

STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
LANSING

JENNIFER M. GRANHOLM
GOVERNOR

ISMAEL AHMED
DIRECTOR

Notice of Electronic Disbursement Update

Date: <<SysDt>>

From: <<PRF_MISDUNm>>
<< PRF_EschtRtnAddr2>>
<<PRF_MISDU Cty>>, <<PRF_MiSDUSt>> <<PRF_MISDUZip>

To: <<MLR_RcpntNm>> <<MLR_RcpntAddr1>> <<MLR_RcpntAddr2>>
<<MLR_RcpntAddr3>>
<<MLR_RcpntCty>>, <<MLR_RcpntSt>> <<MLR_RcpntZip>>

RE: Member ID - <<MEM_MemlndId>>

The Michigan State Disbursement Unit (MiSDU) has received new information about your electronic (automatic) payments.

The MiSDU has **started** electronic payments to your <<EFT_AcctTypeAc>> at <<EFT_FinInstAc>> <<EFT_MedAc>>.

The MiSDU has **stopped** electronic payments to your <<EFT_AcctTypeSt>> at <<EFT_FinInstSt>> <<EFT_MedSt>.

Your future support payments will come as a check until:

- You are automatically enrolled in the MiSDU debit card program; or
- You give the MiSDU bank account information to send your payments electronically.

Your request for an exemption from electronic payments was granted. Your future support payments will be by check. If you have a debit card, keep the card and use it to spend the money that remains on the card.

Your support payments will be by check until you are notified that payments to your <<EFT_AcctTypeAc>> at <<EFT_FinInstAc>> have started. This normally takes around 10 days.

If you have questions about this letter, call your Friend of the Court Interactive Voice Response (IVR) system, and follow the directions to reach the MiSDU. You can find a list of IVR telephone numbers by clicking the *Friends of the Court Phone #'s* link on the MiSDU Web site at: <https://www.misdu.com>.

Changes to the *Notice of Electronic Disbursement Update (DHS-823/FEN801)*

This attachment identifies the specific changes that will occur when the FEN801 is released as an automated form on June 15, 2009.

I. FEN 801 Selected Text Definitions

With selected text in the body of the FEN801, the values of the fields are as follows:

Field Name	Field Description
EFT_AcctTypeAc	The type of account into which a direct deposit has begun.
EFT_FinInstAc	The name of the financial institution in which the account beginning to receive direct deposits is held.
EFT_MedAc	The field used to indicate that a direct deposit to a debit card account has begun.
EFT_AcctTypeSt	The type of account into which a direct deposit has stopped.
EFT_FinInstSt	The name of the financial institution in which the account no longer receiving direct deposits is held.
EFT_MedSt	The field used to indicate a direct deposit to a debit card account has stopped.

Note: "Medium" is the type of electronic disbursement used to disburse a payment (i.e., direct deposit vs. debit card).

II. MiCSES Functionality for the FEN801

When MiSDU staff enter a new EFT record on the EFTR screen, they will enter a start date for initiating a direct deposit to a personal bank account or a debit card account. MiCSES via *EFT Status Update* (BATCH_EFTST) will place the new EFT record in "pending" status and create a pre-note record to confirm a valid account exists at the receiving bank. MiCSES will not consider the EFT record active until the pre-note is complete. Once confirmation is received that the account exists, BATCH_EFTST will mark the EFT record "active" and ready MiCSES to generate a "start EFT" FEN801.

When MiSDU staff enter an end date for an EFT record on the EFTR screen, MiCSES will terminate a direct deposit to a personal bank account or a debit card account. When BATCH_EFTST is run, MiCSES will move the EFT record to "stopped" and ready the "stop EFT" FEN801.

MiCSES will not generate the "start" or "stop" FEN801 until the appropriate status is met and the date MiSDU staff entered is met.

