

DoD Entitlement Application Navigation Guide

ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Child Support Enforcement
330 C Street, SW, 5th Floor
Washington, DC 20201

October 1, 2015
Version 3.0

Table of Contents

| | | |
|-------|--|----|
| 1 | Introduction | 3 |
| 1.1 | How the DoD Entitlement Application Assists with Case Management | 4 |
| 1.2 | Why You Might Not Be Able to Send a Request..... | 4 |
| 1.3 | Where You Can Learn More | 5 |
| 1.4 | General Tips for Using the Portal | 5 |
| 1.5 | Using This Guide | 6 |
| 2 | Entering the Portal..... | 7 |
| 3 | Navigating the DoD Entitlement Application | 8 |
| 3.1 | Making a Request | 10 |
| 3.1.1 | Participant Selection..... | 12 |
| 3.1.2 | Request Submission Confirmation | 14 |
| 3.2 | Viewing Responses | 16 |
| 3.2.1 | Response Status..... | 19 |
| | Appendix A: DoD Entitlement Response Report | 23 |
| | Appendix B: Summary of Changes..... | 25 |

Figures and Tables

| | | |
|--|--|----|
| | Figure 2-1: Welcome to the Portal – Security and Confidentiality Acknowledgement | 7 |
| | Figure 3-1: Welcome to the Portal – Main Menu..... | 8 |
| | Figure 3-2: Welcome to DoD Entitlement | 9 |
| | Figure 3-3: Request..... | 10 |
| | Figure 3-4: Participant Selection..... | 12 |
| | Figure 3-5: Request Submission Confirmation | 14 |
| | Figure 3-6: Response Notification Email..... | 15 |
| | Figure 3-7: Response Search..... | 17 |
| | Figure 3-8: Response Status | 20 |
| | Figure A-1: DoD Entitlement Response Report – Page 1..... | 23 |
| | Figure A-2: DoD Entitlement Response Report – Page 2..... | 24 |
| | Table 3-1: Request Error Messages | 11 |
| | Table 3-2: Participant Selection Error Messages..... | 13 |

Table 3-3: Response Search Error Messages 18
Table 3-4: Response Selection Error Messages 21
Table 3-5: Response Status Messages 21

Table A-1: Summary of Changes 25

1 Introduction

In 2010, the federal Office of Child Support Enforcement (OCSE) introduced the Child Support Portal, initially called the State Services Portal, a secure Internet gateway that provides access to Federal Parent Locator Service (FPLS) data and other services for state child support programs. It provides a way for states to access existing FPLS information and offers a quick and inexpensive way to take advantage of new applications and programs. For a brief description of applications available through the Portal, visit [Portal at a Glance](#).

The DoD Entitlement application allows you to request and receive military entitlement information for noncustodial parents (NCPs), putative fathers (PFs), and custodial parents (CPs) registered in cases by your state on the Federal Case Registry (FCR), a national database that includes all states' child support cases. This guide contains navigation instructions for using the DoD Entitlement application.

1.1 How the DoD Entitlement Application Assists with Case Management

OCSE developed the DoD Entitlement application to meet the needs of those states that require a breakdown of a military member's base pay, bonus pay, and entitlements to determine child support obligations. While some states can use the gross wage amounts provided by the National Directory of New Hires (NDNH), other states require a breakdown of a military member's wages to meet their guidelines.

The DoD Entitlement application provides a means to obtain a detailed breakout of needed information to facilitate equitable order establishment and modification. It eliminates the need to subpoena DoD information and helps reduce agency costs.

The DoD Entitlement application also provides limited information on military service codes, status codes, and service dates that may be of value in managing military child support cases.

1.2 Why You Might Not Be Able to Send a Request

You may not be able to send a DoD Entitlement request for the following reasons:

- **The participant is not in active duty or reserve status.** The FPLS checks the NDNH before processing a request to ensure that the person has a military employment record (either a new hire record or a quarterly wage record). This application does not provide information for a person not in active duty or reserve status.
- **The participant is a military retiree.** Military retirees do not receive entitlements; therefore, this application does not provide information for someone retired from the military. Quarterly wage information for military retirees is available through an NDNH Locate request. A 'P' for pension indicates that the person is a retiree. The annualized amount of a military retiree's pension is available by a Locate request for DoD information.
- **The participant is not registered on the FCR in an open IV-D case for your state.** If your state did not register a case with the participant on the FCR, you will not receive a response. If the IV-D case is closed, you will not receive a response. If the case is registered by your state as a non-IV-D case, you will not receive a response.
- **The participant does not have a verified Social Security number (SSN) on the FCR.** The FCR only processes requests for persons with SSNs verified through the Social Security Administration's verification routines.

