ILLINOIS OFFICE OF THE COMPTROLLER

Illinois Debt Recovery Offset Portal

IDROP 2.3

User Guide

ILLINOIS DEBT RECOVERY OFFSET PORTAL

User Guide

325 West Adams
Springfield, Illinois 62704

Thursday, June 26, 2014

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Chapter

1

Getting Started

Welcome to the Illinois Debt Recovery Offset Portal (IDROP). This portal will provide you with all of the tools necessary to enter, submit and manage debts filed for offset from State-issued payments through the Illinois Office of the Comptroller (IOC).

Registering for IDROP

The first step in using IDROP is to inform IOC of your entity's Chief Officer and Entity Coordinator (see pg. 13 for definition of roles). These two roles will be charged with administering IDROP for your entity by managing user access privileges and granting file submission authority.

During the enrollment process, the Chief Officer and Entity Coordinator are identified on the IDROP User Authorization form (form 501i). This form must be signed by the Chief Officer and provided to your Program Manager or directly to the IOC office. Once received by IOC, these two users will be provided user accounts to IDROP. The Entity Coordinator can then add all additional users via the user maintenance features defined in *User Maintenance*, page 11. The Chief Officer, and only the Chief Officer, then must grant the authority to submit debt claims on the entity's behalf to specific users, as described in *To Authorize Submission of Claims*, page 24.

With these preliminary steps, you are ready to begin using the portal for management of your debt claims online.

What IDROP Offers

IDROP offers comprehensive online management tools to claiming entities participating in IOC offset programs.

- **Claim Management**
  Claiming entities can add, change, or delete debt claims filed with IOC. IDROP validates the debt claim details and then updates the Statewide Accounting Management System, known as SAMS. For more information see *Debt Claim Maintenance,* page 28.

- **Current Claim Data**
  Debts on file with IOC can be viewed online by all entity users. This information will be updated **daily** by the Statewide Accounting Management System (SAMS), offering up-to-date details of any activities related to the claim. The match file, which is a downloadable file detailing all of your currently active claims, can now be retrieved daily. For more information, see *Viewing Claim Details,* page 30.

- **Claims Search Features**
  The Search features of IDROP provide you with the power to search for individual claims by Debtor ID (TIN or a unique identifier), Debtor Name, Debt Confirmed Dates, Status, etc. In addition, the search feature provides basic ad hoc reporting capabilities, allowing you to identify a group of records and export that list to an Excel spreadsheet for further analysis. For more information see *Searching for a Claim,* page 29.

- **Reporting**
  Notifications of activity pertaining to claims on file as well as summary reports are readily available in the Documents tab of your entity home page. For more information, see *Notifications,* page 58.

- **Security**
  The IDROP portal provides several layers of security to guarantee that the data transmitted between you, the claiming entity, and IOC, is safe and secure. These measures include:

  - Secure transfer protocols of the various incoming and outgoing files containing the debt claims,
  - Grant-only access privileges and comprehensive user administration features,
  - Password encryption and validation rules,
  - Integration of registration and authentication measures at login.

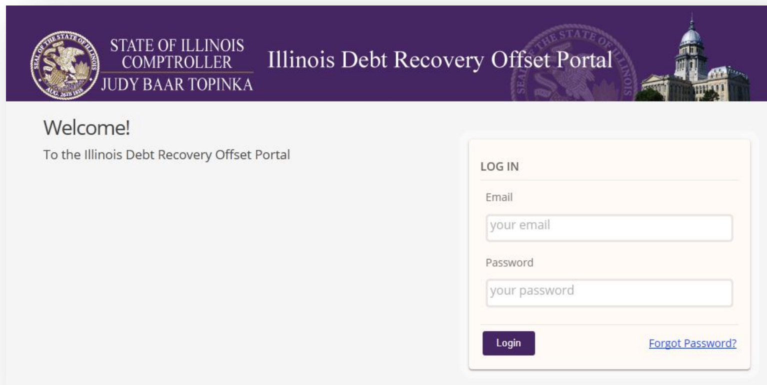
For more information see *User Maintenance,* page 10.

Logging in to IDROP

You will be notified by email that you have been granted access to the IDROP system. This notification includes instructions and a link to access the interface.

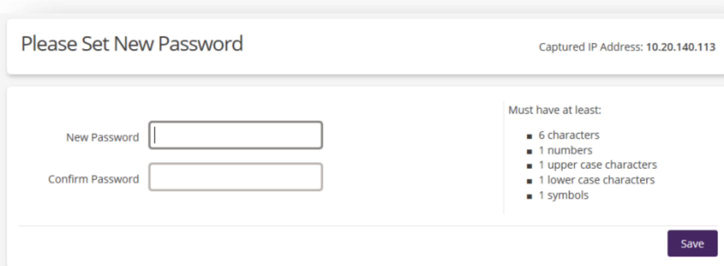
To Access the System

1. Access the portal at https://idrop.ioc.state.il.us/. The Welcome page appears:



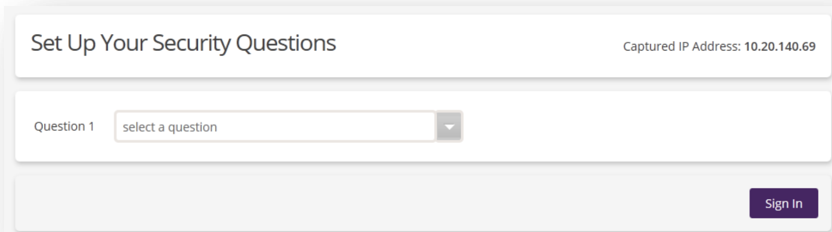
To Login

1. Enter your assigned log in name (which should be the email under which you are registered).
2. Enter the default password provided to you in your IDROP notification.
3. Click **Login**. If this is your first login attempt, the system will require that you reset the password. Note the following rules apply to creating a password:
   - Minimum of 6 characters
   - At least 1 upper case
   - At least 1 lower case
   - At least 1 number
   - At least 1 special character



To Define Security Question Responses

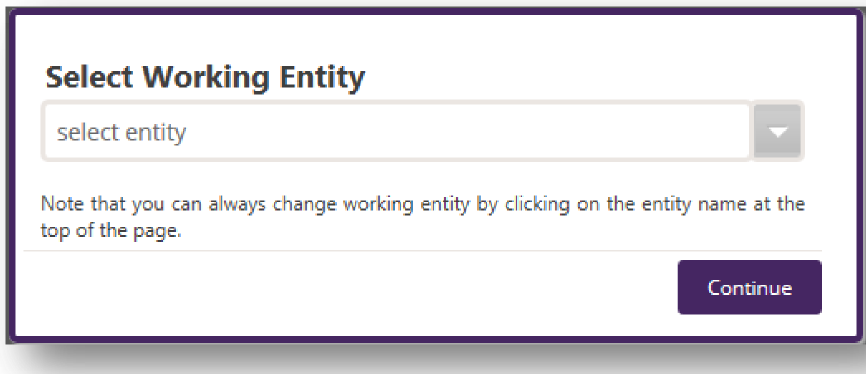
When you first access the IDROP system, you will be prompted to provide responses to a three security questions. These responses will be used for authentication purposes should you, or anyone else, attempt to access your account from a different computer. Note that after you have established these responses, you can revisit them on the Entity Profile page described on page 16. This is a one-time setup process. These questions will not reappear unless you attempt a login from a different computer.



After responding to these questions with your initial login, and in subsequent logins from a different computer, you must then verify the content of a real user verification image, demonstrated below. This ensures that an attempt to access the system is not being made by automated software.

Selecting an Entity

If you are associated with more than one claiming entity, you may be asked to select the desired entity with which you will be working. You can change your working entity at any time.



To Select a Different Entity

After initial login, you can choose to work with another entity by selecting the desired entity from the Change option.

1. Click **Change** near the entity name at the top of the page. The Select Working Entity dialog box shown above reappears. This list includes only those entities to which you have authorization.

2. Select the desired entity from the list.

3. Click **Continue**. The data will be refreshed to reflect the selected entity's activity.

Completing a Test Cycle

As a new participant in IDROP, you must first complete a test cycle of all file submissions to ensure that all data you provide to the IOC can be successfully processed and allow you to learn how to use IDROP in a test environment. Throughout the test cycle process, you will be contacted by both your program manager (local entities only) and additional IOC staff to assist and guide you through each step.

Completing a Test Cycle requires you to complete the following:

1. **PreAdd Test (if applicable):**

   This step is only required if you report debt by a unique identifier (instead of a tax identification number). The PreAdd file test submission is described in *Creating a PreAdd Claim*, page 31. This process allows IOC to determine if we can identify your debtor. Once your debtor has been successfully identified, you can then proceed with adding claims to our system.

2. **Add Test:**

   Complete an Add file test submission as described in *Creating an Add Claim*, page 36. This process adds the debt as an offset claim in our payment system so that, in the event we issue a payment to this debtor, the debt amount (or some portion of it) can be withheld from the payment.

3. **Change Test:**

   Complete a Change file test submission as described in *Changing Claims*, page 44. This process allows you to report to the IOC changes in the claim balance, such as payment received or balance reduction or increase.

4. **Delete Test:**

   Complete a Delete file test submission as described in *Deleting Claims*, page 48. If a claim has been satisfied by the debtor or was filed incorrectly, you can request that the claim be removed from the system to avoid further offsets and potential refunds.

5. **Confirmation:**

   Once each of these tests have been successfully completed, provide an email confirmation to IOC confirming that you were satisfied with the results of each process. With this in place, along with the filing of any necessary paperwork, you can then be moved to production and debt recovery can begin.

Chapter

2

Entity & User Maintenance

The features described in this Chapter may be restricted to specific user roles in the system. Refer to the Access sidebar note you will find displayed near each procedure to determine what roles have the authority to conduct that procedure.

Entity Maintenance and User Maintenance features are included to allow you to manage your entity without the aid of a System Administrator from the Illinois Office of the Comptroller.

In this Chapter…

- **Claiming Entity Maintenance**
  - Viewing Claiming Entity Details
- **User Maintenance**
  - Viewing a List of Entity Users
  - Adding Users
  - Viewing a User Profile
  - Deactivating Users
  - Assigning Entities to Existing Users
  - Authorizing Users to Submit Claims

Claiming Entity Maintenance

A claiming entity is configured by a System Administrator at IOC during the enrollment process based upon information gathered during enrollment. Once in IDROP, these entity details cannot be modified by entity users. Modifications to these details must be requested through IOC to ensure these remain consistent with the SAMS, the Statewide Accounting Management System.

Entity Details View

Claiming Entity profile details can be viewed by any user associated with that entity. Maintenance of this information is performed by System Administrators from IOC.

ACCESS

Chief Officer
Entity Coordinator
Entity User

Shortcut…

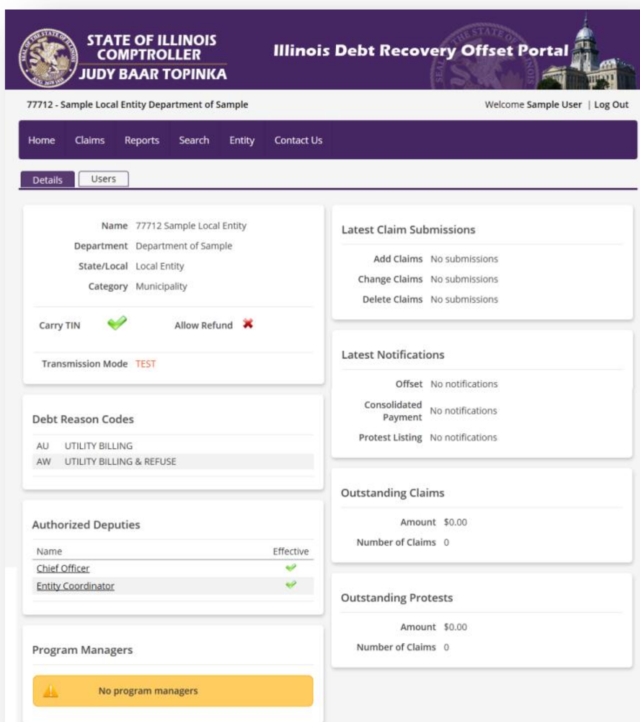
Click the entity name at the top of your view to access the Entity Details view for that entity.

Viewing Claiming Entity Details

All Users:

1. Select the **Entity** menu. A list of associated claiming entities appears.

2. Select the desired claiming entity. The Claiming Entity profile appears, displaying the **Details** tab by default.



As an Entity Coordinator or Chief Officer:

1. Select the **Administration | Claiming Entities** menu option. A list of associated claiming entities appears.

2. Select the desired claiming entity. The Claiming Entity profile appears, displaying the **Details** tab by default.

User Maintenance

User List

The User List is a tab available on the Entity Details view and displays all users associated with the claiming entity. Included in this list is the role assigned to each user, the user's status and their submission authority setting. By default, active users are listed; however, a filter above the grid allows you to view all users, including those who are no longer active.

Viewing a List of Entity Users

ACCESS

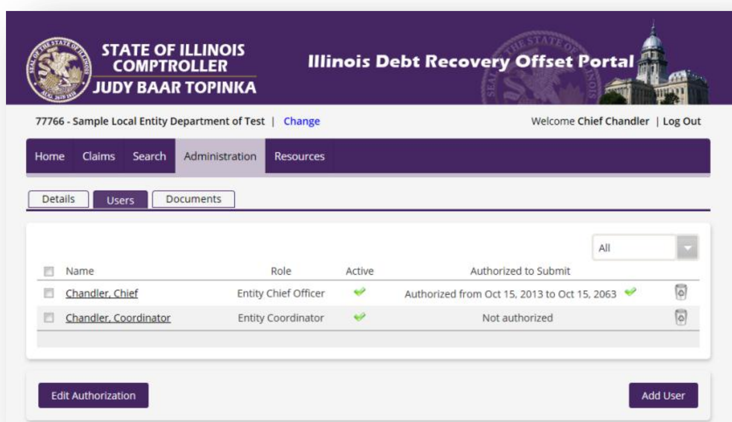
Chief Officer
Entity Coordinator
Entity User

Shortcut…

Click the entity name at the top of your view to access the Entity Details view for that entity.

As an Entity User:

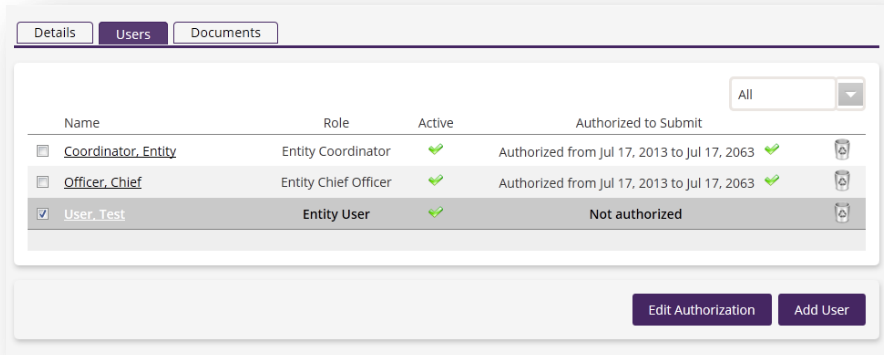
1. Select the **Entity** menu. A list of associated claiming entities appears.
2. Select the desired claiming entity. The Claiming Entity profile appears, displaying the Details tab by default.
3. Select the **Users** tab. The User List appears.



As an Entity Coordinator or Chief Officer:

1. Select the **Administration** menu. A secondary menu appears.
2. Select **Entity List** from the menu. The Claiming Entity's search screen appears.
3. Enter the Entity ID or name of the entity, clicking **Search**. A list of claiming entities matching the entered criteria appears.
4. Select the desired claiming entity. The Claiming Entity profile appears, displaying the **Details** tab by default.

5. Select the **Users** tab. The User List appears. Note that the Edit Authorization option shown below is enabled only for the Chief Officer to allow modifications to submission authority.



Understanding User Roles

There are three roles available to entity users:

Chief Officer:

The Chief Officer has access all features of IDROP, including entity and user maintenance, as well as maintaining and submitting debt claims to IOC. There may be only **one** active Chief Officer at any given time within an entity. This user should represent the individual with signature authority for the entity and is typically the individual named in the enrolling documents and Intergovernmental Agreements (IGA), where applicable.

