
DCSE Policy & Procedures Unit
Policy Update
PPU 04-11-002
November 5, 2004

Subject: Debt Set Up with No Copy of Court Order

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

Subject: Debt Set Up With No Copy of Court order

The following procedures should be used when money is posted to an Intake case and suspends under the SDBT Reject Code, or when a CP provides court order information but no copy of the court order.

A. Case exists on Non IV-D ATLAS

When a payment is posted to an Intake case and an ATLAS Non IV-D case exists for the same case participants, release the money from suspense using the following procedures:

1. The Debt worker copies the ATLAS Non IV-D court order information to the IV-D case SUOD screen.
2. The Debt worker sets up a debt for current support based on the ATLAS Non IV-D court order information and releases the payment from suspense.
3. The Intake worker requests a copy of the court order and pay history from the Clerk of Court.
4. Upon receipt of the court order the Debt worker:
 - a. reviews for court order details (for example, summer vacation custody changes).
 - b. verifies and corrects, where necessary, the information on ATLAS.
 - c. calculates arrears.
 - d. adjusts debts to reflect arrears owed.

B. CP provides court order information

The following procedures should be used when a CP provides court order information but no copy of the court order and a Non IV-D ATLAS case does **not** exist.

1. Contact the appropriate Clerk of Court and verify the information provided by the CP such as the court order number and current monthly obligation amount.
2. Request a faxed copy of the court order from the Clerk of Court.
3. Set up a debt for current support only, particularly if money is in suspense.
4. Upon receipt of the order:

- a. review for court order details (for example, summer vacation custody changes).
- b. verify and correct, where necessary, the information on ATLAS.
- c. calculate arrears.
- d. adjust debts to reflect arrears owed.