

Operations, Maintenance, and Enhancements for OCSS Systems

OCSS Software Changes

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Release Specifications

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Table of Contents

1	Add the NDNH Response Error and Warning Summary Report to the SSR	1-1
1.1	Overview	1-1
1.2	Description of Changes	1-1
1.3	State Impact	1-6
1.4	State Testing	1-6
1.5	Release Date	1-6
1.6	Contact Information	1-6
2	Add Kazakhstan and Nation of Georgia as Foreign Treaty Countries	2-1
2.1	Overview	2-1
2.2	Description of Changes	2-1
2.3	State Impact	2-2
2.4	State Testing	2-2
2.5	Release Date	2-2
2.6	Contact Information	2-2
3	Enhance the Passport Denial Emergency Withdrawal Page to Remove Default Response	3-1
3.1	Overview	3-1
3.2	Description of Changes	3-1
3.3	State Impact	3-3
3.4	State Testing	3-3
3.5	Release Date	3-3
3.6	Contact Information	3-3

List of Figures and Charts

Figure 1-1: New NDNH Errors and Warnings Monthly Reports Section on the SSR Portal Page	1-1
Figure 1-2: Glossary Example	1-2
Figure 1-3: Example Summary Page of the Response Data Record Summary Report	1-2
Figure 1-4: NDNH Errors and Warnings Monthly Report with Expanded NH Data	1-3
Figure 1-5: Report Error Codes Sub-Section Example	1-4
Figure 2-1: IRG Contact Page — Kazakhstan Under FTC	2-1
Figure 2-2: IRG Contact Page — Nation of Georgia Under FTC	2-2
Figure 3-1: Passport Denial — Emergency Withdrawal Page	3-2
Figure 3-2: Emergency Withdrawal Page — Error Message	3-2
Chart 1-1: NDNH Errors and Warnings Monthly Report Fields	1-4

1 Add the NDNH Response Error and Warning Summary Report to the SSR

1.1 Overview

We enhanced the Portal’s State Statistical Reports (SSR) application to include the National Directory of New Hires (NDNH) Response Data Record Summary reports (also known as Errors and Warnings Monthly Reports). The new reports provide states with a monthly summary of errors and warnings identified in their NDNH response data records. Users can see detailed information about the errors and warnings for each file submitted to the NDNH, including the error types and number of errors, warnings, and duplicate records. The report also identifies the top errors by specific employers without including personally identifiable information.

1.2 Description of Changes

The SSR application has a new section for the NDNH Errors and Warnings Monthly Reports. Users can download the latest report or the previous five monthly reports directly from a table. These reports are available on the Portal the second business day of the following month.

Figure 1-1 shows an example of the new table.

NDNH Errors and Warnings Monthly Reports:					
Current	Previous				
JUNE 2023	MAY 2023	APRIL 2023	MARCH 2023	FEBRUARY 2023	JANUARY 2023
N/A	N/A	N/A	N/A	N/A	N/A

Figure 1-1: New NDNH Errors and Warnings Monthly Reports Section on the SSR Portal Page

The new NDNH Errors and Warnings Monthly Report includes data extracted from monthly error and warning reports to allow state users to effectively manage and address data issues. State users are able to take advantage of the following report features:

- **View Summary Reports:** View a summary of New Hire (NH) or Quarterly Wage (QW) errors for the entire month in the Overview Report sub-section.
- **Expand Report Details:** Expand the Overview Report sub-section to display NH or QW errors identified in a batch submission. Each batch consists of multiple transmissions and is assigned a unique batch number.
- **Drill Down into Data:** View daily batches for specific error codes. Each error is assigned an error code and provides an error description that specifies the data element in the row where the error occurred.
- **Identify Common Errors:** View the top NH and QW errors, including duplicates, in the data submitted by employers.

- **Monthly Error Charts:** View monthly charts showing NH and QW errors and trends by error code and type.
- **Glossary:** View a glossary to look up specific terms, review all definitions, and access the NDNH Guide for Data Submission for more information about errors and warnings. Figure 1-2 shows an example of the Glossary.

