

OCSE Federal Parent Locator Service

Electronic Document Exchange

Guide to Navigating the Electronic Document Exchange Application

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Administration for Children and Families
Office of Child Support Enforcement
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1. INTRODUCTION

This guide will help you become familiar with using the Electronic Document Exchange (EDE) application, which you access via the Child Support Portal (Portal).

While you are in EDE, you can also use two other applications if you are an authorized user:

- InterAct – allows you to communicate with other workers via instant messages
- Intergovernmental Reference Guide (IRG) – allows you to view state profiles and contact information.

1.1 Why Develop EDE?

In response to states' requests, the federal Office of Child Support Enforcement (OCSE) decided to offer a way for states to exchange child support documents and Uniform Interstate Family Support Act (UIFSA) forms electronically to improve the efficiency of child support case processing. After extensive discussions with states about their document sharing needs, OCSE developed the EDE application, which went into production in August 2012.

1.2 What Can I Do Using EDE?

- Request documents from another state participating in EDE
- Respond to requests
- View and download responses
- Send unsolicited documents to an EDE participant in support of a CSENet transaction to open a case or to update documents for an existing case
- View unsolicited documents sent from your state
- Download unsolicited documents
- View reports (restricted to the superuser)

1.3 How Do I Access EDE?

EDE is accessible via the Portal. Your state authorizes and authenticates its own users. For questions about how to access EDE, see your supervisor or your state's Portal administrator.

1.4 What Do Roles Mean?

Roles determine which EDE features you can use. Your state decides how to assign roles to workers, usually based on how best to fit EDE into your state's normal workflow. There are four roles. Chart 1-1 describes the roles and the functions available.

CHART 1-1: ROLES AND EDE FUNCTIONS	
Role	Functions Available
Requestor	<ul style="list-style-type: none"> • Request documents • View responses • Upload unsolicited documents • View unsolicited documents sent
Responder	<ul style="list-style-type: none"> • Respond to requests • Download unsolicited documents
Requestor/Responder	<ul style="list-style-type: none"> • Request documents and respond to requests • View responses • Upload and download unsolicited documents • View unsolicited documents sent
Superuser	<ul style="list-style-type: none"> • Perform all of the functions of the Requestor/Responder • View and print statewide reports summarizing EDE activity in PDF format • Export report data in comma-separated values format for use in a spreadsheet

1.5 More Details

This document contains more details showing important information and functions available in the EDE application.

Important notations used in this document:

- Fields with asterisks are required fields
- All actions you need to take are in bold
- Information icon (i) provides instructions or information about a particular field
- Moving the pointer over a field or label will show a short description

Navigating with hyperlinks in the text:

Table of contents entries, cross-references to figures and charts, and names of pages in the text are hyperlinks.

- To go to a hyperlink, depending on the preferences you set in MS Word, you either press:
 - CTRL and left-click the hyperlink
 OR
 - Left click the hyperlink
- To return to your point of origin, type **ALT + left arrow** on your keyboard.

2. REQUEST DOCUMENTS

This section offers guidance on requesting documents from another state for the following roles:

- Requestor
- Requestor/Responder
- Superuser

Figure 2-1: EDE Welcome Page

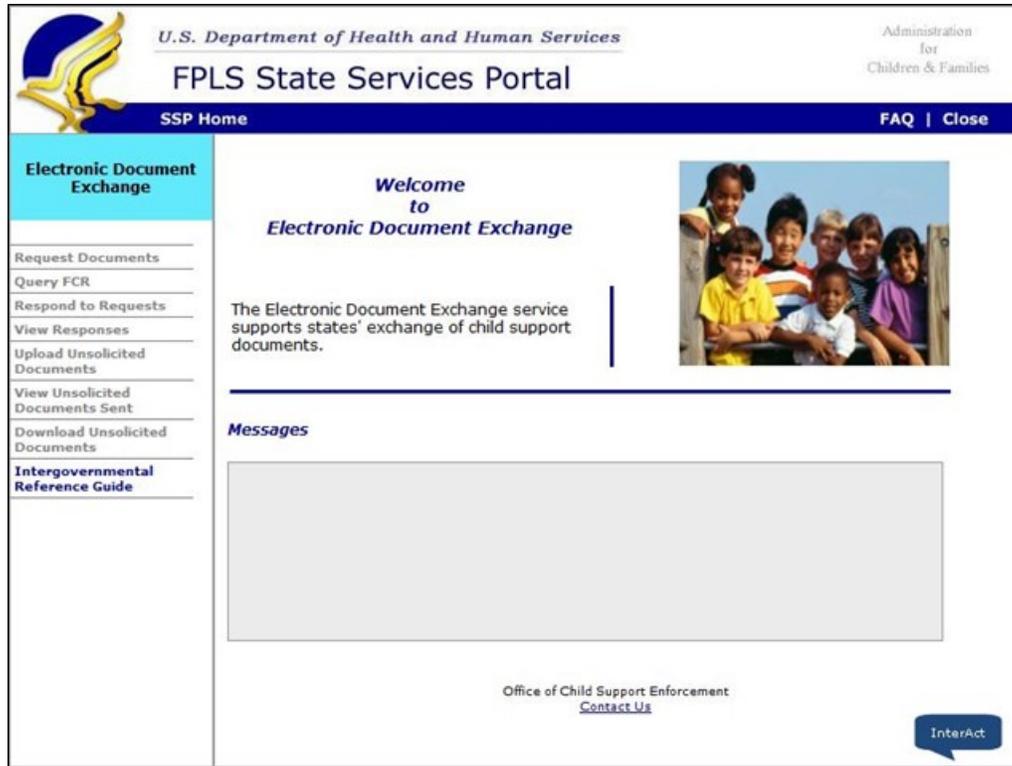


CHART 2-1: EDE WELCOME PAGE DESCRIPTION

Element	Description
SSP Home	Returns to the SSP home page
FAQ	Opens the Frequently Asked Questions page
Close	Closes the page
Request Documents	Opens the Request Documents – Select Request Criteria page
Query FCR	Opens the Query FCR – SSN Search page
Respond to Requests	Opens the Respond to Requests – Query Request page
View Responses	Opens the View Responses – Query Responses page

CHART 2-1: EDE WELCOME PAGE DESCRIPTION	
Element	Description
Upload Unsolicited Documents	Opens the Upload Unsolicited Documents – Case Parameters and Contact Information page
View Unsolicited Documents Sent	Opens the View Unsolicited Documents Sent – Query Unsolicited Documents page
Download Unsolicited Documents	Opens the Download Unsolicited Documents – Query Unsolicited Documents page
Intergovernmental Reference Guide (IRG)	<ul style="list-style-type: none"> • Opens the IRG • Note: You can use all IRG functions from EDE, based on your IRG user role • Note: The IRG will only display if your state authorized you for access
Messages	Contains messages of general interest, such as new states on EDE, or changes in documents available from a state
Contact Us	Opens a list of contacts for the Help Desk and Portal applications
InterAct	<ul style="list-style-type: none"> • Sends an instant message to another registered user • To use InterAct, your state must have authorized you for InterAct

To request documents:

Click **Request Documents**. (The Request Documents – Select Request Criteria page appears, Figure 2-2.)

2.1 Select Request Criteria

Figure 2-2: Request Documents – Select Request Criteria

The screenshot shows the 'Request Documents' page on the FPLS State Services Portal. The page header includes the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main content area is titled 'Request Documents' and includes a notification: 'Notification will be sent to the email address below when a response is received.' Below this, there are two sections: 'Requesting State Information' and 'Responding State Information'. The 'Requesting State Information' section has fields for '* Case ID' (910062684), 'County FIPS' (with a 'List Counties' link), and 'Email' (john.doe@state.gov). The 'Responding State Information' section has fields for '* Case ID' (0003224507) and '* State' (Virginia). A 'Next' button is located at the bottom center of the form. The footer includes 'Office of Child Support Enforcement' and a 'Contact Us' link. An 'InterAct' chat bubble is in the bottom right corner.

CHART 2-2: REQUEST DOCUMENTS – SELECT REQUEST CRITERIA DESCRIPTION	
Element	Description
Home	Returns to the EDE Welcome Page
Print	Prints a document containing data from the page being viewed
FAQ	Opens a list of frequently asked questions about EDE
Close	Closes the page you are on
Requesting State – * Case ID	Your state’s case ID (Required)
Requesting State – County FIPS	Your state’s county Federal Information Processing Standards (FIPS) code

CHART 2-2: REQUEST DOCUMENTS – SELECT REQUEST CRITERIA DESCRIPTION	
Element	Description
Requesting State – List Counties	<ul style="list-style-type: none"> • Opens the List of County Names and Associated County FIPS page for you to select a county FIPS code • If you need to make another FIPS code selection, you can click List Counties again, and then click Clear Selection to remove the code from the County FIPS field on the Request Documents page
Requesting State – Information (i) Icon	Gives instructions or information on a particular field
Requesting State – Email	Your e-mail address if you want to receive a notice when a response is available
Responding State – * Case ID	<ul style="list-style-type: none"> • The case ID for the state you are requesting information from (Required) • If you don't have this information, click Query FCR in the navigation bar to look up the case ID
Responding State - * State	The name of the state you are requesting information from (Required)
Next	Opens the Select Documents to Request page

Note: You cannot enter a FIPS code manually. You must select it from the list.

To request documents from another state:

Enter your request criteria, and then click **Next**. (The Select Documents to Request page appears, Figure 2-4.)

To look up a county FIPS code:

1. Click **List Counties**. (The List of County Names and Associated County FIPS page appears, Figure 2-3.)
2. Select the desired county FIPS code. (EDE fills the County FIPS field automatically on the Request Documents page.)

To remove your FIPS code selection from the County FIPS field:

1. Click **List Counties** to open the List of County Names and Associated County FIPS page.

2. Click **Clear Selection**. (The FIPS code is automatically removed from the County FIPS field on the Request Documents page.)

To replace the FIPS code you removed:

Click **List Counties**, and then select a new FIPS code. (EDE automatically replaces the FIPS code.)

Note: The county names and FIPS codes come from the Portal database, which receives a daily extract of county FIPS codes and associated county names from the IRG.

Figure 2-3: List of County Names and Associated County FIPS

List of County Name and Associated County FIPS	
County Name ▼▲	County FIPS ▼▲
Clear Selection	Clear Selection
Central Office/Central Registry	000
County A	101
County B	102
County C	103
County D	104
County E	105
County F	106
County G	107
County H	108
County I	109
County J	110
County K	111
County L	112
County M	113
County N	114
County O	115
County P	116

CHART 2-3: LIST OF COUNTY NAMES AND ASSOCIATED COUNTY FIPS DESCRIPTION	
Element	Description
County Name	Lists the names of counties for your state
County FIPS	Lists the FIPS code for each county

CHART 2-3: LIST OF COUNTY NAMES AND ASSOCIATED COUNTY FIPS DESCRIPTION	
Element	Description
Clear Selection	Removes the FIPS code from the County FIPS field on the Request Documents page
Close (Not pictured)	Returns to the page you were viewing Note: You can also return to the page you were viewing by double-clicking either the county name or FIPS code or by clicking the close button in the upper right corner

2.2 Select Documents to Request

After you submit your request, EDE checks the Federal Case Registry (FCR) to retrieve participants for your case, if available. You can then select participants to automatically fill parts of the request form. If not available, manually enter the participant information.

Note: If the responding state’s county FIPS code is available in the FCR, it will automatically appear in the County FIPS field under Responding State Information. You can leave it or update it using the List Counties button.

Figure 2-4: Select Documents to Request – Enter Documents Information

The screenshot displays the FPLS State Services Portal interface. At the top, it features the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main header reads 'FPLS State Services Portal' with navigation links for 'Home', 'Print', 'FAQ', and 'Close'. A sidebar on the left lists various actions like 'Request Documents', 'Query FCR', and 'Upload Unsolicited Documents'. The main content area is titled 'Select Documents to Request' and includes a 'Request Criteria' section. Below this, there are two columns for 'Requesting State Information' and 'Responding State Information'. The 'Requesting State Information' includes Case ID: 910062684, County FIPS: 101, County A, and Email: john.doe@state.gov. The 'Responding State Information' includes Case ID: 0003224507, State: Virginia, and County FIPS: 322, Col, with a 'List Counties' button. The 'Enter Documents Information' section contains a 'Document Types and Parameters' table with fields for Doc Type (Support Order), FCR Participant Name (Jones, William), Date of Birth (02/26/1970), First Name (William), Last Name (Jones), From Date (01/01/2011), To Date (08/08/2012), and Most Recent (checkbox). At the bottom, there are 'Previous', 'Next', and 'Add More Documents' buttons, along with contact information for the Office of Child Support Enforcement and an 'InterAct' chat button.

CHART 2-4: SELECT DOCUMENTS TO REQUEST – ENTER DOCUMENT INFORMATION DESCRIPTION	
Element	Description
* Doc Type	<p>The document type you are requesting</p> <ul style="list-style-type: none"> • You must request at least one document type, but may request up to 15 in a single request • Displays only the documents the other state can supply (See section 2.2.1, “EDE Document Types,” for the standard document types) • You can make multiple requests for the same document type, such as birth certificates • Each document type selected goes to the responding state as an individual request; you will receive individual responses for each document type requested
SSN	The Social Security number (SSN) of the person you are requesting documents for
FCR Participant Name	<p>Select the name of the participant you are requesting documents for</p> <p>(EDE automatically fills this field with a list of participants in the case from the FCR if available. The FCR returns all participants, including those with unverified SSNs for your state. When you select a participant, the following fields automatically fill: first and last name, SSN, and date of birth. If not available, you can enter participant data manually.)</p>
Date of Birth	The date of birth of the person you are requesting documents for
First Name	The first name of the person you are requesting documents for, if you did not choose a name from the FCR Participant Name list
Last Name	The last name of the person you are requesting documents for, if you did not choose a name from the FCR Participant Name list
From Date	<ul style="list-style-type: none"> • This is the first date from which you want the other state to search for versions of the document you are requesting • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
To Date	<ul style="list-style-type: none"> • This is the latest date from which you want the other state to search for versions of the document you are requesting • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY

CHART 2-4: SELECT DOCUMENTS TO REQUEST – ENTER DOCUMENT INFORMATION DESCRIPTION	
Element	Description
Most Recent	Check this box if you only want the most recent copy of the document requested
Add More Documents	<ul style="list-style-type: none"> • Opens an additional criteria section to request more documents • You can request up to 15 documents at one time
Previous	Returns to the Request Documents – Select Request Criteria page
Next	Opens the Verify Document Selection page

To proceed with your request:

Enter all document types and parameters available, and then click **Next**. (The Verify Document Selection page appears, Figure 2-5.)

2.2.1 EDE DOCUMENT TYPES

States may specify which documents they want to make available to other states. When you request documents from another state, the Document Type list shows only the documents the other state shares.

The following are the standard child support documents and UIFSA forms that a state can choose to offer via EDE.

Child Support Documents

- Administrative subpoena form
- Affidavit of paternity
- Arrears Calculation with Balance
- Birth certificate
- Financial record
- Genetic testing results
- Medical support only order
- National Medical Support Notice
- Notice of lien form
- Notice to withhold income for child support
- Order to withhold income for child support
- Photo ID of custodial party
- Photo ID of noncustodial parent
- Support order

UIFSA Forms

- Acknowledgment (Transmittal #1 page 3)
- Affidavit in Support of Establishing Paternity
- CSE Transmittal #1: Initial Request
- CSE Transmittal #2: Subsequent Actions
- CSE Transmittal #3: Request for Assistance/Discovery
- General Testimony
- Locate Data Sheet
- Notice of Determination of Controlling Order
- Registration Statement
- Uniform Support Petition

2.3 Verify Document Selection

Figure 2-5: Verify Document Selection – Document Entries

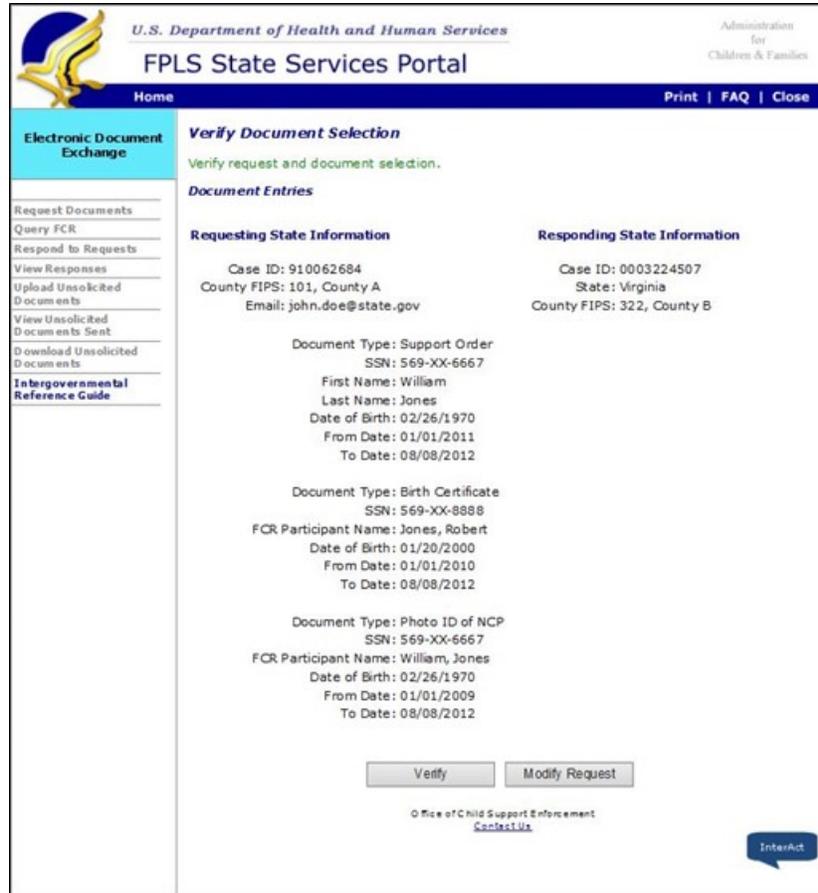


CHART 2-5: VERIFY DOCUMENT SELECTION – DOCUMENT ENTRIES DESCRIPTION	
Element	Description
Verify	Submits the request and opens the Confirmation of Request Submission – Request Confirmation page
Modify Request	Returns to the Request Documents – Select Request Criteria page so you can change your request criteria <ul style="list-style-type: none"> • If you want to change document information, then click Next, and the Select Documents to Request page appears • Make your changes, then click Next, and the Verify Document Selection page appears • Click Verify to submit your request

To verify your document request:

Click **Verify**. (The Confirmation of Request Submission – Request Confirmation page appears, Figure 2-6.)

