

Federal Parent Locator Service

Federal Offset System (FOS)

Release 13-02 – Minor

Implementation Date: October 4, 2013

Release Specifications

Version 1.2

Updated: September 26, 2014

Administration for Children and Families
Office of Child Support Enforcement
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This document was prepared for the United States Department of Health and Human Services, Office of Child Support Enforcement under Contract Number HHS-N26-3999-900033I by Lockheed Martin, Information Systems & Global Solutions, Incorporated (LM IS&GS). The work was authorized in compliance with the following specific prime task order:

Delivery Order Number:	HHS-P23-3201-175055W
Delivery Order Title:	Federal Offset System (FOS)
Document Date:	September 26, 2014
Document Number:	H2-A2003.132.03

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1. UPLOAD AND DOWNLOAD FOS FILES THROUGH THE PORTAL (OCSE REF. # 4627)

1.1 Summary of Changes

We are changing the Federal Offset System (FOS) to allow states to upload and download non-routine files using the State Services Portal (SSP).

1.2 Background

To help with the fraud offset investigation, states send encrypted e-mails with possible fraudulent offsets to the federal Office of Child Support Enforcement (OCSE). This method offers protection for Personally Identifiable Information (PII). Offering the upload and download process for this data will ensure improved protection for all parties.

1.3 Description of Changes

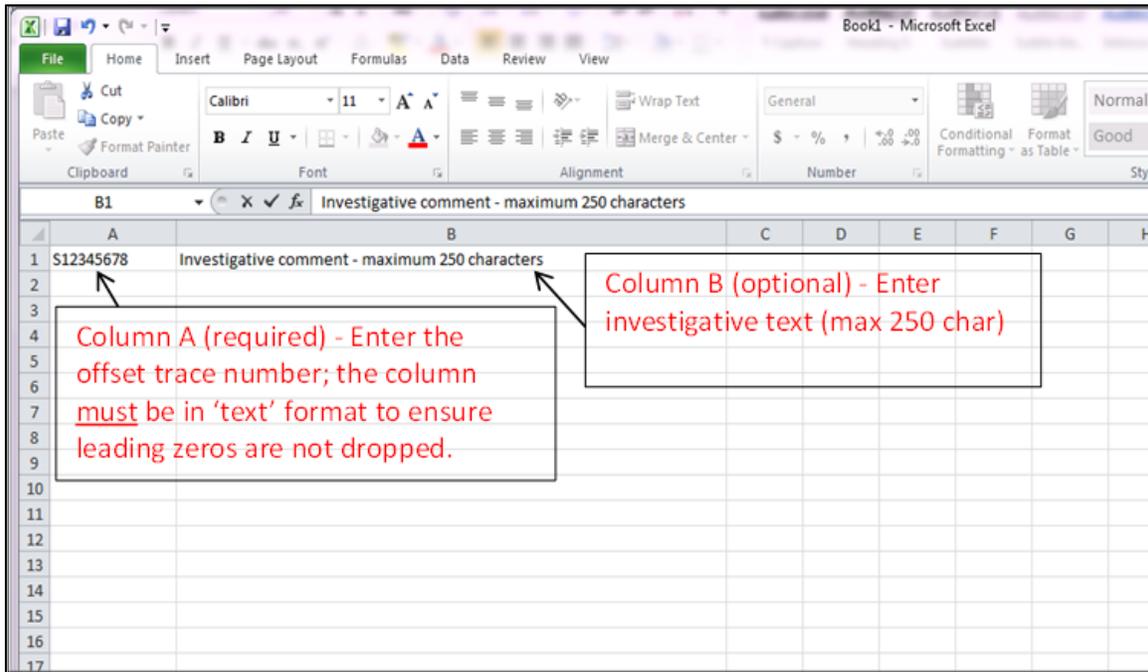
This enhancement offers the ability to securely transfer files having PII, which includes tax information, to and from OCSE via the SSP. The Federal Collection and Enforcement Portal application will display new links for uploading and downloading files. Refer to Figure 1-1 through Figure 1-6 for step-by-step instructions to upload files, and Figure 1-7 through Figure 1-11 to download files.

1.3.1 UPLOADING FILES

1. Create the referral file for upload, Figure 1-1.

Enter the tax offset trace numbers into a Microsoft Excel spreadsheet and save the file using the extension .xls or .xlsx. After saving the file, log into the SSP to prepare for upload.