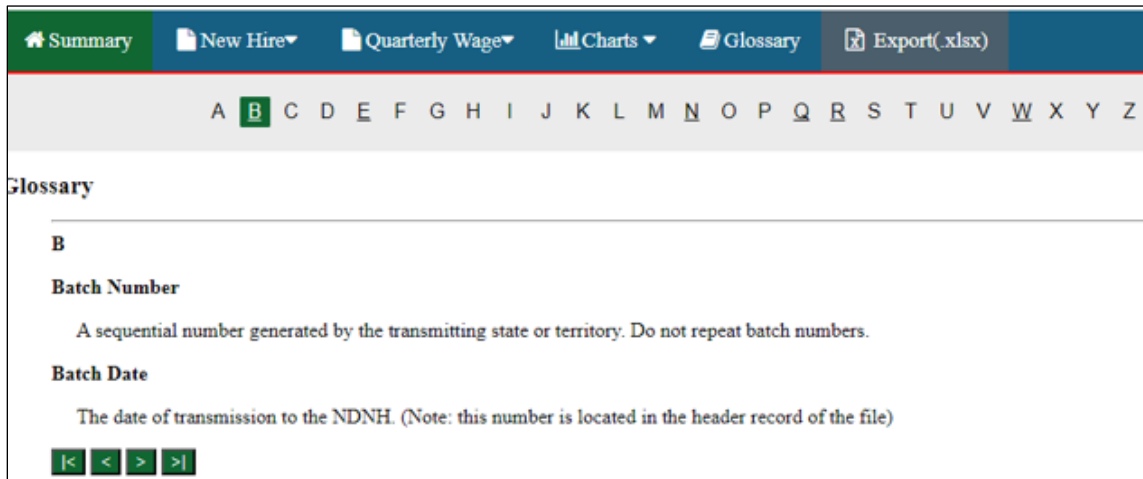


Figure 1-2: Glossary Example

- **Export Data:** Export all table views to a single Microsoft Excel workbook, with each view on a separate worksheet.
- **Print Report:** Print the report directly from the web browser.

Figure 1-3 shows an example of the Summary page from the new NDNH Errors and Warnings Monthly Report. In Figure 1-3, the Overview Report sub-section is collapsed and displays a row for each batch according to the batch date.

The screenshot shows the 'National Directory of New Hires Response Data Record Summary' page. It includes a navigation bar with tabs for Summary, New Hire, Quarterly Wage, Charts, Glossary, and Export(.xlsx). The report details are as follows:

- Report Number: NDRS001
- Report Period: April 2024
- Report Created: May 01, 2024

The main section is titled 'Overview Report' and contains a table with the following data:

Record Type	Batch Date YYYY/MM	Records Received	Total Errors	Batches Received	Errors (E) Minus: Duplicates (D)	Duplicates (D)	Warnings Uncorrected (U)	Warnings Corrected (C)
<input type="checkbox"/> NH	2024/04	132,993	17,042	14	11,842	5,260	16,126	125,172
<input type="checkbox"/> QW	2024/04	3,302,532	184,184	5	123,975	60,209	74,739	2,369,802

At the bottom of the page, there is a 'State Feedback' section with the text: 'If you have questions or comments about this report or other FPLS statistics, please contact FPLSLocateTeam@acf.hhs.gov.'

Figure 1-3: Example Summary Page of the Response Data Record Summary Report

To view details for NH or QW by batch date, the user selects the corresponding checkbox in the Record Type column.

Figure 1-4 shows an expanded view of the NH data for the 2024/04 batch date. The NH data is displayed in the Batch Detail Report sub-section.

