FPLS STATE SERVICES PORTAL

The gateway to your OCSE ‘app’ store…

January 2012

What is the FPLS State Services Portal (SSP)?

- Internet gateway to FPLS systems
- Provides users with web-based access to child support data
- Provides a secure, single sign-on portal for effective data sharing
- Provides an alternative way to update case information on the OCSE Debtor File

Why Did OCSE Develop the FPLS SSP?

- States have budget constraints and limited resources
- Fast and effective way of sharing data
- Information is available to states with minimal or no programming

What are the Benefits of Using the FPLS SSP?

- **Flexible – allows online actions in addition to existing FPLS batch functions**
- **Real-time access to select information**
- **Fast inroad to new FPLS features**
- **Easy initial set-up**
- **Secure – states determine who has access**
- **Easy to use**

Portal Applications (Apps) Available

Debt Inquiry

Department of Defense (DoD) Entitlement

e-Employer Search

Locate

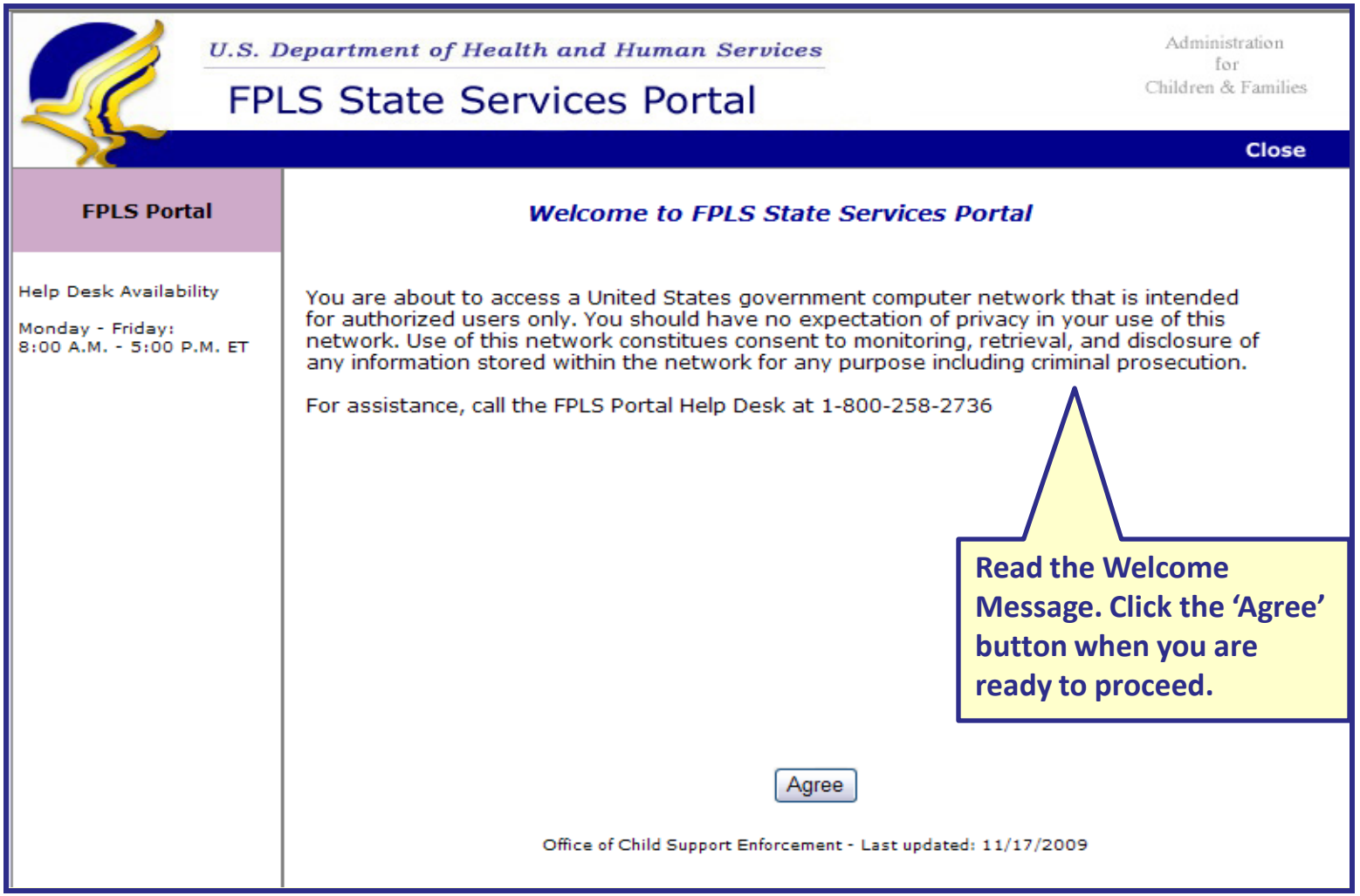
Federal Collection and Enforcement

Federal Offset

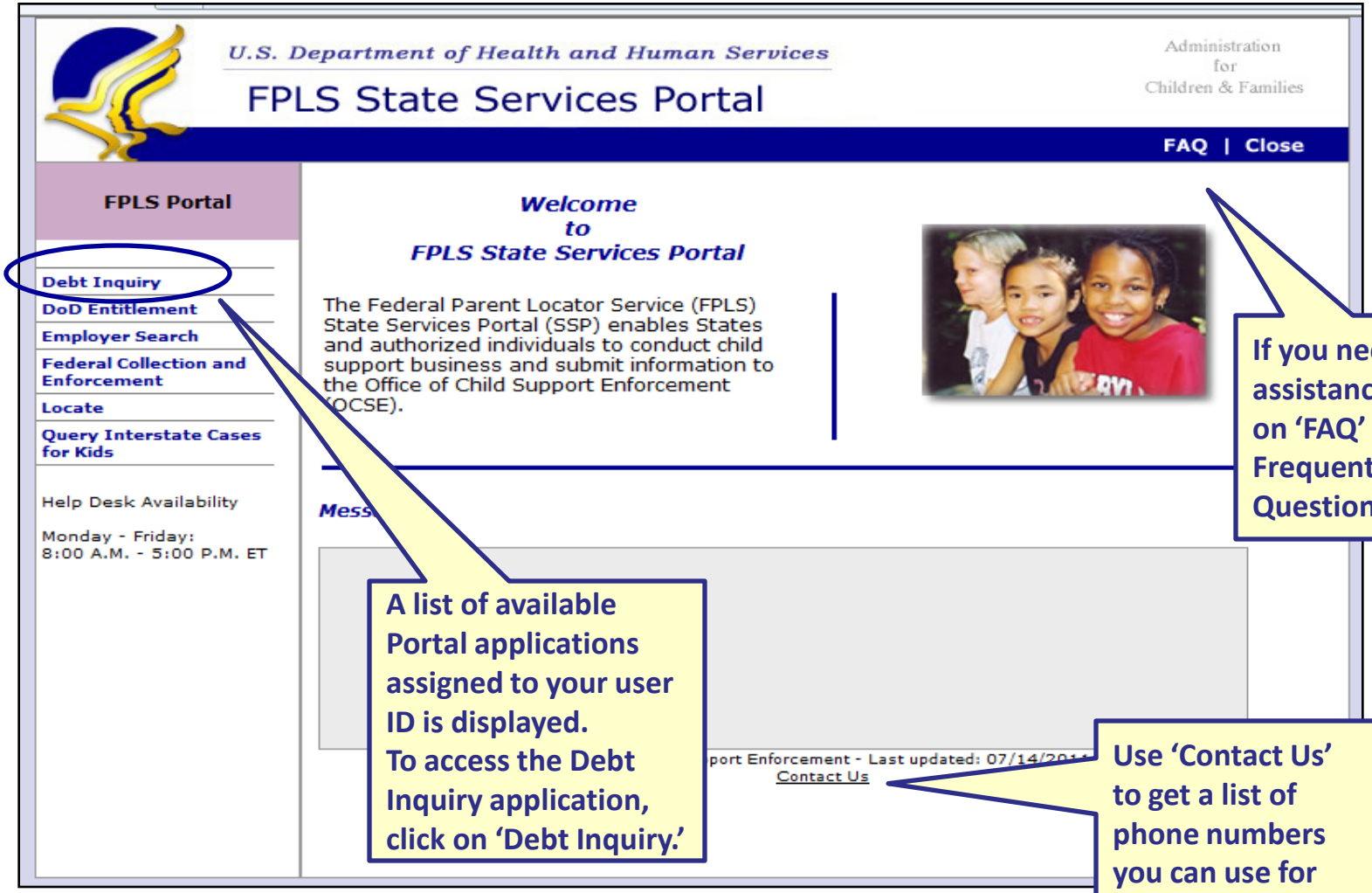
Passport Denial

Query Interstate Cases for Kids (QUICK)

