



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
SUSAN G. OSBORNE • Deputy Secretary for Opportunity and Well-Being

January 3, 2024

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: CAP Services - Additional Countries

REQUIRED ACTION: <input checked="" type="checkbox"/> Information Only	<input type="checkbox"/> Action Needed
<input type="checkbox"/> Time Sensitive Action Needed	<input type="checkbox"/> Immediate Action Needed

Effective January 2, 2024, the countries of Czech Republic and Sweden joined the Central Authority Payment (CAP) service as participating countries. North Carolina will send payments on international cases with those countries using the ACH electronic process to the CAP service. The CAP Service will then transmit those payments electronically to the Czech Republic and Sweden through the federal International Treasury Services.

North Carolina completed testing of the CAP Service option and all cases with the Sweden and Czech Republic Central Authorities have been identified and updated with the CAP Service FIPS code. Holds have been lifted so that payments received may be transmitted via the CAP service.

Payments processed through the OCSS CAP Service will be transmitted once per week. Payments received by the CAP Service by Monday, will be transmitted to the Sweden and Czech Republic Central Authorities on Wednesday of that week. Those payments will be available to the Sweden and Czech Republic Central Authorities by the following Monday.

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

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

cc: Regional CQI Specialist
CSS_24_02

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

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