

eTermination Application Navigation Guide

ADMINISTRATION FOR
CHILDREN & FAMILIES

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1 Introduction

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

This guide contains instructions for using the eTermination (eTerm) application on the portal. The eTerm application allows employers and other income payers to notify states when an employee is no longer employed by their company. It also allows them to report that a person listed on a recently received income withholding order (IWO) no longer works or has never worked for their company.

The application provides a centralized location for employers to report employment terminations to states in a secure, cost-effective, and efficient manner. This allows you to begin the process of locating a new employment source for the employee reported.

1.1 How the eTerm application assists with case management

The eTerm application allows you to receive notification from employers or other income payers when a participant identified on an IWO either no longer works, or has never worked for them. You may find eTerm helpful with the following case management activities:

- **Collection and enforcement of child support orders** – eTerm may provide information on a noncustodial parent’s termination date, final payment date, and final payment amount.
- **Locate** – eTerm may provide the last known address and new employer information of a noncustodial parent that may be helpful in locating a participant.

1.2 General tips for using the portal

Follow these general tips for using the portal:

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

1.3 Using this guide

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

Notes



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

Warnings



You must carefully follow warnings to avoid undesirable results.

2 Entering the Portal

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



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

3 Navigating the eTerm Application

The eTerm application allows you to search for and view individual termination records by date and county code, or to search for and download termination files by date. You may access the application by selecting **eTermination** from the Welcome to the Portal - Main Menu page (Figure 3-1).