III. FEN801 Automated Versions

A. Populated Text on the FEN801

Based on the information that MiSDU staff enter in the EFTR screen, MiCSES will populate the FEN801 with one or two of the five following paragraphs:

1. The MiSDU has **started** electronic payments to your <<EFT_AcctTypeAc>> at <<EFT_FinInstAc>> <<EFT_MedAc>>.
2. The MiSDU has **stopped** electronic payments to your <<EFT_AcctTypeSt>> at <<EFT_FinInstSt>> <<EFT_MedSt>>.
3. Your future support payments will come as a check until:
 - You are automatically enrolled in the MiSDU debit card program; or
 - You give the MiSDU bank account information to send your payments electronically.
4. Your request for an exemption from electronic payments was granted. Your future support payments will be by check. If you have a debit card, keep the card and use it to spend the money that remains on the card.
5. Your support payments will be by check until you are notified that payments to your <<EFT_AcctTypeAc>> at <<EFT_FinInstAc>> have started. This normally takes around 10 days.

B. EFT Situations

For each of the following EFT situations, MiCSES will insert the above paragraphs on the FEN801 as indicated below.

1. Start EFT only – Paragraph 1.
2. Stop EFT and then start EFT – Paragraphs 1 and 2.
3. Stop EFT with no future start date – Paragraphs 2 and 3.
4. Stop EFT with a future start date – Paragraphs 2 and 5.
5. Stop EFT because of an exception – Paragraphs 2 and 4.

C. Sample FEN801 Forms

Sample FEN801 forms for the above EFT situations are shown on the following pages.

1. Start EFT Only

MiCSES will generate this version of the FEN801 when the start date is met. MiCSES will generate this form (Figure 1) on June 30, 2009, because June 30, 2009 is the start date the MiSDU staff entered in MiCSES.

Figure 1

STATE OF MICHIGAN DEPARTMENT OF HUMAN SERVICES LANSING	
JENNIFER M. GRANHOLM GOVERNOR	ISMAEL AHMED DIRECTOR

Notice of Electronic Disbursement Update

Date: June 30, 2009

From: MiSDU
P.O. Box 30354
Lansing, MI 48909-7855

To: Jane Doe
1000 Walker St.
Disney, MI 99999

RE: Member ID - 12345678

The Michigan State Disbursement Unit (MiSDU) has received new information about your electronic (automatic) payments.

The MiSDU has **started** electronic payments to your checking at Bank of America.

If you have questions about this letter, call your Friend of the Court Interactive Voice Response (IVR) system, and follow the directions to reach the MiSDU. You can find a list of IVR telephone numbers by clicking the *Friends of the Court Phone #'s* link on the MiSDU Web site at: <https://www.misdu.com>.

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2. Stop EFT and Then Start EFT

Prior to the MiCSES 5.4 Release, MiSDU staff had to wait until the EFT stopped before starting the new direct deposit. This resulted in a pre-note period and a minimum 10-day delay in starting the new EFT. During the pre-note period, support payments disbursed via an MiSDU check.

With the MiCSES 5.4 Release, MiSDU staff can enter a future EFT end date and a future start date on the EFTR screen (e.g., On March 10, MiSDU staff enter a recipient's request to have his/her direct deposit at First Capital Bank stopped on June 30, 2009, and the direct deposit started at Second City Bank June 30, 2009). Since the stop and start dates are more than 10 days from the date that MiSDU staff updated MiCSES, the pre-note period will end before MiCSES activates the new EFT record. This reduces and/or eliminates the pre-note period in which a support payment will disburse as an MiSDU check.

In this situation, the recipient will receive this version of the FEN801 (Figure 2), which MiCSES will generate on June 30, 2009.

Figure 2

STATE OF MICHIGAN
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From: MiSDU
P.O. Box 30354
Lansing, MI 48909-7855

To: Jane Doe
1000 Walker St.
Disney, MI 99999

RE: Member ID - 12345678

The Michigan State Disbursement Unit (MiSDU) has received new information about your electronic (automatic) payments.

The MiSDU has **started** electronic payments to your checking at Bank of America.

The MiSDU has **stopped** electronic payments to your debit card.