ADMINISTRATION FOR CHILDREN & FAMILIES Office of Child Support Services								
Summary New Hire Quarterly Wage Charts Glossary Export(.xlsx)								
Report Number: NDRS001 Report Period: April 2024 Report Created: May 01, 2024			National Directory of New Hires Response Data Record Summary State Name					
Overview Report								
Record Type	Batch Date YYYY/MM	Records Received	Total Errors	Batches Received	Errors (E) Minus: Duplicates (D)	Duplicates (D)	Warnings Uncorrected (U)	Warnings Corrected (C)
<input checked="" type="checkbox"/> NH	2024/04	132,993	17,042	14	11,842	5,260	16,126	125,172
<input type="checkbox"/> QW	2024/04	3,302,532	184,184	5	123,975	60,209	74,739	2,369,802
Batch Detail Report								
Record Type	Batch Number	Batch Date	Total Errors	Errors (E) Minus: Duplicates (D)	Duplicates (D)	Warnings Uncorrected (U)	Warnings Corrected (C)	
NH	<input type="checkbox"/> 003948	20240401	696	581	115	614	6,439	
NH	<input type="checkbox"/> 003949	20240401	1,227	206	1,051	1,288	2,755	
NH	<input type="checkbox"/> 003950	20240403	1,596	1,258	338	1,045	7,430	
NH	<input type="checkbox"/> 003951	20240406	1,632	1,306	326	2,749	22,422	

Figure 1-4: NDNH Errors and Warnings Monthly Report with Expanded NH Data

To view the error code data for an NH or QW record type in a batch for a specific day, the user selects the checkbox in the Batch Number column in the Batch Detail Report sub-section for the desired batch row. Figure 1-5 shows an example of the expanded Report by Error Codes sub-section.

Report by Error Codes						
Record Type	Batch Number	Batch Date	Error Code	Error Type	Error Description	Total Errors
QW	240331	20240331	0001	E	The SSN and name do not match SSA s records, or the SSN is not found at SSA.	1,094
QW	240331	20240331	0002	E	The SSA has not issued the first five digits of the SSN. SSN is invalid or out of range.	308
QW	240331	20240331	0004	C	Verification of SSN and name failed, the first name and last name were transposed, and the SSN with the tra	152
QW	240331	20240331	0019	D	This record is a duplicate.	46,394
QW	240331	20240331	0024	U	The first name is missing. This error applies to only federal agencies and SWAs with the ability to send employee names.	27
QW	240331	20240331	0035	U	The employee s wage amount is all nines.	1
QW	240331	20240331	0043	U	The FEIN is missing or is zeros.	711
QW	240331	20240331	0065	C	The employer s street address was corrected.	16,566
QW	240331	20240331	0066	C	The employer s city was corrected.	2,560
QW	240331	20240331	0067	C	The employer s state was corrected.	1,543
QW	240331	20240331	0068	C	The five-digit ZIP code was corrected. Employer	1,545
QW	240331	20240331	0071	U	The address cannot be corrected. Employer	535
NH	003948	20240401	0001	E	The SSN and name do not match SSA s records, or the SSN is not found at SSA.	417
NH	003948	20240401	0002	E	The SSA has not issued the first five digits of the SSN. SSN is invalid or out of range.	164

Figure 1-5: Report Error Codes Sub-Section Example

Chart 1-1 defines the fields in the NDNH Errors and Warnings Monthly Report.

Chart 1-1: NDNH Errors and Warnings Monthly Report Fields	
Field Name	Description
Batch Date	The date of transmission to NDNH pulled from the header record of the submitted file.
Batch Date YYYY/MM	The batch date year (YYYY) and month (MM) pulled from the header record of the submitted file.
Batch Number	A unique sequential number generated by the transmitting state. Note: States should not reuse batch numbers.
Batches Received	The total number of batches received from the submitter during the month. Note: This number may differ from the actual number of files submitted by the state during the month.
Duplicates	Previously submitted records.
Employer Name	The employer name associated with the federal employer identification number (FEIN).
Employer State	The two-letter USPS state abbreviation linked to the FEIN.

