Model Tribal System

Designed By Tribes, For Tribes

# Configuration Worksheets

June 10, 2014

Version 1.25

**Department of Health and Human Services**
**Administration for Children and Families**
**Office of Child Support Enforcement**

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# 1.0 Overview

The following document is used as part of the initial application installation and setup. It is comprised of worksheets that conform to the various setup and Model Tribal System (MTS) data screens. Workers complete each worksheet by entering the values associated with the listed data item. Once completed, these worksheets are used during as part of the application setup wizard or MTS data setup to enter the respective values into the application screens. These worksheets are intended to be modified by tribes to support their individualized requirements.

Worksheets are provided for the following profiles:

- Application Setup Data
- Application Configuration Data
- Security Configuration
- Third Party Data Configuration
- Tickler Configuration
- Check Configuration
- Document Configuration
- Users and Roles
- Office Workers Configuration
- Printer

## 1.1 Using the Data Worksheets

The MTS data worksheets serve to facilitate the setup and initial data capture process, ensuring that complete data is provided. Worksheets should be completed prior to setup or data entry.

One worksheet for each data-set is provided. Data-sets which may comprise more than one instance are notated by (Multiple). Additional copies of these sections (pages) can be printed so that all instances can be recorded into the worksheet.

Complete the right-hand column of the worksheet as dictated by the field name, located in the left-hand column. The following notations are used within the worksheets:

| | |
|---|---|
| Field Name ✳ | Field is required, must have a value entered |
| Field Name | Field is a drop-down, used to select a value |
| [Button] | Brackets indicate a button |

# 2.0 Application Setup

Worksheets related to the Application Setup wizard are provided on the pages that follow. Each worksheet cites the associated MTS screen/panel.

The Application Setup Wizard accessed by logging under the system administrator 001 account. Application setup must be completed before any subsequent data configuration.

## 2.1 Application Name / Tribal Name

Application Setup: Screen 1 of 5

| Item | Information |
|---|---|
| **Application/ Tribe** | |
| MTCSE Application Name ✳ | |
| Tribal Name ✳ | |
| | |

## 2.2 Tribal Child Support Enforcement (TCSE) Agency

Application Setup: Screen 1 of 5
Configuration Options - System Agencies tab

TCSE agency information is entered using the Third Party module. Press [Search/Select]. Then find and select an agency, or [Create] a new instance.

| Item | Information |
|---|---|
| **Tribal CSE Agency** | |
| Tribal CSE Agency Name ✳ | |
| Locator Code | |
| Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Zip Code ✳ | |

## 2.3 CSE Agency Accounts

Application Setup: Screen 2 of 5
Configuration Options - System Agencies tab

### 2.3.1 Bank Account

Bank information is entered using the Third Party module. Press [Search/Select]. Then find and select an agency, or [Create] a new instance.

| Item | Information |
|---|---|
| **Bank Information** | |
| TCSE Bank Name ✳ | |
| Bank Routing Number ✳ | |
| Bank Account Number ✳ | |
| Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Zip Code ✳ | |
| Starting Balance ✳ | |

### 2.3.2 IV A Agency

IV-A agency information is entered using the Third Party module. Press [Search/Select]. Then find and select an agency, or [Create] a new instance.

| Item | Information |
|---|---|
| **IV-A Agency Information** | |
| IV-A Agency Name ✳ | |
| Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Zip Code ✳ | |

### 2.3.3 Foster Care Agency

Foster Care agency information is entered using the Third Party module. Press [Search/Select]. Then find and select an agency, or [Create] a new instance.

| Item | Information |
|---|---|
| **Foster Care Agency Information** | |
| Foster Care Agency Name ✳ | |
| Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Zip Code ✳ | |

### 2.3.4 Kinship Care Agency

Kinship Care agency information is entered using the Third Party module. Press [Search/Select]. Then find and select an agency, or [Create] a new instance.

| Item | Information |
|---|---|
| **Kinship Care Agency Information** | |
| Kinship Care Agency Name ✳ | |
| Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Zip Code ✳ | |

### 2.3.5 Medicaid Agency

Medicaid agency information is entered using the Third Party module. Press [Search/Select]. Then find and select an agency, or [Create] a new instance.

| Item | Information |
|---|---|
| **Medicaid Agency Information** | |
| Medicaid Agency Name ✳ | |
| Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Zip Code ✳ | |

### 2.3.6 Child Welfare Agency

Child Welfare agency information is entered using the Third Party module. Press [Search/Select]. Then find and select an agency, or [Create] a new instance.

| Item | Information |
|---|---|
| **Child Welfare Agency Information** | |
| Child Welfare Agency Name ✳ | |
| Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Zip Code ✳ | |

## 2.4 TCSE Office within Agency

Application Setup: Screen 3 of 5

TCSE Office information is entered using the Third Party module. Enter a new office instance. Screen 3 of 3 will display all instances for selection.

| Item | Information |
|---|---|
| **Office Detail** | |
| Office Name ✳ | |
| Office Type ✳ | |
| Description | |
| Office Phone | |
| Office Email | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |

| Item | Information |
|---|---|
| **Office Detail** | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |
| **Calendar**<br>Working Hours (Start Time) | |
| End Time | |

# 3.0 Application Configuration Data

Worksheets related to Application Configuration are provided on the pages that follow.

Application Configuration is accessed by logging under the security administrator 001 account. Application setup must be completed before any subsequent data configuration.