Figure 1-1: Excel Spreadsheet Referral File



2. Select the file for upload.

After you enter the SSP, select the Federal Collection and Enforcement application. Select **File Upload** from the menu options on the left. On the **File Upload** page, enter the e-mail address to which you want the system to send error and response notifications, and click **Browse**, Figure 1-2.

Note: The upload option requires you to enter an e-mail address when uploading files to OCSE.

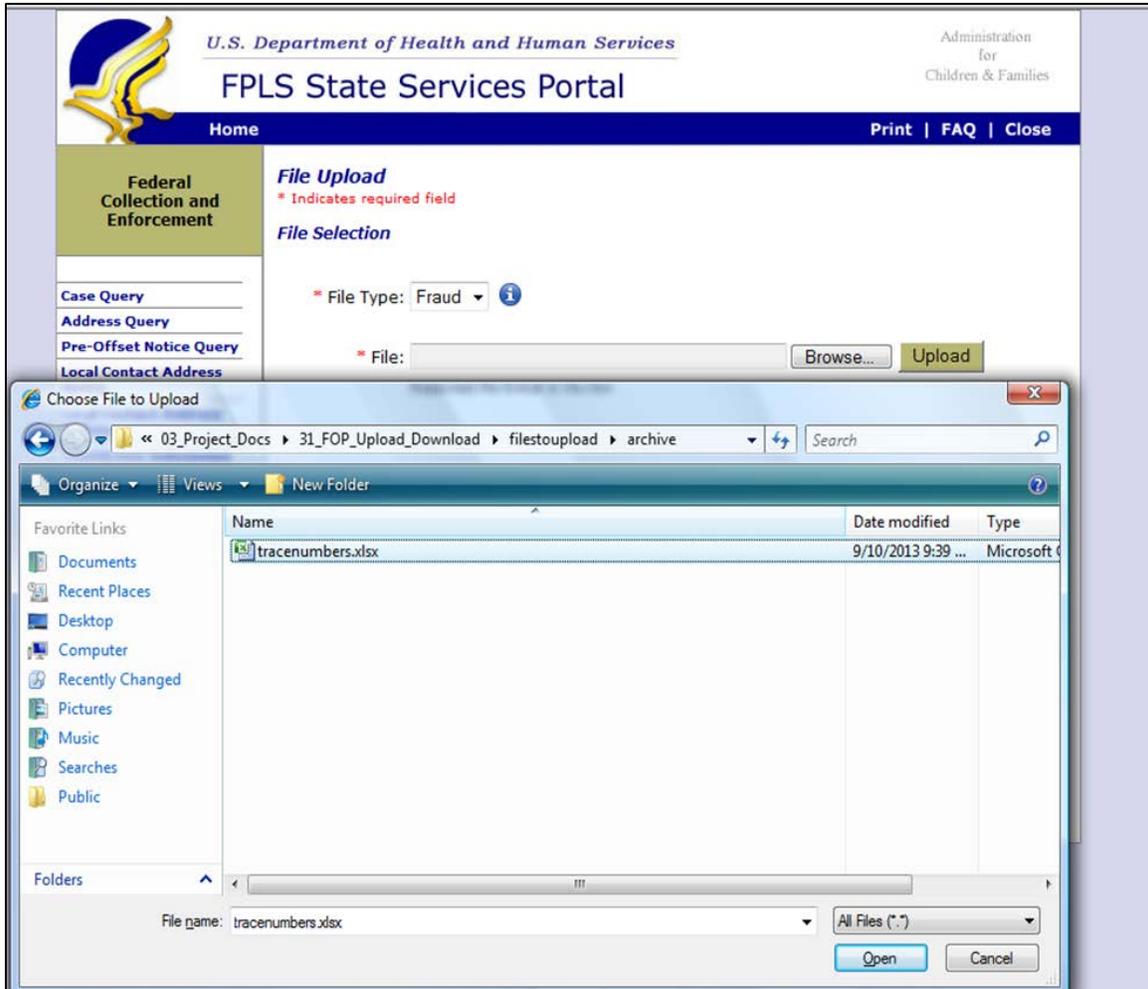
Figure 1-2: File Upload Page

The screenshot shows the 'File Upload' page within 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 title is 'FPLS State Services Portal'. A navigation bar contains 'Home', 'Print', 'FAQ', and 'Close'. A left sidebar lists various services, with 'Federal Collection and Enforcement' highlighted. The main content area is titled 'File Upload' and includes a red asterisk indicating required fields. Under 'File Selection', there is a dropdown for 'File Type' set to 'Fraud', an 'Email' field containing 'jdoe@state.us.gov', and a 'File' field with a 'Browse...' button and an 'Upload' button. A note below the file field states 'Supported file format is xls,xlsx'. At the bottom, it says 'Office of Child Support Enforcement' with a 'Contact Us' link.

