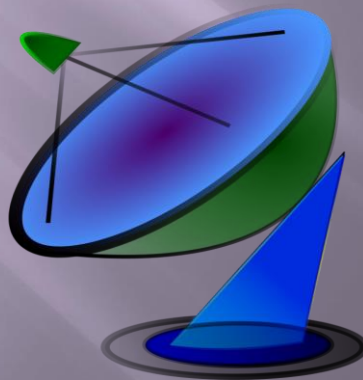
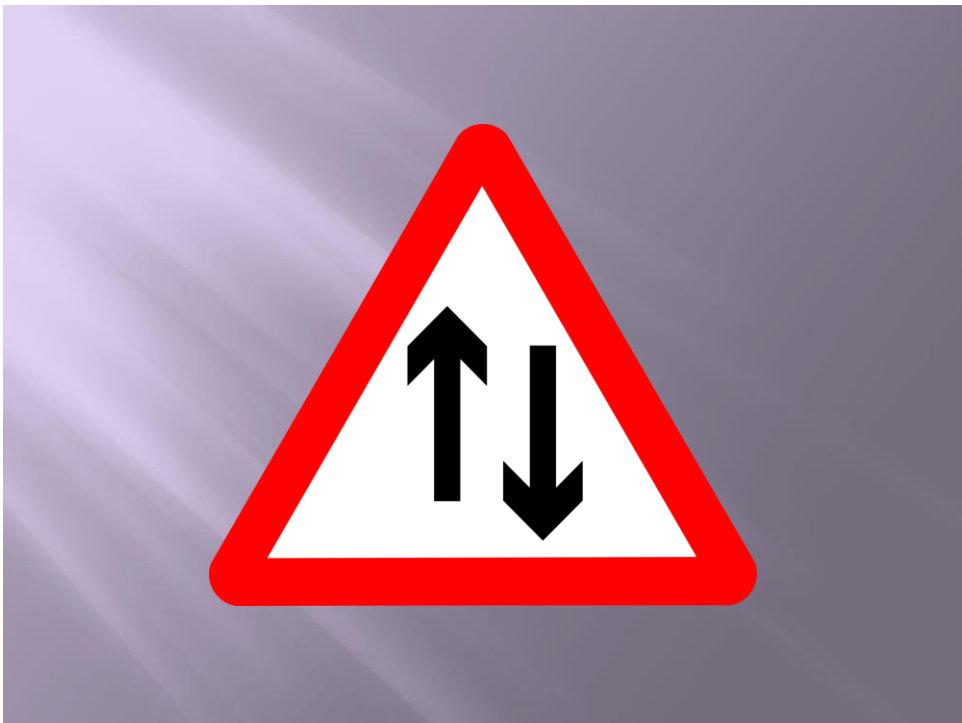
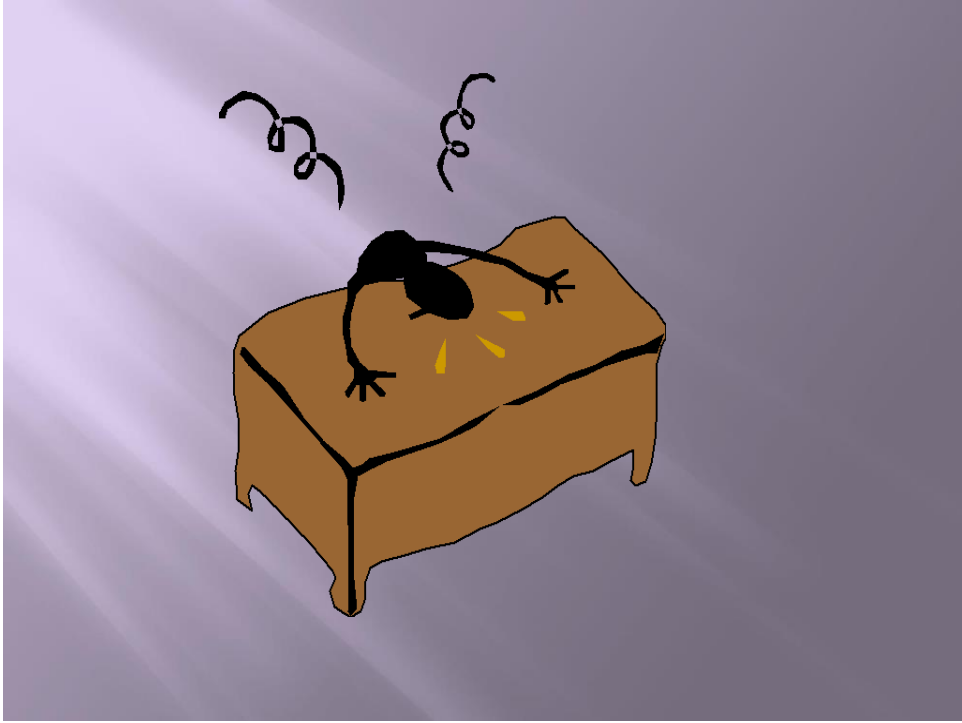