## 3.1 Account Summary

Configuration Options - Application tab, Category = “Account Summary”

| LABEL | ACT | DEFAULT VALUE | VALUE |
|---|---|---|---|
| View URA Account Adjustment | 1 | | 1 |
| | | | |
| | | | |
| | | | |

## 3.2 Check Configuration

Configuration Options - Application tab, Category = “Check Configuration”

| LABEL | ACT | DEFAULT VALUE | VALUE |
|---|---|---|---|
| Check Agcy Line1 | 1 | | |
| Check Agcy Line2 | 1 | | |
| Check Agcy Line3 | 1 | | |

## 3.3 Tribal Information

Configuration Options - Application tab, Category = “Tribal”

| LABEL | ACT | DEFAULT VALUE | VALUE |
|---|---|---|---|
| Clerk of Court Phone | 1 | | |
| Logo | 1 | | |
| TCSE Account Type | 1 | | |

| LABEL | ACT | DEFAULT VALUE | VALUE |
|---|---|---|---|
| TCSE Agency Acronym | 1 | | |
| TCSE Bank Download URL | 1 | | |
| TCSE Bank ID | 1 | | |
| TCSE Branch ID | 1 | | |
| Tribal System Name | 1 | | |
| Tribe Name | 1 | | |
| Federal Tax ID for the Tribe | 1 | | |
| Federal Reserve Routing Number | 1 | | |

## 3.4 Tribal Policy

Configuration Options - Application tab, Category = “Tribal Policy”

| LABEL | ACT | DEFAULT VALUE | VALUE |
|---|---|---|---|
| Accumulate Unpaid Pass-through Debt | 1 | False | |
| Age of Majority (Years) | 1 | 18 | |
| Assign Support in TANF Cases | 1 | True | |
| CSUP Rolls Over To PTRA | | False | |
| Case Assignment Monitor Enabled | 1 | False | |
| Distribute to All Arrears Debts | 1 | True | |
| Interest Accrued for Sys Gen Non-TANF Arrears | 1 | False | |
| Interest Accrued for Sys Gen TANF Arrears | 1 | False | |
| Interest Rate for Sys Gen Non-TANF Arrears | 1 | 0.0 | |
| Interest Rate for Sys Gen TANF Arrears | 1 | 0.0 | |
| Only Case Owner Can Update Case | 1 | False | |
| Password Aging (Days) | 1 | 90 | |
| Process APM Futures for Overpayments | 1 | False | |

| LABEL | ACT | DEFAULT VALUE | VALUE |
|---|---|---|---|
| Process CSUP Arrears Future Amount Interest | 1 | False | |
| Process CSUP Arrears Future Amounts | 1 | False | |
| Process Fee Balances using Future Amounts | 1 | False | |
| Process Foreign Income Withholding | | True | |
| Process Garnishment | | True | |
| Process Immediate Income Withholding | | True | |
| Process Voluntary Income Withholding | | True | |
| Race Used | 0 | No | |
| System Timeout (Minutes) | 1 | 30 | |
| Use External Accounting | | False | |
| User Can Approve Own Records | 1 | False | |
| Display adjustments in disbursement reports | 1 | True | |

## 3.5 Timeframes

Configuration Options - Application tab, Category = “Timeframes”

| LABEL | ACT | DEFAULT VALUE | VALUE |
|---|---|---|---|
| Case Inactivity (Days) | 1 | 90 | |
| Delinquency (Days) | 1 | 35 | |
| No Address (Days) | 1 | 30 | |
| No Employment (Days) | 1 | 30 | |
| No Verified Address (Days) | 1 | 60 | |
| No Verified Employment (Days) | 1 | 60 | |
| Password Expiration Notification (Days) | 1 | 5 | |
| Review and Modification (Days) | 1 | 1095 | |

## 3.6 Enforcement

Configuration Options - Application tab, Category = “Enforcement”

| LABEL | ACT | DEFAULT VALUE | VALUE |
|---|---|---|---|
| Asset Seizure Indicator | 1 | True | |
| Asset Seizure Limit (Dollar Amount) | 1 | 5000 | |
| Commercial Fishing License Suspension Indicator | 1 | True | |
| Commercial Fishing License Suspension Limit | 1 | 500 | |
| Driver’s License Suspension Indicator | 1 | True | |
| Driver’s License Suspension Limit (Dollar Amt) | 1 | 500 | |
| Fishing License Suspension Indicator | 1 | True | |
| Fishing License Suspension Limit (Dollar Amt) | 1 | 500 | |
| Hunting License Suspension Indicator | 1 | True | |
| Hunting License Suspension Limit (Dollar Amt) | 1 | 0 | |
| Income Withholding Indicator | 1 | True | |
| Income Withholding Limit (Dollar Amount) | 1 | 0 | |
| Tribal License Suspension Indicator | 1 | True | |
| Tribal License Suspension Limit (Dollar Amt) | 1 | 5000 | |

## 3.7 Financial

Configuration Options - Application tab, Category = “Financial”

| LABEL | ACT | DEFAULT VALUE | VALUE |
|---|---|---|---|
| Case Conversion Account in use | 1 | False | |
| Dormancy Period for Escheatment Checks (Months) | 1 | 0 | |
| Late Fees Amount | 1 | 0 | |
| Late Fees Charged Indicator | 1 | False | |

| LABEL | ACT | DEFAULT VALUE | VALUE |
|---|---|---|---|
| Pass Through Arrears Amount | 1 | 0 | |
| Pass-through Arrears Amount Indicator | 1 | False | |
| Pass-through Arrears Percentage | 1 | 0.00 | |
| Pass-through Current Child Support Amount | 1 | 50 | |
| Pass-through Current Support Amount Indicator | 1 | True | |
| Pass-through Current Support Percentage | 1 | 0.0 | |
| Pass-through Enabled | 1 | True | |
| System Disburses Payments | 1 | True | |
| System Does Billing | 1 | True | |
| System Process Payments | 1 | True | |
| Display Closed Obligations | 1 | False | |
| Auto-Expand Transactions | 1 | False | |
| EFT Transaction Generation Supported | 1 | False | |
| Payee Account Management Approval | 1 | False | |
| Debit Account Request Export Payee | 1 | True | |
| Suppress missing financial institution flags | 1 | True | |
| Use calc ledger bal instead of bal provided | 1 | True | |
| Bank Designated Company ID | 1 | | |
| EFT Service Class Code | 1 | | |

# 4.0 Security Configuration

Worksheets related to the security configuration Application are provided on the pages that follow. Each worksheet cites the associated MTS screen/panel.

