



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

August 31, 2021

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Revisions to Notes Screen (Screen UND)

REQUIRED ACTION: Information Only Time Sensitive Immediate

Effective August 30, 2021, the Screen UND in the Automated Collection and Tracking System (ACTS) is updated with additional functionality. Screen UND previously did not allow additional notes to be added.

When a user presses F5 on an event and receives SCREEN UND, the new functionality of Screen UND will allow users to:

- Add additional notes to events that were automatically generated and displayed on this screen
- Add notes to events that have no notes
- Press F9 to save notes entered on each page
 - If F9 is not pressed after adding notes, notes will not be saved
- Press F8 to add additional pages
- Press F7 to go back to a previous UND screen
- Press F3 to go back to the initial event screen and
- Add up to approximately 99 pages of notes

When a user presses F5 on an event and receives SCREEN UNA, this screen has only one page with 15 lines to enter notes.

If you have any questions, please contact the Policy & Training Team at csetraining@dhhs.nc.gov or your Regional Continuous Quality Improvement (CQI) Specialist

Sincerely,

A handwritten signature in cursive script that reads "Carl West".

Senior Director for Economic Security
North Carolina Child Support Director

cc: Regional CQI Specialist
CSS_21_47

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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