3. Browse for the file to upload.

Navigate to the location of the file, highlight the file you want to upload, and click **Open**, Figure 1-3.

Figure 1-3: Choose File to Upload Page



4. Upload the file onto SSP.

The **File Upload** screen now shows the file you selected to upload. Click **Upload**, Figure 1-4.

Figure 1-4: File Upload Page With File Selected

The screenshot shows the 'File Upload' page on the FPLS State Services Portal. The page header includes the U.S. Department of Health and Human Services logo and 'FPLS State Services Portal'. A navigation bar contains 'Home', 'Print', 'FAQ', and 'Close'. A left sidebar lists menu items like 'Case Query', 'Address Query', 'Pre-Offset Notice Query', 'Local Contact Address Query', 'Local Contact Address Update', 'Transaction Submission', 'Online Transaction Maintenance', 'File Upload', and 'File Download'. The main content area is titled 'File Upload' and 'File Selection'. It features a 'File Type' dropdown set to 'Fraud', a 'File' input field containing 'D:\Guru\03_Project_Docs\31_FOP_Upload_Down', and 'Browse...' and 'Upload' buttons. A note indicates supported file formats are .xls and .xlsx. The footer mentions the Office of Child Support Enforcement.

When the upload completes, a message appears indicating the upload was successful and the system will transfer the file for processing, Figure 1-5.

Figure 1-5: File Upload Page With Confirmation of Successful Upload

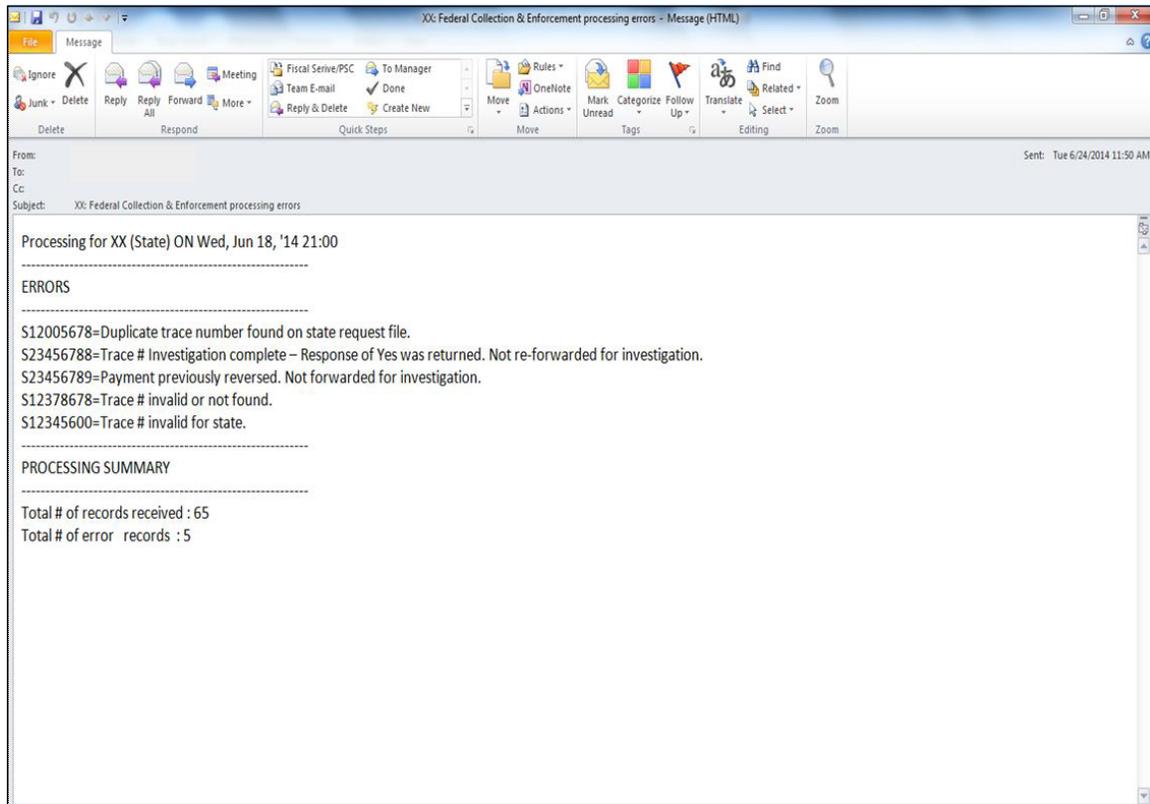
The screenshot displays the 'FPLS State Services Portal' interface. At the top left is the U.S. Department of Health and Human Services logo. The header includes 'U.S. Department of Health and Human Services', 'Administration for Children & Families', and 'FPLS State Services Portal'. A navigation bar contains 'Home', 'Print | FAQ | Close', and a sidebar for 'Federal Collection and Enforcement' with links like 'Case Query', 'Address Query', etc. The main content area is titled 'File Upload' and features a green confirmation message: 'Your file has been uploaded. It will be transferred for processing. If there are any data concerns, the Federal Offset application team will contact you.' Below this is the 'File Selection' section with a 'File Type' dropdown set to 'Fraud' and an 'i' icon. A 'File:' input field is followed by 'Browse...' and 'Upload' buttons. A note states 'Supported file format is xls,xlsx'. At the bottom, it says 'Office of Child Support Enforcement' with a 'Contact Us' link.

