

Useful screens in
MACSS
There are hundreds of informative MACSS screens.

Presented by Nikki Hartley, PA Liaison Contract Manager
2024

Who should staff contact in case of a MACSS “emergency”

- Issues with MACSS & Outlook passwords, MACSS printing, Outlook Email, Mainframe MACSS sessions

Call ITSD: 800-392-8725 (select option 1)

- Issues with MACSS screens, OnBase, data and batch reports

Email: CS-Systems.HelpDesk@dss.mo.gov

Outlook password rules:

Must be at least 15 characters

No more than 127 characters in length

At least 3 of the following rules.

At least 1 uppercase character(s)

At least 1 lowercase character(s)

At least 1 number(s)

At least 1 symbol(1)

MACSS password rules:

Must be at least 8 characters

No more than 8 characters in length

At least 3 of the following rules.

At least 1 uppercase character(s)

At least 1 lowercase character(s)

At least 1 number(s)

At least 1 symbol(1)

Who should PA & Circuit Clerk staff contact with questions

Email Questions

When you have a question or issue and need an answer BUT don't need the answer immediately (usually within a day or two)

CS.PARTNERS@dss.mo.gov

Effective March 25, 2024, prosecuting attorney (PA) and circuit clerk staff will contact the FSD Legal Team for communications on all cases assigned in CASSD to offices **091-31** (West Plains) and **183-31** (St. Charles), regardless of case type (function).

If a case is assigned to **021-06** (Buchanan Co. PAO), **095-34** OR **095-06** (Jackson Co PAO) or **047-06** (Clay Co PAO), you will need to contact those offices directly.

Need to talk to a person?

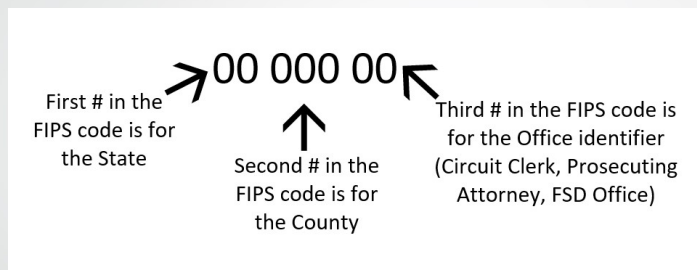
When you have a question or issue and need an answer ASAP

636-797-9840

When calling, please identify yourself, the office you are calling from and the reason for the call.
The caller will be transferred to the appropriate FSD Legal Team member for response.

What is a FIPS code?

Federal Information Processing System (FIPS) Codes for States and Counties FIPS codes are numbers which uniquely identify geographic areas. The number of digits in FIPS codes vary depending on the level of geography.



Do you know what your office FIPS code is? _____

FIPSL

Federal Information Processing System List

- Used to find the FIPS code for a state and/or county. Type FIPSL on the command line and press control. Enter the 'Start Postal State Code', this is the post office's two-character alpha abbreviation for the state you are inquiring on. Press control. You will get the state FIPS number and the three-digit number for each county in that state.

- The FIPSL screen displays a listing of all 50 states, overseas military locations, US territories, and some foreign countries in alphabetical order by STATE CODE field

MDSU Command _____ User ID: MACT003 Term ID: 1001

FIPSL Missouri Automated Child Support System 02-03-2015
FIPS County List 10:12:09

Start Postal State Code ___ Start FIPS State Code ___
Start FIPS County ___ Active (Y/N) Y

MORE +

State	FIPS	FIPS	County Name	Effective Date	End Date
AA	90	000	MILITARY/AMERICAS EXCPT CANADA	01 11 1998	
AE	91	000	MILITARY/EUR,MID-EAST,AFR,CAN	01 11 1998	
AK	02	000	CENTRAL REGISTRY	09 08 1996	
AK	02	013	ALEUTIANS EAST	09 08 1996	
AK	02	016	ALEUTIANS WEST	09 08 1996	
AK	02	020	ANCHORAGE	09 08 1996	
AK	02	050	BETHEL	09 08 1996	
AK	02	060	BRISTOL BAY	09 08 1996	
AK	02	070	DILLINGHAM	09 08 1996	
AK	02	090	FAIRBANKS NORTH STAR	09 08 1996	

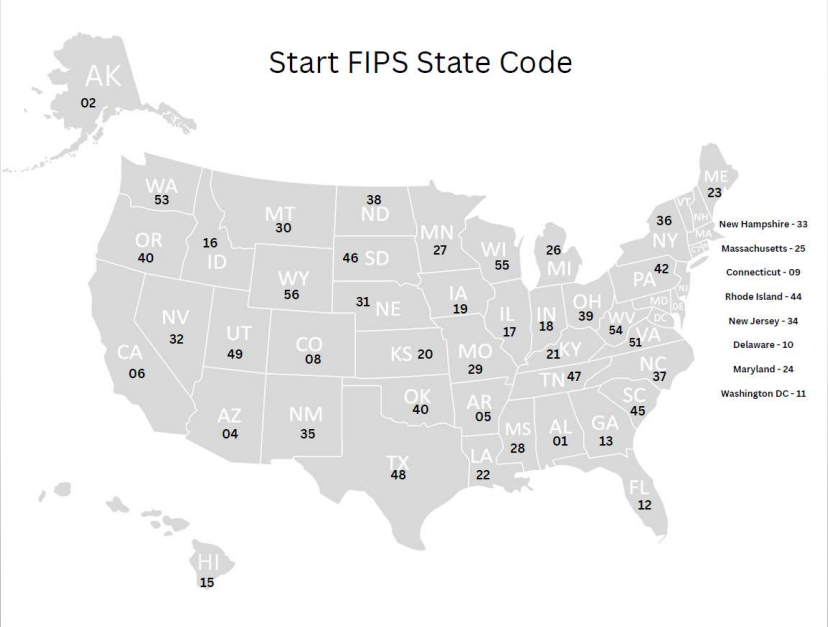
F1=HELP F3=EXIT F7=BACKWARD F8=FORWARD F12=CANCEL F13=DETAIL
AA019 NI: Successfully DISPLAYED.

The locator codes of FIPS STATE and FIPS COUNTY adhere to the following guidelines:

Federal Information Processing Series (FIPS) codes (formerly known as the Federal Information Processing Standards code) is used for all 50 states, overseas military locations and US territories. The numbers 90, 91 and 92 are designated in the Missouri Automated Child Support System (MACSS) as the FIPS STATE for overseas military locations.

99 is designated in MACSS as the FIPS STATE for all foreign countries, although the federal Office of Child Support (OCSE) uses a FIPS STATE designation of 80, 81–89, 8A–D, 82 and 83, and the International Standards Organization (ISO) codes as FIPS STATE for foreign countries. If possible, when the 99 codes are added, the ISO code for the FIPS STATE will be used.

Start FIPS State Code



CAMEL

Case Member List

Shows the list of all the active IVD and NIVD members on a case.

```
CAMEL                Missouri Automated Child Support System          09-08-2023
                   Case Member List                               14:22:14

Case Id> 6347470573
CP ID   12345678
NCP ID  87654321
Alert Indicator Y
                MORE

Sel  Member ID  Member Name                                     Role
   12345678  CUSTODIAL PARENT'S NAME                          CUPT
   87654321  NON CUSTODIAL PARENT'S NAME                       NCPT
   09871234  DEPENDENT'S NAME                                  DEPD

F1=HELP  F3=EXIT  F6=MEM HIST  F7=BACKWARD  F8=FORWARD  F12=CANCEL  F13=DETAIL
AA019_NI: Successfully DISPLAYED.
```

Shows the list of all the active IVD and NIVD members on a case.

