CSENet EFlash #05-03

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RE: Using CSENet MSC P REJCT Transaction to Assist with Synchronizing Interstate Cases and Case IDs

To assist states with synchronizing case IDs, programming the new MSC P REJCT transaction, and processing incoming REJCT transactions, the following best practices have been compiled at states' request.

General Programming Guidelines

1) Program to use the MSC P REJCT transaction when a transaction conveying ongoing case activities is received and <u>cannot</u> be processed because the case ID is invalid. This supports one standard notification method and furthers states' ability to develop automation.

2) For both outgoing and incoming transactions, states should determine the level of automation that may be applied to the MSC P REJCT transaction process. This will expedite communications and reduce the need for workers to intervene manually.

3) When processing incoming transactions, states that use multiple keys to match a transaction to an existing case should send the MSC P GSCAS transaction when a match is found from a key other than the case ID it received.

   Sending a MSC P REJCT would not be appropriate if the transaction can be processed. Sending the MSC P GSCAS transaction with the invalid case ID in the header and the correct case ID in the New-Case-ID field in the Information data block allows states to automate the overlay of the correct case ID and saves resource time in determining the correct case ID.

Programming Outgoing MSC P REJCT Transactions

1) The MSC P REJCT process should not be used to respond to incoming transactions that:

   - Are CSI Requests. States should use the CSI P FUINF to respond to a CSI Request that does not contain an accurate case ID and cannot be processed;
   - Did not contain a case ID (field was blank);
   - Require building a new interstate case; or
   - Do not require activity within an established IV-D case (e.g. LO1 Requests, PAT Requests, and requests for administrative services).

2) Resend the case ID and other case ID received in the header of the MSC P REJCT transaction.

3) The Case data block is not required in the MSC P REJCT transaction, but if it is included, the specific requirements for the Case data block are enforced. These requirements are found in Appendix C: Data Block Record Layout of the *CSENet 2000 Interface Guidance Document*.

4) The Status-Change field located in the Information data block is not required in the MSC P REJCT transaction.

5) When filling the Information-Text-Line-1 field in the Information data block, ensure that the data listed below from the rejected transaction is entered in the following sequential order:

   a. Transaction-Serial-Number;
   b. Action-Code;
   c. Functional-Type-Code;
   d. Transaction-Date; and
   e. Action-Reason, if applicable.

6) If spaces are contained in all of the first 24 positions of the Information-Text-Line-1 field, states will receive a new warning message, "W938 Invalid Information Text Line 1."

Programming to Receive Incoming MSC P REJCT Transactions

1) States should have a routine process established to identify and store the other state's correct case ID. Review your local process and determine what part could be automated for an incoming MSC P REJCT transaction.

2) Consider that your state could receive the MSC P REJCT transaction whenever the other state's correct case ID is not provided and the transaction could not be processed. This may occur, regardless of whether your state considers some transactions to be person/participant or case based. Note: CSENet transactions are case based.

3) When a MSC P REJCT transaction is received, states should resend the original transaction once the other state's correct case ID is found.

If you have any questions regarding the attached material or for 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.