OCSE Federal Parent Locator Service

Query Interstate Cases for Kids

QUICK User's Guide

Version 10.0

Implementation Date: March 20, 2015

Administration for Children and Families
Office of Child Support Enforcement
330 C Street, SW, 5th Floor
Washington, DC 20201

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1. INTRODUCTION

Query Interstate Cases for Kids (QUICK) offers child support enforcement (CSE) personnel secure real-time access to financial and case activity information for cases in other states participating in QUICK. While viewing a case in QUICK, they can also use the following applications:

- Electronic Document Exchange (EDE) to request case documents from or send documents to the other state.

- Intergovernmental Reference Guide (IRG) to view profile questions and answers for the state you queried.

- InterAct to communicate with another worker via an instant message.

QUICK is accessible through the Child Support Portal (Portal), a web-based resource for states offered by the federal Office of Child Support Enforcement (OCSE). The Portal hosts a variety of tools for child support personnel, among them QUICK, EDE, and IRG.

1.1 Background

In 2002, the OCSE formed the Interagency Data Access Workgroup to identify ways to assist interstate caseworkers in handling their cases more effectively by improving state-to-state information sharing. The outcome of the workgroup's efforts, with extensive input from states, is QUICK.

1.2 What Does QUICK Contain?

QUICK contains the Financial module and the Case Activities module. All states developing QUICK must develop the Financial module. Developing the Case Activities module is optional, but many states develop both modules at the same time.

1.2.1 FINANCIAL MODULE

Because financial terminology varies considerably from state to state, OCSE developed standardized data definitions to ensure a common language and understanding for all data exchanges. The module contains case participant information, a financial summary, as well as information on noncustodial parent (NCP) payments and disbursements to the custodial party (CP).

1.2.2 CASE ACTIVITIES MODULE

This module contains information on completed case actions. The standardized case activities identified include the business areas of locate, paternity, order establishment, and enforcement. Worker contact information for the case is also available.

1.3 Importance of Case IDs

QUICK is a case-based system. Because it is case based, you need to have both your state's case ID and the other state's case ID to search in QUICK. Section 5.1, "Criteria for Case IDs," contains additional information on requirements for case IDs.

QUICK also allows a worker to query the Federal Case Registry (FCR) using a Social Security number (SSN) to obtain a case ID. Section 5.2, " Query FCR by SSN," contains information on the requirements for using the FCR query.

If you do not have a case ID for the other state, you can query the FCR using a SSN. In this instance, OCSE routes the query to the FCR and returns any case IDs found. You can then initiate a QUICK request using the case IDs from the FCR query results.

1.4 Information Confidentiality

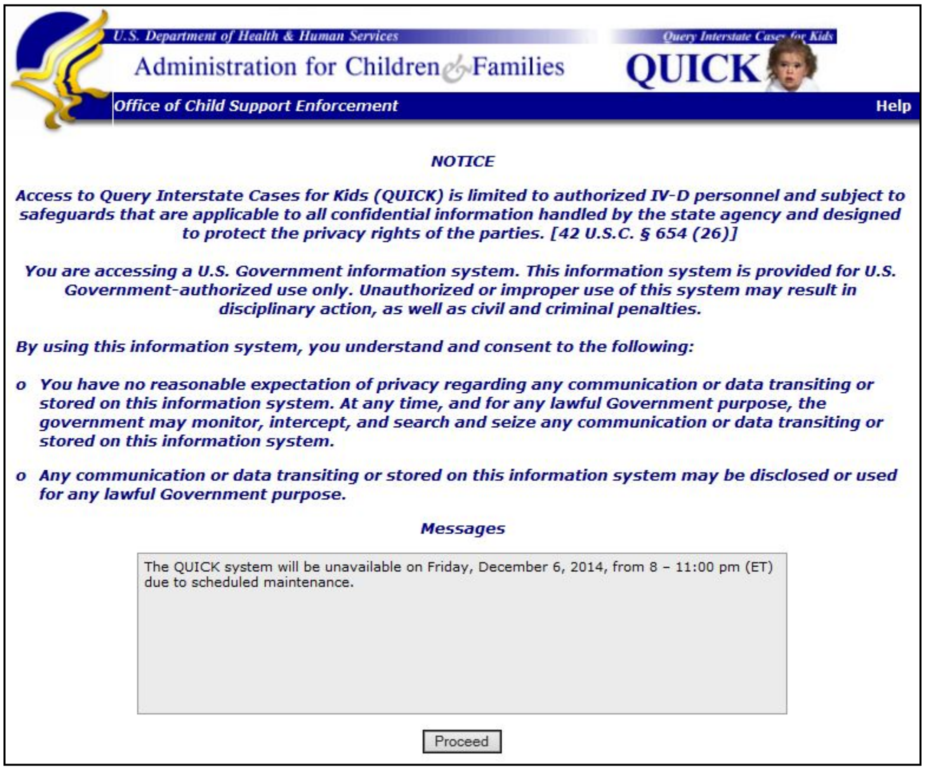
Only authorized IV-D personnel can gain access to the QUICK application. All information in QUICK windows is sensitive and confidential. Some windows contain personally identifiable information, such as SSNs and addresses, and other windows may contain sensitive tax information. For this reason, there is a notice on the QUICK Welcome page and a reminder at the bottom of all other QUICK pages to safeguard confidential information.

1.5 Access to QUICK

States decide who they will authorize for access to the Portal and any of the applications the Portal hosts. If you have questions about access, contact your supervisor or Portal administrator.

Once you log on, the QUICK Welcome window, shown in Figure 1-1, appears. This page is the gateway to QUICK.

Figure 1-1: QUICK Welcome Window



The first paragraph regarding confidentiality of information appears in all QUICK windows displaying case data. It is a reminder that there are civil and criminal penalties for violating the Privacy Act, such as disclosure of tax information to unauthorized parties.

This window also emphasizes that the government can monitor system usage and requires disclosure of communications and data on the system.

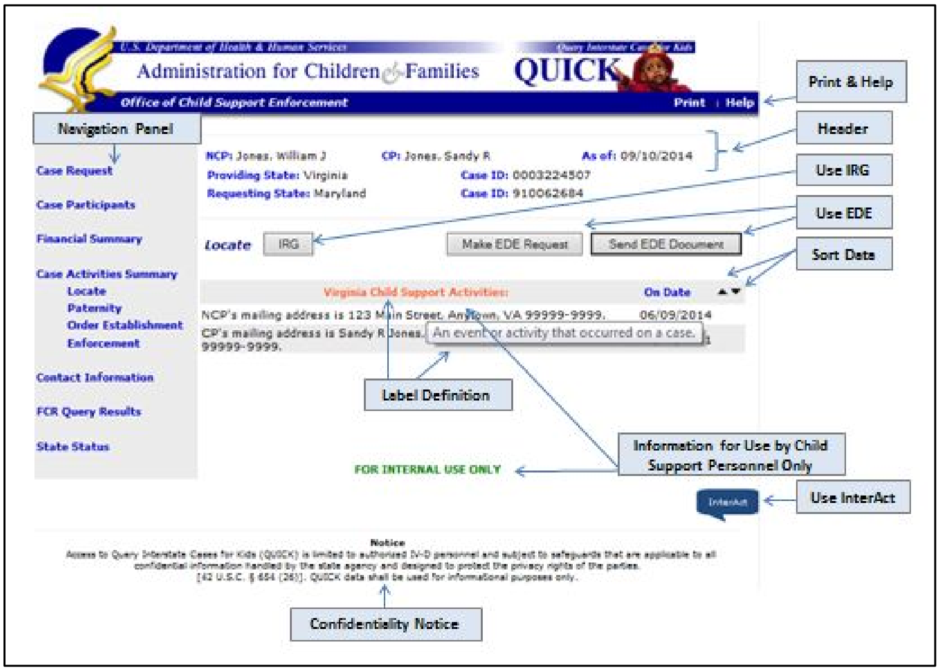
The Welcome window includes a message box that publishes:

- Alerts about states with system outages
- Notices when new states begin sharing data on QUICK

2. GETTING ACQUAINTED WITH QUICK WINDOWS

The windows that display case data in QUICK have a group of elements that appear in every window, as illustrated in Figure 2-1.

Figure 2-1: QUICK Navigation and Window Structure



- **Navigation Panel –** Contains navigation links to open the QUICK windows
- **Print –** Opens a printer-friendly version of the window you are viewing
- **Help –** Opens access to Frequently Asked Questions (FAQs), a list of the definitions for the data elements used in QUICK, and this user's guide
- **Header –** Contains basic identifying information about the case
- **IRG –** Allows you to view profile and contact information for the state you queried
- **Make EDE Request** and **Send EDE Document –** Allow you to use Electronic Document Exchange while viewing a case in QUICK
- **Label Definition –** Displayed when you point to a label
- **Confidentiality Notice –** A statement regarding confidential treatment of all information displayed in QUICK
- **InterAct –** Allows you to send an instant message to a registered user in another participating state. The icon only appears if both states are participating.

In addition, there are other standard elements that appear on some, but not all, pages.

- **Sort Data –** Allows sorting of the data in ascending or descending order (up and down arrows on columns)
- **Information for Use by CSE Personnel Only –** Confidential information not to release, such as participants' addresses or worker contact information in the other state

Note: The display of QUICK windows in your browser may differ slightly from those shown in this guide, depending on the browser you are using. If you need help, contact your local network administrator.

Chart 2-1 describes the elements contained in the navigation menu.

CHART 2-1: NAVIGATION MENU DESCRIPTIONS	
Link	Description
Case Request	Allows you to initiate a search for a case.
Case Participants	Displays information about the case, including requesting and providing states and case IDs, participants, and family violence and Born-Out-of-Wedlock indicators.
Financial Summary	Displays summarized information on the current obligation, balance to date, last payment, and account balances.
NCP Payment Detail	Displays information on payments received from the NCP and posted by the providing state. (Collapsed under Financial Summary in Figure 2-1)
Disbursement Detail	Displays information on disbursements to the CP and other parties involved in the case. (Collapsed under Financial Summary in Figure 2-1)
Case Activities Summary	Displays a summary of the most recent completed actions taken on a case.
Locate	Displays the latest completed actions to locate the NCP or CP.
Paternity	Displays the latest completed actions to establish paternity.
Order Establishment	Displays the latest completed actions for establishing an order.
Enforcement	Displays the latest completed actions for enforcing an order.
Contact Information	Displays contact information for the worker in the other state. For states with generic caseloads, the system displays the name and contact information for the office handling the case.
FCR Query Results	This link appears when there are results from an FCR search. It allows you to return to the results to query other case IDs associated with the SSN you entered.
State Status	Displays state status information in a separate window in front of the one you are viewing.

