IV-D Child Support Quick Reference

All documents must include the words IV-D. These IV-D documents track reimbursement expenses to DHS and update the cases accordingly.

Add Child

Menu | Person | Name Search
- Search for child's last name, Submit
- If found, click child's name
- If not found, click ADD A NEW NAME
- Verify or Add child name, race, birth sex, dob, ethnicity, SSN. (Add what you know)
- Click UPDATE to save changes

Add Relatives

On Relatives line Click Add
- Click Get relative name button
- Do name search on custodial parent/guardian.
- If found, click on their name if found.
- If not found, click ADD A NEW NAME
- Add or verify name, race, birth sex, dob, ethnicity, SSN
- Click UPDATE.   Click CANCEL to return to Relative Detail screen.
- Back in Relative Detail, select relative type
- Lives with = yes or no
- Custody Status = choose custody status
- Click UPDATE to save changes

Do same thing with non custodial parent if a not a state or agency person. Only add DCS as relative if they have full guardianship. On child's Person Detail screen you can add addresses and phone/email addresses for relatives.

Add Case

On Case line, Click Add
- Case type = child support
- Referring agency = CSS - child support services of TN
- Start date = T
- Click UPDATE to save changes

Add Case Number/Docket Number
- Case number history - Click Add
    - Click Generate

Add Event/Hearing

Last 20 Events - Click Add

- Event date/time – click on calendar and select date and time
- Event type – select: Set support, establish paternity, etc.
- Court – select the judicial officer hearing case
- Click UPDATE, Click CANCEL

Add Document

Scan the document and save it on your computer.

Scroll down to Documents- Click Add document
- o List templates containing: type IV-D then press TAB on the keyboard
- o Using the dropdown, Select Scanned PETITION - IV-D child support
- o Click UPDATE
- o In Document answer document questions:
    - Click the Select box for the future hearing, UPDATE to move to next question.
        - o If there is no hearing, click link: New Event and schedule hearing.
    - Is this a new case in Quest
        - o Select yes to add Petitioner, Respondent, issues before court
        - o Select no, if parties and issue already added to case
    - Date of filing – date of file stamp on original petition, click UPDATE
    - Answer all questions, updating after each answer.
        - o Backward button takes you to prior questions
        - o Cancel take you out of document.
        - o To get back in, click on document name and click Edit Text button.
    - When it gets to the screen that says "Select Document to import"
        - o File stamp petition, write docket number on it, scan it, save it on your computer.
        - o Back in Quest, click CHOOSE FILE button. Find scanned document, click it.
        - o Click UPDATE
    - When it gets to the screen that says No More Questions, click FINISH button.
    - Close the scanned document window.
    - Cancel out of Preview.
    - Cancel out of Document Detail screen.

Return of Service

If a summons or subpoena is returned, served or unserved, scan it.

Do a name search to find your person
Scroll down to the cases and click on appropriate the case number
In the Case Detail screen, scroll down to Documents
Click Add Document
- List templates containing: type IV-D then press TAB on the keyboard

- Using the dropdown, Select Scanned PETITION - IV-D child support
- Click UPDATE to start the document questions
- Answer all questions and at the end click the FINISH button.
- Click Cancel to get out of the Preview screen
- Click Cancel to get out of the Document Detail screen.

If you need to notify someone in the child support office about the service, the document can be automatically emailed to them.

Orders/Motions

Any order or motion received will need to be scanned and then added to the case.

Do a name search to find your person
Scroll down to the cases and click on appropriate the case number
In the Case Detail screen, scroll down to Documents
Click Add Document
- List templates containing: type IV-D then press TAB on the keyboard
- Using the dropdown, Select the appropriate document
- Click UPDATE to start the document questions
- Answer all questions and at the end click the FINISH button.
- Click Cancel to get out of the Preview screen
- Click Cancel to get out of the Document Detail screen.

Bonds/Purge Payments

You can manually add a requirement to assess the bond or purge payment amount, or you can scan the order.
- Attachment for failure to appear will add the warrant and bond requirement if applicable.
- IV-D Order (disposition), if you select the Order Finding Contempt option will ask about bond/purge amount and will add the requirement.

IV-D Invoice

Each month you can run a report called "Clerk IV-D Reimbursement Invoice."
- It will ask if you wish to "create final invoice assessment"
    - if you say yes, it will assess the reimbursement fees in a person named "Jefferson County Clerk" replacing Jefferson with your county name.
    - If you say no, you can just review the report to verify numbers.
- This generic clerk person has an "other" case where fees can be assessed. The report will assess the reimbursement amount in this case.
- Submit the invoice as you normally would.

Take the Reimbursement Payment

Do a name search on your Clerk person.

- Menu | Case | Requirements
- Take a payment