- **The participant is protected by a Family Violence Indicator (FVI).** FVIs are set by states to protect the locations of victims. FVIs prohibit the FCR from releasing information.

1.3 Where You Can Learn More

[Working with the Military on Child Support Matters](#)

[The Role of the Family Violence Indicator - Safely Pursuing Child Support](#)

1.4 General Tips for Using the Portal

Follow these general tips for using the Portal:

- For easy access, save the Portal site to your web browser's 'Favorites' or as an icon on your desktop.
- **Frequently Asked Questions (FAQs)** appear in the upper right-hand corner of each screen and may help answer your questions.
- If you have questions not found in the FAQs, use the **Contact Us** link found at the bottom of most Portal screens or contact your [State Technical Support Liaison](#).
- Whenever the  symbol appears beside a field, you may select it to see additional information about that field.
- Click **Home** to return to the welcome screen to access another application.
- The **Messages** section appears on the Portal's welcome screen and the welcome screen of each application. This section displays general information that may be useful to users.
- Fields marked with a red asterisk (*) are required fields.

1.5 Using This Guide

You will find the following messages throughout this navigation guide. The corresponding icons indicate whether the information is a note or warning.

Notes



Notes contain important information and additional hints to improve your results.

Warnings



You must carefully follow warnings to avoid undesirable results.

2 Entering the Portal

The Welcome to the Portal page (Figure 2-1) is the first screen you will see when you enter the Portal. It is important that you carefully read and understand the security and confidentiality message displayed. Once you read and agree to the terms of the message, click **Agree** to proceed.