The QUICK header, illustrated in Figure 2-2, appears in every window containing case data.

Figure 2-2: The QUICK Header

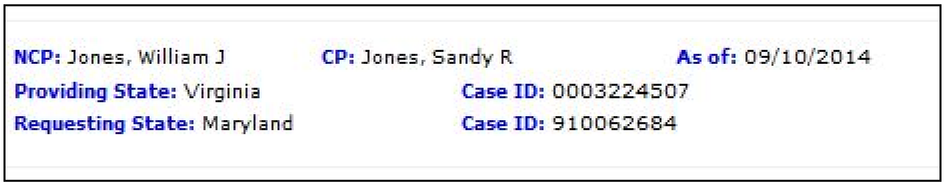


Chart 2-2 describes the elements contained in the header.

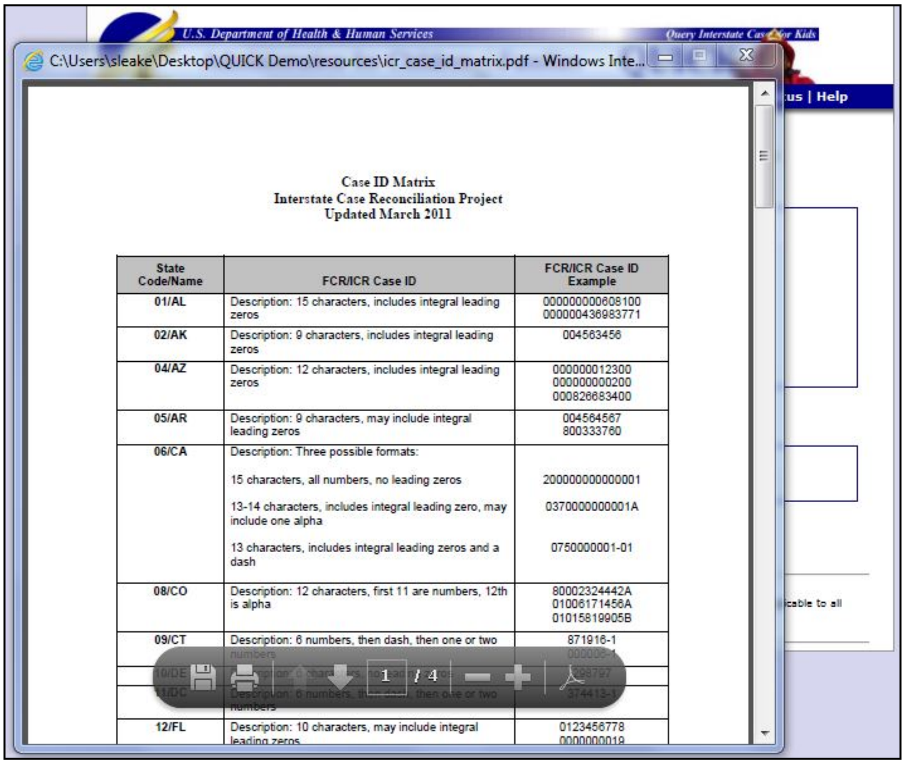
CHART 2-2: HEADER ELEMENT DESCRIPTIONS	
Data Labels	Description
NCP	Noncustodial parent's name.
CP	Custodial party's name. If there are multiple CPs, the first CP name the responding state submits appears in the header. You can view the others in the Case Participants window.
As of	The date the responding state's source system extracted the information.
Providing State	The state responding to the request.
Case ID	Case identifier in the responding state.
Requesting State	The state requesting information.
Case ID	Case identifier in the requesting state.

2.1 Pop-up Windows

Pop-up windows are separate windows that open in front of the window you are viewing. Figure 2-3 shows an example of a pop-up window displaying a PDF file containing states' case-ID formats. The following are pop-up windows in QUICK:

- Case ID Matrix (PDF)
- State Status
- IRG
- Make EDE Request
- Send EDE Document

Figure 2-3: Case ID Matrix PDF Pop-up Window



Case ID Matrix
Interstate Case Reconciliation Project
Updated March 2011

State Code/Name	FCR/ICR Case ID	FCR/ICR Case ID Example
01/AL	Description: 15 characters, includes integral leading zeros	000000000608100 000000436983771
02/AK	Description: 9 characters, includes integral leading zeros	004563456
04/AZ	Description: 12 characters, includes integral leading zeros	000000012300 000000000200 000826683400
05/AR	Description: 9 characters, may include integral leading zeros	004564567 800333760
06/CA	Description: Three possible formats: 15 characters, all numbers, no leading zeros 13-14 characters, includes integral leading zero, may include one alpha 13 characters, includes integral leading zeros and a dash	 200000000000001 0370000000001A 0750000001-01
08/CO	Description: 12 characters, first 11 are numbers, 12th is alpha	80002324442A 01006171456A 01015819905B
09/CT	Description: 6 numbers, then dash, then one or two numbers	871916-1
10/DE		
11/DC	Description: 6 numbers, then dash, then one or two numbers	374413-1
12/FL	Description: 10 characters, may include integral leading zeros	0123456778 0000000019

2.2 Application Messages

The QUICK system generates informational and error messages under certain conditions. Appendix A, "Application Messages" contains detailed information about the messages, where they appear, the causes, and how to proceed.

2.3 Timing Out

To ensure security of the displayed data, QUICK times out after 15 minutes of inactivity, except when you are viewing the Welcome window or any items in Help. At 10 minutes, the system issues a warning indicating that a timeout will occur in 5 minutes. Click **Continue** to extend your session. If a timeout occurred, follow instructions in the message to re-enter QUICK.

3. USING THE INTERGOVERNMENTAL REFERENCE GUIDE

While viewing a case in QUICK, you can open the Intergovernmental Reference Guide (IRG) to access the state profile and contact information for the state you queried. This feature is available from all pages containing case information. Figure 3-1 shows the button to open the IRG.

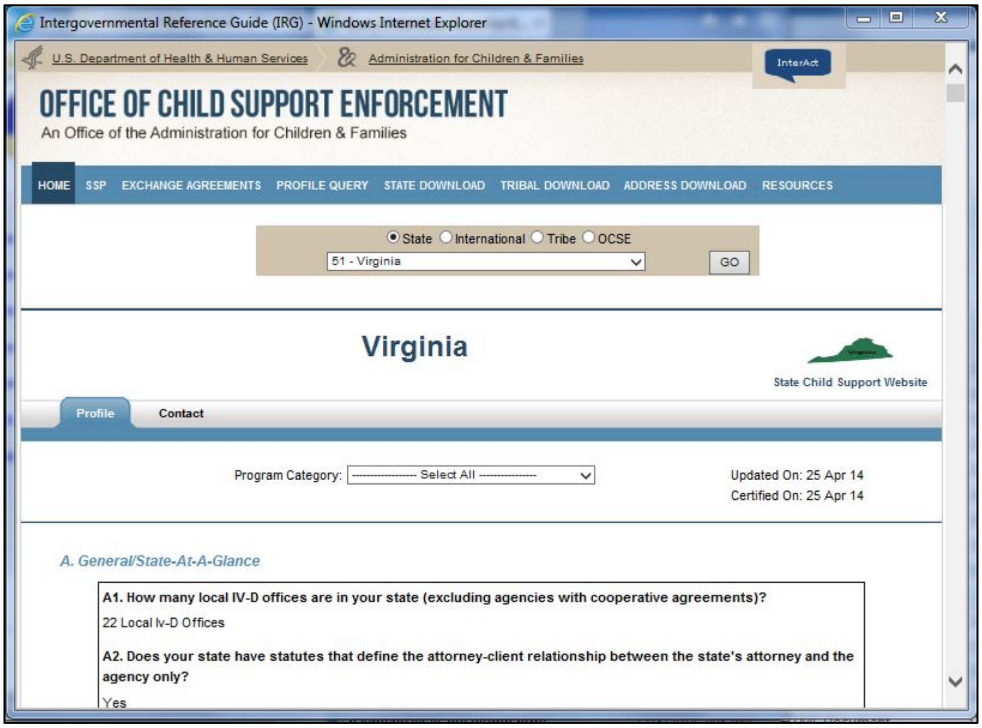
Figure 3-1: Access to the IRG From QUICK

Note: For details on using the IRG, refer to IRG State and Tribal Child Support Users' Guide or the IRG State and Tribal Administrators' Guide on the OCSE website.

3.1 Viewing IRG Information

When you click IRG, a pop-up window displaying the IRG opens in front of the QUICK page you are viewing, as shown in Figure 3-2. You can access information as you would if you opened the application directly.

Figure 3-2: IRG Pop-up Window



Note: IRG administrators have full privileges for their normal tasks when accessing the IRG from QUICK.

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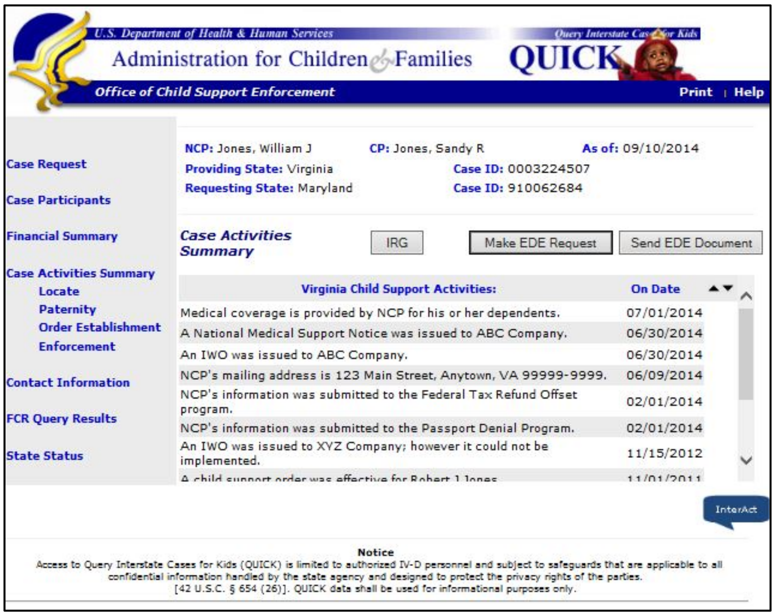
4. USING ELECTRONIC DOCUMENT EXCHANGE

QUICK offers an interface with the Electronic Document Exchange (EDE) that enables you to request documents or send unsolicited documents while viewing a case in QUICK. There are two requirements for using this feature:

- Both your state and the other state must participate in EDE
- Your state must have authorized you to use EDE as well as QUICK

The feature is available from all pages containing case information. Figure 4-1 shows the buttons for access to EDE.

