NC DEPARTMENT OF
HEALTH AND HUMAN SERVICES
Division of Social Services

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

MICHAEL BECKETTS • Assistant Secretary for Human Services

January 2, 2019

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Online Application Reports Available in CSSXPTR

Two new reports are available for applications submitted online through the eChildSuppport website in CSSXPTR for county staff.

1. **Report Name in XPTR: WEB APPLICATIONS SUBMITTED**
   - Title: DHRFKK WEB APPL SUBMITTED
   - Frequency: Monthly
   - Versions: 12
   - Retention: 13 months
   - Index by county, state total at the end
   - Access: all CSS except attorneys

   This report displays the reference number, name, address, date of birth, SSN, and application date for each applicant who applies for services using the Online CSS Application.

2. **Report Name in XPTR: WEB APPL FEE NOT PAID**
   - Title: DHRFKK HOLDING AREA APPLICATION FEE NOT PAID
   - Frequency: Monthly
   - Versions: 12
   - Retention: 13 months (like EIS File Cabinet Trigger Purge Report FKAAC621)
   - Index by county, state total at the end
   - Access: all CSS except attorneys

   This report displays the name, address, date of birth, SSN, and application delete date for each applicant who applied for services using the Online CSS Application AND whose application was deleted from the NC Child Support Portal for failure to pay the fee for services within sixty (60) days.

If you have any questions, please feel free to contact the Functional or Policy and Training Units at (919) 855-4755 or by email at Incidents.ACTSfunc.support@dhhs.nc.gov

Sincerely,

Carla L. West, Section Chief
NC Child Support Services

Cc: Regional Program Representatives

CSS_19_04