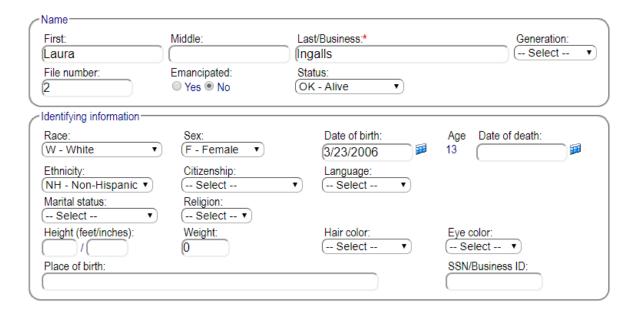
CHILD SUPPORT

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Add the Child's name and Identifying information



Add the Relatives

- Relatives Top			Get from another Add
Name	Туре	Address	Contact number
Caroline Ingalls (Legal Custody)	Mother	Home Address: 126 Crook Avenue	HOME: 615-452-1313
	No financial info	Henderson, TN 38340	
Charles Ingalls (Non-custodial Parent)	Father	Home Address: 126 Crook Avenue	CELL: 615-471-9652
	No financial info	Henderson, TN 38340	
Harriet Oleson	M Aunt	Home Address: 982 Elm Street	CELL: 931-657-8521
	No financial info	Henderson, TN 38340	

If the petitioner is not in the system, you must add them as a person first. Make sure you get their race, sex, dob, ethnicity.

Make sure you have current addresses on everyone.

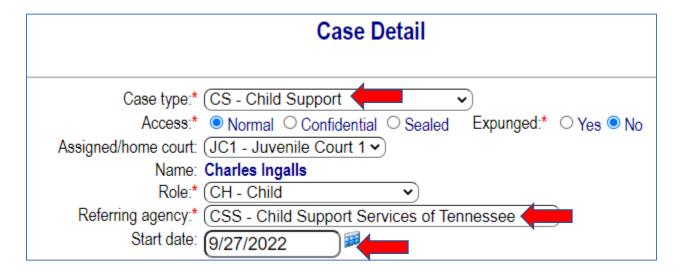
Read more about Adding a Person

Add a Case

To add a new case, click the Add link at the end of the Cases line.



- Cases Top



- Case type Select child support.
- Access Ignore. Access is always Normal unless the Judge orders the case to be confidential or sealed. Child support cases don't get expunged.
- Assigned/home court This is always Juvenile Court as compared to General Sessions, Circuit, etc.
- Role On the Civil side the role of the child is always Child.
- Referring agency The agency filing the petition. It could also be a parent or relative, whoever
 is signing petition.
- Start date The date you received the original petition, should be the file stamp date.

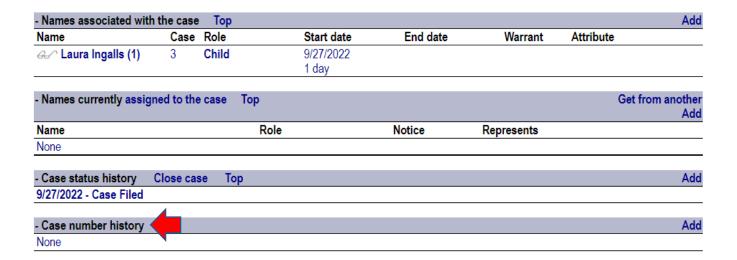
Click the **Update** button to save your work.

Read more about Adding Cases

CASE DETAIL SCREEN

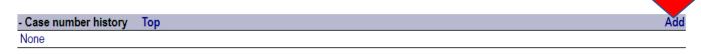
The Case Detail screen has all the information about the parties, attorneys, issues before the Court, hearings, and all the documents one would find in a clerk file.

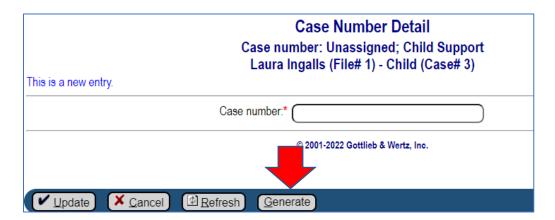
With a new Petition, which opens a new case, simply scanning the petition will add all the necessary information to this case detail screen. Everything can be manually added by clicking the Add at the end of the appropriate section.



Add a Case (docket) Number

To add a new case number, click the Add link at the end of the line.