FPLS State Services Portal - Welcome



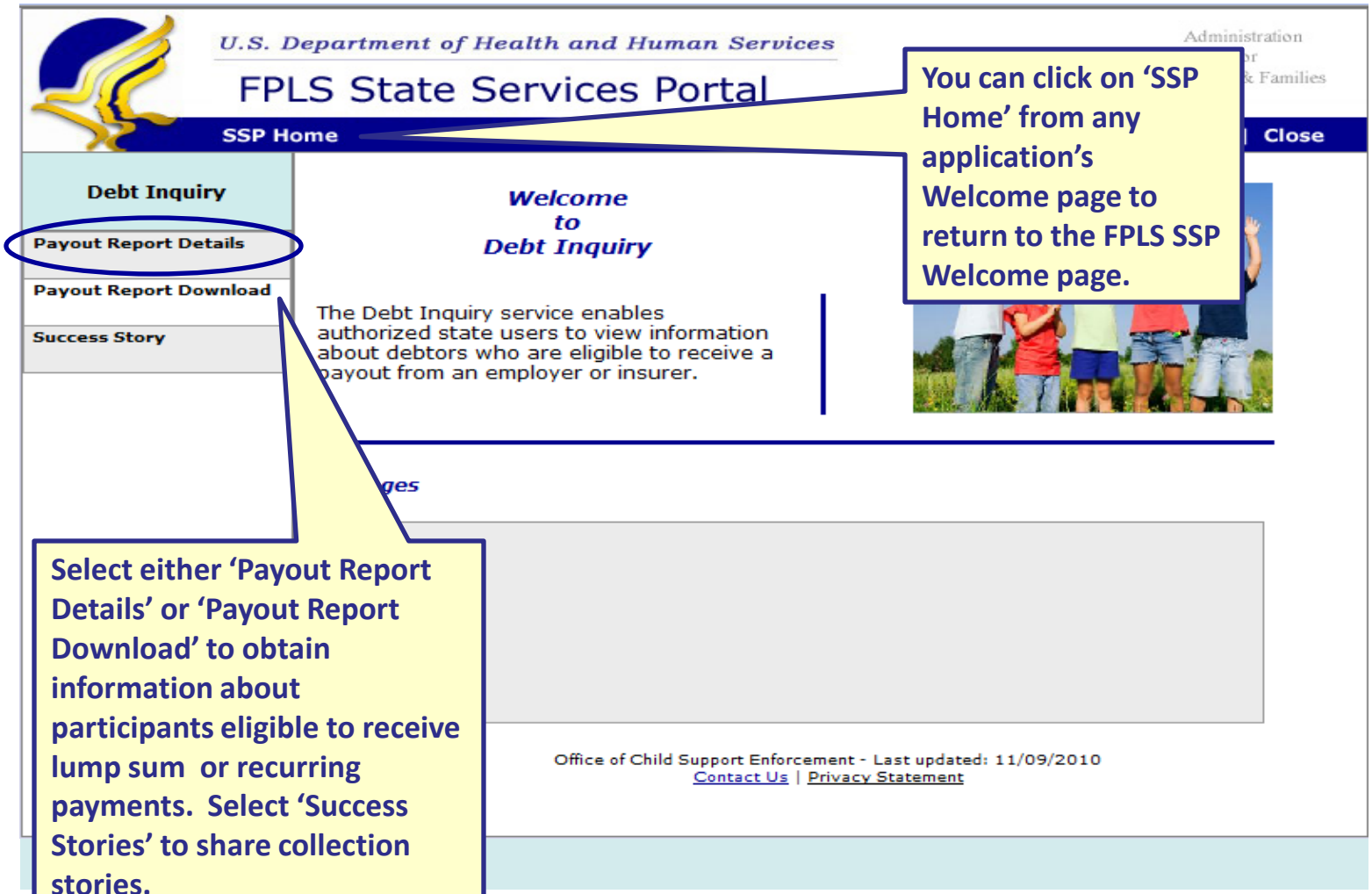
FPLS State Services Portal - Welcome



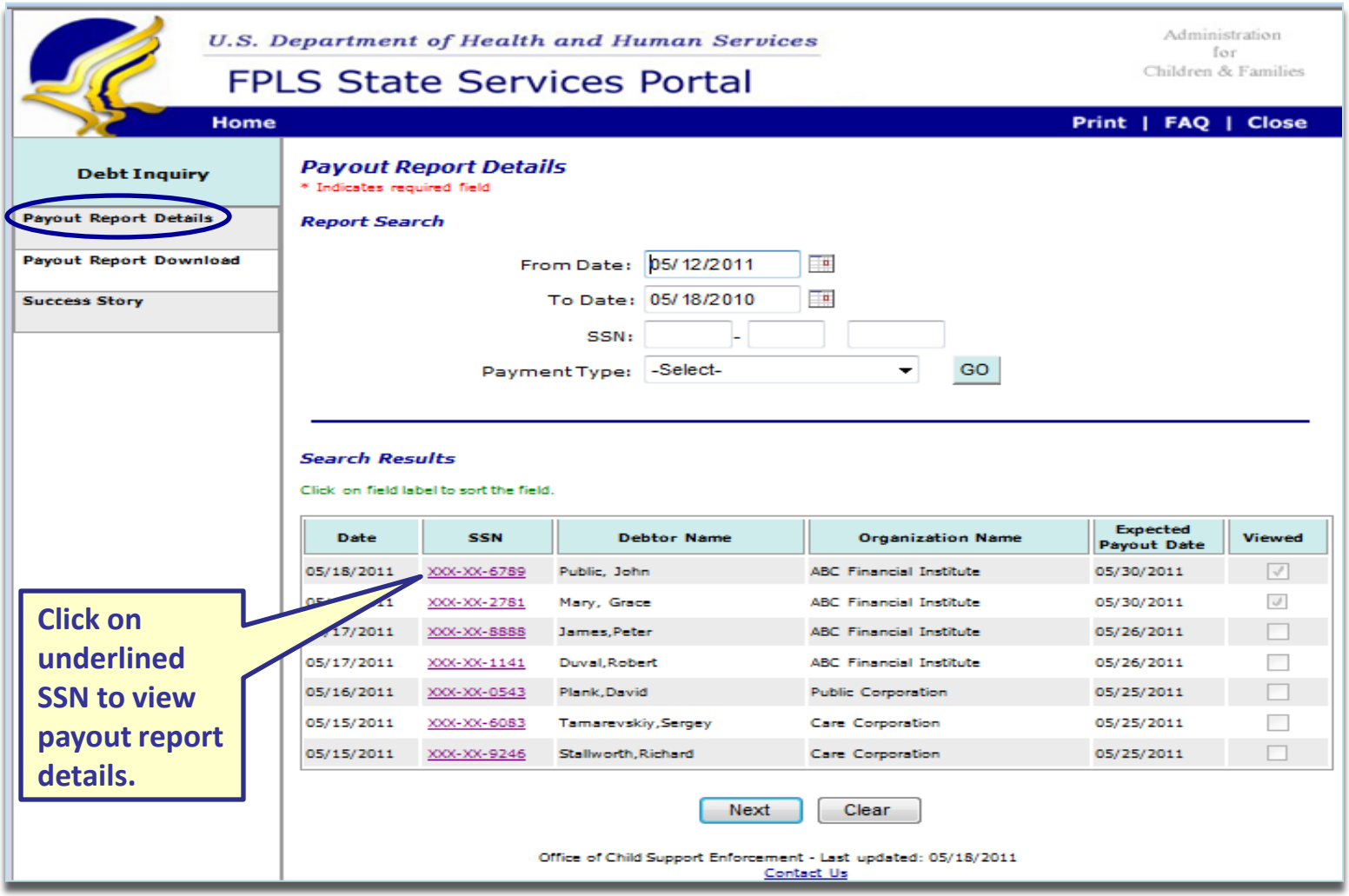
Debt Inquiry

- **Provides employers and insurers with a centralized and standardized process to:**
  - **Notify states about individuals eligible for lump sum and/or in the case of insurers recurring payments**
  - **Meet most mandatory state-reporting requirements**
- **Assists states with collections of lump sum and/or recurring payments prior to disbursement to obligors who owe past-due support**

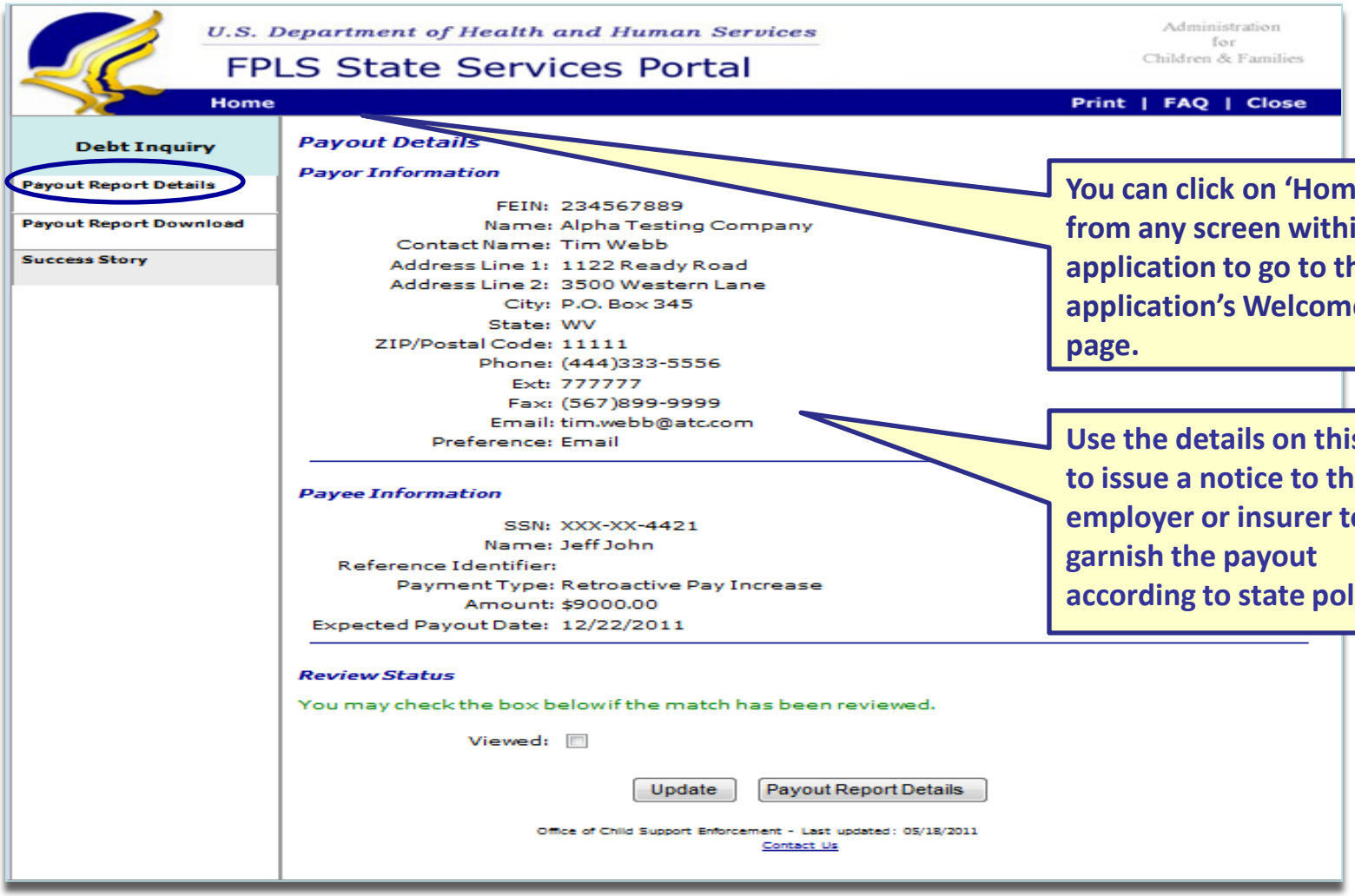
Debt Inquiry - Welcome



Debt Inquiry Payout Report



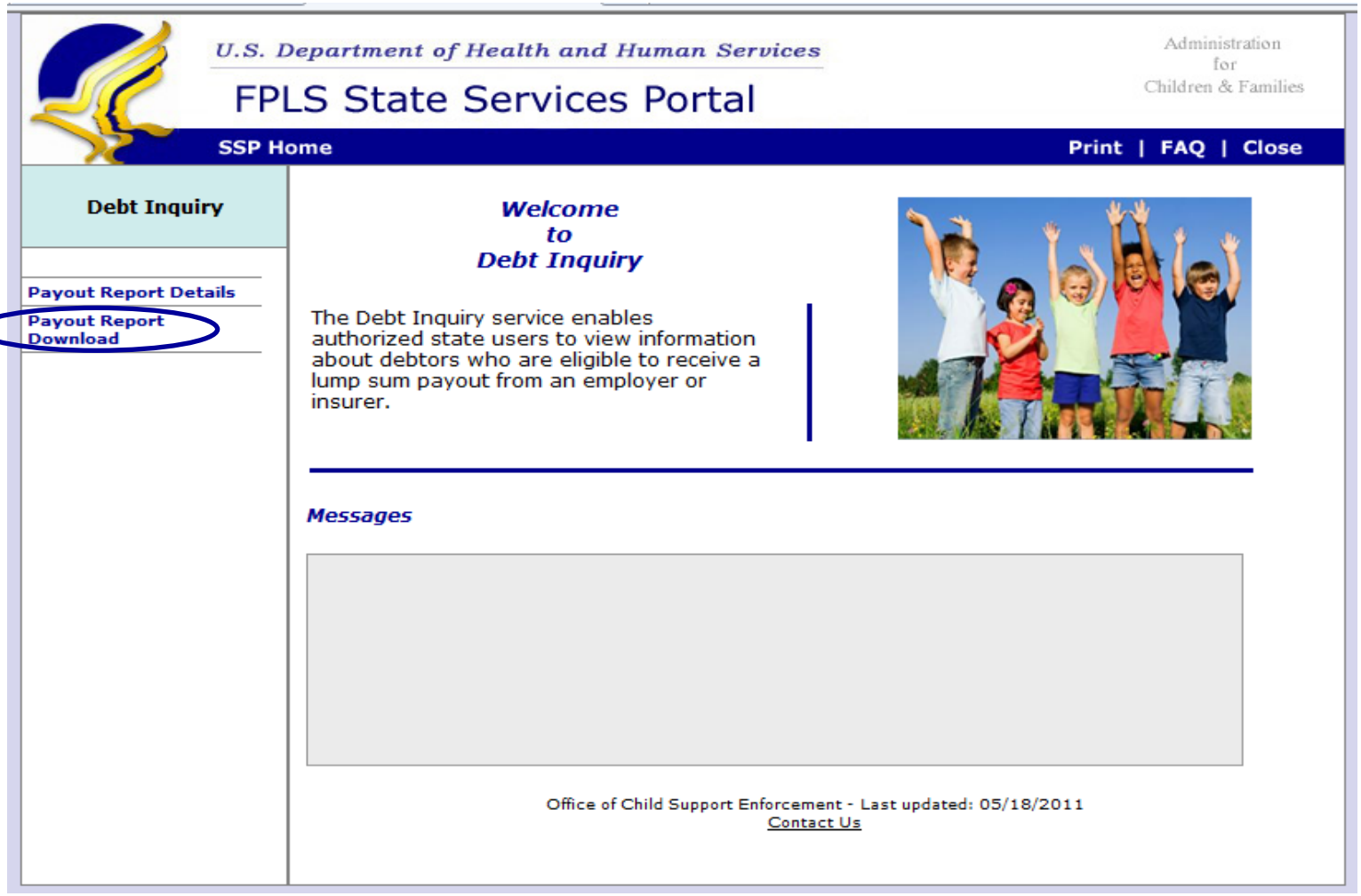
Debt Inquiry Payout Details



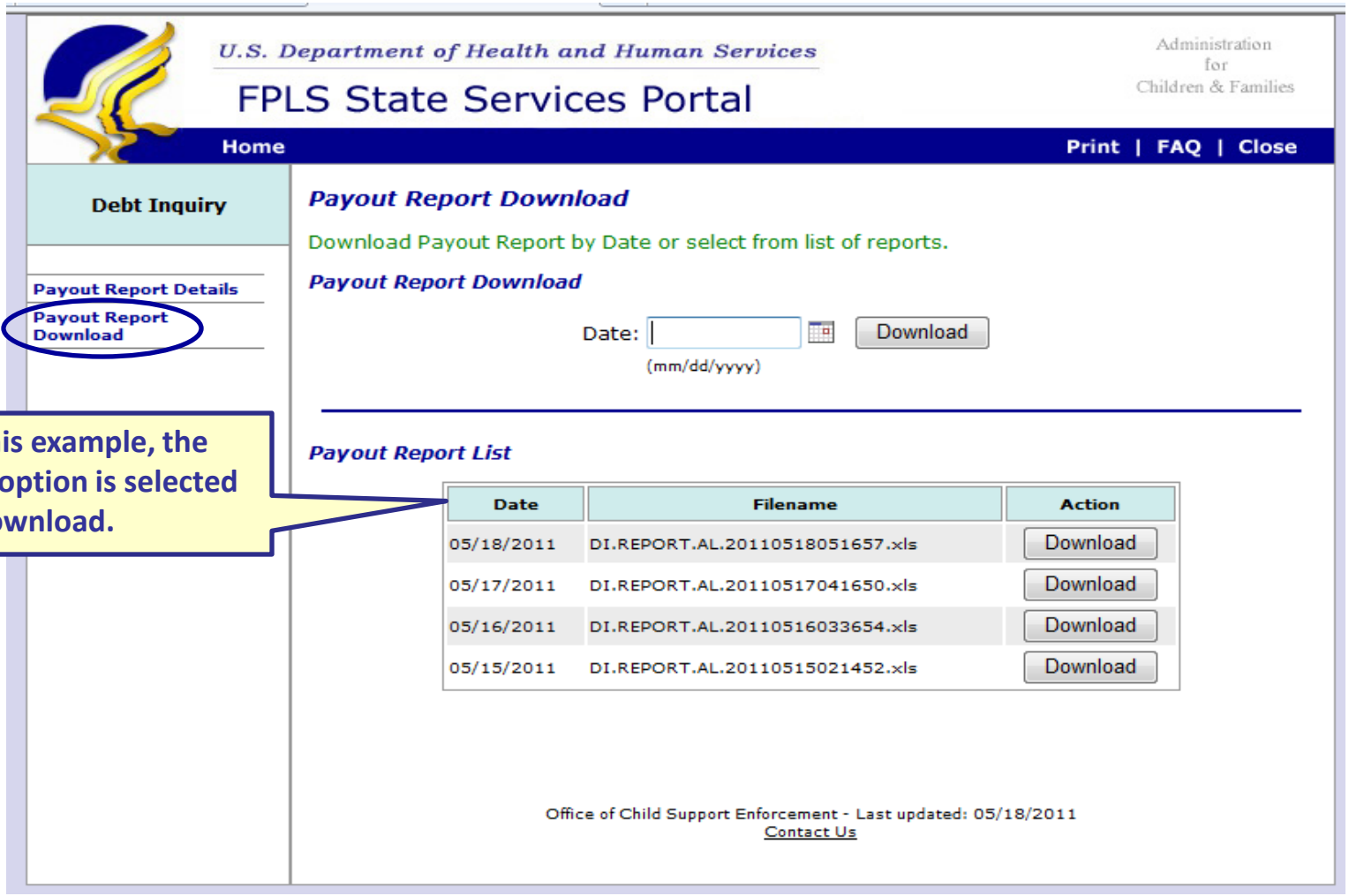
You can click on 'Home' from any screen within an application to go to the application's Welcome page.