The Chief Officer has the unique authority to delegate deputies to submit claims on their behalf. Only the Chief Officer can assign this authority to other users, however the Entity Coordinator can revoke that authority.

Entity Coordinator:

The Entity Coordinator has all of the administrative privileges as the Chief Officer however cannot delegate signature authority. Generally the Entity Coordinator will add users and manage access to IDROP. The Entity Cooordinator can add claims to the pending queues however, unless authorized by the Chief Officer, cannot submit that information to IOC.

Entity User:

The Entity User can manage claim data (add, change and delete) as well as view all other information in the system. The Entity User can add claims to the pending queues however, unless authorized by the Chief Officer, cannot submit that information to IOC.

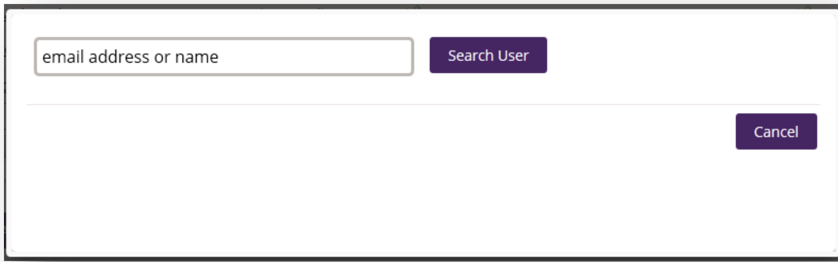
ACCESS

Chief Officer
Entity Coordinator
~~Entity User~~

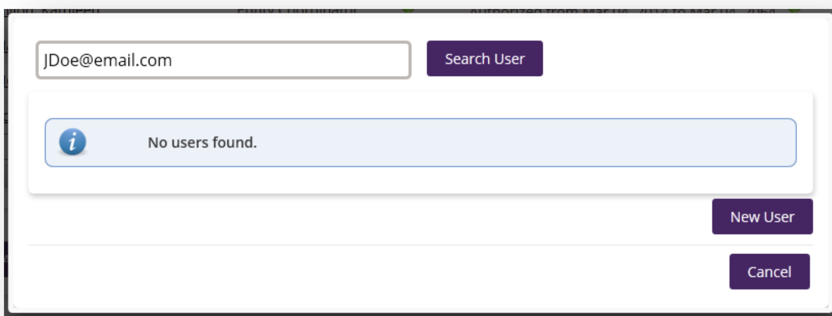
Adding a New User

From the Users List (from page 10)

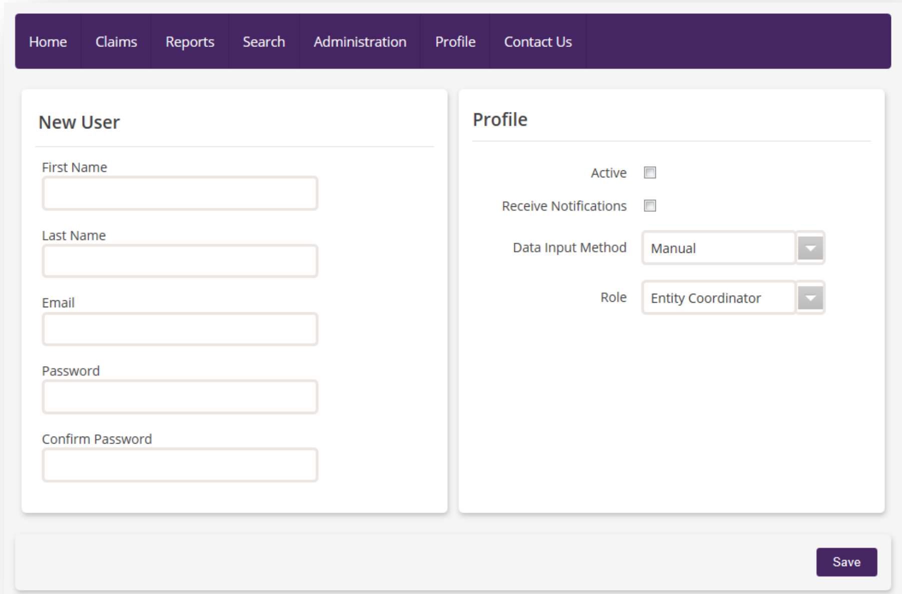
1. Select **Add User** beneath the list. The Search User view appears.



2. Enter a partial name or email address, then click **Search User.** The system will determine if the user already exists. If found, the user(s) will return for your selection. If no matching users exists, you can proceed with creating a new user.

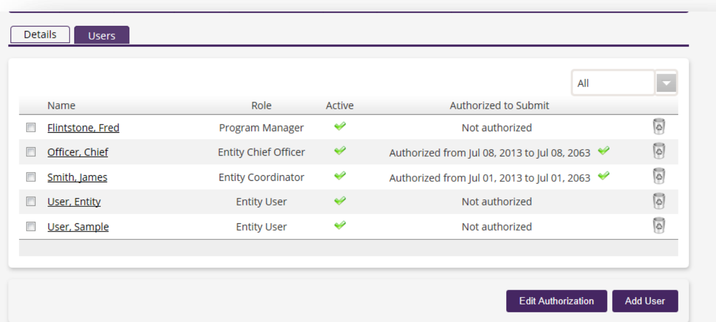


3. Select the **New User** option, or if appropriate, select from the list of users returned from the search above. The Add User view appears.



4. Enter user details. All fields are required. If you are a Chief Officer, the Authorize to Submit option is also available, allowing you to delegate signature authority.

5. Click **Save**. The User List reappears and now includes the new user.



ACCESS

Chief Officer
Entity Coordinator
Entity User

User Details

The User Detail view displays your individual user configuration. This view can be accessed from the User List, page 10. You can update certain user details; however, some details are maintained by a system administrator.

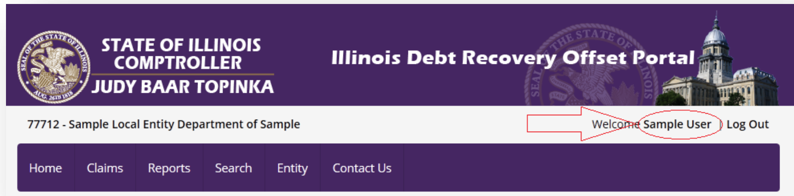
The User Profile view includes a series of tabs providing details related to the current user:

- **Details**: The configuration settings that apply to the user.
- **Associated Entities**: Identifies the claiming entities to which the user has access.
- **Logs**: Tracks all activity in the system by the user.
- **Security Questions**: Allows user to review or update the responses provided to the authentication questions for the account.

Note that only the Chief Officer can assign submission authority; however, both the Entity Coordinator and Chief Officer can revoke that permission. For more information, see *Authorizing for Submission of Claims*, page 24.

Viewing Your User Profile

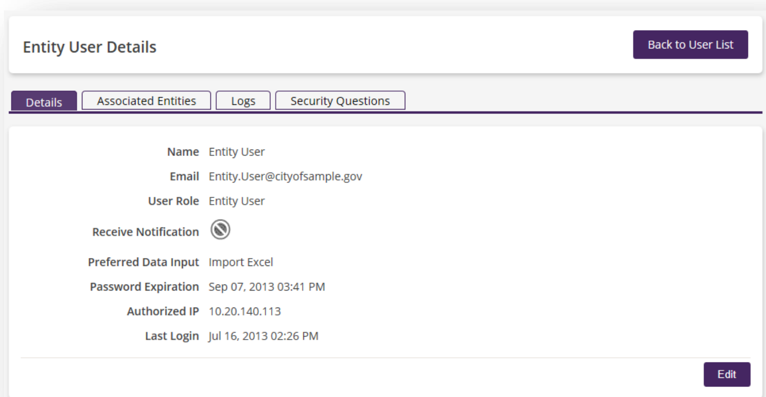
1. Click your name in the header area.



The User Details view appears. There are four tabs of information available:

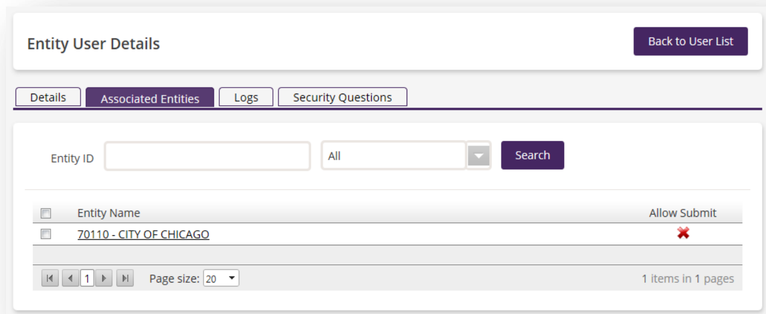
Note: You can also click on your name from the User List to access your User Profile.

- **Details:**
  The Details tab lists the user preferences and definition for the selected user. If you are viewing your own profile, the Edit option is available to allow profile updates.



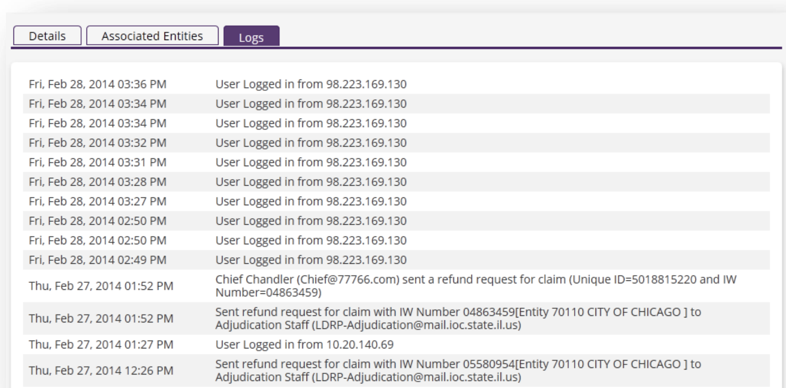
- **Associated Entities:**

  The Associated Entities tab lists the claiming entities with which you are associated. You may be associated with multiple entities and can toggle between them while logged in by selecting the **Change** option near the entity name at the top of your view.



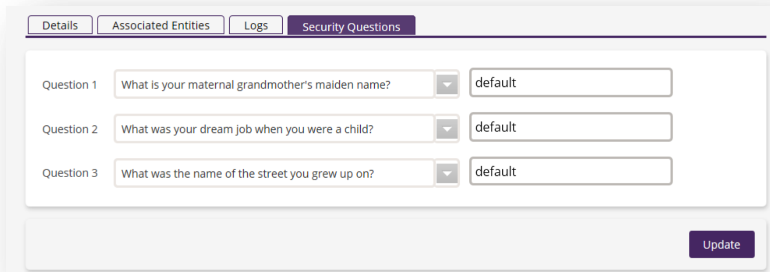
- **Logs:**

  The Logs tab provides a historical log of your activity in the system. This information cannot be modified.



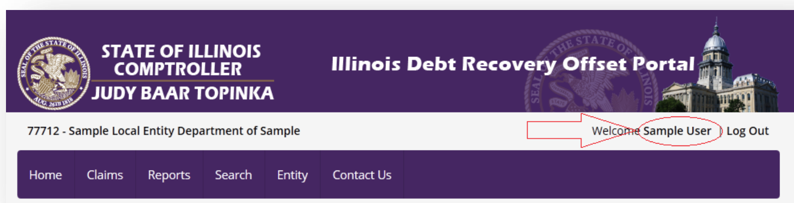
- **Security Questions:**

  The Security Questions tab allows you to review or update the questions and responses to the user authentication questions presented to you during your first login or when attempting to log in from a new computer.

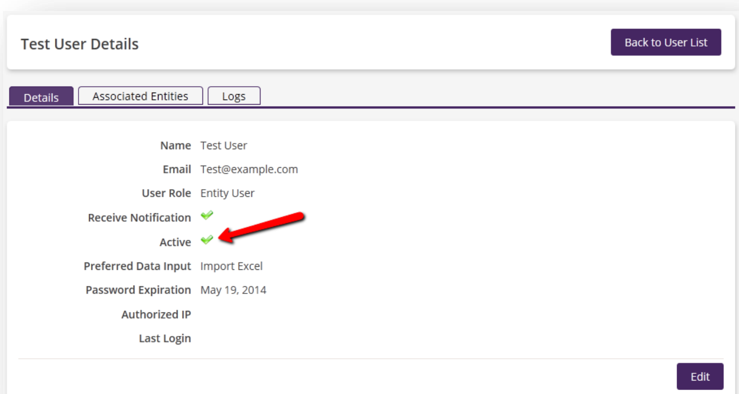


Editing Your User Profile

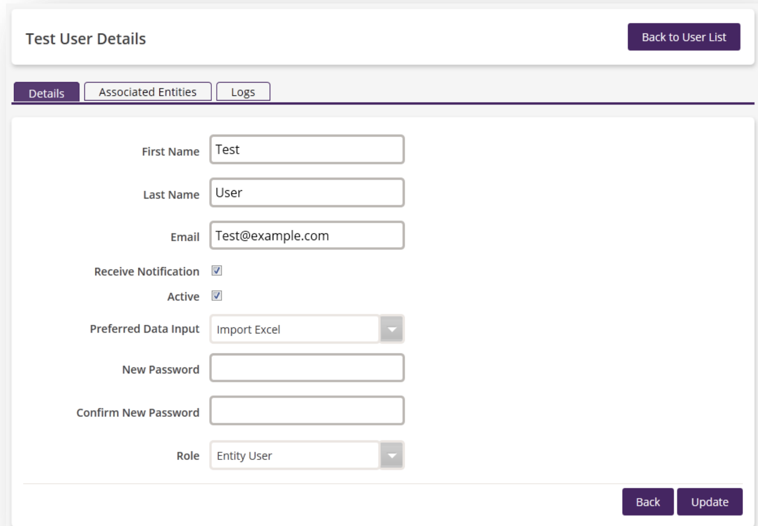
1. Click your name in the header area.



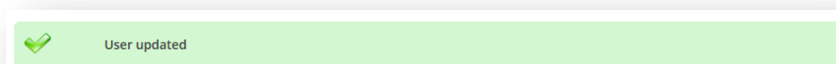
The User Details view appears.



2. Click **Edit**. The Details fields become enabled for changes.



3. Update user profile information. Click **Update** when complete. A message confirms that changes were saved.



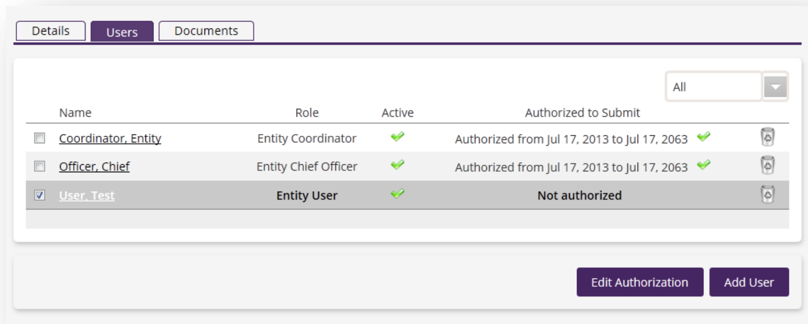
ACCESS

Chief Officer
Entity Coordinator
~~Entity User~~

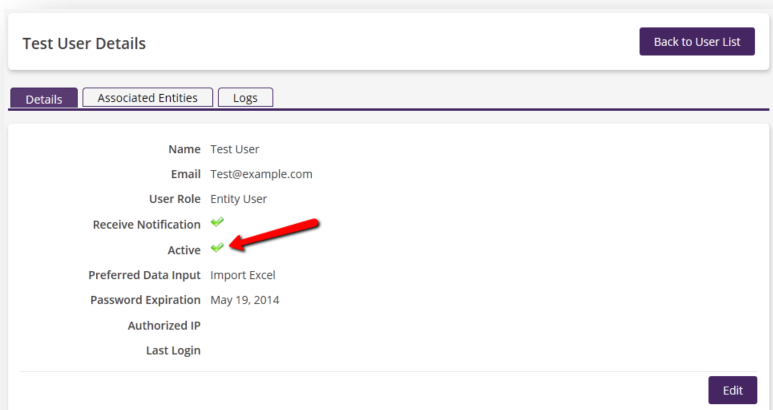
To Deactivate a User Globally

To deactivate a user, preventing all access to IDROP, use this option. If you wish to inactivate a user for a single entity, leaving access to other entities active, see *To Remove an Entity from a User,* page 23.

