

	<b>Agency Name</b>	Office of Family Support (OFS)		
	<b>Chapter No./Name</b>	00. Miscellaneous Issuances Manual		
	<b>Part No./Name</b>	E. Executive Bulletins		
	<b>Section No./Name</b>	E-2400 Executive Bulletins		
	<b>Document No./Name</b>	E-2418-00 SES Enhancements		
	<b>Dates</b>	<b>Issue</b>	June 21, 2010	<b>Effective</b>

As a result of Support Enforcement Services continued dedication to serving the public in an efficient and effective manner, the following enhancements were implemented on May 11, 2010.

## SES Application on the Web

The SES Application on the Web was made available for field use in May 2010 and was made available for public use effective June 15, 2010. SES users may access the Application on the Web through LASES WEB by selecting SES Application. Users are required to enter a valid LASES User ID and Password. Public access to the Application on the Web may be attained through the Internet at [www.dss.louisiana.gov](http://www.dss.louisiana.gov) by selecting Family Support (OFS), then select Child Support/SES, scroll down under Applying and select Apply Online for Child Support Services.

If clients are unable to complete the application for any reason, they can save the application prior to exiting. The incomplete application will be saved for seven (7) days. If no activity has occur on the incomplete application after seven (7) days, the incomplete application will be deleted and the client will be required to start a new application. Through the Internet application clients will also have the ability to check the status of their application once it has been submitted for processing.

Caseworkers will review and work the client applications similar to the existing referral interface process. Once an application is accepted, the information collected during the application process will be used to update LASES.

Training packets are being developed. Enhancements to existing web pages as well as LASES screen enhancements will be discussed in detailed during the upcoming training sessions.

## Document Generation

Document Generation is a web based application used to generate notices. The new system works very similar to FormQuest and once all phases of document generation have been completed it will replace FormQuest.

Forms will be added in phases. After all forms are added, FormQuest will be deactivated and the link will be removed from the Navigation Bar on LASES Web. Once forms are moved to the Document Generation System, they will no longer be available on FormQuest. However, forms will continue to be available through the On Line Policy Management System (OPMS).

The Document Generation Link has been added to the Navigation Bar on LASES Web. Clicking on this link will bring the user to the Document Generation System Login page. User will be required to type in their Novell User ID and Password.

Training packets have been developed with instructions on system navigation as well as forms generation. These packets will be provided during upcoming training sessions.