Figure 4-1: Access to EDE From QUICK

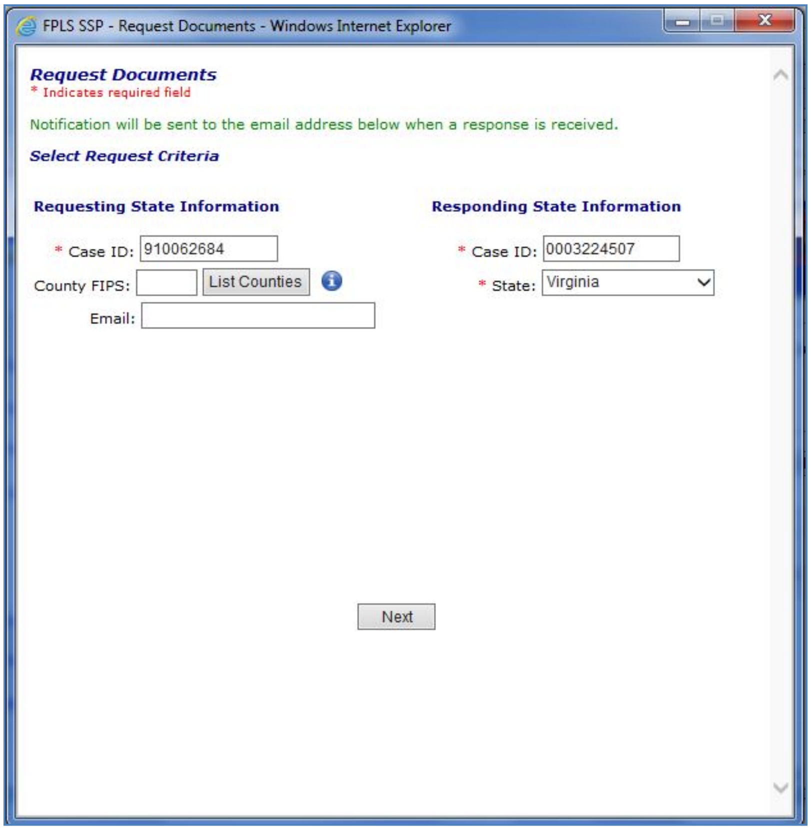


Note: For details on requesting and sending documents, refer to Electronic Document Exchange - Guide to Navigating the Application on the OCSE website.

4.1 Make EDE Request

When you click **Make EDE Request**, the Request Documents pop-up window opens, shown in Figure 4-2, in front of the page you are viewing. Complete information in this window, and then click **Next** to follow the sequence of EDE windows to complete your request.

Figure 4-2: Request Documents Window

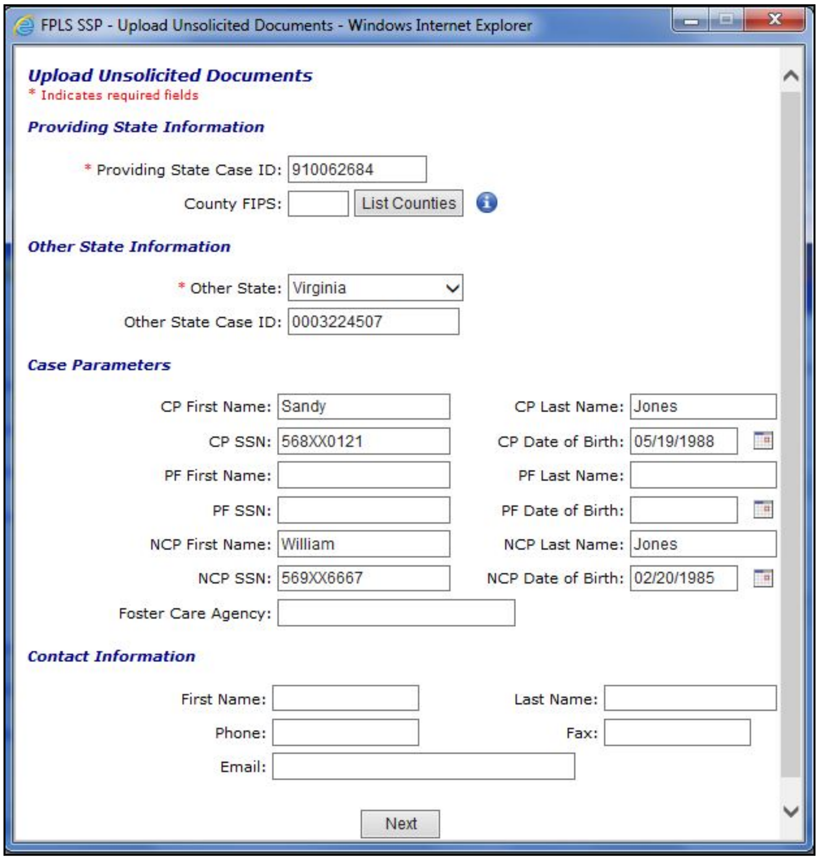


4.2 Send EDE Document

When you click **Send EDE Document**, the Upload Unsolicited Documents pop-up window opens, shown in Figure 4-3, in front of the page you are viewing. Unsolicited documents are those that the other state did not request, but will find useful in its case processing.

Complete information in this window, and then click **Next** to follow the sequence of EDE windows to complete sending your unsolicited document.

Figure 4-3: Upload Unsolicited Documents Window



5. REQUESTING CASE INFORMATION

The Case Request window, shown in Figure 5-1, is for entering criteria for a search. You can enter a case ID or, if the case ID is unknown, you can query the FCR using an SSN to obtain the case ID. See section 5.2 for information on the FCR Query by SSN search.

Figure 5-1: Case Request Window

Note: If you enter data in both the Query State and Query FCR sections, the criteria in the Query State section take precedence when you send the query.

Chart 5-1 describes each of the elements in the window.

CHART 5-1: CASE REQUEST WINDOW DESCRIPTION	
Element	Description
SSP Home	Returns to the State Services Portal (SSP) home page.
State Status	Displays a list of states participating in QUICK and the types of information available from them. It also lists states approved to view QUICK data without providing their own, while they develop QUICK, and the states participating in EDE. Section 5.3, " State Status," contains a full description of this page.

CHART 5-1: CASE REQUEST WINDOW DESCRIPTION	
Element	Description
Help	Opens access to Frequently Asked Questions (FAQs), a list of the definitions for the data elements used in QUICK, and this user's guide.
Enter your state Case ID:	Type the case ID for your state.
Information (i) Icon	Lists the business rules for a valid case ID.
Select the state that you want to query:	Select a state to search.
Enter the Case ID from the other state:	Type the other state's case ID for the case.
Information (i) Icon	Lists the business rules for a valid case ID.
Case ID Matrix	Opens a list of case ID formats for all states.
Select the type of data you want to view:	Choose the type of information you want to view first. Once the window opens, you will be able to navigate to all other types of data.
Enter the date range you want to view:	If you select "Financial," date fields appear with a default date range of one year. You can also type a desired range in the From and To boxes or click the calendars to choose dates.
All Dates	Click to search for all data available from the providing state. (Participating states have agreed to supply at least one year of data, but may choose to supply more.)
Enter SSN	Type the participant's SSN to query the FCR for a case ID.
Send Query	Click to initiate the search for a case or a case ID from the FCR.
Clear	Click to remove your original query criteria in order to enter new criteria for another query.

Note: We describe Help and Print once at the beginning of section 2. We do not document them elsewhere, because they appear throughout the application.

5.1 Criteria for Case IDs

When entering case IDs, there are criteria you need to observe to ensure a successful search. If the case ID entered does not meet the criteria, you will receive an error message.

This list displays the case ID criteria:

- May contain any alphabetic, numeric, or special character *except* an asterisk (*) or backslash (\)
- May *not* begin with a space
- Alphabetic characters must be upper case
- May *not* contain all zeroes
- Maximum of 15 characters

5.1.1 CASE ID MATRIX

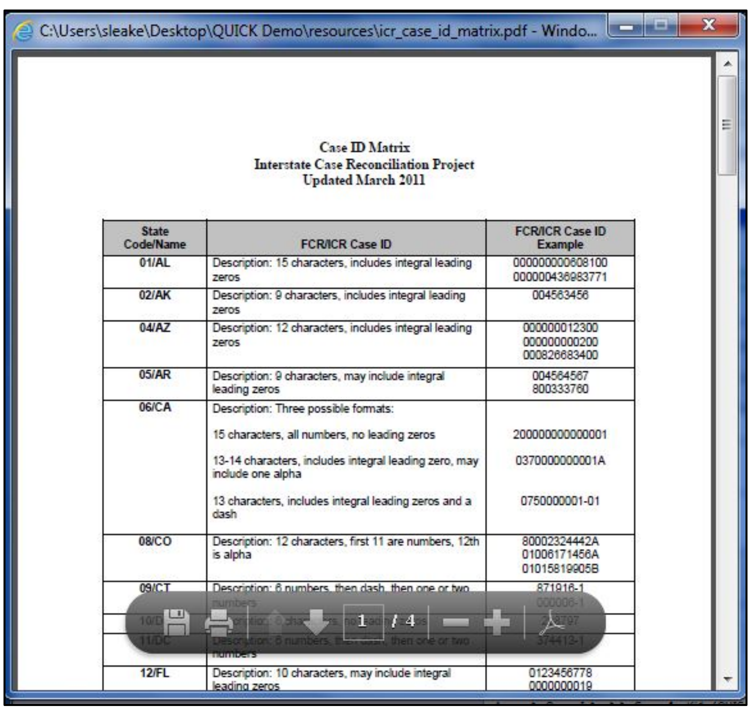
In addition to the criteria cited above, the case ID must be in the correct format for the state. For example, it must contain leading zeroes if zeroes are an integral part of the state's case ID.

