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**DCSE Policy & Procedures Unit**  
**Policy Update**  
**PPU 08-07-004**  
**DATE July 25, 2008**  
**SUBJECT: When to Send Certified Mail**  
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Please contact the Policy Unit if you have any questions regarding these or any other changes at  
\*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 771-8127.

*The IV-D PARTNERS should send POLICY inquiries directly to [DCSE-POLICYQUESTIONS@azdes.gov](mailto:DCSE-POLICYQUESTIONS@azdes.gov)*  
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This Policy update is to inform staff that due to budget restrictions and to improve cost-effectiveness, letters and documents should be sent certified only as required under state law, Policy, or by the Attorney General.

The following documents must be sent certified:

- Credit Bureau advance 10 day notices to the NCP
- Interstate and local lien notices
- The second letter to a legally presumed father who did not respond to the first letter requesting a waiver of paternity
- The NCP's non-compliance with a settlement offer requires notice that the settlement offer is no longer valid

**The ONLY document that is to be mailed certified and requires a return receipt is the second letter to the legally presumed father who did not respond to the first letter requesting a waiver of paternity.**

Arizona law permits service by certified mail with a return receipt requested on some cases, such as enhanced establishment and enforcement. While this service is permitted, it is up to the attorney to decide if it is appropriate in a particular case. The general rule is to use personal service.

*Staff are urged to view this information directly on OPPM and not create a separate personal file. Click on the link <http://dcsepc>. You will find this Policy Update in Policy Updates 2008.*