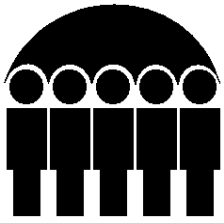
Iowa Department of Human Services

DATA ENTRY HANDBOOK
FOR
1099 PROCESS



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STATE OF IOWA

TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

Dear Data Entry Employee:

Thank you for assisting the Iowa Child Support Recovery Unit (CSRU) by verifying 1099 information. Your assistance with this new project will help increase the amount of child support collected for children. With your help, the State of Iowa adds another landmark collection tool to the highly successful child support recovery program.

All child support cases handled by CSRU are maintained on the main frame computer in the Iowa Collection and Reporting System (ICAR). With your help in updating information in ICAR, CSRU hopes to collect child support from parents who are delinquent in their support obligations.

This handbook is designed to assist you in updating certain location information in the ICAR system. If you have any questions or comments regarding this manual, give them to your supervisor.

Thank you again for your assistance with this project.

HOOVER STATE OFFICE BUILDING - DES MOINES, IA 50319-0114

DATA ENTRY HANDBOOK FOR 1099 PROCESS

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OVERVIEW

The 1099 process is a way for the Child Support Recovery Unit (CSRU) to obtain asset and location information for obligors and alleged fathers from the Internal Revenue Service. On a quarterly basis, the 1099 process retrieves information filed on any federal tax return through a federal 1099 form. CSRU obtains employer, address, and asset information through the 1099 process.

All child support cases handled by CSRU are maintained on the main frame computer in the Iowa Collection and Reporting System (ICAR). Upon receipt of the 1099 information, a series of programs compares the address and employer information to ICAR and adds new information to ICAR. Asset information is retained for later use.

Internal Revenue Service regulations prohibit the release of 1099 information for general use until the information is verified from an additional source. Upon entry of the address and employer information, ICAR automatically generates letters to verify the information.

The completed verification letters are returned to central office, where data entry staff key the information in to ICAR. After verification, the information becomes part of the case record and is available for use by CSRU staff for establishment and enforcement processes.

This handbook is designed to assist data entry staff in updating the 1099 verification system of the ICAR system, using:

- The ADDRESS VERIFICATION screen
- The EMPLOYER VERIFICATION screen
- The ASSET VERIFICATION screen

This handbook discusses the following topics:

- Maintaining security during the verification process.
- Handling the verification letters.
- Accessing the ICAR system on the main frame.
- Updating each verification screen.

The Bureau of Collections staff hopes that you find this handbook helpful. If you run across a situation that you feel is not covered by this handbook, please contact either your supervisor or the Bureau of Collections staff for assistance. The staff of the Bureau of Collections thanks you for your work and assistance with this project.

Maintaining Security During the Verification Process

The Internal Revenue Service (IRS) requires strict security for all 1099 information. All unverified information and letters verifying the information must be secured when not being worked.

To comply with IRS regulations, protect all returned verification letters your office receives. Per IRS regulations, lock up all letters in a secure area when the letters are not being worked. Even when you leave your work station, lock the letters in the cabinet until you return.

For system security, do one of the following whenever you leave your work station:

- Lock the computer terminal with the key and take it with you.
- Sign off the child support system and lock the terminal with a data entry command.
- Sign off the terminal to the NES sign-on screen.

Remember, security is vital. You must protect all letters and computer records related to this project.

Handling the Verification Letters

Separate the letters into groups before starting to update the ICAR screens. There are three different verification letters, to match the three verification screens. They are:

- Address Information Request, CS-1206-5 (470-0176)
- Asset Verification Request, 470-3170
- Employment Verification Request, 470-3232

If you have returned verification letters for previously updated information, ask your supervisor for assistance. If the supervisor is unavailable, contact a member of the Bureau of Collections staff for assistance.

If the verification source has returned the letter with attachments or notes, hold the letter and any attachments for the staff of the Bureau of Collections.