To find the proper case ID format for a state, click **Case ID Matri**x next to the field for the other state's case ID. This opens a PDF in a separate pop-up window, shown in Figure 5-2, containing:

- The FIPS code and state abbreviation for each state
- A description of the format requirements
- An example of the case ID format

Note: The Adobe Reader toolbar appears when you open the matrix or point to the page. To print the matrix, click the **Print** icon on the toolbar.

Figure 5-2: Case ID Matrix


C:\Users\sleake\Desktop\QUICK Demo\resources\icr_case_id_matrix.pdf - Windo...

Case ID Matrix
Interstate Case Reconciliation Project
Updated March 2011

State Code/Name	FCR/ICR Case ID	FCR/ICR Case ID Example
01/AL	Description: 15 characters, includes integral leading zeros	000000000608100 000000436983771
02/AK	Description: 9 characters, includes integral leading zeros	004563456
04/AZ	Description: 12 characters, includes integral leading zeros	000000012300 000000000200 000826683400
05/AR	Description: 9 characters, may include integral leading zeros	004564567 800333760
06/CA	Description: Three possible formats: 15 characters, all numbers, no leading zeros 13-14 characters, includes integral leading zero, may include one alpha 13 characters, includes integral leading zeros and a dash	 200000000000001 0370000000001A 0750000001-01
08/CO	Description: 12 characters, first 11 are numbers, 12th is alpha	80002324442A 01006171456A 01015819905B
09/CT	Description: 6 numbers, then dash, then one or two numbers	871916-1 000006-1
10/D[illegible]	[illegible]	[illegible]
11/DC	Description: 6 numbers, then dash, then one or two numbers	374412-1
12/FL	Description: 10 characters, may include integral leading zeros	0123456778 0000000019

5.2 Query FCR by SSN

Querying the FCR using an SSN shows case IDs for cases in all states associated with a participant's SSN, including your state's case ID.

The FCR will only return information under the following conditions:

- Requesting state has a participant registered on the FCR
- Participant has a verified SSN in the other state, or a verified *or* unverified SSN for a participant in your own state
- Participant has an open IV-D or non-IV-D case
- Participant does not have a family-violence indicator

If the request meets the criteria listed, QUICK displays the FCR Query Results window, shown in Figure 5-3.

If the FCR query results list a case ID with a hyperlink, the state is a QUICK participant. You can initiate a QUICK query by clicking the hyperlink.

Figure 5-3: FCR Query Results Window

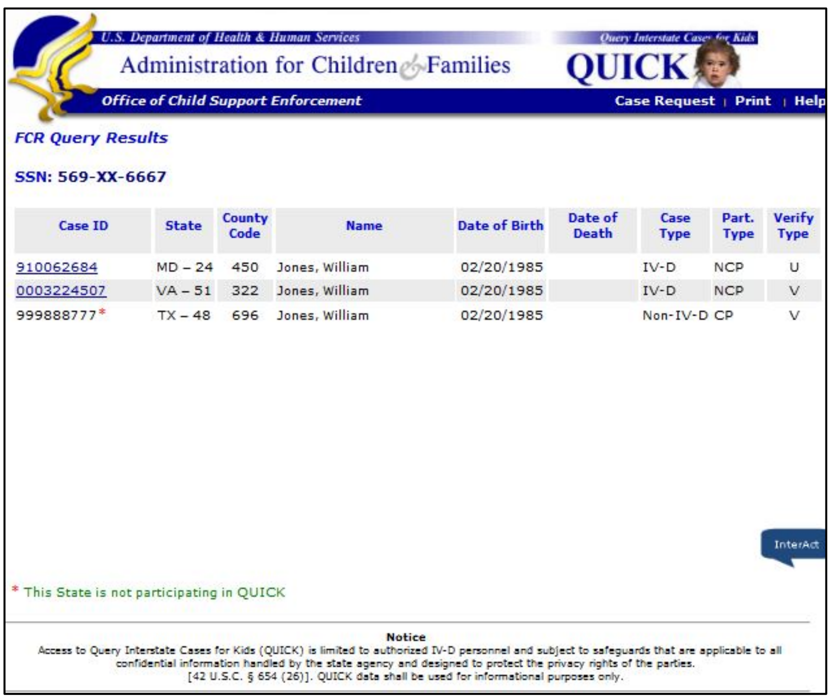


Chart 5-2 describes each of the elements in the window.

CHART 5-2: FCR QUERY RESULTS WINDOW DESCRIPTION	
Element	Description
Case Request	Allows you to return to the Case Request window to initiate a new search.
SSN	The participant's Social Security number.
Case ID	Case ID of the responding state. (If the ID is a hyperlink, the state is a QUICK participant.)
State	The name of the state.
State FIPS Code	Displays state FIPS code information for that case.
County FIPS Code	Displays county FIPS code information for that case.
Name	The participant's name.
Date of Birth	The participant's date of birth.
Date of Death	The participant's date of death.
Case Type	The type of case: IV-D or non-IV-D.
Part. Type	The type of case participant: noncustodial parent (NCP), putative father (PF), custodial party (CP), or child (CH).
Verify Type	Indicates whether the SSN/name combination is verified (V) by the Social Security Administration (SSA) or unverified (U). You will only see participants with unverified SSNs for cases in your own state. QUICK only displays participants with verified SSNs in other states.
*This state is not participating in QUICK	Indicates that the state is not participating in QUICK. Therefore, there is no hyperlink for the case ID, and you cannot obtain information on this case via QUICK.

When a hyperlink exists, click the case ID. The system then automatically enters the number in the Case Request window and displays the state name, as shown in Figure 5-4.

Figure 5-4: Case Request Window Automatically Filled From FCR Query Results

Once the system returns results from an FCR query, the **FCR Query Results** link appears on the navigation menu, shown in Figure 5-5. Clicking the link returns to the results page. This allows you to return to the list without having to re-query the FCR for the same SSN.

Figure 5-5: Navigation Panel With FCR Query Results Link

5.3 State Status

The State Status window is accessible from a link in the:

- Banner on the Case Request window
- Navigation panel on all other QUICK windows

When you click the link, the State Status window opens in a separate window in front of the page you are viewing.

This window, shown in Figure 5-6, contains a list of states currently participating in QUICK. All participating states supply financial and case participant information. In addition, the list identifies states that provide information on:

- Case activities and contact information
- Closed cases
- Non-IV-D cases
- Two-state interstate cases only

It also shows whether the state:

- Can only request QUICK data while it develops the application to provide its own case information
- Is participating in EDE

Figure 5-6: State Status Window

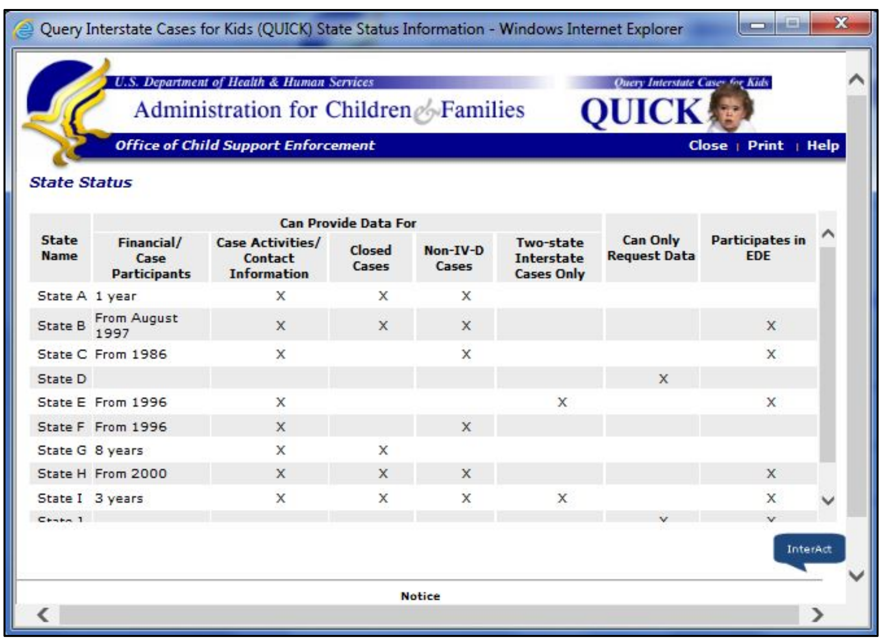


Chart 5-3 describes each of the elements in the window.

CHART 5-3: STATE STATUS WINDOW DESCRIPTION	
Element	Description
State Name	Name of the state in production or viewing data.
Financial/Case Participants	Identifies the amount of financial data a state provides in QUICK. (For example: 1 year or From 2000)
Case Activities/Contact Information	An 'X' indicates that the state provides case activities information and contact information for the caseworker or unit handling the case.
Closed Cases	An 'X' indicates the state provides case information on closed cases.
Non-IV-D Cases	An 'X' indicates the state provides case information on Non-IV-D cases.
Two-state Interstate Cases Only	An 'X' indicates the state provides information on two-state interstate cases only.
Can Only Request Data	An 'X' indicates the state has approval to view data from other states, but does not provide data. These states are developing the application.
Participates in EDE	An 'X' indicates the state participates in the EDE application.

6. VIEWING CASE PARTICIPANT INFORMATION

The Case Participants window, shown in Figure 6-1, contains a group of elements providing information related to a case, including the case status, case participants, and indicators for family violence and out-of-wedlock birth. You can use this window to determine whether the participants in the other state's case match those in your case.

(For information on using the IRG and EDE in QUICK, see section 3, "Using the Intergovernmental Reference Guide," and section 4, "Using Electronic Document Exchange.")

Figure 6-1: Case Participants Window

Chart 6-1 describes the elements that appear in the Case Participants window.