Chart 1-1: NDNH Errors and Warnings Monthly Report Fields	
Field Name	Description
Error Code	A four-digit error code that is generated during processing and indicates why the NDNH record encountered a validation issue. For more details, refer to the NDNH Guide for Data Submission, Appendix D: Error and Warning Codes (https://www.acf.hhs.gov/css/training-technical-assistance/ndnh-guide-data-submission).
Error Description	A description of the error code. For more details, refer to the NDNH Guide for Data Submission, Appendix D: Error and Warning Codes (https://www.acf.hhs.gov/css/training-technical-assistance/ndnh-guide-data-submission).
Error Type	There are two types of errors, each with two sub-types. The letters below identify the error code types and levels: <ul style="list-style-type: none"> • Errors (rejected or not accepted by NDNH): <ul style="list-style-type: none"> – D: Duplicate record; the record was not accepted – E: Error that could not be corrected; the record was rejected • Warnings (accepted or corrected by NDNH): <ul style="list-style-type: none"> – C: Corrected warning; the record was corrected – U: Uncorrected warning; the record was accepted with minor data issues <p>Note: D and E errors are the most important errors for states to resolve.</p>
FEIN	FEIN of the employer that submitted the data to the NDNH.
File Errors	Total number of errors in the file. Note: A single record may contain multiple errors, so this number can exceed the total number of records in the file.
Reporting Period	The month and year when the state, agency, or both submitted files to the NDNH for processing.
Records Received	Number of records received in the submission, including suspended, rejected, and duplicate records.
Record Type	Type of record submitted by the state (NH or QW).
Total Errors	The total number of error codes associated with the batch file. Note: This number may be larger than the total number of records in the file because a single record can have multiple errors.

Chart 1-1: NDNH Errors and Warnings Monthly Report Fields	
Field Name	Description
Warning	<p>A code returned in the response file for each record that encountered a validation issue. For more details, refer to the NDNH Guide for Data Submission, Appendix D: Error and Warning Codes (https://www.acf.hhs.gov/css/training-technical-assistance/ndnh-guide-data-submission).</p> <p>Note: Warning codes do not prevent records from being posting to NDNH.</p>

1.3 State Impact

States will not need to change their systems to take advantage of this enhancement.

1.4 State Testing

No testing is required by the states.

1.5 Release Date

October 2024

1.6 Contact Information

If you have questions about these changes, contact the Federal Parent Locator Service Locate team at FPLSLocateTeam@acf.hhs.gov.

2 Add Kazakhstan and Nation of Georgia as Foreign Treaty Countries

2.1 Overview

We enhanced the Intergovernmental Reference Guide (IRG) application to include Kazakhstan and the nation of Georgia after both joined the Hague Convention as Foreign Treaty Countries (FTCs). Adding their contact information to the IRG and the CSENet address download file allows users to view their contact information for case management or payment information.

2.2 Description of Changes

With this enhancement, the IRG includes Kazakhstan (country code 398) and the nation of Georgia (country code 268) as FTCs and the CSENet address download file provides their contact information. All users can view this information in the IRG. Figure 2-1 shows Kazakhstan information on the Contact page in the IRG.

The screenshot shows the CHILD SUPPORT PORTAL interface. The top navigation bar includes HOME, INTERGOVERNMENTAL REFERENCE GUIDE (selected), FEEDBACK, and COMMUNICATION CENTER. Below this is a sub-menu with IRG Home, Exchange Agreements, Profile Query, Downloads, and Resources. The main content area has a 'Contact' search bar. Below the search bar are radio buttons for 'State', 'International' (selected), 'Tribe', and 'OCSS'. A dropdown menu shows '398 - Kazakhstan' with a 'Go' button. To the right is a globe icon and the text 'OCSS Website - Kazakhstan'. Below this are two dropdown menus for 'Province/Jurisdiction' and 'Address Type', both set to '-Select-', and a 'Search' button. At the bottom is a table with columns: First Name, Last Name, Address Type, Department, Phone, and Action.

