Dear Customer:

Enclosed are guidelines and detailed information on the formats and procedures for using Electronic Funds Transfer (EFT) and Electronic Data Interchange (EDI). EFT is a process that electronically transfers dollars from one bank account to another. EDI transfers information. In child support applications, EFT/EDI is used to simultaneously transfer child support payments and remittance information to State child support agencies.

Using EFT/EDI has proven to be faster and more efficient than mailing paper checks and hardcopy remittance information. It saves postage and administrative processing costs and reduces the chances of error. The savings to State child support agencies are significant as well.

There are specific formats for EFT/EDI child support payments. Formats for sending the information have been developed by the Bankers EDI Council of the National Automated Clearing House Association (NACHA). These formats specify how employers and payroll companies will electronically send the information and the capabilities that States must have to receive the information.

The JPMorgan/Chase Routing Number you will need for transferring monies is:

103000648

The Oklahoma Centralized Support Registry, Department of Human Services, account number is:

010251577

Prenotes: If you wish to send a prenote to verify account information and/or transaction format, please send a $0.00 (zero dollars) test transaction.

If you have any questions regarding this process, please contact Tina Parsons at the Centralized Support Registry (405) 600-0014.

Heidi Randell, CPA
Assistant Director, Oklahoma Child Support Services

OKLAHOMA DEPARTMENT OF HUMAN SERVICES
Oklahoma Child Support Services
Centralized Support Registry
P. O. Box 268954
Oklahoma City, OK - 73126-8954

EFT ADJUSTMENT POLICY
OKLAHOMA CHILD SUPPORT SERVICES

Oklahoma Child Support Services (OCSS) sometimes amends or releases the payroll deductions from a responsible parent's wages. In some cases, the adjustment cannot be processed in time to affect the change on the next Electronic Funds Transfer (EFT).

When adjustments cannot be processed in time, we request that you do not take any actions to correct the amount deducted. Please do not refund any money to the employee, or make adjustments to subsequent EFT payments. Often, CSED has made the necessary adjustments and, in some cases, money has been refunded to the employee. If an employee has questions about the amount deducted, please refer them to their CSED field office.

In the event that money has been sent EFT to CSED in error please call the Centralized Support Registry at (405) 600-0014.

The information in this guide is to provide employers and their financial institutions with the current formats, definitions and implementation recommendations to electronically remit child support payments and payment information through the ACH Network according to the conventions and standards supported by the banking and child support enforcement communities. This method speeds up the withholding process and allows the employer and child support entity to realize the numerous benefits of electronic data interchange (EDI) and electronic funds transfer (EFT).

Frequently Asked Questions

Q: How will EFT improve things?

A: The process will reduce costs for you as an employer by minimizing the manual labor involved in preparing checks. If you currently use a payroll service, the service provider may be able to implement EFT with little or no additional cost. EFT will also reduce mail handling and check processing costs to State child support agencies. Finally, children will receive their child support much faster.

Q: I have a small payroll and it is easier for me to mail in withheld child support payments. Why do I have to use EFT/EDI?

A: You are not required to use EFT/EDI. You may continue mailing child support payments as you do now.

Q: What are the timeframes required for me as an employer to process EFT payments?

A: As a general rule, payments for child support should be remitted no later than seven business days after they have been deducted from the employee's paycheck. Check with your State child support enforcement agency for specific timeframes.

Q: Will there be assistance provided to employers for Electronic Data Interchange and problems that may arise?

A: Yes. Contact the child support agency receiving the payments or the National Automated Clearing House Association at (703) 561-1100.

Q: How can I get additional information about the electronic formats of files?

A: Additional information can be obtained through your State child support office or through the National Automated Clearing House Association at (703) 561-1100 or view the website at www.nacha.org.

How to Send Electronic Payments For Child Support

There are several ways to send a child support payment electronically:

- Through the banking system with electronic funds transfer/electronic data interchange (EFT/EDI), using the standard child support addendum record,
- Through your state's web-based payment service (now available in FL, IN, MI, NE, and WA—contact your state child support enforcement agency),
- By using a major payroll service processor who is already sending child support payments electronically, or
- By using a commercial vendor offering web-based payment services to employers.

EFT/EDI QUICK AND EASY CHILD SUPPORT PAYMENTS
*****3-STEP PROCESS FOR EMPLOYERS*****

Listed below are three steps employers can take to use EFT/EDI for remitting child support payments more quickly and easily.

