

# Policy F.Y.I.

From the Policy Unit

Date: 03-20-2026

FYI-479

Please contact the Policy Unit if you have questions regarding this announcement at

[DCSSPOLICYQUESTIONS@azdes.gov](mailto:DCSSPOLICYQUESTIONS@azdes.gov).



## **SUBJECT:** Policy FYI-479 | Notification of a significant CSENet transmission failure in Maryland

This FYI is to inform team members of Maryland's recent CSENet system failure. Maryland provided this summary of the operational impact and outlined the actions being taken to restore service and actions planned to prevent recurrence.

Maryland is currently experiencing a significant CSENet transmission failure, which has caused a large volume of transactions to fail. This issue was recently identified and may impact transactions dating back to November 2025. The team is working diligently with the system programmers to identify the root cause and resolve the matter as quickly as possible.

In the interim, please send your transmittal 2 directly to the jurisdiction instead of going through the CSENet until the matter is resolved.

Additionally, Maryland Child Support Administration met with the Office of Child Support Enforcement to discuss these issues, and they are working on corrections.

If you have any questions or concerns, please contact the Maryland Central Registry Unit at [ic.register@maryland.gov](mailto:ic.register@maryland.gov).

We urge DCSS team members 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.**