CHART 6-1: CASE PARTICIPANTS WINDOW DESCRIPTION	
Element	Description
Case Status	The current status of the case: open or closed.
Non-matching (*requesting state's*) Case ID Returned From (*providing state*)	This message only appears if: 1) The responding state compares the case ID you entered with the one it has on file for your state's case **AND** 2) The case IDs *do not* match

CHART 6-1: CASE PARTICIPANTS WINDOW DESCRIPTION	
Element	Description
Type	The type of case participant: NCP, CP, or Child. **Note**: When an agency is serving as the CP, the organization's name appears in the Name column.
Name	The participant's full name.
SSN	The participant's SSN.
DOB	The participant's date of birth.
Family Violence	"Yes" indicates that the responding state has reasonable evidence that this person is associated with family violence and you must protect identifying information. **Note**: Follow your state's protocol for confidentiality if the family violence indicator is "Yes." Note also that some states may choose not to display any information if there is family violence in the case.
Born Out of Wedlock	"Yes" indicates that the responding state has established that the child was born out of wedlock.

6.1 When Case Information Does Not Match

If the NCP, CP, children, and case IDs in the Case Participants window match those in your case, you can be confident you are viewing the correct case and can proceed to examine the data returned. On the other hand, if some of the data do not match, you may need to take additional action to verify that you are viewing the correct case. The matrix in Chart 6-2 suggests steps to take when you find mismatching data.

CHART 6-2: MIS-MATCHING CASE PARTICIPANTS ACTION MATRIX		
Match	No Match	Actions
NCP	CP/Children	• Verify that you entered the correct case ID for the other state. If not, search QUICK again using the correct case ID. • If you entered the case ID correctly, note any information or activity that may have a bearing on your case for further research with the other state. • Use the CSENet CSI transaction to request all information on the case from the other state. • Use your state's procedures for requesting an FCR proactive match to identify other cases in which your participants may be involved. If you receive a new case ID, and the case ID is in a state participating in QUICK, search QUICK again with the new ID. If the state is not participating in QUICK, initiate a CSENet CSI transaction.
CP/Children	NCP	• Verify that you entered the correct case ID for the other state. If not, search QUICK again using the correct case ID. • Use the Query FCR by SSN feature to search for cases in which the NCP or children are involved. • Use the CSENet CSI transaction to request all information on the case from the other state. • Use your state's procedures for requesting an FCR proactive match to identify other cases in which your participants may be involved. If you receive a new case ID, and the case ID is in a state participating in QUICK, search QUICK again with the new ID. If the state is not participating in QUICK, initiate a CSENet CSI transaction.
Case IDs	Participants	• Verify that you entered the correct case ID for the other state. If not, search QUICK again using the correct case ID. • Use the CSENet CSI transaction to request all information on the case from the other state.

CHART 6-2: MIS-MATCHING CASE PARTICIPANTS ACTION MATRIX		
Match	No Match	Actions
Participants	Case ID for your state returned by the other state. (The "Non-Matching Case ID" message appears in the Case Participants window.)	• Consider using the CSENet MSC P GSCAS transaction to communicate your state's correct case ID to the other state, if appropriate in this situation.
NCP/CP and Most Participants	A participant listed is no longer a participant in your case	• Use a CSI transaction and take the appropriate action based on the CSI results. Consider using the CSENet MSC P GSDEL to request deletion of the participant.
NCP/CP and Most Participants	A participant is missing or has been added to your case	• Use the CSENet MSC P GSADD transaction to request the other state to add the participant, if your state was the initiating state for the case.
NCP/CP and Participants	Case status is "Open" and it should be "Closed"	• Use one of the CSENet MSC P closure transactions to request the other state to close the case.

Note: To obtain information on recent case activity in the other state, check the State Status window in QUICK to see whether the state has developed the Case Activities module. If it has, then use QUICK to query the state; otherwise, use the CSENet transaction MSC R GRUPD.

7. VIEWING FINANCIAL INFORMATION

This section shows how to obtain financial information from QUICK. The data available include:

- A financial summary showing the NCP's current obligation, balance to date, and last payment information
- NCP payment history
- Disbursements to the CP and other parties involved in the case

(For information on using the IRG and EDE in QUICK, see section 3, "Using the Intergovernmental Reference Guide," and section 4, "Using Electronic Document Exchange.")

7.1 Financial Summary

The Financial Summary window, shown in Figure 7-1, displays a group of elements that gives an overview of the current obligation, last payment, and balances owed. (The system displays the data exactly as supplied by the responding state.)

Figure 7-1: Financial Summary Window

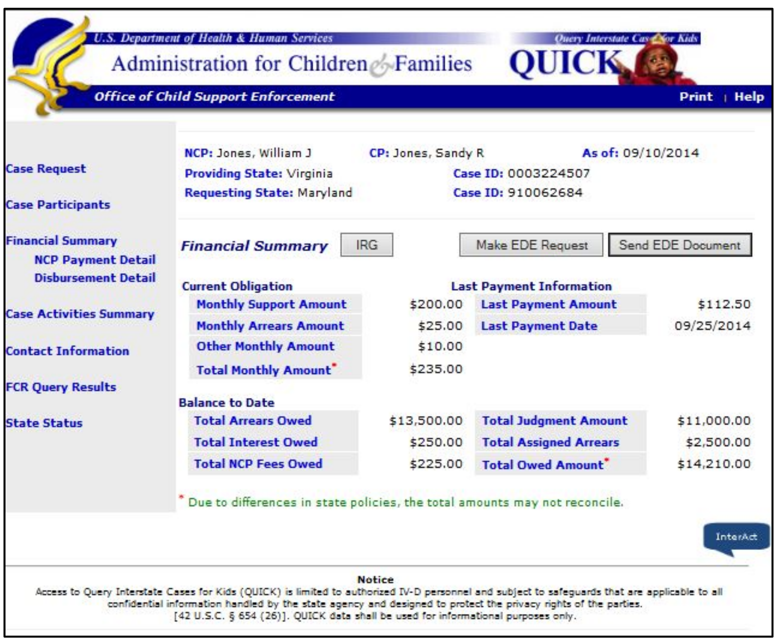


Chart 7-1 describes the elements that appear in the Financial Summary window.

CHART 7-1: FINANCIAL SUMMARY WINDOW DESCRIPTION	
Element	Description
Current Obligation	
Monthly Support Amount	The amount of monthly support obligation (including spousal, child, cash, medical) not including arrears.
Monthly Arrears Amount	The amount of arrears to be paid monthly.
Other Monthly Amount	The sum of all monthly obligations other than monthly ordered amount for support and monthly arrears, such as fees and interest.
Total Monthly Amount	The total amount of the current monthly obligation required from the obligor. *Total Monthly Amount* is the sum of: • *Monthly Arrears Amount* • *Other Monthly Amount* • *Monthly Support Amount* **Note**: Due to differences in state policies, the total amounts may not reconcile.
Last Payment Information	
Last Payment Amount	The last payment amount that was received that satisfies all or a portion of a specific monthly obligation or reduces the total arrears on this case. Indicates the last payment received, even if it precedes the period for which information is being exchanged.
Last Payment Date	The date on which the last payment was received.
Balance to Date	
Total Arrears Owed	The total unpaid support obligation for past periods owed by a parent who is obligated to pay as of the *As of* date. The *Total Arrears Owed* is the sum of all arrears (assigned and non-assigned, judgment and non-judgment) that have accrued on the case. It does not include: • *Total Interest Owed* • *Total NCP Fees Owed, or* • *Unmet Current Support*
Total Interest Owed	The total amount of unpaid interest as of the *As of* date.

CHART 7-1: FINANCIAL SUMMARY WINDOW DESCRIPTION	
Element	Description
Total NCP Fees Owed	The total of the unpaid fees charged to the NCP (such as legal, blood tests, and filing) as of the *As of* date. This does not include fees charged to the CP.
Total Judgment Amount	The sum of all amounts of arrears recorded to a legal obligation to pay past-due support.
Total Assigned Arrears	The total amount of unpaid arrears assigned for the period of time the CP received public assistance in the state providing the information as of the *As of* date.
Total Owed Amount	The total amount required from the obligor to make the case account current (paying off all balances and paying the current monthly support obligation amount) as of the *As of* date. This is the sum of: • *Total Arrears Owed* • *Total Interest Owed* • *Total NCP Fees Owed, and* • *Unpaid Total Monthly Amount* **Note**: Due to differences in state policies, the total amounts may not reconcile.

7.2 Payment Details

The NCP Payment Detail window contains a group of elements documenting financial transactions for payments applied to a case. It displays the history and sources of payments on a case.

There are two versions of this window. One displays the payment source, which may identify sensitive federal tax information (FTI), while the other displays no payment source. Your state's management team determines which version each user will view.

On the window showing the Source column, the Print No FTI link prints the payment history without the Source column; the Print link prints the history with the Source column.

Figure 7-2 shows the NCP Payment Detail window with the Source column.

