		Customer Serivce Web Functionality																					
	Payment Info																						
	last payment	**arrears**	**history**	**amount**	**case status**	**case inquiry**	**PIN**	**e mail**	**update profile**	**employer**	**employer change**	**interstate/other**	**application**	**guidelines**	**locate tip**	**request documents**	**forms**	**direct deposit**	**employer debit**	**R&A**	**other language**	**insurance**	
AL																							
AK	x	x		x			x							x			x			x			
AZ										x			d	x			x						
AR																							
CA																							
CO						x			x	x						x							
CT																							
DE																							
DC																							
FL	x		5																x				
GA																							
GU																							
HI																							
ID																							
IL																							
IN	e		e	e				e		e				e					x				
IA																	x						
KS	x		x									x											
KY																							
LA																							
MA	x	x	24	x	x	x	m	w/f	x	x	x	x	d/s	x	x	x	x	x		c	s	x	
ME													x										
MD																							
MO																							
MI																			x				
MN	x	x	90d	x	x	x	m/r			dv			d			x	x	x					
MS																							
MT																							
NE			x						x														
NV																							
NH																							
NJ	x	x		x					x				x							x	x		
NM	x	x	x	x	x																		
NY																							
NC	x	x	x	x	x							x											
ND																							
OH	x						p	f		x									x				
OK	x	x	x	x		x	m	f		x			d	x	x		x						
OR	x	b	12	x	x					x			d	x		x	x	x			so		
PA	x	x	x	x																			
PR																							

RI																						x	
SC														x									
SD									x														
TN									x		x												
TX	x	x	x	x	x	x			x			x			x								
UT																							
VT	x	x	x	x					x		x				x	x							
VI																							
VA	x	x	x		x																		
WA																			x				
WV	x		5					f		x			d					x					
WI	x	x	x	x																			
WY																							
* Some of the functions are only available in certain counties (I.e. Colorado and California)																							
The next version of this spreadsheet will categorize subsets. For example, PIN provided by mail, email, phone																							
e - these functions currently available only for employers																							