

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064

Reason for this Transmittal

- State Law or Regulation Change
- Federal Law or Regulation Change
- Court Order or Settlement Change
- Clarification requested by One or More Counties
- Initiated by DCSS

October 19, 2004

LCSA LETTER: 04-17

ALL IV-D DIRECTORS

SUBJECT: E-OSCAR WEB APPLICATION

Local child support agencies (LCSAs) are being advised to sign up for the E-OSCAR web-based system. As early as September, 2004 some credit reporting agencies will no longer be accepting the paper Universal Data Forms or Consumer Dispute Verifications. The only way to submit these disputes/errors is via E-OSCAR.

Signing up for E-OSCAR is free, however there is a \$30 quarterly fee for up to 120 transactions. There will be a .25 cent charge for each transaction exceeding 120. The State will be paying for the cost of this service. Therefore, to avoid charges, please ensure that the billing information provided is as follows:

Department of Child Support Services (DCSS)
Technology Services Division (TSD)
P. O. Box 419064
Rancho Cordova, CA 95741-9064

Before registering, each LCSA must assign an Administrator who will oversee the county's use of the E-OSCAR web application. The Administrator's role is to: create and maintain passwords, user IDs, queues, sub codes, registration information, and manage E-OSCAR reports.

Each LCSA's Administrator must register their county by following the step-by-step registration process. The Administrator may create as many user IDs as needed within the LCSA at no additional charge. Go to <https://www.e-oscar-web.net> to register.

The Automated Credit Dispute Verifications (ACDV) and the Automated Universal Data (AUD) forms will go through E-OSCAR for tracking, managing, and updating purposes. Therefore, each LCSA must assign a Compliance Officer who will be responsible for ensuring that the county responds to the ACDV in compliance with the Fair Credit Reporting Act (FCRA).

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October 19, 2004

Page 2

For technical assistance, you may contact the E-OSCAR help desk at (866) 696-7227. For additional information on E-OSCAR, go to www.cdiaonline.org/eoscar/index.cfm.

If you have any additional questions or concerns regarding this matter, please contact Maria Riddlespriger of the Technology Services Division at (916) 464-5420 or via e-mail Maria.Riddlespriger@dcss.ca.gov.

Sincerely,

A handwritten signature in black ink that reads "Joan M. Obert". The signature is written in a cursive, flowing style.

JOAN M. OBERT

Deputy Director

Technology Services Division