Use the details on this page to issue a notice to the employer or insurer to garnish the payout according to state policy.

Debt Inquiry Payout Report Download

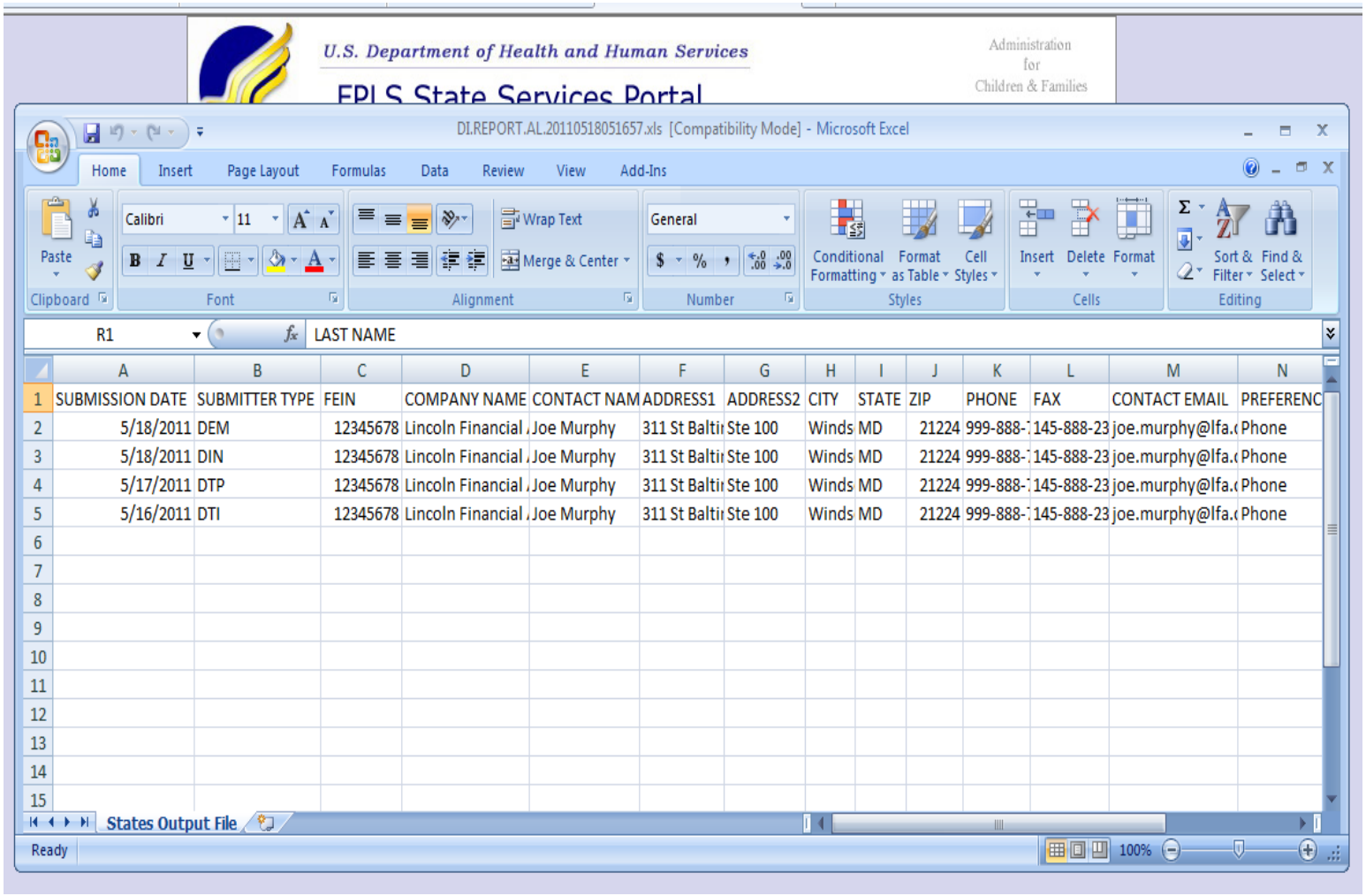


Payout Report Download



For this example, the Excel option is selected for download.

Payout Report Download



	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	SUBMISSION DATE	SUBMITTER TYPE	FEIN	COMPANY NAME	CONTACT NAM	ADDRESS1	ADDRESS2	CITY	STATE	ZIP	PHONE	FAX	CONTACT EMAIL	PREFERENC
2	5/18/2011	DEM	12345678	Lincoln Financial	Joe Murphy	311 St Balti	Ste 100	Winds	MD	21224	999-888-7	145-888-23	joe.murphy@lfa.(	Phone
3	5/18/2011	DIN	12345678	Lincoln Financial	Joe Murphy	311 St Balti	Ste 100	Winds	MD	21224	999-888-7	145-888-23	joe.murphy@lfa.(	Phone
4	5/17/2011	DTP	12345678	Lincoln Financial	Joe Murphy	311 St Balti	Ste 100	Winds	MD	21224	999-888-7	145-888-23	joe.murphy@lfa.(	Phone
5	5/16/2011	DTI	12345678	Lincoln Financial	Joe Murphy	311 St Balti	Ste 100	Winds	MD	21224	999-888-7	145-888-23	joe.murphy@lfa.(	Phone
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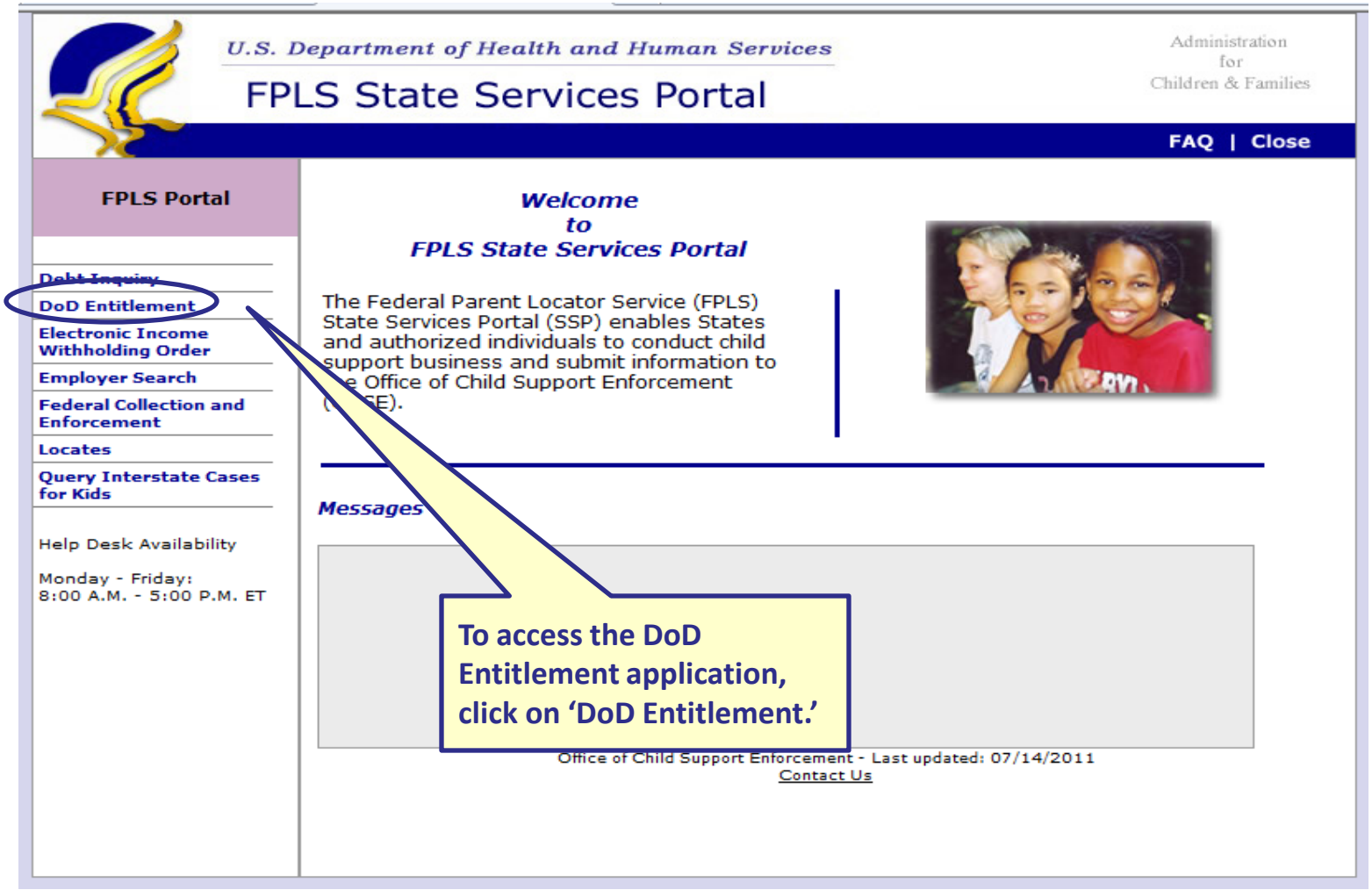
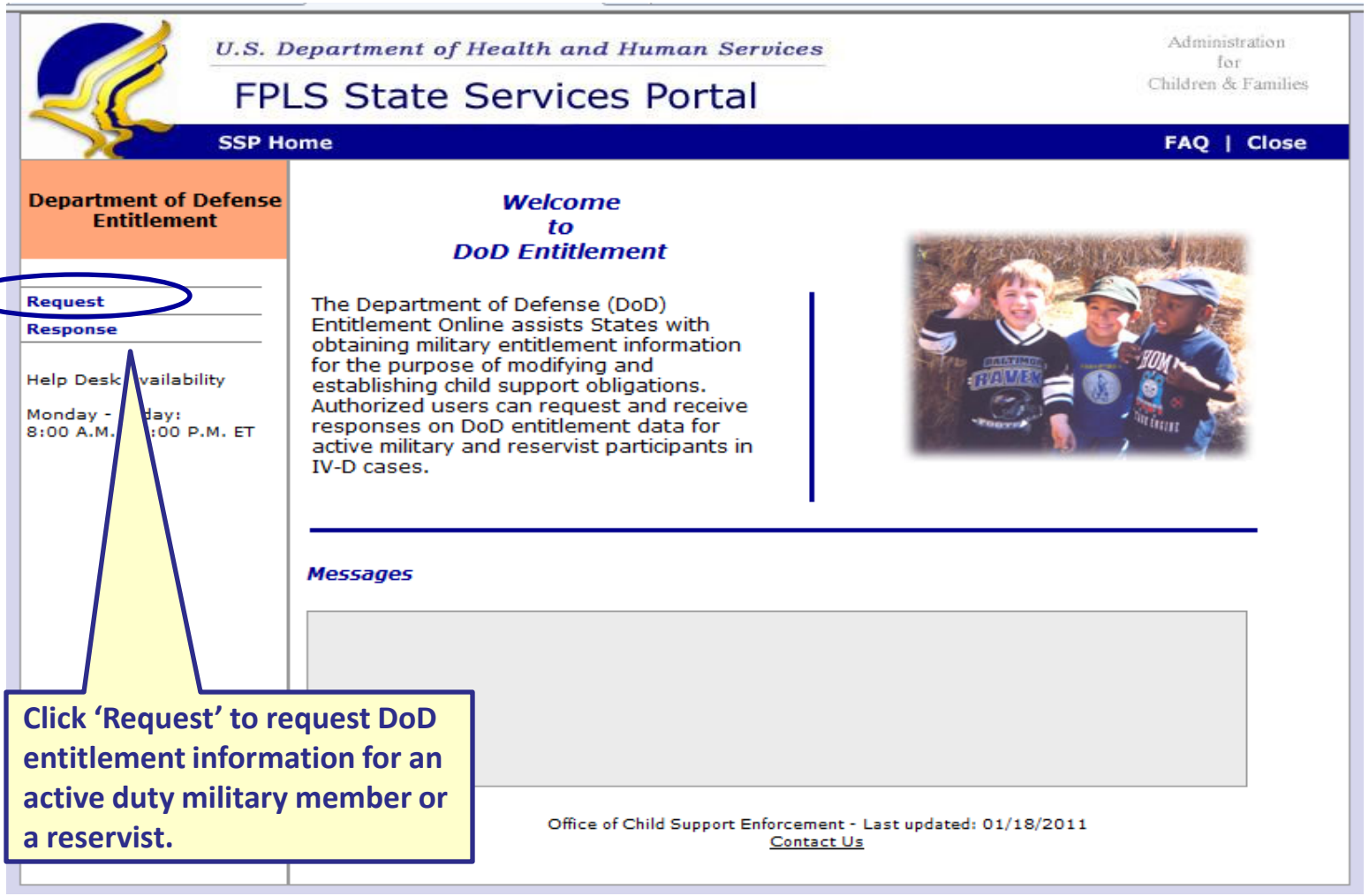
DoD Entitlement Data

- **Detailed income data for active duty military and reservists**
  - **Supports fair and equitable child support orders**
  - **Aids in processing review and adjustment actions**
  - **Helps with the timely exchange of data**
  - **Eliminates expensive processing costs for subpoenas**
- **You can only receive this comprehensive breakdown from the FPLS through this application**