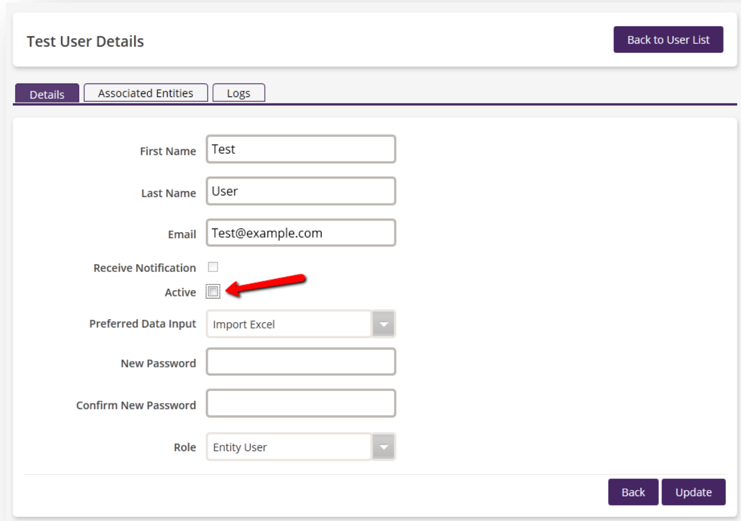
1. From the Entity Profile view, select the **Users** tab. A list of currently active users appears.



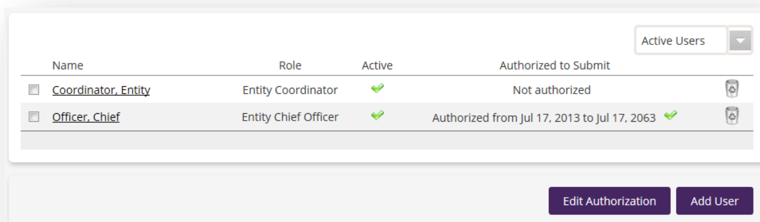
2. Select the desired user's name. The User Details view appears.



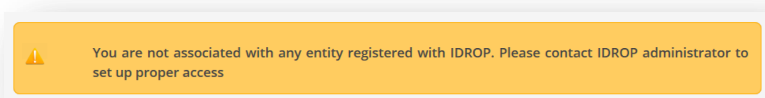
3. Select the **Edit** option. The fields enable for modification.



4. Clear the Active checkbox and select **Update**. The User is removed from the list of Active users. All associations to entities are terminated.



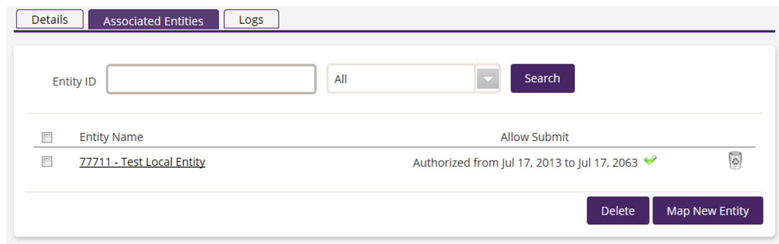
If the inactivated user has no active entity associations and attempts to login to IDROP, the following message will appear:



To Associate a User to Additional Entities

ACCESS
Chief Officer Entity Coordinator ~~Entity User~~

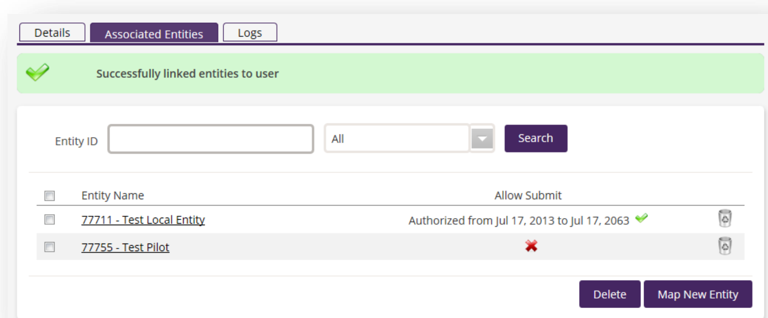
1. From the User Details view, select the **Associated Entities** tab. A grid appears listing all entities currently associated with the selected user.



2. To grant a user access to an additional entities, click **Map New Entity**, in the lower right. An option to name additional entities appears:

3. Enter the five-digit claiming entity ID of the entity to be added. Use commas to separate multiple entity IDs.

4. Click **Add**. The new entities appear in the associated entities grid.

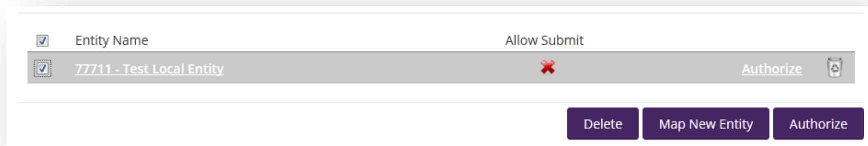


To Remove an Entity from a User

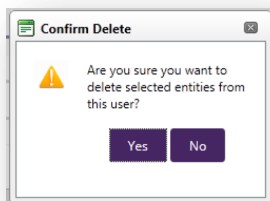
1. Access the desired User's Profile. To open the profile, click the user's name from the user list.

2. Select the Associated Entity's checkbox. The list of entities to which the user is mapped appears.

3. Select the checkbox associated with the appropriate entity (i.e. the entity in which the user will no longer be active).



4. Click **Delete**. The system requires that you confirm the delete the action.



5. Click **Yes.** The user is no longer listed in the Active User view. The deleted user will be denied access to the system if no other entity associations exist for that user.

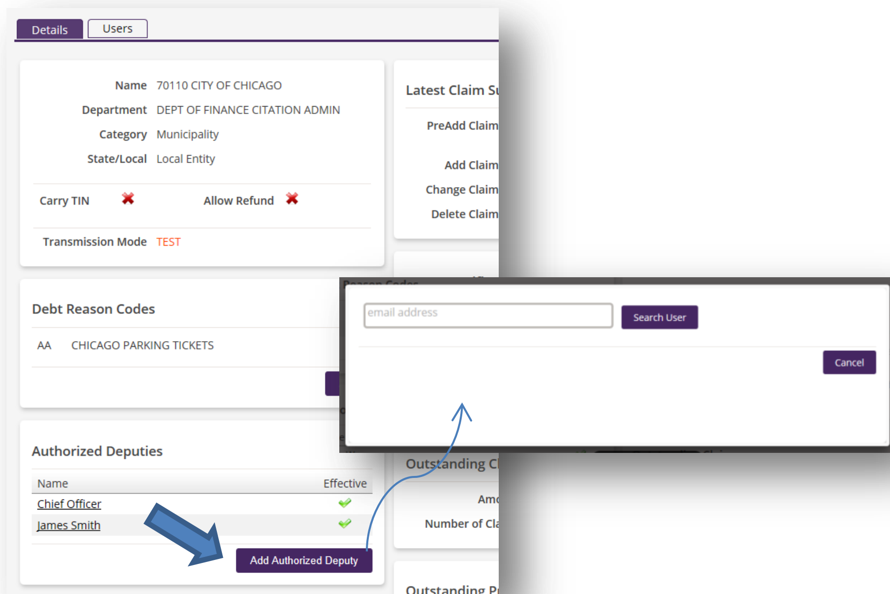
ACCESS

Chief Officer
~~Entity Coordinator~~
~~Entity User~~

To Authorize Submission of Claims (Chief Officer Only)

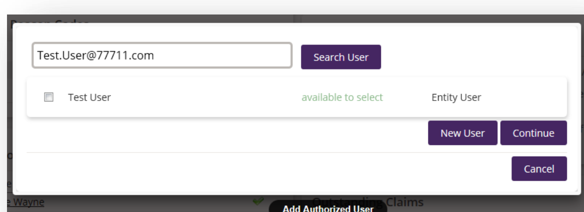
The authority to submit gives the user the ability to submit claims to the IOC on behalf of the entity. This delegation can be granted **only** by the Chief Officer of the entity who can designate this signature authority to one or more users. The Chief Officer will also have the authority to submit claims.

1. From the Entity Profile view, Details tab, select the **Add Authorized Deputy** option from the Authorized Deputies section. A Search User message will appear.

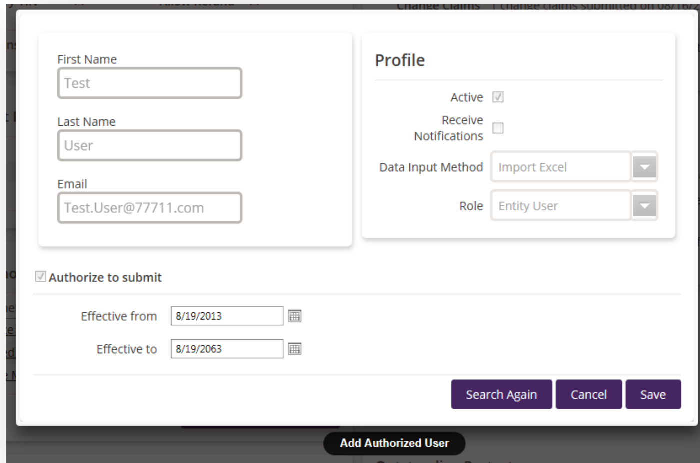


2. Enter the email address (full or partial) or name of the user to be granted submission privileges. Select **Search User** to determine if the user exists.

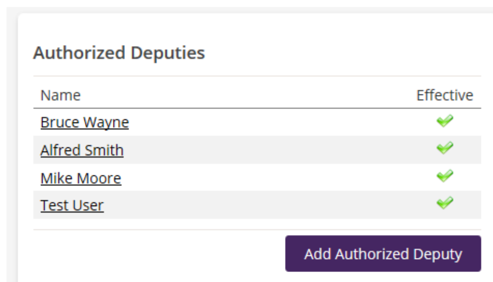
- **If users exist**, the system displays possible users matching the criteria.



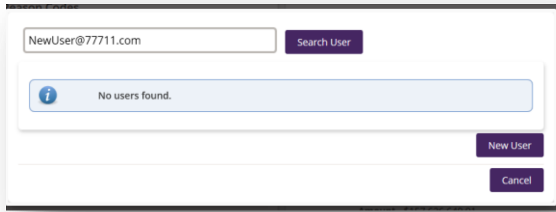
Select the desired user and click **Continue**. You can update the authorization effective dates on the screen that follows to grant file submission authority to the user. Note that the expiration date defaults to 50 years from the effective date. You can override this date, if desired.



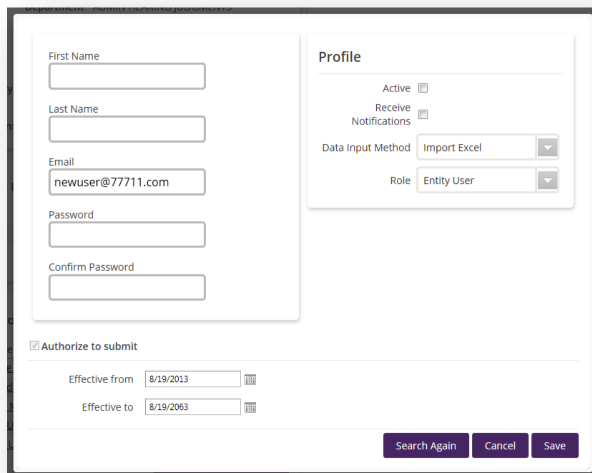
Click **Save**. The new user is added to the list of Authorized Deputies and will be allowed to submit claims to IOC on the entity's behalf.



- **If no matching user exists in the IDROP database**, you may create a new user.



Select **New User**. The New User window appears, defaulting to the search criteria you entered.



Enter all user details and click **Save**. The user is added to the list of Authorized Deputies.

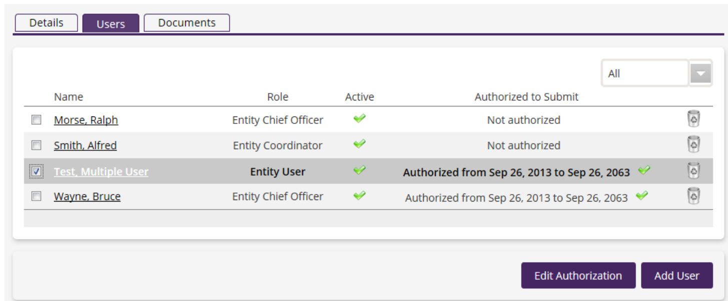
ACCESS

Chief Officer
Entity Coordinator
~~Entity User~~

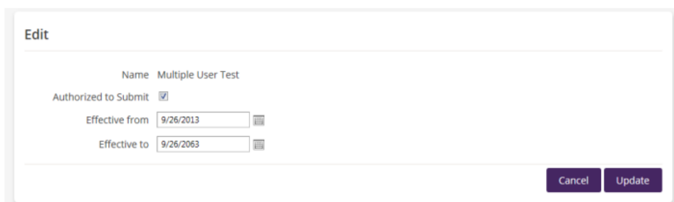
To Revoke Submission Authority

The ability to submit claims is granted by the Chief Officer only, however it can be revoked by <u>either</u> the Chief Officer or the Entity Coordinator. Removing this authority will not deactivate the user; the user can continue to manage claims, however, cannot submit pending queues to IOC.

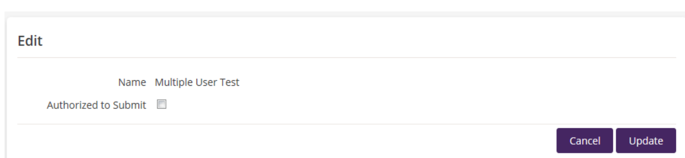
1. From the Entity Profile view, Users tab, select the desired user from the list.



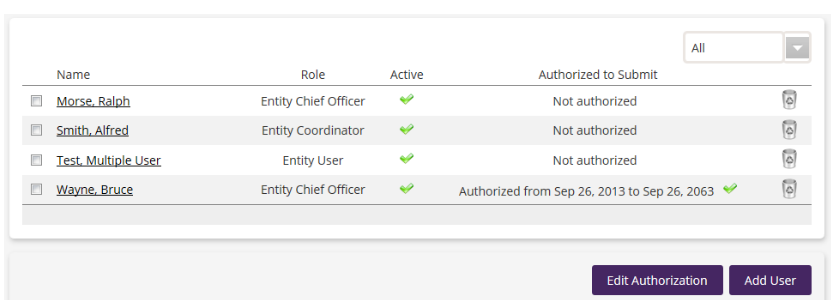
2. Select the **Edit Authorization** option beneath the grid. The Edit Authorization fields appear.



3. Clear the Authorized to Submit checkbox. The date fields are hidden and the checkbox cleared.



4. Select **Update**. The user authority to submit status is reflected in the User List.



Chapter

3

Debt Claim Maintenance

The debt claim maintenance features of the IDROP application are the primary tools offered by the application.

Debt Claim Maintenance includes the various processes necessary to add, change or delete debt claims and submit them to the Illinois Office of the Comptroller.