If you have questions about this letter, call your Friend of the Court Interactive Voice Response (IVR) system, and follow the directions to reach the MiSDU. You can find a list of IVR telephone numbers by clicking the *Friends of the Court Phone #'s* link on the MiSDU Web site at: <https://www.misdu.com>.

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3. Stop EFT With No Future Start Date

MiCSES will generate the following FEN801 if a recipient asks the MiSDU to stop a direct deposit and fails to indicate an account to redirect the direct deposit. In Figure 3, the EFT stop date was June 30, 2009. MiCSES will generate the form on June 30, 2009.

Figure 3

STATE OF MICHIGAN DEPARTMENT OF HUMAN SERVICES LANSING	
JENNIFER M. GRANHOLM GOVERNOR	ISMAEL AHMED DIRECTOR

Notice of Electronic Disbursement Update

Date: June 30, 2009

From: MiSDU
P.O. Box 30354
Lansing, MI 48909-7855

To: Jane Doe
1000 Walker St.
Disney, MI 99999

RE: Member ID - 12345678

The Michigan State Disbursement Unit (MiSDU) has received new information about your electronic (automatic) payments.

The MiSDU has **stopped** electronic payments to your checking at First Third Bank.

Your future support payments will come as a check until:

- You are automatically enrolled in the MiSDU debit card program; or
- You give the MiSDU bank account information to send your payments electronically.

If you have questions about this letter, call your Friend of the Court Interactive Voice Response (IVR) system, and follow the directions to reach the MiSDU. You can find a list of IVR telephone numbers by clicking the *Friends of the Court Phone #'s* link on the MiSDU Web site at: <https://www.misdu.com>.

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4. Stop EFT With a Future Start Date

MiCSES will generate the following FEN801 if a recipient asks the MiSDU to stop a direct deposit and provides an account to redirect the direct deposit. In Figure 4, the EFT stop date was June 30, 2009, but the new EFT start date was after June 30, 2009. MiCSES will generate this form on June 30, 2009.

Because the recipient did not request an end date and start date more than 10 days prior to the MiSDU staff entering the request, MiSDU staff must end-date the first direct deposit. MiCSES will then set the new EFT record as pending, and the pre-note period will begin. When the pre-note period ends, MiCSES will generate a "start only" FEN801. (See Figure 1, Start EFT Only)

Figure 4

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Lansing, MI 48909-7855

To: Jane Doe
1000 Walker St.
Disney, MI 99999

RE: Member ID - 12345678

The Michigan State Disbursement Unit (MiSDU) has received new information about your electronic (automatic) payments.

The MiSDU has **stopped** electronic payments to your checking at First Third Bank.

Your support payments will be by check until you are notified that payments to your checking at Bank One have started. This normally takes around 10 days.

If you have questions about this letter, call your Friend of the Court Interactive Voice Response (IVR) system, and follow the directions to reach the MiSDU. You can find a list of IVR telephone numbers by clicking the *Friends of the Court Phone #'s* link on the MiSDU Web site at: <https://www.misdu.com>.

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5. Stop EFT Because of an Exception

When MiSDU staff grant an exception to electronic disbursements after the recipient has been receiving payments electronically, MiCSES will generate the following FEN801. In Figure 5, the EFT stop date was June 30, 2009. MiCSES will generate this form on June 30, 2009.

Figure 5

STATE OF MICHIGAN DEPARTMENT OF HUMAN SERVICES LANSING	
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From: MiSDU
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Lansing, MI 48909-7855

To: Jane Doe
1000 Walker St.
Disney, MI 99999

RE: Member ID - 12345678

The Michigan State Disbursement Unit (MiSDU) has received new information about your electronic (automatic) payments.

The MiSDU has **stopped** electronic payments to your checking at First Third Bank.

Your request for an exemption from electronic payments was granted. Your future support payments will be by check. If you have a debit card, keep the card and use it to spend the money that remains on the card.

If you have questions about this letter, call your Friend of the Court Interactive Voice Response (IVR) system, and follow the directions to reach the MiSDU. You can find a list of IVR telephone numbers by clicking the *Friends of the Court Phone #'s* link on the MiSDU Web site at: <https://www.misdu.com>.

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