Step 1:   **Determine whether your payroll/accounting system supports electronic payments for child support**. **If it does not:**

- In-house information technology (IT) staff may be able to make programming changes in order to produce electronic payments for child support (including the EDI DED child support addendum record that states need in order to identify the payment).
- Your payroll/accounting software developer may have an enhancement that supports electronic payments for child support. Contact your users' group or software representative.
- Your bank probably has a software package that will enable you to produce the file formats necessary for electronic payments. Contact someone in "cash management" or "Treasury services" at your bank.

Step 2:   **Contact the appropriate state child support enforcement agency.**

- This may not always be the child support enforcement agency that originally issued the income withholding. Usually you should contact the state disbursement unit (SDU) to which you send child support payments.
- Find out the EFT/EDI start-up procedures for the state to which you intend to send the e-payment. *Please do not transmit child support withholdings electronically without that information.*

Step 3: **Conduct the EFT/EDI start-up procedures for each state to which you send child support income withholdings**. **These typically include:**

- An exchange of basic banking information, bank routing codes, bank account numbers, and Federal Information Processing Standards (FIPS) code information with the state child support enforcement agency.
- A reconciliation between state records and employer records of Social Security numbers and case identification numbers so that each employee's withholding is properly credited.
- A transmission of an initial test file, or *pre-note*, to ensure that the automated clearinghouse (ACH) records are formatted and transmitted properly.
- States are required to receive child support payments in two formats: **CCD+ or the CTX 820 Remittance** format. **Make sure you are using one of these two standard NACHA-approved formats.**

State of Oklahoma

A Guide for Employers
&
Financial Institutions

EFT/EDI

NACHA Record Formats

The rules and guidelines governing the formats, specifications and exchange of ACH entries are published by NACHA. With respect to the data that are contained in the Addenda Records of ACH formats, the *NACHA Operating Rules* stipulate the type of data that may be exchanged as well as which standards and formats are permitted, but the structure of the data contents is managed outside of the NACHA rules.

For example, the *NACHA Operating Rules* permit the exchange of NACHA-endorsed banking conventions within the Addenda Record of the CCD+ format, but groups such as the Bankers EDI Council develop and maintain banking conventions. Also, the rules permit the exchange of certain EDI messages or transaction sets (e.g., 820 Payment Order/Remittance Advice) within the Addenda Records of the CTX format and Xl2 syntax-based data segments within the Addenda Records of the CCD+ and PPD+ formats, but those standards are developed and maintained by other standards development organizations, such as ASC Xl2 and UN/EDIFACT.

The following record formats are used to convey entries through the ACH Network:

- File Header Record
- Company/Batch Header Record
- Entry Detail Record
- Addenda Record
- Company/Batch Control Record
- File Control Record

An ACH file is bounded by one File Header Record and one File Control Record, which serve to facilitate transmission, identification and balancing of the file. A file may be comprised of one or more batches, which are denoted by the Company/Batch Header Record and Company/Batch Control Record. These records contain information specific to all of the Entry Detail Records contained within that batch. A batch may house one or more Entry Detail Records that share certain aspects as explained in the NACHA Operating Rules. The Entry Detail Record is the record that constitutes the payment order and is used within the banking system to execute EFT and settlement. An Addenda Record is used to supply additional information related to the

payment issued in the Entry Detail Record. Each Addenda Record Includes an 80 position Payment Related information Field within which this remittance detail is transmitted.

The CCD and CTX payment formats are used within the ACH Network to conduct the transfer of funds between business or government entities. To exchange data along with payments using EDI technology, Addenda Records are used. Under the *NACHA Operating Rules*, a CCD format maybe accompanied by only one Addenda Record, which may carry X12 data segments or elements or NACHA-endorsed banking conventions. A CCD entry accompanied by an Addenda Record is referred to as a CCD+. The CTX format allows for the provision of 9,999 Addenda Records, which may be used to carry certain Xl2 transaction sets or UN/EDIFACT messages in their entirety

The NACHA record formats for CCD+ entries flow in the following order:

File Header Record
    Company/Batch Header Record
        Entry Detail Record
            Addenda Record (1 addenda with 80 byte Payment Related Information Field)
        Entry Detail Record
            Addenda Record (1 addenda with 80 byte Payment Related Information Field)
        Entry Detail Record
            Addenda Record (1 addenda with 80 byte Payment Related Information Field)
        Entry Detail Record
            Addenda Record (1 addenda with 80 byte Payment Related Information Field)
    Company/Batch Control Record
File Control Record