2.4 Confirm Request

Figure 2-6: Confirmation of Request Submission – Request Confirmation

The screenshot shows the FPLS State Services Portal interface. The header includes the U.S. Department of Health and Human Services logo and the text "Administration for Children & Families". The main title is "FPLS State Services Portal". The page content is titled "Confirmation of Request Submission" and includes a green message: "Request successfully submitted. Documents are available for 30 days from the date of response." Below this is a "Request Confirmation" section with two columns: "Requesting State Information" and "Responding State Information".

Requesting State Information	Responding State Information
Case ID: 910062684 County FIPS: 101, County A Email: john.doe@state.gov	Case ID: 0003224507 State: Virginia County FIPS: 322, County B

Document Type	SSN	FCR Participant Name	Date of Birth	From Date	To Date
Support Order	669-XX-6667	William Jones	02/26/1970	01/01/2011	08/08/2012
Birth Certificate	669-XX-8888	Jones, Robert	01/20/2000	01/01/2010	08/08/2012
Photo ID of NCP	669-XX-6667	William, Jones	02/26/1970	01/01/2009	08/08/2012

At the bottom of the page, there is a "New Request" button and a "Contact Us" link for the Office of Child Support Enforcement. A "Feedback" button is also visible in the bottom right corner.

To make a new request:

Click **New Request**. (A blank Request Documents – Select Request Criteria page opens, Figure 2-2.)

2.5 Query FCR

If you don't know the responding state's case ID when you start to make a request, you can use the Query FCR function on the navigation menu to locate a case ID, Figure 2-7.

Figure 2-7: Query FCR in the Navigation Menu

The screenshot displays the FPLS State Services Portal interface. At the top, it features the U.S. Department of Health and Human Services logo and the text "Administration for Children & Families". The main header reads "FPLS State Services Portal" with a "Home" link and "Print | FAQ | Close" options. A left-hand navigation menu is titled "Electronic Document Exchange" and includes links for "Request Documents", "Query FCR", "Respond to Requests", "View Responses", "Upload Unsolicited Documents", "View Unsolicited Documents Sent", and "Download Unsolicited Documents". Below this menu is an "Intergovernmental Reference Guide" section. The main content area is titled "Request Documents" and includes a note: "* Indicates required field" and "Notification will be sent to the email address below when a response is received." Under "Select Request Criteria", there are two columns: "Requesting State Information" and "Responding State Information". The "Requesting State Information" column contains fields for "* Case ID:", "County FIPS:" (with a "List Counties" button), and "Email:". The "Responding State Information" column contains fields for "* Case ID:" and "* State:" (a dropdown menu currently showing "-Select-"). A "Next" button is located at the bottom center of the form area. At the very bottom, it says "Office of Child Support Enforcement" with a "Contact Us" link and an "Interact" chat bubble icon.

To use the query:

Click **Query FCR** on the navigation menu. (The Query FCR – SSN Search page appears, Figure 2-8.)

Figure 2-8: Query FCR – SSN Search

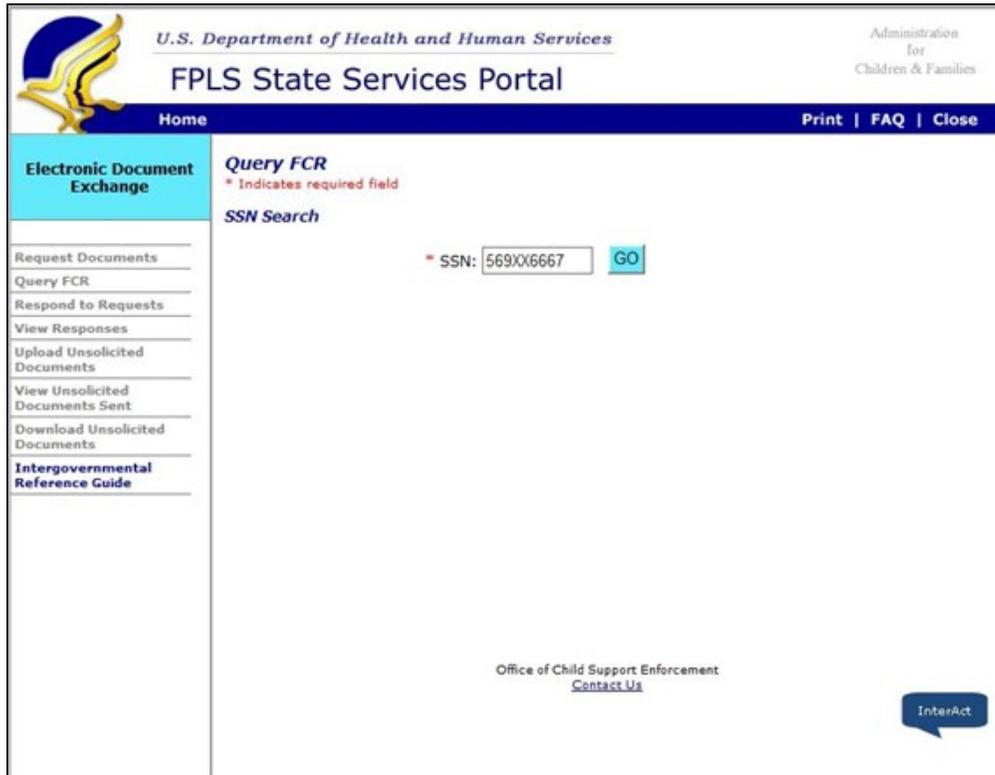


CHART 2-6: QUERY FCR – SSN SEARCH DESCRIPTION

Element	Description
* SSN	The SSN of the person you are requesting documents for (Required)
GO	Initiates your search and takes you to the Query FCR – FCR Results page

To find the case ID:

Enter the **SSN**, and then click **GO**. (The Query FCR – FCR Results page appears, Figure 2-9.)

Figure 2-9: Query FCR – FCR Results

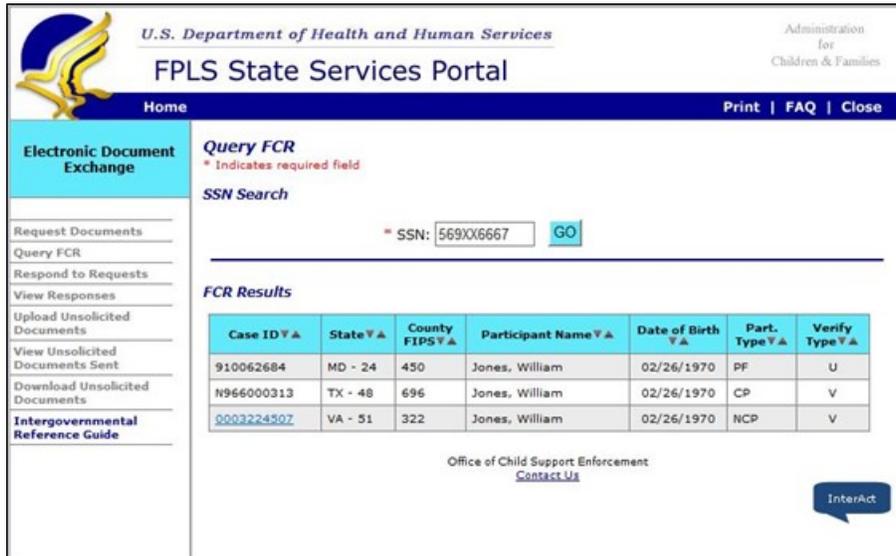


CHART 2-7: QUERY FCR – FCR RESULTS DESCRIPTION

Element	Description
Case ID	<p>Other state’s case ID or your own state’s</p> <ul style="list-style-type: none"> If the case ID is a hyperlink, the state is an EDE participant and you can request documents electronically <ul style="list-style-type: none"> Clicking a hyperlinked case ID opens the Request Documents page pre-filled with the state’s name and case ID If the case ID is not a hyperlink, the state is not an EDE participant and you must request documents manually
State	Name and FIPS code of the other state or your own state
County FIPS	County FIPS code of the other state or your own state if available through the FCR
Participant Name	Participant’s name whose SSN you searched
Date of Birth	Date of birth for the participant whose SSN you searched
Part. Type	Type of participant – Noncustodial Parent (NCP), Custodial Party (CP), Putative Father (PF), or Child (CH)
Verify Type	<ul style="list-style-type: none"> Shows whether the case participant has a verified, “V,” or unverified, “U,” SSN Unverified participants displayed only for your state’s cases

Note: The FCR query returns matches with the SSN you entered under the following conditions:

- Only active cases – no closed cases
 - Your state must have a case on file in the FCR associated with the SSN you queried
 - The SSN from the other state must be active and verified
 - For your state, EDE may display participants with both unverified and verified SSNs
 - No information returned on participants flagged with a family violence indicator
-

3. RESPOND TO REQUESTS

This section offers guidance on responding to requests from another state for the following roles.

- Responder
- Requestor/Responder
- Superuser (The superuser Query Request page is slightly different. See section 9.2, “Respond to Requests – Query Request.”)

3.1 Query Request

Figure 3-1: Respond to Requests – Query Request

CHART 3-1: RESPOND TO REQUESTS – QUERY REQUEST DESCRIPTION	
Element	Description
From Date	<ul style="list-style-type: none"> • Start of the date range to search for requests • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
To Date	<ul style="list-style-type: none"> • End of the date range to search for requests • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY

CHART 3-1: RESPOND TO REQUESTS – QUERY REQUEST DESCRIPTION	
Element	Description
Requesting State	This is the state whose requests you want to respond to
Responding County	This is the county responding to the request
Status	<ul style="list-style-type: none"> • Status of the requests to search for • See Chart 3-2 for a description of the statuses
GO	Initiates your search and opens the Respond to Requests – Process Results page

CHART 3-2: QUERY REQUEST STATUS DESCRIPTION	
Status	Description
All (Requesting State or Status)	Shows requests from all states or requests in all statuses, respectively
Assigned	<ul style="list-style-type: none"> • A user assigned the request to self to work • Once a user assigns a request, EDE no longer displays the request to other users • To make the request available for other users to work, the user must release the request • After release, the document status changes from Assigned to Unassigned
Pending	<p>The request is still pending or a user responded to the request, indicating that the requested document will be sent at a later time because it is:</p> <ul style="list-style-type: none"> • Pending document imaging • Requested from an outside agency
Unassigned	No user assigned the request to self to work
Cannot Be Provided	The responding state cannot provide the documents See Section 3.11, “Cannot Provide a Document,” for reasons
Uploaded	A responding state user has already uploaded the document

To respond to a request:

Enter the criteria you want to search on, and then click **GO**. (The Respond to Requests – Process Results page appears, Figure 3-2.)

Note: If you want to see all requests, don't enter From or To Dates, and leave the default –All– in the Requesting State and Status fields.

3.2 Process Results

The Respond to Requests – Process Results page displays unassigned and pending requests, and requests you have assigned to yourself.

You cannot see requests that other users have assigned to themselves.

Figure 3-2: Respond to Requests – Process Results

The screenshot shows the 'Respond to Requests' page in the FPLS State Services Portal. The page includes a navigation menu on the left, a search section for queries, and a table of process results. The search criteria are: From Date: 08/06/2012, To Date: 08/13/2012, Requesting State: -All-, Responding County: -All-, and Status: -All-. The process results table lists four requests with their respective actions.

Responding State Case ID	Resp County FIPS	Document Type	Request Date	Status	Action
0003224507	322	Support Order	08/06/2012	Assigned	Release, Send Document, Cannot Provide
0003224507	322	Birth Certificate	08/06/2012	Pending	Release, Send Document, Cannot Provide
0003224507	322	Photo ID of NCP	08/06/2012	Assigned	Release, Send Document, Cannot Provide
001509637	356	Support Order	08/06/2012	Unassigned	Assign

Buttons: Assign All, Release All

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InterAct

CHART 3-3: RESPOND TO REQUESTS – PROCESS RESULTS DESCRIPTION	
Element	Description
Responding State Case ID	Case ID pertaining to the case displayed
Resp County FIPS	FIPS code of the responding county associated with the case ID
Document Type	Type of document requested
Request Date	Date the requesting state requested the document
Status	<ul style="list-style-type: none"> • Status of the request • See Chart 3-2 for a description of the statuses
Action	<ul style="list-style-type: none"> • Actions available to the responding state • See Chart 3-4 for descriptions of actions
Assign All	<p>Assigns all displayed requests with an Unassigned status to you</p> <ul style="list-style-type: none"> • A confirmation message appears on the page: All requests have been successfully assigned • Assigns unassigned requests only on the page you are viewing • To assign requests on other pages, you must click Assign All on those pages
Release All	<p>Releases all displayed requests with an Assigned or Pending status</p> <ul style="list-style-type: none"> • A confirmation message appears on the page: All requests have been successfully unassigned • Releases assigned requests only on the page you are viewing • To release requests on other pages, you must click Release All on those pages
Next and Previous (not shown)	These buttons appear only when there is more than one page of responses, so you can navigate through the pages

CHART 3-4: ACTIONS FOR PROCESS RESULTS	
Action	Description
Assign	<ul style="list-style-type: none"> • Assigns the request to you to work • Other users will no longer see the request • The status in the Status column changes to Assigned
Release	<ul style="list-style-type: none"> • Releases the request for others to work • The status in the Status column changes to Unassigned

CHART 3-4: ACTIONS FOR PROCESS RESULTS	
Action	Description
Send Document	<ul style="list-style-type: none">• Opens the Send Documents page where you can select and send a document• Once you send a document, EDE no longer displays the request
Cannot Provide	Opens the Cannot Provide Document – Provide Reason page, where you can explain: <ul style="list-style-type: none">• Why your state cannot fulfill the document request• Why there will be a delay in sending the document• See Figure 3-11 for the detailed list of reasons

To process a request, you have the following options:

- Assign a request or all requests to yourself
- Release a request or all requests assigned to yourself
- Send a document
- Select a reason you cannot provide a document

3.3 Assign a Document to Yourself

Figure 3-3: Respond to Requests – Process Results – Unassigned Requests

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

Home | Print | FAQ | Close

Electronic Document Exchange

Respond to Requests

Query Request

From Date: 08/06/2012
To Date: 08/13/2012
Requesting State: All
Responding County: All
Status: All **GO**

Process Results

Recommended file format extensions for upload are JPEG, PDF, TIFF, DOC or DOCX. Documents will be stored for a period of 30 days after upload.

Responding State Case ID	Resp County FIPS	Document Type	Request Date	Status	Action
0003224507	322	Support Order	08/06/2012	Assigned	Release Send Document Cannot Provide
0003224507	322	Birth Certificate	08/06/2012	Pending	Release Send Document Cannot Provide
0003224507	322	Photo ID of NCP	08/06/2012	Assigned	Release Send Document Cannot Provide
001509837	356	Support Order	08/06/2012	Unassigned	Assign

Assign All | Release All

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

Feedback

Note: The request for a Support Order in line four is currently Unassigned.

To assign a document to yourself:

1. Click **Assign** in the Action column for the unassigned document you are selecting.
- OR
2. Click **Assign All** to assign all unassigned documents on the page to yourself.

Note: If there's more than one page of results, you need to click **Assign All** on each page.

3.4 After Assigning a Document to Yourself

After you assign a document to yourself:

The Respond to Requests – Process Results page appears displaying the request with a status of Assigned.

Figure 3-4: Respond to Requests – Process Results – Assigned to Yourself

U.S. Department of Health and Human Services
FPLS State Services Portal
Administrator for Children & Families

Home | Print | FAQ | Close

Respond to Requests

Query Request

Request Documents
Query PCR
Respond to Requests
View Responses
Upload Unfiled Documents
View Unfiled Documents Sent
Download Unfiled Documents
Intergovernmental Reference Guide

From Date: 08/09/2012
To Date: 08/13/2012
Requesting State: -All-
Responding County: -All-
Status: -All- **GO**

Process Results

Recommended file format extensions for upload are JPEG, PDF, TIFF, DOC or DOCX. Documents will be stored for a period of 30 days after upload.

Responding State Case ID	Resp Query FIPSY #	Document Type	Request Date	Status	Action
0002174507	22	Support Order	08/08/2012	Assigned	Release Send Document Cancel Provide
0002174507	22	Birth Certificate	08/08/2012	Pending	Release Send Document Cancel Provide
0002174507	22	Photo ID of NCP	08/08/2012	Assigned	Release Send Document Cancel Provide
00120882	256	Support Order	08/08/2012	Assigned	Release Send Document Cancel Provide

Assign All **Release All**

Office of Child Support Enforcement
Connecticut

Info Act

Note 1: The status of the Support Order in line four is now Assigned.