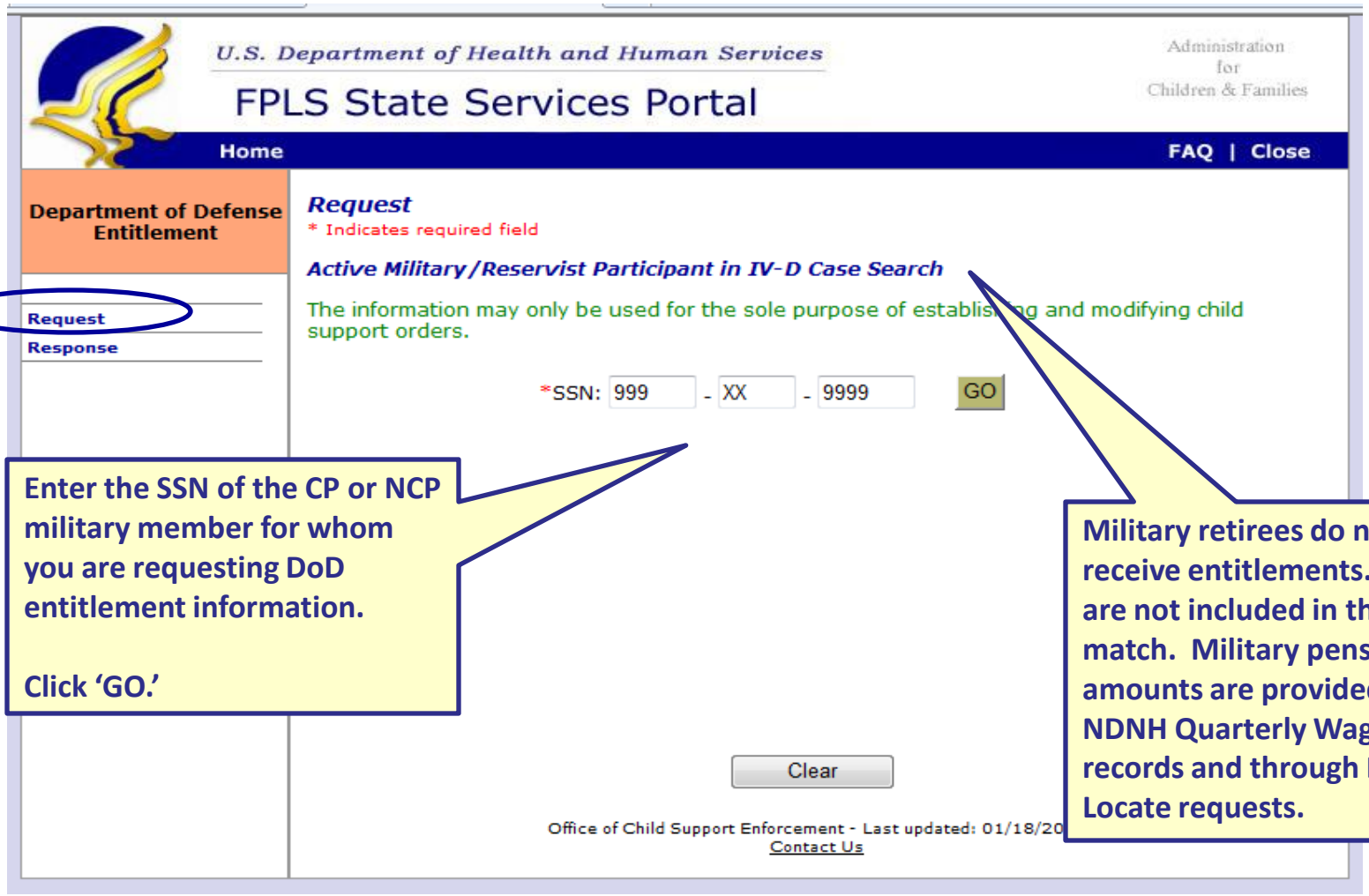
FPLS State Services Portal - Welcome



DoD Entitlement - Welcome



DoD Entitlement Request

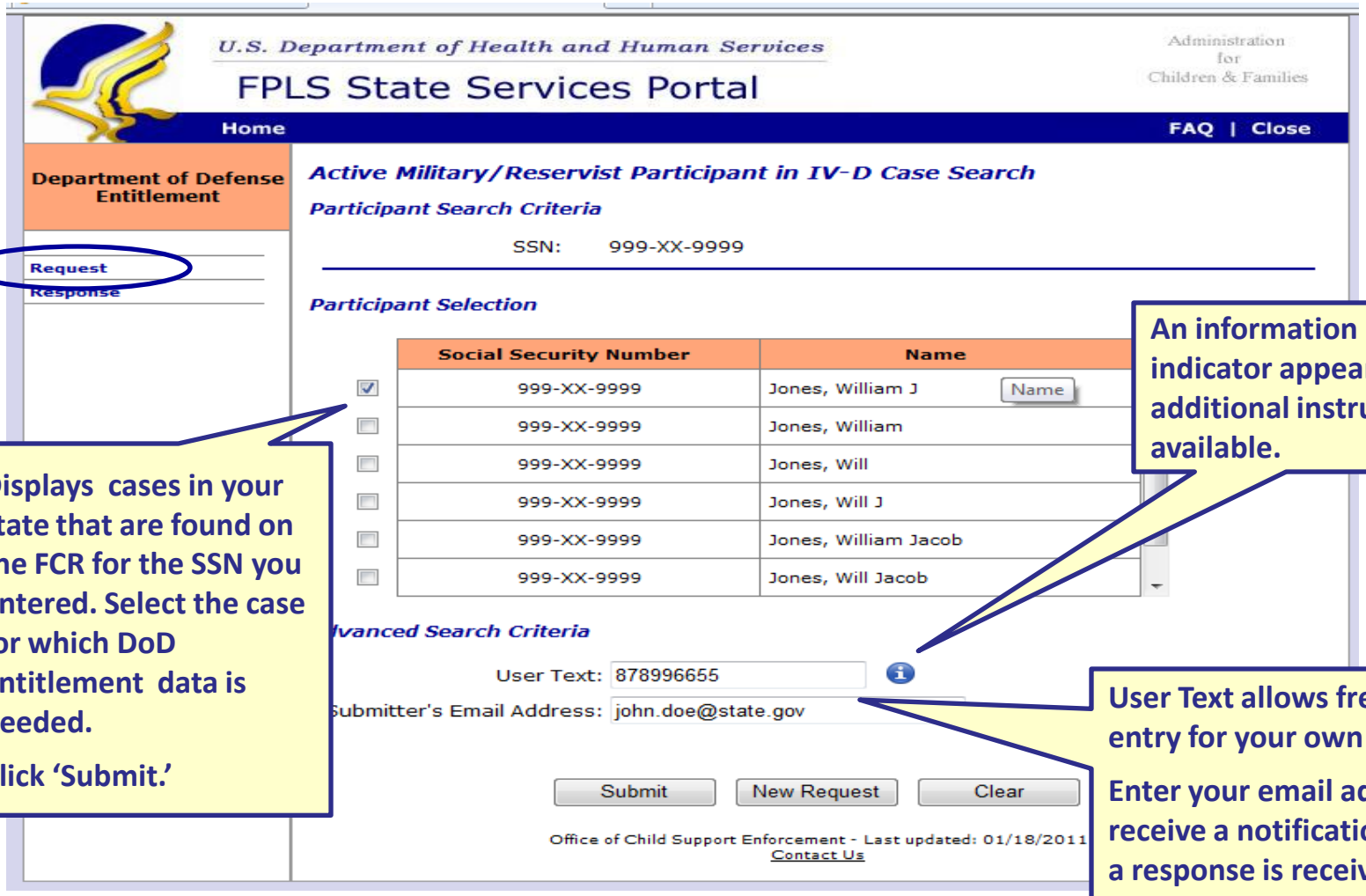


Enter the SSN of the CP or NCP military member for whom you are requesting DoD entitlement information.

Click 'GO.'

Military retirees do not receive entitlements. They are not included in this match. Military pension amounts are provided on NDNH Quarterly Wage records and through DoD Locate requests.

DoD Entitlement Request



Displays cases in your state that are found on the FCR for the SSN you entered. Select the case for which DoD entitlement data is needed.

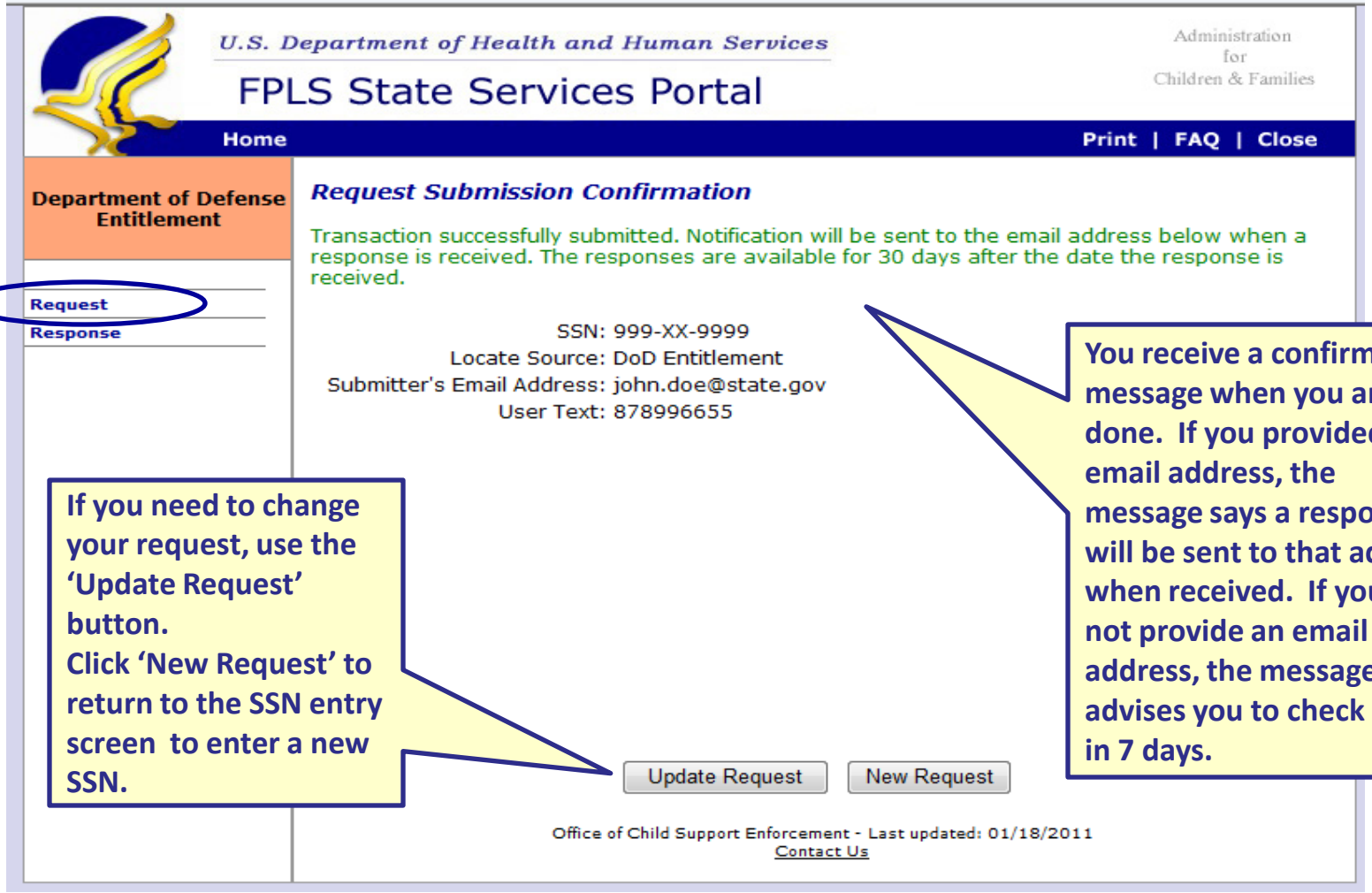
Click 'Submit.'

An information indicator appears when additional instruction is available.

User Text allows free form entry for your own use.

Enter your email address to receive a notification when a response is received.