5. Error notifications.

If we encounter any problems processing your file, you will receive an e-mail the next day. The e-mail will include error codes indicating the problems, Figure 1-6. We do not reject the entire file, only the trace numbers with errors. If your uploaded file has no errors, you will not receive an e-mail.

Note: The system will send upload processing error codes and download notifications to the e-mail address entered on the File Upload page, Figure 1-2.

Figure 1-6: Error Notification E-Mail

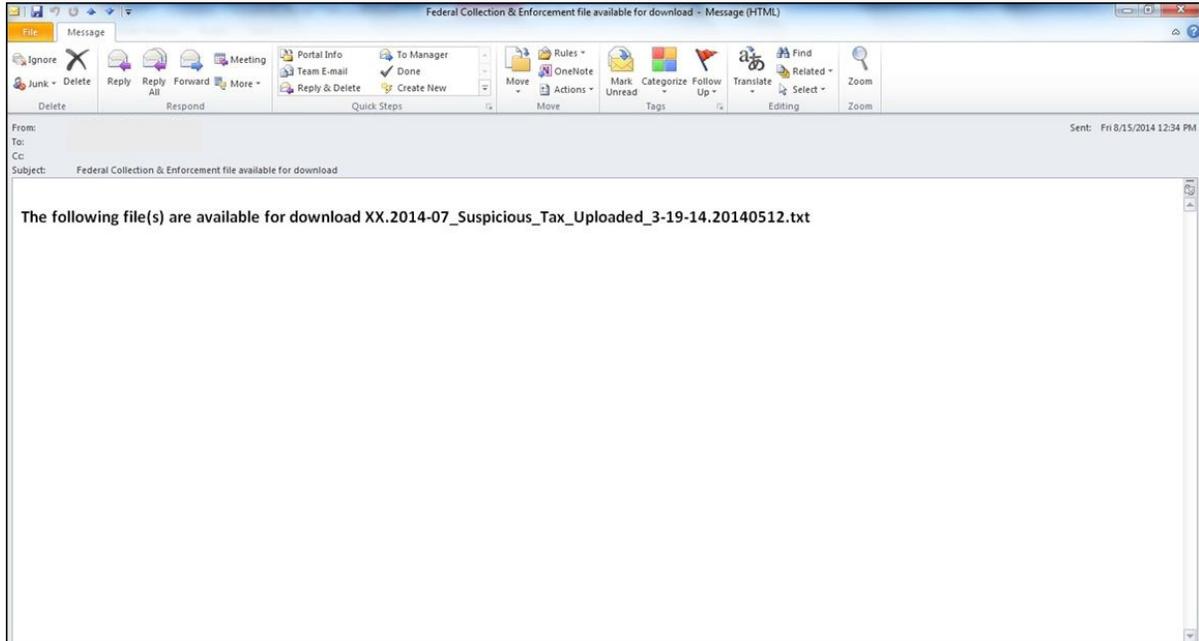


1.3.2 DOWNLOADING FILES

1. Receive an e-mail notification.

The person who entered an e-mail address in the upload process will receive an e-mail stating **Federal Collection & Enforcement file available for download**, Figure 1-7.

Figure 1-7: Download E-Mail Notice



2. Open the Federal Collection and Enforcement application. Select **File Download** from the menu options on the left, Figure 1-8.

Figure 1-8: File Download Page



3. Search for a file to download.

Select a date range to search for files, and click **GO**, Figure 1-9.