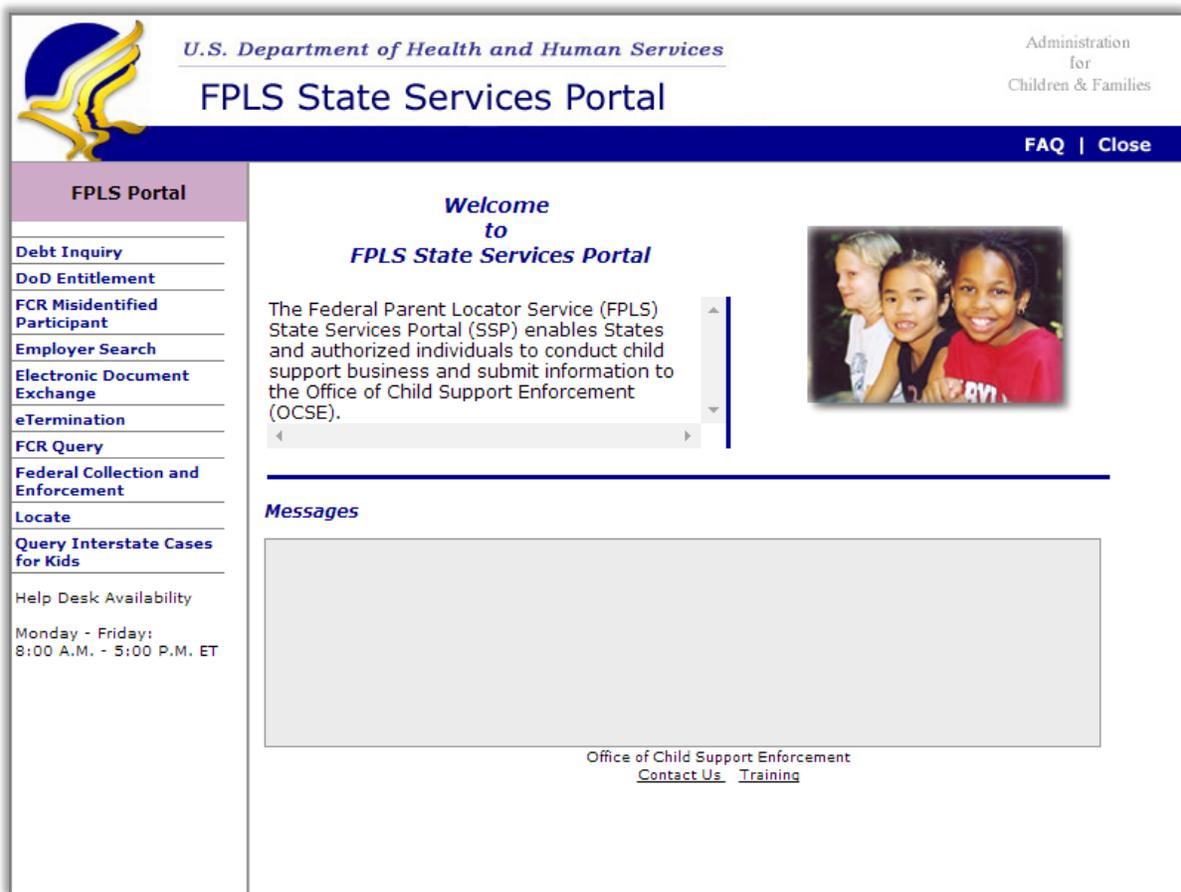


Figure 3-1: Welcome to the Portal – Main Menu

i eTerm does not replace the existing termination notification process in e-IWO. You will continue to receive termination notifications from e-IWO employers through that process. States have the option to receive termination notices from non e-IWO employers through either the e-IWO file or the eTerm application. Contact your state administrator to determine the process selected by your state.

The Welcome to eTermination page (Figure 3-2) gives you access to the eTerm application on the portal. You have the option to select **Termination Search** or **File Download**. To search for and view employment termination information by participant, select **Termination Search** from the eTermination menu.

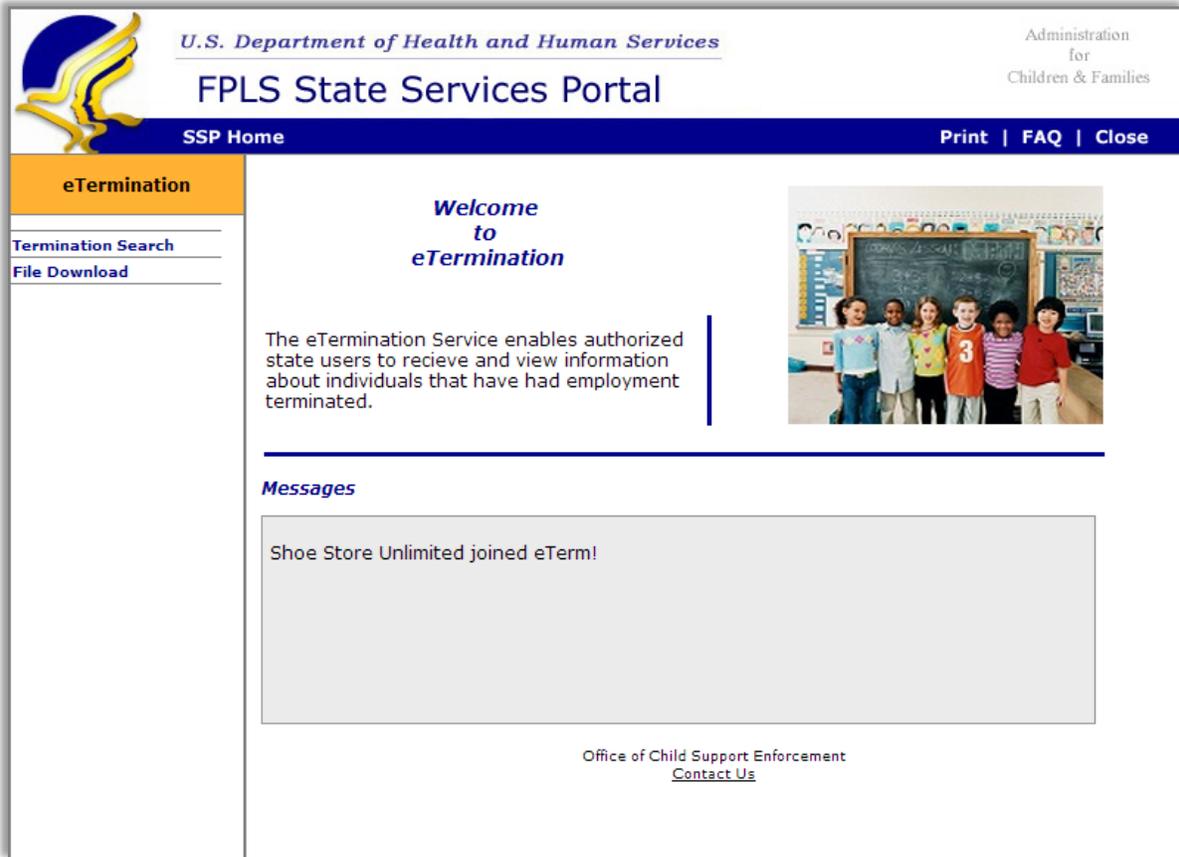


Figure 3-2: Welcome to eTermination



When an employer submits information through eTerm, an e-mail notification is sent to your state's existing Debt Inquiry contacts and any other contacts designated by your state to receive notifications.