DIARY

Case Diary

```

DIARY Missouri Automated Child Support System 09-08-2023
Case Diary 14:38:58
Do not print DIARY report if NOTES contain Tax Sensitive Information
Case ID> 12345678 Func Type ____ + Subfunc Type ____ + Open ____ Prim Actv ____
NCF/AF ID 8675309 NON CUSTODIAL PARENT'S NAME NCF/AF Mbr Violence ____
CP ID 98765432 CUSTODIAL PARENT'S NAME CP Mbr Violence ____
Note SW Start Date 09 08 2023 Activity Code ____ +
Start Date Func Subf Activity Date Comp Reason
Sel Date Type Type Code Description Due Date Resolved Code Description N S
█ 06 09 23 CASE NOTE SPECIAL NOTE 06 09 23 06 09 23 COMP SUCCESSFUL Y C
- 01 20 23 CASE DREVV CASE REVIEW 01 20 23 01 20 23 COMP COMPLETED N C
- 09 09 22 CASE TRAN DTRNR TRANSF RECVD 09 09 22 09 09 22 COMP SUCCESSFUL N C
- 07 15 22 MODI F624 MOD NOTICE 07 15 22 07 15 22 COMP SUCCESSFUL N C
- 06 01 22 CASE CAT2R CAT2 REVIEW 06 01 22 06 01 22 COMP SUCCESSFUL Y C
- 06 01 22 CASE ENFRV ANNUAL REV 06 01 22 06 01 22 COMP SUCCESSFUL Y C
- 02 18 22 CASE DREVV CASE REVIEW 02 18 22 02 18 22 COMP COMPLETED N C
- 09 09 21 CASE NOTE SPECIAL NOTE 09 09 21 09 09 21 COMP SUCCESSFUL Y C
- 09 03 21 CASE NOTE SPECIAL NOTE 09 03 21 09 03 21 COMP SUCCESSFUL Y C
MORE +
F1=HELP F3=EXIT F4=PROMPT F7=BACKWARD F8=FORWARD
F9=CSENET F10=NOTES F11=DIARA F12=CANCEL F13=DETAIL F14=PRINT
AA019_NI: Successfully DISPLAYED.

```

To read a DIARY note that has already been added to DIARY select the activity with the DIARY note attached to it. Press F10 to display the note. If the note has more than one page, use F8 to move forward to the next screen, F7 will take you the previous screen.

To add a special note- Type DIARA on the command line with the Case ID number or from DIARY press F11. Type 'A' on the command line. Tab to the Function Type field and type 'case'. Tab to the Activity Type field and type 'note'. Press control. Tab to the first blank line and begin typing your note. When you've finished press control. You will get a message to confirm that you want to add the note. Type a 'Y' and press control

DIARY PROTOCOL RECOMMENDATIONS

CONTENT OF DIARY NOTES:

- Be professional in remarks
- No personal comments or venting about clients/staff/system
- NO PROFANITY, even when quoting a caller
- Include ALL necessary information in remarks
 - Additional points of contact not already recorded in MACSS
 - Contact name, phone number, and location
 - Dates for referenced documentation (use actual date i.e. “10-16-12” not “next Tuesday”)
- Write for others to be able to understand, no matter who they are or when they read it
- Write as much that is needed to CLEARLY explain the situation
- Be brief when possible
- Refrain from using office-specific abbreviations and jargon
- Use full names and title/function/relationship to the case
- Use only Authorized Acronyms in DIARY notes

EXAMPLES OF DIARY NOTES:

Received request from custodial party to provide a pay record. Mailed complete Payment History Report to CP on 10-25-12 at the current MLRS address.

Received CSE-691 in office on 09-28-12. CP Betty Boop indicates child Mindy was married on 07-07-12.

AUTHORIZED DIARY ACRONYMS

Acronym	Full Name
AF	Alleged Father
AGO	Attorney General Office
AO	Administrative Order
AVR	Automated Voice Response
BVR	Bureau of Vital Records
CC	Circuit Clerk
CD	Children's Division
CEJ	Continuing Exclusive Jurisdiction
CMU	Central Modification Unit
COLA	Cost of Living Adjustment
CP	Custodial Parent
CRA	Consumer Reporting Agencies
CRU	Customer Relations Unit
CS	Child Support
CSCC	Customer Service Call Center
CSE	Child Support Enforcement
CSENet	Child Support Enforcement Network
DCN	Departmental Client Number
DFAS	Department of Finance and Administrative Services
DOB	Date of birth
DLS	Division of Legal Services
DSS	Department of Social Services
EBT	Electronic Benefit Transfer
EFT	Electronic Funds Transfer
ENFO	Enforcement
ESTA	Establishment
FACES	Family and Children's Electronic System

Acronym	Full Name
FAMIS	Family Assistance Management Information System
FC	Foster Care
FINA	Financial Lien
FPLS	Federal Parent Locator Service
FRS	Financial Resolutions Section
FSD	Family Support Division
FSPC	Family Support Payment Center
FV	Family Violence
GT	Genetic Testing
IM	Income Maintenance
INIT	Initiation
IRS	Internal Revenue Service
IV-A	Title IV-A of the Social Security Act (TANF)
IV-D	Title IV-D of the Social Security Act (The child support program)
IWO	Income Withholding Order
JO	Judicial Order
JUV	Juvenile
LTD	Life to Date
MACSS	Missouri Automated Child Support System
MEDES	Missouri Eligibility Determination Enrollment System
MEDO	Medical Only
MHN	MO HealthNet
MODI	Modification
MSN	Medical Support Notice
MTD	Month to Date
N&F	Notice and Finding
NCP	Non-custodial parent
NMSN	National Medical Support Notice
NPCR	Non-parent caretaker relative

Acronym	Full Name
NTANF	Non-Temporary Assistance for Needy Families
NIVD	Non-IVD agency services
OOS	Out of State
OSCA	Office of State Courts Administrator
OTE	Order to Enroll
OTW	Order to Withhold
P&P	Probation and Parole
PA	Prosecuting Attorney
PATE	Paternity
PJR	Petition for Judicial Review
PPS	Person Paying Support
PRS	Person Receiving Support
SDU	State Disbursement Unit
SNAP	Supplemental Nutrition Assistance Program
SOH	Support Order Hold
SOL	Statute of Limitations
SS	Spousal Support
SSA	Social Security Administration
SSI	Supplemental Security Income
SSN	Social Security Number
TANF	Temporary Assistance for Needy Families
TPL	Third Party Liability
TPQY	Third Party Query
TPR	Termination of Parental Rights
UCB	Unemployment Compensation Benefits
UIFSA	Uniform Interstate Family Support Act
URA	Un-reimbursed Assistance
WC	Workers' Compensation
YTD	Year to Date