Note: The system retains responses for 60 days. We will send you a reminder e-mail at 45 days and every 5 days thereafter, until 60 days have expired. We can recreate files upon request, if necessary.

Figure 1-9: File Download Search

The screenshot displays the FPLS Child Support Services Portal. At the top left is the U.S. Department of Health and Human Services logo. The page title is "FPLS Child Support Services Portal". In the top right corner, it says "Administration for Children & Families". Below the title is a navigation bar with "Home", "Print", "FAQ", and "Logout". On the left side, there is a menu titled "Federal Collection and Enforcement" with links for Case Query, Trace Number Query, Address Query, Pre-Offset Notice Query, Local Contact Address Query, Local Contact Address Update, Transaction Submission, Online Transaction Maintenance, File Upload, File Download, Passport Denial, and Success Story Admin. The main content area is titled "File Download Search" and includes a note: "Date range may be modified based on the availability of files for download." The search form contains three fields: "Start Date" with the value "08/05/2014", "End Date" with the value "08/12/2014", and "File Type" with a dropdown menu set to "Fraud". A "GO" button is located to the right of the File Type dropdown. At the bottom of the page, it says "Office of Child Support Enforcement" with links for "Contact Us" and "Privacy Statement".

4. Select and open a file from the File Download List.
Select the file you want to download, and click **Download**, Figure 1-10.

Figure 1-10: File Download List

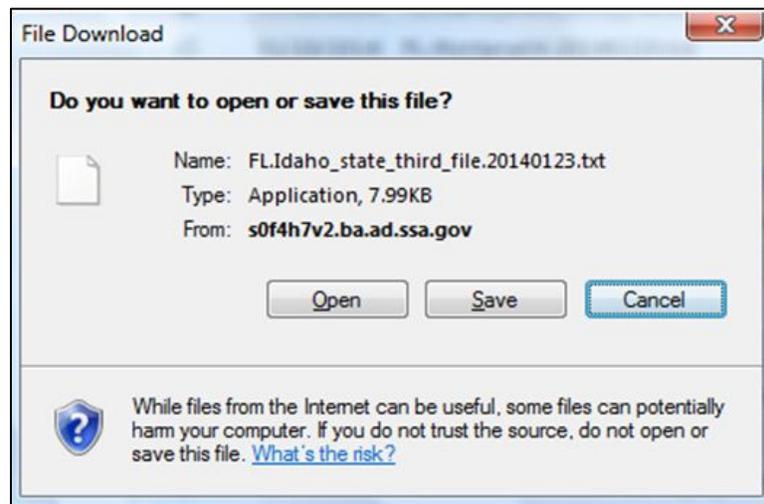
The screenshot shows the FPLS State Services Portal interface. At the top, there is a header with the U.S. Department of Health and Human Services logo and the text "Administration for Children & Families". Below the header, there is a navigation bar with "Home", "Print", "FAQ", and "Close" links. The main content area is divided into two columns. The left column contains a sidebar with the following links: "Federal Collection and Enforcement", "Case Query", "Address Query", "Pre-Offset Notice Query", "Local Contact Address Query", "Local Contact Address Update", "Transaction Submission", "Online Transaction Maintenance", "File Upload", and "File Download". The right column contains the "File Download Search" section, which includes a search form with the following fields: "Start Date" (01/15/2014), "End Date" (01/22/2014), and "File Type" (Fraud). Below the search form is a "GO" button. The "File Download List" section contains a table with the following data:

Select	Processed Date	File Name	Last Download Date
<input type="radio"/>	01/22/2014	MT.Montana04.20140122.txt	

Below the table is a "Download" button.

5. Click **Open** to view the document or **Save** to save a copy, Figure 1-11.

Figure 1-11: File Download Dialog Box



1.4 Impact on States

You do not need to change your system to take advantage of this enhancement. Users who have the full access role code, SB, will have the ability to perform uploads and downloads.

1.5 State Testing

Testing is not required for this enhancement.

1.6 Input Record Layout Changes

There are no input record layout changes.

1.7 Output Record Layout Changes

There are no output record layout changes.

1.8 End-User Support Contact Information

For questions about this change, contact Rebecca Hamil at 202-205-5612 or rebecca.hamilton@acf.hhs.gov.

A. SUMMARY OF CHANGES

Chart A-1 lists the changes to this document.

CHART A-1: SUMMARY OF CHANGES	
Location	Change
Sections 1.3.1 and 1.3.2	Added figures and included instructions on how to upload and download files.