



# **F.Y.I.**

**from the Policy Unit  
FYI-308**

**Date: Friday, October 9, 2020**

## **SUBJECT: Document Updates – Supporting Virtual Services**

Please contact the Policy Unit if you have any questions regarding these or any other changes at [DCSS.POLICYQUESTIONS@azdes.gov](mailto:DCSS.POLICYQUESTIONS@azdes.gov) or call 602-771-8127

The policy unit is pleased to announce two recent document updates which will assist staff in offering our customers a more seamless virtual experience.

- The **FCSE0001F0208 REQUEST FOR COURT ORDER AND PAYMENT HISTORY** now includes a fillable section to add a return office address. Previously, staff would print the document and write in the return office address. Adding return address fields to the Eloquence form minimizes the return of documents to incorrect offices and streamlines the case management process. This form is found in Eloquence.
- A fillable **PALR Cover Sheet** has been created to be included when a PALR screen has been requested by a customer. This cover sheet replaces the stamp previously used in the offices to verify and date the request fulfillment. This form is found in the PORT via this file path:

The PORT>APPENDICES>DCSS Internal Forms and Checklists>ENFORCEMENT>PALR Cover Sheet

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

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