Figure 7-2: NCP Payment Detail Window With Source Column

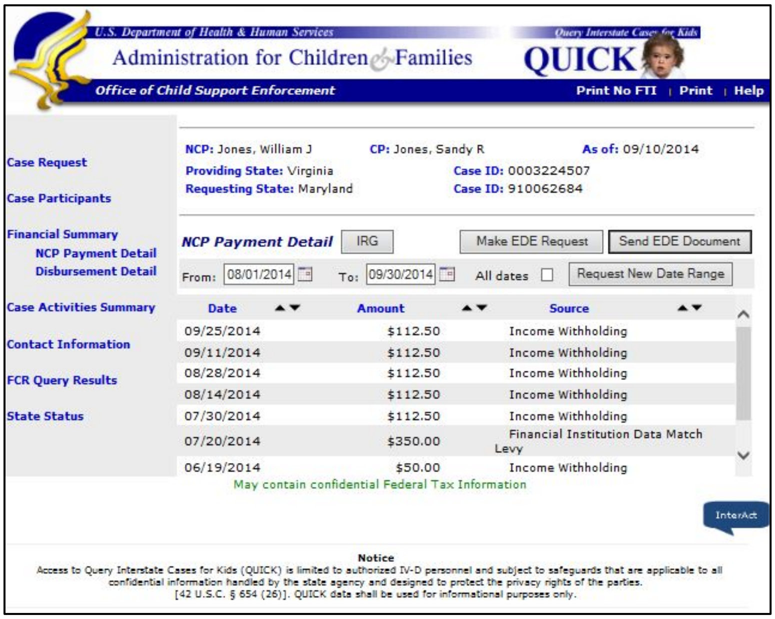


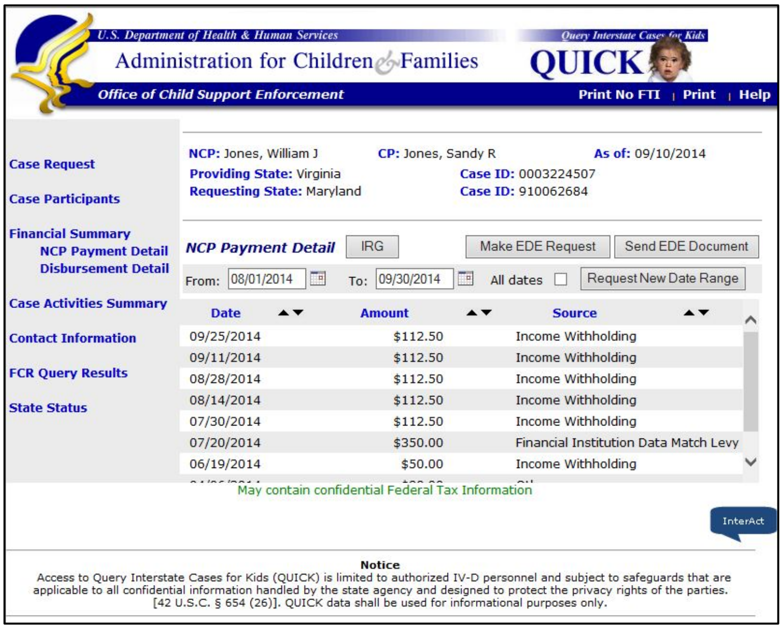
Chart 7-2 describes the payment elements that appear in the NCP Payment Detail window.

CHART 7-2: NCP PAYMENT DETAIL WINDOW DESCRIPTION	
Element	Description
From	Enter start of the date range you want to request either by typing the range or using the calendars to pick the dates.
To	Enter end of the date range you want to request either by typing the range or using the calendars to pick the dates.
All Dates	Request all information available.
Request New Date Range	Clears the existing date range.
Date	The date that the state applied a payment to the case.
Amount	An amount that satisfies all or a portion of a specific monthly obligation or reduces the total arrears on this case.

CHART 7-2: NCP PAYMENT DETAIL WINDOW DESCRIPTION	
Element	**Description**
Source	A statement that indicates the origin of the payment. Possible sources include: • Administrative offset • Administrative enforcement of interstate cases • Financial institution data match levy • Income withholding • IRS collection • IRS tax intercept • Passport denial collection • Received directly from NCP • State tax intercept • Unemployment benefit insurance intercept • Workers' compensation • Other
"May Contain Confidential Federal Tax Information"	This window may contain tax offset information that you must not reveal to unauthorized persons.

Figure 7-3 shows the window without the source column. Clicking the Print link on this page prints the information without the Source column, as pictured.

Figure 7-3: NCP Payment Detail Window Without Source Column



7.3 Disbursement Details

The Disbursement Detail window, shown in Figure 7-4, lists the amounts disbursed to recipients in a case.

Figure 7-4: Disbursement Detail Window

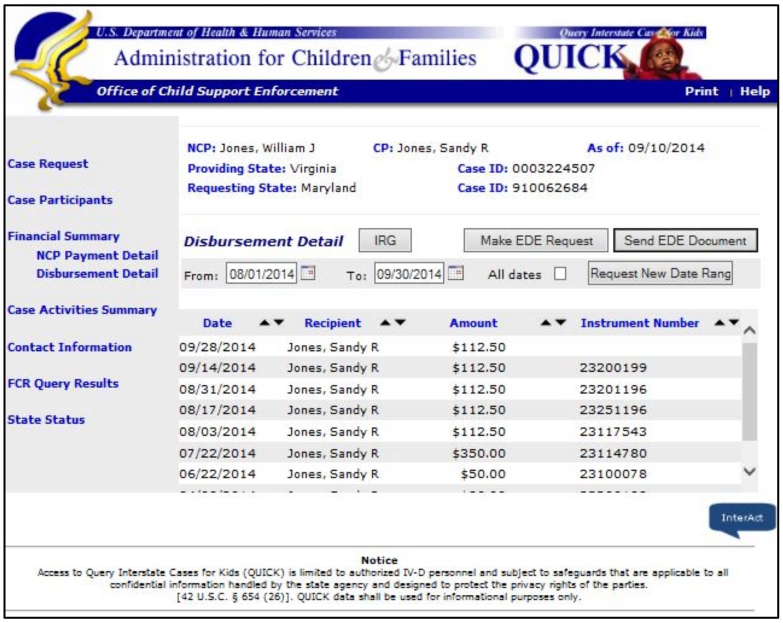


Chart 7-3 describes the elements that appear in the Disbursement Detail window.

CHART 7-3: DISBURSEMENT DETAIL WINDOW DESCRIPTION	
Element	Description
Request New Date Range	Allows you to enter a new date range for disbursement data, either by typing the range or using the calendars to choose the dates.
Date	The date the state sent a disbursement to a recipient for a case.
Recipient	The name of the party (person, organization, or state) to whom the state sent the disbursement funds.
Amount	The amount disbursed to a recipient on the disbursement date.
Instrument Number	The identifier of the financial instrument used to issue the disbursement, such as the check number or the bank trace number.

8. VIEWING CASE ACTIVITY INFORMATION

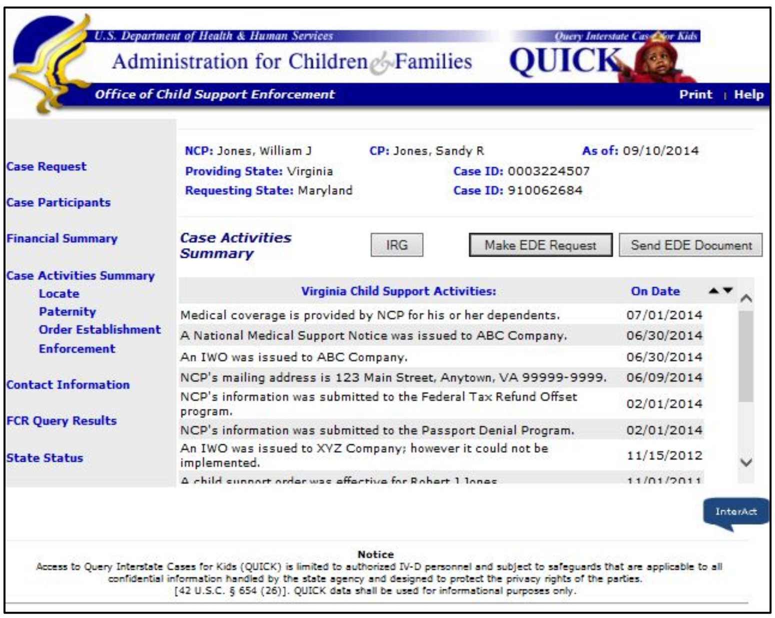
This section describes the information available for the most recent actions completed by the responding state on a case. Case activities span locate, paternity, order establishment, and enforcement activities. A full description of all actions included in each category follows the introduction of each window.

(For information on using the IRG and EDE in QUICK, see section 3, "Using the Intergovernmental Reference Guide," and section 4, "Using Electronic Document Exchange.")

8.1 Case Activities Summary

The Case Activities Summary, shown in Figure 8-1, displays all of the most recent actions that have occurred on a child support case.

Figure 8-1: Case Activities Summary Window



To illustrate "most recent," in the case shown in Figure 8-1:

- An income-withholding order (IWO) was issued on 11/15/12, but could not be implemented. This is the most recent IWO *that could not be* implemented.
- Another IWO was issued to a different company on 06/30/14. This is the most recent IWO *that has been issued*.

This window also contains information on case closure. Chart 8-1 contains the statements used to report case closure. The Code of Federal Regulations (CFR) specifies the reasons for closure. The chart includes the CFR citation.

CHART 8-1: CASE CLOSURE STATEMENTS	
Statement	CFR Reference
No longer a current support order.	Case closed (45 CFR 303.11 (b)(1))
NCP or PF is deceased.	Case closed (45 CFR 303.11 (b)(2))
Paternity cannot be established.	Case closed (45 CFR 303.11 (b)(3))
NCP's location is unknown.	Case closed (45 CFR 303.11 (b)(4))
NCP cannot pay support for the duration of the child's minority.	Case closed (45 CFR 303.11 (b)(5))
NCP is a citizen of, and lives in, a foreign country.	Case closed (45 CFR 303.11 (b)(6))
IV-D agency has provided location-only services.	Case closed (45 CFR 303.11 (b)(7))
Non-IV-A recipient of services requests closure of a case.	Case closed (45 CFR 303.11 (b)(8))
A finding by the responsible state agency of good cause.	Case closed (45 CFR 303.11 (b)(9))
In a non-IV-A case, IV-D agency is unable to contact the recipient of services.	Case closed (45 CFR 303.11 (b)(10))
In a non-IV-A case, IV-D agency documents noncooperation of the recipient of services.	Case closed (45 CFR 303.11 (b)(11))
IV-D agency documents failure by the initiating state to take an action.	Case closed (45 CFR 303.11 (b)(12))
Intergovernmental services are no longer needed by the initiating state.	Case closed (45 CFR 303.11 (b)(14))
The initiating state directed closure because it issued a direct income withholding order.	Case closed (45 CFR 303.7 (d)(9))
The initiating state advised that its case was closed.	Case closed (45 CFR 303.7 (d)(10))

8.2 Locate

The Locate window, shown in Figure 8-2 lists the most recent activities to locate the NCP or CP.

Figure 8-2: Locate Window

Chart 8-2 contains the case activity statements used to report locate activities. The description clarifies what the activity statement means.

CHART 8-2: LOCATE ACTIVITY STATEMENTS	
Statement	**Description**
NCP's mailing address is 123 Main Street, Anytown, VA 99999-9999.	Provide the date of the most recent mailing address for the NCP. For example, if your state obtained an address from a locate or other source and was able to determine that the NCP receives mail at this address (such as mail verification, service of process), report the street, city, state, ZIP, and ZIP+4 codes for this address.
NCP's residential address is 123 Main Street, Anytown, VA 99999-9999.	Provide the date of the most recent residential address for the NCP. For example, if your state obtained an address from a locate or other source, and was able to determine that the NCP resides at this address (such as service of process, wage verification), report the street, city, state, ZIP, and ZIP+4 codes for this address.

