

Disbursements on Hold  
CFSC  
June 2017  
Vail Colorado



# Disbursement Type Codes

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- ▶ AP A/P Overcollect
- ▶ EG Excess Grant
- ▶ EH Excess No HH Composition
- ▶ EM Excess Maintenance
- ▶ EP Excess over UMP
- ▶ ES Excess over Pass Through
- ▶ EU Excess over UPA
- ▶ FA Paid to CP at Foreign County Agency
- ▶ FC Paid to Foreign County
- ▶ FR Paid to CP Address in Foreign County
- ▶ NC Non-AFDC Current
- ▶ NP Non-AFDC Prepay
- ▶ NR Non-AFDC Arrears
- ▶ OS Other State
- ▶ PA AEI Assisting Payment (NIVD)
- ▶ PF Pre Assistance to Family
- ▶ PM NIVD Obligee Maintenance Payment
- ▶ PN NIVD Obligee Payment
- ▶ PS Pass Through
- ▶ PT Non-IVD Fad Pass-Thru
- ▶ PZ Non-IVD Child Pass Thru



# Disbursement Status Codes

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- ▶ B Back out
- ▶ C Cancelled
- ▶ H Hold
- ▶ I Reissued
- ▶ P Paid
- ▶ R Recovered
- ▶ S Scheduled
- ▶ T Scheduled to be transferred to Admin Acct.
- ▶ V Void
- ▶ X Transferred to Admin Acct.



# DOH - What you should do!

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- ▶ Contact the CP or NCP
  - ▶ PO Verification
  - ▶ Phone
  - ▶ E-mail if address available
  - ▶ Call the Other State
- ▶ Call NCP employers
- ▶ Work DOH's daily
- ▶ Use Procedure 8.2
- ▶ Encourage Direct Deposit or FSR Card
- ▶ Chron your efforts/conversations



# DOH – What not to do!

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- ▶ Transfer to Admin Acct to get off the list
- ▶ Back out a payment with a DOH so you can reapply to prepay
- ▶ Back out and reapply to an arrears balance that didn't exist at the time
- ▶ Back out and reapply a payment to have it rescheduled to go out again
- ▶ Send in a problem log without documenting what steps you have taken to work the DOH



LEDGER SUMMARY INFORMATION - I

05/16/2017 10:10:13

LEDGER ID: 08099-3-17JV-000999      LEDGER TYPE:      ACTV:A ACCT PER: 05/2017  
 OBLIGOR: WEST, KANYE      CLASS: B CUR CASE: 76-123456-92-6-D  
 OBLIGEE: KARDASHIAN, KIM      STATUS: C ENF CASE: 76-123456-92-6-D

CREATED ON: 10/20/2015      LAST MODIFIED: 05/15/2017      BY: ELAOFB      RECIPROCAL:

LEDGER FIN HOLD REASON:

LDGR:AUTO DISB HOLD: N      MAN HOLD: F      DISB: ON HOLD: 18      XFER ADMIN:

FSR ACCT NUM: 14651038 01      TRANSITIONED: 09/29/2015      BATCH ALLOC: Y

AP NSF DATES:      DOH NOTICE: AP: 20170206      RA:

ARCHIVE STATUS:

COMMENTS:

MSO 10,000. EFF. 1/17

\*\*\*NCP HAS FILED FOR FULL CUSTODY OF CHILDREN

DISBURSEMENTS ON HOLD, HEARING SET FOR 6-15-2017\*\*\*

SELECT A PAGE NUMBER TO DISPLAY ADDITIONAL LEDGER INFORMATION

2) LEDGER SUMMARY      3) LEDGER CURR SUPP (IVA, NIVA)

4) LEDGER CURR SUPP (IVE, NIVE, NIVD)      5) SPOUSAL BALANCES

6) PYMT, PREPAY, AP ED'S, OVERCOLL & BILLING

N} <==== OPTION    P}-PREV    N}-NEXT    1-6}-GO TO PAGE #      .} M} Q} ?}| LDGRINFO



LEDGER SUMMARY INFORMATION - I

ELEADGMI  
05/16/2017 11:15:03

LEDGER ID: 08099-I-15DR-007654      LEDGER TYPE:      ACTV:A ACCT PER: 00/0000  
OBLIGOR: PITT, BRAD      CLASS: N      CUR CASE: 88-987654-45-5-A  
OBLIGEE: JOLIE, ANGLEINA      STATUS: A      ENF CASE: 88-987654-45-5-A