Note 2: Superusers have the ability to do the following in addition to what's covered in section 3:

- View all requests users have assigned to themselves
- Release all requests users assigned to themselves for others to work
- Assign all unassigned requests to self, but not to other users

3.5 Document Information – Update Responding State County FIPS Code

The Document Information page, Figure 3-5, displays details about the document received. It also offers the ability to change an incorrect county FIPS code.

Figure 3-5: Document Information – Request Details

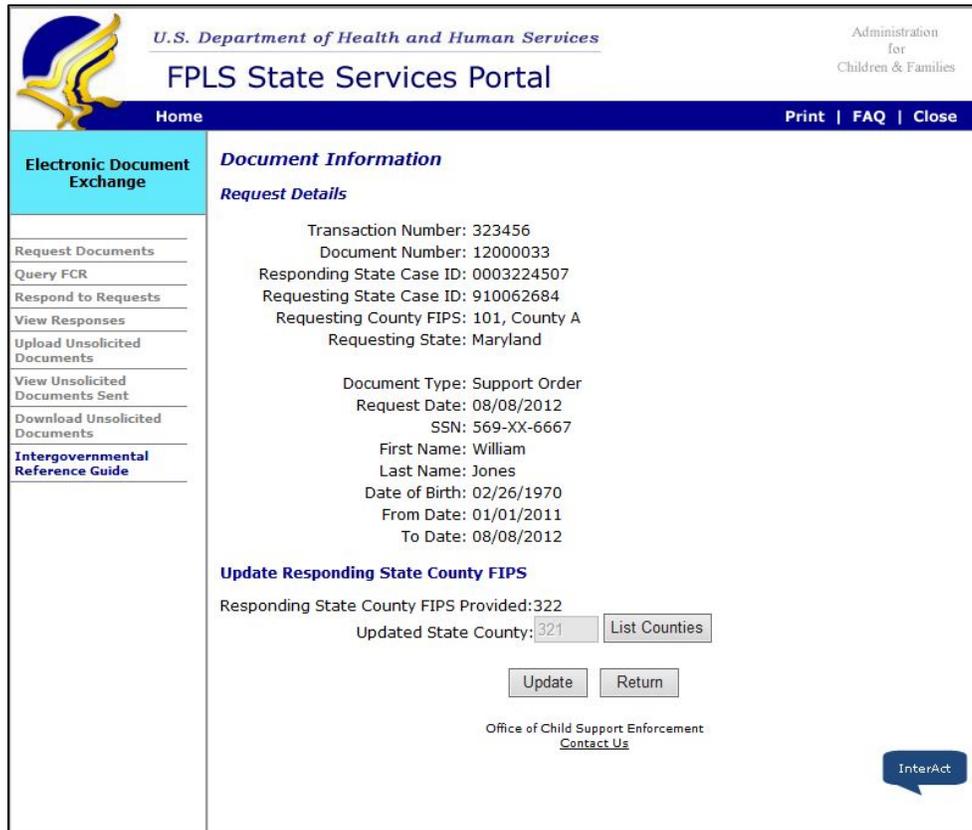


CHART 3-5: DOCUMENT INFORMATION – REQUEST DETAILS DESCRIPTION

Element	Description
Transaction Number	System generated number
Document Number	System generated number
Responding State Case ID	Case ID of the state responding to the document request
Requesting State Case ID	Case ID of the state requesting the response
Requesting County FIPS	County FIPS code of the state requesting a document

CHART 3-5: DOCUMENT INFORMATION – REQUEST DETAILS DESCRIPTION	
Element	Description
Requesting State	Name of the state requesting the response
Document Type	Type of document requested
Request Date	Date the requesting state requested the document
SSN	Participant’s Social Security number
First Name	Participant’s first name
Last Name	Participant’s last name
Date of Birth	Participant’s date of birth
From Date	Start of the date range entered by the requesting state user
To Date	End of the date range entered by the requesting state user
Responding State County FIPS Provided	County FIPS code selected by the requesting state or obtained by EDE from the FCR
Updated State County	Displays a corrected county FIPS code if you selected a new one from the List of County Names and Associated County FIPS page (see below)
List Counties	Opens the List of County Names and Associated County FIPS page for you to select a county FIPS code
Update	Updates the FIPS code to your state’s correct county code Important: If you click Update when the Updated State County field is blank, you will remove the county FIPS code the requesting state or FCR provided
Return	Returns to the Respond to Requests – Process Results page

To view details of a document request from the Respond to Requests – Process Results page, Figure 3-4:

Click the hyperlink in the Responding State Case ID column. (The Document Information page appears, Figure 3-5.)

To update a county FIPS code on the Document Information page:

Under Update Responding State County FIPS

1. Click List Counties. (The List of County Names and Associated County FIPS page appears.)
2. Select the desired county FIPS code. (EDE fills the County FIPS field automatically on the Document Information – Request Details page.)
3. Click Update.

Note: If you assigned the request to yourself, and the case is no longer in your jurisdiction, release it so others can work it.

3.6 After Updating a County FIPS Code

After clicking **Update**, the Document Information page closes and the Respond to Requests – Process Results page reopens, displaying the corrected county FIPS code, Figure 3-6.

Figure 3-6: Respond to Requests – Process Requests after County FIPS Code Change

The screenshot shows the 'FPLS State Services Portal' with the 'Respond to Requests' section. The 'Query Request' section has filters for 'From Date' (08/06/2012), 'To Date' (08/13/2012), 'Requesting State' (-All-), 'Responding County' (-All-), and 'Status' (-All-). Below this is the 'Process Results' section, which includes a table of requests and a 'GO' button.

Responding State Case ID	Resp County FIPS	Document Type	Request Date	Status	Action
0003224507	321	Support Order	08/08/2012	Assigned	Release, Send Document, Cannot Provide
0003224507	321	Birth Certificate	08/08/2012	Pending	Release, Send Document, Cannot Provide
0003224507	321	Photo ID of NCP	08/08/2012	Assigned	Release, Send Document, Cannot Provide
001509837	356	Support Order	08/06/2012	Unassigned	Assign

Buttons: Assign All, Release All, Interact

Note: The former county FIPS code, 322, is now 321.

3.7 Release a Request for Others to Work

You can release requests you've assigned to yourself so others can work them, for example, if you're going on vacation or will be out of the office unexpectedly.

Figure 3-7: Respond to Requests – Process Results – Release a Document

The screenshot shows the 'Respond to Requests' page in the FPLS State Services Portal. The page header includes the U.S. Department of Health and Human Services logo and the text 'FPLS State Services Portal'. The navigation menu on the left includes options like 'Request Documents', 'Query FCR', 'Respond to Requests', 'View Responses', 'Upload Unsolicited Documents', 'View Unsolicited Documents Sent', 'Download Unsolicited Documents', and 'Intergovernmental Reference Guide'. The main content area is titled 'Respond to Requests' and contains a 'Query Request' section with filters for 'From Date', 'To Date', 'Requesting State', 'Responding County', and 'Status'. Below this is the 'Process Results' section, which includes a table of request results and 'Assign All' and 'Release All' buttons.

Responding State Case ID	Resp County FIPS	Document Type	Request Date	Status	Action
0003224502	321	Support Order	08/08/2012	Assigned	Release Send Document Cannot Provide
0003224502	321	Birth Certificate	08/08/2012	Pending	Release Send Document Cannot Provide
0003224502	321	Photo ID of NCP	08/08/2012	Assigned	Release Send Document Cannot Provide
001509837	356	Support Order	08/06/2012	Unassigned	Assign

To release a request:

1. Click **Release** in the Action column for the assigned request you want to release.
- OR
2. Click **Release All** to release all requests on this page that you've assigned to yourself.

3.8 After Releasing a Request

Releasing a request changes its status to Unassigned and its action to Assign, so others can assign it to themselves, Figure 3-8.

Figure 3-8: Released Request Status – Unassigned

The screenshot displays the 'Respond to Requests' page on the FPLS State Services Portal. It features a search section for 'Query Request' with filters for From Date (08/08/2012), To Date (08/13/2012), Requesting State (-All-), Responding County (-All-), and Status (-All-). Below the search filters is a 'Process Results' section with a table of request data.

Responding State Case ID	Resp. County FIPS Code	Document Type	Request Date	Status	Action
0103124507	221	Support Order	08/08/2012	Unassigned	Assign
0103124507	221	Birth Certificate	08/08/2012	Pending	Release, Send Document, Cancel Provide
0103124507	221	Photo ID of NCP	08/08/2012	Assigned	Release, Send Document, Cancel Provide
0103124507	226	Support Order	08/08/2012	Unassigned	Assign

Buttons for 'Assign All' and 'Release All' are located below the table. The footer includes 'Office of Child Support Enforcement' and 'Contact Us'.

Note: The Support Order on the first line is now Unassigned, available for others to assign.

3.9 Send Documents

Keep the following points in mind about sending documents:

- To send a document, you must use one of the recommended file formats listed on the Send Documents page.
- You can put several documents of a single type in a single zip file, for example, several court orders, and then uploaded them as a single file.
- You can indicate that a document contains federal tax information (FTI) by checking the FTI box. The FTI designation alerts the recipients to take the necessary precautions with the data.

To send a document:

Click **Send Document** in the Action column on the Respond to Requests – Process Results page, Figure 3-2. (The Send Documents page appears, Figure 3-9.)

Figure 3-9: Send Documents – Upload Document

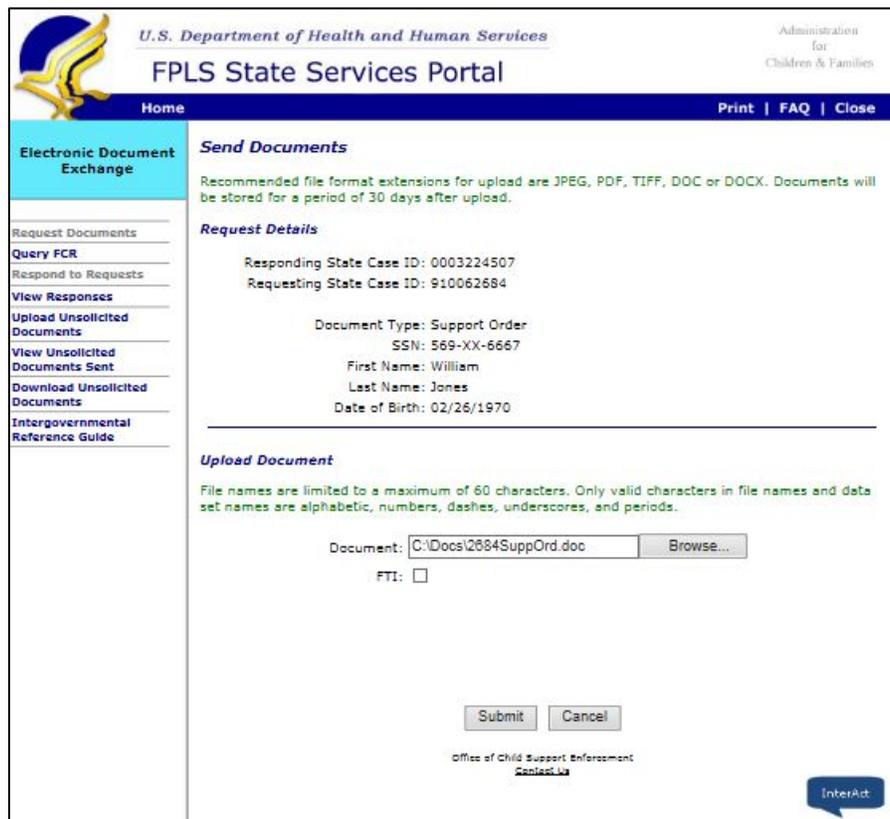


CHART 3-6: SEND DOCUMENTS — UPLOAD DOCUMENT DESCRIPTION

Element	Description
Document	The document you selected to send

CHART 3-6: SEND DOCUMENTS — UPLOAD DOCUMENT DESCRIPTION	
Element	Description
Browse	Search for the document you want to send
FTI	When checked, indicates the document contains FTI
Submit	<ul style="list-style-type: none"> • Sends your response to the EDE server and returns to the Respond to Requests – Process Results page • After you submit a document, EDE removes the request from the Respond to Requests – Process Results page
Cancel	Cancels your response and returns to the Respond to Requests – Process Results page

Note: A statement appears at the top of this page: “Recommended file format extensions for upload are JPEG, PDF, TIFF, DOC, or DOCX. Documents will be stored for a period of 30 days after upload.”

The following apply to uploaded files:

- Not allowed:
 - Executable (.exe) files and files containing viruses
 - Special characters and spaces
- Filenames may contain a maximum of 60 characters
- Characters allowed: A-Z, a-z, 0-9, period, underscore, and dash

3.10 After Sending a Document

After you send a document, the Respond to Requests – Process Results page appears showing the following changes, Figure 3-10:

- Status column changed to Uploaded (Birth Certificate on the second line)
- Action column became blank

Figure 3-10: Respond to Requests – Process Results – After Sending a Document

The screenshot shows the 'Respond to Requests' page in the FPLS State Services Portal. The page is titled 'Respond to Requests' and includes a 'Query Request' section with the following filters:

- From Date: 08/06/2012
- To Date: 08/13/2012
- Requesting State: -All-
- Responding County: -All-
- Status: -All-

Below the filters is a 'Process Results' section with a table of request details. The table has the following columns: Responding State Case ID, Resp County FIPSY, Document Type, Request Date, Status, and Action.

Responding State Case ID	Resp County FIPSY	Document Type	Request Date	Status	Action
0003224502	321	Support Order	08/08/2012	Unassigned	Assign
0003224502	321	Birth Certificate	08/08/2012	Uploaded	Release
0003224502	321	Photo ID of NCP	08/08/2012	Assigned	Send Document Cannot Provide
001509837	356	Support Order	08/06/2012	Unassigned	Assign

Below the table are buttons for 'Assign All' and 'Release All'. The footer of the page includes 'Office of Child Support Enforcement' and 'Contact Us'.

3.11 Cannot Provide a Document

If you cannot provide a document:

Choose **Cannot Provide** on the Respond to Requests – Process Results page, Figure 3-2. (The Cannot Provide Document – Provide Reason page appears, Figure 3-11.)

Figure 3-11: Cannot Provide Document – Provide Reason

The screenshot shows the FPLS State Services Portal interface. At the top, it says "U.S. Department of Health and Human Services" and "Administration for Children & Families". The main heading is "FPLS State Services Portal". Below this, there are navigation links: "Home", "Print | FAQ | Close".

The main content area is titled "Cannot Provide Document". Underneath, it says "Request Details". The details include:

- Responding State Case ID: 0003224507
- Requesting State Case ID: 910062684
- Document Type: Photo ID of NCP
- SSN: 569-XX-6667
- First Name: William
- Last Name: Jones
- Date of Birth: 02/26/1970

Below the details, there is a section titled "Provide Reason". It contains a dropdown menu with the following options:

- Select-
- Cannot Provide---
- Case closed
- Document is not available in case
- Document provided by other means
- Fee required
- Insufficient identifying information
- Non-IV-D case
- Prohibited by state policy
- Genetic testing pending
- Support order does not exist
- Support order cannot be found
- Support order modification is pending
- Support order is pending litigation
- Support order is pending an appeal
- Unable to locate case or member with the information provided
- Document must be obtained from vital records bureau
- Pending-----
- Pending document imaging
- Requested from outside agency

To select a reason you cannot provide the document:

Click the arrow in the Reason list and choose one of the following reasons:

- Case Closed
- Document is not available in case
- Document provided by other means
- Fee required
- Insufficient identifying information
- Non-IV-D case
- Prohibited by state policy
- Genetic testing pending
- Support order does not exist
- Support order cannot be found
- Support order modification is pending
- Support order is pending litigation
- Support order is pending an appeal
- Unable to locate case or member with the information provided
- Document must be obtained from vital records bureau

Once you respond with one of the above reasons, EDE no longer displays the request.

Pending

- Pending document imaging
- Requested from outside agency

Once you respond with one of the above reasons, the status of the document changes to Pending and EDE resets the number of days for a response to 60.

Note: EDE deletes requests over 60 days old.

Figure 3-12: Cannot Provide Document – with Reason Displayed

The screenshot shows the FPLS State Services Portal interface. At the top, it displays the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main header reads 'FPLS State Services Portal' with navigation links for 'Home', 'Print', 'FAQ', and 'Close'. On the left, there is a sidebar menu for 'Electronic Document Exchange' with options like 'Request Documents', 'Query FCR', 'Respond to Requests', 'View Responses', 'Upload Unsolicited Documents', 'View Unsolicited Documents Sent', 'Download Unsolicited Documents', and 'Intergovernmental Reference Guide'. The main content area is titled 'Cannot Provide Document' and includes 'Request Details' with the following information: Responding State Case ID: 0003224507, Requesting State Case ID: 910062684, Document Type: Photo ID of NCP, SSN: 569-XX-6667, First Name: William, Last Name: Jones, and Date of Birth: 02/26/1970. Below this, there is a 'Provide Reason' section with a dropdown menu currently showing 'Document is not available in case'. At the bottom of the form, there are 'Submit' and 'Cancel' buttons. The footer includes 'Office of Child Support Enforcement' and a 'Contact Us' link, along with an 'InterAct' chat bubble.