SORDS

Support Order Summary

Show a summary of the order information such as the obligation amount, last payment received and next payment due. This is a good screen to quickly review the basic information for an order

```
SORDS Missouri Automated Child Support System 09-08-2023
Support Order Summary 14:48:27
Order ID> 13AC-DA0003681 + Order Status ACTI
Order FIPS> 29 051 01 + Order Type ADM Order Sub Type REG
Case ID> 6347370573 + Case Type XO Case Status 0
Payor ID> 87654321 NON CUSTODIAL PARENT'S NAME
Custodial Parent 12345678 CUSTODIAL PARENT'S NAME
Member Violence on CUPT Member Violence on NCPT
Order Effective Date 06 15 2013 Note Exists N
LTD Principal Arrears 5,166.00 Total Supp. Owed This Month 42.00
LTD Interest Arrears 0.00 MTD Support Accrued 0.00
Total LTD Arrears 5,166.00 MTD Paid Applied to Current 0.00
Futures 0.00 Total OOA Owed This Month 0.00
Enforcement Exclusion N MTD OOA Accrued 0.00
Disbursement Hold N MTD Paid Applied to OOA 0.00
Disbursement Hold Reason
Next Payment Due Date 09 15 2023 Last Payment Received Date
Next Payment Amount 42.00 Last Payment Received Amt 0.00

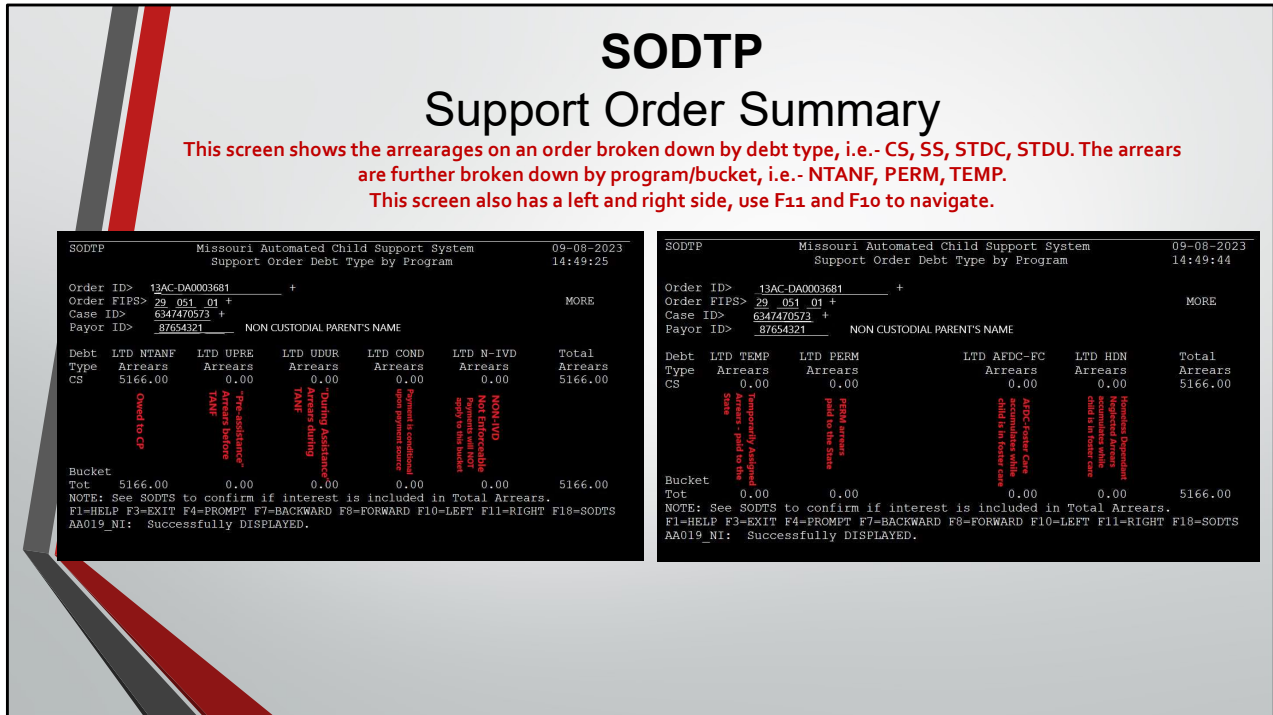
F1=HELP F3=EXIT F4=PROMPT F5=SORCX F6=SORD2 F13=RPOST F18=SORDM
F21=ADDRESS F22=HOLD-DETAIL F23=EMPLOYER
AA019_NI: Successfully DISPLAYED.
```

Show a summary of the order information such as the obligation amount, last payment received and next payment due. This is a good screen to quickly review the basic information for an order.

SODTP

Support Order Summary

This screen shows the arrearages on an order broken down by debt type, i.e.- CS, SS, STDC, STDU. The arrears are further broken down by program/bucket, i.e.- NTANF, PERM, TEMP. This screen also has a left and right side, use F11 and F10 to navigate.



This screen shows the arrearages on an order broken down by debt type, i.e.- CS, SS, STDC, STDU. The arrears are further broken down by program/bucket, i.e.- NTANF, PERM, TEMP. This screen also has a left and right side, use F11 and F10 to navigate

- LTD NTANF ARREARS: The life-to-date amount of arrears always owed to the person receiving support (PRS).
- LTD UPRE ARREARS: The life-to-date amount of arrears un-assigned from a pre-assistance time period, meaning they used to be assigned to the State of Missouri, but are no longer.
- LTD UDUR ARREARS: The life-to-date amount of arrears un-assigned from a 'during assistance' time period, meaning they used to be assigned to the State of Missouri, but are no longer.
- LTD COND ARREARS: The life-to-date amount of arrears conditionally assigned to the State of Missouri. The state may only retain this money if the payment source is an IRS intercept; otherwise, the PRS receives the money.
- LTD N-IVD ARREARS: The life-to-date amount of arrears always owed to the PRS, meaning they have never been assigned to the State of Missouri and the PRS is not receiving Child Support Services from the Family Support Division (FSD).
- LTD TEMP ARREARS: The life-to-date amount of arrears temporarily assigned to the State of Missouri.
- LTD PERM ARREARS: The life-to-date amount of arrears assigned to the State of

Missouri while the family was receiving Temporary Assistance for Needy Families (TANF) benefits.

- LTD AFDC-FC ARREARS: The life-to-date amount of arrears assigned to the State of Missouri while the dependent was in a federal funded foster care program.
- LTD HDN ARREARS: The life-to-date amount of arrears assigned to the State of Missouri while the dependent was in a state funded foster care program.
- TOTAL ARREARS: The life-to-date amount of arrears owed (including N-IVD arrears).

CDLST

Collection/Disbursement List

```

CDLST                Missouri Automated Child Support System          04-12-2022
                        Collection/Disbursement List                  16:04:41
                        May contain tax sensitive information. Do not print.
Order ID> [REDACTED] +      Order FIPS> [REDACTED] +
Case ID> [REDACTED] +      Start Date  04 12 2022
Payor ID> [REDACTED] +

Collection Hold    Pend Distribution    Disbursement Hold    Pend Disbursement
S      Date      C/D Payor/Recipient Name    Source      Check #      Amount      Stat

F1=HELP F3=EXIT F4=PROMPT F7=BACKWARD F8=FORWARD F9=VOIDD F11=SORDS F13=DETAIL
F14=BACKO F15=PAYHIST F16=EFTDL F17=RPOST F18=DRLST F19=PAYDTLHST
AA059_NI: Enter required data.

```

CDLST – Collection Disbursement List

Need IV-D case number or court order number

To Print Pay History, from the CDLST screen press F15, enter the 'From Date'. If you're only interested in a recent time period you can enter date you want the payment history to start, if you want the entire payment history you can enter the effective date of the order. If you do not want to take the time to look up the effective date you can enter 1901 01 01 to make sure you've gotten all of the payments. Enter the 'From Date' and press control. You will get a message to press control again to confirm default parameters and press F11 to print. Payments on HELDR will not show on the payment history.

