

OCSE Federal Parent Locator Service  
Release 14-02

Manifest and Specifications Multistate Conference Calls

**Questions and Answers**

Summary of Release 14-02 Milestones:

Date	Milestone	e-Flash
August 15, 2014	Release <i>Manifest</i> draft distributed	#14-08
August 2014	Conference calls to discuss <i>Manifest</i> held	
September 2, 2014	Final <i>Manifest</i> posted	#14-09
September 17, 2014	Release <i>Specifications</i> drafts distributed	#14-10
September – October 2014	Conference calls to discuss <i>Specifications</i> held	
October 27, 2014	Final <i>Specifications</i> posted	#14-12
December 9 – 10, 2014	FCE Conference calls	#14-75

The following states and regions participated in the calls:

Alabama
Alaska
Arizona
Arkansas
California
Colorado
Connecticut
District of Columbia
Georgia
Guam
Hawaii
Idaho
Illinois
Indiana
Iowa
Kansas
Louisiana
Maine

Massachusetts
Michigan
Minnesota
Mississippi
Missouri
Montana
Nebraska
Nevada
New Hampshire
New Jersey
New Mexico
New York
North Carolina
North Dakota
Ohio
Oklahoma
Oregon
Pennsylvania

Puerto Rico
South Carolina
South Dakota
Tennessee
Texas
Utah
Vermont
Virgin Islands
Virginia
Washington
West Virginia
Wisconsin
Wyoming
Region I
Region IV
Region VII

We took the following questions and answers from the Release 14-02 conference calls.

**Query Interstate Cases for Kids (QUICK)**

Q1: Is our state or the other state's contact information filled in on the bottom of the Upload Unsolicited Documents page?

A1: Your state's contact information.

**Federal Collections and Enforcement (FCE)**

Q1: Will OCSE require a 'full' user role for Federal Offset for workers to see Daily Collections in the case detail?

A1: No. Our role requirements will not change. Your user would need either the 'full' or 'view-only with FTI' user role to see all Daily Collections activities.

Q2: What effect will OCSE's annual freeze period have on Daily Collections?

A2: No effect.

Q3: When will the Emergency Notice of Withdrawal of Passport Denial form go into production for states?

A3: On January 16, 2015, via the Child Support Portal.

Q4: When will we test the Emergency Notice of Withdrawal of Passport Denial form?

A4: We will not offer a test period. You may begin using the form in January 2015.

Q5: How do we obtain authorization to set up the user role 'SP' for workers to access the Emergency Notice of Withdrawal of Passport Denial form?

A5: Your state's technical contact should request activation of the Emergency Notice of Withdrawal of Passport Denial for your state from the Portal Service Desk at 800-258-2736 or [ocse.gr-portal@lmco.com](mailto:ocse.gr-portal@lmco.com).

Q6: With the Portal process, how will we meet the OCSE requirement that a state administrator needs to sign the Emergency Notice of Withdrawal of Passport Denial form?

A6: We will keep a list of authorized users for each state. If we receive a request via the Portal from an unauthorized user, we will contact you for verification.

Q7: How will OCSE know when we send an Emergency Notice of Withdrawal of Passport Denial form via the Portal?

A7: The technical support team will receive an e-mail immediately after you send the form.

Q8: Since the Portal prepopulates certain fields in the new Emergency Notice of Withdrawal of Passport Denial form, how will states enter withdrawal requests for individuals who have never had a child support case?

A8: We will offer an option to add information for a person with no case.

Q9: Will OCSE offer states the option to upload the Department of State forms for individuals without a child support case?

A9: We do not plan to add an option to upload documents, but we will review this request as a possible future item.

Q10: Will OCSE distribute a report to states for daily collections, like the current weekly collections report?

A10: No, not at this time.

Q11: When completing the Emergency Passport Release form through the Portal, must we complete the passport agency field?

A11: Yes, you must complete all fields marked with an asterisk (\*).

Q12: On the Emergency Passport Release page, where do we enter the reason for the release?

A12: You can find the reasons for release listed on the first page under the header, Passport Emergency Release Reason. From there, you can select the appropriate reason.

Q13: Should we fax a copy of the Department of State denial letter to OCSE for an individual who never had a child support case?

A13: Yes.

Q14: If we select the "...does not have and has never had a child support case..." radio button, and the individual has a case in another state, what will happen?

A14: We will reject the request, because the individual has a child support case in another state. For an explanation or resolution, the obligor may contact our customer service hotline at 202-401-9389.

Q15: If OCSE sends a rejection to a state, do all passport denial coordinators for that state receive the notice?

A15: No, only the submitter whose e-mail address is on the request will receive the reject notification.

Q16: When completing the Emergency Passport Release form, should we also complete the routine passport release through the Portal?

A16: Yes, you should first complete the routine passport release form through the Portal. Then, when completing the Emergency Release Process, you can answer yes to the question about whether the individual was released from the Passport Denial program.

Q17: Currently, when the noncustodial parent has a scheduled appointment the next day with the passport agency, we include the appointment number with the faxed request per OCSE's instructions. How will we relay the information to OCSE using the new process?

A17: At this time, you must send an e-mail with the appointment number, along with the date and time of the appointment, to [scollections@acf.hhs.gov](mailto:scollections@acf.hhs.gov). We will add a field for this information in early 2015.

Q18: Can we give the obligor a copy of the printable PDF form that verifies the release request?

A18: No, the PDF form is for the state's use only.

Q19: Should we use the Emergency Passport Release form when we create a withdrawal agreement with an obligor?

A19: No, the new process is for emergency withdrawal requests only. Continue to enter routine requests for withdrawal through the Portal.