

Policy Update

From the Policy Unit

PPU-23-10-002

Date: 10-24-2023

Please contact the Policy Unit if you have any questions regarding these or any other changes at:

DCSSPOLICYQUESTIONS@azdes.gov



SUBJECT: 01. System Assigned Reject Codes: SLCK - System Large Check Held Update

The purpose of this Policy Update is to inform staff of revisions to the 01. System Assigned Reject Codes: SLCK System Large Check Held Procedure. On March 17th 2022, suspense logic for large checks (greater than \$2,500.00) was modified to include the payment types listed below.

These changes were implemented to better align the agency with the current legislation that considers all forms of payment in our dishonored payment processes, reducing the need to do reversals and/or NSF debt setups on our cases in the event a large payment is returned. This will reduce losses to the agency and reduce the potential burden of requesting payments back from our families.

Payments of \$2,500.00 or greater now suspend under the SLCK if the payment type is one of the following:

- Business Check (BCH)
- Personal Check (PCH)
- Electronic Funds Transfer (EFT)
- Pay by Phone ACH Account (PBA)
- Pay by Phone Credit Card (PBC)
- Point of Sale ACH Account (POA)
- Point of Sale Credit Card (POC)
- Travelers Check (TCH)
- Web Credit ACH Account (WBA)
- Web Credit Card (WBC)

A payment of \$2,500.00 or greater will not be suspended under the SLCK process if three or more payments have been posted to the case from the same payer with the

same payment type and amount in the past 60 days. These previous payments cannot have been identified as a NSF check or refunded for any reason. These monies are released immediately.

IRS and DOR incoming payments do not suspend under the SLCK code. These payments are available immediately.

The system will auto release the payment after it has been held for 10 business days for payment types listed above except for EFT payments. EFT payments will be held for 5 business days.

If a payment needs to be considered for early release, please send a request to SDU-Suspense at dcsssuspense@azdes.gov with the following subject line:

Please Review for Early Release SLCK CS#0000000000-00

Upon SDU approval, payments will be released with a SURE request.

Updated 01. System Assigned Reject Codes: SLCK System Large Check Held Procedure is found [here](#).

We urge DCSS colleagues 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.