To Print A 'Detailed' Pay History that will show all payments plus the order arrearage summary, from CDLST press F19. Enter the 'From Date' using the previous instruction, type 'C' in the next blank to print both pre-MACSS and post MACSS payments, then press control. Press control again to confirm the default parameters and then press F11 to print. To view DCSE payments made prior to conversion to MACSS, type PREMD on the command line and press control. To view CC payments made prior to conversion to MACSS, type PREMC on the command line and press control. Note: not all pre-MACSS payments converted correctly so don't rely on these screens exclusively.

RPLST Report List

```

RPLST          Missouri Automated Child Support System      10-02-2023
                Reports List                                15:51:08

Report ID      _____  Printer ID      9KRX
Report Name    _____  MORE          +
Category Co    _____  Owner Co      _____  +
Type Co       _____  Frequency Co   _____  +

Sel Report ID  Report Name          Category  Owner  Type  Freq  Parms
- MACMS02P    ACTIVE AUTO-REFUND  DIST     CCDC  ONRQ  Y
- MACMS031    ACTIVITY CODE       STAT     DCSE  BTCH  MONT  N
- MACMS006    ADJUSTMENT LOG     STAT     DCSE  BTCH  MONT  N
- MACMS08A    AFF DISBURSEMENT  DISB     DCSE  ONRQ  Y
- MACMS017    ARREARS SUMMARY    COLL     CCDC  ONRQ  Y
- MACBA002    AUTO BANKREC TAPE  BANK     CC    ONRQ  N
- MACMS00M    AUTO CSE-509 & CSE-509C  DIST     CCDC  ONRQ  Y
- MACMS00N    AUTO CSE-509C     DIST     CCDC  ONRQ  Y
- MACMS01D    BACKOUT REGISTER  COLL     CC    ONRQ  Y
- MACMS003    BANK DEPOSIT       COLL     CC    REAL  Y
- MACMS030    BANK RECONCILIATION  COLL     CC    ONRQ  Y
F1=HELP F3=EXIT F4=PROMPT F7=BACKWARD F8=FORWARD F9=INPARMS F11=PRINT F13=DETAIL
AA019_NI:  Successfully DISPLAYED.
  
```

The Workload Management Report is a list of cases assigned to you in MACSS. This report is important to run either Monthly or Quarterly to ensure accurate listing of open referrals in your office. The report must be printed, you cannot view it on line.

GENERATING THE CSE-509 & 509C IN MACSS (SUPPORT CALCULATION WORKSHEET & SUMMARY)

You will need the following information to generate the automated CSE-509/509C: Case ID; Issuing State, County and Office FIPS Code; Order Number and Debt Type Code. This information can be found on SORDS

ORDCA

Orders By Case List

This screen is used to view all orders for a given case. Provides Order IDs, Order Type, Order Status, Effective Date and FIPS

```
ORDCA Missouri Automated Child Support System 07-24-2023
Orders By Case List 15:58:04

Case ID> | 
CP
NCP

Sel Order ID Sub
Type Type 616 Stat Eff Date End Date FIPS

F1=HELP F3=EXIT F7=BACKWARD F8=FORWARD F12=CANCEL F13=SUPPORT ORDER
AA008_NE: MANDATORY fields have NOT been ENTERED.
```

ORDCA FIELD DESCRIPTIONS:

CASE ID: The MACSS identification number for the case.

CP: The MACSS member number or DCN followed by the member's name for the Custodial Party on the case.

NCP: The MACSS member number or DCN followed by the member's name for the Noncustodial Parent on the case.

SEL: Selection field used to view additional information on the order by typing "S" and pressing F13 to flow to SORD1.

ORDER ID: The identification number assigned to the order.

TYPE: A code indicating the type of order (e.g., ADM for Administrative, JUD for Judicial, JUV for Juvenile, etc.).

SUB TYPE: A code indicating the sub-category of the support order (e.g., MEDO for a medical only order, PEND for pending, etc.).

616: A Y/N indicator to show whether an Administrative Order on Existing Order (CSE-616) exists.

STAT: Describes the status of the order (i.e., ACTI for active, CLOS for closed, and INAC for inactive).

EFF DATE: The date on which the order was effective.

END DATE: The date on which the order ended.

FIPS: The 7-digit FIPS code for the order (i.e., 2 digits for the state, 3 digits for the county and 2 digits for a specific agency or office).



The easiest way to inquire on a member is to select the member from CAMEL and then type SORDM on the command line and press control.

SORDM FIELD DESCRIPTIONS:

SEARCH MEMBER ID: The MM# or DCN for the member for whom you're searching

LAST NAME: Last name of the member.

NCPT/CUPT: Individual's role on the case .

FIRST NAME: First name of the member.

FIPS: The 7-digit FIPS code for the order (i.e., 2 digits for the state, 3 digits for the county and 2 digits for a specific agency or office).

SEL: Selection indicator used to select an order to view additional information about it (i.e., F6 to SORD2, F19 to SORDS, F22 to CDLST).

FIPS: The 7-digit FIPS code for the order (i.e., 2 digits for the state, 3 digits for the county and 2 digits for a specific agency or office).

ORDER ID: Support order number.

NCP: Name of the NCP associated to the order.

CP: Name of the CP associated to the order.

ENFSL

Enforcement Summary List

This screen provides a list of enforcement remedies/actions and dates of any enforcement actions.

```
ENFSL Missouri Automated Child Support System 10-13-2023
Enforcement Summary List 14:13:28

Case ID> 6347470573 Order ID> 29 051 01 13AC-DA0003681 + MORE +
NCP Name:NON CUSTODIAL PARENT'S NAME
CP Name:CUSTODIAL PARENT'S NAME
FNRVW N ENFOW N INTEW N ENFO REFERRAL N PEND HEARING N CATEGORY 02
LICENSE SUSP SERV DATE AVAILABLE LAST ACTION
S RMDY DESCRIPTION RESOURCE AVL DATE STA DATE WORKER
- CRA CONSUMER Y 2006-12-15 ENF 2006-12-15 SYSTEM
- AGO REFERRAL Y
- PA REFERRAL Y
- LICENSE SUSP Y
- IWOA INCOME WITH N
- OTEA ORDR TO ENR N
- WCB WORKERS COMP N
- UCB UCB WITHHOLD N
- FINA FINANC LIEN N
- RELA REAL PROP LN N
F1=HELP F3=EXIT F4=PROMPT F6=DIARY F7=PREV F8=NEXT F9=CASSD F10=MEMPL
F11=INTRD F12=CANCEL F13=ENFAR F14=ASSTL F15=HEARS F16=OTINL F17=MUCBL
AA019_NI: Successfully DISPLAYED.
```

The purpose of the ENFSL screen is to assist workers in determining what remedies/actions are available and which remedies/actions to consider for enforcement.

Workers may also defer an enforcement remedy/action if it is not appropriate to enforce. Deferral of any activity on ENFSL is informational only; deferral does not prevent:

- A remedy from becoming available on the Enforcement Available Remedies (ENFAR) screen; or
- An existing remedy from being automatically or manually enforced.

A deferral indicates that the worker made a decision not to enforce a remedy/action at that time.

The screen sorts remedies/actions by:

- Available and enforced;
- Available and not enforced; and
- Not available.

