



F.Y.I.

from the Policy Unit

FYI-294

Date: July 15, 2020

SUBJECT: Electronic Communication with Texas

Please contact the Policy Unit if you have any questions regarding these or any other changes at DCSS_POLICYQUESTIONS@azdes.gov or call 602-771-8127

Electronic Communication with Texas

Due to the heavy volume of email Texas (TX) receives and to better serve their customers, TX requests other jurisdictions to use the email format in the example below to provide consistency and a quick response to incoming requests.

In the subject line they ask that we abbreviate their state **TX**: and follow it with their 10- digit case number. Then add a word or two on the reason for the email. They provided the following examples:

- Case Status
- Update Arrears
- Update Payment
- Modification
- Enforcement
- Graduation Letter
- Contact Me
- Copies Needed

In the body of the email, provide our state abbreviation AZ followed by our ATLAS number. **AZ: XXXXXXXXXXXX-XX**. Add a short summary on the reason for the email and include any pertinent attachments.

Example:

Send

To

txcenreg@oag.tex.gov

Cc

Bcc

Subject

TX: XXXXXXXXXXXX Graduation Letter

Graduation Letter.pdf

▼

31 KB

NM: XXXXXXXX

We are supplying a copy of the graduation letter for child Rxxxx Mxxxxxx, for your review.

DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.

**Please do not reply directly to this message as we will not be able to respond. This email address is only used for outgoing mail*