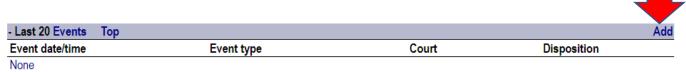


Click the **Generate** button to generate the next available case number. If you are not using Quest to generate the case/docket number for you, type in the case number and click Update.

Click the **Update** button to save your work.

Add an Event (hearing)

Events are all the hearings scheduled for this case.



Event Detail



- Event date/time Enter the date and time of the hearing.
- **Event Type** Select the type of hearing that will be held.
- **Court** Select the judicial officer who will hear the case.
- Case Make sure the appropriate case is selected.

Click the **Update** button to save your work.

Read more about Adding Events

Add a Document



- Documents/docket entries View CCS Top Add document

If this is a IV-D Child Support case coming from the child support office, add a document called "Scanned PETITION - IV-D Child Support"

If this is a private party case, add a document called "Scanned PETITION – Civil"



- List templates containing Type in a partial word to narrow the list of documents available to you to only those that contain the specific word. In this case IV-D. You could search for the word Petition but there are many petitions in the system available to you, and there are only a few IV-D documents.
 - Press the Tab button on your keyboard to narrow the list to only those document that match your word.
 - Click on the drop down to select the document you wish to create. In this example, Scanned PETITION IV-D Child Support.
- Case Make sure the appropriate case is selected.

Click the **Update** button to save your work and move forward.

Scanned PETITION - IV-D Child Support



Every document works the same in Quest.

- 1. You have a question. Read the question and answer it as best you can. In this example it is asking you to select the hearing.
- 2. You have a row of buttons.
 - a. **Update** Saves your response and takes you to the next question.
 - b. Cancel Take you out of the document and leaves the document incomplete.
 - c. **Refresh** Removes everything you typed or selected on the screen.
 - d. **Backwards** Takes you backwards through the questions.
 - e. Top Takes you to the very first question in the document.
 - f. **Preview** Lets you see what your document looks like so far. You must cancel out of the preview to return to the document.
- 3. The selection section. In this example, the list of hearings for you to choose. Click the sel box in front of the hearing you wish to select.
- 4. Links so you can update information without cancelling out of the document.
 - a. Person detail takes you to the Person detail screen.
 - b. Case takes you to the Case detail screen.
 - c. List events will list all events for this case, both past and future.
 - d. New event allows you to add an event in case you haven't scheduled it yet.

Answer the questions, clicking the **UPDATE** button to save your response and move to the next question.

It will ask if this is a new case in Quest.

- If you answer yes, it will walk you through adding the parties, issue before the court (filed statutes), TESES number for Respondent.
- If you answer no, it will simply let you scan the document without adding information to the case.

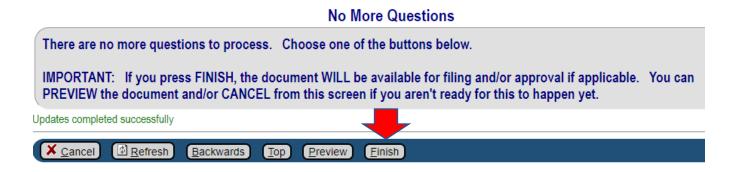
Scanning a document

You must scan the document and save it to a location on your computer. It should be saved as a .pdf document on the highest compression option.



Click on the **Choose File** button to find your saved scanned document. Once it is found, click on it. That will add it to this screen.

Click the **Update** button to save your work.



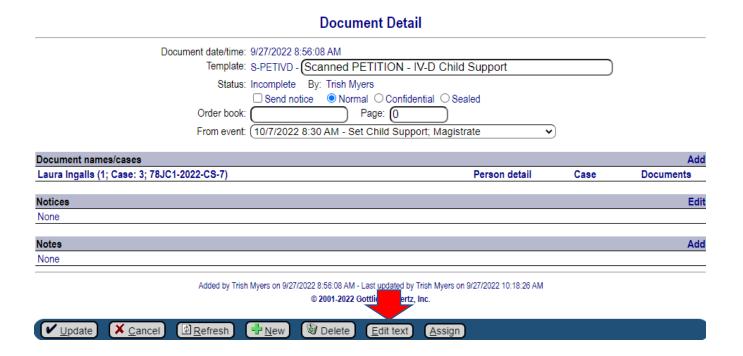
One you get to the last question in your document, you will see this screen. Click the **Finish** button to finalize your document. Once you click Finish on a document, all the automatic updates happen.

Incomplete Documents

If you cancel out of your document it leaves it incomplete. Click on the red document name to get into the Document Detail screen.



This takes you to the **Document Detail** screen.