The Security module is accessed by logging under a default security admin account. Security data configuration can only be performed once Application Setup is complete.

## 4.1 Users (Multiple)

Manage Users

| Item | Information |
|---|---|
| **TCSE User Information** | |
| ID ✳ | |
| Password ✳ | |
| First Name ✳ | |
| Last Name ✳ | |
| Middle Name | |
| Email | |
| Phone Work/Fax | |
| **Role Information** | |
| Role ✳ | SECURITY_ADMIN<br>LOCATE_WORKER<br>CASE_SUPERVISOR<br>FINANCIAL_WORKER<br>SUPER_USER<br>FINANCIAL_SUPERVISOR<br>SYSTEM_ADMIN<br>CASE_WORKER<br>ENFORCEMENT_WORKER |
| Role Start Date ✳ | |
| Role End Date ✳ | |

# 5.0 Third Party Data Configuration

Worksheets related to the third party data configuration are provided on the pages that follow. Each worksheet cites the associated MTS screen/panel.

The Third Party module is accessed by logging under a default caseworker account. Third Party data configuration can only be performed once Application Setup is complete.

## 5.1 Agency (Multiple)

Third Party Search, Type = “Agency”

| Item | Information |
|---|---|
| **Agency Detail** | |
| Agency Name ✳ | |
| Agency Type ✳ | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| Province | |
| State ✳ | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| Province | |
| State | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |

## 5.2 Attorney (Multiple)

Third Party Search, Type = “Attorney”

| Item | Information |
|---|---|
| **Attorney Detail** | |
| Attorney Name ✳ | |
| Firm Name | |
| Bar Number | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |

## 5.3 Correctional Facility (Multiple)

Third Party Search, Type = “Correctional Facility”

| Item | Information |
|---|---|
| **Correctional Facility Detail** | |
| Facility Name ✳ | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |

## 5.4 Court (Multiple)

Third Party Search, Type = “Court”

| Item | Information |
|---|---|
| **Court Detail** | |
| Court Name ✳ | |
| Court Type ✳<br>**Mailing Address** | |
| Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| Province | |
| State ✳ | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| Province | |
| State | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>Title | |
| First Name | |
| Last Name | |
| Phone | |
| Email | |

| Item | Information |
|---|---|
| **Court Detail** | |
| **Calendar**<br>Working Hour | |
| End Time | |

## 5.5 Employer (Multiple)

Third Party Search, Type = “Employer”

| Item | Information |
|---|---|
| **Employer Detail** | |
| Employer Name ✳ | |
| Federal EIN | |
| SEIN | |
| Tribal Owned | |
| Tribal Member Owned | |
| Reservation | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |

| Item | Information |
|---|---|
| **Employer Detail** | |
| Last Name | |
| Contact Phone | |
| Contact Email | |

## 5.6 Financial Institution (Multiple)

Third Party Search, Type = “Financial Institution”

| Item | Information |
|---|---|
| **Financial Institution Detail** | |
| Name ✳ | |
| Routing Number | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |

## 5.7 Genetics Lab (Multiple)

Third Party Search, Type = “Genetics Lab”

| Item | Information |
|---|---|
| **Lab Detail** | |
| Lab Name ✳ | |
| Directions | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |
| **Calendar** | |

| Item | Information |
|---|---|
| **Lab Detail** | |
| Working Hour | |
| End Time | |

## 5.8 Health Insurance Provider (Multiple)

Third Party Search, Type = “Health Insurance Provider”

| Item | Information |
|---|---|
| **Insurance Carrier Detail** | |
| Carrier Name ✳ | |
| NPI Number | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |

## 5.9 Health Care Provider (Multiple)

Third Party Search, Type = “Health Care Provider”

| Item | Information |
|---|---|
| **Health Care Provider Detail** | |
| Provider Name ✳ | |
| Provider Type ✳ | |
| NPI | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Mail Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>Last Name | |
| Phone | |
| Email | |

## 5.10 Law Enforcement (Multiple)

Third Party Search, Type = “Law Enforcement”

| Item | Information |
|---|---|
| **Law Enforcement Detail** | |
| Name ✳ | |
| Department ✳ | |
| Jurisdiction ✳ | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |

## 5.11 Postmaster (Multiple)

Third Party Search, Type = “Postmaster”

| Item | Information |
|---|---|
| **Postmaster Detail** | |
| Office Name ✳ | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |

## 5.12 Probation/Parole Officer (Multiple)

Third Party Search, Type = “Probation/Parole Office”

| Item | Information |
|---|---|
| **Probation/Parole Officer Detail** | |
| Officer Name ✳ | |
| Department ✳ | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |

## 5.13 School (Multiple)

Third Party Search, Type = “School”

| Item | Information |
|---|---|
| **School Detail** | |
| School Name ✳ | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |

