
DCSE Policy & Procedures Unit
Policy Update
PPU 10-10-003
October 27, 2010
SUBJECT: SROP/SFTO Suspense Update

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

This PPU provides clarification on how receipts suspend under the SROP and SFTO suspense codes, and how to work those receipts.

A payment will initially suspend under the SROP suspense code under the following conditions:

- the SRD of the receipt is in a prior month then the month that the payment is posted to the case, and
- there is no unpaid monthly amount or arrears due in the SRD month of the receipt.

If there is not an unpaid monthly or arrears amount due in the current month, the receipt will continue to suspend under the SROP suspense code. The SROP receipts can be refunded as long as the monthly support obligation has ended, and it is determined by a calculation that no arrears are due.

When an unpaid monthly or arrears amount exists in the current month, ATLAS will update the SROP receipt to SFTO. ATLAS will automatically distribute the SFTO receipt to the case when there is an existing unpaid monthly amount or arrears balance.

SFTO receipts do not require a PAAR request to distribute to the case. SFTO receipts should not be refunded unless it is ordered by the court.

If the debts are changed to non-accruing with no arrears balances, the SFTO receipt will change to the SROP suspense status at which time the receipts can be evaluated for a refund.

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 2010.