CHART 3-7: CANNOT PROVIDE DOCUMENT – WITH REASON DISPLAYED DESCRIPTION

Element	Description
Reason	The reason selected for not providing the document
Submit	Submits the response and returns to the Respond to Requests – Process Results page
Cancel	Cancels the provide reason page and returns to the Respond to Requests – Process Results page

3.12 After Responding with Cannot Provide

After responding with a reason for being unable to provide a document, the status column displays “Cannot Be Provided,” Figure 3-13. Moving the pointer over the status shows the reason you selected.

Figure 3-13: Respond to Requests – Process Results – Cannot Be Provided

The screenshot shows the FPLS State Services Portal interface. The main content area is titled "Respond to Requests" and includes a "Query Request" section with filters for From Date (08/06/2012), To Date (08/13/2012), Requesting State (-All-), Responding County (-All-), and Status (-All-). Below this is the "Process Results" section, which includes a table of request details and a "GO" button.

Responding State Case ID	Resp. County FIPSY	Document Type	Request Date	Status	Action
0003224502	321	Support Order	08/08/2012	Unassigned	Assign
0003224502	321	Birth Certificate	08/08/2012	Uploaded	
0003224502	321	Photo ID of NCP	08/08/2012	Cannot Be Provided	Release
C01509837	396	Support Order	08/04/2012	Assigned	Send Document Cannot Provide

Buttons: Assign All, Release All

Office of Child Support Enforcement
Contact Us

Note 1: The status of the request for a photo ID of the NCP is now “Cannot Be Provided.”

Note 2: EDE deletes requests with a Cannot Be Provided status after 30 days. EDE deletes documents with a Pending status after 60 days.

4. VIEW RESPONSES

This section offers guidance on viewing responses from another state for the following roles.

- Requestor
- Requestor/Responder
- Superuser (The superuser View Responses page is slightly different. See section 9.6, “View Responses – Query Responses.”)

Note: If you filled in your e-mail address when you made the request, you will receive an e-mail letting you know when a response arrives. If you did not fill in your e-mail, you will need to periodically check EDE for responses.

4.1 View Responses – Query Responses

Figure 4-1: View Responses – Query Responses

The screenshot shows the 'View Responses' page on the FPLS State Services Portal. The page has a blue header with the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. Below the header, there is a navigation bar with 'Home', 'Print | FAQ | Close', and 'Electronic Document Exchange'. The main content area is titled 'View Responses' and includes a green message: 'Requested documents are available for download for 30 days.' Below this, there is a section for 'Query Responses' with several search filters: 'Request From Date' (08/01/2012), 'Request To Date' (08/10/2012), 'Response From Date', 'Response To Date', 'Requesting State Case ID', 'Responding State Case ID', and 'Status' (-All-). A 'GO' button is located to the right of the 'Status' dropdown. At the bottom of the page, there is a link for 'Office of Child Support Enforcement Contact Us' and an 'Interact' button.

CHART 4-1: VIEW RESPONSES – QUERY RESPONSES DESCRIPTION

Element	Description
Request From Date	<ul style="list-style-type: none"> • Start of a request date range to search for responses • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY

CHART 4-1: VIEW RESPONSES – QUERY RESPONSES DESCRIPTION	
Element	Description
Request To Date	<ul style="list-style-type: none"> • End of a request date range to search for responses • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
Response From Date	<ul style="list-style-type: none"> • Start of a response date range to search for responses • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
Response To Date	<ul style="list-style-type: none"> • End of a response date range to search for responses • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
Requesting State Case ID	Case ID of the state making a request
Responding State Case ID	Case ID of the state responding to a request
Status	<ul style="list-style-type: none"> • Status of responses you want to view • See Chart 4-3, Response Results Status Description,” for a description of the statuses
GO	Initiates your search and opens the View Responses – Response Results page

To view responses:

Enter all the criteria you want to search on, and then click **GO**. (The View Responses – Response Results page appears, Figure 4-2.)

Note: If you want to see all requests, don’t enter From or To Dates, and leave the default –All– in the Status field.

4.2 View Responses – Response Results

Figure 4-2: View Responses – Response Results

The screenshot shows the 'FPLS State Services Portal' interface. At the top, it says 'U.S. Department of Health and Human Services Administration for Children & Families'. The main heading is 'FPLS State Services Portal'. Below this, there's a navigation bar with 'Home', 'Print | FAQ | Close', and 'Electronic Document Exchange'. A sidebar on the left contains links like 'Request Documents', 'Query FCR', 'Respond to Requests', 'View Responses', 'Upload Unsolicited Documents', 'View Unsolicited Documents Sent', 'Download Unsolicited Documents', and 'Intergovernmental Reference Guide'. The main content area has a warning: '*** Documents may contain Federal Tax Information ***'. Under 'View Responses', it states 'Requested documents are available for download for 30 days.' Below this is the 'Query Responses' section with search filters: 'Request From Date' (08/01/2012), 'Request To Date' (08/10/2012), 'Response From Date', 'Response To Date', 'Requesting State Case ID', 'Responding State Case ID', and a 'Status' dropdown set to '-All-'. A 'GO' button is present. The 'Response Results' section shows a table with columns: 'Requesting State Case ID', 'Responding State Case ID', 'Resp State', 'Document Type', 'Request Date', 'Days Remaining', and 'Status'. The table contains several rows of data, including 'Support Order', 'Birth Certificate', 'Photo ID of NCP', 'Financial Record', and 'Medical Support Order'. A 'Response Date: 08/21/2012' is noted for the first row. 'Previous' and 'Next' buttons are at the bottom.

CHART 4-2: VIEW RESPONSES – RESPONSE RESULTS DESCRIPTION

Element	Description
Requesting State Case ID	<ul style="list-style-type: none"> Case ID of the state requesting the document Two asterisks beside the case ID signify that the incoming document contains FTI
Responding State Case ID	Case ID of the state responding to the request
Resp State	Name of the state responding to the request
Document Type	Type of document requested
Request Date	Date the requesting state requested the document

CHART 4-2: VIEW RESPONSES – RESPONSE RESULTS DESCRIPTION	
Element	Description
Days Remaining	<p>Number of days remaining to:</p> <ul style="list-style-type: none"> • Download the document • View the pending request status • View the Cannot Be Provided status <p>When you move the pointer over the days remaining, the date the state responded appears.</p>
Status	<ul style="list-style-type: none"> • Status of the response • See Chart 4-3 for a description of each status type <p>Note: Pointing to a status displays additional information.</p>
Next and Previous (not pictured)	<p>These buttons appear only when there is more than one page of responses, so you can navigate through the pages</p>

CHART 4-3: RESPONSE RESULTS STATUS DESCRIPTION	
Status	Description
Cannot Be Provided	<ul style="list-style-type: none"> • The responding state cannot provide the document because: <ul style="list-style-type: none"> – Case closed – Document is not available in case – Document provided by other means (such as fax, mail, e-mail) – Fee required – Insufficient identifying information – Non-IV-D case – Prohibited by state policy (family violence) – Genetic testing pending – Support order does not exist – Support order cannot be found – Support order modification is pending – Support order is pending litigation – Support order is pending an appeal – Unable to locate case or member with the information provided – Document must be obtained from vital records bureau • EDE deletes responses with a Cannot Be Provided status after 30 days
Downloaded	<ul style="list-style-type: none"> • EDE deletes the document after 30 days

CHART 4-3: RESPONSE RESULTS STATUS DESCRIPTION	
Status	Description
Pending Download	<ul style="list-style-type: none"> • The document is available for download for the first time • Presents an option to open or save the document • Once a user downloads it, the response status changes to Downloaded • EDE deletes documents with a Pending Download status after 30 days
Pending Request	<p>There are two meanings for this status, as shown when you move the pointer over the status. Either:</p> <ul style="list-style-type: none"> • Request still pending (no one responded) <p>OR:</p> <ul style="list-style-type: none"> • The responding state will send the requested document at a later date because it's: <ul style="list-style-type: none"> – Pending document imaging – Requested from an outside agency • States have 60 days to respond to a request • EDE resets the 60-day response period when the responding state user sends a Pending response

4.3 Document Information – Request Details

To view details of the original request:

Click the hyperlink in the Requesting State Case ID column. (The Document Information – Request Details page appears.)

Figure 4-3: Document Information – Request Details

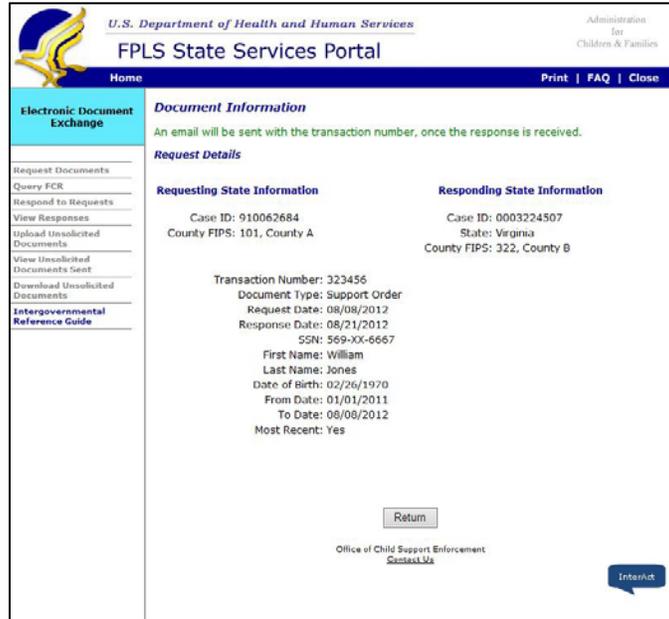


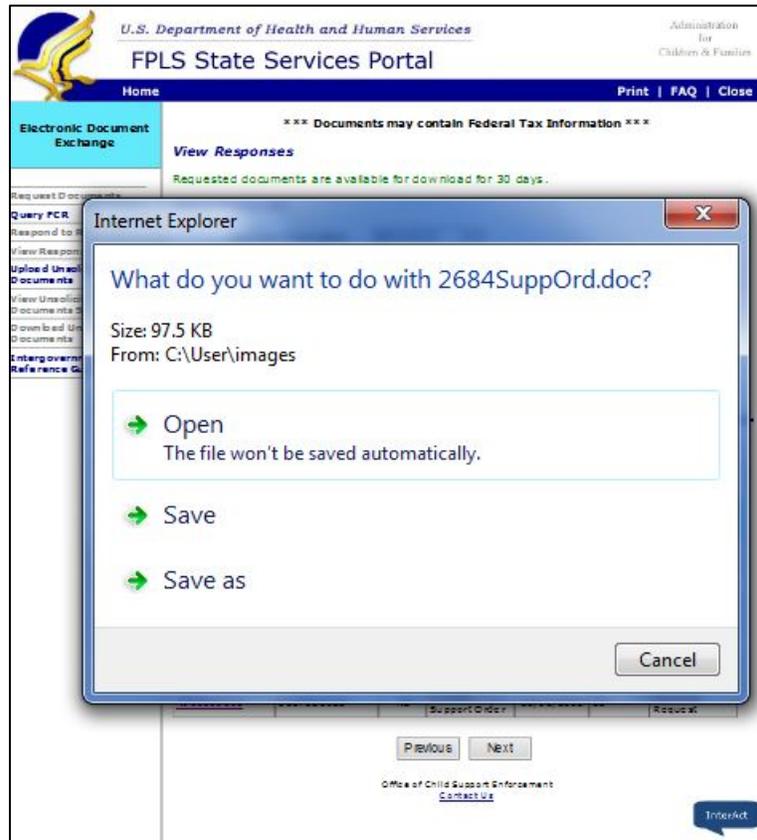
CHART 4-4: DOCUMENT INFORMATION – REQUEST DETAILS DESCRIPTION

Element	Description
Requesting State Information	Requesting state’s case ID and county FIPS code
Responding State Information	Responding state’s case ID, state name, and county FIPS code
Transaction Number	System generated number
Document Type	Type of document requested
Request Date	Date the requesting state requested the document
Response Date	Date the responding state responded
SSN	Participant’s Social Security number
First Name	Participant’s first name
Last Name	Participant’s last name
Date of Birth	Participant’s date of birth
From Date	Start of the date range entered by the requesting state user
To Date	End of the date range entered by the requesting state user
Most Recent	Requesting state asked for the most recent document versions

To download a document:

Click **Pending Download** or **Downloaded** in the Status column of the respective case ID.
(The browser's download dialog box page appears, Figure 4-4.)

Figure 4-4: View Responses – File Download Dialog Box



Note: Depending on your browser version and settings, the dialog box may differ from the one shown.

CHART 4-5: VIEW RESPONSES – FILE DOWNLOAD BOX DESCRIPTION	
Element	Description
Open	Opens the file
Save	Allows you to save the file on your computer
Save As	Allows you to save the file with a different name
Cancel	Cancels the request to download a file

5. UPLOAD UNSOLICITED DOCUMENTS

This section offers guidance on uploading unsolicited documents for the following roles:

- Requestor
- Requestor/Responder
- Superuser

You send unsolicited documents for the following reasons:

- You are requesting the other state to open a case for a participant
- You are sending a document to the other state for its records or to update its case

5.1 Case Parameters and Contact Information

The Upload Unsolicited Documents page allows you to send documents to another state that they have not requested, Figure 5-1.

- Include as many case parameters as possible, so the receiving state can open a new case or match the document to an existing case.
- Make sure you include your contact information so the receiving state can contact you if questions arise.

Figure 5-1: Upload Unsolicited Documents – Case Parameters and Contact Information

The screenshot shows the 'Upload Unsolicited Documents' page on the FPLS State Services Portal. The page is titled 'U.S. Department of Health and Human Services Administration for Children & Families FPLS State Services Portal'. The main heading is 'Upload Unsolicited Documents' with a note '* Indicates required fields'. The form is divided into several sections: 'Providing State Information' with fields for 'Providing State Case ID' (910062684) and 'County FIPS' (501); 'Other State Information' with a dropdown for 'Other State' (Virginia) and an 'Other State Case ID' field; 'Case Parameters' with fields for 'CP' (Patricia Williams, SSN 292X0986, DOB 02/09/1978) and 'PF' (Charles Brown, SSN 340X06254, DOB 04/15/1980) information, plus 'NCP' and 'Foster Care Agency' fields; and 'Contact Information' with fields for 'First Name', 'Last Name', 'Phone', 'Fax', and 'Email'. A 'Next' button is at the bottom, along with the text 'Office of Child Support Enforcement Contact Us' and an 'Interact' button.

CHART 5-1: CASE PARAMETERS AND CONTACT INFORMATION DESCRIPTION	
Element	Description
Providing State Case ID	Your state case ID (Required)
County FIPS	Your state’s county FIPS code
List Counties	<ul style="list-style-type: none"> • Opens the List of County Names and Associated County FIPS page for you to select your county FIPS code • Once you select a FIPS code, EDE will automatically fill the County FIPS field on this page.
Other State	The receiving state (Required)
Other State Case ID	The receiving state’s case ID (if you have it)
Case Parameters	First and last name, SSN, and date of birth for the participant or participants (NCP, CP, or PF), or name of foster care agency, if applicable
Contact Information	Your first and last name, telephone, fax, or e-mail address
Next	Opens the Select Documents to Provide page

To select documents to provide:

Click **Next**. (The Select Documents to Provide page appears, Figure 5-2.)

5.2 Select Documents to Provide

The documents listed under document type will be the standard EDE documents your state chose to provide via EDE. For a complete list of the standard documents, see section 2.2.1, “EDE Document Types.”

Figure 5-2: Select Documents to Provide – Upload Documents

Note: If you entered a case ID for the other state on the Upload Unsolicited Documents page, EDE queries the FCR and inserts the county FIPS code on this page.

CHART 5-2: SELECT DOCUMENTS TO PROVIDE – UPLOAD DOCUMENTS DESCRIPTION	
Element	Description
* Document Type	<ul style="list-style-type: none"> Document type you want to upload (Required) See section 2.2.1 “EDE Document Types,” for a list of standard document types
* Document Path	<ul style="list-style-type: none"> Path of the document you want to upload (Required) Auto inserted when you select a document
Browse	Allows you to select the document you want to upload

CHART 5-2: SELECT DOCUMENTS TO PROVIDE – UPLOAD DOCUMENTS DESCRIPTION	
Element	Description
FTI	When checked, indicates the document contains federal tax information (FTI)
Previous	Returns to the Upload Unsolicited Documents – Case Parameters and Contact Information page so you can change information
Submit	Uploads the documents selected

Notes on uploading documents:

- You can upload up to 15 documents for a single case
- You can upload multiples of a document type, such as birth certificates
- You can only send unsolicited documents to EDE participants
- You can send any of the documents on the standard list, regardless of whether the receiving state or your state lists that document type on EDE
- Documents are available for the receiving state to download for 60 days
- After 60 days, EDE deletes the documents

To send your documents to the EDE server:

Click **Submit**. (The Unsolicited Document Upload Confirmation page appears, Figure 5-3.)