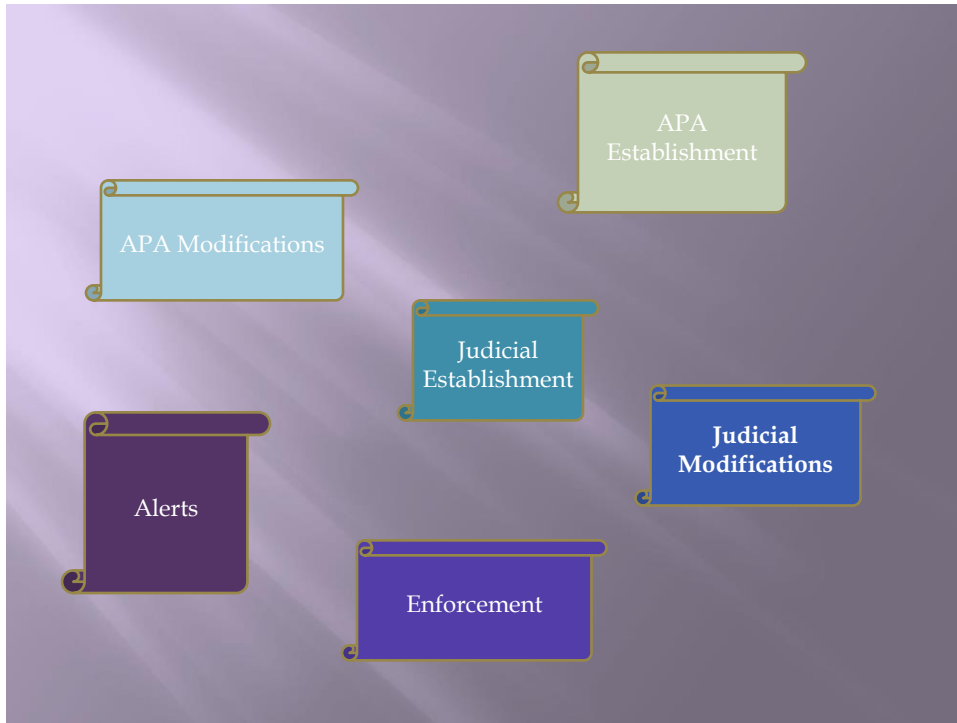
DISH AND BEYOND

CFSC 6/2016









Scenario

I am establishing my order via APA. I am filing under an existing docket number. I transmitted my order information.

Scenario

I am establishing an order via APA. The CP on my case has NDI. I just tried transmitting the order information and ACSES gave me an error that I have to do a manual filing???????? I can do an APA with an NDI, right?

Scenario

I have established an APA default order.
I filed the paperwork to court.
I have an order established alert.
The IVD court case is created but the system won't let me verify because my APA is still open?

Scenario

I have e-filed my establishment APA into a pending allocation of parenting time order/dissolution. I have the est order alert and have created the IVD court case, but I still can't verify the order?