## 5.14 Registered Agent (Multiple)

Third Party Search, Type = “Registered Agent”

| Item | Information |
|---|---|
| **Registered Agent Detail** | |
| Agent Name ✳ | |
| Federal EIN | |
| SUI | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |

| Item | Information |
|---|---|
| **Registered Agent Detail** | |
| Contact Email | |

## 5.15 State Disbursement Unit (Multiple)

Third Party Search, Type = “State Disbursement Unit”

| Item | Information |
|---|---|
| **State Disbursement Unit Detail** | |
| SDU Name ✳ | |
| FIPS Code | |
| **Mailing Address**<br>Address Line 1 ✳ | |
| Address Line 2 | |
| PO Box | |
| Apt/Suite | |
| City ✳ | |
| State ✳ | |
| Province | |
| Zip Code ✳ | |
| Country | |
| **Street Address**<br>Address Line 1 | |
| Address Line 2 | |
| Apt/Suite | |
| City | |
| State | |
| Province | |
| Zip Code | |
| Country | |
| **Manage Contacts**<br>First Name | |
| Last Name | |
| Phone | |
| Email | |

# 6.0 Tickler Configuration

- MTS has 94 different ticklers to keep workers informed of case progress:
  - Case activity and inactivity
  - Response to letters and notices
  - Scheduled appointments and hearings
  - Transactions approved or needing approval
- Use of all ticklers is configurable
- Timing of all ticklers is configurable
- Worker can create customized ticklers

| Tickler Number | Tickler Name | Tickler Description | Check if Used | Days Delay (Default) | Days Delay | Same Day Duplication (Default) | Same Day Duplication |
|---|---|---|---|---|---|---|---|
| 1 | Appointment Letter | Appointment Letter sent to Participant | | 10 | | True | |
| 4 | Birthday | Child Date of Birth is equal to the current date | | 0 | | False | |
| 5 | Case Closure One | First Case Closure Notice sent to the Custodial Parent (CP) | | 10 | | True | |
| 6 | Case Closure Two | Final Case Closure Notice sent to the CP | | 5 | | False | |
| 7 | Case Closure – Arrears Only | Arrears only case with all arrears paid | | 0 | | False | |
| 8 | Case Closure – CP Lost | CP not located for x months | | 360 | | False | |
| 9 | Case Closure – Emancipation | All children emancipated | | 0 | | False | |
| 10 | Case Closure – Good Cause | Good cause established | | 30 | | False | |
| 11 | Case Closure – Noncustodial Parent (NCP) Lost | NCP not located for x months | | 1095 | | False | |
| 12 | Case Closure – Order Expired | Order terminated | | 0 | | False | |
| 13 | Case Closure – | Paternity not established for x | | 360 | | False | |

| Tickler Number | Tickler Name | Tickler Description | Check if Used | Days Delay (Default) | Days Delay | Same Day Duplication (Default) | Same Day Duplication |
|---|---|---|---|---|---|---|---|
| | Paternity | months | | | | | |
| 14 | Case in Enforcement | The case has entered the enforcement function | | 0 | | False | |
| 15 | Case in Order Establishment | Paternity established and NCP located but no order | | 0 | | False | |
| 16 | Case Inactivity | Supervisor review of case required due to inactivity on case | | 0 | | False | |
| 17 | Case Suspended | Case suspended due to jurisdiction question | | 5 | | True | |
| 18 | Closure Review | Supervisory review of Case Closure | | 0 | | False | |
| 19 | Consolidation Notice | A notice informing participants of the proposed consolidation of case has been sent | | 10 | | True | |
| 20 | Delinquency | No payment received from the NCP in the past 35 days | | 0 | | False | |
| 21 | Emancipation Pending | Last child in order is reaches age of emancipation | | 90 | | False | |
| 22 | Employer Change | Employer information has changed | | 0 | | True | |
| 23 | Employment Verification Letter | Check for Employer Verification Letter returned from employer | | 10 | | False | |

| Tickler Number | Tickler Name | Tickler Description | Check if Used | Days Delay (Default) | Days Delay | Same Day Duplication (Default) | Same Day Duplication |
|---|---|---|---|---|---|---|---|
| 24 | Facilitation Letter One | Letter encouraging NCP to stipulate to voluntary support | | 10 | | False | |
| 25 | Facilitation Letter Two | Second letter encouraging NCP to stipulate to voluntary support - legal action | | 5 | | False | |
| 26 | Failure to Withhold Notice | Notice to employer | | 10 | | True | |
| 27 | Family Violence | Family Violence Reason set to Temporary | | 90 | | True | |
| 28 | Foreign Case Closure | Notice to CP to close conflicting foreign case | | 10 | | True | |
| 29 | Foreign Referral | Check to see if requested information has been received from Foreign Jurisdiction Referral | | 30 | | True | |
| 32 | Hearing Scheduled | A court hearing has been scheduled | | 5 | | True | |
| 33 | Information Request | Information Request sent to Tribal Agency, Foreign Jurisdiction, or Participant. Also sent when Application has not been signed by applicant | | 30 | | True | |
| 36 | IWO | IWO and Notice Sent | | 10 | | True | |
| 37 | License | License suspension warning | | 10 | | True | |