5.3 Unsolicited Document Upload Confirmation

Figure 5-3: Unsolicited Document Upload Confirmation

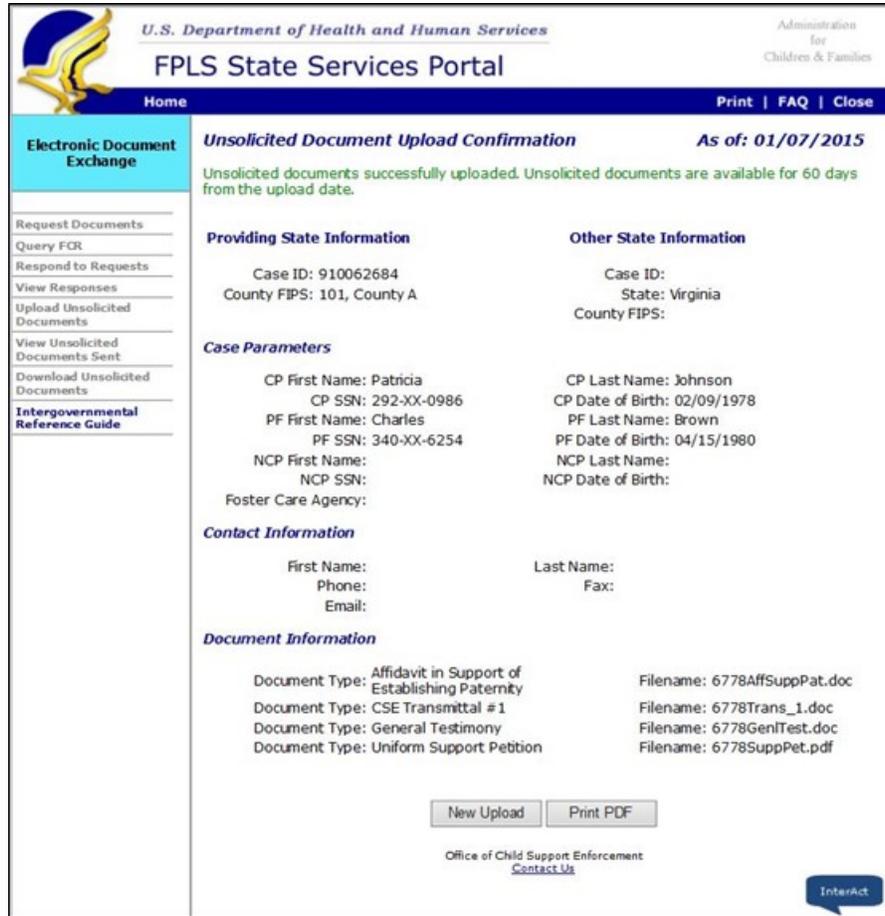


CHART 5-3: UNSOLICITED DOCUMENT UPLOAD CONFIRMATION DESCRIPTION

Element	Description
As of Date	Date of document upload
Providing State Information	Includes the case ID and county FIPS code for the state providing the information
Other State Information	Includes the case ID, state name, and county FIPS code for the state receiving the unsolicited information
Case Parameters	Participant information entered on the Upload Unsolicited Documents – Case Parameters and Contact Information page
Contact Information	Contact information for the person submitting the documents

CHART 5-3: UNSOLICITED DOCUMENT UPLOAD CONFIRMATION DESCRIPTION	
Element	Description
Document Information	Lists the document types and filename for each document to be sent
New Upload	Opens a blank Upload Unsolicited Documents – Case Parameters and Contact Information page, so you can upload documents for another case
Print PDF	Prints the confirmation page in a PDF format

6. VIEW UNSOLICITED DOCUMENTS SENT

This section offers guidance on viewing unsolicited documents sent to another state for the following roles:

- Requestor
- Requestor/Responder
- Superuser

6.1 View Unsolicited Documents Sent – Query Unsolicited Documents

Figure 6-1: View Unsolicited Documents Sent – Query Unsolicited Documents

The screenshot shows the 'FPLS State Services Portal' interface. At the top, it displays the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. Below this is a navigation bar with 'Home', 'Print', 'FAQ', and 'Close' links. The main content area is titled 'View Unsolicited Documents Sent' and includes a sub-header 'Query Unsolicited Documents'. A message states: 'Unsolicited documents are available for download for 60 days.' The search form contains the following fields: 'From Date' (08/01/2012), 'To Date' (08/31/2012), 'Receiving State' (-All-), 'Providing County' (-All-), and 'Status' (-All-). A blue 'GO' button is positioned to the right of the 'Status' field. On the left side, there is a vertical menu with options: 'Request Documents', 'Query FCR', 'Respond to Requests', 'View Responses', 'Upload Unsolicited Documents', 'View Unsolicited Documents Sent', 'Download Unsolicited Documents', and 'Intergovernmental Reference Guide'. At the bottom of the page, it says 'Office of Child Support Enforcement' with a 'Contact Us' link and an 'InterAct' chat button.

CHART 6-1: VIEW UNSOLICITED DOCUMENTS SENT – QUERY UNSOLICITED DOCUMENTS DESCRIPTION

Element	Description
From Date	<ul style="list-style-type: none"> • Start of the date range to search for documents sent • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY

CHART 6-1: VIEW UNSOLICITED DOCUMENTS SENT – QUERY UNSOLICITED DOCUMENTS DESCRIPTION	
Element	Description
To Date	<ul style="list-style-type: none"> • End of the date range to search for documents sent • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
Receiving State	The state receiving the documents
Providing County	The county in your state that supplied the documents
Status	Status of document: Pending Download or Downloaded
Go	Initiates your search and opens the View Unsolicited Documents Sent – Unsolicited Document Results page

To view documents sent:

Enter all the criteria you want to search on, and then click **GO**. (The View Unsolicited Documents Sent – Unsolicited Documents Results page appears, Figure 6-2.)

Note: If you want to see all documents sent, don't enter From or To Dates, and leave the default –All– in the Status field.

6.2 View Unsolicited Documents Sent – Unsolicited Document Results

Figure 6-2: View Unsolicited Documents Sent – Unsolicited Document Results

The screenshot shows the 'FPLS State Services Portal' with the following content:

- Header: U.S. Department of Health and Human Services, Administration for Children & Families, FPLS State Services Portal.
- Navigation: Home, Print | FAQ | Close.
- Section: **View Unsolicited Documents Sent**. Note: *** Documents may contain Federal Tax Information ***.
- Text: Unsolicited documents are available for download for 60 days.
- Form: **Query Unsolicited Documents** with fields for From Date (08/01/2012), To Date (08/31/2012), Receiving State (-All-), Providing County (-All-), and Status (-All-), plus a GO button.
- Section: **Unsolicited Document Results**. Note: ** Document contains Federal Tax Information.
- Table of Results:

Providing State Case ID	Receiving State Case ID	Prov County FIPS	Rec State	Document Type	Days Avail	Status	Inter State
012345678		101	VA	Affidavit in Support of Establishing Paternity	45	Downloaded	No
012345678 **			IL	CSE Transmittal #1	45	Downloaded	No
012345678			ME	General Testimony	45	Downloaded	No
012345678			ME	Uniform Support Petition	45	Pending Download	Yes
009184263	004983750	311	NC	Photo ID of CP	37	Pending Download	No
0005832305 **	896043122	201	NC	Birth Certificate	30	Pending Download	Yes

Footer: Office of Child Support Enforcement, Contact Us, InterAct.

CHART 6-2: VIEW UNSOLICITED DOCUMENTS SENT – UNSOLICITED DOCUMENT RESULTS DESCRIPTION	
Element	Description
Providing State Case ID	<ul style="list-style-type: none"> Your state case ID Two asterisks beside the case ID signify the document contains FTI
Receiving State Case ID	The receiving state case ID (if you have it)
Prov County FIPS	Your state’s providing county FIPS code
Rec State	Name of the state receiving document
Document Type	Type of document provided
Days Avail	<ul style="list-style-type: none"> Number of days remaining available to download the document After 60 days, EDE deletes the document

CHART 6-2: VIEW UNSOLICITED DOCUMENTS SENT – UNSOLICITED DOCUMENT RESULTS DESCRIPTION	
Element	Description
Status	<ul style="list-style-type: none"> • Pending Download – the state has not downloaded the document • Downloaded – the state has downloaded the document
Interstate	<ul style="list-style-type: none"> • Yes – document sent to another state (interstate) • No – document sent within your state (intrastate)

To get more information on a document sent:

Click the hyperlink in the Providing State Case ID column. (The View Unsolicited Document Details page appears, Figure 6-3.)

6.3 View Unsolicited Document Details

Figure 6-3: View Unsolicited Document Details

The screenshot shows the 'View Unsolicited Document Details' page on the FPLS State Services Portal. The page is titled 'U.S. Department of Health and Human Services Administration for Children & Families FPLS State Services Portal'. The main content area is divided into several sections:

- Providing State Information:** Case ID: 0123456778, County FIPS: 101, County A, State: Maryland.
- Other State Information:** Case ID: , County FIPS: , State: Virginia.
- Case Parameters:**
 - CP First Name: Patricia, CP SSN: 292-XX-0986, CP Last Name: Johnson, CP Date of Birth: 02/09/1978
 - PF First Name: Charles, PF SSN: 340-XX-6254, PF Last Name: Brown, PF Date of Birth: 04/15/1980
 - NCP First Name: , NCP SSN: , NCP Last Name: , NCP Date of Birth:
 - Foster Care Agency:
- Contact Information:** First Name: , Last Name: , Phone: , Fax: , Email:
- Document Information:** Document Type: Affidavit in Support of Establishing Paternity, Date Uploaded: 08/17/2012.

At the bottom of the page, there is a 'Return' button and the text 'Office of Child Support Enforcement Contact Us'.

CHART 6-3: VIEW UNSOLICITED DOCUMENT DETAILS DESCRIPTION	
Element	Description
Providing State Information	Your case ID, county FIPS code, and your state name
Other State Information	The case ID and county FIPS code for the receiving state
Case Parameters	NCP, CP, or PF's first and last names, SSN, date of birth, or foster care agency, if applicable
Contact Information	First and last name, telephone, fax, or e-mail of the person supplying the document
Document Information	Document type and date uploaded
Return	Returns to the View Unsolicited Documents Sent – Unsolicited Document Results page

7. DOWNLOAD UNSOLICITED DOCUMENTS

This section offers guidance on downloading unsolicited documents for the following roles

- Responder
- Requestor/Responder
- Superuser

Note: States may opt to identify up to three Central Registry contacts to get an e-mail notice on receipt of an unsolicited document. Contact your Central Registry if you want to know who is receiving these e-mails.

7.1 Download Unsolicited Documents – Query Unsolicited Documents

Figure 7-1: Download Unsolicited Documents – Query Unsolicited Documents

The screenshot displays the FPLS State Services Portal interface. At the top, it features the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main heading is 'FPLS State Services Portal'. Below this, there is a navigation bar with 'Home', 'Print | FAQ | Close', and 'Electronic Document Exchange'. The left sidebar contains a menu with options: 'Request Documents', 'Query FCR', 'Respond to Requests', 'View Responses', 'Upload Unsolicited Documents', 'View Unsolicited Documents Sent', 'Download Unsolicited Documents', and 'Intergovernmental Reference Guide'. The main content area is titled 'Download Unsolicited Documents' and includes a green notice: 'Unsolicited documents are available for download for 60 days.' Below this is the 'Query Unsolicited Documents' section, which contains search filters: 'From Date' (08/01/2012), 'To Date' (08/31/2012), 'Providing State' (-All-), 'Receiving County' (-All-), and 'Status' (-All-), followed by a 'GO' button. At the bottom, there is a link to 'Office of Child Support Enforcement Contact Us' and an 'InterAct' button.

CHART 7-1: DOWNLOAD UNSOLICITED DOCUMENTS – QUERY UNSOLICITED DOCUMENTS DESCRIPTION	
Element	Description
From Date	<ul style="list-style-type: none"> • Start of the date range to search for documents • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
To Date	<ul style="list-style-type: none"> • End of the date range to search for documents • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
Providing State	State that supplied the documents
Receiving County	FIPS code of the county to receive the documents
Status	<ul style="list-style-type: none"> • Status of the document • See Chart 7-2 for a description of each status type
GO	Initiates your search and opens the Download Unsolicited Documents – Unsolicited Document Results page

Note: If you want to see all requests, don't enter From or To Dates, and leave the default –All– in the Status field.

CHART 7-2: UNSOLICITED DOCUMENT STATUSES	
Status	Description
All	Displays documents in all statuses
Pending Download	Documents awaiting download
Downloaded	Documents already downloaded. (Anyone with download privileges can download again)

To search for documents:

Enter all the criteria you want to search on, and then click **GO**. (The Download Unsolicited Documents – Unsolicited Documents Results page appears, Figure 7-2.)

7.2 Download Unsolicited Documents – Unsolicited Document Results

Figure 7-2: Download Unsolicited Documents – Unsolicited Document Results

The screenshot shows the 'FPLS State Services Portal' for the U.S. Department of Health and Human Services, Administration for Children & Families. The main content area is titled 'Download Unsolicited Documents' and includes a search form with the following fields: 'From Date' (08/01/2012), 'To Date' (08/31/2012), 'Providing State' (-All-), 'Receiving County' (-All-), and 'Status' (-All-). A 'GO' button is next to the status field. Below the search form is a table titled 'Unsolicited Document Results' with the following data:

Providing State Case ID	Receiving State Case ID	Receiving State County FIPS	Document Type	Days Avail	Status	Inter State
0123456778			Affidavit in Support of Establishing Paternity	45	Downloaded	Yes
0123456778 **			CSE Transmittal #1	45	Downloaded	Yes
0123456778			General Testimony	45	Downloaded	Yes
0123456778			Uniform Support Petition	45	Pending Download	Yes
009184265	004983750	311	Photo ID of CP	37	Pending Download	No
0005832905	896043122	201	Birth Certificate	30	Pending Download	Yes

CHART 7-3: DOWNLOAD UNSOLICITED DOCUMENTS – UNSOLICITED DOCUMENTS RESULTS DESCRIPTION	
Element	Description
Providing State Case ID	<ul style="list-style-type: none"> Case ID of the state providing the document Two asterisks beside the case ID signify the incoming document contains FTI
Receiving State Case ID	Your state's case ID
Receiving State County FIPS	FIPS code for the county associated with the case ID
Document Type	Type of document provided

CHART 7-3: DOWNLOAD UNSOLICITED DOCUMENTS – UNSOLICITED DOCUMENTS RESULTS DESCRIPTION	
Element	Description
Days Avail	<ul style="list-style-type: none"> Number of days remaining available to download the document After 60 days, EDE deletes the document
Status	Status of the document
Interstate	<ul style="list-style-type: none"> Yes – document sent by another state No – document sent within your state (intrastate)

To download a document:

Click either **Pending Download** or **Downloaded** in the Status column. A dialog box appears prompting you to open or save the document.

7.3 Download Unsolicited Document Details

To get more information furnished by the providing state:

Click the hyperlink in the Providing State Case ID column. (The Download Unsolicited Document Details page appears, Figure 7-3).

Figure 7-3: Download Unsolicited Document Details

The screenshot shows the 'FPLS State Services Portal' for the U.S. Department of Health and Human Services, Administration for Children & Families. The page title is 'Download Unsolicited Document Details'. On the left is a navigation menu with options like 'Request Documents', 'Query FCR', 'Respond to Requests', 'View Responses', 'Upload Unsolicited Documents', 'View Unsolicited Documents Sent', 'Download Unsolicited Documents', 'Intragovernmental', and 'Reference Guide'. The main content area is divided into several sections:

- Providing State Information:** Case ID: 0123456778, County FIPS: 101, County A, State: Virginia.
- Other State Information:** Case ID: 548955452, County FIPS: 032, List Counties (button).
- Case Parameters:** CP First Name: Patricia, CP SSN: 292-XX-0986, CP Last Name: Johnson, CP Date of Birth: 02/09/1978; PF First Name: Charles, PF SSN: 340-XX-6254, PF Last Name: Brown, PF Date of Birth: 04/15/1980; NCP First Name, NCP SSN, NCP Last Name, NCP Date of Birth; Foster Care Agency.
- Contact Information:** First Name, Phone, Email, Last Name, Fax.
- Document Information:** Document Type: Affidavit in Support of Establishing Paternity, Date Uploaded: 08/17/2012.
- Update Status:** Change Status from Downloaded to Pending Download: . Buttons for 'Update' and 'Return' are present.

At the bottom, it says 'Office of Child Support Enforcement' and 'Contact Us'.

CHART 7-4: DOWNLOAD UNSOLICITED DOCUMENTS DETAILS DESCRIPTION	
Element	Description
Providing State Information	Case ID, county FIPS code, and state name for the providing state
Other State Information	<ul style="list-style-type: none"> • Enter or change your state’s case ID • Enter or change your county FIPS code by clicking the List Counties button, and then selecting a county
Case Parameters	NCP, CP, or PF’s first and last names, SSN, date of birth, or foster care agency, if applicable
Contact Information	First and last name, telephone, fax, or e-mail of the person supplying the document
Document Information	The type of document supplied and the date the providing state uploaded the document
Update Status	Change the status from Downloaded to Pending Downloaded
Update	<p>Updates the case ID and county FIPS code and changes the Downloaded status</p> <p>Note: If you click Update when the Case ID or County FIPS fields are blank, you will remove the case ID or the county FIPS code the sending state or FCR furnished.</p>
Return	Returns to the Download Unsolicited Documents – Unsolicited Document Results page

7.4 Change a Case ID, County FIPS Code, or Downloaded Status

You may change the case ID, county FIPS code, or switch the document status at the same time, or individually, as needed.

To change a case ID

1. Type the correct case ID.
2. Click **Update**.

To change a county FIPS code:

3. Click **List Counties**. (The List of County Names and Associated County FIPs page appears.) Select the desired county FIPS code. (EDE fills the County FIPS field automatically.)
4. Click **Update**.