Scenario

I filed my MOD APA with the court.
I forgot to try transmitting the filing to the court.
I was unable to verify my order because my MOD APA record was still open.
I transmitted the record thinking that would fix it.
I still can't verify my order.

Scenario

I have established my order judicially. I have all the signed orders back from my court, but, it's been 5 days and I still don't see the est order alert?

Scenario

I started an APA modification on my case and then realized that it was no longer appropriate to modify administratively. I did file the modification judicially, not APA. Now I have done the pending legal modification to the case but the system is giving all sorts of error messages when I try to do anything?

Scenario

My court clerk (who by the way is my BFF, just wanted you to know) says she doesn't see my transmitted establishment APA on her APF screen? I show that it is transmitted and I can't get back in to do it again.

Scenario

I just got a ton of hearing alerts and hearing result alerts. I don't even do APA, I am an enforcement worker! How am I supposed to work all these alerts? I go for days without any and then I get a ton, I mean a ton, have I said that before?

Scenario

I have been waiting to complete the IVD court case creation/legal modification until I see the alert. My BFF at court says the work has been done, but, I still don't see anything on my side. I need to get this order up and going.

Scenario

Wouldn't you know, the parties on the order I have been enforcing for some time now have decided to proceed with getting a divorce and didn't tell me. Evidently, they did get a child support order in that divorce. The only reason I know that (because they certainly didn't tell me) is all of a sudden I now have a judicial order established alert.

Scenario

I got tired of waiting for my order established/modified alert and did the IVD court case creation/pending legal mod on the case. Now I do have an order modified alert on the case. I have already done the work.....I thought I could ignore the alert. Now it is out of the time frame.....

Scenario

I filed a contempt action on this order a few months ago. The Obligor now says he lost his job and can't afford the current MSO. I did the review and adjustment and the system keeps navigating me to the APA Menu, isn't this judicial now?

Scenario

I am the enforcing tech of record on this order. In my county, when someone requests a review, that gets assigned to another team/worker to proceed. She just came to me and said that she is getting all these DISH alerts now. I thought I was supposed to handle all the alerts?

Scenario

I just got a judicial order established alert on my case. I went into the JUDRRL to look at it and the parties are totally different from the parties on my case. Did someone really mess up?

Scenario

I have been enforcing on this order for some time. Evidently the parties filed something at court to modify something, because I just got a MMOD alert. I checked with the court and it seems that they are filing an amendment to their parenting time. This was an APA order, but, now I am looking at my legal process code and it is showing a P???? I was custodian of the record but now it shows judicial??????????????

Scenario

This order was established via APA some time ago. I just got notified by one of the parties that the kids have gone to a caretaker AND I now see that I have a TANF referral for the caretaker. I know I have to do something. I did check the legal process code on my order which is A for APA and the custodian of the record is CSS. I guess I will follow the state's recommendations on POCPC. I can do this APA, right??????

Scenario

My original order was a DISH transmitted stipulated establishment APA. Since that time the order has been modified once and that was a default. What is the legal process code? Who should be the Custodian of Record?

Scenario

Do any of you have cases/questions you want to talk about?



- ▣ AUG: C.5.6, C.5.6.1, C.5.6.2, C.5.6.3
- ▣ Desk Aids: APA Electronic (DISH) Transmission, APA Custodian of the Record, Troubleshooting MOD APA's

Best Practices

- ▣ Maintenance, Maintenance, Maintenance
- ▣ Timely maintenance of the APA record
- ▣ Timely maintenance of the Hearing record
- ▣ Timely maintenance of the ALERTS
- ▣ NO WORKAROUNDS!
- ▣ If filing paperwork, mark the Temporary or Default orders as DISH filings so the court knows they were electronically filed
- ▣ Regular LP and COR check

What are some of your best practices?

PROBLEM RESOLUTION

- ▣ ACSES Issues: Case Hot Line 303-866-4501
- ▣ Problem logs should be referred to ACSES Help Desk