| Tickler Number | Tickler Name | Tickler Description | Check if Used | Days Delay (Default) | Days Delay | Same Day Duplication (Default) | Same Day Duplication |
|---|---|---|---|---|---|---|---|
| | Suspension | has been sent to the NCP | | | | | |
| 38 | Located Letter | Check for Requested information returned from the Locate Source | | 30 | | True | |
| 39 | New Address | New Address added for the NCP or CP | | 0 | | True | |
| 40 | New Case | New Case has been assigned to worker | | 0 | | True | |
| 42 | No Verified Address | Case referred to Locate - no verified address (Locate) | | 0 | | False | |
| 43 | No Employer | Case referred to Locate - no employer identified (Locate) | | 30 | | False | |
| 44 | No Verified Employer | Case referred to Locate - employment not verified (Locate) | | 60 | | False | |
| 45 | Non-cooperation | Set when CP is not cooperating in a TANF Case | | 30 | | False | |
| 46 | Notice of Non-compliance | Notice sent to TANF Agency | | 30 | | False | |
| 47 | NSF Adjustment | Insufficient funds received adjustment required | | 0 | | False | |
| 48 | Order Change | A date has been reached in which a court ordered remedy changes in amount or type. | | 0 | | False | |

| Tickler Number | Tickler Name | Tickler Description | Check if Used | Days Delay (Default) | Days Delay | Same Day Duplication (Default) | Same Day Duplication |
|---|---|---|---|---|---|---|---|
| 49 | Paternity Interview One | Schedule an interview with CP to discuss Paternity Questionnaire | | 10 | | False | |
| 50 | Paternity Interview Two | Schedule an interview with CP to discuss Paternity Questionnaire | | 5 | | False | |
| 51 | Paternity Not Established | Paternity not established after x days in Paternity establishment | | 60 | | True | |
| 53 | Postmaster Letter | Postmaster Letter Sent - Locate Alert (Locate) | | 10 | | False | |
| 54 | Release of Information | Release of Information form sent to Participant | | 10 | | True | |
| 55 | Remedial Contempt | Remedial contempt conditions have been imposed on the NCP | | 30 | | False | |
| 56 | Reschedule Hearing | Cancel scheduled hearings. Unable to serve NCP because of bad address | | 0 | | True | |
| 57 | Review Notice | Notice of review eligibility sent | | 10 | | False | |
| 58 | Review Request | Participant has requested a review | | 10 | | False | |
| 59 | Seizure Warning Letter | Warning Letter that income is subject to Seizure | | 10 | | True | |

| Tickler Number | Tickler Name | Tickler Description | Check if Used | Days Delay (Default) | Days Delay | Same Day Duplication (Default) | Same Day Duplication |
|---|---|---|---|---|---|---|---|
| 60 | SOP Initiated | Service of Process has been started | | 10 | | True | |
| 61 | State Notice | A notice requesting enforcement has been sent to the NCPs state of residence | | 10 | | True | |
| 63 | Tribal Warning Letter | Warning Letter that Tribal licenses may be suspended | | 10 | | True | |
| 64 | Voluntary IWO | NCP has agreed to voluntary income withholding | | 10 | | False | |
| 65 | Voluntary Service Acceptance Letter | Voluntary Service Acceptance Letter sent | | 10 | | False | |
| 66 | VAP Letter One | Check to see if the first Voluntary Acknowledgment of Paternity letter has been returned. | | 10 | | False | |
| 67 | VAP Letter Two | Check to see if the second Voluntary Acknowledgment of Paternity letter has been returned. | | 5 | | False | |
| 68 | Worker Generated | A general-purpose tickler created by a caseworker | | 0 | | True | |
| 69 | Re-issued Check Approved for Account | An Adjustment Request # Approved tickler to the appropriate worker when a Reissue Check adjustment is | | 0 | | True | |

| Tickler Number | Tickler Name | Tickler Description | Check if Used | Days Delay (Default) | Days Delay | Same Day Duplication (Default) | Same Day Duplication |
|---|---|---|---|---|---|---|---|
| | | approved | | | | | |
| 70 | Cancelled Check Approved for Account | An Adjustment Request # Approved tickler to the appropriate worker when a Cancelled Check adjustment is approved | | 0 | | True | |
| 71 | Payment Suspense | payment is marked for suspense from the Financial collection module | | 0 | | True | |
| 73 | Recoupment Debt Satisfied | Zero balance to the allocated recoupment debt account(s). | | 0 | | True | |
| 74 | Recoupment Request Submitted for Approval | User presses [Update] from the recoupment debt account panel and the system accepts all entered data as valid. | | 0 | | True | |
| 75 | CP Overpayment - Refund | If a recoupment debt is overpaid (receipt exceeds the debt amount or receipt exceeds the manually distributed amount), the responsible caseworker should be notified that there will be a corresponding refund to the payor. | | 0 | | True | |

| Tickler Number | Tickler Name | Tickler Description | Check if Used | Days Delay (Default) | Days Delay | Same Day Duplication (Default) | Same Day Duplication |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| 77 | Recoupment Payment Due | Review all recoupment debt accounts and creates a tickler to the worker when the payment is past due. | | 0 | | False | |
| 78 | Recoupment Debt Approved | A Recoupment Debt Account # Approved tickler to the appropriate worker when a recoupment debt account w/ a “pending” status is approved. | | 0 | | True | |
| 79 | Recoupment Debt Declined | A Recoupment Debt Account # Declined tickler to the appropriate worker when a recoupment debt account w/ a “pending” status is declined. | | 0 | | True | |
| 80 | Adjustment Request Approved | An Adjustment Request # Approved tickler to the appropriate worker when an adjustment is approved. | | 0 | | True | |
| 81 | Adjustment Request Declined | An Adjustment Request # Declined tickler to the appropriate worker when an adjustment is declined. | | 0 | | True | |