CHART 8-2: LOCATE ACTIVITY STATEMENTS	
Statement	**Description**
NCP's mailing address (*Cont.*)	**Note**: If both addresses are the same, provide both addresses. Do not report either a mailing or residential address that your state has determined is no longer "good" for the NCP—that is, the NCP does not receive mail (for mailing address) or reside there (for residential address).
NCP incarcerated. **Note**: If the date is unknown for this statement, the statement may appear and asterisks will be displayed in the date field.	Provide the date the NCP was incarcerated. For example, if your state learned that an NCP was incarcerated on 01/12/1998 and obtained this information on 06/12/2006, report 01/12/1998 as the incarceration date. If you know the NCP is incarcerated, but do not know the date of incarceration, provide a "Y" indicator only.
NCP released, or expected to be released, from a correctional facility.	Provide the date the NCP was or is expected to be released (a future date) from a correctional facility.
NCP died. **Note**: If the date is unknown for this statement, the statement may appear and asterisks will be displayed in the date field.	Provide the date the NCP died. For example, if the NCP died on 04/23/2004 and your state obtained this information on 05/01/2005, report 04/23/2004 as the date of death. If you know the NCP died, but do not know the date of death provide a "Y" indicator only.

CHART 8-2: LOCATE ACTIVITY STATEMENTS	
Statement	Description
CP's mailing address is Sandy R Jones, 456 Peach Street, Anytown, VA 99999-9999. CP's residential address is Sandy R Jones, 456 Peach Street, Anytown, VA 99999-9999.	Provide the name of the CP and the date of the most recent mailing address for the CP. For example, if your state obtained an address from a locate or other source, and was able to determine that the CP receives mail at this address (such as mail verification), report the street, city, state, ZIP, and ZIP+4 codes for this address. Provide the name of the CP and the date of the most recent residential address for the CP. For example, if your state obtained an address from a locate or other source, and was able to determine that the CP resides at this address (like response to a mailing), report the street, city, state, ZIP, and ZIP+4 codes for this address. **Note**: If both addresses are the same, provide both addresses. Do not report either a mailing or residential address that your state has determined is no longer "good" for the CP—that is, the CP does not receive mail (for mailing address) or reside there (for residential address). If there are multiple CP names, each CP and the associated address may be listed.

8.3 Paternity

The Paternity window, shown in Figure 8-3, lists the most recent activities to establish paternity for a child or children in a case.

Figure 8-3: Paternity Window

Chart 8-3 contains the statements used to report paternity establishment activities. The description clarifies what the activity statement means.

CHART 8-3: PATERNITY ACTIVITY STATEMENTS	
Statement	Description
A voluntary paternity acknowledgement was signed for Child or Children's Names.	Provide the date that the voluntary acknowledgement of paternity was signed. Also provide the names of the child or children for whom a voluntary acknowledgement of paternity was signed. Provide this information for each child in the case in your state, even if the paternity acknowledgement dates are the same. Do not provide this information for a child whose voluntary paternity acknowledgement is being contested.

CHART 8-3: PATERNITY ACTIVITY STATEMENTS	
Statement	Description
Paternity was established for Child or Children's Names.	Provide the date and the names of the child or children for whom paternity was established. Do not report this if the paternity adjudication was as a result of a voluntary paternity agreement. Include this information for each child in the case in your state, even if the paternity establishment dates are the same.
A determination was made that paternity could not be established for Child or Children's Names.	Provide the date and the names of each child for whom paternity was not established. Provide information for each child for whom paternity could not be established, even if the determination date is the same for all the children.

8.4 Order Establishment

The Order Establishment window, shown in Figure 8-4, lists the most recent activities to establish a support order.

Figure 8-4: Order Establishment Window

Chart 8-4 contains the statements used to report support order activities. The description clarifies what the activity statement means.

CHART 8-4: ORDER ESTABLISHMENT ACTIVITY STATEMENTS	
Statement	Description
A child support order with medical support was effective for Child or Children's Names.	Provide the most recent effective date that a child support order required the NCP to pay a specified dollar amount *and* was also ordered to provide medical coverage. Do not report this here if the order was *only* for a specified dollar amount or medical coverage. The effective date is that on which the NCP's obligation started. For example, if an order was entered on 12/1/2006, but did not require the NCP/respondent to pay until 01/3/2007, report the 01/3/2007 date. Also provide the names of each child for whom a child support order with medical support was effective.
A child support order was effective for Child or Children's Names.	Provide the most recent effective date that a child support order required the NCP to pay a specified dollar amount. Only report those support orders that *do not* require the NCP to provide medical coverage. The effective date is that on which the NCP's obligation started. For example, if an order was entered on 12/1/2006, but did not require the NCP/respondent to pay until 01/3/2007, report the 01/3/2007 date. Also provide the names of each child for whom the child support order was effective.
A medical support order was effective for Child or Children's Names.	Provide the most recent effective date that an order for medical support required the NCP to provide only medical coverage. Only report those orders that required the NCP to provide medical coverage for his or her child or children and did *not* include child support payments. The effective date is that on which the NCP's obligation started. For example, if an order was entered on 12/1/2006, but did not require the NCP/respondent to provide coverage until 01/3/2007, report the 01/3/2007 date. Also provide the names of each child for whom medical support was ordered.
The most recent review and adjustment process was completed.	Provide the most recent date that a review and adjustment process, not a modification of an order, was completed.

CHART 8-4: ORDER ESTABLISHMENT ACTIVITY STATEMENTS	
Statement	**Description**
The most recent child support order was modified.	Provide the most recent date that the child support order was modified. This could be the result of a modification petition being filed *or* a review and adjustment being completed.

8.5 Enforcement

The Enforcement window, shown in Figure 8-5, lists the most recent activities to enforce a child support order.

Figure 8-5: Enforcement Window

Chart 8-5 contains the statements used to report enforcement activities. The description clarifies what the activity statement means.

CHART 8-5: ENFORCEMENT ACTIVITY STATEMENTS	
Statement	Description
A controlling order determination was completed.	Provide the date on which a controlling order determination, as defined in UIFSA 2001, was completed in your state.
An IWO was issued to ABC Company.	Provide the most recent date that an income-withholding order (IWO) was generated and the name of the employer to which it was sent. Report the date regardless of whether the IWO was successful or unsuccessful.
An IWO was issued to but could not be implemented at XYZ Company.	Provide the most recent date that an IWO was generated to an employer and the IWO was not successful, for example, if the NCP is no longer employed there, never employed there, etc. Also report the name of the employer.
A National Medical Support Notice was issued to ABC Company.	Provide the most recent date that a National Medical Support Notice (NMSN) was generated to the NCP's employer. Also report the name of the employer.
Medical coverage is provided by NCP for his or her dependents.	Provide the most recent date that your state determined that the NCP was providing medical support for his or her children. *Do not* report if someone other than the NCP is providing coverage.
NCP's information was submitted to the credit bureaus.	If the NCP is currently being reported to the credit bureaus, provide the most recent date that the NCP's delinquency was submitted to the credit bureaus. For example, if your state reported an NCP to the credit bureaus and regularly or periodically updates the delinquency or arrearage amount, provide the most recent date the arrearage figures were submitted.

CHART 8-5: ENFORCEMENT ACTIVITY STATEMENTS	
Statement	Description
NCP's information was submitted to the state tax refund offset process. **If the state does not have this remedy the following statement will be displayed:**	Provide the most recent date that the NCP's information was submitted, or the arrearage/ delinquency was updated, to your state's tax offset program. Only report this if the NCP's information is currently submitted for your state's tax refund offset program.
Does not have a state tax refund offset process. **Note**: If this statement is displayed, there is no associated date. Asterisks will appear in the date field.	Provide this statement if your state does not have a state tax refund offset process.
NCP's information was submitted to the Federal Tax Refund Offset program.	Provide the most recent date that the NCP's information was submitted, or the arrearage/delinquency was updated, to the Federal Tax Refund Offset program. Only report this if the NCP's information is currently submitted for the Federal Tax Offset Program.
NCP's information was submitted to the Passport Denial Program.	Provide the most recent date that the NCP's information was submitted to the Passport Denial Program. Only report this if the NCP's information is currently submitted for the Passport Denial Program.
NCP's information was submitted for the purpose of seizing an account or funds at XYZ Bank.	Provide the most recent date that your state submitted the NCP's information to a financial institution (include the name of the financial institution) to freeze and seize funds in the NCP's account. If you have submitted the NCP's information to multiple financial institutions and all are still pending, provide the name of the institution to which the NCP's information was most recently submitted.
NCP's information was submitted to the motor vehicle agency for driver's license suspension.	Provide the most recent date that your state submitted the NCP's information to the motor vehicle agency for driver's license suspension. Only report this if the NCP's information is currently submitted for the driver's license suspension program in your state.

CHART 8-5: ENFORCEMENT ACTIVITY STATEMENTS	
Statement	Description
NCP's information was submitted to a professional licensing agency for suspension of his or her license.	Provide the most recent date that the NCP's information was submitted for a professional license suspension, such as electrician, beautician, etc. Only report this if the NCP's information is currently submitted for the professional license suspension program in your state.
NCP's information was submitted to the lottery division for interception of winnings. **If the state does not have this remedy the following statement will be displayed:** Does not have a state lottery intercept program. **Note**: If this statement is displayed, there is no associated date. Asterisks will appear in the date field.	Provide the most recent date that the NCP's information was submitted to your state's lottery division to intercept his or her potential winnings. Only report this if the NCP's information is currently submitted for the lottery intercept program in your state. Provide this statement if your state does not have a state lottery intercept program.
A lien was filed against NCP's personal or real property.	Provide the most recent date that your state filed a lien against an NCP's account, personal property, etc. This is not to be provided when an arrears (money) judgment is recorded.

9. VIEWING CONTACT INFORMATION

Figure 9-1 displays contact information for the worker in the other state. Some child support offices have generic caseloads. In this instance, the Contact Information window will display information for the office handling the case. Note that "For Internal Use Only" indicates that this information is for use only by child support personnel.

Figure 9-1: Contact Information Window

Chart 9-1 contains details about the type of information supplied in the Contact Information window.