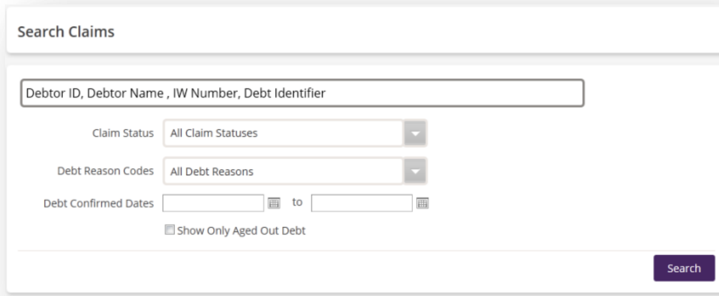
In this Chapter…

- View Claims
    - Viewing the Claim Queues
    - Searching for Claims
    - Viewing Claim Details
- Adding Debt Claims
    - Creating PreAdd Claims
    - Creating Add Claims
- Changing Claim Records
- Deleting Claims

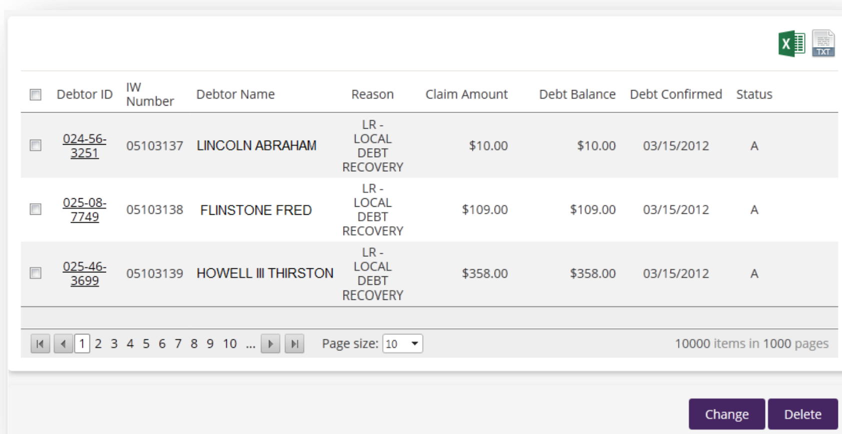
Searching for a Claim

ACCESS
Chief Officer Entity Coordinator Entity User

1. Select the **Search** | **Claims** menu option. The Search Claims view appears.



2. Enter search criteria and click **Search**. Claims matching the criteria provided are listed. For more effective searches, see *Searching Tips* below.



	Debtor ID	IW Number	Debtor Name	Reason	Claim Amount	Debt Balance	Debt Confirmed	Status
	024-56-3251	05103137	LINCOLN ABRAHAM	LR - LOCAL DEBT RECOVERY	$10.00	$10.00	03/15/2012	A
	025-08-7749	05103138	FLINSTONE FRED	LR - LOCAL DEBT RECOVERY	$109.00	$109.00	03/15/2012	A
	025-46-3699	05103139	HOWELL III THIRSTON	LR - LOCAL DEBT RECOVERY	$358.00	$358.00	03/15/2012	A

3. The user can select multiple claims using the selection checkboxes at the left or may view an individual claim by clicking the Debtor ID from the list.

Searching Tips

- Use unique criteria, such as IW Number or Debtor ID (UI or TIN) for best results.
- If entering a debtor name, enter in LAST FIRST format with no comma separating the two.
- To provide multiple search criteria, separate elements by commas.

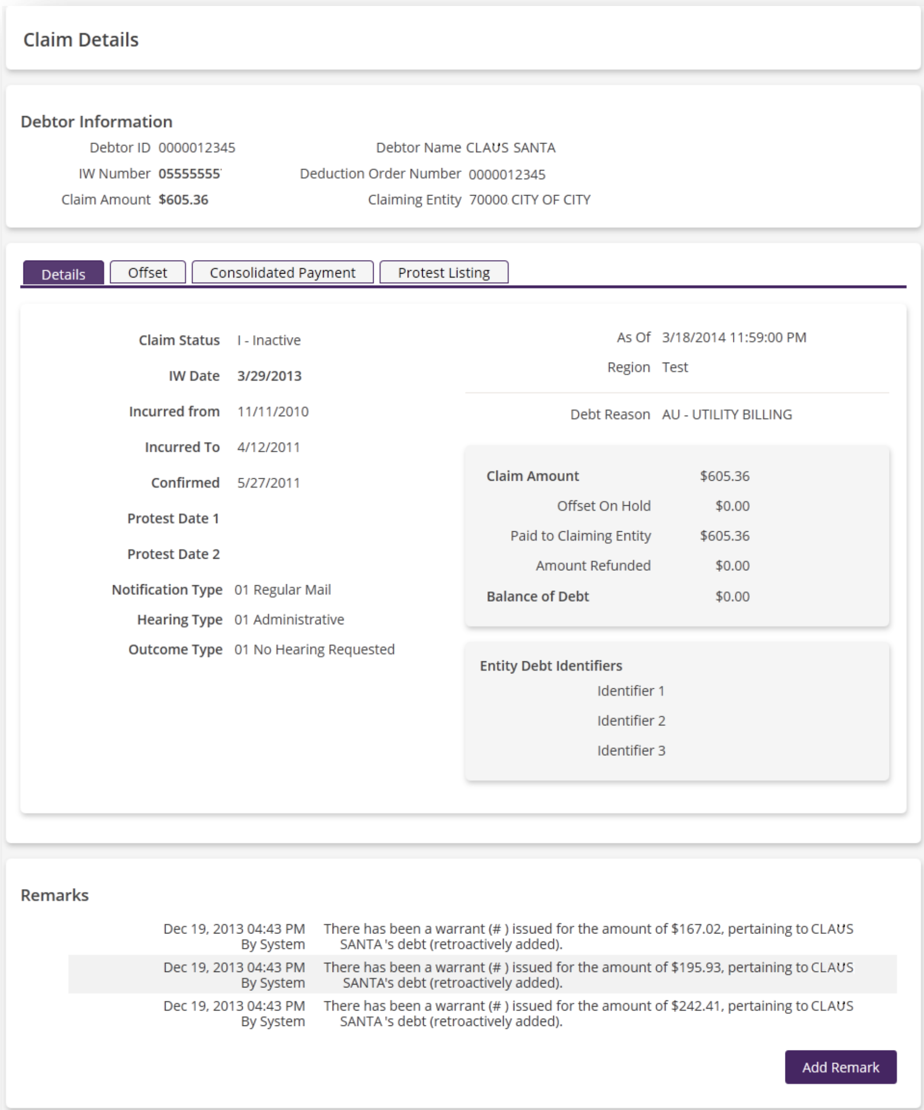
ACCESS

Chief Officer
Entity Coordinator
Entity User

Viewing Claim Details

1. Locate the desired claim as described in *Searching for a Claim*, page 29.

2. Click the **Debtor ID** to open the Claim Details view for the individual claim.



Adding Claims

There are two categories of new claims:

- **PreAdds**: The PreAdd process is necessary to identify the debtor when an entity does not file claims using the debtor tax identification number (TIN). PreAdd records are used to find the debtor by name and address. A third party service will attempt to identify your debtor. Matched records can then proceed through the Add process to file the debt itself. Records not matched cannot be added to the IOC offset program. However, they can be exported for additional research work. Note that all PreAdd options will be hidden in IDROP for entities who report by SSN.

- **Adds**: Add claims are used to file debts with the IOC. Add claims can be created from the match results of a PreAdd or by entities who file debts using the debtor's TIN. If you have the debtor TIN (FEIN or SSN), you will use only the Add process; PreAdd is not necessary.

ACCESS

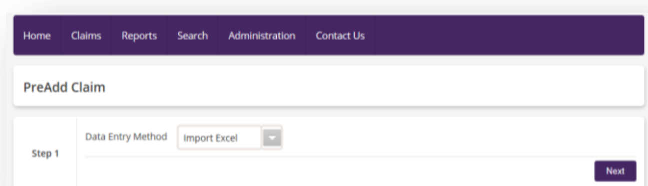
Entities filing with Unique ID (Not SSN):
Chief Officer
Entity Coordinator
Entity User

Creating a PreAdd Claim

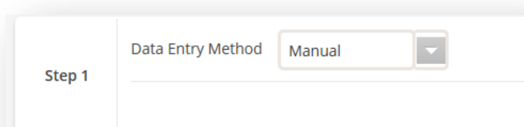
If you report debts by the debtor's tax ID (FEIN or SSN), PreAdd does not apply. Proceed with *Creating an Add Claim*, page 36.

To Manually Create a PreAdd Claim

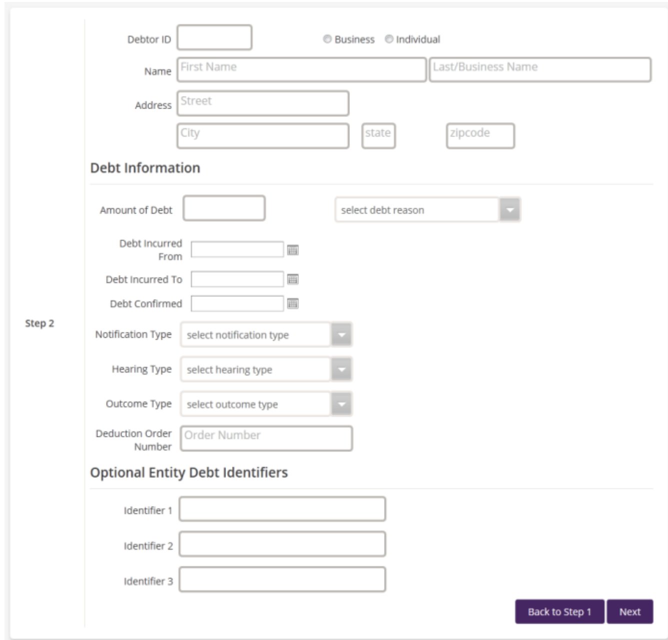
1. Select the **Claims | PreAdd** menu option. The system asks you to confirm your method of entry.



Select **Manual**, followed by the **Next** button.

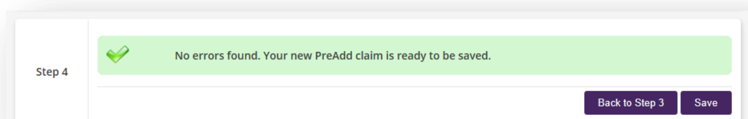


2. The system provides all fields necessary to manually enter debtor and debt information:

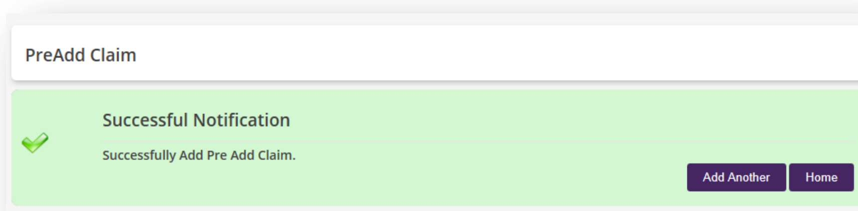


3. Enter claim details. All fields are required with the exception of the Optional Entity Debt Identifiers. These fields allow you to provide additional information which can assist you in identifying the specific claim, such as a ticket number, account number, address, etc.

4. When complete, click **Next**. The system will validate the information entered.



5. If errors are found, return to the previous step and update the information. When no errors remain, click **Save.** A confirmation appears.



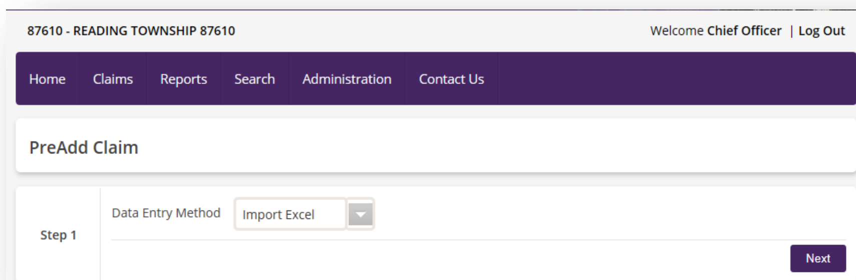
6. You may select **Add Another** to create additional PreAdd claims for the current queue. Select **Home** to return to the entity home page.

Claims are added to the queue and await release by an authorized user for IOC processing. See *Submitting Claims*, page 53, for more information.

Tips for Creating PreAdd Claims:	PreAdd Claims involve filing information using a unique identifier for the debtor. The following notes may help you as you create and submit PreAdd debt claims. • A Unique Identifier should identify the debtor and never be reassigned to another debtor. • If a debtor already has debt on file (meaning the debtor has been processed previously as a PreAdd), it is not necessary to send that debtor through the PreAdd process a second time. You may proceed directly with the Add Process using the existing Unique Identifier for the debtor.

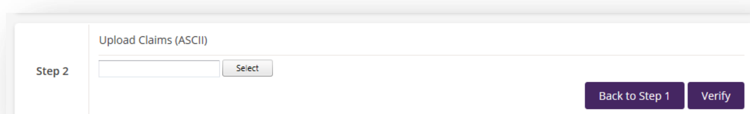
To Import PreAdd Claims from an Excel File

1. Select the **Claims | PreAdd** menu option. The system asks you to select your method of entry. **Note:** Files imported from Excel must strictly follow the established templates to avoid errors.

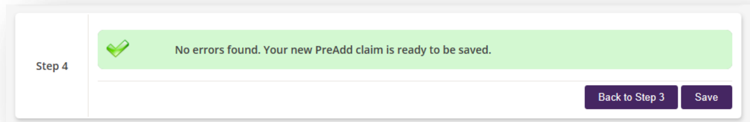


Select **Import Excel**, followed by **Next**.

2. The system requires that you browse to and select the appropriate Excel file to import. Note that the filename of the import file cannot have been used in previous uploads; the filename must be unique.



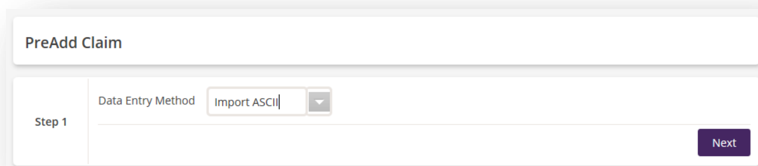
3. Click **Verify**. This applies business rules to the file to ensure all data is valid and properly formatted to prevent issues once reaching SAMS.



4. Click **Save**. Claims are added to the queue, awaiting submission to IOC. See *Submitting Claims*, page 53, for more information.

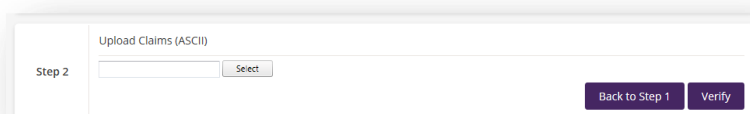
To Import PreAdd Claims from an ASCII File

1. Select the **Claims | PreAdd** menu option. The system asks you to confirm your method of entry. Note: Files imported in ASCII format must strictly follow the established layout.

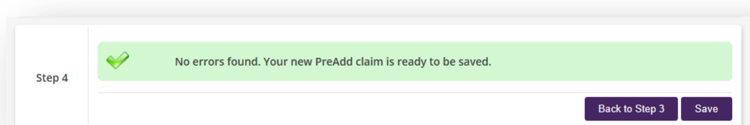


   Select **Import ASCII**, followed by **Next**.

2. The system requires that you browse to and select the appropriate ASCII file to import.



3. Click **Verify**. This applies business rules to the file to ensure all data is valid and properly formatted to prevent issues once reaching SAMS.



5. Click **Save**. Claims are added to the queue, awaiting submission to IOC. See *Submitting Claims*, page 53, for more information.

Tips for Importing ASCII Files:

ASCII files must comply with the following rules for successful import:

- Strictly follow the required ASCII file layout (see *File Layouts*, page 67).
- Header records must contain the current date (date of the upload).
- Header records must reflect the correct Entity ID (Agency Code).
- The Entity ID reflected in the header record must match the Entity ID listed in each detail record within the file.

ACCESS

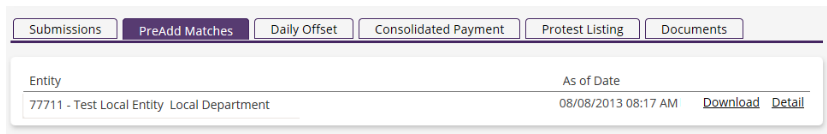
Chief Officer
Entity Coordinator
Entity User

Creating an Add Claim

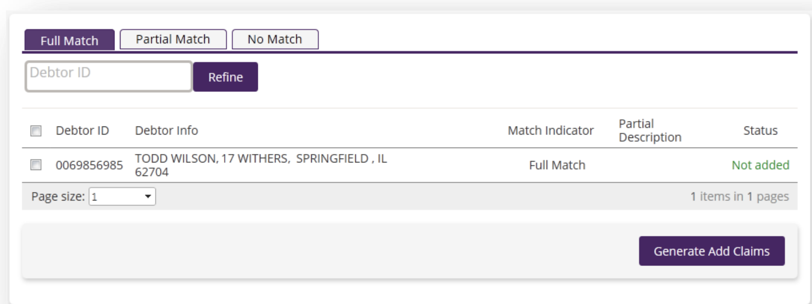
From Matched PreAdd Records

To view and process the results of a submitted PreAdd file:

1. Select the **PreAdd Matches** tab from the Home page. A list of existing PreAdd match results appears. These are returned after each submission of PreAdd claims, displaying the results of the attempt to find the named debtors information on PreAdd match return.



