title is 'CHILD SUPPORT PORTAL' with the tagline 'Secured Environment'. A navigation bar contains 'Home', 'Feedback | Print | FAQ | Logout'. A left sidebar lists various services under 'Federal Collection and Enforcement', including 'Case Query', 'Trace Number Query', 'Address Query', 'Pre-Offset Notice Query', 'Local Contact Address Query', 'Local Contact Address Update', 'Transaction Submission', 'Online Transaction Maintenance', 'File Upload', 'File Download', and 'Pending Reversal Report'. The main content area is titled 'File Download Search' and includes a note: '\* Indicates required field'. A green message states: 'Date range may be modified based on the availability of files for download.' The search form contains three required fields: 'Start Date' (12/30/2020), 'End Date' (01/06/2021), and 'File Type' (Other). Each date field has a calendar icon and a format hint '(mm/dd/yyyy)'. A 'GO' button is next to the 'File Type' dropdown. At the bottom, there is a horizontal line and a footer with 'Office of Child Support Enforcement' and a 'Contact Us' link.

Office of Child Support Enforcement Child Support Portal

## CHILD SUPPORT PORTAL

Secured Environment

Home Feedback | Print | FAQ | Logout

**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
- File Upload
- File Download
- Pending Reversal Report

### File Download Search

\* Indicates required field

Date range may be modified based on the availability of files for download.

\* Start Date:

(mm/dd/yyyy)

\* End Date:

(mm/dd/yyyy)

\* File Type:

---

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**Figure 5-2: File Download Search Page**

Figure 5-3 shows the File Download Search page displaying results with **Other** selected in the **File Type** field.

Office of Child Support Enforcement **Child Support Portal**

**CHILD SUPPORT PORTAL**  
Secured Environment

Home Feedback | Print | FAQ | Logout

**Federal Collection and Enforcement**

**File Download Search**  
\* Indicates required field

Date range may be modified based on the availability of files for download.

\* Start Date: 12/30/2020  
(mm/dd/yyyy)

\* End Date: 01/06/2021  
(mm/dd/yyyy)

\* File Type: Other

**File Download List**

Select	Processed Date	File Name	FTI Indicator	Last Download Date
<input type="radio"/>	01/06/2021	Jun_2021_report_test.pdf	Y	01/06/2021
<input type="radio"/>	01/08/2021	Report.xls	N	

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

Figure 5-3: File Download Search Results Page

## 5.7 Release Date

June 2021.

## **5.8 Contact Information**

If you have questions about these changes, contact the Federal Collections team at [scollections@acf.hhs.gov](mailto:scollections@acf.hhs.gov).