The NACHA record formats for CTX entries flow in the following order:

File Header Record
    Company/Batch Header Record
        Entry Detail Record
            Addenda Record (up to 9,999 addenda with 80 byte Payment Related Information Field)
            Addenda Record
            Addenda Record
            Addenda Record
            Addenda Record
        Entry Detail Record
            Addenda Record (up to 9,999 addenda with 80 byte Payment Related Information Field)
            Addenda Record
            Addenda Record
            Addenda Record
            Addenda Record
            Addenda Record Company/Batch Control Record

File Control Record

Following are the layouts for the NACHA Entry Detail and Addenda Records used with the CCD+ And CTX formats. To obtain a full citation of the rules, specifications and formats for the ACH Network, refer to the *NACHA Operating Rules*.

CCD ENTRY DETAIL RECORD
2.1.4   Sequence of Records for CCD Entries
ENTRY DETAIL RECORD

FIELD	1	2	3	4	5	6	7	8	9	10	11
DATA ELEMENT NAME	RECORD TYPE CODE	TRANSACTION CODE	RECEIVING DFI IDENTIFICATION	CHECK DIGIT	DFI ACCOUNT NUMBER	AMOUNT	IDENTIFICATION NUMBER	RECEIVING COMPANY NAME	DISCRETIONARY DATA	ADDENDA RECORD INDICATOR	TRACE NUMBER
Field Inclusion Requirement	M	M	M	M	R	M	O	R	O	M	M
Contents	'6'	Numeric	TTTTAAAA	Numeric	Alphameric	$$$$$$$$cc	Alphameric	Alphameric	Alphameric	Numeric	Numeric
Length	1	2	8	1	17	10	15	22	2	1	15
Position	01-01	02-03	04-11	12-12	13-29	30-39	40-54	55-76	77-78	79-79	80-94

CTX ENTRY DETAIL RECORD
2.1.6   Sequence of Records for CTX Entries
CORPORATE ENTRY DETAIL RECORD

FIELD	1	2	3	4	5	6	7	8	9	10	11	12	13
DATA ELEMENT NAME	RECORD TYPE CODE	TRANSACTION CODE	RECEIVING DFI IDENTIFICATION	CHECK DIGIT	DFI ACCOUNT NUMBER	AMOUNT	IDENTIFICATION NUMBER	NUMBER OF ADDENDA RECORDS	RECEIVING COMPANY NUMBER	RESERVED	DISCRETIONARY DATA	ADDENDA RECORD INDICATOR	TRACE NUMBER
Field Inclusion Requirement	M	M	M	M	R	M	O	M	R	N/A	O	M	M
Contents	'6'	Numeric	TTTTAAAA	Numeric	Alphameric	$$$$$$$$cc	Alphameric	Numeric	Alphameric	Blank	Alphameric	Numeric	Numeric
Length	1	2	8	1	17	10	15	4	16	2	2	1	15
Position	01-01	02-03	04-11	12-12	13-29	30-39	40-54	55-58	59-74	75-76	77-78	79-79	80-94

ADDENDA RECORD

ADDENDA RECORD

FIELD	1	2	3	4	5
DATA ELEMENT NAME	RECORD TYPE CODE	ADDENDA TYPE CODE	PAYMENT RELATED INFORMATION	ADDENDA SEQUENCE NUMBER	ENTRY DETAIL SEQUENCE NUMBER
Field Inclusion Requirement	M	M	O	M	M
Contents	'7'	'05'	Alphameric	Numeric	Numeric
Length	1	2	80	4	7
Position	01-01	02-03	04-83	84-87	88-94

Child Support Application Banking Convention

Within the 80 position Payment Related Information Field of the CCD+ Addenda Record, remittance information corresponding to the child support payment made by an employer to a child support enforcement entity is presented in the following banking convention. This convention is referred to as the 'DED' Deduction data segment under ASC X12 syntax and is composed often fields:

- Segment Identifier

- Application Identifier

- Case Identifier

- Pay Date

- Payment Amount

- Non-Custodial Parent Social Security Number

- Medical Support Indicator

- Non-Custodial Parent Name

- FIPS Code

- Employment Termination Indicator

Each of these fields is referred to as a data element, which is the smallest named item in a record It can represent a qualifier, a value, or text. A data element has three primary attributes - length, field requirement, and type. Each data element is identified by an element identifier used for reference (e.g., DED01, DED02, etc.) and each element has a specific position within the record (segment). In constructing the segment, each data element (except for the first) is preceded by the separator character. In the ACH Network, the data element separator is an asterisk ('*'). Each segment must end with a terminator, which in the ACH Network is a backslash ('\ ')