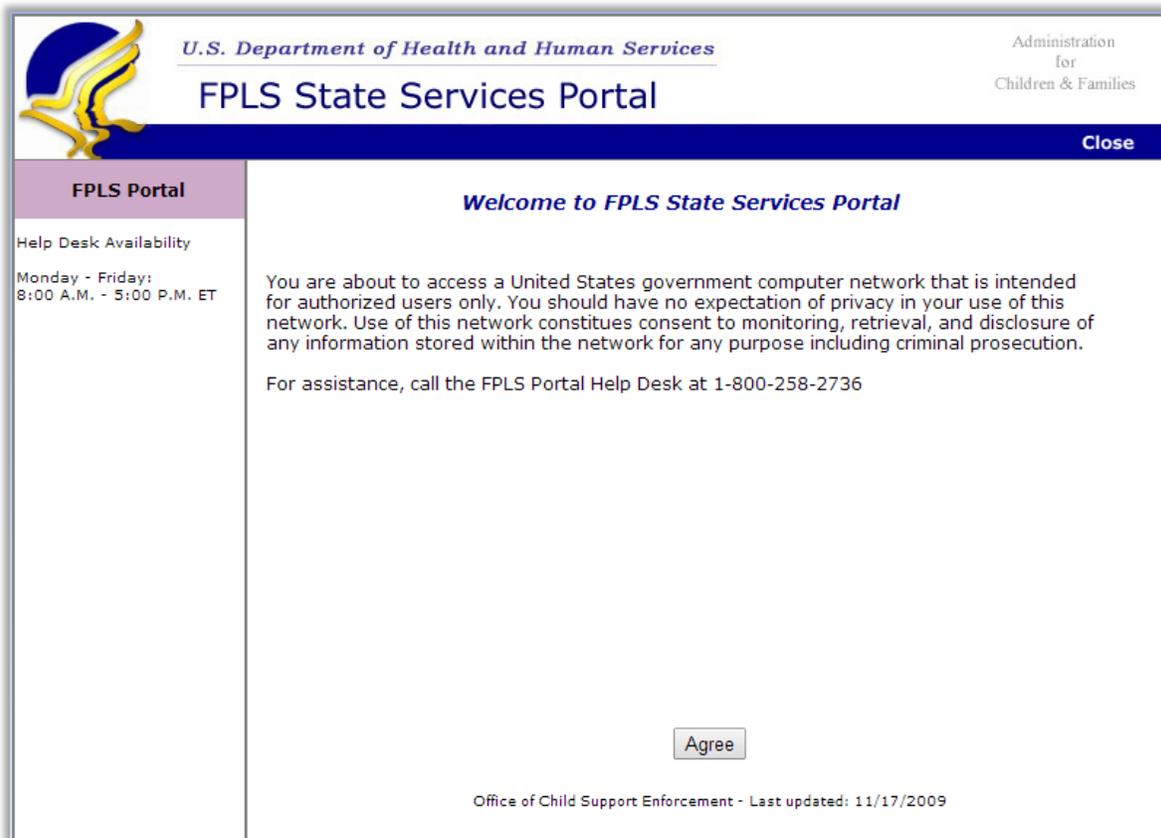


Figure 2-1: Welcome to the Portal – Security and Confidentiality Acknowledgement

3 Navigating the DoD Entitlement Application

The DoD Entitlement application allows you to request base pay, bonus pay, and other entitlements for NCPs, PFs, and CPs who appear in an open IV-D case registered on the FCR for your state. You may access the application by selecting **DoD Entitlement** from the FPLS Portal main menu (Figure 3-1).

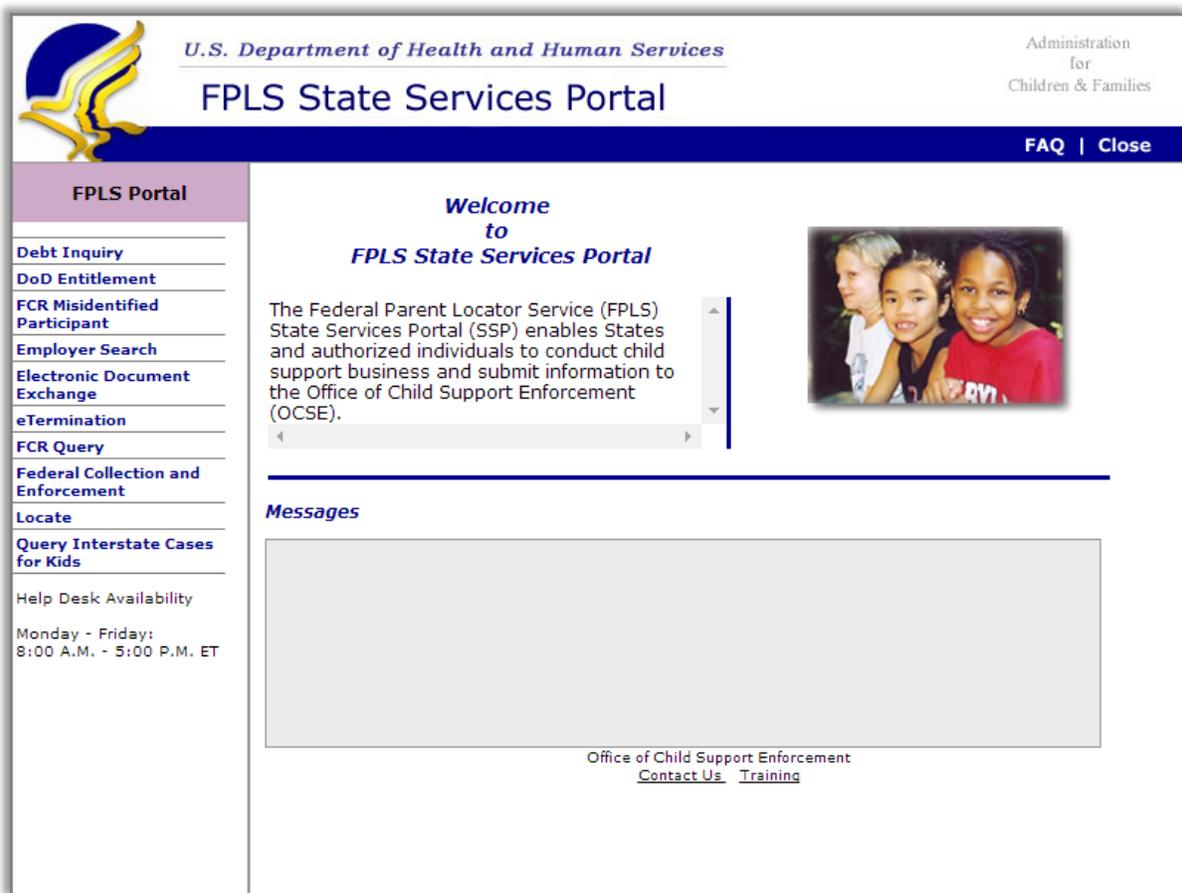


Figure 3-1: Welcome to the Portal – Main Menu

The Welcome to DoD Entitlement page (Figure 3-2) gives you access to the DoD Entitlement application on the Portal. You have the option to select **Request** or **Response**. To request DoD Entitlement information for a participant, select **Request** from the DoD Entitlement menu.