To change the Downloaded status to Pending Download:

Click the **Change Status** box under Update Status, and then click **Update**.

7.5 After Changing a Case ID, County FIPS Code, or Downloaded Status

After clicking **Update**, the Download Unsolicited Document Details page closes and the Download Unsolicited Documents – Unsolicited Document Results page reopens, displaying the corrected case ID, county FIPS code, or the downloaded status change to Pending, Figure 7-4.

Figure 7-4: Download Unsolicited Documents – Unsolicited Document Results

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

Home Print | FAQ | Close

Electronic Document Exchange

Request Documents
Query FCR
Respond to Requests
View Responses
Upload Unsolicited Documents
View Unsolicited Documents Sent
Download Unsolicited Documents
Intergovernmental Reference Guide

*** Documents may contain Federal Tax Information ***

Download Unsolicited Documents
Unsolicited documents are available for download for 60 days.

Query Unsolicited Documents

From Date: 08/01/2012
To Date: 08/31/2012
Providing State: -All-
Receiving County: -All-
Status: -All- **GO**

Unsolicited Document Results
** Document contains Federal Tax Information.

Providing State Case ID	Receiving State Case ID	Receiving State County FIPS	Document Type	Days Avail	Status	Inter State
0122456778	548935452	632	Affidavit in Support of Establishing Paternity	45	Pending Download	Yes
0122456778	**		CSE Transmittal #1	45	Downloaded	Yes
0122456778			General Testimony	45	Downloaded	Yes
0122456778			Uniform Support Petition	45	Pending Download	Yes
009184265	004983750	311	Photo ID of CP	37	Pending Download	No
0002832905	896043122	201	Birth Certificate	30	Pending Download	Yes

Office of Child Support Enforcement
Contact Us

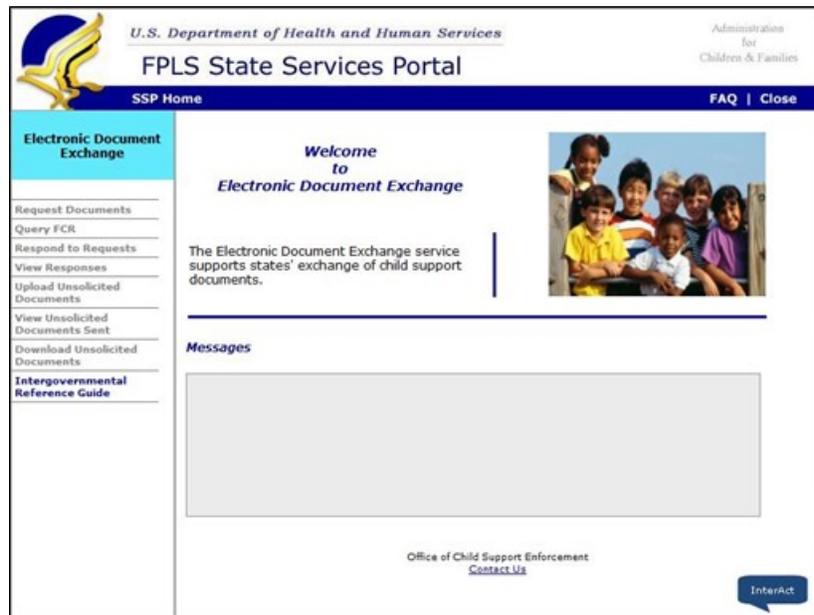
InterAct

Note: EDE displays your updated case ID and FIPS code. Notice the status has changed to Pending Download.

8. INTERGOVERNMENTAL REFERENCE GUIDE

While you are in the EDE application, you can open the IRG to view state profile and contact information. The link is available on the navigation menu from all pages, Figure 8-1. You can perform all IRG functions just as when you open the application directly.

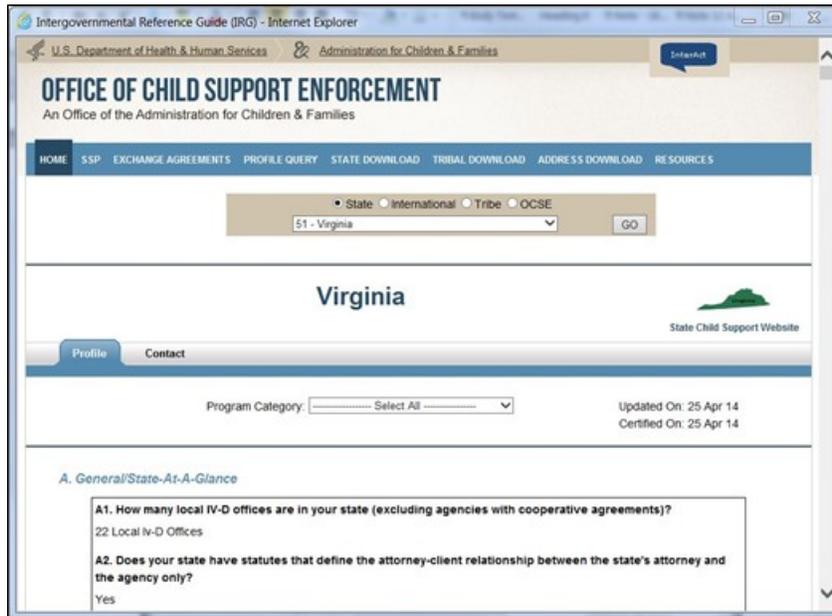
Figure 8-1: Intergovernmental Reference Guide – Link on Navigation Menu



Note: For details on using the IRG, refer to [IRG State and Tribal Child Support Users' Guide](#) or the [IRG State and Tribal Administrators' Guide](#) on the OCSE website.

When you click the Intergovernmental Reference Guide link, a pop-up window displaying the IRG opens in front of the EDE page you are viewing, Figure 8-2.

Figure 8-2: Intergovernmental Reference Guide Pop-up Window in EDE



9. SUPERUSER PAGES

This section offers guidance on the superuser role and shows the pages that are different for the superuser. A superuser can do everything that other roles can perform, and in addition, can also:

- Search by County FIPS code
- Search by User ID
- Release all requests or individual ones assigned by workers to themselves for other users to work
- View:
 - All requests the state receives
 - Request status
 - Action required on each request
 - Unsolicited Documents Sent
 - Reports – Statewide or by counties

See section 10 for a description of reports the superuser can view.

9.1 Search by County FIPS Code

You can search by multiple counties when you click the **List Counties** button in the following processes:

- Respond to Requests
- View Responses
- View Unsolicited Documents Sent
- Download Unsolicited
- Reports

Note: Your query results will only display counties with EDE activity.

A pop-up window will open displaying check boxes to select one or more counties, Figure 9-1.

Figure 9-1: County FIPS Code Pop-up Page

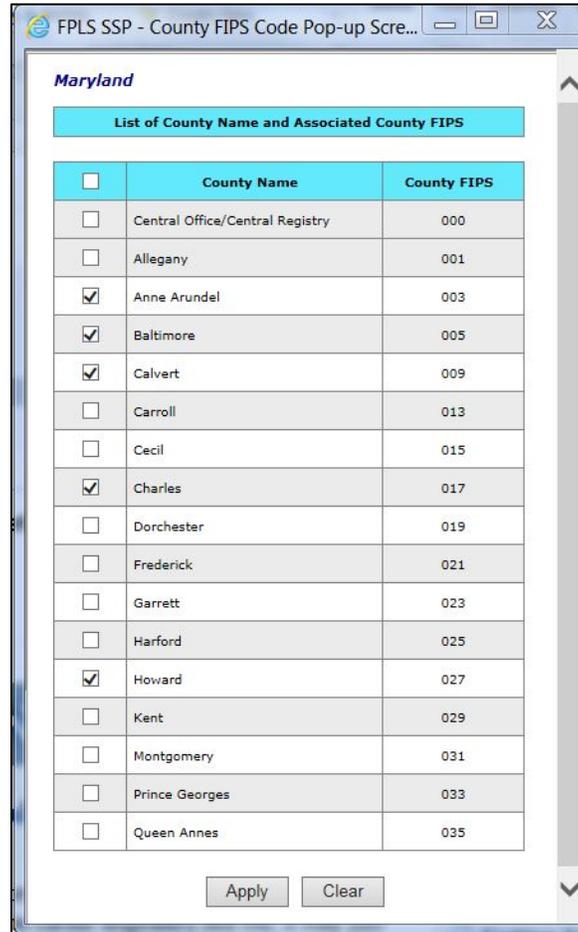


CHART 9-1: LIST OF COUNTY NAMES AND ASSOCIATED COUNTY FIPS DESCRIPTION	
Element	Description
County Name	Counties in your state Note: To select all counties, click the check box to the left of the County Name label
County FIPS	FIPS code for each county
Apply	Apply all checked entries for your query
Clear	Clear all checked entries

If you select more than one county, after clicking **Apply**, the numerical value will appear in the County field on the original page, for example, “5 selected.” See Figure 9-2.

9.2 Respond to Requests – Query Request

Figure 9-2: Respond to Requests – Query Request

CHART 9-2: RESPOND TO REQUESTS – QUERY REQUEST DESCRIPTION

Element	Description
From Date	<ul style="list-style-type: none"> Start of the date range to search for requests You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
To Date	<ul style="list-style-type: none"> End of the date range to search for requests You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
Requesting State	<ul style="list-style-type: none"> Name of the state requesting a document
Responding Counties	<ul style="list-style-type: none"> County or counties responding to the request
Select County	<ul style="list-style-type: none"> Opens the List of County Names and Associated County FIPS page As a superuser, you can select multiple counties
User ID	<ul style="list-style-type: none"> Identifier assigned by your state to each user
Status	<ul style="list-style-type: none"> Status of requests awaiting a response See Chart 9-3 for a description of the statuses

CHART 9-2: RESPOND TO REQUESTS – QUERY REQUEST DESCRIPTION	
Element	Description
GO	<ul style="list-style-type: none"> • Initiates your search and opens the Respond to Requests – Process Results page

CHART 9-3: REQUEST STATUSES DESCRIPTION	
Status	Description
All – Requesting State, User ID, and Status	Displays requests from all states, requests from all user IDs, or requests in all statuses, respectively, or you can search for a single status
Assigned	<ul style="list-style-type: none"> • A user assigned the request to self to work • Once a user assigns a request to self, EDE no longer displays the request to other users (except for you, the superuser) • You or the user can release the document to make it available for other users to work • After release, the document status changes from Assigned to Unassigned • Only the superuser can view or release all assigned requests
Pending	<p>A user responded to the request, indicating that the requested document will be sent at a later time because it is:</p> <ul style="list-style-type: none"> • Pending document imaging • Requested from an outside agency
Unassigned	No user has assigned the request to self

CHART 9-3: REQUEST STATUSES DESCRIPTION	
Status	Description
Cannot Be Provided	<p>A user responded that your state is unable to provide the requested document</p> <ul style="list-style-type: none"> - Your state cannot provide the document because: - Case closed - Document is not available in case - Document provided by other means (such as fax, mail, e-mail) - Fee required - Insufficient identifying information - Non-IV-D case - Prohibited by state policy (family violence) - Genetic testing pending - Support order does not exist - Support order cannot be found - Support order modification is pending - Support order is pending litigation - Support order is pending an appeal - Unable to locate case or member with the information provided - Document must be obtained from vital records bureau <p>Note: Once you respond to a request with Cannot Provide, EDE no longer displays the request</p>
Uploaded	Another user uploaded the document

To search for requests:

Enter all the criteria you want to search on, and then click **GO**.

Note: If you want to see all requests, don't enter From or To Dates, and leave the default –All– in the Requesting State, User ID, and Status fields.

9.3 Query Request – Search by User ID

Figure 9-3: Respond to Requests – Query Request – Search for a Specific User

The screenshot shows the 'FPLS State Services Portal' interface. The header includes the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main navigation bar contains 'Home', 'Print', 'FAQ', and 'Close'. The left sidebar is titled 'Electronic Document Exchange' and lists various actions like 'Request Documents', 'Query FCR', 'Respond to Requests', 'View Responses', 'Upload Unsolicited Documents', 'View Unsolicited Documents Sent', 'Download Unsolicited Documents', 'Reports', 'Intergovernmental', and 'Reference Guide'. The main content area is titled 'Respond to Requests' and 'Query Request'. It features a search form with the following fields: 'From Date' (08/06/2012), 'To Date' (08/13/2012), 'Requesting State' (dropdown menu set to '-All-'), 'Responding Counties' (text input '5 selected' and a 'List Counties' button), 'User ID' (dropdown menu set to 'S2488888'), and 'Status' (dropdown menu set to '-All-'). A blue 'GO' button is positioned to the right of the 'Status' dropdown. At the bottom of the page, there is a link for 'Office of Child Support Enforcement CONTACT US' and an 'InterAct' logo.

To search for requests assigned to a specific user:

Enter all the criteria you want to search on, including the user ID, and then click **GO**. (The Respond to Requests – Process Results (superuser view) page appears with the selected user’s assigned requests, Figure 9-4.)

9.4 Release Requests for a User

Figure 9-4: Respond to Requests – Process Results – User’s Assigned Requests

The screenshot shows the 'FPLS State Services Portal' with the 'Respond to Requests' section. It features a search area for requests with filters for 'From Date', 'To Date', 'Requesting State', 'Responding Counties', 'User ID', and 'Status'. Below this is a 'Process Results' table with the following data:

Responding State Case ID Y A	Resp County FIPS Y A	Document Type Y A	Request Date Y A	Status Y A	Action
0003204507	322	Support Order	08/08/2012	Assigned	Release, Send Document, Cancel Provide
0003204507	322	Birth Certificate	08/08/2012	Pending	Release, Send Document, Cancel Provide
0003204507	322	Photo ID of NCP	08/08/2012	Assigned	Release, Send Document, Cancel Provide
001402831	326	Support Order	08/09/2012	Unassigned	Assign

At the bottom of the table are 'Assign All' and 'Release All' buttons. The footer includes 'Office of Child Support Enforcement' and 'Contact Us'.

CHART 9-4: RESPOND TO REQUESTS – PROCESS RESULTS DESCRIPTION	
Action	Description
Responding State Case ID	Case ID pertaining to the case displayed
Resp County FIPS	Responding state’s county FIPS code
Document Type	Type of document requested
Request Date	Date the state requested the document
Status	<ul style="list-style-type: none"> • Status of the request • See Chart 9-3 for a description of the status
Action	<ul style="list-style-type: none"> • Actions available to the responding state • See Chart 9-5 for a description of the actions

CHART 9-4: RESPOND TO REQUESTS – PROCESS RESULTS DESCRIPTION	
Action	Description
Assign All	<p>Assigns all displayed requests with an Unassigned status to you</p> <ul style="list-style-type: none"> • A confirmation message appears on the page: All requests have been successfully assigned • Assigns unassigned requests only on the page you are viewing • To assign requests on other pages, you must click Assign All on those pages
Release All	<p>Releases all displayed requests with an Assigned or Pending status</p> <ul style="list-style-type: none"> • A confirmation message appears on the page: All requests have been successfully unassigned • Releases assigned requests only on the page you are viewing • To release requests on other pages, you must click Release All on those pages
Next and Previous (not shown)	These buttons appear only when there is more than one page of responses, so you can navigate through the pages

CHART 9-5: ACTIONS FOR PROCESS REQUESTS	
Action	Description
Assign	<ul style="list-style-type: none"> • Assigns the request to self to work • Status in the Status column changes to Assigned • Other users will no longer see the request
Release	<ul style="list-style-type: none"> • Releases the request for others to work • Status in the Status column changes to Unassigned • Other users can see the request
Send Document	Opens the Send Documents page where you can select and submit a document to the EDE server
Cannot Provide	Opens the Cannot Provide Document – Provide Reason page for you to select a reason for not sending the document and sends the response to the EDE server

To release requests assigned to a user after locating the user’s assignments:

1. Click **Release All**.

OR

2. Click **Release** for individual requests.

9.5 After Releasing a Request

Releasing a request changes its status to Unassigned and its action to Assign, so others can assign it to themselves, Figure 9-5.

Figure 9-5: Respond to Requests – Process Results – User’s Requests Released

The screenshot displays the 'Respond to Requests' page in the FPLS State Services Portal. The page includes a navigation menu on the left and a main content area with search filters and a results table.

Query Request Filters:

- From Date: 08/08/2012
- To Date: 08/13/2012
- Requesting State: -All
- Responding Counties: 5 selected
- User ID: S24steven
- Status: -All

Process Results Table:

Responding State Case ID	Resp County PIPSY #	Document Type	Request Date	Status	Action
0003324507	321	Support Order	08/08/2012	Unassigned	Assign
0003324507	321	Birth Certificate	08/08/2012	Pending	Release, Send Document, Cancel Provide
0003324507	321	Photo ID of NCP	08/08/2012	Assigned	Release, Send Document, Cancel Provide
001802837	358	Support Order	08/08/2012	Unassigned	Assign

Buttons at the bottom: Assign All, Release All. Office of Child Support Enforcement, Connecticut.

Note: The Support Order in the first row is now Unassigned, and available for others to assign.

9.6 View Responses – Query Responses

The superuser has the ability to query by one or more county FIPS codes.