First Name	Last Name	Address Type	Department	Phone	Action
fname	Iname	Foreign Treaty Country	Kazakhstan		View
Taylor	Nix	Foreign Treaty Country	Kazakhstan	334-	View

Figure 2-1: IRG Contact Page — Kazakhstan Under FTC

Figure 2-2 shows the nation of Georgia information on the Contact page in the IRG.

CHILD SUPPORT PORTAL

HOME INTERGOVERNMENTAL REFERENCE GUIDE FEEDBACK COMMUNICATION CENTER

IRG Home Exchange Agreements Profile Query Downloads Resources

Contact

State International Tribe OCSS 268 - Georgia Go

OCSS Website - Georgia

Province/Jurisdiction: -Select- Address Type: -Select- Search

First Name	Last Name	Address Type	Department	Phone	Action
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Figure 2-2: IRG Contact Page — Nation of Georgia Under FTC

2.3 State Impact

States will not need to change their systems to take advantage of this enhancement.

2.4 State Testing

No testing is required by states.

2.5 Release Date

November 2024

2.6 Contact Information

If you have questions about these changes, contact the Portal Help Desk at CSPortal@acf.hhs.gov.

3 Enhance the Passport Denial Emergency Withdrawal Page to Remove Default Response

3.1 Overview

We are enhancing the Emergency Withdrawal page in the Passport Denial application to remove the default “No” response to the “Has the individual been released from the Passport Denial Program?” question.

Users will be required to select yes or no to this question to proceed to the next page. This change is necessary because users are entering data in the application and then having their request rejected at the end of their submittal due to this default response being overlooked. Removing the default response and requiring a selection to proceed will:

- Help users avoid entering data multiple times due to their submission being rejected
- Prevent possible user delays for emergency withdrawal requests submitted to OCSS

3.2 Description of Changes

On the Emergency Withdrawal page in the Passport Denial application, the “Has the individual been released from the Passport Denial Program?” question will be marked with a red asterisk (*) indicating it is a required field; see Figure 3-1 and Figure 3-2.

The response to the question will be retained when the user navigates to the next page.

The screenshot shows the 'CHILD SUPPORT PORTAL' header. The navigation bar includes 'HOME', 'FEDERAL COLLECTION AND ENFORCEMENT', 'FEEDBACK', and 'FAQ'. Below this is a menu with options like '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', 'Pending Reversal Report', and 'Passport Emergency Release'. The main heading is 'Passport Emergency Release Entry'. A red asterisk indicates required fields. A blue information box states 'Other States Denying Passport: OR, WA'. Under 'Passport Emergency Release Information', the 'Submitted Date' is 11/11/2024, and 'Issuing Authority' has radio buttons for 'Passport Agency' (selected) and 'Passport Embassy'. Under 'Individual Being Released', a red-bordered box highlights the question 'Has the individual been released from the Passport Denial Program?' with radio buttons for 'Yes' and 'No'. Below this is a 'Name' field containing 'MICHAEL W'.

Figure 3-1: Passport Denial — Emergency Withdrawal Page

This screenshot shows the same page as Figure 3-1 but with an error message. A red box with a warning icon contains the text: 'Has the individual been released from the Passport Denial Program? is required'. The 'Issuing Authority' radio buttons are now 'Passport Agency' (selected) and 'Passport Embassy'. Below this is a dropdown menu for 'Passport Agency' with 'Arkansas Passport Center' selected. There is an 'Other Information' field with a question mark icon. The 'Individual Being Released' section at the bottom shows the same question and radio buttons as in Figure 3-1.

Figure 3-2: Emergency Withdrawal Page — Error Message

3.3 State Impact

States will not need to change their systems to take advantage of this enhancement.

3.4 State Testing

No testing is required by states.

3.5 Release Date

December 2024

3.6 Contact Information

If you have questions about these changes, contact the Federal Collection and Enforcement team at scollections@acf.hhs.gov.