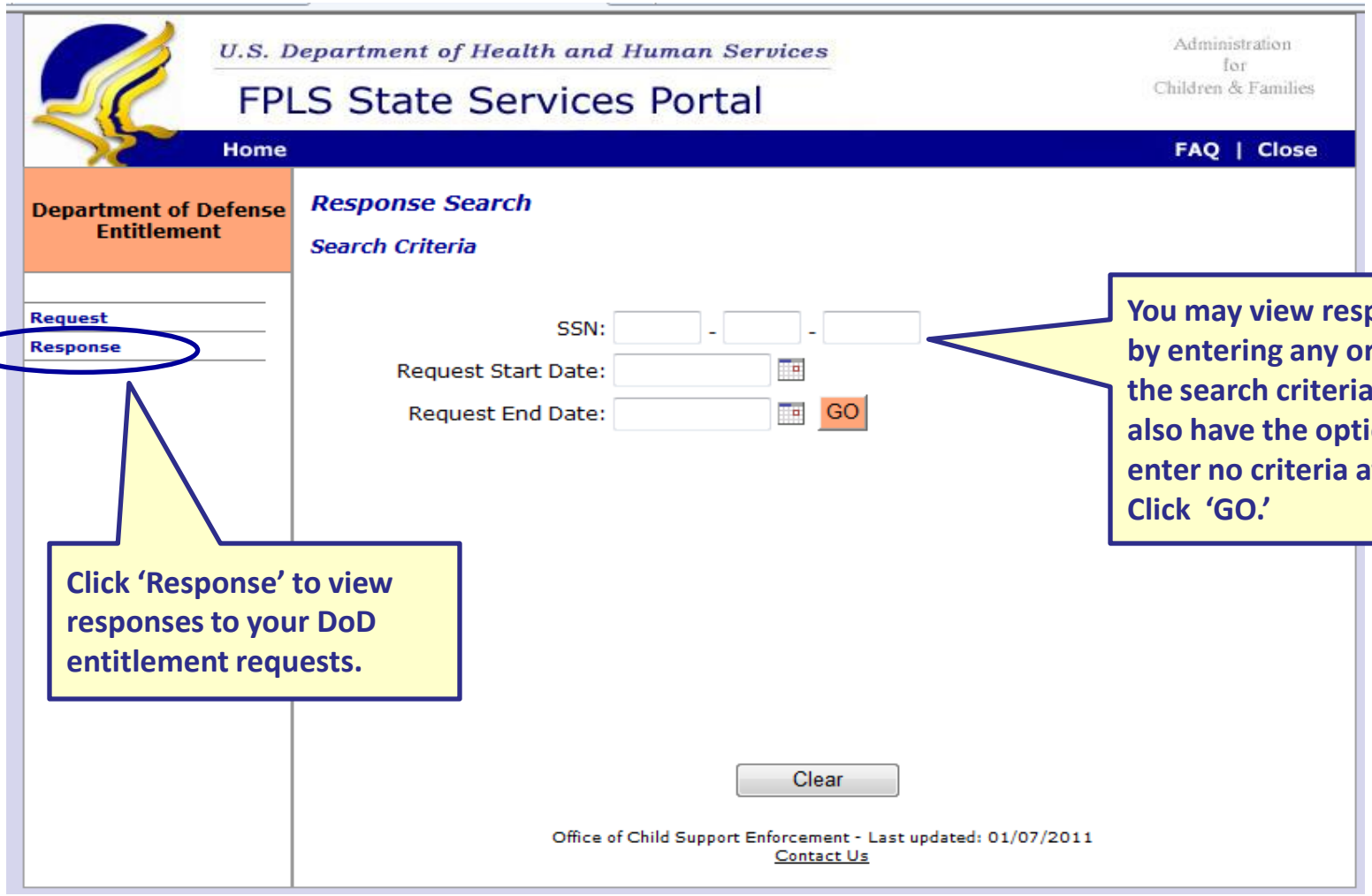
DoD Entitlement Request Confirmation



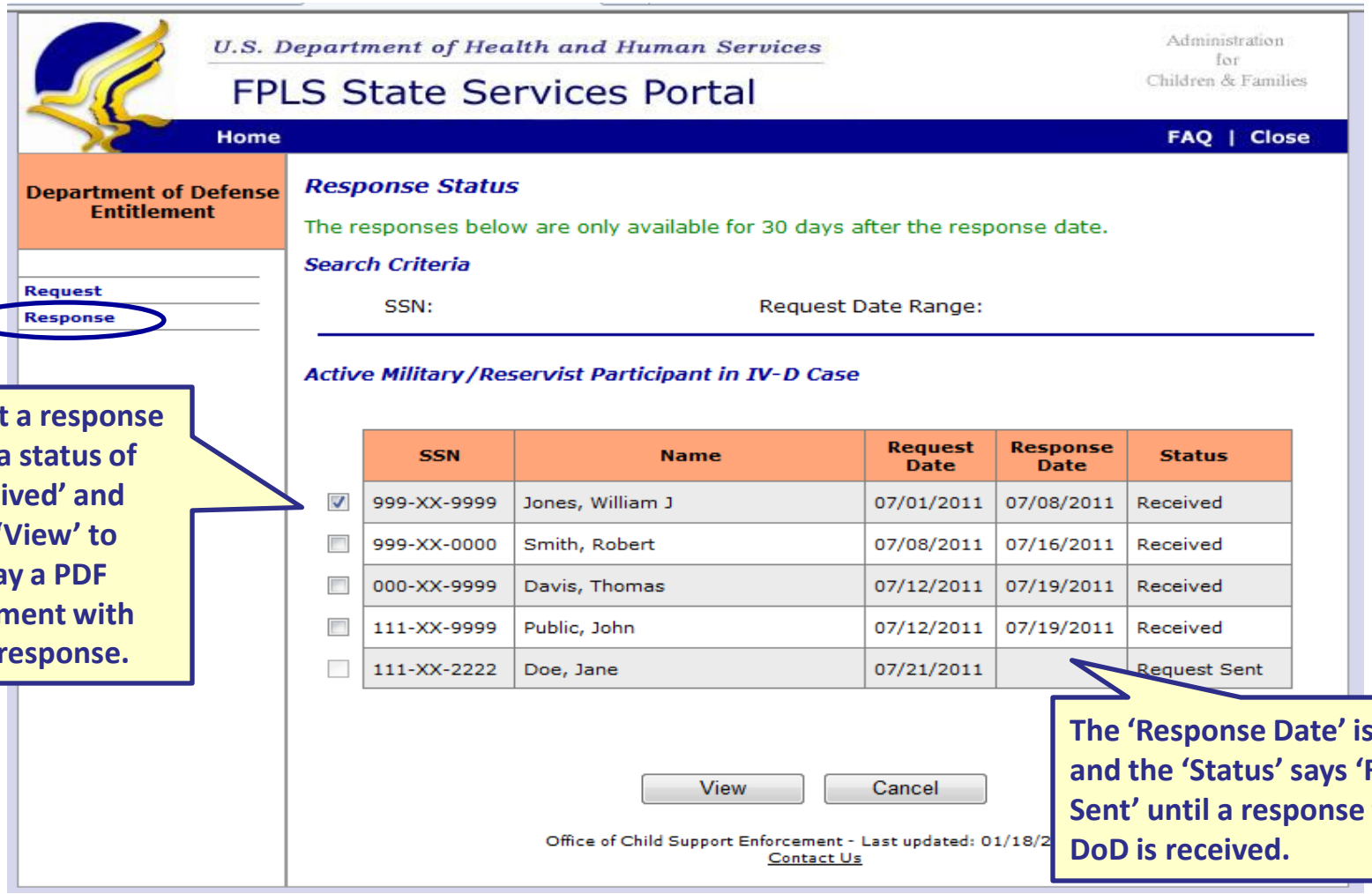
If you need to change your request, use the 'Update Request' button.
Click 'New Request' to return to the SSN entry screen to enter a new SSN.

You receive a confirmation message when you are done. If you provided an email address, the message says a response will be sent to that address when received. If you did not provide an email address, the message advises you to check back in 7 days.

DoD Entitlement Response



DoD Entitlement Response



Select a response with a status of 'Received' and click 'View' to display a PDF document with your response.

The 'Response Date' is blank and the 'Status' says 'Request Sent' until a response from DoD is received.

DoD Entitlement Response - Identifying Data

Report ID: CDODE01

Report Date: 06/15/2011

*** **Sensitive Information** ***

Protected by Privacy Act of 1974

Department of Health and Human Services
Administration for Children and Families
Office of Child Support Enforcement
Department of Defense Entitlement Match

This notice contains wage and earning information provided by the U.S. Department of Defense.
The information may only be used for the sole purpose of establishing and modifying child support orders.
This information is payments made during the month of 05/2011.

Request Information

Submitted SSN: 999-XX-9999

Submitted Name: JONES, WILLIAM

User Text: 3469

SSN/Name/Date Information

Service Member Name:	WILLIAM JONES	Initial Military Service Date:	12/31/99
SSN:	999-XX-9999	Expiration Term of Service Date:	
Military Service Code:	Coast Guard	Retired Reserve, Involuntary Discharge or Transfer Date:	12/31/10
Component Code:	Guard		
Military Status Code:	Enlisted	Separation Dropped From Rolls Date:	12/31/10
Separation Payment Code:	Readjustment Pay	Pay Entry Base Date:	12/31/10

DoD Entitlement Response - Taxable Income

Payment Information (taxable amounts) (fields will not display if $ amount is equal to zero.)
* This is not a monthly amount.

Basic Pay Amount:	$500.00	* Selective Reenlistment Bonus Amount:	$1.09
Officer Saved Pay Amount:	$1.01	* Regular Reenlistment Bonus Amount:	$1.00
Health Professionals Saved Pay Amount:	$1.02	* Nuclear Officer Accession Bonus Amount:	$1.01
Variable Special Pay Amount:	$1.03	Career Sea Pay Amount:	$1.02
Board Certified Pay Amount:	$1.04	Career Sea Pay Premium Amount:	$1.03
* Additional Special Pay Amount:	$1.05	Hostile Fire and Imminent Danger Pay Amount:	$1.04
* Incentive Special Pay Amount:	$1.06	Diving Duty Pay Amount:	$1.05
* Medical Officer Retention Bonus/Multi-year Service Pay Amount:	$1.07	Hazardous Duty Incentive Pay Amount:	$1.06
* Nuclear Career Accession Bonus Amount:	$1.08	Continental United States Cost of Living Allowance Amount:	$1.06
* Nuclear Qualified Officer Continuation Pay Amount:	$1.09	* Nuclear Career Annual Incentive Bonus Amount:	$1.00
* Separation Payment Amount:	$1.00	Aviation Career Incentive Pay Amount:	$1.01
* Contract Cancellation Pay Allowances Amount:	$1.00	* Aviation Officer Continuation Pay Amount:	$1.02
Foreign Language Proficiency Pay Amount:	$1.00	Miscellaneous Officer Pay Amount:	$1.03
* Special Separation Benefit Amount:	$1.00	Essential Service Pay Amount:	$1.04
* Voluntary Separation Pay Amount:	$1.00	Hardship Duty Pay Amount:	$1.05
Reserve Drill Pay Amount:	$1.00	Proficiency Pay Amount:	$1.06
Reserve Active Duty Pay Amount:	$1.00	* Overseas Extension Pay Amount:	$1.07
Airborne Warning Control Systems Controller Pay Amount:	$1.00	* Enlistment Bonus Amount:	$1.08

DoD Entitlement Response - Taxable Income

Report ID: CDODE01

Report Date: 06/15/2011

*** **Sensitive Information** ***

Protected by Privacy Act of 1974

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Administration for Children and Families
Office of Child Support Enforcement
Department of Defense Entitlement Match

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This information is payments made during the month of 05/2011.

Payment Information (taxable amounts) continued

Reserve Component Incentive Program Payments:	Enlistment bonus (six-year, prior service only)
* Reserve Component Incentive Program Pay Amount:	$999.01
Reserve Component Incentive Program Education Payments	Educational assistance (converted from bonus)
* Reserve Component Incentive Program Education Pay Amount:	$888.02
Incapacitation Pay Amount:	$666.04
Reserve Medical Officers Special Payment Amount:	$777.03

DoD Entitlement Response - Non-Taxable Income

Payment Information (non-taxable amounts) (fields will not display if $ amount is equal to zero.)

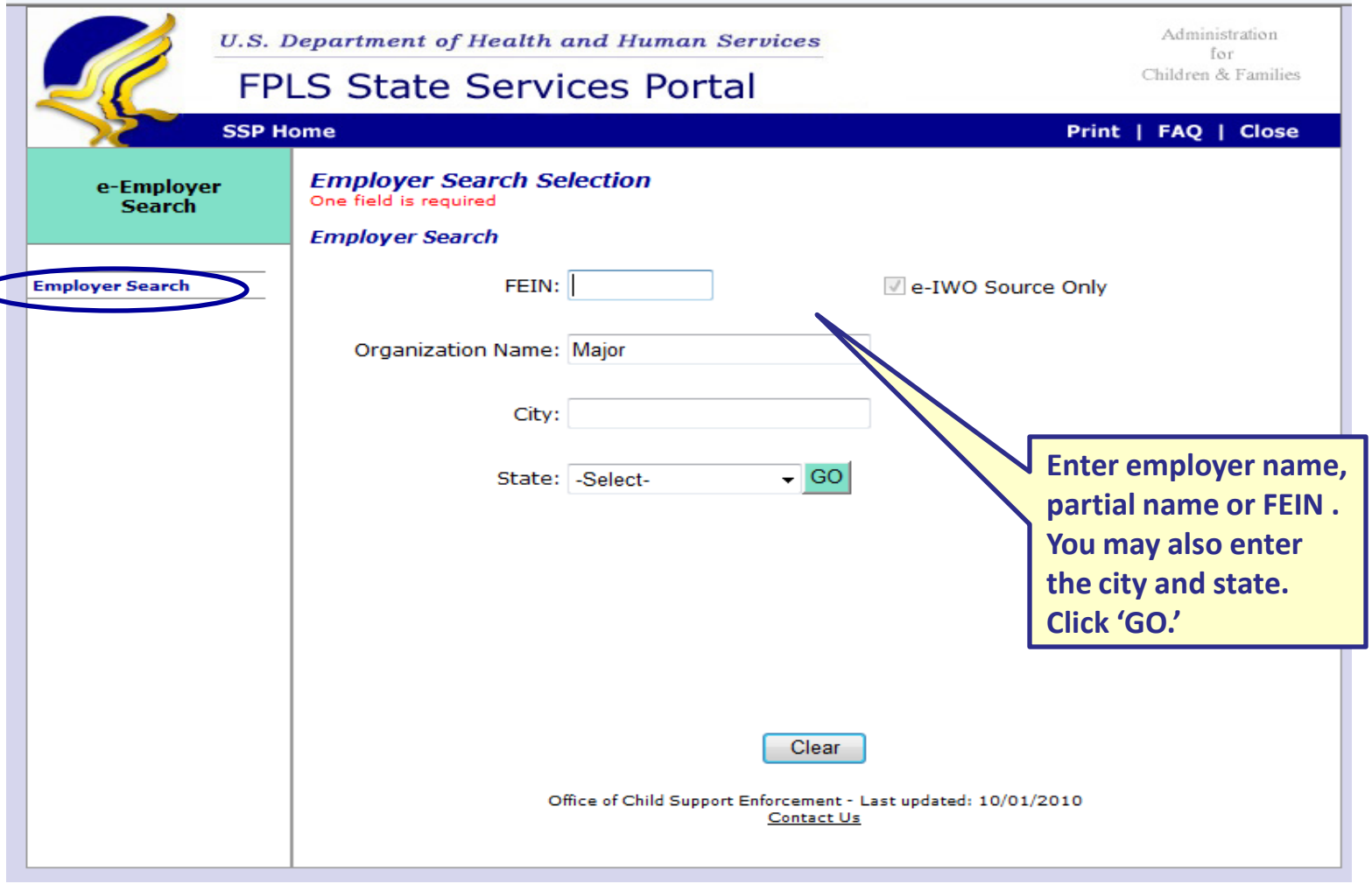
* This is not a monthly amount.