CASSD

Case Assignment Detail

IMPORTANT: Whenever you take a call, ALWAYS check CASSD before providing case information. Make sure that the case you are working is not assigned to another office, such as a Prosecuting Attorney's Office.

```
CASSD Missouri Automated Child Support System 04-12-2023
Case Assignment/Referral Detail 15:23:40

Case ID> | [REDACTED] Pa File Number> [REDACTED]
CP Id MORE

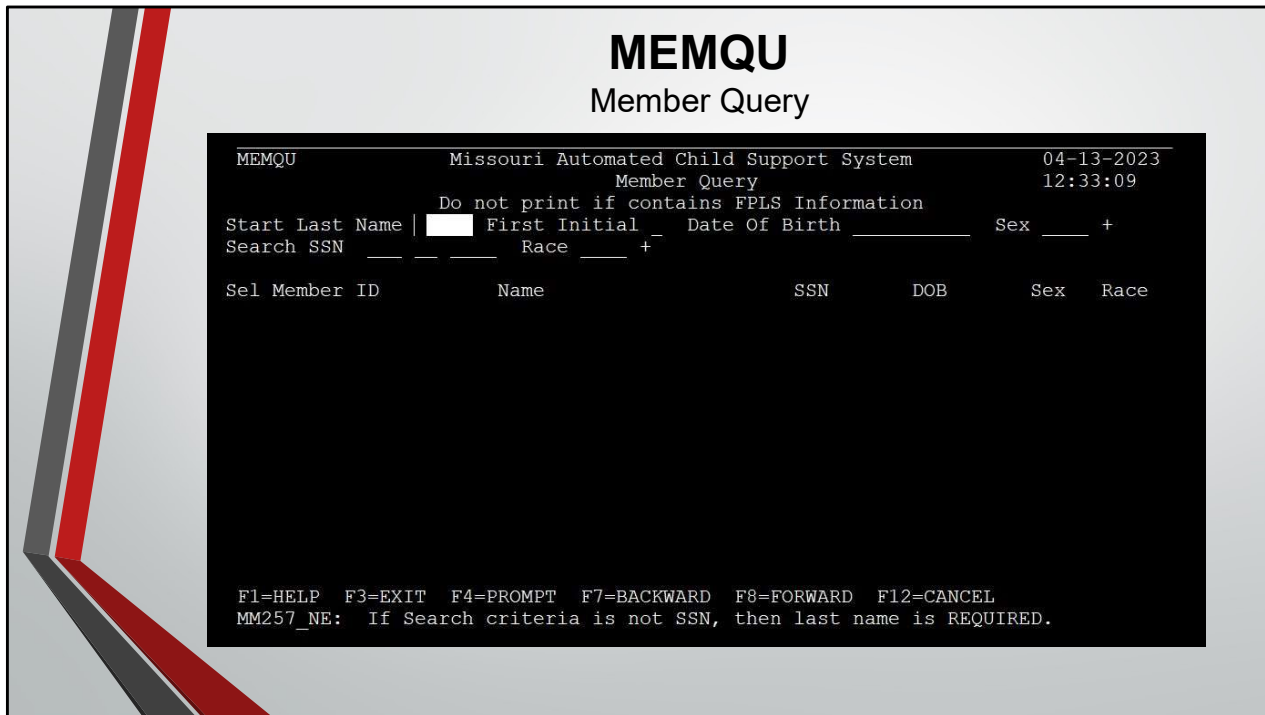
Sel
- Function ____ + Referral Office Type
  Worker ____ +
  Prim Override _ Begin End Pa File Rsn ____ + Category

- Function ____ + Referral Office Type
  Worker ____ +
  Prim Override _ Begin End Pa File Rsn ____ + Category

- Function ____ + Referral Office Type
  Worker ____ +
  Prim Override _ Begin End Pa File Rsn ____ + Category

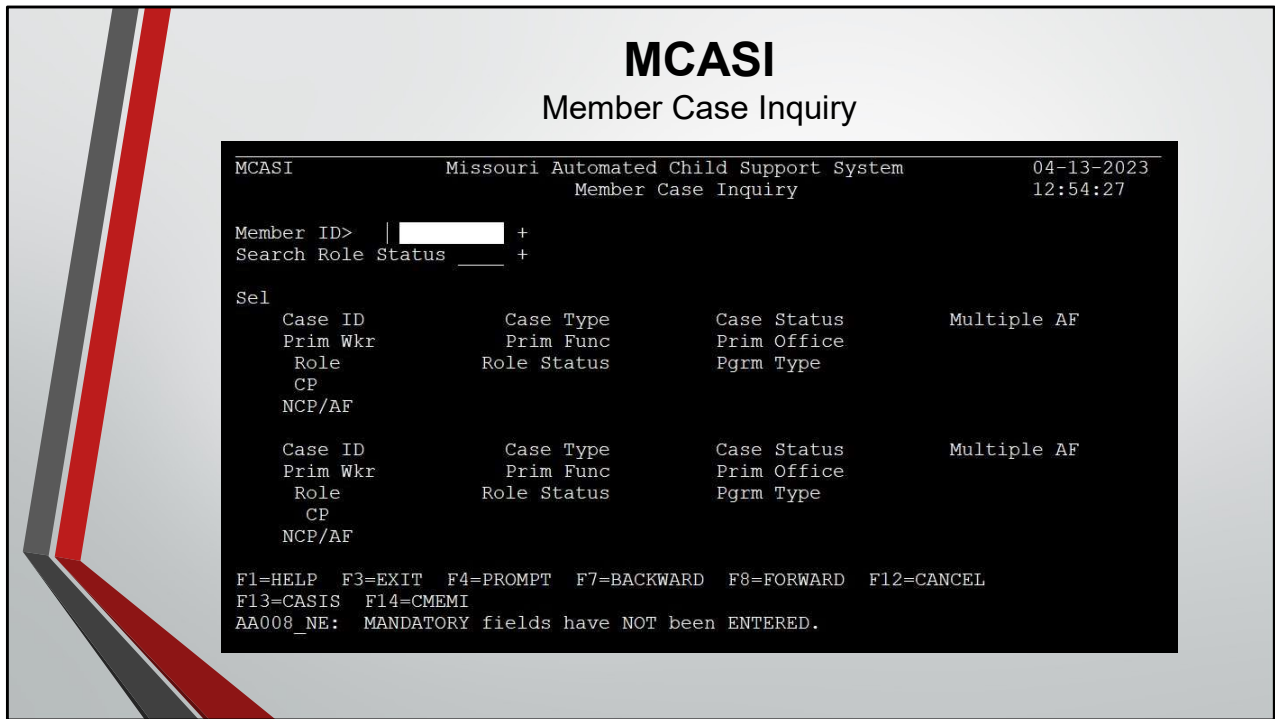
F1=HELP F3=EXIT F4=PROMPT F5=REFRESH F7=BACKWARD F8=FORWARD F9=REFER
F10=CLEAR F12=CANCEL
CA052_NE: Enter either a case Id or a PA file number.
```

Shows the function the case is open in (Enfo, Pat, Est, Modi, etc.) and the FSD specialist assigned to the case. It also shows any Circuit Clerk, Prosecuting Attorney and/or AGO staff assigned to the case



You can look up a member's DCN if all you have is the SSN. Type the SSN in the 'Search SSN' field and press control. The member's identifying information will display. Select the member, type MCASI on the command line and press control.

- Enter SSN in "Search SSN" field hit enter
- Select the member's name
- Go to the Command Line and type MCASI hit the enter key



This screen displays a list of cases a particular member is associated with, their role and status on that case. This is a good screen to start with when someone calls and doesn't know their case number. You can go to MCASI, prompt on the member ID field which takes you to the MEMQU screen. Type in the Social Security Number of the member calling and press control. Select the member that is now displayed and press control again to return to MCASI. A list of cases associated to that member will be displayed. Select the case that you wish to inquire on and type the case screen of your choice on the command line (usually CAMEL or DIARY) and press control

IMPORTANT - If the party calling in has multiple cases always be sure to ask who the other party is on the case so we don't give away that the other party has multiple cases.