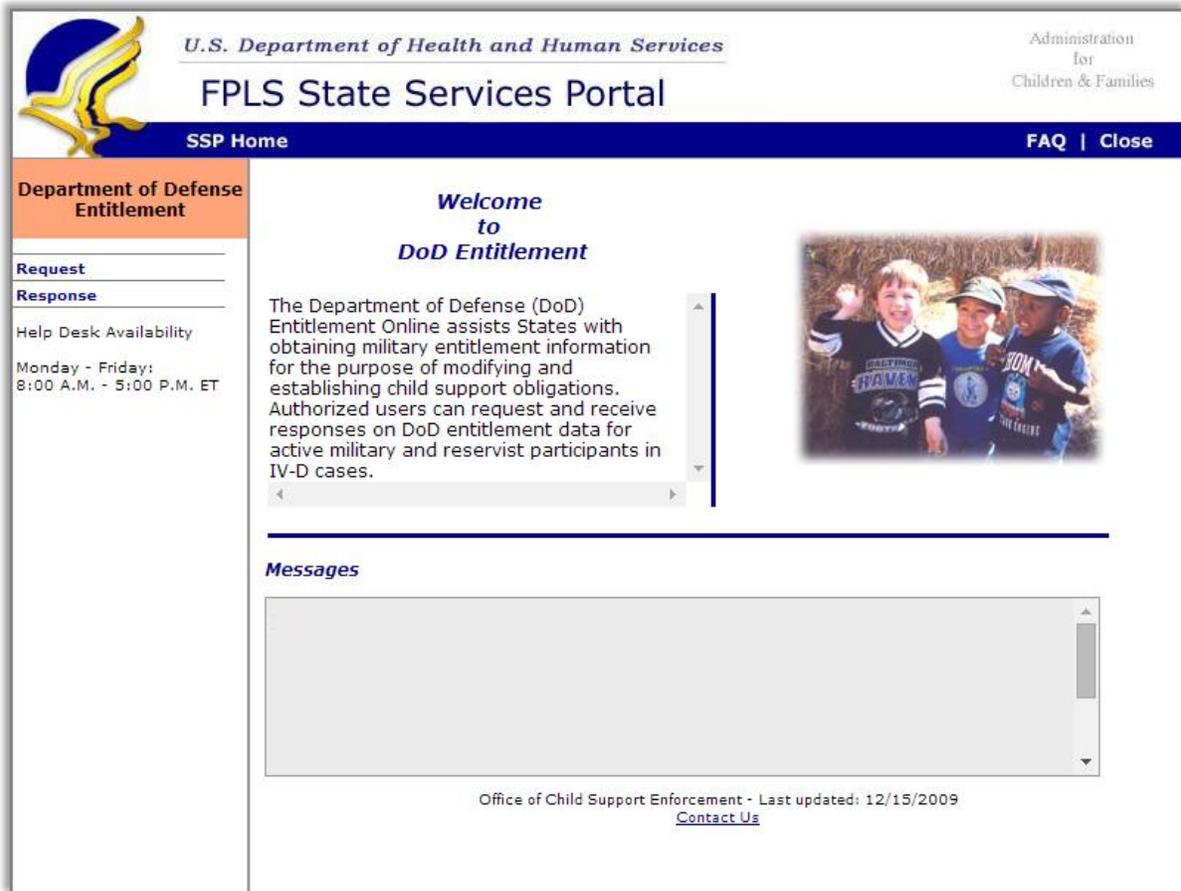


Figure 3-2: Welcome to DoD Entitlement

3.1 Making a Request

From the Request page (Figure 3-3), enter a participant's SSN and click **GO**. For information to be returned, the SSN must be for a participant listed as an NCP, PF, or CP on an open case in your state that is registered on the FCR.