Figure 9-6: View Responses – Query Responses

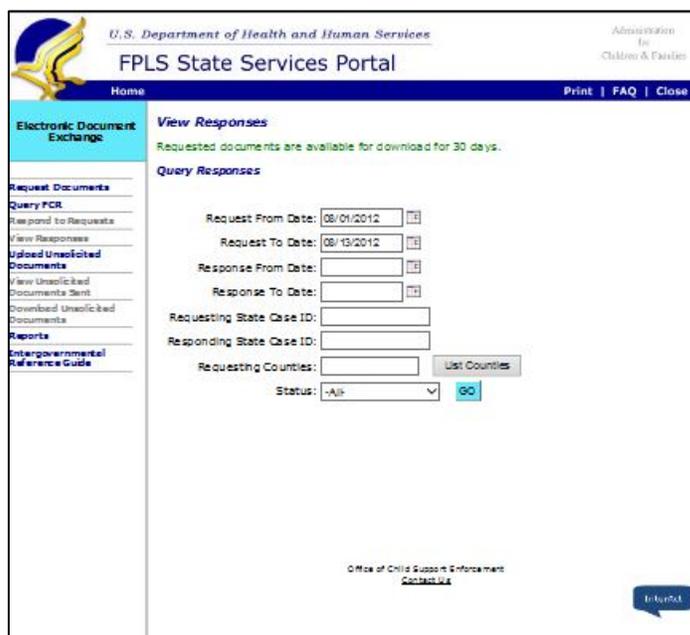


CHART 9-6: VIEW RESPONSES – QUERY RESPONSES DESCRIPTION	
Action	Description
Request From Date	<ul style="list-style-type: none"> Start of a request date range to search for responses You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
Request To Date	<ul style="list-style-type: none"> End of a request date range to search for responses You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
Response From Date	<ul style="list-style-type: none"> Start of a response date range to search for responses You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
Response To Date	<ul style="list-style-type: none"> End of a response date range to search for responses You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
Requesting State Case ID	Case ID of the state making a request
Responding State Case ID	Case ID of the state responding to a request

CHART 9-6: VIEW RESPONSES – QUERY RESPONSES DESCRIPTION	
Action	Description
Requesting Counties	County or counties for which you want to view responses received
List Counties	<ul style="list-style-type: none"> • Opens the List of County Names and Associated County FIPS page • As a superuser, you can select multiple counties
Status	<ul style="list-style-type: none"> • Status of responses you want to view • See Chart 9-3, “Request Statuses Description,” for a description of each status
GO	Initiates your search and opens the View Responses – Response Results page

To view responses:

Enter all the criteria you want to search on, and then click **GO**. (The View Responses – Response Results page appears, Figure 9-7)

Note: If you want to see all requests, don’t enter From or To Dates, and leave the default –All– in the Status field.

9.6.1 VIEW RESPONSES – RESPONSE RESULTS

Figure 9-7: View Responses – Response Results

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

Home | Print | FAQ | Close

Electronic Document Exchange

*** Documents may contain Federal Tax Information ***

View Responses
Requested documents are available for download for 30 days.

Query Responses

Request From Date: 08/01/2012
Request To Date: 08/10/2012
Response From Date:
Response To Date:
Requesting State Case ID:
Responding State Case ID:
Requesting Counties:
Status: -All-

Response Results
** Document contains Federal Tax Information.

Requesting State Case ID	Req Cty FIPS	Responding State Case ID	Resp State	Doc Type	Request Date	Days Remaining	Status
910062684	322	0003224507	VA	SOR	08/08/2012	21	Pending Download
910062684	322	0003224507	VA	BCT	08/08/2012	51	Pending Request
910062684	322	0003224507	VA	PNP	08/08/2012	21	Cannot be provided
7044027808 **	327	0002450324	VA	FRD	08/07/2012	25	Pending Download
CO1809456	330	0023456789	NC	FRD	08/07/2012	26	Downloaded
W966000313	332	0087523123	NC	MSO	08/03/2012	33	Pending Request

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

InterAct

CHART 9-7: VIEW RESPONSES – RESPONSE RESULTS DESCRIPTION	
Element	Description
Requesting State Case ID	Case ID of the state requesting the document
Req Cty FIPS	<ul style="list-style-type: none"> Requesting county’s FIPS code for which you want to view responses When you move the pointer over the FIPS code, the county name appears
Responding State Case ID	Case ID of the state responding to the request
Resp State	Name of the state responding to the request
Doc Type	<ul style="list-style-type: none"> Type of document requested When you move the pointer over the document type, the full name of the document appears
Request Date	Date the requesting state requested the document

CHART 9-7: VIEW RESPONSES – RESPONSE RESULTS DESCRIPTION	
Element	Description
Days Remaining	<p>Number of days remaining to:</p> <ul style="list-style-type: none"> – Download the document – View the pending request status – View the Cannot Be Provided status <p>When you move the pointer over the days remaining, the date the state responded appears</p>
Status	<ul style="list-style-type: none"> • Status of the response • See Chart 9-3, “Request Statuses Description,” for a description of each status type
Next and Previous (not pictured)	These buttons appear only when there is more than one page of responses, so you can navigate through the pages

To get request details furnished by the requesting state:

Click the hyperlink in the Requesting State Case ID column. (The Document Information page appears, Figure 9-8.)

9.6.2 DOCUMENT INFORMATION

Figure 9-8: Document Information – Request Details



CHART 9-8: DOCUMENT INFORMATION – REQUEST DETAILS DESCRIPTION	
Element	Description
Requesting State Information	Requesting state’s case ID and county FIPS code
Responding State Information	Responding state’s case ID, state name, and county FIPS code
Transaction Number	System generated number
Document Type	Type of document requested
Request Date	Date the requesting state requested the document
Response Date	Date the responding state responded
SSN	Participant’s Social Security number
First Name	Participant’s first name
Last Name	Participant’s last name
Date of Birth	Participant’s date of birth
From Date	Start of the date range entered by the requesting state user
To Date	End of the date range entered by the requesting state user
Most Recent	Requesting state asked for the most recent document versions

9.7 View Unsolicited Documents Sent

As a superuser, you have the ability to query by one or more county FIPS codes to view the unsolicited documents your state sent.

Figure 9-9: View Unsolicited Documents Sent – Query Unsolicited Documents

The screenshot shows the 'FPLS State Services Portal' interface. The main heading is 'View Unsolicited Documents Sent'. Below this, there is a warning: '**** Documents may contain Federal Tax Information ****'. A green message states: 'Unsolicited documents are available for download for 60 days.' The 'Query Unsolicited Documents' section contains the following fields: 'From Date' (08/01/2012), 'To Date' (08/31/2012), 'Receiving State' (dropdown menu), 'Providing Counties' (dropdown menu with '5 selected' and a 'List Counties' button), and 'Status' (dropdown menu). A 'GO' button is located to the right of the status dropdown. The footer includes 'Office of Child Support Enforcement Contact Us' and a 'Feedback' button.

CHART 9-9: VIEW UNSOLICITED DOCUMENTS SENT – QUERY UNSOLICITED DOCUMENTS DESCRIPTION

Element	Description
From Date	<ul style="list-style-type: none"> Start of a request date range to search for documents sent You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
To Date	<ul style="list-style-type: none"> End of a request date range to search for documents sent You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
Receiving State	The state to receive the documents
Providing Counties	County or counties that supplied the documents
Status	Status of the document: Pending Download or Downloaded
GO	Initiates your search and opens the View Unsolicited Documents Sent – Unsolicited Document Results page

To view documents sent:

Enter all the criteria you want to search on, and then click **GO**. (The View Unsolicited Documents Sent – Unsolicited Documents Results page appears, Figure 9-10.)

Note: If you want to see all documents sent, don't enter From or To Dates, and leave the default –All– in the Status field.

9.7.1 VIEW UNSOLICITED DOCUMENTS SENT – UNSOLICITED DOCUMENT RESULTS

Figure 9-10: View Unsolicited Documents Sent – Unsolicited Document Results

The screenshot shows the FPLS State Services Portal interface. At the top, it says "U.S. Department of Health and Human Services" and "Administration for Children & Families". The main heading is "FPLS State Services Portal". Below this is a navigation bar with "Home", "Print", "FAQ", and "Close".

The main content area is titled "View Unsolicited Documents Sent" and includes a search form with the following fields:

- From Date: 08/01/2012
- To Date: 08/31/2012
- Receiving State: -All-
- Providing Counties: 5 selected (with a "List Counties" button)
- Status: -All- (with a "GO" button)

Below the search form, there is a section titled "Unsolicited Document Results" with a note: "** Document contains Federal Tax Information." This section contains a table with the following data:

Providing State Case ID	Receiving State Case ID	Prov County FIPS	Rec State	Document Type	Days Avail	Status	Inter State
012345678		101	VA	Affidavit in Support of Establishing Paternity	45	Downloaded	No
012345678 **			IL	CSE Transmittal #1	45	Downloaded	No
012345678			ME	General Testimony	45	Downloaded	No
012345678			ME	Uniform Support Petition	45	Pending Download	Yes
009184265	004983750	311	NC	Photo ID of CP	37	Pending Download	No
0005832905 **	896043122	201	NC	Birth Certificate	30	Pending Download	Yes

At the bottom of the page, it says "Office of Child Support Enforcement" and "Contact Us". There is also an "InterAct" button in the bottom right corner.

CHART 9-10: VIEW UNSOLICITED DOCUMENTS SENT – UNSOLICITED DOCUMENT RESULTS DESCRIPTION	
Element	Description
Providing State Case ID	<ul style="list-style-type: none"> Your state case ID Two asterisks beside the case ID signify the document contains FTI

CHART 9-10: VIEW UNSOLICITED DOCUMENTS SENT – UNSOLICITED DOCUMENT RESULTS DESCRIPTION	
Element	Description
Receiving State Case ID	The receiving state case ID (if you have it)
Prov County FIPS	Your state’s providing county FIPS code
Rec State	Name of the state receiving document
Document Type	Type of document provided
Days Avail	<ul style="list-style-type: none"> • Number of days remaining available to download the document • After 60 days, EDE deletes the document
Status	<ul style="list-style-type: none"> • Pending Download – the state has not downloaded the document • Downloaded – the state has downloaded the document
Interstate	<ul style="list-style-type: none"> • Yes – document sent to another state (interstate) • No – document sent within your state (intrastate)

To get more information on a document sent:

Click the hyperlink in the Providing State Case ID column. (The View Unsolicited Document Details page appears, Figure 9-11.)

9.7.2 VIEW UNSOLICITED DOCUMENT DETAILS

Figure 9-11: View Unsolicited Document Details

The screenshot shows the 'View Unsolicited Document Details' page on the FPLS State Services Portal. The page is titled 'U.S. Department of Health and Human Services Administration for Children & Families FPLS State Services Portal'. It features a navigation menu on the left with options like 'Request Documents', 'Query FCR', and 'Upload Unsolicited Documents'. The main content area is divided into several sections: 'Providing State Information' (Case ID: 0123456778, County FIPS: 101, County A, State: Maryland), 'Other State Information' (Case ID, County FIPS, State: Virginia), 'Case Parameters' (CP First Name: Patricia, CP SSN: 292-XX-0986, CP Last Name: Johnson, CP Date of Birth: 02/09/1978; PF First Name: Charles, PF SSN: 340-XX-6254, PF Last Name: Brown, PF Date of Birth: 04/15/1980; NCP First Name, NCP SSN, NCP Last Name, NCP Date of Birth; Foster Care Agency), 'Contact Information' (First Name, Phone, Email, Last Name, Fax), and 'Document Information' (Document Type: Affidavit in Support of Establishing Paternity, Date Uploaded: 08/17/2012). A 'Return' button is located at the bottom of the page.

CHART 9-11: VIEW UNSOLICITED DOCUMENT DETAILS DESCRIPTION	
Element	Description
Providing State Information	Your case ID, county FIPS code, and state name
Other State Information	The case ID and county FIPS code for the receiving state
Case Parameters	NCP, CP, or PF's first and last names, SSN, date of birth, or foster care agency, if applicable
Contact Information	First and last name, telephone, fax, or e-mail of the person supplying the document
Document Information	Document type and date uploaded
Return	Returns to the View Unsolicited Documents Sent – Unsolicited Document Results page

9.8 Download Unsolicited Documents

As a superuser, you can query by multiple counties to view and download unsolicited documents received from other states.

Figure 9-12: Download Unsolicited Documents – Query Unsolicited Documents

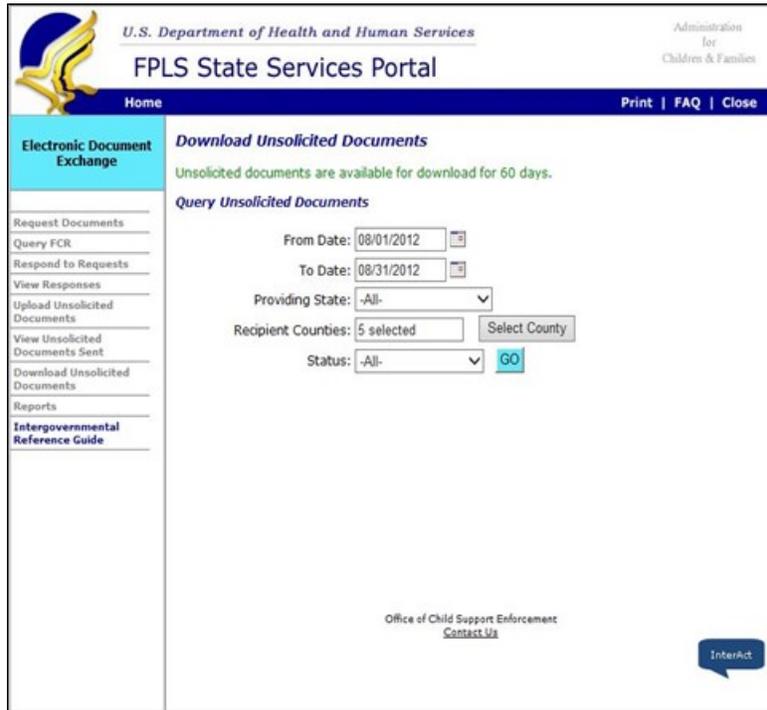


CHART 9-12: DOWNLOAD UNSOLICITED DOCUMENTS – QUERY UNSOLICITED DOCUMENTS DESCRIPTION	
Element	Description
From Date	<ul style="list-style-type: none"> Start of the date range to search for documents received You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
To Date	<ul style="list-style-type: none"> End of the date range to search for documents received You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
Providing State	State that supplied the documents
Recipient Counties	County or counties to receive the documents
List Counties	<ul style="list-style-type: none"> Opens the List of County Names and Associated County FIPS page As a superuser, you can select multiple counties

CHART 9-12: DOWNLOAD UNSOLICITED DOCUMENTS – QUERY UNSOLICITED DOCUMENTS DESCRIPTION	
Element	Description
Status	<ul style="list-style-type: none"> • Status of the document: Pending Download or Downloaded • See Chart 7-2 for a description of each status type
GO	Initiates your search and opens the Download Unsolicited Documents – Unsolicited Document Results page

Note: If you want to see all requests, don't enter From or To Dates, and leave the default –All– in the Status field.

CHART 9-13: UNSOLICITED DOCUMENT STATUSES	
Status	Description
All	Displays documents in all statuses
Pending Download	Documents awaiting download
Downloaded	Documents already downloaded. (Anyone with download privileges can download again)

To search for documents:

Enter all the criteria you want to search on, and then click **GO**. (The Download Unsolicited Documents – Unsolicited Documents Results page appears, Figure 9-13.)

9.8.1 DOWNLOAD UNSOLICITED DOCUMENTS – UNSOLICITED DOCUMENT RESULTS

Figure 9-13: Download Unsolicited Documents – Unsolicited Document Results

The screenshot shows the FPLS State Services Portal interface. At the top, it displays the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main heading is 'FPLS State Services Portal'. Below this, there is a navigation bar with 'Home', 'Print', 'FAQ', and 'Close' options. The left sidebar contains a menu for 'Electronic Document Exchange' with options like 'Request Documents', 'Query FCR', 'Respond to Requests', 'View Responses', 'Upload Unsolicited Documents', 'View Unsolicited Documents Sent', 'Download Unsolicited Documents', 'Reports', and 'Intergovernmental Reference Guide'. The main content area is titled 'Download Unsolicited Documents' and includes a warning: '*** Documents may contain Federal Tax Information ***'. Below this, it states 'Unsolicited documents are available for download for 60 days.' and provides a 'Query Unsolicited Documents' form. The form has the following fields: 'From Date: 08/01/2012', 'To Date: 08/31/2012', 'Providing State: -All-', 'Receiving State County: 5 selected', and 'Status: -All-'. A 'GO' button is next to the status field. Below the form, the 'Unsolicited Document Results' section shows a table with the following data:

Providing State Case ID	Receiving State Case ID	Receiving State County FIPS	Document Type	Days Avail	Status	Inter State
0123456778			Affidavit in Support of Establishing Paternity	45	Downloaded	No
0123456778 **			CSE Transmittal #1	45	Downloaded	No
0123456778			General Testimony	45	Downloaded	No
0123456778			Uniform Support Petition	45	Pending Download	Yes
009184265	004983750	311	Photo ID of CP	37	Pending Download	No
0005832905 **	896043122	201	Birth Certificate	30	Pending Download	Yes

At the bottom of the page, there is a footer for the Office of Child Support Enforcement with a 'Contact Us' link and an 'InterAct' chat button.