| Tickler Number | Tickler Name | Tickler Description | Check if Used | Days Delay (Default) | Days Delay | Same Day Duplication (Default) | Same Day Duplication |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| 82 | Adjustment Request submitted for Approval | An Adjustment Request Submitted for Approval tickler to the appropriate supervisor when an adjustment is created. | | 0 | | True | |
| 83 | Payment Batch Submitted for Approval | User presses [Reconcile] from the payment batch detail and the system accepts all entered data as valid. | | 0 | | True | |
| 84 | Payment Batch Approved | A Payment Batch # Approved tickler to the requesting worker when a payment batch account w/ a “reconciled” status is approved. | | 0 | | True | |
| 85 | Payment Batch Declined | A Payment Batch # Declined tickler to the requesting worker when a payment batch account w/ a “reconciled” status is declined. | | 0 | | True | |
| 86 | URA Satisfied | The amount of Unreimbursed Assistance for a CP associated with a case has gone from non-zero to zero | | 0 | | True | |
| 87 | Role Expiration | Role will expire. Request or reset role now. | | 7 | | False | |

| Tickler Number | Tickler Name | Tickler Description | Check if Used | Days Delay (Default) | Days Delay | Same Day Duplication (Default) | Same Day Duplication |
|---|---|---|---|---|---|---|---|
| 88 | Account charge with ATM future balance | Account charge with ATM future balance | | 0 | | True | |
| 89 | In-Kind Payment | In-Kind Payment | | 0 | | False | |
| 90 | Pending Disbursement | Distribution transaction is created | | 0 | | False | |
| 91 | Review Account Balances – Grant End and Adjust | Review Account Balances – Grant End and Adjust | True | 0 | | False | |
| 92 | Export Check Data File Processing Incomplete | Export Check Data File Processing Incomplete | True | 15 | | False | |
| 93 | Foreign Forward Alert | Foreign Forward Alert | True | 0 | | False | |
| 94 | Payee Change with a futures Account Balance | Payee Change with a futures Account Balance | True | 0 | | True | |

# 7.0 Check Configuration

The Check Configuration option allows the system administrator to define the data that will be included on checks generated by the MTS.

The main panel shows a Check Configurator panel with a preview of a check with the selected options. The Configuration Parameters panel allows the system administrator to select check options; the option is enabled if the selected box is checked. Checks generated by the MTS have twenty-four configurable parameters:

| Configuration Parameters Fields | Description | Enter Value |
|---|---|---|
| Check Layout | A dropdown to select the orientation of the check and stub. Values are Check on Top or Check on Bottom | |

| Configuration Parameters Fields | Description | Check if Used |
|---|---|---|
| Payee Name Stub | Include Payee name on stub | |
| Stub Date | Include check date on stub | |
| Check Number Stub 1 | Include Check Number on stub | |
| Case Detail | Include Case Number on check | |
| Payor Detail | Include Payor name on stub | |
| Disbursement Date Detail Stub | Include Disbursement Date on stub | |
| Disbursement Amount Detail Stub | Include Disbursement Amount on stub | |
| Stub Total | Include check total on stub | |
| Logo | Include tribal logo | |
| Use Default Agency | Use Default Agency as Tribe Info | |
| Tribe Info | Include tribe name and address on check | |
| Bank Info | Include Bank address on check | |
| Check Number | Include Check Number on check | |
| Pay to the Order Of | Include “Pay to the Order of” text on check | |

| Configuration Parameters Fields | Description | Check if Used |
|---|---|---|
| Payee Name 2 | Include Payee name on check | |
| Address | Include Payee address on check | |
| Dollars Text | Spell out ‘Dollars’ on check as text | |
| Signature Line 1 | Include Signature 1 on check | |
| Signature Line 2 | Include Signature 2 on check | |
| Routing Number | Include Routing Number on check | |
| Account Number | Include Bank Account Number on check | |
| MICR Check Number | MICR encode account and routing numbers | |
| Watermark | Include watermark on check | |

# 8.0 Document Configuration

The following table lists the generic document that can be generated by the MTS. Each tribe must edit these documents individually to bring them into compliance with its regulations and business practices.

- MTS has126 documents that can be generated from pre-defined templates:
  - Letters, Notices, Motions, Orders, Affidavits, Petitions, Stipulations, etc.
- The document templates control document appearance and content, including system data, text, headers, footers, tables, fonts, and font size
- Document template contents can be modified by an administrator to change any aspect of the document
- Unlimited additional templates can be created as needed
- Generated documents become part of the case history

| # | Standard Document Name | DB# | Check if Used | Manual | Signature |
|---|---|---|---|---|---|
| 1 | Affidavit of Contempt | 473 | | NA | NA |
| 2 | Affidavit of Direct Payment | 104 | | NA | NA |
| 3 | Affidavit of Mailing | 508 | | NA | NA |
| 4 | Affidavit of Service of Process | 184 | | NA | NA |
| 5 | Appointment Letter - Modification | 529 | | NA | NA |
| 6 | Appointment Letter - Enforcement | 494 | | NA | NA |
| 7 | Appointment Letter - Genetic Test | 516 | | NA | NA |
| 8 | Appointment Letter - Genetic Test Results | 539 | | NA | NA |
| 9 | Appointment Letter - Intake | 252 | | NA | NA |
| | | | | | |
| 10 | Appointment Letter - Order Establishment | 493 | | NA | NA |
| 11 | Appointment Letter - Paternity - CP | 492 | | NA | NA |
| 12 | Bench Warrant | 42 | | NA | NA |
| 13 | Billing Notice | 343 | | NA | NA |
| 14 | Case Closure Notice - Closed | 520 | | NA | NA |
| 15 | Case Closure Notice - Denied | 519 | | NA | NA |
| 16 | Case Closure Notice - First | 72 | | NA | NA |
| 17 | Case Closure Notice - Second | 518 | | NA | NA |
| 18 | Case Closure Request | 103 | | NA | NA |
| 19 | Child Support Collection Statement | 341 | | NA | NA |
| | | | | | |