The following is an example of the DED segment as used in the Payment Related Information field of the Addenda Record:

> **DED*application identifier*case identifier*pay date*payment amount*non-custodial parent ssn*medical support indicator*non-custodial parent name*FIPS code*employment termination indicator**

Note the use of the asterisk ('*') and backslash ('\')

Data elements in a segment are either mandatory or optional. Data elements in a segment that are not mandatory as defined by the standard may be omitted. The omission of an optional element is noted by the placement of an asterisk in the place of that element. For example, if non-custodial parent name were to be omitted from the segment, it would look like this:

> **DED*application identifier*case identifier*pay date*payment amount*non-custodial parent ssn*medical support indicator FIPS code*employment termination indicator**

Also, if an optional data element is the last data element in a segment, and that field is not being used, the preceding asterisk is replaced by the backslash. For example, if the employment termination indicator is omitted from the segment, it would look like this:

DED*application identifier*case identifier*pay date*payment amount*non-custodial parent ssn*medical support indicator*non-custodial parent name*FIPS code

The following grid delineates the format for the DED Segment (Convention) for employers:

DED CHILD SUPPORT SEGMENT/CONVENTION FOR EMPLOYERS

Element	Comments	Content	Attributes		
			1	2	3
	Segment Identifier	DED	M	ID	3/3
DED01	Application Identifier	CS	M	ID	2/2
DED02	Case Identifier	XXXXXXXX	M	ID	1/20
DED03	Pay Date	YYMMDD	M	AN	6/6
DED04	Payment Amount	$$$$$$$$CC	M	DT	1/10
DED05	Non-Custodial Parent Social Security Number	XXXXXXXXX	M	N2	9/9
DED06	Medical Support Indicator	'Y' -Yes, 'N' ,. No	M	AN	1/1
DED07	Non-Custodial Parent Care	XXXXXXXXXX	O	AN	1/10
DED08	FIPS Code	XXXXXXX	O	AN	5/7
DED09	Employment Termination Indicator	'Y' -Yes	O	AN	1/1

Sample DED Segment

DED*CS*ZC146*951024*13547*975348431*N*SMITH,HARR*A4738*Y

(Reminder: due to the one-addenda limitation of the CCD+ format, the DED segment is restricted to a maximum of 80 characters. Note the use of the asterisk and backslash.)

The column headings used on the grid are as follows:

- Element defines the data element name

- Comments and Content define the data element

- Attributes are defined as follows

1. <u>Field Requirement</u> - The first column of the attributes is the field requirement for that data element. An **'M'** denotes a mandatory element, an **'O'** denotes an optional element

2. <u>Data Type</u> -The second column of the attributes specifies the field data type.

   'AN' denotes a string type data element. Contents of string data elements are a sequence of letters, digits, spaces and/or special characters (with the exception of the asterisk and backslash). The contents must be left-justified. Trailing spaces should be suppressed unless they are necessary to satisfy a minimum length requirement

   'DT' denotes a date type data element. Format for the date is YYMMDD. YY is the last two digits of the year (00-99), MM is the numeric value of the month (1-12), and DD is the numeric value of the day (1-31)

   'ID' denotes an identifier data element from a pre-defined list of values

   'N2' denotes a numeric type data element with two decimal places to the right of a fixed, implied decimal point. The decimal point is not transmitted. It is intended that this number will always be positive for the child support application banking convention. For example, the amount $135.47 would appear as *13547

3 <u>Length</u> -The third column of the attributes signifies the minimum/maximum use of an element.This specifies the minimum and maximum length of a particular field. For example, 1/6 indicates that this data element must be at least one character, but not more than six.