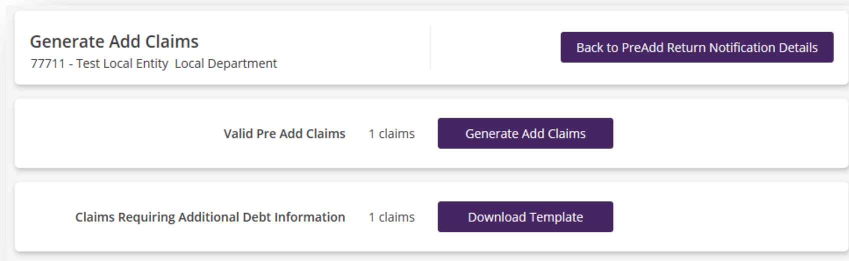
2. Select the **Detail** link associated with the desired notification. A listing of the returned PreAdd results from that notification is displayed.



3. Check the desired checkbox at left to select the claims to be placed in the Add Queue. Only those results with Full or Partial Match results can be selected.

4. When all desired claims have been selected, click **Generate Add Claims**.

From the selected records, the system will determine if all required information is present in the PreAdd claim record to allow the claim to be added to the system. The results of this evaluation may provide you with two options:



The **Valid PreAdd Claims** queue has all of the data necessary and requires no additional information. Proceed with Step 4.

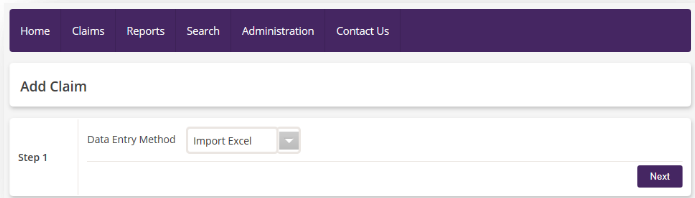
The **Claims Requiring Additional Debt Information** queue requires you to provide additional details to allow the claims to be added to the system. These records can be downloaded to an Excel file which will be created in a format compatible for upload into the system (see the *Excel Add File Layout*, page 61). Update the missing information in the spreadsheet and proceed with *To Import Add Claims from an Excel File*, page 40.

5. Click **Generate Add Claims** to move selected claims to the Add queue where they will wait for an authorized user to submit the queue. Note that these claims are added to the queue, along with any existing claims pending submission.

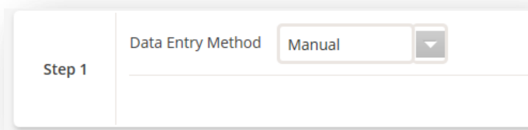
6. Proceed with *Submitting Claims*, page 53.

To Manually Create an Add Claim

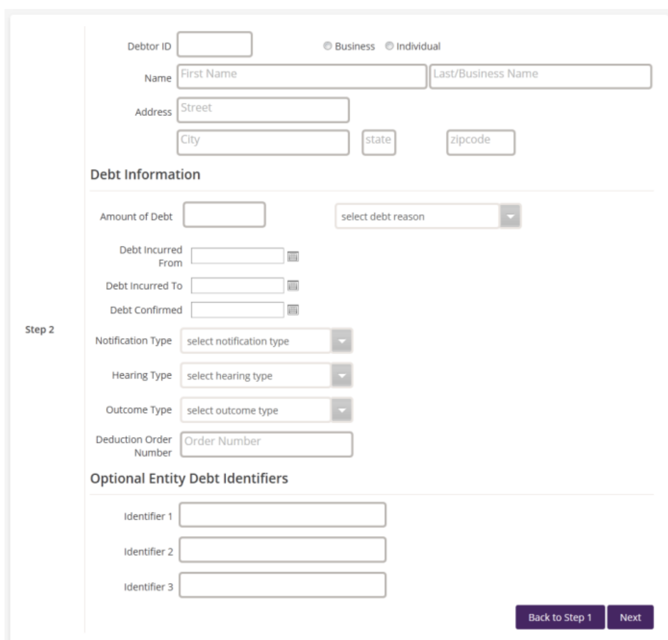
1. Select the **Claims | Add** menu option. The system asks you to confirm your method of entry.



Select Manual Entry, followed by the **Next** key.



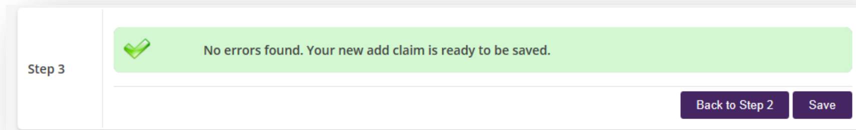
2. The system provides all fields necessary to manually enter debtor and debt information:



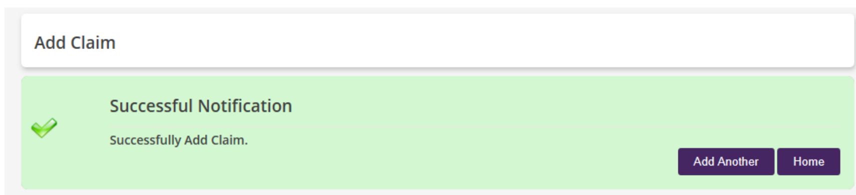
3. Enter claim details. All fields are required with the exception of the debtor address and Optional Entity Debt Identifier fields. The optional identifer

fields allow you to provide additional information which can assist you in identifying the specific claim, such as a ticket number, account number, address, etc.

4. When complete, click **Next**. The system will validate the information entered.



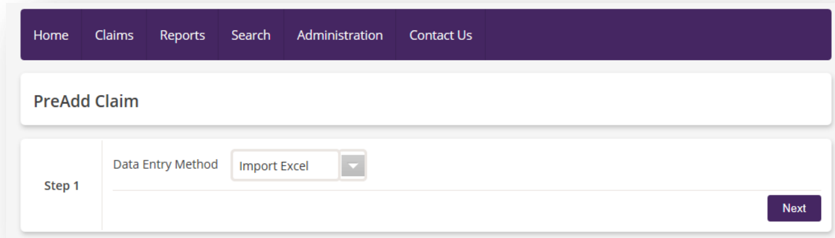
5. If errors are found, return to the previous step and update the information. When no errors remain, click **Save.** A confirmation appears.



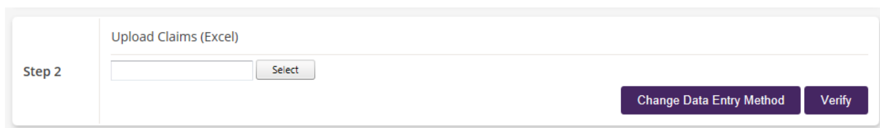
6. You may select **Add Another** to create additional Add claims for the current queue or **Home** to return to the entity home view.

To Import Add Claims from an Excel File

1. Select the **Claims | Add** menu option. The system asks you to confirm your method of entry.

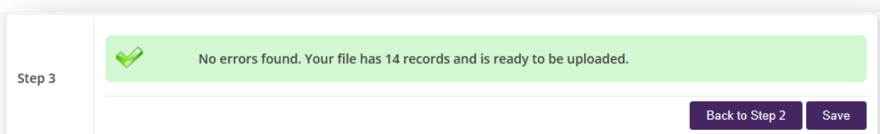


Select **Import Excel**, followed by **Next**. Step 2 appears.



2. Browse to and select the appropriate import file.

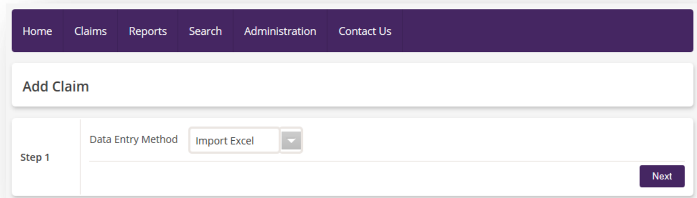
3. Click **Verify**. This applies business rules to the file to ensure all data is properly formatted to prevent issues once reaching SAMS. If errors are found, they will be listed on the interface. All errors must be corrected for the file to successfully load. See *Resolving Import File Errors*, page 42 for more information. If no errors are found, a confirmation appears:



4. Click **Save**. Claims are added to the queue, awaiting submission to IOC.

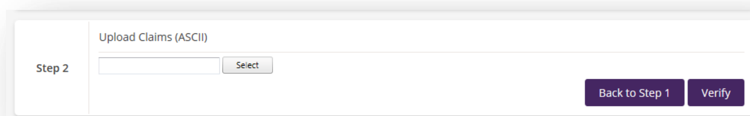
To Import Add Claims from an ASCII File

1. Select the **Claims | Add** menu option. The system asks you to select your method of entry.

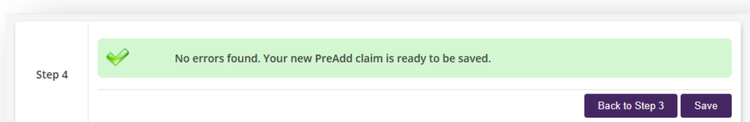


   Select **Import ASCII**, followed by **Next**.

2. The system requires that you browse to and select the appropriate import file.



3. Click **Verify**. This applies business rules to the file to ensure all data is properly formatted to prevent issues once reaching SAMS. If errors are found, they will be listed on the interface. All errors must be corrected for the file to successfully load. See *Resolving Import File Errors*, page 42 for more information. If no errors are found, a confirmation appears:



4. Click **Save**. Claims are added to the queue, awaiting submission to IOC. See *Submitting Claims*, page 53, for more information.

Tips for Importing ASCII Files:

ASCII files must comply with the following rules for successful import:

- Strictly follow the required ASCII file layout (see *File Layouts*, page 56).
- Header records must contain the current date (date of the upload).
- Header records must reflect the correct Entity ID (Agency Code).
- The Entity ID reflected in the header record must match the Entity ID listed in each detail record within the file.

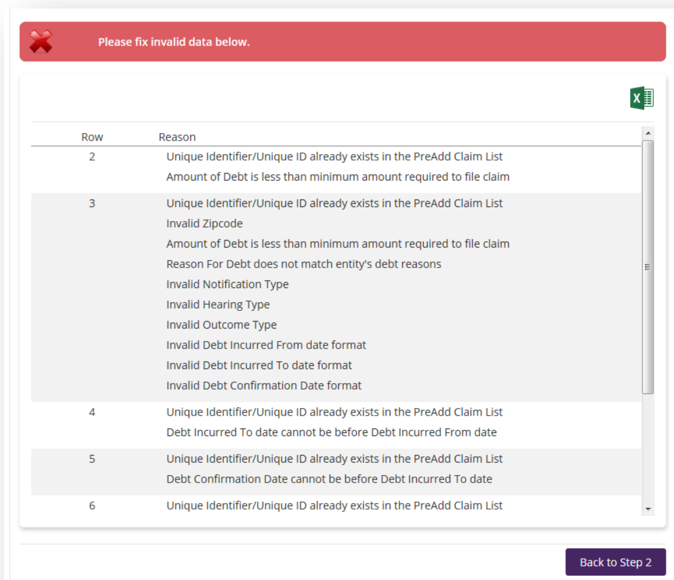
Resolving Import File Errors

For any imported file (both PreAdd and Add using Excel or ASCII), the system applies a set of validation rules to the records to ensure they can be successfully processed once received by the Illinois Office of the Comptroller. If any records within a given file fail these validations, the entire file will not be loaded. Errors are listed near the bottom of the page.

Viewing Errors

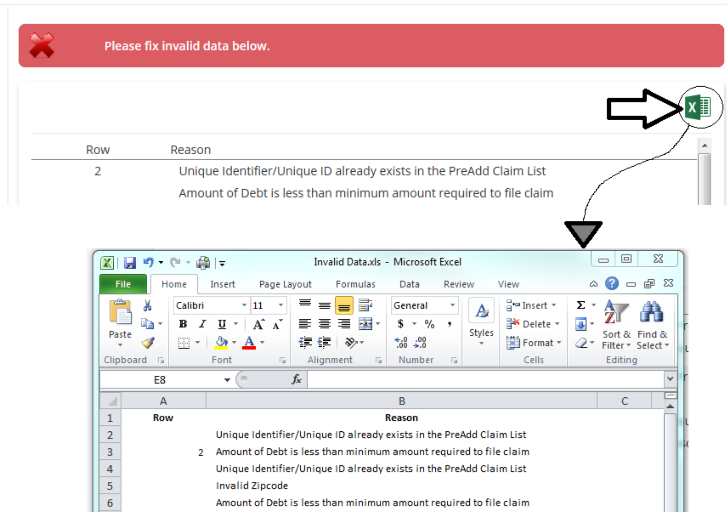
After verifying a file, any resulting errors are listed near the bottom of the screen.

The columned titled "Row" refers to the row number within the Excel spreadsheet or the line number within the ASCII text file. The Reason column identifies the nature of the problem.



Exporting the Error List

In addition to viewing the listing, IDROP provides an option to export the error list to an Excel spreadsheet which can then be printed for your reference when resolving the issues.



Changing Claims

ACCESS

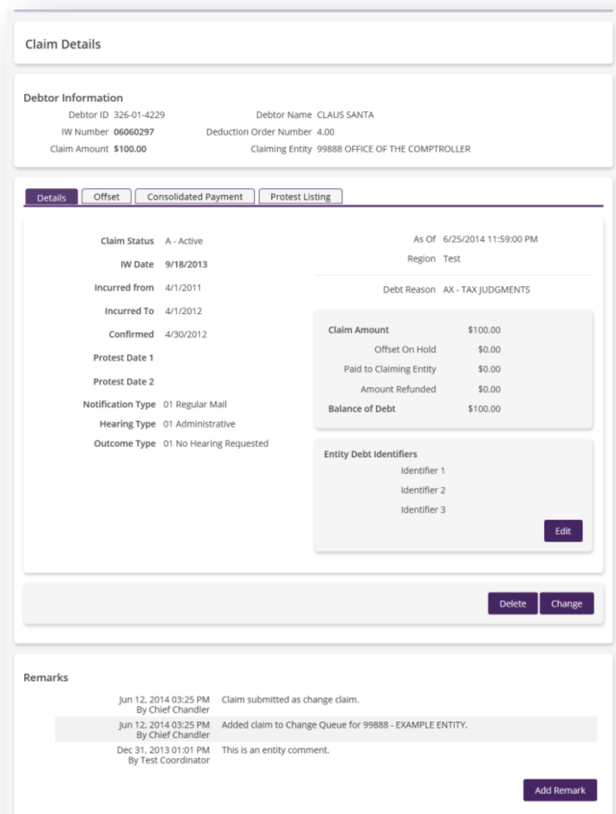
Chief Officer
Entity Coordinator
Entity User

To Modify a Single Claim Record

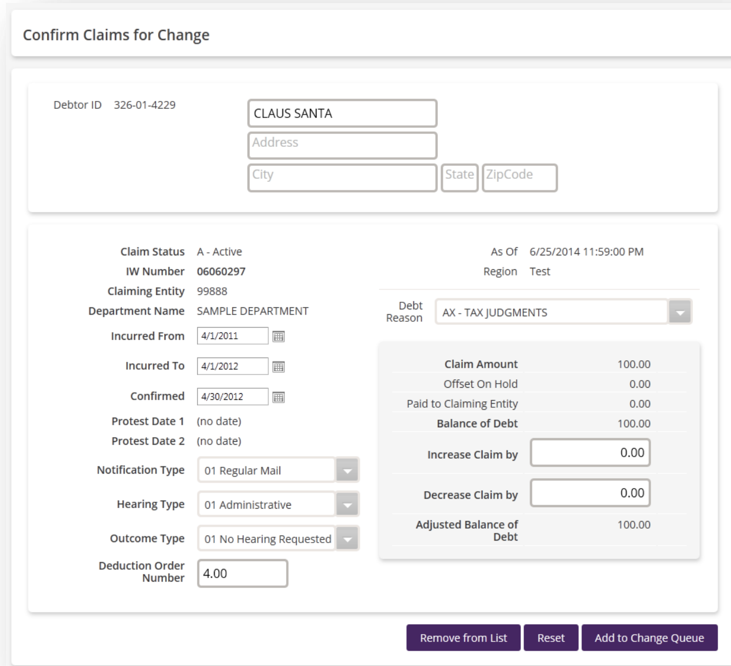
1. Select the **Claims | Change** menu option. The Search Claim to Change option appears.

