



North Carolina Department of Health and Human Services  
Division of Social Services  
Child Support Enforcement

Post Office Box 20800, Raleigh, NC 27619-0800 Courier # 55-41-12  
Telephone (919) 255-3800

Beverly Eaves Perdue, Governor  
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director

January 22, 2010

Dear County Director of Social Services

Good morning,

Effective Wednesday, December 23, 2009 SOLQ, Bendex, ESC and FirstStop options will be disabled for online access. The mainframes SCC4 and SCC3 are retiring. Counties will need to use the Online Verification (OLV) system to access data. The Online Verification (OLV) document is located on the CSE Internal web site, <http://cse.dhhs.state.nc.us>. Select CSE System/Policy/Procedures Updates Page in the 'System Instructions' folder.

If you have any questions, please contact the ACTS Help Desk @ 1-800-405-9053.

Have a **Great** day! And thanks for all YOU do!

**Quick tips** for searching a participant through OLV:

- Select 'Child Support' on the 'Begin Case' page
- On the 'Name Search' action change the service to 'ACTS'. Users can search by SSN, or MPI #, or IND ID or name on this page. Searching with the SSN and MPI # will be the best search method. Click on search.
- On the 'Name Search Result' page, select the participant. The name is then moved under the 'Current Case' box on the left side of OLV.
- Under 'Actions' ( left side of page), select 'Case Summary' ( #3). The participant that user is searching will display under 'Current Case' box.
- Click 'Results Summary' (#4) and select the programs that uses need researched (CNDS, EIS, FSIS, ACTS, SCCR, CIP, DOC, NEWHR, BNDX, SDX, DMV). It is best to select 'All'. Click send. OLV will display information regarding the participant. A green check mark will display to indicate positive responses from the system.
- Under 'Current Case', click on participant's name. OLV will display the 'Individual Results' page for participant with a summary of the various programs that the participant has information.

**Mission Statement**

*To consistently collect as much child support money as possible for the benefit of North Carolina's children.*

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- If 'Summary' page does not display detailed participant information for a program, click on the name of the application in the header for each program.

Effective January 19, 2010 West Virginia has moved into production with QUICK. The CSE Manual has been updated.. For a complete list of all states using QUICK, refer to Chapter B, Topic 02, Section O.

If you have questions, please contact your ACTS Help Desk Representative at 1-800-405-9053.

Sincerely,



Judy McArn

Assistant Chief of Program Operations

CSE-1-2010

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