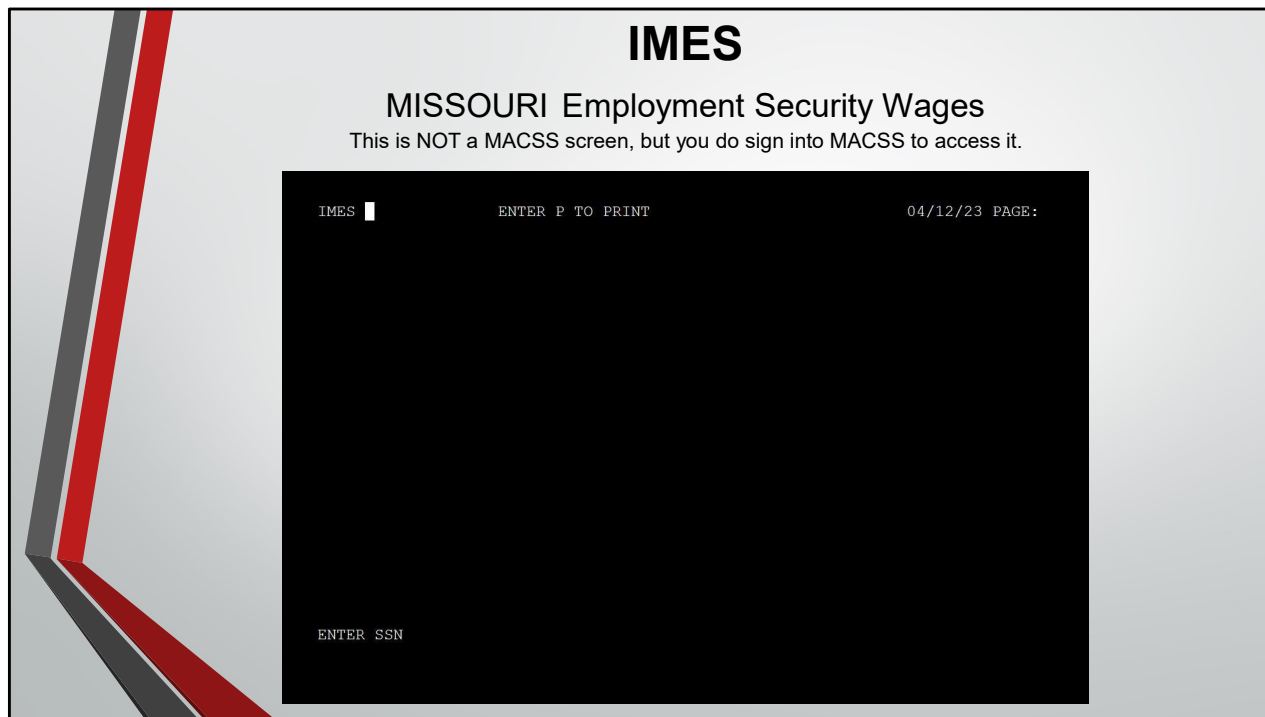
CD1P

This is NOT a MACSS screen, but you do sign into MACSS to access it.

This is a database maintained by the U S Postal Service. You can use it to look up zip codes and determine what county a particular address is in.

```
R05.0M00 September 2023 CODE-1 Plus Coding System 10/02/2023 16:13:30
-----
Firm Name:                               Firm: M D/Suf: M
Secondary Addr:                           St: M Vcity: S
Primary Addr:                               Correct ZIP: Y
City, ST:                                   Output Case U
ZIP Code:                                   Mult Secondary: Y
Urb Name:                                   Override City: C
-----
Matched Addr:                               CRRT:
City,State ZIP:                             DPBC:
-----
Command:                                     1 of 61,492
-----
City Information
LN  City              State  ZIP Range  Type  URB  Unique-ZIP
1  A A R P  INS        PA     19187      V     Y     Y
2  A A R P  PHARMACY   CT     06167      V     Y     Y
3  A H MCCOY FEDERAL BLDG MS     39269      V     Y     Y
4  A M F GREENSBORO   NC     27425      V     Y     Y
5  A M O R  C          CA     95191      V     Y     Y
6  A T & T              VA     22185      V     Y     Y
7  A&T STATE UNIVERSITY NC     27411      V     Y     Y
8  AARON               GA     30450      V     Y     Y
-----
1=Help      2=ZC      3=Quit     4=SC      5=CZ      8=Down    9=Mat     10=Flip
```

To access CD1P, from any MACSS screen, press pause/break. Type CD1P and press control. You do not need to enter anything in the Firm Name or Secondary Address fields. Enter the street address, city, and state as directed on the screen and press control. The screen will display the county the address is in, the address, as the Postal Service would like it written, the zip code and the four-digit suffix.



While signed onto MACSS, clear your screen by pressing the pause/break key. Type IMES and press control, then the member's SSN and press control. If you receive the message at the bottom of the screen that there are more pages, press the F8 key for Next Page and F9 key for Unemployment Benefit Claim Data.

To return to MACSS, press the pause/break key to clear the screen. Type MDCM and press control, you will return to the MACSS main menu.

QWAGE

Member Federal Quarterly Wage

To access QWAGE begin with CAMEL, select the member and enter QWAGE on the command line, hit the control key.

```
QWAGE Missouri Automated Child Support System 07-24-2023
Member Federal Quarterly Wage 16:05:21
Do not print if contains FPLS Information
Member ID> [REDACTED] +

Sel Employer Name Qtr Year Amount Create Dt

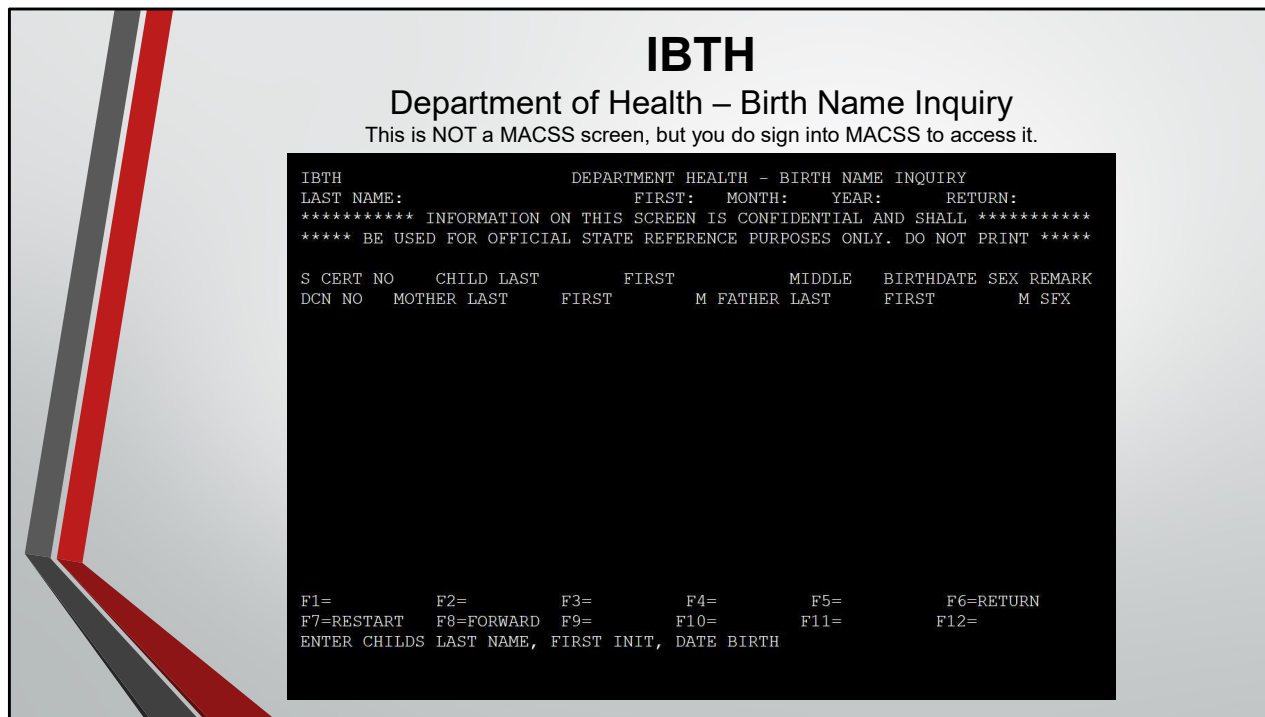
F1=HELP F3=EXIT F4=PROMPT F7=BACKWARD F8=FORWARD F12=CANCEL F13=DETAIL
AA008_NE: MANDATORY fields have NOT been ENTERED.
```