DED0l   **Application Identifier:**   Supported Code Value -*'CS' -Child Support*

The application identifier indicates the type of deduction being withheld from an employee's pay

DED02   **Case Identifier:**

The case identifier element is the IV-D case number or court order number. The case identifier always refers to the identification number of the case in the state receiving the EFT/EDI transaction (e.g., the child support receiving agency). This is true whether the transaction is from an employer or another state. The child support receiving agency determines which number to use

DED03   **Pay Date:**

The pay date element provides the obligor's (non-custodial parent) pay date or the date of income withholding (i.e., the date the funds were withheld by the employer)

DED04   **Payment Amount:**

The payment amount element indicates the non-custodial parent's withholding amount for this pay period being paid to the child support receiving agency

DED05   **Non-Custodial Parent Social Security Number:**

The non-custodial parent Social Security Number element provides the child support receiving agency with the non-custodial parent's Social Security Number

DED06   **Medical Support Indicator:**   Supported Code Values -*'Y', 'N'*

The medical support indicator indicates whether the non-custodial parent has family medical insurance coverage available through his/her employer. If medical insurance coverage is available through his/her employer, a 'Y' is used; if there is no coverage available, an 'N' is used

DED07   **Non-Custodial Parent Name:**

The non-custodial parent name element indicates the first seven letters of the obligor's last name followed by at least the first three letters of his/her first name. A comma must be used to separate the last name from the first name of the non-custodial parent when the last name is less than seven characters.

DED08   **FIPS Code:**

The Federal Information Process Standard (FIPS) code refers to the FIPS Code of the child support entity receiving the transaction. It is five characters when indicating both the state and county codes. It is seven characters when indicating state, county, and local codes.

DED09   **Employment Termination Indicator:**   Supported Code Value – '*Y*'

The employment termination indicator is used to notify the child support enforcement agency that an individual's employment has terminated. A 'Y' is placed in this field if the employee has terminated; otherwise the field is not used. The payment amount field may contain zero when this field is used.

CTX Format & ASC X12 820 Payment Order/ Remittance Advice

At a minimum, state child support entities are required to accept employer originated child support withholding payments sent in the NACHA CCD+ format by October 1, 1997. Many states already have this capability. An increasing number of states also accept these payments made using the CTX format containing the ASC X12 820 transaction set. As indicated previously, the CTX format may have up to 9,999 Addenda Records associated with each Entry Detail Record, thus greatly expanding the reporting potential. Going forward, the number of child support entities supporting the CTX/820 option will rise; therefore, an employer should check with the receiving child support enforcement entity to determine if it can receive and process the CTX/820. The employer should contact its financial institution to verify input options as well as the institution's ability to originate a CTX format.

The Addenda Record of the CTX format containing the ASC X12 820 transaction set used to send child support payments would typically be comprised of the following data segments:

ISA   Interchange Control Header: (mandatory)

A control segment used to start and identify an interchange of zero or more functional groups and interchange-related control segments

GS   Functional Group Header: (mandatory)

Control segment used to indicate the beginning of a functional group and to provide control information.

ST   Transaction Set Header: (mandatory)

Control segment used to indicate the start of a transaction set and to assign a control number (e.g., ST*820 selects the 820 transaction set).

BPR   Beginning Segment for Payment Order/Remittance Advice: (mandatory)

Segment used to indicate the beginning of a Payment Order/Remittance Advice Transaction Set and total payment amount or to enable related transfer of funds and/or information from payer to payee to occur. This segment identifies the dollar value of the payment along with the bank routing information.

TRN   Trace: (optional)

Segment used to uniquely identify a transaction to an application; identifies the transaction reference number.

REF   Reference Numbers: (optional)

Segment used to specify identifying numbers; provides additional reference information.
N1   Name: (optional)

Segment used to identify a party by type of organization, name and code; provides name information.

ENT   Entity: (optional)

Segment used to designate the entities which are parties to a transaction and specify a reference meaningful to those entities.

DED   Deduction: (mandatory)

Segment used to specify payment information for child support payment deductions; provides the child support payment information (refer to DED segment grid); more than one DED segment may be conveyed in the transaction. The DED segment is optional within the 820 transaction set, but it must be used for the purpose of exchanging child support payments with payment information.

SE   Transaction Set Trailer: (mandatory)

Control segment used to indicate the end of the transaction set and provide the count of the transmitted segments (including the beginning (ST) and ending (SE) segments)

GE   Functional Group Trailer: (mandatory)

Control segment used to indicate the end of a functional group and to provide control information

IEA   Interchange Control Record: (mandatory)

Control segment used to define the end of an interchange of one or more functional groups or interchange-related control segments, or a combination of functional groups and interchange control segments.

The above summary of data segments used within the 820 transaction set do not specify the data elements used within each of the segments. The DED segment is the same as within the CCD+ format Addenda Record; however, additional segments are used to construct the full 820 transaction set and exchange it in an EDI environment. Please consult ASC X12 standards documentation and the 820 Implementation Guides published by the Bankers EDI Council for detailed standards and implementation information and instructions.