| # | Standard Document Name | DB# | Check if Used | Manual | Signature |
|---|---|---|---|---|---|
| 20 | Child Support Enforcement Transmittal #1 | 248 | | NA | NA |
| | | | | | |
| 21 | Child Support Enforcement Transmittal #1-Tribal | 261 | | NA | NA |
| 22 | Child Support Order | 304 | | NA | NA |
| 23 | Employment Verification Letter | 6 | | NA | NA |
| 24 | Facilitation Letter - First | 298 | | NA | NA |
| 25 | Facilitation Letter - Second | 299 | | NA | NA |
| 26 | Financial Affidavit | 204 | | NA | NA |
| 27 | Genetic Test Results Letter - CP | 29 | | NA | NA |
| 28 | Genetic Test Results Letter - NCP | 483 | | NA | NA |
| 29 | Not Used | | | | |
| | | | | | |
| 30 | Hearing Notice - Cancellation | 523 | | NA | NA |
| 31 | Hearing Notice - Enforcement | 485 | | NA | NA |
| 32 | Hearing Notice - Modification | 486 | | NA | NA |
| 33 | Hearing Notice - Order Establishment | 484 | | NA | NA |
| 34 | Hearing Notice - Paternity | 291 | | NA | NA |
| 35 | Hearing Notice - Redirect | 511 | | NA | NA |
| 36 | Hearing Notice - Reschedule | 542 | | NA | NA |
| 37 | Hearing Waiver – Enforcement | 296 | | NA | NA |
| 38 | Hearing Waiver - Paternity | 344 | | NA | NA |
| 39 | Income Withholding Letter to Employer | 499 | | NA | NA |
| | | | | | |
| 40 | Income Withholding Order - Court | 348 | | NA | NA |
| 41 | Income Withholding Order - Federal | 505 | | NA | NA |
| 42 | Joint Stipulation for Modification | 140 | | NA | NA |
| 43 | Letter Acknowledging Review Request | 325 | | NA | NA |
| 44 | Letter Advising of No Change | 330 | | NA | NA |
| 45 | Letter Advising of Order to Consolidate | 476 | | NA | NA |
| 46 | Letter Advising of Review Eligibility | 480 | | NA | NA |
| | | | | | |
| 47 | Letter Advising of Transfer of Jurisdiction | 477 | | NA | NA |
| 48 | Letter to Establish Paternity and Child Support | 112 | | NA | NA |

| # | Standard Document Name | DB# | Check if Used | Manual | Signature |
|---|---|---|---|---|---|
| 49 | License Suspension NCP Tribal Warning Letter | 55 | | NA | NA |
| 50 | Locate Letter - Corrections | 8 | | NA | NA |
| | | | | | |
| 51 | Locate Letter - General | 272 | | NA | NA |
| 52 | Locate Letter - Police | 275 | | NA | NA |
| 53 | Locate Letter - School | 9 | | NA | NA |
| 54 | Motion for Continuance | 171 | | NA | NA |
| 55 | Motion for Genetic Testing | 290 | | NA | NA |
| 56 | Motion to Accelerate Deferred Sentence | 168 | | NA | NA |
| 57 | Motion to Dismiss | 491 | | NA | NA |
| 58 | Motion to Exclude | 530 | | NA | NA |
| 59 | Non-Sufficient Funds Letter to the NCP | 502 | | NA | NA |
| | | | | | |
| 60 | Non-Cooperation Warning Letter | 14 | | NA | NA |
| 61 | Notice - Motion for Consolidation | 331 | | NA | NA |
| 62 | Notice - Motion for Redirect | 59 | | NA | NA |
| 63 | Notice - Motion for Transfer | 175 | | NA | NA |
| 64 | Notice - Motion to Accept Transfer | 478 | | NA | NA |
| 65 | Notice - Motion to Modify Order | 173 | | NA | NA |
| 66 | Notice - Motion to Show Cause | 345 | | NA | NA |
| 67 | Notice - Petition to Terminate Prior Order | 481 | | NA | NA |
| 68 | Notice of Cooperative Status | 15 | | NA | NA |
| 69 | Notice of Delinquency | 203 | | NA | NA |
| | | | | | |
| 70 | Notice of Failure to Withhold | 311 | | NA | NA |
| 71 | Notice of Release | 521 | | NA | NA |
| | | | | | |
| 72 | Notice of Voluntary Wage Withholding | 472 | | NA | NA |
| 73 | Notice to Close Foreign Case | 346 | | NA | NA |
| 74 | Order for Consolidation | 333 | | NA | NA |
| 75 | Order for Continuance | 544 | | NA | NA |
| 76 | Order for Enforcement - Tribal | 475 | | NA | NA |
| 77 | Order for Genetic Testing | 543 | | NA | NA |
| 78 | Order for Modification | 329 | | NA | NA |

