Federal Parent Locator Service

Federal Offset Program

Release 03-01 – Minor: August 22, 2003

Release Specifications

May 22, 2003

DCN: CI-02.03.01.04

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PART 1.0
Send Warning Code to State for Incomplete Address (FOP 1586)

1.1 Summary of Changes

Federal Offset System processing is being modified to return a new warning code to the state in the Rejected Case Submission and Update File to indicate an Add Case (Transaction Type 'A') was submitted without a complete address. Additionally, the current Error Code of '40', "Incomplete Address," which is returned with the Address Change (Transaction Type 'Z') when all of the address fields are blank, will now be returned with the Transaction Type 'Z' if the address is not complete.

1.2 Background

The Financial Management Service (FMS) has stated that in the future they will require all cases that are submitted to have a complete address. FMS cannot process offsets if addresses are not available. Currently, the Federal Offset System does not inform a state when a case does not have a complete address. However, a case submitted without an address is put through a locate process in an attempt to find an address. Refer to 2.3.1 "Unaccountable Missing Address File", in the *FOP User Guide* for additional information.

The inclusion of an address with a case allows Office of Child Support Enforcement (OCSE)-generated Pre-Offset Notices to be issued immediately, thus eliminating delays involved in locating an address. Therefore, cases are submitted to FMS sooner, and the likelihood of a collection is increased. The presence of an address at FMS will also ensure that an offset can be taken.

1.3 Description of Changes

In preparation for FMS' address plans, the Federal Offset System will send a Warning Code of '47', "Address Warning," to the state when a Transaction Type 'A' is submitted without a complete address. A complete address is defined as containing data in Address Line 1 or Address Line 2, City and State. If an address is not complete, the case will be put through the address locate process. As is currently done, states will be notified of cases that did not find an address in the locate process via the Unaccountable Missing Address File. If OCSE issues the Pre-Offset Notices for a state and is unable to obtain an address, the case is not forwarded to FMS or Department of State (DoS). Refer to 2.2.4.2, "Address Processing for Notices", in the *FOP User Guide* for details on the address locate process.

Currently, the Federal Offset System rejects an Address Change (Transaction Type 'Z') with an Error Code of 40, "Incomplete Address," when an address contains all spaces. The system will now reject address changes that are submitted without a complete address.

Implementation of these changes will provide specific feedback to the states in a timely fashion regarding cases that may not be getting offset due to a missing address. These changes will also improve the quality of addresses forwarded to FMS.

1.4 Impact on States

States will receive a new Warning Code of '47', "Address Warning," in their Rejected Case Submissions and Update File for a Transaction Type 'A' whose address is not complete.

States are currently receiving an Error Code of 40, "Incomplete Address," when an Address Change (Transaction Type 'Z') contains all spaces. This error code will now be returned and the Address Change rejected when the submitted address is not complete. The Federal Offset system does not attempt to locate an address for an Address Change.

1.5 Output Record Specifications

No changes to current Rejected Case Submission and Update Record Layout.

1.6 Warning/Error Codes

A Warning Code of '47', "Address Warning," will be returned when an Add Case (Transaction Type 'A') has an address that is not complete.

CHART 1-1: REJECTED CASE SUBMISSION AND UPDATE WARNING CODES		
Error Code	Error Message and Explanation	Transaction Type
47	**Address Warning** An address should contain data in Address Line 1 or Address Line 2, City and State.	A

An Error Code of '40', "Incomplete Address," will be returned when an Address Change (Z transaction) has an address that is not complete.

CHART 1-2: REJECTED CASE SUBMISSION AND UPDATE ERROR CODES		
Error Code	Error Message and Explanation	Transaction Type
40	**Incomplete Address** An address must contain data in Address Line 1 or Address Line 2, City and State.	Z

PART 2.0
Online Option to Add or Remove Passport Denial Exclusion Indicator (FOP 1637)

2.1 Summary of Changes

Federal Offset System processing is being modified to provide the states with an online option to submit updates to the Passport Denial Exclusion Indicator.

2.2 Background

The Federal Offset System currently accepts updates to the Passport Denial Exclusion Indicator through two methods: weekly batch updates through the Case Submission and Update File; and emergency release requests manually submitted via the *Notice of Withdrawal of Passport Denial Form* to the Federal Collections Customer Service Unit. Refer to 5.3, "Notice of Withdrawal of Passport Denial Form" in the *FOP User Guide* for details about the form submittal.

2.3 Description of Changes

The Federal Offset System will offer a new online screen function that will allow states to update a Passport Denial Exclusion Indicator for an obligor. Online submissions will process daily for adding or removing the PAS Exclusion Indicator. Cases where the PAS Exclusion Indicator has been removed will be forwarded to DoS when eligibility requirements have been met.

The new screen will operate as follows:

- The state enters a Social Security Number (SSN) for an obligor and presses the enter key;
- Any active TANF/Non-TANF case information for that state and SSN is displayed side by side on the screen;
- The current status of the case at the Department of State (DoS) is displayed in the DoS Status field. Refer to Chart 6-2, "Federal Offset Processing Menu Current Year Cases" in the *FOP USER Guide* for details about the DoS Status and Action Date;
- Other states that are currently denying the obligor a passport are displayed on the screen; and
- The state will enter an Action Code, 'C' to Certify for Passport Denial or 'W' to Withdraw from the Passport Denial Program. The type of action entered will be applied to both active cases.