Basic Allowance For Housing Differential Amount:	$1.07	Basic Allowance For Housing Partial Amount:	$1.09
Basic Allowance For Subsistence Amount:	$1.08	Family Separation Amount:	$1.00
Overseas Cost Of Living Allowance Amount:	$1.01	Overseas Housing Allowance Amount:	$1.02
Move In Housing Allowance Miscellaneous Amount:	$1.03	Move In Housing Allowance Security Amount:	$1.05
Move In Housing Allowance Rent Amount:	$1.04	Basic Allowance Housing Amount:	$1.07
* Clothing Equipment Allowance Amount:	$1.08		

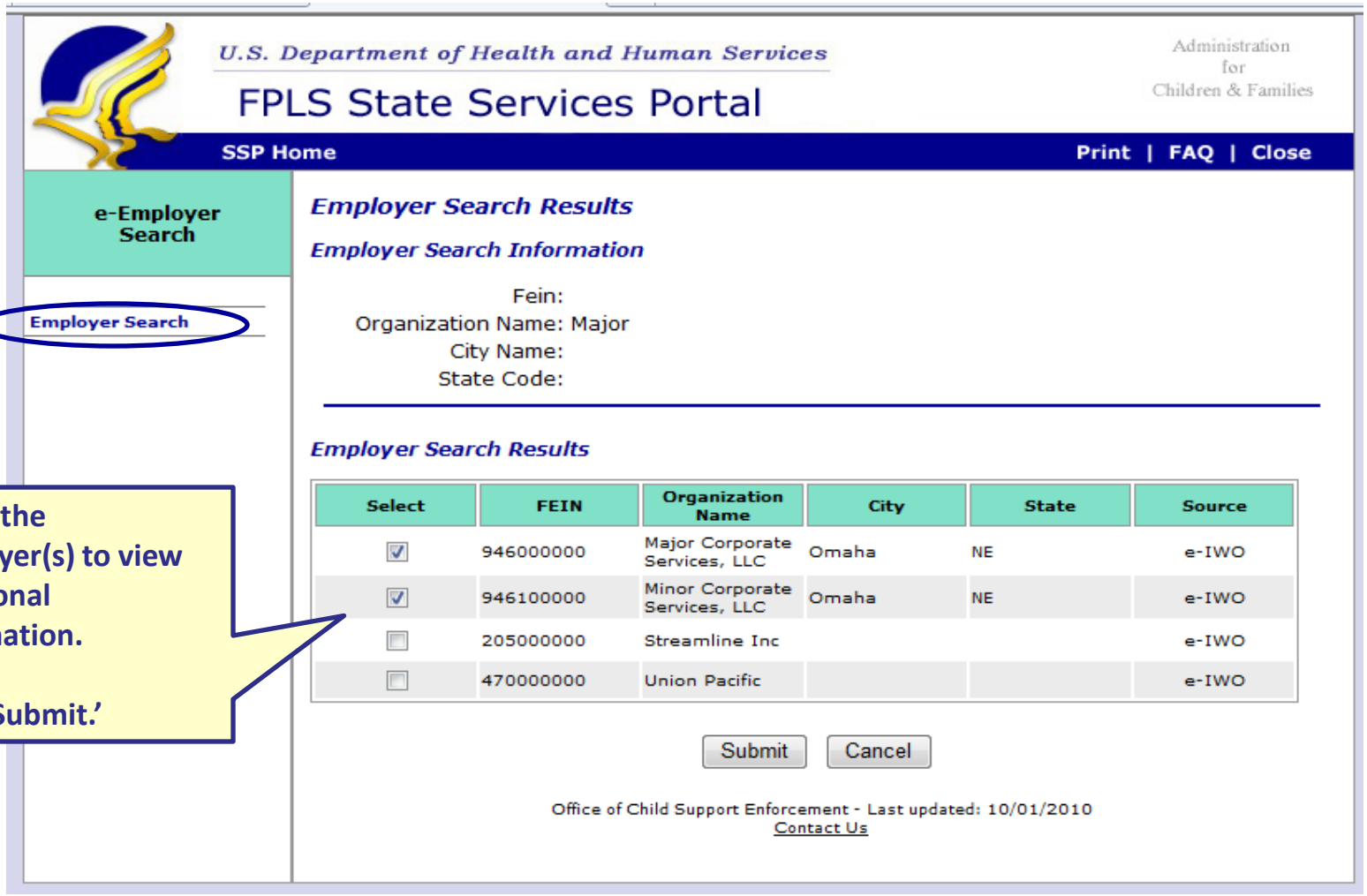
e-Employer Search

- Quickly identify employers using e-IWO
- Search by employer name or FEIN
- View employer addresses

e-Employer Search



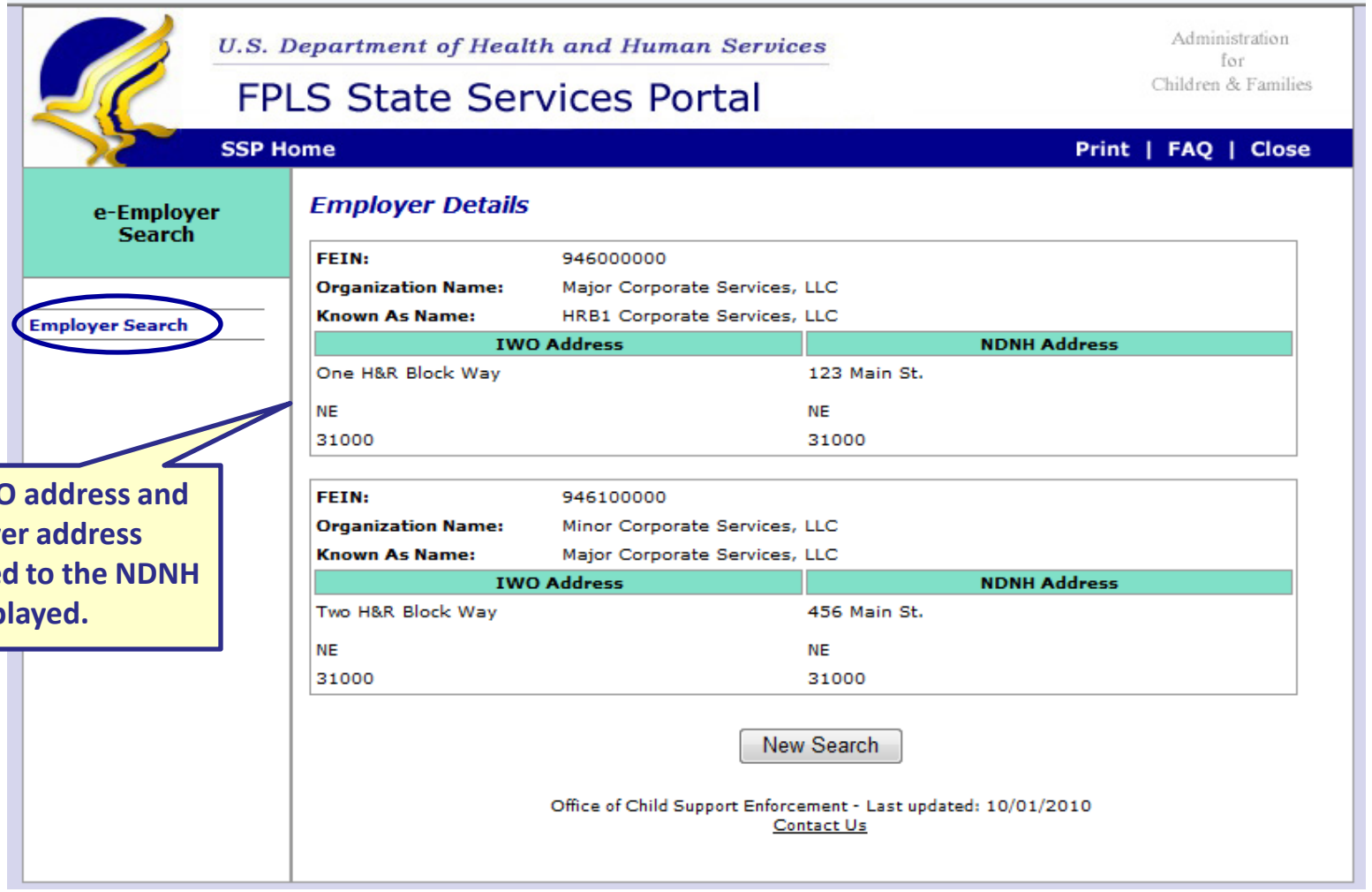
e-Employer Search Result



Select the employer(s) to view additional information.

Click 'Submit.'

e-Employer Details

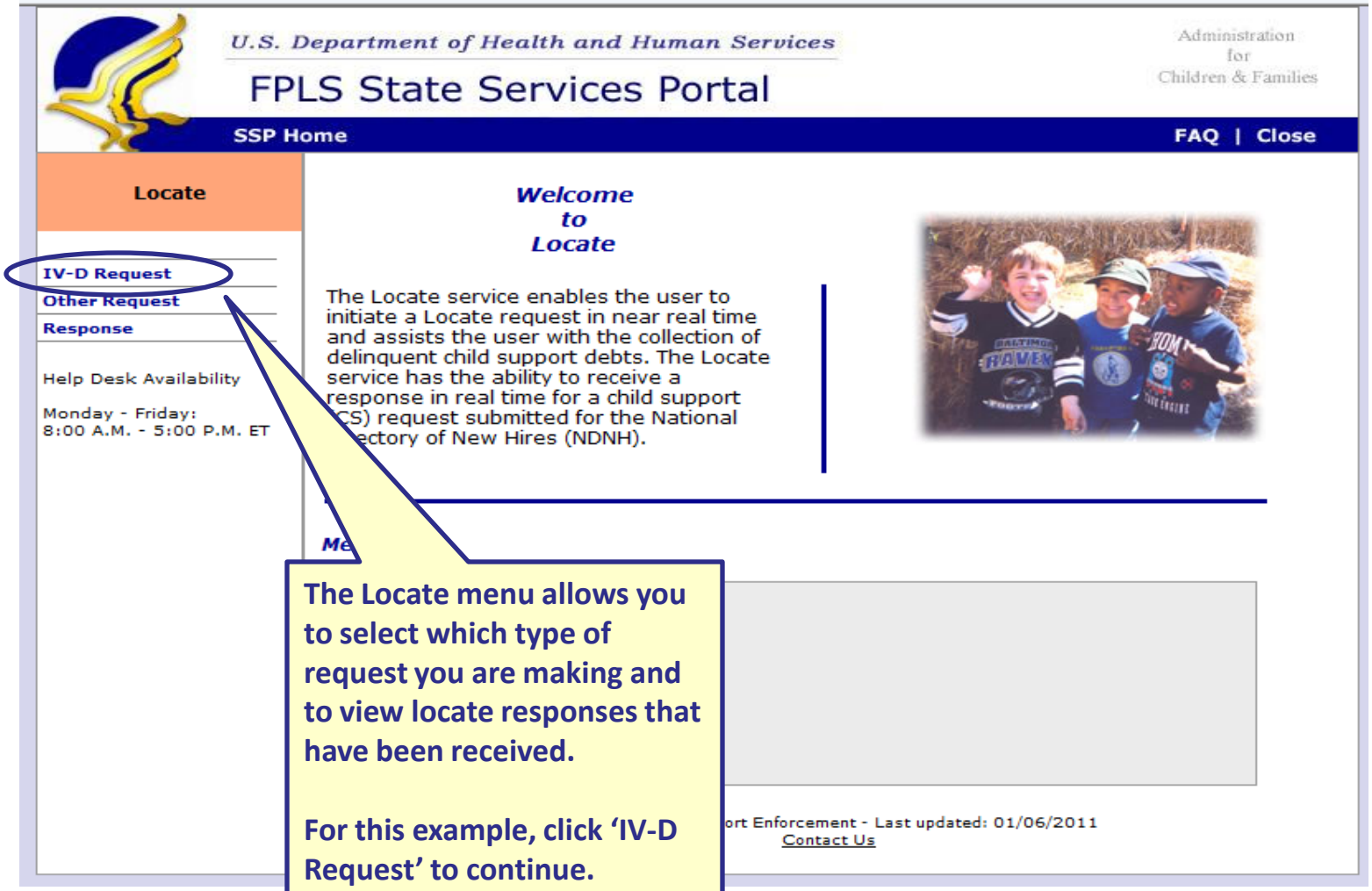


The IWO address and employer address reported to the NDNH are displayed.