The QWAGE screen is used to display wage data that is provided by the Federal Case Registry (FCR) for all active or non-IV-D members with a role type of CUPT, NCPT or ALGF. Information will populate on this screen only if an active IV-D case exists. Information over three years old will be removed from this screen on a quarterly basis.



While signed onto MACSS, clear your screen by pressing the pause/break key. Type BR01 (BR zero 1) and press control, REQUIRED Fields to get results are Last Name, First initial, MM (marriage month), Year, Marriage or Divorce and Male or Female. This will give you the name of both parties, date of event, county it was recorded in.

To return to MACSS, press the pause/break key to clear the screen. Type MDCM and press control, you will return to the MACSS main menu.



While signed onto MACSS, clear your screen by pressing the pause/break key. Type IBTH and press control, then enter child's last name – tab key – enter the first letter of the child's first name – tab key – enter month the child was born (numerical) – tab key – enter the year child was born - press control. This will show you the birth certificate information; Child's full name, Child's date of birth, Mother and Father's name listed on the birth certificate.

To return to MACSS, press the pause/break key to clear the screen. Type MDCM and press control, you will return to the MACSS main menu.

BI10 / BI12

Department of Health – Birth Name Inquiry

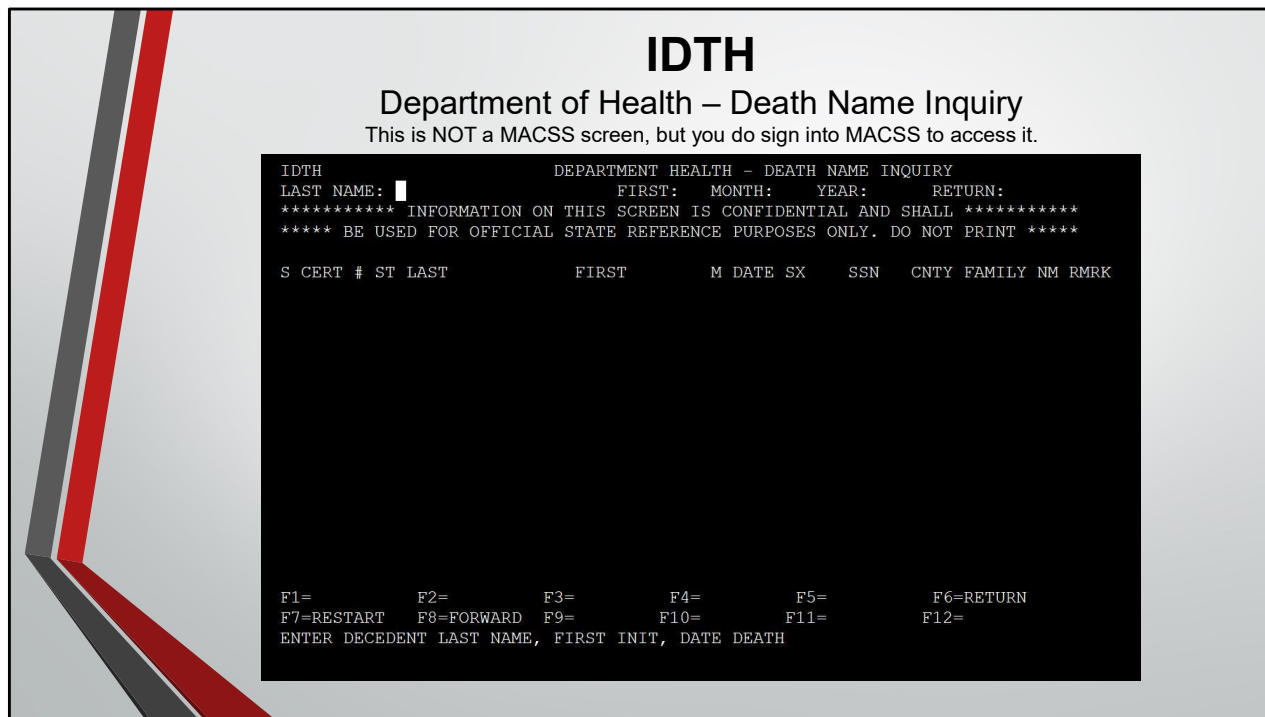
This is NOT a MACSS screen, but you do sign into MACSS to access it.

The BI10 screen is located in Production. The user can only access the BI12 screen through the BI10 screen. When a number (1 through 5) is displayed in the REMARK field (A), the user may tab to the left of CERT NO (B), type "v," and press Control/Enter to advance to the BI12 screen.

Only one record may be viewed/selected at a time. If no paternity code is available for the record selected, a message will appear at the bottom of the BI10 screen: "Paternity Not Established — Cannot View Record." This phrase should not be taken literally; its purpose is to alert the user that there is no BI12 screen data for this child.