Additionally, the participant's SSN is checked against the NDNH to ensure that a new hire report or a quarterly wage record has been reported from DoD. Your request will not be accepted if a new hire report or quarterly wage record from DoD does not appear on the NDNH.

The screenshot shows the 'Request' page of the FPLS State Services Portal. At the top, there is a header for the U.S. Department of Health and Human Services, Administration for Children & Families, and the FPLS State Services Portal. A navigation bar includes 'Home', 'FAQ', and 'Close'. On the left, a sidebar for 'Department of Defense Entitlement' has 'Request' selected. The main content area is titled 'Request' and includes a red asterisk indicating a required field. Below this is the heading 'Active Military/Reservist Participant in IV-D Case Search' and a green notice stating that the information is for child support orders. A form field for '*SSN:' contains the text '999XX9999' and a 'GO' button. At the bottom, there is a 'Clear' button and footer text: 'Office of Child Support Enforcement - Last updated: 01/18/2011' with a 'Contact Us' link.

Figure 3-3: Request

The following table lists possible error messages and recommended actions.

Table 3-1: Request Error Messages

| Message | Action |
|---|---|
| SSN is required | You must enter an SSN in the required field. |
| SSN must be 9 numbers, '0' thru '9' and no dashes | You must enter the SSN using all numbers, with no dashes or spaces. |
| This SSN's Participant is not 'NP', 'PF' or 'CP' | You must enter an SSN for a participant with an 'NP', 'PF' or 'CP' status to receive a response. |
| Disclosure prohibited; person associated to family violence | An FVI is set on the FCR for the person whose SSN you entered. FVIs prohibit the disclosure of information to protect victims of family violence from harm. |
| SSN not found | You entered an SSN for a person that does not exist on a child support case on the FCR for your state. Review your state system for possible alternate SSNs for this participant. |
| SSN is not found on the FCR for an open IV-D case in your state | The SSN you entered is not associated with a person on an open IV-D case for your state. |
| SSN is not associated to a military FEIN | You entered an SSN that does not belong to an active duty military or reservist personnel. |
| Person is receiving a military pension and is not eligible for entitlements income | You entered an SSN for a person that is retired from the military. Military retirees do not receive entitlements. |

3.1.1 Participant Selection

The Participant Selection page (Figure 3-4) will display information for all matching participants upon receipt of an SSN that meets the requirements for release of DoD Entitlement information. Select the checkbox next to the participant for whom you wish to submit a request.

U.S. Department of Health and Human Services
Administration for Children & Families

FPLS State Services Portal

Home FAQ | Close

Department of Defense Entitlement

Active Military/Reservist Participant in IV-D Case Search

Participant Search Criteria

SSN: 999-XX-9999

Participant Selection

| | Social Security Number | Name |
|-------------------------------------|------------------------|----------------------|
| <input checked="" type="checkbox"/> | 999-XX-9999 | Jones, William J |
| <input type="checkbox"/> | 999-XX-9999 | Jones, William |
| <input type="checkbox"/> | 999-XX-9999 | Jones, Will |
| <input type="checkbox"/> | 999-XX-9999 | Jones, Will J |
| <input type="checkbox"/> | 999-XX-9999 | Jones, William Jacob |
| <input type="checkbox"/> | 999-XX-9999 | Jones, Will Jacob |

Advanced Search Criteria

User Text: ⓘ

Submitter's Email Address:

Office of Child Support Enforcement - Last updated: 01/18/2011
[Contact Us](#)

Figure 3-4: Participant Selection

Under Advanced Search Criteria, you may enter up to 15 characters in the field labeled User Text. This field will only be included in the response report and may be helpful in associating your response to a specific request.

If you would like to receive an e-mail when a response is available, enter your email address in the field labeled Submitter's Email Address.

When you have completed the necessary fields, click **Submit**. This takes you to the next page, Request Submission Confirmation, which allows you to confirm the information you are requesting.

If you realize you selected the wrong person on the participant selection list, click on the checkbox to deselect the person. Then, click on the checkbox to select the correct participant. If you entered erroneous information in the user text, submitter's email address, or the participant selection field, this is your opportunity to delete the information. If you wish to clear all the information on this page, you can click **Clear**. You can then enter the correct information.

If you entered the wrong SSN and need to initiate a search on a new participant, click **New Request**. This returns you to the Response Search page.

 **DoD Entitlement requests are sent to DoD for processing every Tuesday. All requests submitted by close of business on Monday are included in the request file.**

The following table lists possible error messages and recommended actions.

