
DCSE Policy & Procedures Unit
Policy Update
PPU 04-11-001
November 1, 2004

Subject: Change to the Universal Data Form and Introduction to E-OSCAR

Please contact the Policy Unit if you have any questions regarding these or any other changes at
*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 274-7951.

The IV-D PARTNERS should send POLICY inquiries directly to PGriffin@azdes.gov

This Policy Update is being sent to notify IV-D workers of a new web-based system of communicating with the four main credit reporting agencies and a new method of reporting changes to a non-custodial parent's credit history.

The Universal Data Form (UDF) (FCSE0001 F0391 003) should no longer be used to report a change in a non-custodial parent's credit history. Please discontinue using this form immediately. This form has been replaced by the Automated Universal Data (AUD) process, which is completed on an internet site for the Online Solution for Complete and Accurate Reporting (E-OSCAR).

The AUD process will be used in the same situations when a UDF was used, to report an immediate change necessary to the non-custodial parent's credit history to reflect an accurate status. These situations would include when there is a mistaken identity (the wrong person is reported), the IV-D case is closed with no arrears due to the state, and the non-custodial parent has unresolved credit issues and has requested a review of the balances or has made a large lump sum payment to apply toward the arrears balance.

Credit bureau reporting on child support obligations is otherwise done on an automated monthly basis.

Only authorized IV-D workers may use the AUD process on E-OSCAR. A J-125 form should be submitted by workers who have been designated to complete AUD's. IV-D workers who have submitted a J-125 form will receive a User Id and Password from the Systems Administrator. The current Systems Administrator is for E-OSCAR is Celia Lopez of the DCSE Systems and Automation Administration Help Desk. The backup Systems Administrator is Deanna Hawkins of the Information Technology Systems Administration (ITSA).

The password should be immediately changed to a password known only to the IV-D worker after logging in for the 1st time. The System Administrator can assist a IV-D worker to make this password change. The E-OSCAR-web Training Tutorial, accessed through a button found at the top right section of the main screen, in the Login/Logout section, also provides information about change of password.

The internet web address for E-OSCAR is <https://www.e-oscar-web.net>. After reaching this address, the IV-D worker should cursor select the SYSTEM ACCESS button, type in their User Id and Password in the resulting screen, and cursor select the Submit button.

Select the Process AUDs (Automated Universal Data) tab, then the Create AUD tab to create a new AUD, or WIP AUDs tab to continue work on previous AUD's that were not submitted.

At the top of the screen is the AUD Correction Indicator. In the pull down menu select either 1:Update if you want to change or modify any account information for the non-custodial parent, or 3:Delete if you want to delete an account that is currently reporting on a non-custodial parent's credit file. Use 3:Delete on cases where the IV-D case is closed, and use 1:Update on all other situations.

Use the drop down menus for Equifax, TransUnion, Experian, and Innovis to enter the subscriber codes for each of these credit reporting agencies. Each of the subscriber codes is the only code provided in the drop down menus. This will ensure all four credit reporting agencies will be informed of the change in the credit history of the non-custodial parent.

In the Consumer Name/Information section enter the first and last names of the non-custodial parent, and the middle initial/name if available.

In the ECOA field select 1: Individual from the drop down menu.

In the Consumer Address Information section enter the current residential address, city, state, and zip code.

After entering this information, select Account button near the top left hand portion of the screen to access the account status.

In the Account Status field select 13:Paid or closed account/zero balance and in the Payment Rating field select O: current account, when the AUD Correction Indicator is Delete.

If the AUD Correction Indicator is Update, and the arrears balance is \$0, use the 11:Current Account code in the Account Status field, and if there is an arrears balance, use the 93:Assigned to Internal or External Collections code in the Account Status field. Use the G: Collection in the Payment Rating field.

In the Portfolio Type field there is only one option, O: Open account (30 or 90 days). In the Account Type field, select 93-Child Support. In the Account Number field enter the ATLAS case number without any of the beginning zeros.

In the Account Dates section, enter the date the ATLAS case was opened (found on the CAST screen), into the Date Opened field. Enter the current date in the Activity Date field.

In the Account Amounts section, enter the current child support balance, the CCH obligation type on the DEDN screen, into the Current Balance field. Enter the same amount in the Amount Past Due field. Include only the dollar amounts in these fields. Do not include the cents portion of a given balance.

Select Print from the Print button in order to obtain a copy of the AUD for the physical case file.
Select Submit after the AUD has printed.

If there are any mistakes made, an error message will pop-up. E-OSCAR will not allow the user to complete the AUD process until the error is corrected.

In addition to contacting the Policy and Procedures Unit, or the Systems Administrator regarding any questions, additional information may also be found regarding the AUD process can be found in the E-OSCAR-web Training Tutorial.