| # | Standard Document Name | DB# | Check if Used | Manual | Signature |
|---|---|---|---|---|---|
| 79 | Order for Redirect | 335 | | NA | NA |
| | | | | | |
| 80 | Order to Accept Transfer | 479 | | NA | NA |
| 81 | Order to Dismiss | 490 | | NA | NA |
| 82 | Order to Exclude | 545 | | NA | NA |
| 83 | Order to Reduce Arrears to Judgment | 541 | | NA | NA |
| 84 | Order to Register Foreign Order | 482 | | NA | NA |
| 85 | Order to Reinstate | 534 | | NA | NA |
| 86 | Order to Release | 535 | | NA | NA |
| 87 | Order to Seize | 322 | | NA | NA |
| 88 | Order to Show Cause | 318 | | NA | NA |
| 89 | Order to Suspend Tribal License | 474 | | NA | NA |
| | | | | | |
| 90 | Paternity and Child Support Order | 498 | | NA | NA |
| 91 | Paternity Interview Letter - First | 276 | | NA | NA |
| 92 | Paternity Interview Letter - Second | 278 | | NA | NA |
| 93 | Paternity Order | 293 | | NA | NA |
| 94 | Petition for Support Order | 538 | | NA | NA |
| 95 | Petition to Determine Arrears and Judgment | 179 | | NA | NA |
| 96 | Petition to Establish Paternity | 289 | | NA | NA |
| 97 | Petition to Establish Paternity and Child Support | 151 | | NA | NA |
| | | | | | |
| 98 | Petition to Modify Order to Add Income Withholding | 303 | | NA | NA |
| 99 | Petition to Register Foreign Order | 258 | | NA | NA |
| | | | | | |
| 100 | Petition to Seize | 321 | | NA | NA |
| 101 | Petition to Suspend Tribal License | 316 | | NA | NA |
| 102 | Postmaster Letter | 468 | | NA | NA |
| 103 | Quick Locate Response Letter | 277 | | NA | NA |
| 104 | Release of Information Form | 71 | | NA | NA |
| 105 | Remedial Contempt Order | 319 | | NA | NA |
| 106 | Request for Additional Information | 77 | | NA | NA |

| # | Standard Document Name | DB# | Check if Used | Manual | Signature |
|---|---|---|---|---|---|
| 107 | Review and Modification Request | 53 | | NA | NA |
| 108 | Seizure Warning Letter | 320 | | NA | NA |
| 109 | Stipulation to Child Support | 158 | | NA | NA |
| | | | | | |
| 110 | Stipulation to Paternity | 285 | | NA | NA |
| 111 | Stipulation to Paternity and Child Support | 495 | | NA | NA |
| 112 | Stipulation to Paternity and Child Support With Genetic Test | 497 | | NA | NA |
| 113 | Stipulation to Paternity With Genetic Test | 496 | | NA | NA |
| 114 | Student Financial Information | 242 | | NA | NA |
| 115 | Summons - Enforcement | 488 | | NA | NA |
| 116 | Summons - Order Establishment | 487 | | NA | NA |
| 117 | Summons - Paternity | 153 | | NA | NA |
| 118 | Tribal Enrollment Verification Form | 73 | | NA | NA |
| 119 | Voluntary Acknowledgment of Paternity - NCP | 533 | | NA | NA |
| | | | | | |
| 120 | Voluntary Acknowledgment of Paternity Letter - First | 287 | | NA | NA |
| 121 | Voluntary Acknowledgment of Paternity Letter - Second | 513 | | NA | NA |
| 122 | Voluntary Genetic Test Request | 28 | | NA | NA |
| 123 | Voluntary Service Acceptance Letter | 300 | | NA | NA |
| 124 | Voluntary Wage Withholding Agreement | 471 | | NA | NA |
| 125 | Welcome Letter - CP | 469 | | NA | NA |
| 126 | Welcome Letter - NCP | 12 | | NA | NA |

# 9.0 Office Workers (Multiple)

The MTS can be configured to support multiple offices.

A supervisor can:

- Assign cases to worker within an office
- Move cases between offices

For automatic assignment of cases, a supervisor can:

- Assign a worker type and a letter range to a caseworker for automatic assignment of cases (cases assigned by last name of Custodial Parent)
- When Case Function changes, cases will be automatically reassigned to the worker of the worker type corresponding to the new Case Function

This screen provides a list of all caseworkers for the selected office. The Security Administrator can select a worker from the list to display and modify their title within their assigned office and their case assignment rules. A worker can only be assigned to one office. If a worker is to be assigned responsibilities for multiple offices, he or she must have multiple user IDs assigned, one for each office.

Each worker can optionally be assigned to one or more Functional Units. Each worker in the unit must have a unique alphabetical range. A user with the Case Supervisor role must be assigned to the *All* unit to provide a default case assignment.

Cases will automatically be assigned to workers for the appropriate functional unit who are assigned to the first letter of the name of the case's NCP. Workers in the Manual Assignment Functional unit will not receive automatic case assignments.

On exiting the screen, the user will receive a warning for all Functional Units that have incomplete coverage. Only the *All* assignment is mandatory.

Select a worker from the list and click [Manage Worker Cases] to open the Reassign Cases screen for that worker to manually reassign cases. Offices are as created in section 2.4 TCSE Office within agency.

**Office Workers**

| Office | Functional Unit | User Name | Type | Title | Low Range | High Range |
|---|---|---|---|---|---|---|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

# 10.0 Printer

The upper part of the Printers tab is the Select Printer panel, which details the result of the network search process. This is a list of all printers on the network.

The lower part of the tab display is the Select Document Type panel. The document type is a drop-down for all types of printing supported by the application. To complete this list panel, all document types must be assigned to a network printer before a user can update the printer tab.

Changes made to a Document Type to a printer must be saved or discarded using the tab buttons for [Update] or [Cancel].

| Printer Name | Document Type |
|---|---|
| | Report |
| | Letter |
| | Letterhead |
| | Deposit |
| | Billing Notice |