Once you have updated all the information from the letters, send them back to the Bureau of Collections.

ACCESSING THE ICAR SYSTEM ON THE MAIN FRAME

All records for CSRU are contained in the ICAR system. To access the records, first access CICS, then type **ICAR** on a blank mainframe screen and press enter. ICAR displays the main menu for the Iowa Collection and Reporting System.

The process used to update a screen is basically the same for all three verification screens. Once you have accessed one of the screens using the instructions in **Accessing Verification Screens** and accessed the correct case by following the instructions in the section, **Accessing the Correct Case**, follow the steps explained in the section for that screen to enter information.

ICAR edits your entries on all the verification screens. ICAR displays many on-line messages when attempting to update or add a verification screen. Most of the time you can correct any errors if you simply follow the on-line message.

If you still cannot get a case to update or add the information, contact either your supervisor or a contact person in the Bureau of Collections. (Previously updated case numbers are locked so you can't get in to make corrections.)

Accessing Verification Screens

To access any 1099 verification screen, type one of the following commands in the NEXT SCREEN field at the bottom of any ICAR screen and press enter.

- 1099ADD for the ADDRESS VERIFICATION screen.
- 1099ASET for the ASSET VERIFICATION screen.
- 1099EMP for the EMPLOYER VERIFICATION screen.

Choose the group of letters you will work first and access the associated screen. Once the screen is accessed, you can use it to search for the cases to match the letters you have.

Accessing the Correct Case

Each returned verification letter includes the name of the absent parent and the case number on the form. To access the correct case:

1. Locate the case number on the returned verification letter.
2. Type that number into the field entitled CASE NUMBER. The case number can range from 1 to 6 digits.

3. Press PF5 (inquiry). ICAR searches for and displays any verification screens in the 1099 subsystem for that case.

4. Verify that the case is correct by cross-checking the name on the letter against the name listed in the PAYOR LOCATE NAME field.

5. If the names are the same, proceed with entering verification information. (See each section on the verification screens for this process.)

6. If the names are different, verify the entry in the CASE NUMBER field. (ICAR sends address and employer verifications on cases where paternity is not established, so more than one possible father may be listed.)

7. If the case number is correct, press the PF10 (next payor) key.

8. If other names come up, continue pressing PF10 until you locate the name you need. Once you have located the correct name, proceed with updating the case.

9. Check to see if all of the information on the letter matches the screen. If the information matches, update the screen.

10. If an on-line message appears at the bottom of the screen that there are no more payors for this case, hold the letter for your supervisor.

UPDATING THE ASSET VERIFICATION SCREEN

To update information from the *Asset Verification Request*, 470-3170, access the 1099ASET (ASSET VERIFICATION) screen for each person named.

Note: A printout for each financial institution may contain several cases for different persons. Be sure to update all cases the printout contains.

```
 D479HL13                    IOWA COLLECTION AND REPORTING SYSTEM          DATE:  03/14/96
                                    1099 ASSET VERIFICATION                TIME:  143805

CASE NUMBER ..... :                                              CONTINUED (Y/N):
PAYOR/LOCATE NAME ... :                                                SSN:  000000000
VERIFICATION LETTER SENT ...:      DATE:          0000     SECOND LETTER:          0000
ASSETS VERIFIED..... :                                     DATE VERIFIED:
SOURCE OF ASSET:                                           RELEASE:
ACCT NBR:                            AMT:                  ACCT. TYPE:        JOINT:
ACCT NBR:                            AMT:                  ACCT. TYPE:        JOINT:
JOINT OWNER NAME..... :
JOINT OWNER ADDRESS:
CITY/STATE/ZIP ..... :                 :                   :

FEDERAL ID ..... :                   YR:  0000             ADMIN LEVY (Y/N/H):
ASSET PROVIDER..... :
ADDRESS LINE 1 ..... :
ADDRESS LINE 2 ..... :
CITY/STATE/ZIP ..... :                 :                   :
PHONE NUMBER ..... :                                       EXTENSION..... :

PF1=HELP, PF2=ADD, PF3=UPDATE, PF4=DELETE, PF5=INQUIRY, PF6=ASSET2, PF7=BACK,
PF8=FORWARD, PF9=REFRESH, PF10=NEXT LOCATE, PF11=PRIOR LOCATE, PF13=SCREEN HELP
NEXT SCREEN:                                 NOTES:
ENTER CASE NUMBER AND PRESS PF5 TO INQUIRE
```