2. Search for the desired claim. You may search by Debtor ID, Name, IW Number, Status and Debt Confirmed Date. A list of claims matching the criteria appears.

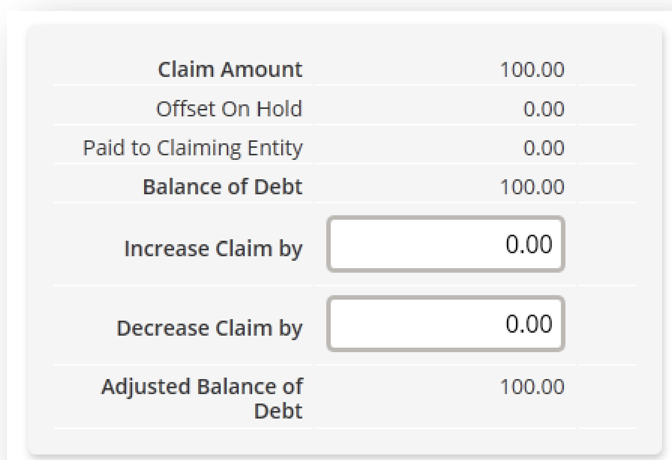
3. Click the Debtor ID in the grid to view the claims details.



4. Click the **Change** button to update the claim details. Fields which can be updated will be enabled for editing.



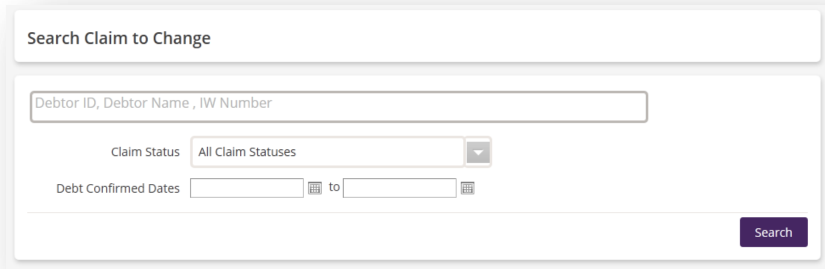
5. Enter changes for the claim. Note that changes to the debt amount via the Increase or Decrease claim by fields will adjust the balance of debt amount:



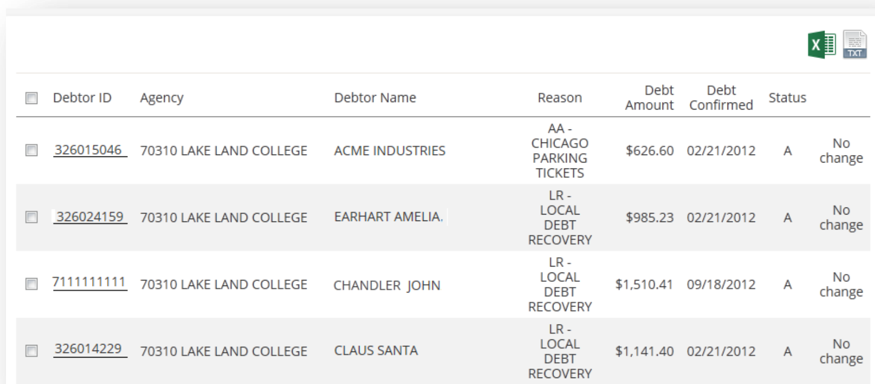
6. Click **Add to Change Queue** to save changes to the claim and add it to the pending Change queue, awaiting submission to IOC. When all changes have been added to the Queue, proceed with *Submitting a Claim*, page 53.

To Modify Multiple Claim Records

1. Select the **Claims | Change** menu option. The Search Claim to Change option appears.



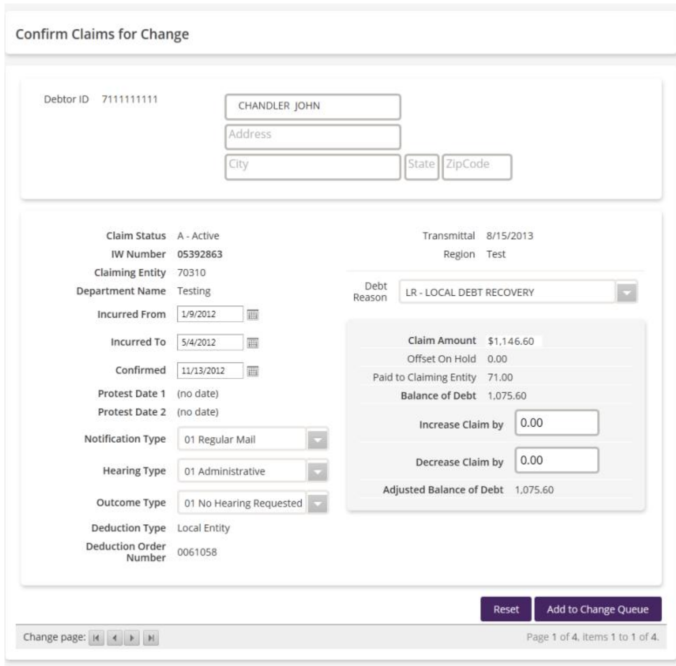
2. Search for the desired claims. You may search by Debtor ID, Name, IW Number, Status and Debt Confirmed Date. A list of claims matching the criteria appears.



Debtor ID	Agency	Debtor Name	Reason	Debt Amount	Debt Confirmed	Status	
326015046	70310 LAKE LAND COLLEGE	ACME INDUSTRIES	AA - CHICAGO PARKING TICKETS	$626.60	02/21/2012	A	No change
326024159	70310 LAKE LAND COLLEGE	EARHART AMELIA.	LR - LOCAL DEBT RECOVERY	$985.23	02/21/2012	A	No change
7111111111	70310 LAKE LAND COLLEGE	CHANDLER JOHN	LR - LOCAL DEBT RECOVERY	$1,510.41	09/18/2012	A	No change
326014229	70310 LAKE LAND COLLEGE	CLAUS SANTA	LR - LOCAL DEBT RECOVERY	$1,141.40	02/21/2012	A	No change

3. Select the checkboxes associated with the claims you wish to update.

4. Click **Change**. The first record of those selected appears for updating. A series of browse buttons is provided beneath the claim details, allowing you to access any of the selected claims.



5. Update the claim as desired, clicking **Add to Change Queue** for each claim. Then browse to the next claim requiring modification and repeat Steps 4 and 5 until all changes have been completed.

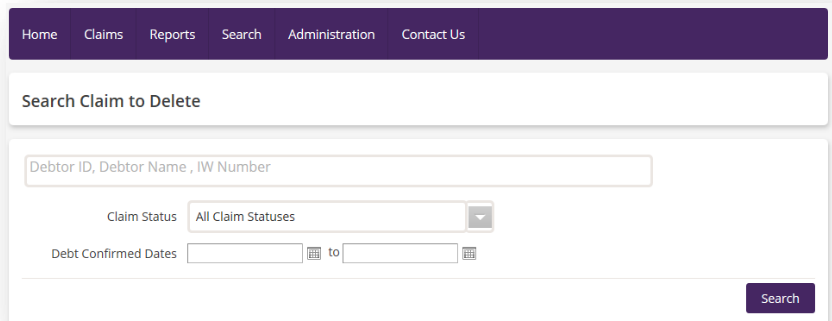
ACCESS

Chief Officer
Entity Coordinator
Entity User

Deleting Claims

Deleting a Claim

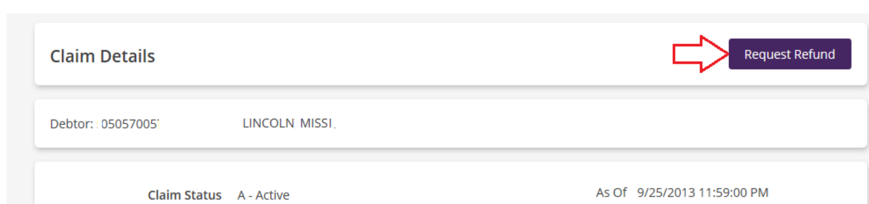
1. Select the **Claims | Delete** menu option. The Search Claims to Delete option appears.



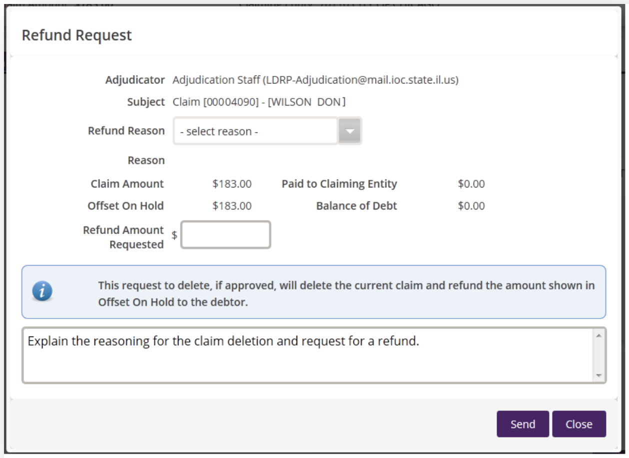
2. Search for the claim, or group of claims, you wish to delete.
3. Select the desired claim(s) from the results and click **Delete**. The selected claims are added to the pending Delete queue.
4. Proceed with *Submitting Claims,* page 53.

Requesting a Refund *(Local Claiming Entities Only)*

1. Search for the desired claim as described in *Searching for a Claim*, page 29.
2. From the Claim Detail view, select the **Request Refund** option.



3. A preformatted refund request email will be created, requiring you to provide additional information regarding the request:



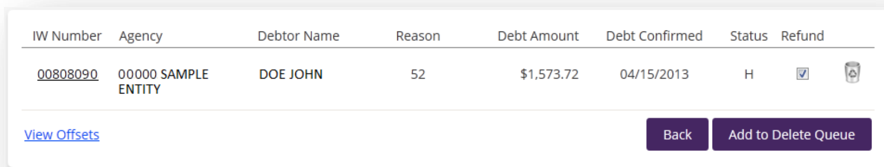
4. Complete the request and click send. An email is forwarded to the IOC adjudication team who will review your request and process the refund, if approved. A note will be placed on the claim details view, noting that a refund has been requested.

Deleting and/or Refunding a Claim *(State Claiming Entities Only)*

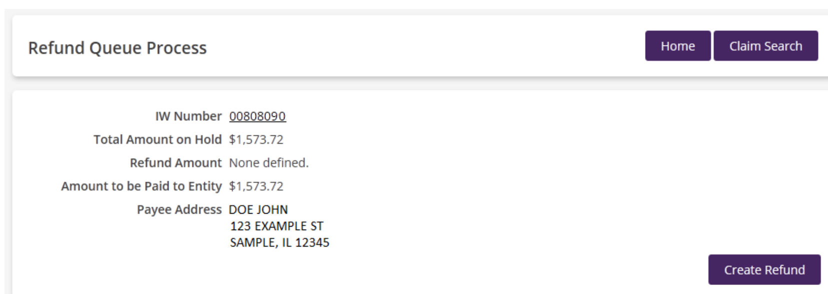
When a State claiming entity requests to delete a claim, by default, any offset amounts currently on hold for the claim will be automatically refunded to the debtor. It is also possible for users with submission authority to indicate that a refund should not be issued.

1. Search for the desired claim as described in *Searching for a Claim*, page 29.

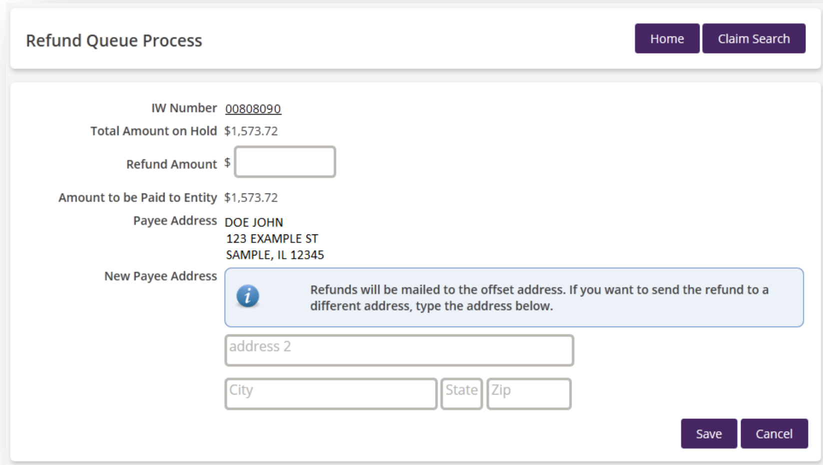
2. Select the **Delete** option associated with the claim. The claim is added to the Confirm window. By default the Allow Refund checkbox is selected. To proceed with the deletion ***without issuing a refund***, ***clear*** the Allow Refund checkbox for the claim.



3. Select the **Add to Delete Queue** option The Refund Queue Process view appears.



4. Select **Create Refund**. Fields enable for entry of the refund details:

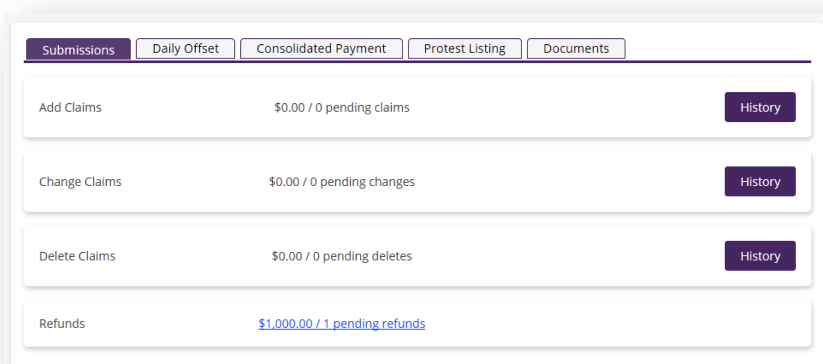


5. Enter refund information.

   The **Refund Amount** is required and can be any amount up to but not greater than the Total Amount on Hold.

   The **New Payee Address** fields are not required and allow you to define an address to which the refund will be distributed. If no address is provided, the refund is returned to the payee address noted. Note that if multiple offsets are being refunded which have multiple payee addresses, **each** refund will be sent to the associated payee address.

6. Click **Save**. The refund is added to the Pending Refund queue on your Entity Home Page. An authorized user must submit the queue of pending refunds to IOC for the refund to be processed.



Chapter

4

Submitting Claims

The submission of claims is limited to users given the authority solely by the Chief Officer of the associated entity. The submission process includes the verification of the debt details and also the certification of debt.

Submitting files to the IOC refers to the filing of eligible debt with the Office of the Comptroller for the purpose of offset against state issued payments.

In this Chapter…

- Submitting Claims
- Certifying Debt

ACCESS

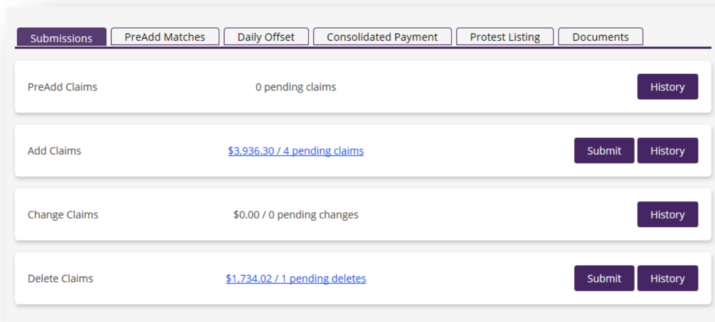
Chief Officer
Authorized Deputies

Submitting Claims

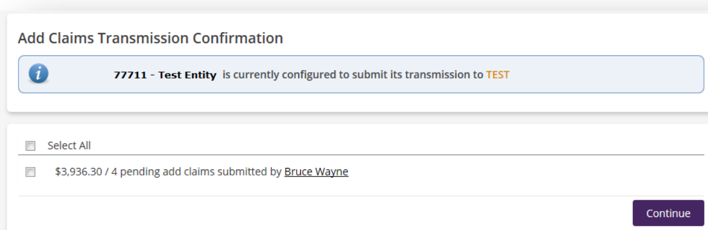
Submitting a Queue of Pending Claims

In this procedure, the Add Claim queue is used as an example; however, the process is identical for all claim queues. Note that only users designated by the Chief Officer will have the option to submit. See *Authorizing Users to Submit*, page 24.