CREATED ON: 03/11/2016    LAST MODIFIED: 05/15/2017    BY: ELAObf    RECIPROCAL: R

~~LEDGER FIN HOLD REASON:~~

LDGR: AUTO DISB HOLD: N    MAN HOLD: Y      DISB: ON HOLD: 3    XFER ADMIN:

FSR ACCT NUM: 14312516 01      TRANSITIONED: 03/11/2016    BATCH ALLOC: N

AP NSF DATES:      DOH NOTICE: AP:      RA:

ARCHIVE STATUS:

COMMENTS:

DO NOT RELEASE THE 3-17 PMT ON HOLD PENDING OUTCOME OF COURT HEARING.

SELECT A PAGE NUMBER TO DISPLAY ADDITIONAL LEDGER INFORMATION:

- 2) LEDGER SUMMARY      3) LEDGER CURR SUPP (IVA, NIVA)
- 4) LEDGER CURR SUPP (IVE, NIVE, NIVD)      5) SPOUSAL BALANCES
- 6) PYMT, PREPAY, AP ED'S, OVERCOLL & BILLING

N} <==== OPTION P}-PREV    N}-NEXT 1-6}-GO TO PAGE #      .} M} Q} ?} | LDGRINFO

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# DOH - Tips

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- ▶ Use the Smart Image Viewer to search for returned correspondence
- ▶ ACSES uses the mailing address before the residential so either update both with new address or remove the mailing address
- ▶ Before resending out a stale dated check for a small amount, check to be sure the cp/ncp will cash
- ▶ ACSES does not issue disbursements for under \$1.01 by check but it will go out by Direct Deposit or to an FSR card.  
Encourage Direct Deposit and the FSR card!





# DOH – Bottom Line

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- ▶ If you have exhausted all resources and still don't have a good address or can't make contact with the party:
  - ▶ Check to see if there are arrears due the State – if so, reapply payment to State arrears
  - ▶ Return as overcollect to the NCP
  - ▶ Transfer to Admin Account



LIST LEDGER ACTIVITY TRANSACTIONS

LEDGER ID: 08273-3-16JV-007499 CLASS :N OBLIGOR: AFFLECK, BEN  
ACCT PER.: 05/2017 TYPE: ACTV:A STATUS:C OBLIGEE: GARNER,JENNIFER  
START: 01/2016 CLASS DSP: ALL FCCS MAD: 65.93 OBL: ALL ARR OBL: I  
NUM--DATE---OBL---MSO-----CUR DELNQ---ARRS-----OTHER----

-- BB 2016/01 ----		+3,977.93	
2 05/01/17 CUR M	+652.00		
99-160101-00900			
4 01/30/16 CUR A	-180.55		
99-160129-17235			
6 D NC V 01/30/16			+155.55
7 D NC B 01/30/16			-155.55
8 D NC V 05/11/16			+155.55
9 D NC B 01/31/16			-155.55
10 D NC P 11/10/16			+155.55
DELNQ ACCRUAL	-471.45	+471.45	
-- BB 2016/02 ----	+4,449.38		

6 <- ENTER NUM OR NEXT ACCT PER-> MM: \_\_ YY: \_\_\_\_ \* CONTINUED ON NEXT PAGE \*

A} <==== OPTION A} -DSP B}- DSP PAY .}- CANCEL P}-PREV N}-NEXT M} Q} ?} |



DISPLAY FSR DISBURSEMENT

LEDGER ID: 08273-3-16JV-007499 OBLIGOR: AFFLECK, BEN  
 IV-D CASE: 99-910371-44-8-A OBLIGEE: GARNER, JENNIFER  
 FSR ACCT : 12345678 01 CREATE REASON:  
 TRANS NUM: 99-20160129-17235-00-01-01 DATE : 01/30/2016 TYPE: D - DISBURSEM  
 DISBURSEMENT TYPE: NC - NAFDC CUR AMOUNT: 155.55  
 SCHEDULED PAY DT : 01/30/2016 SCHEDULED FLAG:  
 PAYEE NAME : GARNER, JENNIFER  
 ADDRESS : 5445 SURF N WAY