Table 3-2: Participant Selection Error Messages

| Message | Action |
|--|---|
| SSN selection is required | Select a checkbox next to the desired SSN to proceed. |
| Select only one SSN | You must select a checkbox for a single SSN to proceed. |
| Email address format must be username@company.com | Re-enter your email address using the proper format. |

 **If the results exceed one page, you will see Next and Previous buttons. The Next button displays more results. The Previous button returns you to the previous page.**

3.1.2 Request Submission Confirmation

When you successfully complete your DoD Entitlement request, you will receive a Request Submission Confirmation (Figure 3-5). The confirmation page includes:

- SSN
- Locate Source (which for this application is DoD Entitlement)
- Submitter’s Email Address (if entered)
- User Text (if entered)
- Transaction ID

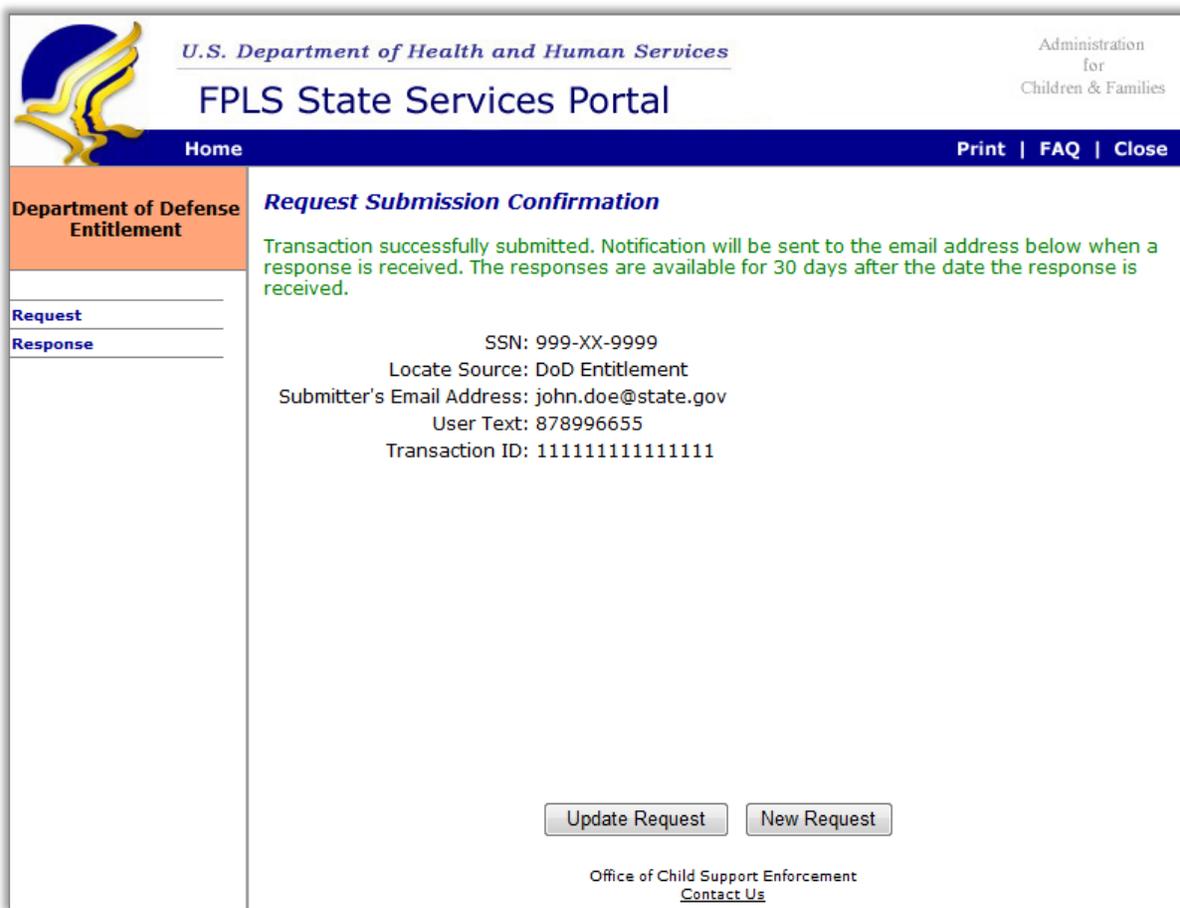


Figure 3-5: Request Submission Confirmation

You will have the option to select **Update Request** to make changes to the submitted request or **New Request** to return to the Request page to initiate a new request.