Compare the asset source listed in the upper right hand corner of the form to the asset source on the screen. If they are different, press the PF8 forward key until locating the asset source that matches the letter. When the correct asset source is located, update the screen.

Asset Verified

When the payor's ownership of the asset is verified:

1. If the OPEN Y/N column on the printout contains a "Y," enter that information in the ASSETS VERIFIED field.

2. Compare the information contained in the remaining columns on the form:

   - Amount
   - Account Type
   - Joint Y/N
   - Joint Owner Name and Address

   If any of these columns contains new or different information, change the corresponding field on the asset screen.

3. After entering all the information, press the PF3 key and modify the record.

4. If the asset contains more than two account numbers, press the PF6 key to display the ASSET2 screen. Verify and change any information necessary on this screen. If there is more than one joint owner, list additional joint owners in the comments area.

5. After entering all the information, press the PF3 key and modify the record.

6. Press the PF6 key to return to the ASSET screen. Proceed to the next asset.

Asset Not Verified

If the OPEN Y/N column on the printout contains an "N," enter that information in the ASSETS VERIFIED field.

UPDATING THE ADDRESS VERIFICATION SCREEN

To update information from the *Address Information Request*, CS-1206-5, access the ADDRESS VERIFICATION (1099ADD) screen for the person named on the *Request*.

```
D479HL03          IOWA COLLECTION AND REPORTING SYSTEM          DATE:  03/14/96
                      1099 ADDRESS VERIFICATION                 TIME:  14:36:05

CASE NUMBER ..... :
PAYOR/LOCATE NAME .. :          :                    :                    :

LOCATE SSN..... :                          DATE ADDRESS ENTERED . :

SOURCE OF ADDRESS.. :     RSPN STATE:      DATE OF ADDRESS ..... :
ADDRESS LINE 1 ..... :
ADDRESS LINE 2 ..... :
ADDRESS LINE 3 ..... :
CITY/STATE/ZIP ..... :          :          :
COUNTRY..... :
PHONE NUMBER ..... :                       EXTENSION ..... :

SEND P.O. LETTER ..... :    DATE SENT..... :          HOME/MAILING:
ADDRESS VERIFIED..... :     DATE VERIFIED..... :      SECOND LETTER:
INTERSTATE REFERRAL:        UPDATE ADDRESS ..... :

PF2=ADD, PF3=UPDATE, PF4=DELETE, PF5=INQUIRY, PF7=PAGE BACK, PF8=PAGE FORWARD,
PF9=REFRESH, PF10=NEXT PAYOR, PF11=PRIOR PAYOR
NEXT SCREEN:                               NOTES:
ENTER CASE NUMBER AND PRESS PF5 TO INQUIRE
```

Access the correct case by following the instructions in the section, **Accessing the Correct Case.** Compare the address listed in the "last known address" area on the letter to the address on the screen. If they are different, press the PF8 (page forward) key until you find the address that matches the letter.

When you locate the correct address screen, check the section of the letter entitled: "FOR POST OFFICE USE ONLY."

If the first line, MAIL IS DELIVERED TO ADDRESS GIVEN, is marked, update the screen as directed under **Address Verified**.

If one of the following lines on the letter is completed, use the instructions under **Address Not Verified**:

- NOT KNOWN AT ADDRESS GIVEN
- MOVED, LEFT NO FORWARDING ADDRESS
- NO SUCH ADDRESS
- OTHER (PLEASE SPECIFY)

If you do not find the address on the screen, see instructions under **New Address Verified**, below.