HOLLYWOOD CA 90028

PAY ACCT PER : 01/2016 CANCEL DISB : Y REASON: B  
 HOLD DISB: N FA REAS: ADMIN TRANSFER :  
 DATE REQ FROM FA : 01/30/2016 ADMIN TRANSFER DT :  
 DATE PAID/EFT EFF DT: 01/30/2016 CHECK NUMBER : 16748472 REDEEM: C  
 DATE MAIL/ACH XMIT : 01/30/2016 BANK ROUTING NUM :  
 FA CANCEL CK REASON : C - STALE DATE BANK ACCT NUM/TYPE:  
 FA DISB ADJUST DATE : 05/10/2016 FSR CARD ID :  
 REDEEM DATE : DD TRACE NUMBER :  
 N} <==== OPTION .}-CANCEL P}-PREV N}-NEXT M} Q} ?} | DSP DISB



DISPLAY FSR DISBURSEMENT

05/16/2017 16:08:03

LEDGER ID: 08273-3-16JV-007499 OBLIGOR: AFFLECK, BEN  
 IV-D CASE: 99-910371-44-8-A OBLIGEE: GARNER, JENNIFER  
 FSR ACCT : 12345678-001 CREATE REASON:  
 TRANS NUM: 99-20160129-17235-00-01-11 DATE : 05/10/2016 TYPE: DB - DISB BACK  
 DISBURSEMENT TYPE: NC - NAFDC CUR AMOUNT: -155.55  
 SCHEDULED PAY DT : 01/30/2016 SCHEDULED FLAG:  
 PAYEE NAME : GARNER, JENNIFER  
 ADDRESS : 5445 SURF N WAY

HOLLYWOOD, CA 90028

PAY ACCT PER : 01/2016 CANCEL DISB : Y REASON:  
 HOLD DISB: N FA REAS: ADMIN TRANSFER :  
 DATE REQ FROM FA : 01/30/2016 ADMIN TRANSFER DT :  
 DATE PAID/EFT EFF DT: 01/30/2016 CHECK NUMBER : 16748472 REDEEM:  
 DATE MAIL/ACH XMIT : 01/30/2016 BANK ROUTING NUM :  
 FA CANCEL CK REASON : C - STALE DATE BANK ACCT NUM/TYPE:  
 FA DISB ADJUST DATE : 05/10/2016 FSR CARD ID :  
 REDEEM DATE : DD TRACE NUMBER :  
 N} <==== OPTION .}-CANCEL P}-PREV N}-NEXT M} Q} ?} | DSP DISB



DISPLAY FSR DISBURSEMENT

LEDGER ID: 08273-3-16JV-007499 OBLIGOR: AFFLECK, BEN  
 IV-D CASE: 99-910371-44-8-A OBLIGEE: GARNER, JENNIFER  
 FSR ACCT : 12345678 01 CREATE REASON:A - FA ADJUST  
 TRANS NUM: 99-20160129-17235-00-01-21 DATE :05/10/2016 TYPE: D - DISBURSEM  
 DISBURSEMENT TYPE: NC - NAFDC CUR AMOUNT: 155.55  
 SCHEDULED PAY DT : 01/31/2016 SCHEDULED FLAG:  
 PAYEE NAME : GARNER, JENNIFER  
 ADDRESS : 5445 SURF N WAY

HOLLYWOOD, CA 90028

PAY ACCT PER : 05/2016	CANCEL DISB :Y	REASON: B
HOLD DISB: N FA REAS: C - STALE DATE	ADMIN TRANSFER :	
DATE REQ FROM FA : 05/11/2016	ADMIN TRANSFER DT :	
DATE PAID/EFT EFF DT: 05/11/2016	CHECK NUMBER : 17684722	REDEEM: C
DATE MAIL/ACH XMIT : 05/11/2016	BANK ROUTING NUM :	
FA CANCEL CK REASON : C - STALE DATE	BANK ACCT NUM/TYPE:	
FA DISB ADJUST DATE : 08/22/2016	FSR CARD ID :	
REDEEM DATE :	DD TRACE NUMBER :	
N} <==== OPTION .}-CANCEL P}-PREV N}-NEXT	M} Q} ?}	DSP DISB