If you provided an email address, you will receive an email (Figure 3-6) notifying you when responses are available.

Subject: FPLS DoD Entitlement Response

Please access the State Services Portal for response(s) received for requests submitted.

| <i>Request Date</i> | <i>Transaction ID</i> |
|----------------------------|------------------------------|
| <i>12/07/14</i> | <i>1023123456</i> |
| <i>12/07/14</i> | <i>1023123458</i> |

Figure 3-6: Response Notification Email

3.2 Viewing Responses

To view the status of a previously submitted DoD Entitlement request, select **Response** from the DoD Entitlement menu. The Response Search page (Figure 3-7) allows you to view all available responses or restrict your search using specific search criteria.

The available search criteria include:

- Response Viewed Status
 - Viewed, which lets you review all of the responses you already viewed or selected to view
 - Not Viewed, which lets you review all of the responses you have not yet selected to view
- SSN
- Request Start Date
- Request End Date
- Response Start Date
- Response End Date
- Transaction ID
- User ID

When you have completed the desired fields for your response search, click **GO** to proceed to the Response Status page.

 **If you select a response to view, the 'Response Viewed Status' will change from 'not viewed' to 'viewed' even if you do not complete reviewing the response. If you want to see a response you did not finish reviewing, you must select 'viewed' or let the system default to 'all'.**

 **The User ID field will only be displayed to staff responsible for viewing responses for multiple users.**

U.S. Department of Health and Human Services
Administration for Children & Families

FPLS State Services Portal

Home FAQ | Close

Department of Defense Entitlement

[Request](#)
[Response](#)

Response Search

Search Criteria

Response Viewed Status: Viewed
 Not Viewed

SSN:

Request Start Date:

Request End Date:

Response Start Date:

Response End Date:

Transaction ID:

User ID:

Office of Child Support Enforcement - Last updated: 01/07/2011
[Contact Us](#)

Figure 3-7: Response Search

DoD returns responses every Wednesday. Responses are available for retrieval for 30 days from the response date.

The following table lists possible error messages and recommended actions.

Table 3-3: Response Search Error Messages

| Message | Action |
|--|---|
| SSN must be 9 numbers, '0' thru '9' and no dashes | You must enter the SSN using all numbers, with no dashes or spaces. The SSN must contain nine digits. |
| Start Date format must be mm/dd/yyyy, no slashes | Enter the Start Date in the correct format: two-digit month, two-digit day, and four-digit year (mmdyyy), with no slashes. Use a leading zero, if needed for the month and day. |
| End Date format must be mm/dd/yyyy, no slashes | Enter the End Date in the correct format: two-digit month, two-digit day, and four-digit year (mmdyyy), with no slashes. Use a leading zero, if needed for the month and day. |
| Start Date cannot be greater than End Date | Enter an earlier date for Start Date than the date entered for End Date. |
| End Date cannot be less than the Start Date | Enter a later date for End Date than the date entered for Start Date. |

3.2.1 Response Status

The Response Status page (Figure 3-8) displays responses that meet the search criteria you specified on the Response Search page. If you did not specify any search criteria selections, the screen displays all available responses by default.

The search criteria you selected on the Response Search screen allows you to filter what you receive to meet your current need. For example, if you want to select only responses you have not yet viewed, you need to select 'not viewed' as your search criteria.

Once you select a response to view and advance to the next page, the status automatically changes from 'not viewed' to 'viewed'. If you do not complete your review of that response and want to return to it later, you will need to select 'viewed' responses or let the system default to 'all'.

The following information is displayed for each response:

- SSN
- Name
- Request Date
- Response Date
- Status

U.S. Department of Health and Human Services
Administration for Children & Families

FPLS State Services Portal

Home FAQ | Close

Department of Defense Entitlement

Response Status

The responses below are only available for 30 days after the response date.