1. Access the entity home page to view the list of pending submissions.

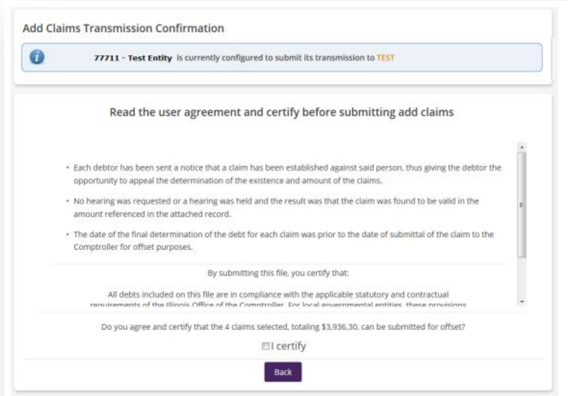


2. Click the **Submit** option associated with the desired file. A confirmation message appears, listing the amount and number of claims by user. This also verifies the environment into which you will be posting data, either Test of Production.

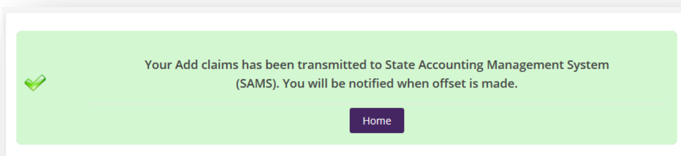


3. Select the group of claims to be submitted. You can use the checkbox at the top of the listing to select all claims.

4. Select **Continue**. The agreement appears.



5. Select the **I Agree** or **I Certify** checkbox followed by **Confirm** (which appears only when the checkbox has been selected). A message appears, confirming the successful generation of the file. Note that the content of this message is based upon the type of file submitted.



ACCESS

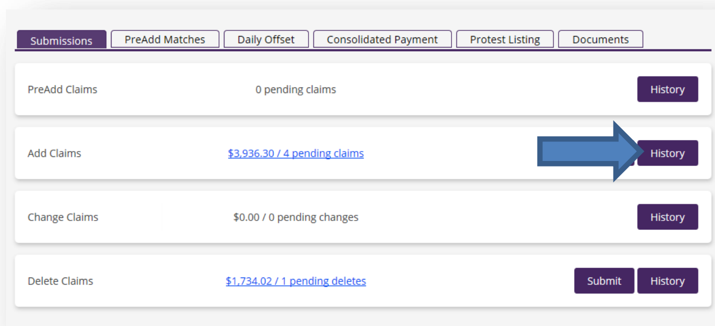
Chief Officer
Entity Coordinator
Entity User

Submission History

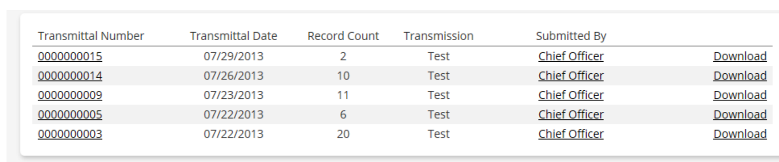
You can view the contents of a submitted file via the IDROP interface as described in *Viewing Submission History* below. This will list the claims included in the file, allowing you to view the certification of debt and the generated text file. Each time a submission takes place, a text file is generated which is used by the systems behind the scenes to transmit the claim data.

Viewing Submission History

1. From the entity home page, select the **History** button associated with the desired file type (i.e. PreAdd, Add, Change or Delete).



The Past Submissions view appears:

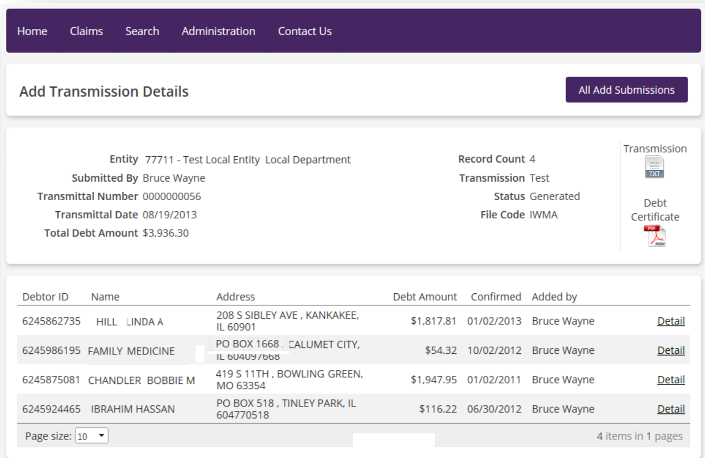


Transmittal Number	Transmittal Date	Record Count	Transmission	Submitted By	
0000000015	07/29/2013	2	Test	Chief Officer	Download
0000000014	07/26/2013	10	Test	Chief Officer	Download
0000000009	07/23/2013	11	Test	Chief Officer	Download
0000000005	07/22/2013	6	Test	Chief Officer	Download
0000000003	07/22/2013	20	Test	Chief Officer	Download

Viewing an Individual Transmittal File Detail

1. Access the Submission History as described *Viewing Submission History,* page 55.

2. Click the Transmittal Number associated with the desired submission file to view its contents. The Transmittal Detail view appears.

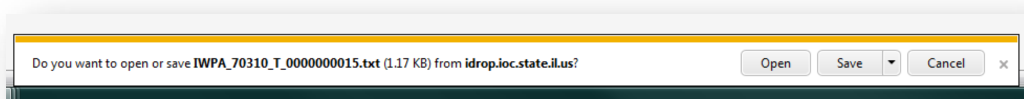


3. If necessary, click the individual **Detail** link to view the specifics of a given claim within the file.

Viewing the ASCII Text File

Each time a file is submitted to IOC, it is translated into a precise ASCII text file which is compatible with the Statewide Accounting Management Software (SAMS). This file is forwarded to SAMS for processing and is available from the transmittal history.

1. From the Submittal History view, select the download option associated with the desired file. The system displays a dialog box near the bottom of the view.

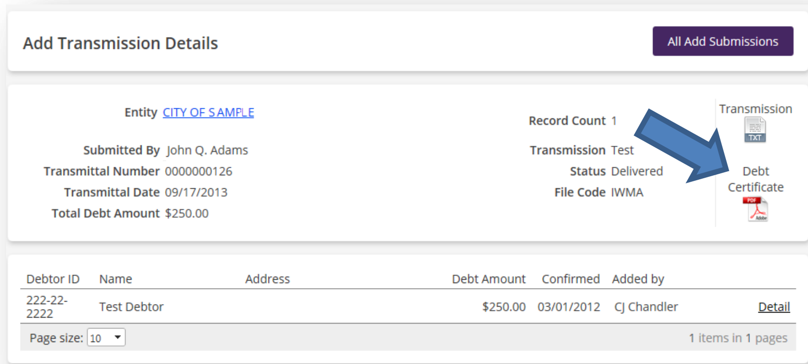


2. Select the desired option:

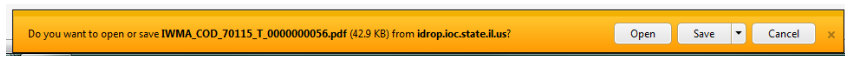
- **Open** will display the text file in Notepad.
- **Save** or **Save As** will allow you to download and store the file in a directory location you designate.
- **Cancel** will return to the history view.

Viewing the Certification of Debt

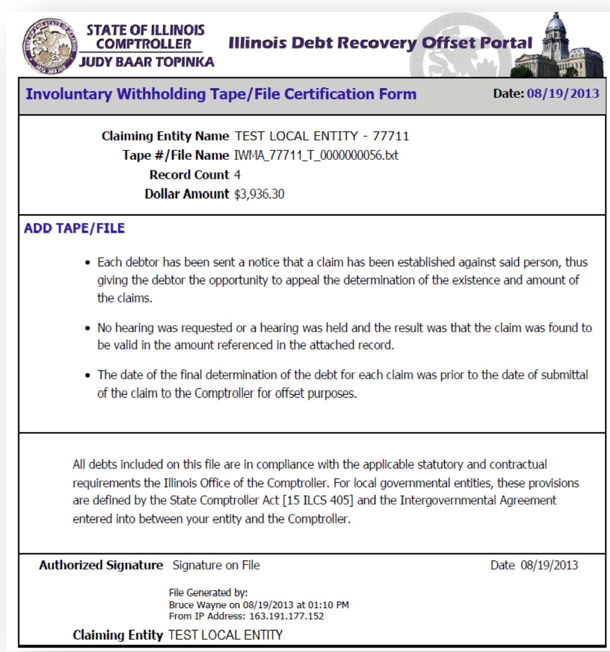
1. From the Transmission Detail view (See *Viewing an Individual Transmittal's Detail*, page 52), select the **Debt Certificate** link.



2. The system prompts you to **Open** or **Save** the certificate.



3. To view the certification, select **Open**. The form appears in PDF format:



STATE OF ILLINOIS COMPTROLLER JUDY BAAR TOPINKA

Illinois Debt Recovery Offset Portal

Involuntary Withholding Tape/File Certification Form Date: 08/19/2013

Claiming Entity Name TEST LOCAL ENTITY - 77711
Tape #/File Name IWMA_77711_T_0000000056.txt
Record Count 4
Dollar Amount $3,936.30

ADD TAPE/FILE

- Each debtor has been sent a notice that a claim has been established against said person, thus giving the debtor the opportunity to appeal the determination of the existence and amount of the claims.
- No hearing was requested or a hearing was held and the result was that the claim was found to be valid in the amount referenced in the attached record.
- The date of the final determination of the debt for each claim was prior to the date of submittal of the claim to the Comptroller for offset purposes.

All debts included on this file are in compliance with the applicable statutory and contractual requirements the Illinois Office of the Comptroller. For local governmental entities, these provisions are defined by the State Comptroller Act [15 ILCS 405] and the Intergovernmental Agreement entered into between your entity and the Comptroller.

Authorized Signature Signature on File Date 08/19/2013

File Generated by:
Bruce Wayne on 08/19/2013 at 01:10 PM
From IP Address: 163.191.177.152

Claiming Entity TEST LOCAL ENTITY

Notifications

ACCESS
Chief Officer Entity Coordinator Entity User

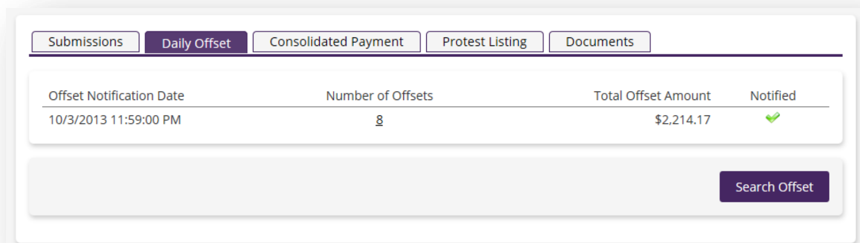
Types of Notifications

Notifications are provided to each entity with many of IOC's activities. For example, a notification of an offset is forwarded to you each time a payment is intercepted and any portion of a debt is recovered. Also, notifications are distributed when a payment is issued to the claiming entity.

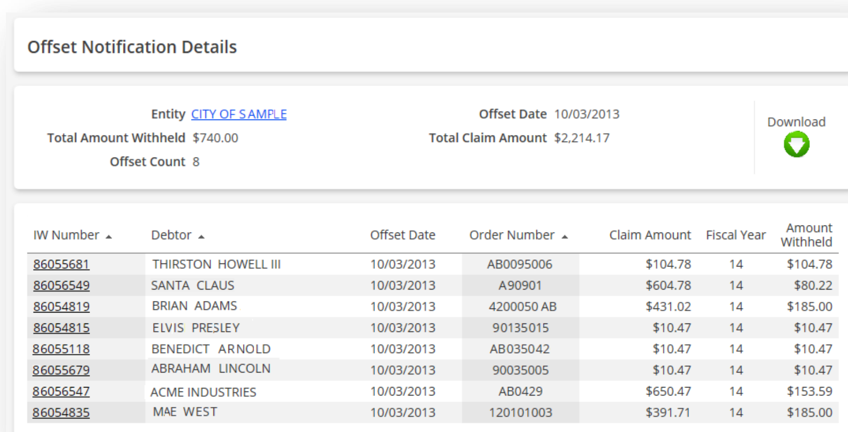
Viewing Daily Offset Notifications

During the nightly cycle, a summary of offsets withheld for each entity is generated. This listing will be displayed on the Daily Offset tab of the entity home page.

1. Select the **Daily Offset** tab from the Entity Home page.



2. Select the Number of Offsets for the desired offset date to view the individual offsets included in that offset amount.


Offset Notification Details

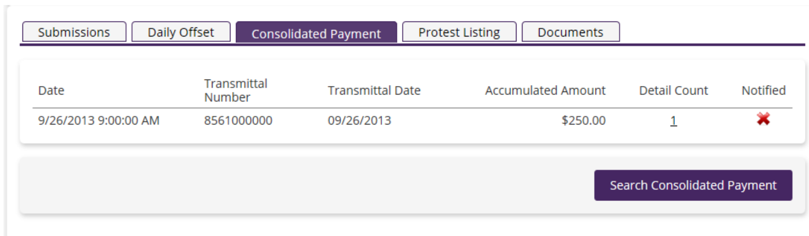
Entity CITY OF SAMPLE
Total Amount Withheld $740.00
Offset Count 8
Offset Date 10/03/2013
Total Claim Amount $2,214.17
Download

IW Number	Debtor	Offset Date	Order Number	Claim Amount	Fiscal Year	Amount Withheld
86055681	THIRSTON HOWELL III	10/03/2013	AB0095006	$104.78	14	$104.78
86056549	SANTA CLAUS	10/03/2013	A90901	$604.78	14	$80.22
86054819	BRIAN ADAMS	10/03/2013	4200050 AB	$431.02	14	$185.00
86054815	ELVIS PRESLEY	10/03/2013	90135015	$10.47	14	$10.47
86055118	BENEDICT ARNOLD	10/03/2013	AB035042	$10.47	14	$10.47
86055679	ABRAHAM LINCOLN	10/03/2013	90035005	$10.47	14	$10.47
86056547	ACME INDUSTRIES	10/03/2013	AB0429	$650.47	14	$153.59
86054835	MAE WEST	10/03/2013	120101003	$391.71	14	$185.00

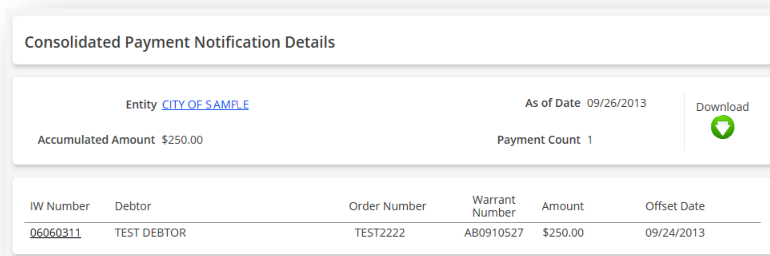
Viewing Consolidated Payment Notifications

Each week, a payment is generated to entities that have offsets which have passed the 60-day protest period and as a result may be released to the claiming entity. All claims included in the weekly payment are listed in a Consolidated Payment Listing.

1. Select the **Consolidated Payment** tab from the Entity Home page.



2. Select the Detail Count for the desired payment to view the individual offsets included in that payment.



Appendix

A

APPENDICES

The following documents are referenced within this user manual and will assist you in better understanding the operations of the Illinois Debt Recovery Office Portal (IDROP).

The following appendices are provided for your reference…

- File Layouts

Excel File Layout

Add File:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V
1	Individual Business Indicator	SSN/FEIN	First Name	Last Name	Business Name	Amount of Debt	Alternate Debt Identifier	Reason for Debt	Notification Type	Hearing Type	Outcome Type	Debt Incurred From	Debt Incurred To	Debt Confirmed Date	Debtor Name 2	Address	City	State	Zip	Optional Debt Identifier 1	Optional Debt Identifier 2	Optional Debt Identifier 3
2																						
3																						

Add Excel Template Instructions

Notes:

- The first row of your spreadsheet will be ignored during processing. As a result, this row should contain headings or remain blank.
- Most Excel cell formatting settings are supported, however, it is recommended that you format the entire spreadsheet as TEXT to avoid potential import and validation errors.