When you have finished the entries for one letter, proceed to the next address letter.

Address Verified

When the post office confirms that mail is delivered to the address on the screen:

1. Enter a "Y" in the ADDRESS VERIFIED field on the 1099ADD screen.
2. Press the tab key to move the cursor to the DATE VERIFIED field, and enter the current date in this field.
3. If the address is a post office box, press the tab key again.
4. Enter a "Y" in the UPDATE ADDRESS field. (If the address is not a post office box, do not update this field. ICAR will complete this field.
5. Once you have completed all of the fields, press the PF3 (update) key. ICAR edits the entries in the three fields to make sure they are correct.
6. If all entries are valid, ICAR displays the following on-line message: ALL DATA VALID; PRESS PF3 TO MODIFY.
7. Press the PF3 UPDATE key again. ICAR displays the following on-line message: ADDRESS INFORMATION UPDATED.

Address Not Verified

When the post office does not verify that the person is at the address on the screen:

1. Enter an "N" in the ADDRESS VERIFIED field.
2. Press the tab key to move the cursor to the DATE VERIFIED field.
3. Enter the current date and press the tab key to move the cursor to the HOME/MAILING field only if the address is a post office box.
4. If the address is a post office box, enter "M" in the HOME/MAILING field.
5. After all entries are complete, press the PF3 UPDATE key. ICAR edits the entries. If all entries are valid, ICAR displays the following on-line message: ALL DATA VALID; PRESS PF3 TO MODIFY.
6. Press the PF3 UPDATE key again. ICAR displays the following on-line message: ADDRESS INFORMATION UPDATED.

New Address Verified

If there is a new address listed in the NEW ADDRESS field on the letter, enter the new information as follows:

1. Press the PF9 REFRESH key. ICAR displays an address verification screen without an address listed on it.
2. Press the tab key to move the cursor to the SOURCE OF ADDRESS field.
3. Type in the code UNITED STATES POSTAL SERVICE and press the tab key twice.
4. This moves the cursor to the DATE OF ADDRESS field, enter the current date.
5. Press the tab key to move the cursor to the ADDRESS LINE 1 field.
6. Enter the address information. Do not use punctuation marks. Abbreviate when possible. Examples:

Street	St	Boulevard	Blvd
Avenue	Ave	Apartment	Apt
Terrace	Ter	Trailer	Trl

7. When you have entered all the address information, press the tab key until you reach the CITY/STATE/ZIP line.

8. Type in the city listed. If no city is listed, use the same information in the city, state and zip line in the last known address area of the form.

9. When you have keyed the city, press the tab key to move the cursor to the state area.

10. Enter the two-letter code for the state.

11. The cursor automatically moves to the zip code area of the screen. Enter the zip code including the extra four digits if provided. If the extra digits are not provided, press the tab key.

12. The cursor automatically moves to the SEND PO LETTER field. Enter an "N" in this field.

13. Press the tab key twice to move the cursor to the ADDRESS VERIFIED field.

14. Enter a "Y" in this field and press the tab key again. This moves the cursor to the DATE VERIFIED field.

15. Enter a "Y" in the DATE VERIFIED field and press the tab key again to move the cursor to the HOME/MAILING field.

16. If this is a Post office box, enter an "M" in the HOME/MAILING field.

17. Press the PF2 ADD key. ICAR edits all entries and issues the following on-line message if everything is correct: ALL DATA VALID; PRESS PF2 AGAIN TO ADD.

18. If an address already exists, ICAR displays the following on-line message: ADDRESS ALREADY EXISTS; ENTER "Y" OR "N" INTO UPDATE ADDRESS. Always enter a "Y," then press PF2 again.

19. ICAR displays a narrative screen at this step. Simply enter the following message: ADDRESS PROVIDED BY THE UNITED STATES POSTAL SERVICE. Enter a few spaces and enter your initials as follows: tap/ded.