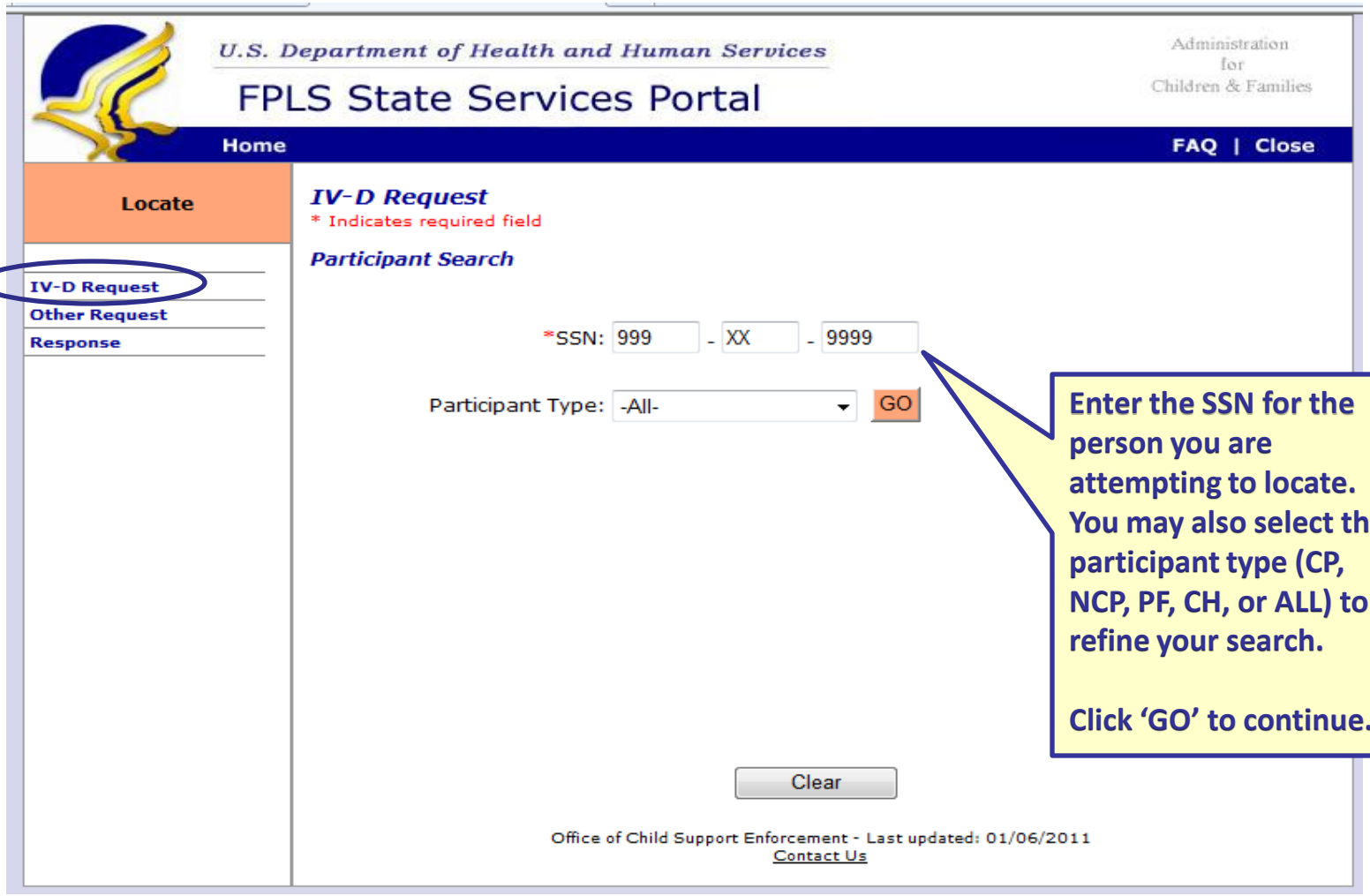
Locate

- Submit locate requests as needed
- Locate can be requested on a person not in locate status on your state system
- NDNH matches are available immediately when response is requested to be returned via the portal
- New data sources are available without state programming

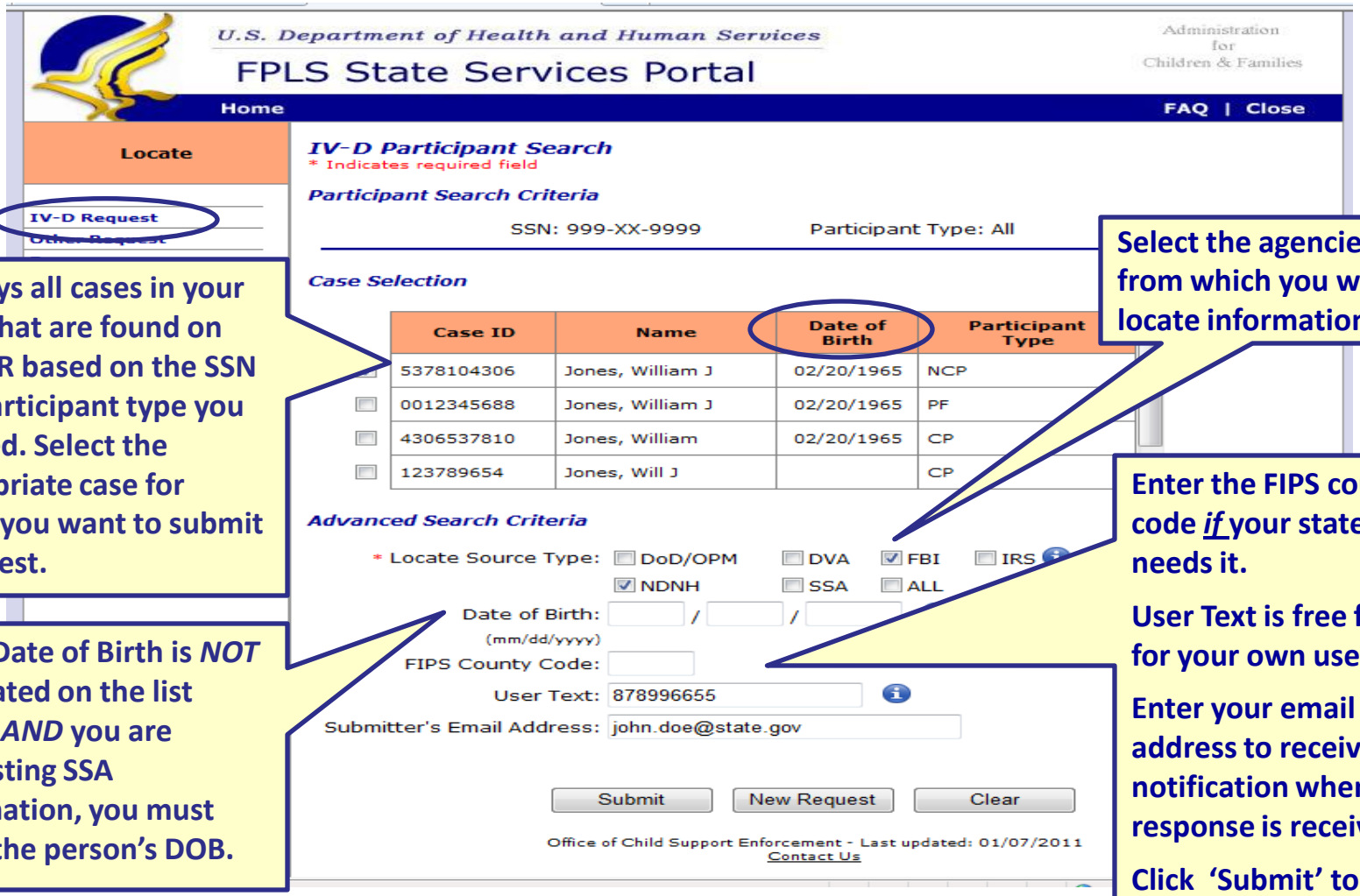
Locate - Welcome



Locate - IV-D Request



Locate - IV-D Case Selection and Search Criteria



Displays all cases in your state that are found on the FCR based on the SSN and participant type you entered. Select the appropriate case for which you want to submit a request.

If the Date of Birth is *NOT* populated on the list above *AND* you are requesting SSA information, you must enter the person's DOB.

Select the agencies from which you want locate information.

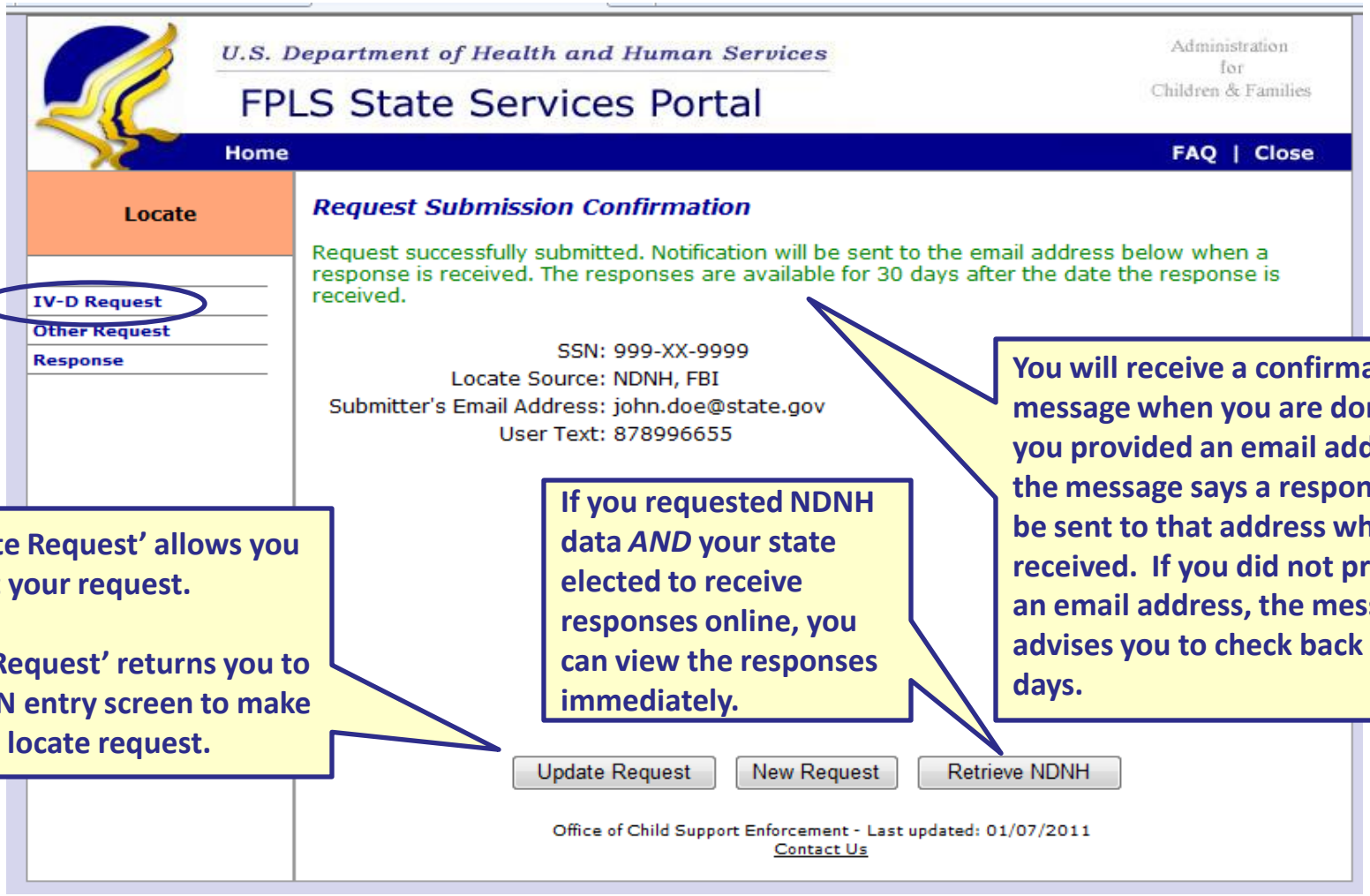
Enter the FIPS county code *if* your state needs it.

User Text is free form for your own use.

Enter your email address to receive notification when a response is received.

Click 'Submit' to continue.

Locate - Submission Confirmation



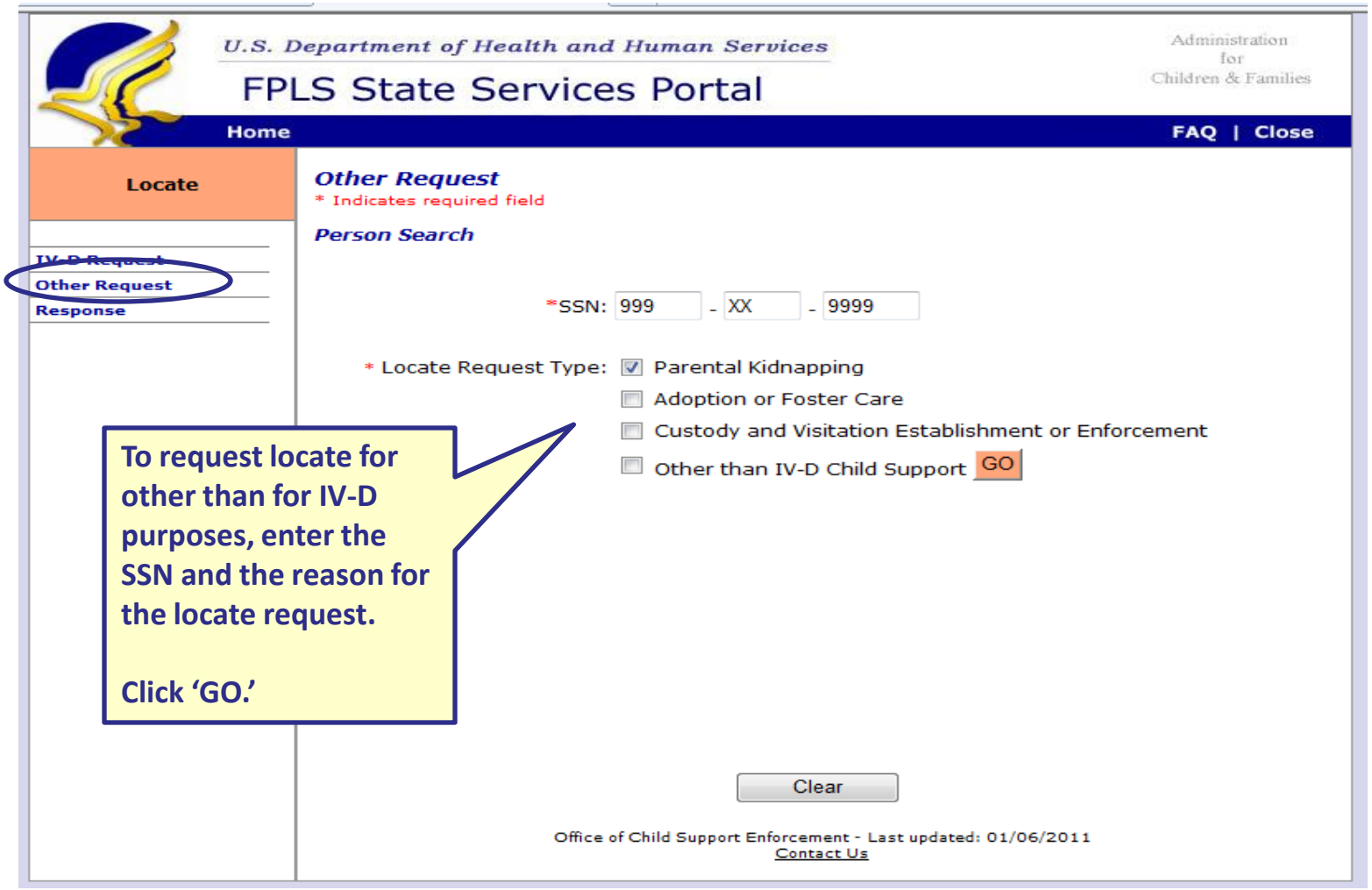
'Update Request' allows you to edit your request.