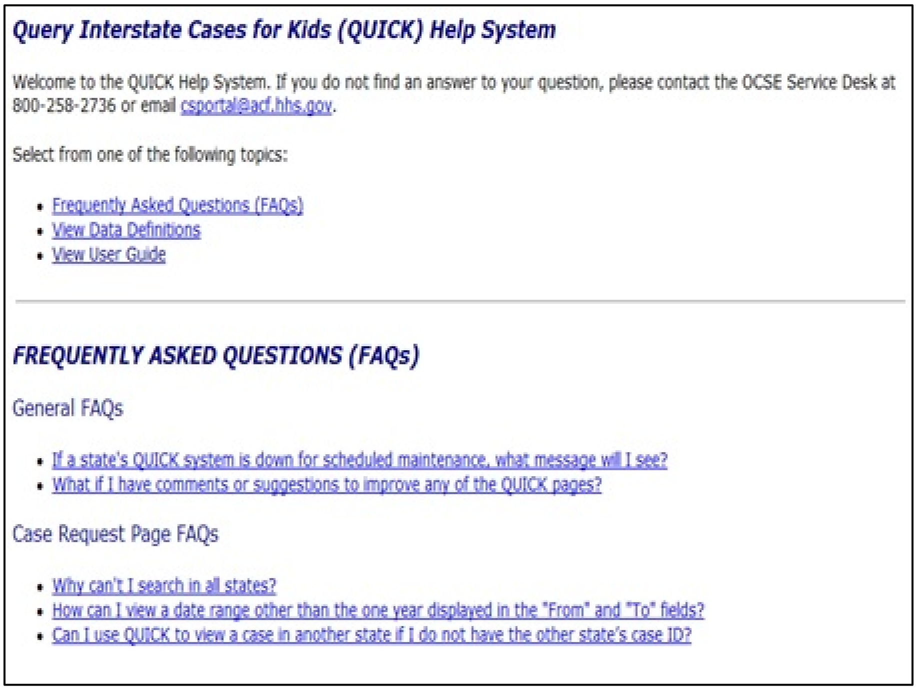
CHART 9-1: CONTACT INFORMATION DESCRIPTION	
Statement	Description
Name	Displays the current worker or group name handling the case.
Office Name	Displays the current office name and location for the case.
Address	Displays the current address.
Telephone Number	Displays the current worker's telephone number for the case.
E-mail Address	Displays the current worker's e-mail address for the case.

CHART 9-1: CONTACT INFORMATION DESCRIPTION	
Statement	Description
Fax Number	Displays the current worker's fax number for the case.

10. VIEWING HELP

The *Help* link opens a window, shown in Figure 10-1, containing links to Frequently Asked Questions (FAQs), definitions of the financial data elements, and a link to this user's guide.

Figure 10-1: Help Window



A. APPLICATION MESSAGES

Chart A-1 describes the messages, the window in which they may occur, the causes, and how to proceed.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
Your state Case ID is required.	Case Request	You did not enter your state's case ID.	Enter your state's case ID.
State you want to query is required.	Case Request	You did not select a state.	Select a state.
A Case ID from the other state is required.	Case Request	You did not enter the other state's case ID.	Enter the other state's case ID.
Type of data you want to view is required.	Case Request	You did not select the type of data you want to view.	Select the type of data.
Your state Case ID is invalid.	Case Request	The case ID you entered did not conform to the case ID format criteria.	Modify your entry to conform to the required format. (See section 5.1, Criteria for Case IDs.")
Case ID from the other state not found.	Case Request	The other state could not locate the case ID entered as its ID for the case.	Re-check the case ID and re-enter it if requires.
From date should be on or before To date.	Case Request	The date entered in the From field is later than the one in the To field.	Enter a From date that is earlier than the one in the To field.
From Date is not a valid date.	Case Request	The date is not in the proper format.	Enter a valid date in mm/dd/ccyy format.
The To Date is not a valid date.	Case Request	The date is not in the proper format.	Enter a valid date in mm/dd/ccyy format.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
Disclosure prohibited on the case requested.	Case Request	The other state does not supply information on a case associated with family violence.	Use another means of communication to obtain the information you are seeking.
Disclosure prohibited, person associated with family violence.	Case Request	The FCR does not supply information on a person associated with family violence.	Use another means of communication to obtain the information you are seeking.
SSN is Invalid.	Case Request	You did not enter the SSN in the correct format. SSN must contain 9 digits.	Modify your entry to conform to the required format.
SSN is not found.	Case Request	The FCR could not locate the SSN entered or it is an incorrect SSN.	Re-check the SSN and re-enter if required.
Access to this SSN denied. No case with associated SSN from your state found on the FCR.	Case Request	Your state has no existing case for the SSN in the FCR.	Use another means of communication to obtain the information you are seeking.
A Case ID from the other state is invalid.	Case Request	The case ID you entered did not conform to the case ID format criteria.	Modify your entry to conform to the required format. (See section 5.1, “Criteria for Case IDs.”)
State you queried does not provide non-IV-D case data.	Case Request	The other state does not supply information on non-IV-D cases.	Use another means of communication to obtain the information you are seeking.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
Data error occurred.	After clicking **Send Query** in the Case Request window	An internal system error at OCSE occurred.	Try again later or contact the OCSE Service Desk at 800-258-2736 or csportal@acf.hhs.gov to report the error.
The state you requested is not currently participating in QUICK.	After clicking **Send Query** in the Case Request window	The state is not a QUICK participant.	Use another means of communication to obtain the information you are seeking.
Sorry, there was an error from the requesting state.	After clicking **Send Query** in the Case Request window	An error occurred creating your outbound request.	Try again later or contact the OCSE Service Desk at 800-258-2736 or csportal@acf.hhs.gov to report the error.
State system is not available due to scheduled maintenance.	After clicking **Send Query** in the Case Request window	The state cannot supply data because it is down for scheduled maintenance.	Try again later or contact the OCSE Service Desk at 800-258-2736 or csportal@acf.hhs.gov to report the error.
Information from the other state was provided in a format that cannot be displayed.	After clicking **Send Query** in the Case Request window or any window displaying data from the providing state	There was a data format issue with the providing state's response.	Try again later or contact the OCSE Service Desk at 800-258-2736 or csportal@acf.hhs.gov to report the error.
The case you requested cannot be displayed because required information from the providing state is missing.	After clicking **Send Query** in the Case Request window or any window displaying data from the providing state	There is essential data missing from the providing state's response.	Try again later or contact the OCSE Service Desk at 800-258-2736 or csportal@acf.hhs.gov to report the error.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
The state you selected is experiencing an internal system problem. Please try again later.	After clicking **Send Query** in the Case Request window or any window displaying data from the providing state	An internal error occurred at the providing state.	Try again later or contact the OCSE Service Desk at 800-258-2736 or csportal@acf.hhs.gov to report the error.
The data you requested cannot be retrieved because of technical difficulties. Please try again later.	After clicking **Send Query** in the Case Request window or any window displaying data from the providing state	An unspecified error condition exists at the providing state.	Try again later or contact the OCSE Service Desk at 800-258-2736 or csportal@acf.hhs.gov to report the error.
Sorry, you requested a page that does not exist or an internal problem caused this error.	After clicking **Send Query** in the Case Request window or any window displaying data from the providing state	An unspecified error occurred at the requesting state.	Try again later or contact the OCSE Service Desk at 800-258-2736 or csportal@acf.hhs.gov to report the error.

CHART A-1: ERROR MESSAGES			
Message	**Window**	**Cause**	**Remedy**
No Data Found.	Any window displaying data from the providing state	Displayed at the bottom of the window under the following conditions: No case is found to match the case ID you searched for (NCP and CP elements in the header will be blank). The state did not or could not supply the requested data (NCP and CP elements in the header will be filled). There is no information available for the time period specified (NCP and CP elements in the header will be filled). The SSN you entered is not found in the FCR for any other state. (The requesting state information will not be displayed on the FCR Query Results Page).	Verify that you entered the correct ID. Use other means to obtain the information. Return to the Case Request window and click All Available Dates.
Processing Request Please Wait …	After clicking **Send Query** in the Case Request window or after clicking **Print**	The system is processing your request for data or for a printer-friendly version of a window.	Wait until processing is completed.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
Your online session is about to time out in 5 minutes. As a security precaution, sessions are timed out after 15 minutes of inactivity. If you would like to continue the session, click the Continue button.	All windows except for the Welcome window and FAQs (Case Participants, Financial Summary, NCP Payment Detail, Disbursement Detail, Case Activities Summary, Locate, Paternity, Order Establishment, Enforcement, Contact Information, State Status Summary, FCR Query Results page)	You have taken no action in QUICK for 10 minutes.	Press 'Continue' to extend your session. If you do not, your session will time out.

CHART A-1: ERROR MESSAGES			
Message	Window	Cause	Remedy
Your session has timed out	All windows except for the Welcome window and Help Documents (Case Participants, Financial Summary, NCP Payment Detail, Disbursement Detail, Case Activities Summary, Locate, Paternity, Order Establishment, Enforcement, Contact Information, State Status Summary, FCR Query Results page)	You have taken no action in QUICK for 15 minutes.	Follow directions on the message to re-enter QUICK. If the problem persists, contact the OCSE Service Desk at 800-258-2736 or csportal@acf.hhs.gov to report the error.

B. SUMMARY OF CHANGES

Chart B-1 lists the changes to this document by section.

Note: The locations are hyperlinks; when you click them, you will go directly to that section. To return to this page, type **ALT + left arrow** on your keyboard.

CHART B-1: SUMMARY OF CHANGES

Location	Change
Section 1, "Introduction"	Added the IRG and InterAct to the list of applications accessible from within QUICK
Section 2, "Getting Acquainted with QUICK Windows"	Added IRG and InterAct to the list of elements appearing in QUICK windows that display case data
Section 2.1, "Pop-up Windows"	Added IRG to the list of pop-up windows
Section 3, "Using the Intergovernmental Reference Guide"	Added this section to describe using the IRG from within QUICK
Section 5.2, "Query FCR by SSN"	Clarified the last bullet to indicate that you will receive case information if the participant you searched for (rather than the case) does not have a family violence indicator
Section 6, "Viewing Case Participant Information" Section 7, "Viewing Financial Information Section 8, "Viewing Case Activity Information"	Included a reference to the descriptions of accessing the IRG and EDE from within QUICK