Additional Information

Employers and financial institutions needing additional information will find an array of available and valuable resources. First and foremost, employers are encouraged to contact their financial institutions to determine how to get started in EDI and EFT. NACHA and its family of local ACH Associations across the country can be of assistance in obtaining additional information and locating EDI capable financial institutions. The Data Interchange Standards Association (DISA), as the secretariat of ASC X12, is the primary source of X12 syntax standards. The American Payroll Association (APA) and Treasury Management Association (TMA) are also valuable sources of information. For information related to child support, employers are encouraged to contact the child support entities to which they are instructed to remit employee wages. Provided is a list of key contact telephone numbers:

NACHA/Bankers EDI Council	(703)742-9190
American Payroll Association	(212)686-0230
Data Interchange Standards Association (DISA)	(703)548- 7005
Treasury Management Association (TMA)	(301)907-2862

Federal Government On-line Access

The Administration for Children and Families (ACF) of the U.S. Department of Health and Human Services operates a computerized bulletin board service (ACF BBS) that can be accessed by users from across the country by calling a toll-free 800 number (1-800-627-8886) with a computer-based communications software program. The ACF BBS is available 24 hours a day, 7 days a week. By accessing the ACF BBS, users can:

- leave messages and information requests for ACF staff

- share ideas and information with users from across the country

- download ACF fact sheets and press releases

- download files of interest to the child support enforcement community

The ACF BBS is a menu-driven system with on-screen, context-sensitive help available at the touch of a button. In addition, ACF BBS users may call the system operator (SYSOP) for help and to determine interface requirements at (202)401-5682.

State Child Support Enforcement Offices

	Toll Free	CSE Number
Alabama	1(800)284-4347	(205)242-9300
Alaska	1(800)478-3300	(907)269-6900
Arizona	1(800)543-7383	(602)252-4045
Arkansas	1(800)264-2445	(501)682-8398
California	1(800)952-5253	(916)654-1532
Colorado		(303)866-5994
Connecticut	1(800)228-KIDS	(203)566-1830
Delaware		(302)577-4863
Florida	1(800)622-KIDS	(904)922-9590
Georgia	1(800)227-7993	(404)657-3851
Guam		011 (671)475-3360
Hawaii		(808)587-3698
Idaho	1(800)356-9868	(208)334-5710
Illinois	1(800)447-4278	(217)524-4602
Indiana	1(800)622-4932	(317)232-4894
Iowa		(515)281-5580
Kansas		(913)296-3237
Kentucky	1(800)248-1163	(502)564-2285
Los Angeles		(213)889-2991

	Toll Free	CSE Number
Louisiana	1(800)256-4650	(504)342-4780
Maine	1(800)371-3101	(207)287-2886
Maryland	1(800)332-6347	(410)767-7619
Massachusetts	1(800)332-2733	(617)246-0774
Michigan		(517)373-7570
Minnesota		(612)296-2542
Mississippi	1(800)345-6347	(601)359-4500
Missouri	1(800)859-7999	(314)751-4301
Montana	1(800)346-5437	(406)444-4614
Nebraska	1(800)831-4573	(402)471-9103
Nevada	1(800)992-0900	(702)687-4744
New Hampshire		(603)271-4426
New Jersey	1(800)621-KIDS	(609)588-2915
New Mexico	1(800)432-6217	(505)827-7200
New York	1(800)342-3009	(518)474-9081
North Carolina	1(800)992-9457	(919)571-4114
North Dakata	1(800)755-8530	(701)328-3582
Ohio	1(800)686-1556	(614)752-6561
Oklahoma	1(800)522-2922	(405)522-5871
Oregon	1(800)850-0228	(503)373-1698
Pennsylvania	1(800)932-0211	(717)787-3672
Puerto Rico		(809)722-4731
Rhode Island	1(800)922-0536	(401)277-2847
South Carolina	1(800)768-5858	(803)737-5870
South Dakota		(605)773-3641
Tennessee	1(800)874-0530	(615)741-2441
Texas	1(800)252-8014	(512)463-2181
Utah	1(800)257-9156	(801)536-8500
Vermont	1(800)786-3214	(802)241-2713
Virgin Islands		(809)774-5666
Virginia	1(800)468-8894	(804)692-1428
Washington	1(800)457-6202	(360)586-3162
Washington, D.C.		(202)724-8800
West Virginia	1(800)634-4419	(304)558-3780
Wisconsin		(608)266-9909
Wyoming	1(800)457-3659	(307)777-7631