'New Request' returns you to the SSN entry screen to make a new locate request.

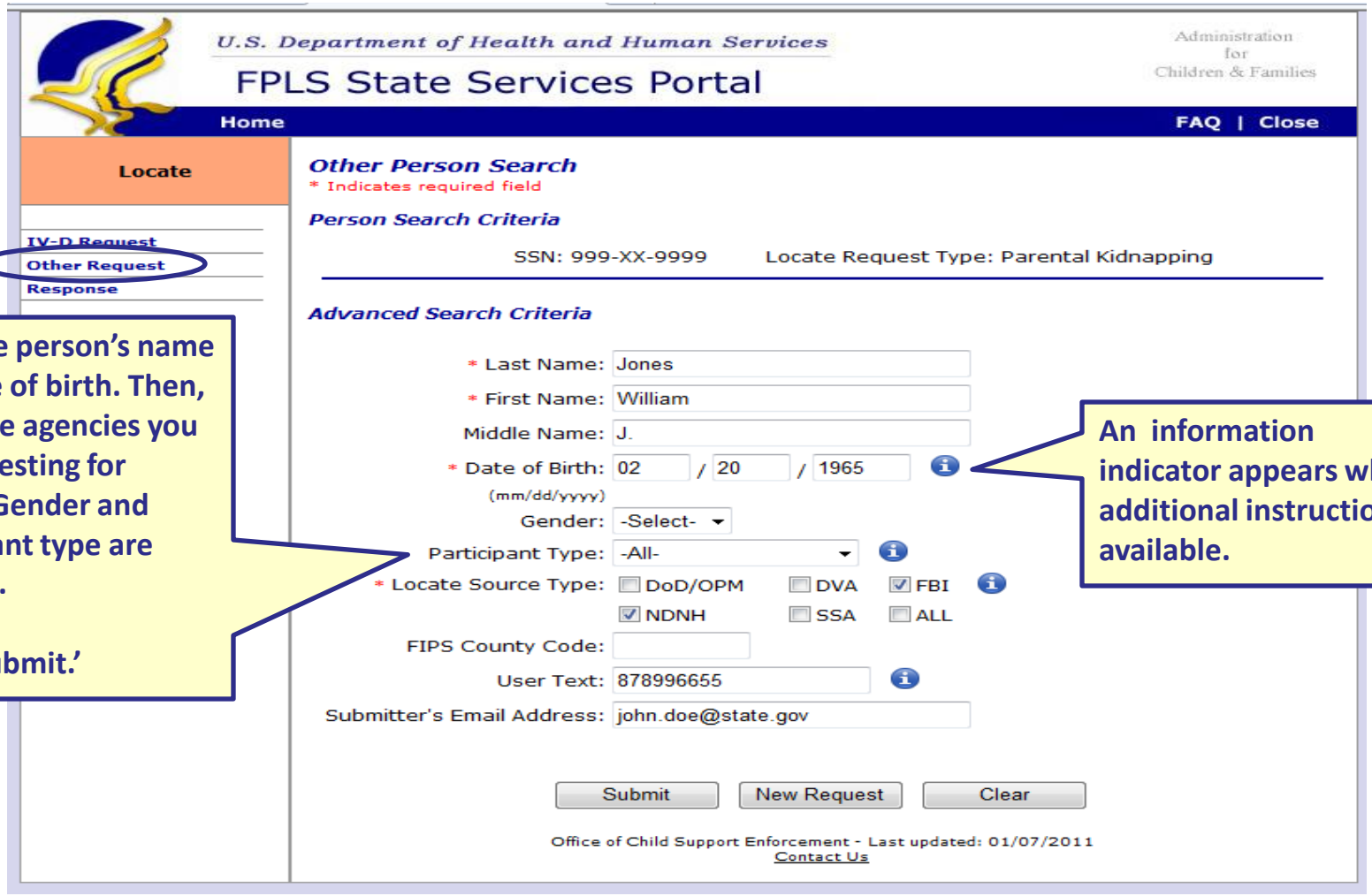
If you requested NDNH data *AND* your state elected to receive responses online, you can view the responses immediately.

You will receive a confirmation message when you are done. If you provided an email address, the message says a response will be sent to that address when received. If you did not provide an email address, the message advises you to check back in 7 days.

Locate - Other Request



Locate - Parental Kidnapping

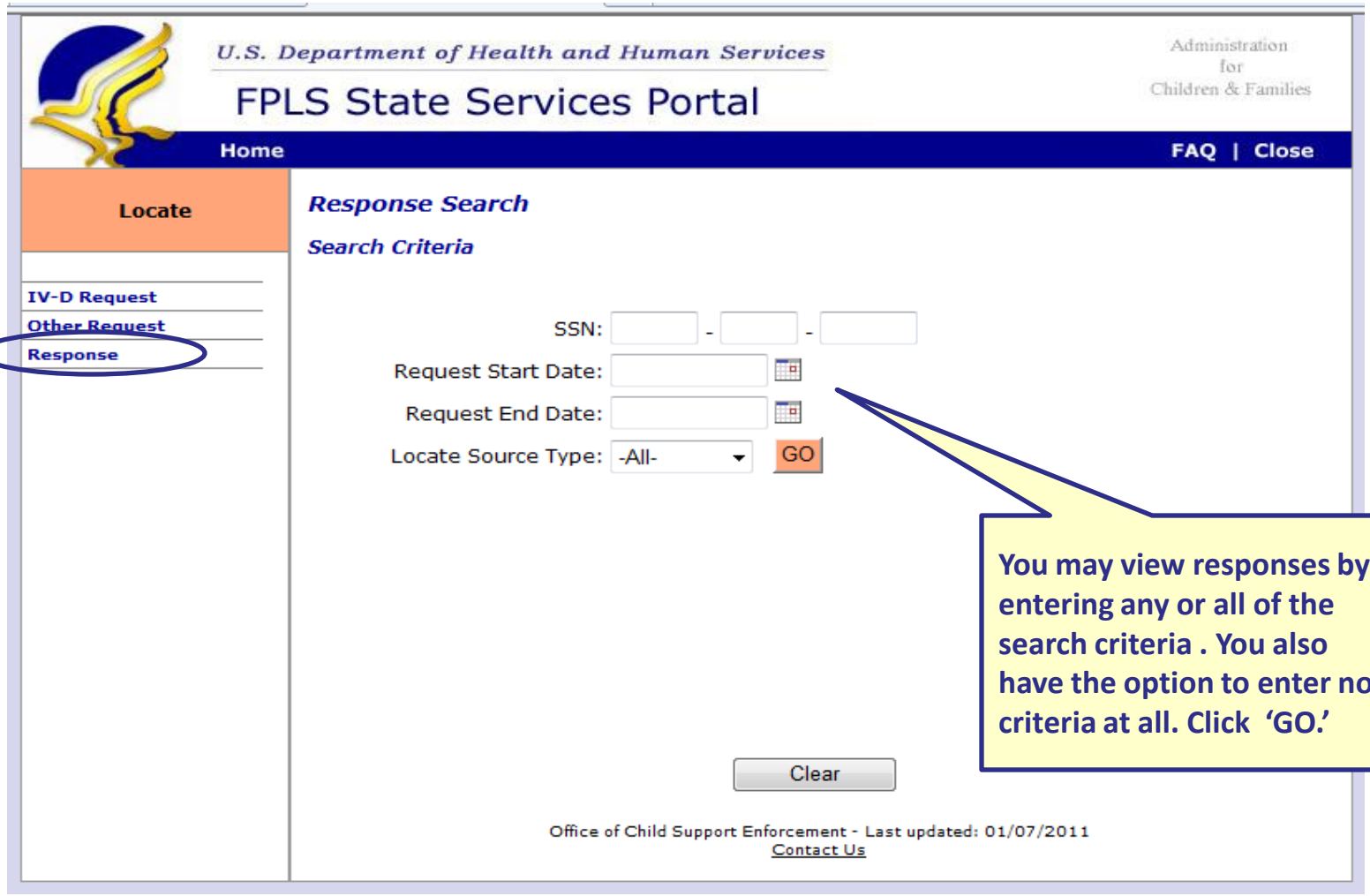


Enter the person's name and date of birth. Then, select the agencies you are requesting for locate. Gender and participant type are optional.

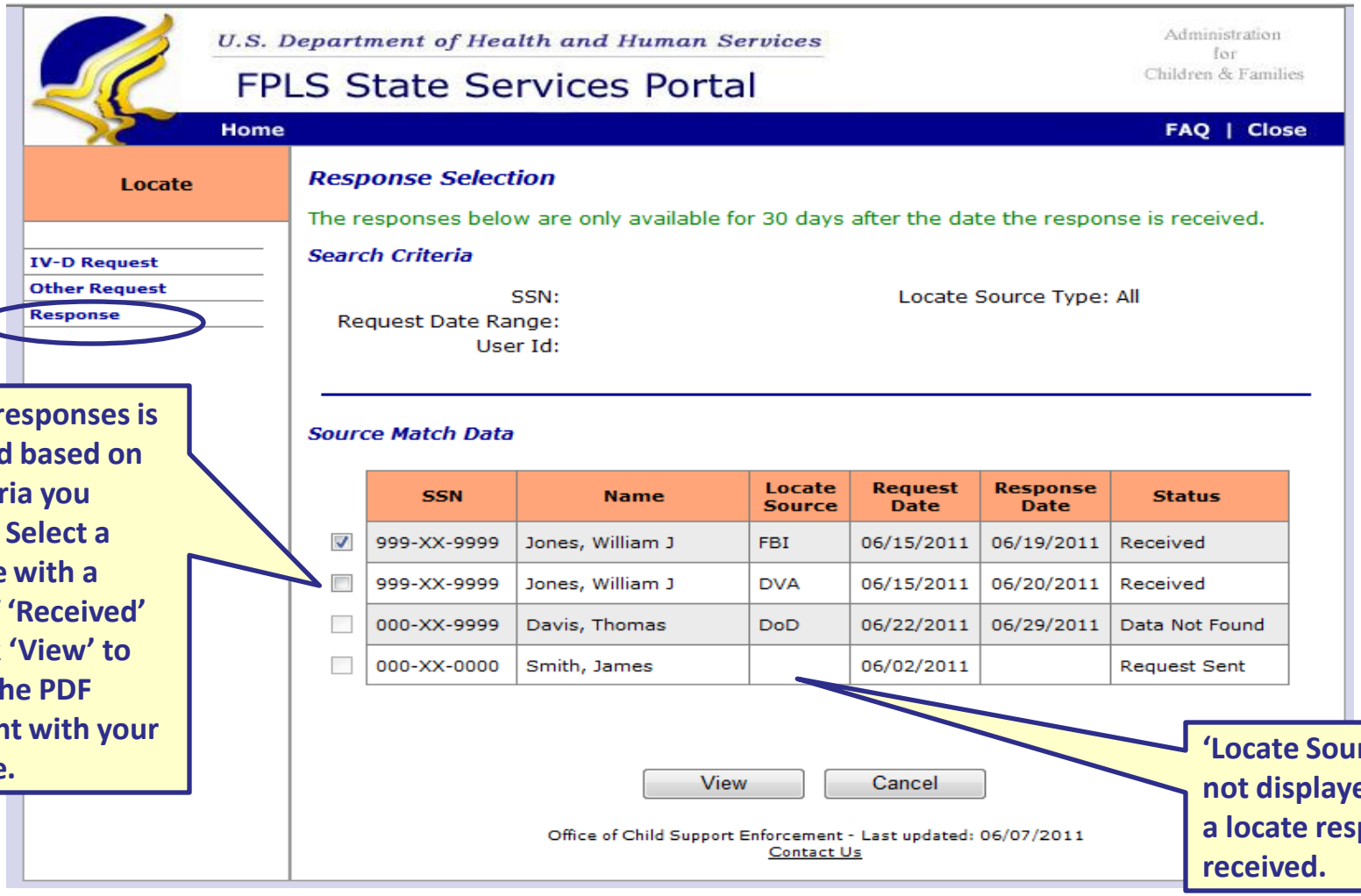
Click 'Submit.'

An information indicator appears when additional instruction is available.

Locate - Response



Locate - All Response Data



A list of responses is displayed based on the criteria you entered. Select a response with a status of 'Received' and click 'View' to display the PDF document with your response.

'Locate Source' is not displayed until a locate response is received.

Federal Collections and Enforcement

- Replaces the mainframe “green screens” for Federal Offset and Passport Denial
- Easy retrieval of obligor collections and case activity
- Simplifies case submittal and update process
- Improves customer service

QUICK

- Access QUICK states via the FPLS SSP
- View your own and other states' case and financial information
- Receive automated response
- Query FCR by SSN to locate another state's case ID
- Use standardized case and financial information

FPLS SSP Contacts

- **End User Support Team** (SSP)

http://www.acf.hhs.gov/programs/cse/newhire/csenet/contacts/csenet_contacts.htm

- **State Technical Support Team** (Training)

http://www.acf.hhs.gov/programs/cse/newhire/contacts/fcrtscontacts.htm

- **Federal Collection and Enforcement** (Case Specific Federal Offset and Passport Denial Questions)

http://www.acf.hhs.gov/programs/cse/newhire/contacts/fopcontacts.htm