3.1 Termination Search

From the Termination Search page (Figure 3-3), enter the **From Date**, **To Date**, and the optional **County Code** (if desired) and click **GO**.

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eTermination

Termination Search

File Download

Termination Search

* Indicates required field

Date range may be modified due to available termination file history.

Search Criteria

* From Date:
(mm/dd/yyyy)

* To Date:
(mm/dd/yyyy)

County Code: **GO**

Search Results

Submitted Date ▲ ▼	NCP/Employee Name ▲ ▼	SSN	FEIN ▲ ▼	Viewed
03/03/2014	Grigsby, Sherri	xxx-xx-6789	987654321	<input type="checkbox"/>
03/01/2014	Howell, Steve	xxx-xx-7567	012345678	<input checked="" type="checkbox"/>
03/01/2014	Sharp, Eric	xxx-xx-8671	012345678	<input checked="" type="checkbox"/>
03/01/2014	Smith, Joe	xxx-xx-3452	012345678	<input type="checkbox"/>
03/01/2014	Smith, Ralph	xxx-xx-1212	012345678	<input type="checkbox"/>
03/01/2014	Howell, Steve	xxx-xx-7567	012345678	<input checked="" type="checkbox"/>
03/01/2014	Sharp, Eric	xxx-xx-8671	012345678	<input checked="" type="checkbox"/>
03/01/2014	Smith, Joe	xxx-xx-3452	012345678	<input type="checkbox"/>
03/01/2014	Smith, Ralph	xxx-xx-1212	012345678	<input type="checkbox"/>
03/01/2014	Howell, Steve	xxx-xx-7567	012345678	<input checked="" type="checkbox"/>

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Figure 3-3: Termination Search



Termination records are available for 60 calendar days.

The Search Results display the following information for each available termination record:

- Submitted Date
- NCP/Employee Name
- SSN
- FEIN
- Viewed (checked or unchecked)

From the Search Results, identify the termination record you wish to view and click the associated Social Security number (SSN) to display the Termination Record Details for that participant.

You may receive an error message after entering information in the eTerm application. The following table lists possible error messages and recommended actions.

Table 3-1: Termination Search Error Messages

Message	Action
No data is found	There are no termination records on file matching the search criteria entered
Date is required	Enter a date or date range
Date must be in MM/DD/YYYY format	Enter the date in the correct format MMDDYYYY, without slashes
Date is invalid	Enter a valid month, day, and year in the MMDDYYYY format
To date must be earlier than or equal to current date	Enter a "To" date that occurred before or is equal to the current date
From date must be earlier than or equal to To date	Enter a "From" date that occurred before or is equal to the "To" date
Date YYYY must be greater than 1900	Enter a year of 1901 or later
County Code is invalid	Enter a valid county code for your state

3.1.1 Termination Record Details

Upon selection of an SSN from the Termination Search results, the Termination Record Details page (Figure 3-4 & Figure 3-5) displays the following information provided by the employer.

NOTE: Employers may not provide information for all of the fields.

- Employment Termination or Income Status
- Employer Information
 - FEIN
- Noncustodial Parent/Employee Information
 - SSN
 - Last Name
 - First Name
 - Middle Name
 - Suffix
- Case Information
 - Case Type
 - State
 - County Code
 - Case Identifier
 - Order Identifier
- Termination Information
 - Termination Date
 - Final Payment Date
 - Final Payment Amount
- Last Known Address
 - Address Line 1
 - Address Line 2
 - City Name
 - State
 - ZIP
 - ZIP Ext
 - Phone Number
- New Employer Information
 - Employer Name
 - Address Line 1
 - Address Line 2
 - City Name
 - State
 - ZIP
 - ZIP Ext
- Viewed Status
 - Viewed (selection box checked or unchecked)



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eTermination

[Termination Search](#)

[File Download](#)

Termination Record Details

Employment Termination or Income Status

Employee has never worked for this employer nor received periodic income.

