

**\*\*Please do not copy\*\***

## SDU CONTACT LIST

### INTERNAL USE ONLY

NAME	PHONE NUMBER	ROLE
Valeria Garcia	480-476-6278	Business Administrator
Brandon Senior	480-316-1580	Deputy Business Administrator
Jennifer Tornincasa	602-860-4728	SDU Manager
SDU FAX #	602-542-4725	
Accounts Receivable and Payment Disbursements Team – (ARPD)		
<a href="#">Heather Isbell</a>	602-542-4721	Supervisor
Breja Blue	480-395-1737	AR
Betty Rivera	602-542-4628	AR
Rachel Lane	602-542-3111	ARPD Lead
Saul Castro	602-542-4092	PD
Lisa Arevalo	602-542-4691	PD
Francis (Franki) Gallegos	602-542-4672	PD
TBD	602-542-4721	PD
Unclaimed Funds	1-866-546-0240	PD
FINANCIAL REVIEW SUSPENSE TEAM- (FiRST)		
<a href="#">MAYRA LOVATOS-DRYER</a>	602-542-4657	Supervisor
Aidee Garcia	602-542-4535	FiRST Lead
Jessica Vasquez-Ballin	602-542-4714	Recovery
Martha Sniegowski	602-542-4707	Recovery
Tania Carpio	602-542-4683	Recovery
Donald Crockett	602-542-4709	PIE
Alexandra Corral	602-542-1888	PIE
VACANT	602-542-4676	Suspense
VACANT	602-542-4708	Suspense

CONTACT	INTERNAL EMAIL	EXTERNAL EMAIL	UNIT
<b>Clearinghouse</b>	+DCSS-Clearinghouse	<a href="mailto:DCSSCLEARINGHOUSE@azdes.gov">DCSSCLEARINGHOUSE@azdes.gov</a>	AR
<b>Deposits</b>	+DCSS-DEPOSITS	<a href="mailto:DCSS-DEPOSITS@azdes.gov">DCSS-DEPOSITS@azdes.gov</a>	AR
<b>Unidentified</b>	+DCSS-UNID	<a href="mailto:DCSSUNID@azdes.gov">DCSSUNID@azdes.gov</a>	AR
<b>CPRO</b>	+DCSS-CPRO	<a href="mailto:DCSSCPRO@azdes.gov">DCSSCPRO@azdes.gov</a>	PD
<b>CP Ledger</b>	+DCSS-CPLedger	<a href="mailto:DCSSCPLEDGER@azdes.gov">DCSSCPLEDGER@azdes.gov</a>	FIRST
<b>PIE</b>	+DCSS-PIE	<a href="mailto:DCSSPIE@azdes.gov">DCSSPIE@azdes.gov</a>	FIRST
<b>Recovery</b>	+DCSS-RECOVER	<a href="mailto:DCSSRecover@azdes.gov">DCSSRecover@azdes.gov</a>	FIRST
<b>Suspense</b>	+DCSS-Suspense	<a href="mailto:DCSSSuspense@azdes.gov">DCSSSuspense@azdes.gov</a>	FIRST
<b>Unclaimed Funds</b>	+DCSS-BA-ESCHEAT	<a href="mailto:DCSEBAESCHEAT@azdes.gov">DCSEBAESCHEAT@azdes.gov</a>	PD/Unclaimed Funds
<b>Employer Issues</b>	+DCSSEmployerCentral	<a href="mailto:DCSSEmployerCentral@azdes.gov">DCSSEmployerCentral@azdes.gov</a>	Employer ONLY
<b>Trust Accounting</b>	+TrustAccounting	<a href="mailto:TrustAccounting@azdes.gov">TrustAccounting@azdes.gov</a>	Trust

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## SDU CONTACT LIST

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SUBJECT	CONTACT via EMAIL	UNIT
Administrative Checks – Case Related	Recovery	FIRST
Administrative Checks – Cash Related	Clearinghouse	Accounts Receivable
Affidavit of Forgery	CPRO	Payment Disbursements
Bond of Indemnity	CPRO	Payment Disbursements
Checks – ATLAS DCSS Issued checks not received by clients, Stopped, Voided, Expired, Reissue, VDR	CPRO	Payment Disbursements
CP Ledger Inquiries Navajo Nation ONLY As of 05/08/2024 SDU no longer handles CP Ledger for NN	CP Ledger	FIRST
Direct Deposit: Set up / Cancellation	CPRO	Payment Disbursements
Deposit Issues	Deposits	Accounts Receivable
EPC (Pay Card): Set up / Cancellation	CPRO	Payment Disbursements
Stop Payment and EPC/DD Reversal Requests	CPRO	Payment Disbursements
iDocStore Payment Back up Non IVD Only	Clearinghouse	Accounts Receivable
Over the Counter Payments	Deposits	Accounts Receivable
Overpayments (Support Recipient/SROP, Support Payor/SPOP, 3 <sup>rd</sup> Party)	Recovery	FIRST
Returned Payments: Support Payor and Employer including CashPro Biller Gateway and IPayOnline Accounts. (NSF Payment Received In The Past, Refer to Maker, Stop Payment, etc.)	Recovery	FIRST
Bank of America and AMEX Merchant Chargebacks	Recovery	FIRST
Payment Information and Source / County 95 Payments – (Pre July 2014, iDoc is not working, Kiosk/Retail, CashPro Biller Gateway, etc)	Clearinghouse	Accounts Receivable
Posted in Error Status Change, Manual Allocation may be required (SUEB), UI Intercept Greater than Allowable Amount (SUOP), Suspected Posted in Error (SNPE)	PIE	FIRST
Recycled Payments from OJ-Returned Check (SNRT)	PIE	FIRST
SRD Corrections	PIE	FIRST
Suspense Code: Support Payor/Recipient Overpayment (SNCP), Potential Fraudulent Check Writer (SNFC), Potentially Injured Spouse (SNIS), Manual Review Clearinghouse (SNMC), NSF Payment Received in the Past (SNSF), Employer Placed Stop Payment (SNST)	Recovery	FIRST
IRS Reversal, IRA Debts	Recovery	FIRST

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<b>SUBJECT</b>	<b>CONTACT via EMAIL</b>	<b>UNIT</b>
Suspense – General Questions and Approvals	Suspense	FIRST
Suspense Code: System Large Check Held, Large Check Held (SLCK, SNLC)	Suspense	FIRST
Unidentified Payments / Missing Payments	Unidentified	Accounts Receivable
W-9	Employer Central	Employer Central
SSA Request For Refunds Must Include copy of SSA letter in email	Recovery	FIRST
EPC Hardship Requests	CPRO	Payment Disbursements
Payments in Pending Unclaimed Funds or Unclaimed Funds Transfer, or Questions Regarding Unclaimed Funds web portal	+DCSS-BA-ESCHEAT/ Unclaimed Funds	Unclaimed Funds/Payment Disbursements
Deposits	Trust Accounting	Trust
Employer Questions / Set-up payments	Employer Central	Employer Central
Bank Supply Requests	Clearinghouse	Accounts Receivable
Issues with Payment Platforms/Websites	Clearinghouse	Accounts Receivable *Note include the SDU Manager and both SDU Supervisors