CHART 9-14: DOWNLOAD UNSOLICITED DOCUMENTS – UNSOLICITED DOCUMENTS RESULTS DESCRIPTION	
Element	Description
Providing State Case ID	<ul style="list-style-type: none"> Case ID of the state providing the document Two asterisks beside the case ID signify the incoming document contains FTI
Receiving State Case ID	Your state's case ID
Receiving State County FIPS	FIPS code for the county associated with the case ID
Document Type	Type of document provided

CHART 9-14: DOWNLOAD UNSOLICITED DOCUMENTS – UNSOLICITED DOCUMENTS RESULTS DESCRIPTION	
Element	Description
Days Avail	<ul style="list-style-type: none"> Number of days remaining available to download the document After 60 days, EDE deletes the document
Status	Status of the document
Interstate	<ul style="list-style-type: none"> Yes – document sent by another state (interstate) No – document sent within your state (intrastate)

To download a document:

Click either **Pending Download** or **Downloaded** in the Status column. A dialog box appears prompting you to open or save the document.

To get more information on a document received:

Click the hyperlink in the Providing State Case ID column. (The View Unsolicited Document Details page appears, Figure 9-14.)

9.8.2 DOWNLOAD UNSOLICITED DOCUMENT DETAILS

Figure 9-14: Download Unsolicited Document Details

The screenshot shows the 'FPLS State Services Portal' interface. The main content area is titled 'Download Unsolicited Document Details'. It is divided into several sections:

- Providing State Information:** Case ID: 0123456778, County FIPS: 101, County A, State: Virginia.
- Other State Information:** Case ID: 548955452, County FIPS: 632, List Counties button.
- Case Parameters:** CP First Name: Patricia, CP Last Name: Johnson, CP SSN: 292-XX-0986, CP Date of Birth: 02/09/1978, PF First Name: Charles, PF Last Name: Brown, PF SSN: 340-XX-6254, PF Date of Birth: 04/15/1980, NCP First Name, NCP Last Name, NCP SSN, NCP Date of Birth, Foster Care Agency.
- Contact Information:** First Name, Phone, Email, Last Name, Fax.
- Document Information:** Document Type: Affidavit in Support of Establishing Paternity, Date Uploaded: 08/17/2012.
- Update Status:** Change Status from Downloaded to Pending Download: . Buttons for Update and Return.

At the bottom, it says 'Office of Child Support Enforcement Contact Us'.

CHART 9-15: DOWNLOAD UNSOLICITED DOCUMENTS DETAILS DESCRIPTION	
Element	Description
Providing State Information	Case ID, county FIPS code, and state name for the providing state
Other State Information	<ul style="list-style-type: none"> • Enter or change your state’s case ID • Enter or change your county FIPS code by clicking the List Counties button, and then selecting a county
Case Parameters	NCP, CP, or PF’s first and last names, SSN, date of birth, or foster care agency, if applicable
Contact Information	First and last name, telephone, fax, or e-mail of the person supplying the document
Document Information	The type of document supplied and the date the providing state uploaded the document
Update Status	Change the status from Downloaded to Pending Downloaded
Update	<p>Updates the case ID and county FIPS code and changes the Downloaded status</p> <p>Note: If you click Update when the Case ID or County FIPS fields are blank, you will remove the case ID or the county FIPS code the sending state or FCR furnished.</p>
Return	Returns to the Download Unsolicited Documents – Unsolicited Document Results page

10. SUPERUSER REPORTS

The EDE Reports give you comprehensive information on EDE activities for your state in the following areas:

- Requests Received – Responses Made
- Requests Made – Responses Received
- Unsolicited Documents Received
- Unsolicited Documents Sent

Additional features enable you to:

- View detailed reports for each of the report categories, signified by hyperlinked counts in the right-hand column on the Report Summary
- Search for your state’s report data statewide or by single or multiple counties
- For both summary and detailed reports:
 - Print as PDFs to save report data
 - Export as comma-separated values (CSV) files to import into a spreadsheet

10.1 Searching for Reports

To search for reports:

Click **Reports** on the navigation menu. (The Reports – Query Report page appears, Figure 10-1.)

Figure 10-1: Reports – Query Report

The screenshot shows the 'FPLS State Services Portal' interface. At the top, it displays the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main header is 'FPLS State Services Portal' with navigation links for 'Home', 'Print', 'FAQ', and 'Close'. A left sidebar menu includes 'Electronic Document Exchange' (highlighted), 'Request Documents', 'Query FCR', 'Respond to Requests', 'View Responses', 'Upload Unsolicited Documents', 'View Unsolicited Documents Sent', 'Download Unsolicited Documents', 'Reports', 'Intergovernmental Reference Guide', and 'Intergovernmental Reference Guide'. The main content area is titled 'Reports' and 'Query Report'. It features a search form with the following fields: 'Participating State' (dropdown menu set to '-ALL-'), 'From Date' (calendar icon, value '07/01/2012'), 'To Date' (calendar icon, value '08/31/2012'), and 'County' (text input with '5 selected', a 'List Counties' button, and a 'GO' button). At the bottom, it shows 'Office of Child Support Enforcement' with a 'Contact Us' link and an 'InterAct' chat button.

CHART 10-1: REPORTS – QUERY REPORT DESCRIPTION	
Element	Description
Participating State	Select All or a single state to view reports
From Date	<ul style="list-style-type: none"> • Start of the date range to search for reports • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
To Date	<ul style="list-style-type: none"> • End of the date range to search for reports • You can either click the calendar icon and select a date or type the date with the following format: MM/DD/CCYY
County	<ul style="list-style-type: none"> • County for which you want to view reports • If you select more than one county, the numeric value will appear, for example, “5 selected”
List Counties	Opens the List of County Names and Associated County FIPS page
GO	Initiates your search and opens the Report Result – Report Summary page

Note: If you want to see all reports, don’t enter From or To Dates, and leave the default –All– in the State field.

To initiate a report search:

Enter all the criteria you want to search on, and then click **GO**. (The Report Result – Report Summary page appears.)

10.2 Report Summary

Figure 10-2: Report Result – Report Summary, Section 1



U.S. Department of Health and Human Services

FPLS State Services Portal

Administration
for
Children & Families

Home
Print | FAQ | Close

Electronic Document Exchange

Report Result

Report Criteria

State: All

From Date: 07/01/2012

To Date: 08/31/2012

As of Date: 08/31/2012

State Users: 252

Counties Selected: Multiple

Report Summary Print PDF | Export to CSV

Summary of Requests Received and Responses Made	
Number of States Requesting Documents	17
List of Requesting States	[Alaska, Arizona, California, District Of Columbia, Florida, Hawaii, Idaho, Maine, Massachussets, Nebraska, New Jersey, North Carolina, Pennsylvania, Puerto Rico, Texas, Virginia, Wisconsin]
List of Responding Counties	[Anne Arundel-003, Baltimore-005, Calvert-009, Charles-017]
Number of Requests Received	50
Number of Requests Responded to	40
Number of Requests Unassigned	8
Number of Requests Assigned	2
Requests Pending Response: greater than 45 days and less than 55 days	4
Requests Pending Response: greater than 55 days	4
Summary of Requests Made and Responses Received	
Number of States Responding to Requests	13
List of Responding States	[Alaska, Arizona, Florida, Hawaii, Idaho, Maine, Massachussets, Nebraska, North Carolina, Pennsylvania, Texas, Virginia, Wisconsin]
List of Requesting Counties	[Anne Arundel-003, Baltimore-005, Charles-017, Howard-027]
Number of Requests Made	60
Number of Responses Received	54
Responses Not Received	6
Pending Download	6
Documents Downloaded	48
Documents Pending Download: greater than 25 days and less than 30 days	2

Intergovernmental Reference Guide

Figure 10-3: Report Result – Report Summary, Section 2

Summary of Unsolicited Documents Received	
Number of Providing States	9
List of Providing States	[Alaska, Arizona, California, District Of Columbia, Florida, Hawaii, Idaho, Maine, Nebraska]
List of Recipient Counties	[Anne Arundel-003, Baltimore-005]
Number of Unsolicited Documents Received from other states	20
Pending Download	5
Documents Downloaded	15
Documents Pending Download: greater than 45 days and less than 55 days	3
Documents Pending Download: greater than 55 days	2
Summary of Unsolicited Documents Sent	
Number of Recipient States	8
List of Recipient States	[Alaska, Arizona, California, District Of Columbia, Florida, Hawaii, Idaho, Nebraska]
List of Providing Counties	
Number of Documents Sent	30
Pending Download	5
Documents Downloaded	25
Documents Pending Download: greater than 45 days and less than 55 days	3
Documents Pending Download: greater than 55 days	2

Office of Child Support Enforcement
 Contact Us



CHART 10-2: REPORT RESULT – REPORT SUMMARY DESCRIPTION	
Report Summary	
Element	Description
Print PDF	Prints a copy of summary or detailed report data in PDF format
Export to CSV	Export summary and detailed report data to a comma-separated values (CSV) format to import into a spreadsheet
New Report	Opens the Reports – Query Report page to begin a new search

The following sections discuss each segment of the report in detail.

Summary of Requests Received and Responses Made	
Element	Description
Number of States Requesting Documents	Number of states requesting documents from your state
List of Requesting States	Names of the states requesting documents
List of Responding Counties	<ul style="list-style-type: none"> County names and FIPS codes in your state, for example, Baltimore-005 Displays only counties with EDE activity
Number of Requests Received	Total number of requests received
Number of Requests Responded to	Total number of requests responded to
Number of Requests Unassigned	Total number of requests currently unassigned
Number of Requests Assigned	Total number of requests currently assigned
Requests Pending Response: greater than 45 days and less than 55 days	Number of requests in pending status for 45 to 55 days
Requests Pending Response: greater than 55 days	Number of requests in pending status more than 55 days

Summary of Requests Made and Responses Received	
Element	Description
Number of States Responding to Requests	Number of states that responded to your state's requests
List of Responding States	Names of states responding to requests
List of Requesting Counties	<ul style="list-style-type: none"> County names and FIPS codes in your state, for example Baltimore-005 Displays only counties with EDE activity
Number of Requests Made	Total number of requests made
Number of Responses Received	Total number of responses received
Responses Not Received	Total number of requests with no response
Pending Download	Total number of documents awaiting download
Documents Downloaded	Total number of documents downloaded

Summary of Requests Made and Responses Received	
Element	Description
Documents Pending Download: greater than 25 days and less than 30 days	Total number of documents awaiting download for 25 to 30 days

Summary of Unsolicited Documents Received	
Element	Description
Number of Providing States	Number of states that sent unsolicited documents to your state
List of Providing States	Names of the states that sent unsolicited documents
List of Recipient Counties	<ul style="list-style-type: none"> County names and FIPS codes in your state, for example Baltimore-005 Displays only counties with EDE activity
Number of Unsolicited Documents Received from other states	Total number of unsolicited documents received from other states
Pending Download	Total number of unsolicited documents awaiting download
Documents Downloaded	Total number of unsolicited documents downloaded
Documents Pending Download: greater than 45 days and less than 55 days	Number of unsolicited documents awaiting download for 45 to 55 days
Documents Pending Download: greater than 55 days	Number of unsolicited documents awaiting download more than 55 days

Summary of Unsolicited Documents Sent	
Element	Description
Number of Recipient States	Total number of states your state sent unsolicited documents to
List of Providing Counties	Names of the counties that sent the documents
List of Recipient States	Names of the states your state sent unsolicited documents to
Number of Documents Sent	Total number of unsolicited documents sent

Summary of Unsolicited Documents Sent	
Element	Description
Pending Download	Total number of unsolicited documents pending download by other states
Documents Downloaded	Total number of unsolicited documents downloaded by other states
Documents Pending Download: greater than 45 days and less than 55 days	Total number of unsolicited documents awaiting download by other states for 45 to 55 days
Documents Pending Download: greater than 55 days	Total number of unsolicited documents awaiting download by other states for more than 55 days

10.3 Detailed Reports Available

By clicking the hyperlinked counts on the Report Summary, you can view 12 detailed reports. Chart 10-3 displays a list of these reports.

CHART 10-3: DETAILED REPORTS AVAILABLE	
Report Summary Section	Detailed Report Information
Summary of Requests Received and Responses Made	<ul style="list-style-type: none"> • Number of Requests Unassigned • Requests Pending Response: greater than 45 days and less than 55 days • Requests Pending Response: greater than 55 days
Summary of Requests Made and Responses Received	<ul style="list-style-type: none"> • Responses Not Received • Documents Pending Download: greater than 45 days and less than 55 days • Documents Pending Download: greater than 55 days
Summary of Unsolicited Documents Received	<ul style="list-style-type: none"> • Pending Download • Documents Pending Download: greater than 45 days and less than 55 days • Documents Pending Download: greater than 55 days

CHART 10-3: DETAILED REPORTS AVAILABLE	
Report Summary Section	Detailed Report Information
Summary of Unsolicited Documents Sent	<ul style="list-style-type: none"> • Pending Download • Documents Pending Download: greater than 45 days and less than 55 days • Documents Pending Download: greater than 55 days

Figure 10-4 shows an example of a detailed report.

Figure 10-4: Detail of Unassigned Requests from the Report Summary

The screenshot shows the FPLS State Services Portal interface. At the top, it displays the U.S. Department of Health and Human Services logo and the text "Administration for Children & Families". The main heading is "FPLS State Services Portal". Below this, there is a navigation bar with "Home", "Print", "FAQ", and "Close".

The left sidebar contains a menu for "Electronic Document Exchange" with options: Request Documents, Query FCR, Respond to Requests, View Responses, Upload Unsolicited Documents, View Unsolicited Documents Sent, Download Unsolicited Documents, Reports, and Intergovernmental Reference Guide.

The main content area is titled "Respond to Requests" and "Query Request". It includes search filters: "From Date: 07/01/2012", "To Date: 08/31/2012", "Requesting State: -All-", "Responding Counties: 5 selected" (with a "List Counties" button), "User ID: -All-", and "Status: Unassigned" (with a "GO" button). There are also "Print PDF" and "Export to CSV" buttons.

Below the filters, a message states: "Recommended file format extensions for upload are JPEG, PDF, TIFF, DOC or DOCX. Documents will be stored for a period of 30 days after upload." A table lists unassigned requests with columns: Responding State Case ID, Resp County FIPS, Document Type, Request Date, Status, and Action.

Responding State Case ID	Resp County FIPS	Document Type	Request Date	Status	Action
0002385922	322	Support Order	07/07/2012	Unassigned	Assign
0008985922	322	Birth Certificate	07/08/2012	Unassigned	Assign
0006879736	322	Photo ID of NCP	07/09/2012	Unassigned	Assign
0004027808	322	Support Order	07/10/2012	Unassigned	Assign
0004027808	326	National Medical Support Notice	07/21/2012	Unassigned	Assign
0003284881	322	Support Order	07/22/2012	Unassigned	Assign
0003427652	322	Birth Certificate	07/23/2012	Unassigned	Assign
0002874368	322	Financial Record	07/24/2012	Unassigned	Assign

At the bottom of the table, there are "Assign All" and "Report Results" buttons. The footer includes "Office of Child Support Enforcement Contact Us" and an "InterAct" button.

To assign all requests to yourself:

1. Click **Assign All**.
2. Click **Report Results** to return to the Report Results – Report Summary page.

A. SUMMARY OF CHANGES

Chart A-1 lists the changes to this document by section and chart.

Note: The locations are hyperlinks. When you click them, you will go directly to that section. To return to this page, type **ALT + left arrow** on your keyboard.

CHART A-1: SUMMARY OF CHANGES	
Location	Change
Section 1, "Introduction"	Added statement that the Intergovernmental Reference Guide (IRG) is accessible from EDE
Section 2, "What Can I Do Using EDE?"	Added statement that you can view the unsolicited documents sent from your state
Chart 1-1, "Roles and EDE Functions"	Added ability to view unsolicited documents sent (for the Requestor and Requestor/Responder roles)
Chart 2-1, "EDE Welcome Page Description"	Included references to the View Unsolicited Documents Sent page and access to the IRG
Section 2.1, "Select Request Criteria"	<ul style="list-style-type: none"> Described using the List Counties button to select a county FIPS code rather than typing it Described how to remove a county FIPS code you had selected from the County FIPS field on the Request Documents page
Chart 2-4, "Select Documents to Request – Enter Document Information Description"	Noted under FCR Participant Name that EDE returns all participants in your state's cases – those with verified as well as unverified SSNs
Section 2.2.1, "EDE Document Types"	Moved the list of child support documents and UIFSA forms accepted in EDE to this section
Section 3.11, "Cannot Provide a Document"	Added eight new reasons for not providing a document to the existing list of reasons
Chart 5-1, "Case Parameters and Contact Information Description"	Described using the List Counties button to select a county FIPS code rather than typing it
Section 6, "View Unsolicited Documents Sent"	Added section describing the ability to view the unsolicited documents sent to other states
Section 7, "Download Unsolicited Documents"	Inserted a note that states can request e-mail notification to the Central Registry when an unsolicited document arrives

CHART A-1: SUMMARY OF CHANGES	
Location	Change
Chart 7-4, “Download Unsolicited Documents Details Description”	<ul style="list-style-type: none"> • Described how states can change their state’s case ID or county FIPS code on the Unsolicited Document Details page • Described changing a document status from Downloaded after viewing it to Pending Download so others can work the request
Section 8, “Intergovernmental Reference Guide”	Described how to access the IRG functionality from EDE
Chart 9-3, “Request Statuses Description”	Added the eight new reasons a document cannot be provided to the existing list
Section 9.7, “View Unsolicited Documents Sent”	Described the ability to view unsolicited documents your state sent to other states
Chart 10-2, “Report Result – Report Summary Description”	Lists the contents of the Summary of Unsolicited Documents Sent on the Report Summary
Chart 10-3, “Detailed Reports Available”	Described the detailed reports available for Unsolicited Documents Sent