Employer Information

FEIN: 01-2345678

Noncustodial Parent/Employee Information

SSN: xxx-xx-1212

Last Name: Smith

First Name: Ralph

Middle Name:

Suffix:

Case Information

Case Type: OTRM

State: AL

County Code: 123

Case Identifier: 1234567

Order Identifier: 34345567

Termination Information

Termination Date: 02/26/2014

Final Payment Date: 02/26/2014

Final Payment Amount: \$850

Figure 3-4: Termination Record Details

	<p>Last Known Address</p> <p>Address Line 1: 1234 Chapel Square Address Line 2: Apt G City Name: Columbia State: MD ZIP: 21044 ZIP Ext: Phone Number: 867 5309</p>
	<p>New Employer Information</p> <p>Employer Name: Wellpoint Inc. Address Line 1: 123 Columbia Road Address Line 2: City Name: Columbia State: MD ZIP: 21044 ZIP Ext:</p>
	<p>Viewed Status</p> <p>Viewed: <input checked="" type="checkbox"/></p>
	<p style="text-align: center;"> <input type="button" value="Viewed"/> <input type="button" value="Search Results"/> </p> <p style="text-align: center;"> Office of Child Support Enforcement Contact Us </p>

Figure 3-5: Termination Record Details - Continued

The viewed status assists states to track and process termination records. To mark a record as viewed, click **Viewed** at the bottom of the Termination Record Details page. Marking items as viewed is optional.

To view the previously displayed search results, click **Search Results** to return to the Termination Search page.

3.2 File Download

To search for and download a file of all reported terminations by date, select **File Download** from the eTermination menu to proceed to the File Download page (Figure 3-6). Under Search Criteria, enter the **From Date** and **To Date** and click **GO**.

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eTermination

File Download
* Indicates required field

Date range may be modified due to available termination file history.

Search Criteria

* From Date:
(mm/dd/yyyy)

* To Date:
(mm/dd/yyyy)

Search Results

Processed Date ▲ ▼	Termination File Name	Last Downloaded Date	Action
03/04/2014	MD.ET.ACK.20140304.015535.xls		<input type="button" value="Download"/>
03/03/2014	MD.ET.ACK.20140303.015535.xls	03/03/2014	<input type="button" value="Download"/>
03/02/2014	MD.ET.ACK.20140302.015535.xls	03/02/2014	<input type="button" value="Download"/>
03/01/2014	MD.ET.ACK.20140301.015535.xls	03/01/2014	<input type="button" value="Download"/>
02/28/2014	MD.ET.ACK.20140228.015535.xls	02/28/2014	<input type="button" value="Download"/>
02/27/2014	MD.ET.ACK.20140227.015535.xls	02/27/2014	<input type="button" value="Download"/>
02/26/2014	MMD.ET.ACK.20140226.015535.xls	02/26/2014	<input type="button" value="Download"/>

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Figure 3-6: File Download



Termination files are available for 60 calendar days.

The Search Results display the following information for each available termination file:

- Processed Date
- Termination File Name
- Last Downloaded Date

From the Search Results, identify the termination file you wish to download and click **Download**.

You may receive an error message after entering information in the eTerm application. The following table lists possible error messages and recommended actions.

Table 3-2: File Download Criteria Error Messages

Message	Action
No data is found	There are no termination records on file matching the search criteria entered
Date is required	Enter a date or date range
Date must be in MM/DD/YYYY format	Enter the date in the correct format MMDDYYYY, without slashes
Date is invalid	Enter a valid month, day, and year in the MMDDYYYY format
To date must be earlier than or equal to current date	Enter a "To" date that occurred before or is equal to the current date
From date must be earlier than or equal to To date	Enter a "From" date that occurred before or is equal to the "To" date
Date YYYY must be greater than 1900	Enter a year of 1901 or later
Error downloading file. File could not be downloaded successfully	The file requested could not be downloaded successfully. Reselect the desired file and retry the download

3.2.1 Termination File

Upon selecting a file for download, the requested file is displayed in Microsoft Excel (.xls) format, with the ability to sort, print, or save the selected termination file (Figure 3-7). The termination file includes the following information provided by the employer. NOTE: Employers may not provide information for all of the fields.

