

**CSENet EFlash #04-01**

**DATE: January 7, 2004**

**RE: Managing Interstate Communications**

The CSENet Service Desk continues to receive calls from states asking for assistance with determining whether transactions sent to other states were validated and forwarded by the CSENet server. As part of the transaction management process performed by the CSENet server, invalid transactions are rejected and returned to the state in the Transaction Error Report. This report, produced during each batch cycle, identifies each transaction along with the cause of the error(s) that failed the validation process. To further improve validity rates and successfully conduct interstate business electronically, it is important that state representatives regularly review the Transaction Error Report.

Additional information about technical support is available in the *CSENet Interface Guidance Document* (IGD), which is found on the OCSE Web site at <http://www.acf.hhs.gov/programs/cse/newhire/csenet/library/csenet2000/csenet2000.htm>. Section 8.0 of the IGD discusses the various areas of support including the Service Desk and suggests ways in which the nationwide child support user community may use the resources available. Appendix G of the IGD provides information about the Transaction Reports.

If you have any questions regarding technical assistance, please contact your CSENet 2000 Technical Representative or the Service Desk at 1-800-258-2736. A listing of the Technical Representatives may be found on the OCSE Web site at [http://www.acf.hhs.gov/programs/cse/newhire/csenet/contacts/csenet\\_contacts.htm](http://www.acf.hhs.gov/programs/cse/newhire/csenet/contacts/csenet_contacts.htm).