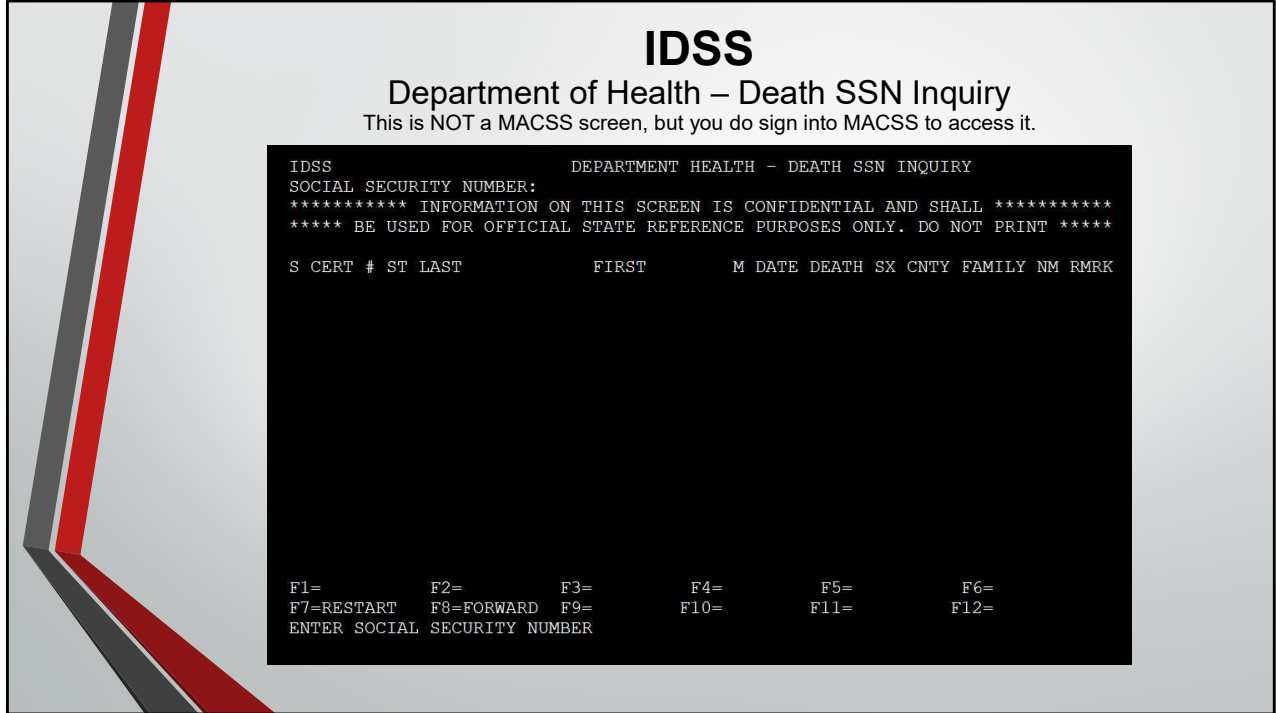
BI10		DEPARTMENT HEALTH - BIRTH NAME INQUIRY															
LAST NAME: DOE		FIRST: J		MONTH: 08		YEAR: 2008											
***** INFORMATION ON THIS SCREEN IS CONFIDENTIAL *****																	
***** AND SHALL BE USED FOR OFFICIAL STATE PURPOSES ONLY *****																	
CERT NO	CHILDS LAST	FIRST	MIDDLE	BIRTHDATE	SEX	REMARK	(A)										
MOTHER LAST	FIRST	M	SSN	FATHER LAST	FIRST	M	SFX	SSN									
B	123456	DOE	JANE	JUNE	08 08 2008	F	REQ	SSN	1								
	SMITH	JANE	N	123456789	DOE	JOHN	A	987654321									
F1=	F2=	F3=	F4=	F5=	F6=												
F7=RESTART	F8=FORWARD	F9=	F10=	F11=	F12=												
SEARCH COMPLETED FOR CHILD NAME - DOB AS INDICATED										FINISHED							

<https://dssintranet.mo.gov/dss-fsd-child-support/child-support-manual/section-vii-establishment/bvr-paternity-verification-screen-bi12/>



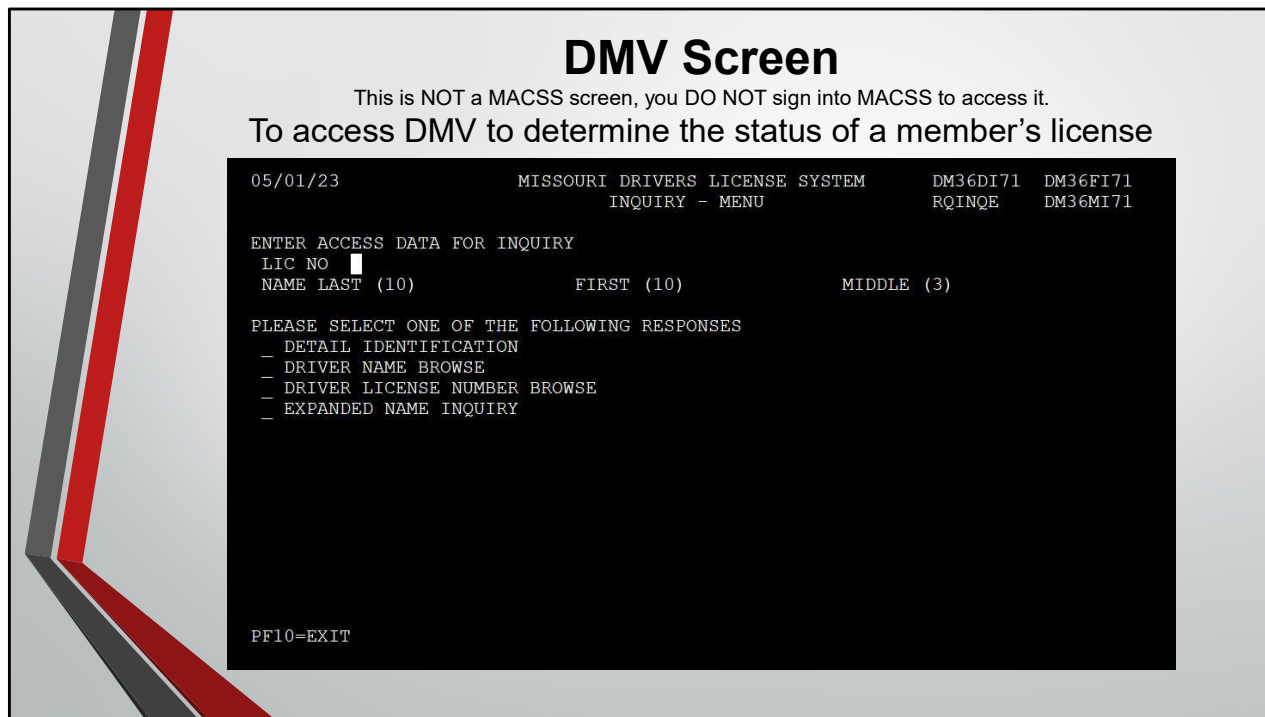
While signed onto MACSS, clear your screen by pressing the pause/break key. Type IDTH and press control, then enter member's last name – tab key – enter the first letter of the member's first name – tab key – enter month the member died (numerical) – tab key – enter the year the member died - press control. This will show you the death certificate information; member's full name, member's date of death, death certificate number, and date of death

To return to MACSS, press the pause/break key to clear the screen. Type MDCM and press control, you will return to the MACSS main menu.



While signed onto MACSS, clear your screen by pressing the pause/break key. Type IDSS and press control, then enter member's Social Security Number and press control. This will show you the death certificate information; member's full name, member's date of death, death certificate number, and date of death

To return to MACSS, press the pause/break key to clear the screen. Type MDCM and press control, you will return to the MACSS main menu.



Open the MACSS system to the original sign on menu

1. Type DOR on the "Enter Application Request" line and press ENTER
2. Clear the screen with pause break key, type CESN and press ENTER
3. Type your user ID and password and press ENTER. The message "Sign on is complete" (Language E)", will display.
4. Clear the screen, type DMDI in the upper-left corner and press ENTER
5. Type the member's Last Name and First Name, type an "S" beside DRIVER NAME BROWSE field and press ENTER.
 - Type an "S" beside the member's name from the list and press ENTER
 - This will show you member's DMV info such Driver's license #, DOB, Eye Color, Height, Weight, Address and Status Information
 - If you hit the F12 key from here you will move to the Action Summary Browse screen. This will show you if the member has any points or suspensions.

To return to MACSS, press the pause/break key to clear the screen.
Type MDCM and press control, you will return to the MACSS main menu.



Questions

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