Click on the **Edit text** button to continue working on your document. Documents remain incomplete until you click the **Finish** button.

Read more about Documents

Updating the Case

After clicking the **Finish** button, the case is updated automatically.

1	
Щ	
	/

••	_					*** "	Add
Name	Case	Role	Start date	End date	Warrant	Attribute	
G→ Laura Ingalls (1)	3	Child	9/27/2022				
			1 day				
← Caroline Ingalls (7)	2	Petitioner	9/27/2022				
			1 day				
G Charles Ingalls (8)	2	Respondent	9/27/2022				
			1 day				



- Names currently assig	ned to the ca	зе Тор				Get from another Add
Name		R	ole	Notice	Represents	
State of Tennessee		Р	etitioner	No		
- Case status history	Close case	Тор				Add
9/27/2022 - Case Filed						
- Case number history	Тор					Add
2022CS000007						



- Filed statutes	Тор						Options
Name		Count		Petition	Plea	Disposi	tion
Charles Ingalis		1 - IV-D Child 9/27/2022	Support (TCA 36-5-801), a Civil; Filed			Open	
- Requirements	Тор						Options
Name		Assigned	Requirement	Start	Status	Sta	tus date
None							
- Last 20 Events	Тор						Add
Event date/time			Event type	Court		Disposition	
10/7/2022 8:30 AN	l		Set Child Support	Magistrate			
- Case notes To	р						Add
None							
- Documents/dock	rat autoiaa	View CCS	Тор			Add docket entry	Add document



- 1. Names associated with the case lists all the private parties.
- 2. **Names currently assigned to the case** Lists all the professional people assigned to the case such as attorney, agency petitioners, guardian ad litem, etc.
- 3. **Filed Statutes** This is the issue before the court. In child support cases the filed statute is listed on the Respondent's name rather than the child's name. If this is a IV-D case, this filed statute is what causes the case to be put on the monthly reimbursement invoice.
- 4. Last 20 Events This is your next hearing.
- 5. **Documents** This is starting the list of all the documents created in this case.

Assessing Filing Fees

Counties handle assessing filing fees differently in child support cases.

If it is a private party petition, most counties will assess the filing fee at the time of filing. When you add a document called "Scanned PETITION – Civil" it will ask if you wish to assess the filing fee.

It will ask you to select the person being assessed the fee, then select the appropriate fees:

This will automatically add the Financial Requirement for you.

Sel
□ ******* FILING FEE ********
✓ Civil Petition \$102
☐ Modification/Contempt Petition \$77
□ ****** SERVICE *******
✓ Sheriff Service: \$42.00
☐ Sheriff Service: \$42.00 x 2
☐ Sheriff Service: \$42.00 x 3
☐ Secretary of State Service
□ ************ OUT OF COUNTY SERVICE ***********
□ Bedford
Benton

- Requirements	Тор			
Name	Assigned	Requirement	Start	Status
Caroline Ingalls	9/27/2022	Court Costs	9/27/2022 1 day	(Balance: \$144.00)

If it is a IV-D child support case with the State filing on behalf of the custodian, some counties will assess the filing fees to the Respondent up front. When the Reimbursement check from the state arrives, payments are applied to each case.

If it is a IV-D child support case, some counties never assess a filing fee. Instead, when the reimbursement check from the state arrives, they take one payment.

Your Quest Administrator will help you set up the best procedure for your county.

Return of Service

When the Summons is returned, you can scan it and Add a document called "Scanned Summons/Subpoena Return of Service"

This document will ask if the Summons/Subpoena was served or not. This document will appear on the court docket so everyone knows if you have service. This document can be automatically emailed to someone at the State so they know if there is good service or not.

Entering Disposition

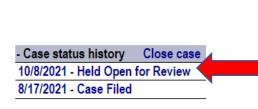
Following the hearing, if the Petition was ruled on, either granted, denied, or dismissed, you can update the case.

If you have a court order from this hearing, you can scan it then add a document called either "Scanned ORDER - IV-D Child Support" or "Scanned ORDER - Civil."

The document will ask you if you need to update the case. If you say yes, it will walk you through questions, so Quest gets updated correctly.

These orders can be customized to help you update your case with whatever information you wish to add

Case Status and Filed Statute Disposition should be updated. If you take child support payments, a Requirement can be set up right away.



Some counties use Held Open for Review when the Petition is ruled on. Some counties are more specific with Support Established.