The implementation of this change will improve customer service by reducing the time required to update Passport Denial Exclusion Indicators, and will reduce paperwork at state and Federal levels.

2.4 Impact on States

There is no impact on states. States may use the online Daily Passport Exclusion Change screen as an option. OCSE returns no response record for notification of the input or removal of a Passport Denial Exclusion Indicator made via the Daily Passport Exclusion Change screen. It is the state's responsibility to determine when an exclusion indicator is updated by using the Current Year Query Case Master Screen.

2.5 Screen Layout

The following is the new online screen that allows entry of the Passport Denial Exclusion Indicator change for active cases.

```
            Office of Child Support Enforcement
              Federal Offset Processing Menu     Date  -  MM/DD/CCYY
              Daily Passport Exclusion Change    Time  -  HH:MM


COMMAND          ==➔


SSN              ==➔  _________      State Code  ==➔  __


Last Name        ==➔                  Last Name  ==➔
First Name       ==➔                 First Name  ==➔
Case Type        ==➔                  Case Type  ==➔
DoS Status       ==➔                 DoS Status  ==➔
DoS Action Date  ==➔            DoS Action Date  ==➔
PAS Exclusion    ==➔              PAS Exclusion  ==➔
Arrearage Amount ==➔           Arrearage Amount  ==➔

Other States Denying Passport ==➔


Type of Action   ==➔ _ (C=Certify for PPD or W=Withdrawal from PPD)

Amount Paid      ==➔ _______ (optional, round to whole dollar amt)
```

Figure 2-1: Passport Denial Exclusion Indicator Screen

PART 3.0
New Detail History Record for Deletes from Case Master
(FOP 1656)

3.1 Summary of Changes

Federal Offset System processing is being modified to provide additional Delete Detail Records to clarify the reason why a case was deleted.

3.2 Background

Currently, a Delete Detail Record is not generated and stored for certain situations. As a result, the Current and Prior Year Query screen is not able to display comprehensive delete details, making it difficult to fully trace the lifecycle of some cases.

3.3 Description of Changes

The Federal Offset System will be modified to provide a Delete Detail Record for a case when:

- A case is deleted due to an address locate failure where OCSE issues the Pre-Offset Notice.
- A case is deleted by the state prior to activation at FMS or DoS.
- A case is deleted by the state prior to activation at FMS but after activation at DoS.

The new Delete Detail Records will be available for display on the Current and Prior Year Query screen.

Currently the following two messages exist for deletes:

CHART 3-1: CURRENT DELETE MESSAGES

Message	Explanation
Delete From File	Case was activated at FMS; case is flagged for delete and inactivated at FMS.
Zero Balance Delete	Arrearage balance reached zero or less than zero; case is flagged for delete and inactivated at FMS.

The following new messages will be added for deletes:

CHART 3-2: NEW DELETE MESSAGES	
Message	Explanation
DoS History Delete	Case was activated at DoS; case was not yet activated at FMS. Case is flagged for delete at OCSE and deleted at DoS.
Missing Address Delete	Case transaction submitted with an incomplete address; no address found through the address locate process; case is removed from the OCSE database.
Add/Recertify Delete	Case was deleted prior to activation at FMS and DoS; new case is removed from the OCSE database; recertify case is flagged for delete.

The implementation of this change will provide improved tracking of case transactions.

3.4 Impact on States

There is no impact on states.

3.5 Delete Detail Record Message Displays

The Current and PriorYear Case Query screens will display the new delete detail records.

```
              OFFICE OF CHILD SUPPORT ENFORCEMENT                    Row 1 of 3
Page 1 of 2    FEDERAL REFUND PROCESSING MENU                 DATE - 04/21/2003
                *Federal Tax Information                      TIME - 11:44
 COMMAND ===>         (Enter any char for next screen)
  Process Year : 2003      Name : JONES, TOM
  SSN : 111-11-1111        State: xx      Recertification:
  Case-id: 121212          Type : AFDC         Local Code: 000

  Orig Arrear   : $11,627           Mod  Arrear: 11,627
  Ytd Coll ADM  :                Ytd Claim  ADM:
           TAX  :                           TAX:
  PO Notice Date:                State Payments:
  Incep Date    :                Joint Return  :
  Case Status   :                Transfer State:      Local:
  Deny Passport :                    Exclusions:
  SD Action Date:
  ------------------------------------------------------------------------------
  type                state  case                taxpd  adj.yr      ptype
  -------              ---    -                  -----  ------      -----
 DELETE    04/21/2003   XX    A            $.00  2003
                                                   DOS HISTORY DELETE
 DELETE    02/07/2003   XX    A            $.00  2003
                                                   MISSING ADDRESS DELETE
 DELETE    01/06/2003   XX    A            $.00  2003
                                                  ADD/RECERTIFY DELETE
```

Figure 3-1: Current and Prior Year Case Query Screen