20. Press the PF2 key once. ICAR adds the narrative and the address to the case record and displays the 1099ADD screen.

UPDATING THE EMPLOYER VERIFICATION SCREEN

To update information from the *Employment Verification Request*, 470-3232, access the 1099EMP (EMPLOYER VERIFICATION) screen for each person named.

Note: A printout for an employer may contain several cases for different persons. Be sure to update all cases the printout contains.

```
 D479HL02                    IOWA COLLECTION AND REPORTING SYSTEM          DATE:  07/14/97
                                  1099 EMPLOYER VERIFICATION               TIME:  10:26:06

CASE NUMBER ..... :
PAYOR  LOCATE  NAME ..... :
LOCATE SSN..... :                                  DATE ADDRESS ENTERED .. :

SOURCE OF EMP:                RSPN STATE:          DATE OF ADDRESS ..... :
EMPLOYER ID..... :                                 FEDERAL ID ..... :
EMPLOYER NAME ..... :                                              UIB AMT  :
ADDRESS LINE 1 ..... :                                             WAGES  :
ADDRESS LINE 2 ..... :                                             QUARTER:
ADDRESS LINE 3 ..... :
CITY/STATE/ZIP ..... :              :          :
PHONE NUMBER ..... :                           EXTENSION .....:
SEND EMPVER LTR..... :        SENT:                                2ND LETTER:
EMP VERIFIED ..... :          DATE VERIFIED:                       UPDATE EMPLOYER .:
SEASONAL (Y/N)..... :         EMPLOYED MONTHS:        TO           PART-TIME (Y/N).....:
DEP HI AVAIL(Y/N)..... :      DATE AVAIL:                          DEP ENROLLED (Y/N):
DEP HI PREM/MO ..... :        INTERSTATE REFERRAL:

PF2=ADD, PF3=UPDATE, PF4=DELETE, PF5=INQUIRY, PF6=SEARCH, PF7=BACK,
PF8=FORWARD, PF9=REFRESH, PF10=NEXT LOCATE REC, PF11=PRIOR LOCATE REC
NEXT SCREEN:                                   NOTES:
ENTER CASE NUMBER AND PRESS PF5 TO INQUIRE
```

Compare the employer listed in the upper left hand corner of the request form to the employer on the screen. If they are different, press the PF8 forward key until you locate the employer that matches the printout. When you find the proper employer, update the screen, depending on whether this employment is verified or not verified.

To update the screen, check the EMPLOYED Y/N column on the form an.

Employment Verified

When the letter verifies that the payor is employed with this employer:

1. Enter "Y" in the EMPLOYER VERIFIED field.
2. Enter the current date in the DATE VERIFIED field.
3. Enter the information in the corresponding fields on the verification screen if the verification printout contains information in any of the following fields:
   - EMP PROVIDES DEP HI
   - DATE AVAIL
   - DEP ENROLLED
   - DEP HI PREM
4. Press the PF3 UPDATE key. If an employer already exists, ICAR displays the following on-line message: EMPLOYER ALREADY EXISTS FOR THIS PERSON. UPDATE? (Y/N).
5. Enter a "Y" in the UPDATE EMPLOYER field. **Note:** ICAR automatically places the cursor at this field.
6. After this entry, press PF3 again.
7. If the employer is in another state, enter a "Y" in the INTERSTATE REFERRAL field. Always enter a "Y" in this field before modifying the screen. If the employer is an Iowa employer, no additional entry is required.

Employment Not Verified

When the letter does not verify that the payor is employed with this employer:

1. Enter "N" in the EMPLOYER VERIFIED field.
2. Enter the current date in the DATE VERIFIED field.

3. With an entry of “N,” ICAR requires completion of a narrative. ICAR displays the narrative automatically once the modification function is completed.

   If the TERM DATE column on the printout contains information, enter a message that per the employer the employee was terminated and list the effective date.

   If the TERM DATE field contains no information, list a message that employment information is not available.