Column	Heading Name	Field Size	Definition	Rules
A.	Individual/Business Indicator	10	Identifies the debtor as a person (SSN) or business (FEIN)	Accepts 'Individual' or 'Business' only All other values rejected
B.	SSN/FEIN	9	Debtor's SSN or FEIN	Requires 9 digits
C.	First Name	12	Debtor's First Name	Individual use only
D.	Last Name	18	Debtor's Last Name	Individual use only
E.	Business Name	30	Business Name	Business use only
F.	Amount of Debt	10	Total amount of debt to be placed on IOC systems	Must be greater than 9.99 Decimal required even if reporting a whole dollar amount Format as ####.## $ or , permitted but not required
G.	Alternate Debt Identifier	10	An entity-defined descriptor of the debt	Required if reporting by TIN

Column	Heading Name	Field Size	Definition	Rules
			such as an account number, address, etc.	
H.	Reason for Debt	2	Code(s) provided by IOC	Requires a two-character code Code must be assigned to claiming entity in IDROP
I.	Notification Type	2	The method in which the debtor was notified of the delinquency: 01 – US Mail 02 – Certified Mail 03 – Oral Notification 04 – E-mail	Accepts only 01, 02, 03, or 04
J.	Hearing Type	2	The method offered to the debtor to review the delinquent debt: 01 – Administrative 02 – Face to Face (Conciliation) 03 – Civil Court	Accepts only 01, 02, or 03
K.	Outcome Type	2	The decision or result of the above hearing: 01 – No Hearing Requested 02 – Debt Confirmed at Hearing 03 – Civil Court Settlement	Accepts only 01, 02, or 03
L.	Debt Incurred From	10	Represents the date on which the debt began (MM/DD/YYYY) For example: • A parking ticket, single fee or fine date • The start date of a lease agreement or municipal services • The start date of a semester or quarter for which tuition is due	Validates month, day and year Must be equal or less than Debt Incurred To Cannot be a future date Slashes (/) or dashes (-) permitted but not required
M.	Debt Incurred To	10	Represents the end date of debt, to show duration of the debt (MM/DD/YYYY) For example: • A parking ticket, single fee or fine date (may be same as start date)	Validates month, day and year Must be equal or greater than Debt Incurred From Cannot be a future date Slashes (/) or dashes (-) permitted but not required

Column	Heading Name	Field Size	Definition	Rules
			• End of a lease agreement municipal services • The end date of a semester or quarter for which tuition is due	
N.	Debt Confirmed Date	10	The date on which the debt is finally determined as currently due and payable, also referred to as the date of final determination. (MM/DD/YYYY) For example: • The date of a hearing where the debt is confirmed or a settlement is reached • The date the final notice of delinquency is provided to the debtor, such as a final notice of billing or termination of municipal services	Valid month, day and year Equal or greater than Debt Incurred To Cannot be a future date Slashes (/) or dashes (-) permitted but not required
O.	Debtor Name 2		Currently not supported	
P.	Address		Currently not supported	
Q.	City		Currently not supported	
R.	State		Currently not supported	
S.	Zip		Currently not supported	
T.	Optional Debt Identifier 1		Entity-defined debt identification information	
U.	Optional Debt Identifier 2		Entity-defined debt identification information	
V.	Optional Debt Identifier 3		Entity-defined debt identification information	

PreAdd File Layout:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	LR Unique ID	Individual Business Indicator	Business Name	First Name	Last Name	Street Address	City	State Code	Zip Code	Amount of Debt	Reason for Debt	Notification Type	Hearing Type	Outcome Type	Debt Incurred From	Debt Incurred To	Debt Confirme d Date	Optional Debt Identifier 1	Optional Debt Identifier 2	Optional Debt Identifier 3
2																				

PreAdd Excel Template Instructions

Notes:

- The first row of your spreadsheet will be ignored during processing. As a result, this row should contain headings or remain blank.
- Most Excel cell formatting settings are supported, however, it is recommended that you format the entire spreadsheet as TEXT to avoid potential import and validation errors.

Column	Heading Name	Field Size	Definition	Rules
A.	Debtor ID/Unique ID	10	A unique identifier assigned by the entity which identifies the debtor. This ID will be used by both IOC and the claiming entity in all communications	Cannot be more than 10 characters
B.	Individual/Business Indicator	10	Identifies the debtor as a person or business	Accepts 'Individual' or 'Business' only All other values rejected
C.	Business Name	40	Business Name	Business use only
D.	First Name	12	Debtor's First Name	Individual use only
E.	Last Name	18	Debtor's Last Name	Individual use only
F.	Street Address	35	Debtor's Street Address	Required
G.	City	20	Debtor's City	Required
H.	State Code	2	Debtor's State Code	Valid state abbreviation or 'FN' for (foreign nation)
I.	Zip Code	9	Debtor's Zip Code	Must be 5 or 9 digits Dash permitted but not required
J.	Amount of Debt	10	Total amount of debt to be placed on IOC systems.	Must be greater than 9.99 Decimal required even if reporting a whole dollar amount Format as ####.## $ or , permitted but not required

Column	Heading Name	Field Size	Definition	Rules
K.	Reason for Debt	2	Code(s) provided by IOC	Must be a two-digit code Code must be assigned to claiming entity in IDROP
L.	Notification Type	2	The method in which the debtor was notified of the delinquency: 01 – US Mail 02 – Certified Mail 03 – Oral Notification 04 – E-mail	Accepts only 01, 02, 03, or 04
M.	Hearing Type	2	The method offered to the debtor to review the delinquent debt: 01 – Administrative 02 – Face to Face 03 – Civil Court	Accepts only 01, 02, or 03
N.	Outcome Type	2	The decision or result of the above hearing: 01 – No Hearing Requested 02 – Debt Confirmed at Hearing 03 – Civil Court Settlement	Accepts only 01, 02, or 03
O.	Debt Incurred From	10	Represents the date on which the debt began (MM/DD/YYYY) For example: • A parking ticket, single fee or fine date • The start date of a lease agreement or municipal services • The start date of a semester or quarter for which tuition is due	Validates month, day and year. Must be equal or less than Debt Incurred To Cannot be a future date Slashes (/) or dashes (-) permitted but not required Date of ticket
P.	Debt Incurred To	10	Represents the end date of debt, to show duration of the debt (MM/DD/YYYY) For example: • Final due date of the debt • End of a lease agreement municipal services • The end date of a semester or quarter for which tuition is due.	Validates month, day and year Must be equal or greater than Debt Incurred From Cannot be a future date Slashes (/) or dashes (-) permitted but not required.

Column	Heading Name	Field Size	Definition	Rules
Q.	Debt Confirmed Date	10	The date on which the debt is finally determined as currently due and payable, also referred to as the date of final determination (MM/DD/YYYY) For example: • The date of a hearing where the debt is confirmed or a settlement is reached • The date the final notice of delinquency is provided to the debtor, such as a final notice of billing or termination of municipal services	Valid month, day and year Greater than Debt Incurred To Cannot be a future date Slashes (/) or dashes (-) permitted but not required
R.	Optional Debt Identifier 1		Entity-defined debt identification information	
S.	Optional Debt Identifier 2		Entity-defined debt identification information	
T.	Optional Debt Identifier 3		Entity-defined debt identification information	

ASCII File Layouts

PreAdd File

Description	This file layout should be utilized when providing the IOC with debtor records from the Local Claiming Entity receivables system to identify the debtor, if possible. The IOC will process the file and make a return file available that contains those debtors which were successfully identified. Once a full or partial match is made for a debtor, the pre-add process should not be used for the debtor again. The IOC will maintain a history of the Local Claiming Entity Unique Identifier.
Length	300 bytes
Format	US-ASCII, fixed width

File Name	• Format is tttt_aaaaa_r_tttttttttt.txt
	  ○ tttt = "IWPA"
	  ○ aaaaa = Agency Number (see below)
	  ○ r = file region (P = Production; T = Test)
	  ○ tttttttttt = Transmittal Number (see below)
	• Underscores should be used between qualifiers

Technical Notes	• All alpha characters must be submitted in UPPER CASE • Punctuation is not allowed • The only valid special character is "-" (hyphen); it should only be used in hyphenated last names • Middle names or initials should NOT be provided • All fields are required, unless **otherwise noted** • The IOC Name and Address (bytes 148-267) fields are for informational purposes only; do not use when building records for **Maintenance Add** files

HEADER RECORD				
DATA ELEMENT	**FROM**	**THRU**	**PICTURE**	**COMMENTS**
Header Type	1	1	X(1)	Valid value = 'H'
Transmittal Number	2	11	X(10)	LR number to identify the file contents
Transmittal Date	12	17	9(6)	Date of file transmittal (MMDDYY)
Agency Number	18	22	X(5)	Assigned five digit code from the IOC
Filler	23	300	X(278)	**MUST BE SPACES; reserved for IOC use**

DETAIL RECORD				
DATA ELEMENT	**FROM**	**THRU**	**PICTURE**	**COMMENTS**
nique Identifier	1	10	X(10)	Unique value that identifies the debtor to the Local Claiming Entity. **This value will be required on all debtor maintenance records; this value can only be used for one entity, it cannot be re-used.**
First Name	11	40	X(30)	Debtor's First Name. Must be spaces if a Business
Last (or Business) Name	41	80	X(40)	Debtor's Last (if Individual) or Business Name
Street Address	81	115	X(35)	Debtor's Street Address
City	116	135	X(20)	Debtor's City
State Code	136	137	X(2)	Debtor's State Code
Zip Code	138	146	X(9)	Debtor's Zip Code. Left-justify, space unused bytes Do not add hyphen before zip plus four, if provided
IOC Match Indicator	147	147	X(1)	Values are: F=Full Match P=Partial Address Match N=No Match **[SPACES; supplied on return file]**
IOC Name 1	148	177	X(30)	IOC Name 1 **[SPACES; supplied on return file]**
IOC Name 2	178	207	X(30)	IOC Name 2 **[SPACES; supplied on return file]**
IOC Address	208	237	X(30)	IOC Address **[SPACES; supplied on return file]**
IOC City	238	255	X(18)	IOC City **[SPACES; supplied on return file]**
IOC State	256	257	X(2)	IOC State Code **[SPACES; supplied on return file]**
IOC Zip	258	267	X(10)	IOC Zip Code. This field may contain hyphen, if provided by the state agency. **[SPACES; supplied on return file]**
IOC Partial Match Description	268	282	X(15)	Only populated if IOC Match Indicator = 'P' or 'N'. If 'P', values are: ADDRESS (exact name/partial address match), NAME (partial name/exact address match), NAME & ADDRESS (partial name/partial address match); if 'N', values are: CUST MISMATCH (name provided does not match our debtor file). **[SPACES; supplied on return file]**
Filler	283	300	X(18)	**SPACES; reserved for IOC use**

TRAILER RECORD				
DATA ELEMENT	**FROM**	**THRU**	**PICTURE**	**COMMENTS**
Record Trailer Type	1	1	X(1)	Valid value = 'T'
Record Count	2	7	9(6)	Total count of all detail records
Filler	8	300	X(293)	**MUST BE SPACES; reserved for IOC use**

Add File

Description	This file layout should be utilized when providing the IOC with debtor maintenance add records for involuntary withholdings.
Length	300 bytes
Format	US-ASCII, fixed width
File Name	• Format is tttt_aaaaa_r_tttttttttt.txt ○ tttt = "IWMA" ○ aaaaa = Agency Number (see below) ○ r = file region (P = Production; T = Test) ○ tttttttttt = Transmittal Number (see below) • Underscores should be used between qualifiers
Technical Notes	• All alpha characters must be submitted in UPPER CASE • Punctuation is not allowed • The only valid special character is "-" (hyphen); it should only be used in hyphenated last names • Middle names or initials should NOT be provided • **All fields are required**, unless otherwise noted

HEADER RECORD

DATA ELEMENT	FROM	THRU	PICTURE	COMMENTS
Header Type	1	1	X(1)	Valid Value = 'H'
Transmittal Number	2	11	X(10)	LR number to identify the file contents
Transmittal Date	12	17	X(6)	Date of Transmittal (MMDDYY)
Agency Number	18	22	X(5)	Five-digit code assigned by the IOC
Filler	23	300	X(278)	MUST BE SPACES; Reserved for IOC use

DETAIL RECORD				
DATA ELEMENT	FROM	THRU	PICTURE	COMMENTS
SSN/FEIN/Unique Identifier	1	10	X(10)	SSN (Individual) [byte 10 = 1] or, FEIN (Business) [byte 10 = 2] or, Unique Identifier assigned by the entity
Claiming Agency	11	15	X(5)	Assigned five digit code from the IOC
Filler	16	21	X(6)	MUST BE SPACES; Reserved for IOC use
Reason for Debt	22	23	X(2)	Valid values from DBRC table.
Filler	24	27	X(4)	MUST BE SPACES; Reserved for IOC use
Amount of Debt	28	36	9(7)v99	Total amount of debt to be placed on IOC systems. Must be zero filled and right justified. Decimal place is assumed, DO NOT provide decimal point.
Debtor Name	37	66	X(30)	Debtor's Name ((Last First) or Business). Compress Last and First or Business name into the available bytes.
Claimant Name	67	96	X(30)	Name of the Local Claiming Entity division
Deduction Type	97	97	X(1)	Value = '6' if it is local and Value='2' if it is state entity
Deduction Order Number	98	107	X(10)	If using Unique Identifier, this field is reserved for IOC use, leave blank If providing SSN/FEIN, field is entity-defined and IDROP should Insert ALT DET ID column G in the spreadsheet
Filler	108	132	X(25)	MUST BE SPACES; Reserved for IOC use
IW Number	133	140	X(8)	MUST BE SPACES; Reserved for IOC use
Notification Type	141	142	X(2)	See Notification Type table in this file layout
Hearing Type	143	144	X(2)	See Hearing Type table in this file layout
Outcome Type	145	146	X(2)	See Outcome Type table in this file layou
Date Debt Confirmed	147	152	X(6)	Date debt confirmed (MMDDYY)
Date Debt Incurred – From	153	158	X(6)	Begin date of debt incurred (MMDDYY)
Date Debt Incurred – To	159	164	X(6)	End date of debt incurred (MMDDYY)
Filler	165	165	X(1)	MUST BE SPACES; Reserved for IOC use
Federal Notification Indicator	166	166	X(1)	"Y" or "N"
Filler	167	180	X(14)	MUST BE SPACES; Reserved for IOC use
Debtor Name 2	181	210	X(30)	Currently not using
Debtor Address	211	230	X(20)	
Debtor City	231	248	X(18)	

DETAIL RECORD				
DATA ELEMENT	FROM	THRU	PICTURE	COMMENTS
Debtor State	249	250	X(2)	
Debtor Zip	251	260	X(10)	
Filler	261	300	X(40)	Must be spaces IOC Use Only

TRAILER RECORD				
DATA ELEMENT	FROM	THRU	PICTURE	COMMENTS
Record Trailer Type	1	1	X(1)	Enter a 'T'
Accumulated Detail Amount	2	13	9(10)v9 9	Total amount of all detail records. Decimal place is assumed, DO NOT provide decimal point.
Detail Count	14	19	9(6)	Total count of all detail records Must be zero filled and right justified
Filler	20	300	X(281)	MUST BE SPACES; Reserved for IOC use

Notification Type	
How was the debtor notified by the claiming entity that the debt was due and payable?	
Value	**Description**
01	REGULAR MAIL
02	CERTIFIED MAIL
03	VERBAL
04	EMAIL

Hearing Type	
What type of hearing was offered to the debtor?	
Value	**Description**
01	ADMINISTRATIVE
02	CONCILIATION
03	CIVIL COURT

Outcome Type	
What was the resolution (outcome) of the hearing offered to the debtor?	
Value	**Description**
01	NO HEARING REQUESTED BY THE DEBTOR
02	DEBT CONFIRMED AT HEARING
03	CIVIL COURT SETTLEMENT