ELFEABMI

DISPLAY FSR DISBURSEMENT

05/16/2017 16:28:45

LEDGER ID: 08273-3-16JV007499 OBLIGOR: AFFLECK, BEN  
 IV-D CASE: 99-910371-44-8-A OBLIGEE: GARNER, JENNIFER  
 FSR ACCT: 12345678 01 CREATE REASON: A - FA ADJUST  
 TRANS NUM: 99-20160129-17235-00-01-31 DATE: 08/22/2016 TYPE: DB - DISB BACK  
 DISBURSEMENT TYPE: NC - NAFDC CUR AMOUNT: -155.55  
 SCHEDULED PAY DT: 01/31/2016 SCHEDULED FLAG:  
 PAYEE NAME : GARNER, JENNIFER  
 ADDRESS : 5445 SURF N WAY

HOLLYWOOD, CA 90028

PAY ACCT PER : 05/2016 CANCEL DISB : Y REASON:  
 HOLD DISB: N FA REAS: C - STALE DATE ADMIN TRANSFER :  
 DATE REQ FROM FA : 05/11/2016 ADMIN TRANSFER DT :  
 DATE PAID/EFT EFF DT: 05/11/2016 CHECK NUMBER : 17684722 REDEEM:  
 DATE MAIL/ACH XMIT : 05/11/2016 BANK ROUTING NUM :  
 FA CANCEL CK REASON: C - STALE DATE BANK ACCT NUM/TYPE:  
 FA DISB ADJUST DATE: 08/22/2016 FSR CARD ID :  
 REDEEM DATE : DD TRACE NUMBER :  
 N} <==== OPTION .}-CANCEL P}-PREV N}-NEXT M} Q} ?} | DSP DISB



ELFEABMI

DISPLAY FSR DISBURSEMENT

05/16/2017 16:39:34

LEDGER ID: 08273-3-16JV007499 OBLIGOR: AFFLECK, BEN  
 IV-D CASE: 99-910371-44-8-A OBLIGEE: GARNER, JENNIGER  
 FSR ACCT : 12345678 01 CREATE REASON:A - FA ADJUST  
 TRANS NUM: 99-20160129-117235-00-01-41 DATE : 08/22/2016 TYPE: D - DISBURSEM  
 DISBURSEMENT TYPE: NC - NAFDC CUR AMOUNT: 155.55  
 SCHEDULED PAY DT : 02/01/2016 SCHEDULED FLAG:  
 PAYEE NAME : GARNER, JENNIFER  
 ADDRESS : 5445 SURF N WAY

HOLLYWOOD CA 90028

PAY ACCT PER : 11/2016 CANCEL DISB : REASON:  
 HOLD DISB: FA REAS: C - STALE DATE ADMIN TRANSFER :  
 DATE REQ FROM FA : 11/10/2016 ADMIN TRANSFER DT :  
 DATE PAID/EFT EFF DT: 11/10/2016 CHECK NUMBER : 18472276 REDEEM: Y  
 DATE MAIL/ACH XMIT : 11/10/2016 BANK ROUTING NUM :  
 FA CANCEL CK REASON: BANK ACCT NUM/TYPE:  
 FA DISB ADJUST DATE : FSR CARD ID :  
 REDEEM DATE : 12/14/2016 DD TRACE NUMBER :  
 N} <==== OPTION .}-CANCEL P}-PREV N}-NEXT M} Q} ?} | DSP DISB



# DOH

D E M E E D E R D T D T R U W  
R E L E A S E O I H I N E Q L  
X K D M I T Q S R D S E F C Q  
F S R U U S O U E H B M S Z D  
S W G R L P W T C P U E N X C  
A C N X E D A L T P R S A S G  
S E V D F D K I D G S R R T Q  
D S C H E D U L E D E U T O D  
G I Q L U T W G P A D B Y L I  
Z H A Y F H I E O X O S Q E O  
D T N P E P B S S Y K I A N V  
S E L B A R E V I L E D N U D  
K C E H C N T Z T E M T W L F  
V B K Q W I P F X I C B O Y Q  
M J Y C F B X L N D N H Q S W

ADMIN  
DIRECTDEPOSIT  
FSR  
REDEEMED  
SCHEDULED  
TRANSFER

CHECK  
DISBURSED  
HOLD  
RELEASE  
STALEDATED  
UNDELIVERABLE

DEPOSIT  
DISBURSEMENT  
PAID  
RETURNED  
STOLEN  
VOID





# DOH – State Contacts

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Tammy Judd, OA

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