Search Criteria

SSN: _____ Request Date Range: _____

Active Military/Reservist Participant in IV-D Case

| | SSN ▲▼ | Name ▲▼ | Request Date ▲▼ | Response Date ▲▼ | Status ▲▼ |
|-------------------------------------|-------------|------------------|-----------------|------------------|--------------|
| <input checked="" type="checkbox"/> | 999-XX-9999 | Jones, William J | 07/01/2011 | 07/08/2011 | Received |
| <input type="checkbox"/> | 999-XX-0000 | Smith, Robert | 07/08/2011 | 07/16/2011 | Received |
| <input type="checkbox"/> | 000-XX-9999 | Davis, Thomas | 07/12/2011 | 07/19/2011 | Received |
| <input type="checkbox"/> | 111-XX-9999 | Public, John | 07/12/2011 | 07/19/2011 | Received |
| <input type="checkbox"/> | 111-XX-2222 | Doe, Jane | 07/21/2011 | | Request Sent |

Office of Child Support Enforcement - Last updated: 01/18/2011
[Contact Us](#)

Figure 3-8: Response Status



Responses may be sorted by any of the displayed data elements by clicking the up or down arrow that appears next to each column heading.

The following table lists possible error messages and recommended actions.

Table 3-4: Response Selection Error Messages

| Message | Action |
|---------------------------------------|---|
| Response selection is required | Select a checkbox next to the desired response to view the response report. |
| Select only one response | You must select a checkbox for a single response to proceed. |

The following table contains an explanation for each message displayed in the Status column.

Table 3-5: Response Status Messages

| Status | Description |
|-----------------------------------|---|
| Request Sent | Your DoD Entitlement request has been submitted for processing. |
| Request Accepted | The DoD Entitlement request you submitted has been accepted. |
| Request Received | The Portal database has received the request, and it is currently being processed. |
| Received | A response report for DoD Entitlement is available for viewing. |
| Data not found | No information was found for DoD Entitlements. |
| FV - Disclosure prohibited | An FVI is set on the FCR for the person you entered, and disclosure of information is prohibited. |

Responses with a status of **Received** will have an active selection checkbox available beside the entry. To view a received DoD Entitlement response report, select the desired checkbox and click **View**.



Entitlement information is generally not updated by DoD more than once each month. Multiple queries within the same month will likely yield the same results.

Response reports are available for 30 days from response date. Each response with a status of **Received** is available as a report in Portable Document Format (PDF), which you may view, print, or save as needed. The Appendix provides an example of a DoD Entitlement response report.



The DoD Entitlement Match sample report provides an example of all possible pay categories. Only the categories for which a participant received compensation in the month and year indicated will appear on an actual report.

Appendix A: DoD Entitlement Response Report

| | | |
|---|--|--------------|
| Report ID: CDODE01 | Department of Health and Human Services | Page: 1 of 2 |
| Report Date: 06/15/2011 | Administration for Children and Families | |
| *** Sensitive Information *** | Office of Child Support Enforcement | |
| Protected by Privacy Act of 1974 | 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 | User Text: 3469 |
| Submitted Name: JONES, WILLIAM | |

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 | Separation Dropped From Rolls Date: 12/31/10 |
| Military Status Code: Enlisted | Pay Entry Base Date: 12/31/10 |
| Separation Payment Code: Readjustment Pay | |

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 |

Figure A-1: DoD Entitlement Response Report – Page 1

Report ID: CDD0E01

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

Page: 2 of 2

Report Date: 06/15/2011

*** Sensitive Information ***
Protected by Privacy Act of 1974

**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.**

Payment Information (taxable amounts) continued

Reserve Component Incentive Program Enlistment bonus (six-year, prior service only)
Payments:

* Reserve Component Incentive Program \$999.01
Pay Amount:

Reserve Component Incentive Program Educational assistance (converted from bonus)
Education Payments:

* Reserve Component Incentive Program \$888.02
Education Pay Amount:

Incapacitation Pay Amount: \$666.04

Reserve Medical Officers Special \$777.03
Payment Amount:

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 | | |

Figure A-2: DoD Entitlement Response Report – Page 2

Appendix B: Summary of Changes

Table A-1: Summary of Changes

| Location | Change |
|---|---|
| Section 1 “Introduction” | Added “Putative Father (PF)” as an eligible participant type for request and receipt of DoD Entitlement data. |
| Section 3 “Navigating the DoD Entitlement Application” | Added “Putative Father (PF)” as an eligible participant type for request and receipt of DoD Entitlement data. |
| Section 3.1, Table 3-1 “Request Error Messages” | Updated error messages to include “Putative Father (PF)” as an eligible participant type for request and receipt of DoD Entitlement data. |