

Tips for making a telephone call:

- A telephone call should be used when trying to quickly obtain information.
- Have the case accessed in your system and the case file available.
- Speak clearly and refrain from using acronyms - not all child support programs use the same acronyms.
- Give your full attention to the discussion.
- Repeat what was discussed to assure you both have the same understanding.
- If leaving a voice mail message, start with your name, office, and a direct return phone number.
 - Leave your telephone number each time you leave a message, regardless of how many times you have provided it to the worker before.
 - Include your extension and any numeric options to reach your direct line.
 - Details about what you are requesting may be included, but only after you have left your return telephone number. Do not leave your return number at the end of a long voice mail message.
 - Speak slowly and clearly, especially regarding your telephone number.
- When dealing with a Call Center:
 - Have the correct case specific information on hand so you can be validated.
 - Obtain whatever information the call center can provide.
 - Request additional information from the local child support agency if necessary.
- Convey a positive tone – be nice!

Tips for sending an email:

- An email should be used if you want to maintain a paper trail, or when you believe the other jurisdiction will need to research the case before they can provide a complete response.
- Include the other jurisdiction's case number in the subject line.
- Do not provide PII unless you are using a secure portal, such as the OCSE Communications Center.
- Provide clear information about what you are requesting.
- If follow-up emails are sent, do not change the subject field, or else the other jurisdiction might not be able to find the original email.
 - If you must add something to the subject field, like a case number, do it after the original subject message, leaving the original subject message as is.
- The email should not be too long or too short, but just the right size so as to receive a reply that includes the information you are requesting.
- Make it easy for the other jurisdiction to reply to you, especially if you are using an in-state secure server to send the request.
- Convey a positive tone – be nice!

Whether making a telephone call or sending an email, follow the hierarchy if you need to involve additional staff in the other jurisdiction:

1. Front Line Worker
2. Supervisor
3. Manager
4. Central Registry
5. Other State IV-D Director
6. Federal Regional Representative
7. OCSE Central Office