- State Code
- Action Code
- EIN Text
- Employee Last Name
- Employee First Name
- Employee Middle Name
- Employee Name Suffix
- Employee SSN
- Case Identifier
- Order Identifier
- Termination Reason
- Termination Date
- Final Payment Made Date
- Final Payment Made Amount
- NCP Address Line 1
- NCP Address Line 2
- NCP Address City
- NCP Address State
- NCP Address ZIP Code
- NCP Address ZIP Ext
- New Employer Name
- New Employer Address Line 1
- New Employer Address Line 2
- New Employer Address City
- New Employer Address State
- New Employer Address ZIP Code
- New Employer Address ZIP Ext
- NCP Phone Number
- County Code

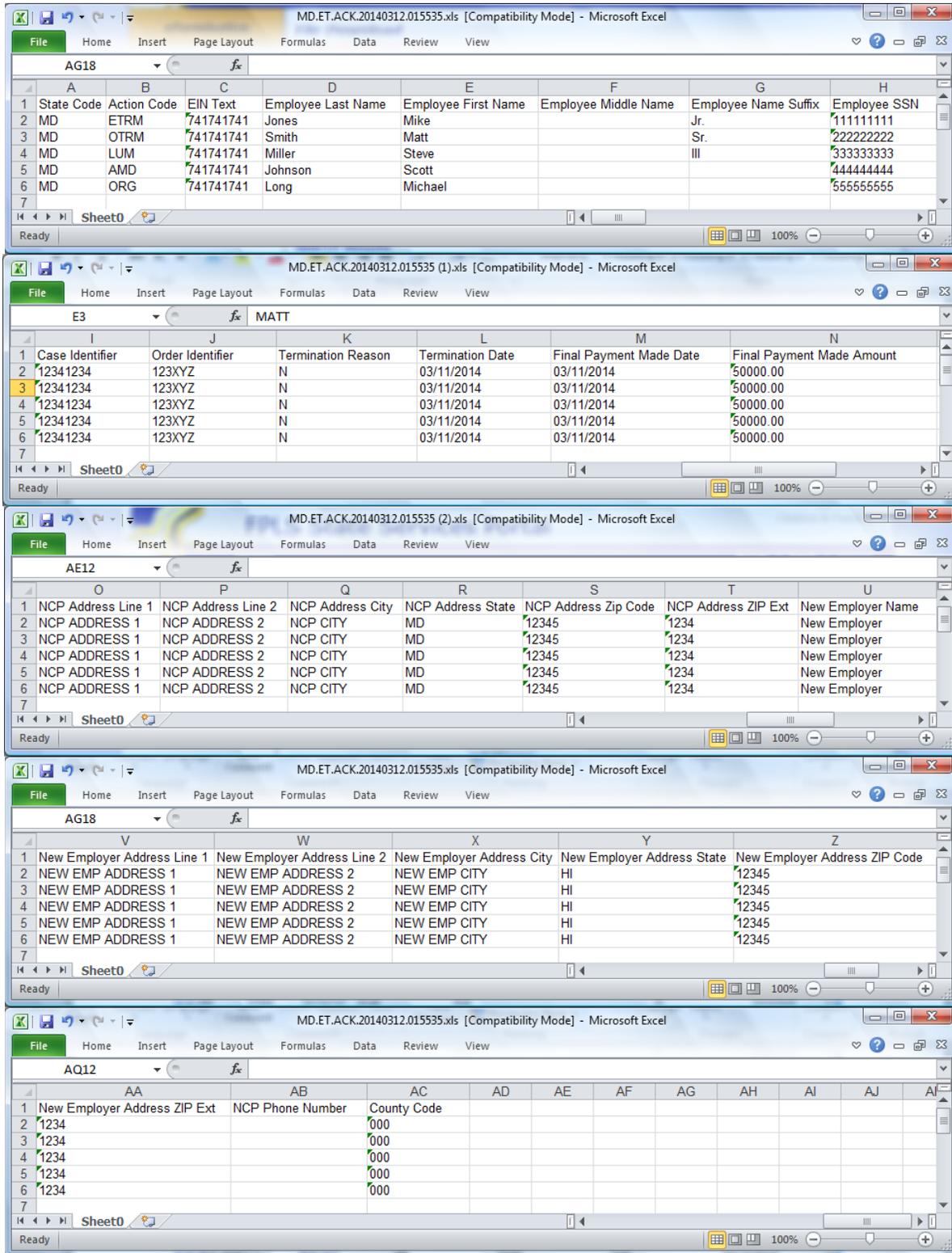


Figure 3-7: Termination File