- Filed sta	atutes Top				Options
Name		Count	Petition	Plea	Disposition
An	as	1 - IV-D Child Support (TCA 36-5-801), a Civil; Filed 8/17/2021	21-001585		Granted
An	as	2 - Contempt of Court (TCA 37-1-158 & 29-9-103), a Misdemeanor; Filed 7/11/2022	22-001373		Open

- Requirements Top					Options
Name	Assigned	Requirement	Start	Status	Status date
An	8/17/2021	Child Support Due to DHS	8/17/2021 413 days		

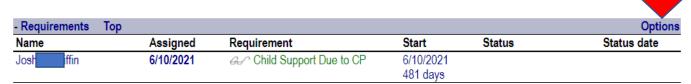
Collecting Child Support Payments

If your county accepts child support payments, you will need to add a child support requirement to the person who must pay child support.

Child support can be paid to DHS (Department of Human Services) or directly to the CP (custodial parent). There are two different requirement types, so the money is directed to the correct location.

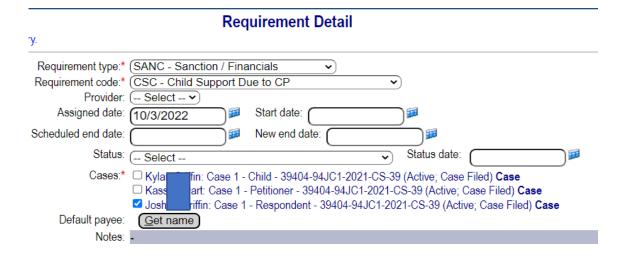
Add a Requirement

Click on the **Options** link at the end of the Requirements line.



Since there are multiple parties on Child Support cases, you will need to click on the name of the person who is ordered to pay child support so you can add this requirement under their name.

This brings you to the Requirement Detail screen.



- Requirement Type Select Sanction / Financials
- Requirement Code Select either Child Support Due to CP or Due to DHS, whichever is correct.
- Assigned date Todays date is fine.

Click the **Update** button to save your work.

Add the Default Payee

Now that you have a requirement, you can add the Default payee. The Default payee is the person who will receive the child support payments.

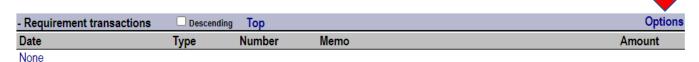


Click the **Update** button to save your work.

Add a Requirement Transaction

When the person comes in to make a child support payment you must assess the fee and take a payment. You can do this is one entry.

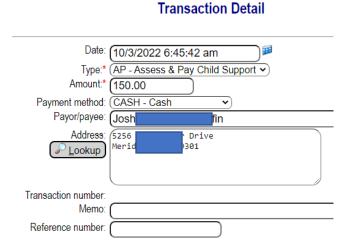
Click on the **Options** link at the end of the Requirement transactions line.



Choose the Add a transaction link.

- **Date** Add current date/time
- Type Select Assess & Pay Child Support
- Amount Enter the amount of the payment
- Payment method Select appropriate method
- Payor/payee click on the Lookup button to select the person paying

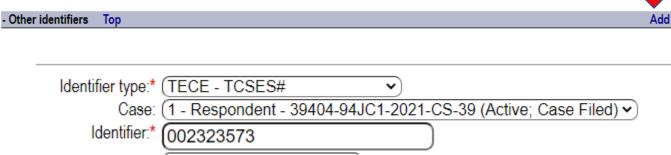
Click the **Update** button to save your work.



Add TECES Number as Other ID

Go to the Person Detail screen of the person who must make child support payments. Click the Add link at the end of the Other Identifiers line





- Identifier type Select TCSES#
- Case Select the case where this number applies
- **Identifier** Type the TCSES number

Click the **Update** button to save your work.

This number will print on the check information page.





Case		Amount	Payee		Other ID	Assigned
De	ont Davis (58212; Case: 2; 29276-	\$250.00	Kathy	on	001450736 D#67280	
517						
Ch	DHS					
De	ont Davis (58212; Case: 1; 23880-	\$250.00	Tenis	a Harrison	001087804 D#46321	
517	, , , , , ,					
Ch	: DHS					
De	ont Davis (58212; Case: 3; 21869-	\$60.00	Josh	1cKissack	000961057 D#42050	
94、	CS-3)					
Ch	DHS					
Tra	h (52482; Case: 1; 27601-52482-1)	\$200.00	Shata	a Hunt	1338020 D#60190	
Ch	DHS					
Bill	ker (53590; Case: 1; 31314-53590-1)	\$50.00	Jessi	sey	1503159 D#79785	
Child Suppo	ort DHS					