

## Payment Information

### Child Support Payment Information

The Wisconsin Child Support Collections Trust Fund (WI SCTF) handles all incoming and outgoing child support payments for the State of Wisconsin. The following page provides payment information for child support for Outagamie County and Wisconsin.

For more information on payments for child support, visit the Wisconsin Department of Children and Families' website (<https://dcf.wisconsin.gov/>).

**Child Support Online Services (CSOS):** <https://csos.wisconsin.gov/login>

This secure website and app has your case information available 24/7/365. You are able to check on your balances, view recent payments, make online payments, and update your information.

To create an account or log into existing account for CSOS:

<https://csos.wisconsin.gov/registration/createlogon>

If you need assistance with your CSOS account, please contact the DCF Service Desk at 608-264-6323 or 855-264-6323 toll free.

CSOS Information Page on DCF Website: <https://dcf.wisconsin.gov/cs/csos/faq-logon>

### **How to check payment status**

The State of Wisconsin has several outstanding resources to check on your child support payments 24 hours a day, 7 days a week. Please use one of the listed payment resources available to you to manage your account balances, court order summary, and payments made or received.

- Child Support Online Services (CSOS) Secured Website
- IVR at the Trust Fund: 1-800-991-5530 (last 2 payments)
- EPPIC Debit Mastercard: Toll-free number is 1-877-253-3686. Has text message alert feature. Call to set up with them. No website available at this time.
- Direct deposit users can contact local bank for savings and checking activities
- Payment histories greater than 2 years old, contact us at 920-832-5058.

### **How to Make a Payment**

To make a child support payment you must make a check, cashier's check, or money order payable to the WI SCTF with a payment coupon and mail all payments to:

Wisconsin Child Support Collections Trust Fund

P.O. Box 74200

Milwaukee, WI 53274-0200

Outagamie County Child Support does accept payments by check, cashier's check, or money order to be dropped off at the agency and we will mail them to the Wisconsin Child Support Collections Trust Fund for you.

Other Payment Methods:

<https://dcf.wisconsin.gov/cs/ncp/pay/ways-to-pay>

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### *Withholding from Paychecks–*

Child Support payments are automatically withheld from an employee's paycheck as long as the Child Support Agency has been notified of the payer's employer. It is the payer's responsibility to report changes of employment within 10-days to the Child Support Agency.

All payers are responsible for making sure that payments are made according to their court order. Payers should check their paycheck stubs to ensure that the correct amount of child support is being withheld. If the entire amount of child support due is not withheld, it is the payer's responsibility to send in a payment on their own to the Wisconsin Support Collections Trust Fund (WI SCTF) using the payment information above.

If your case is enforceable (IVD cases), the child support agency will automatically send out income withholding paperwork to your employer once notified of the new employment.

If your case is non-enforceable (NIVD cases), you have the options of paying a \$32.00 onetime fee or applying for child support services in order to get income withholding sent to your employer. If you choose to apply for services your case does become enforceable.

*Money Gram* – <http://www.moneygram.com/mgo/us/en/m/child-support-payments>

*By Phone (PBP)* – Wisconsin Child Support Trust Fund can assist with setting this up by calling 1-800-991-5530.

*Expert Pay* – <https://www.expertpay.com/>

*MSB Pay* – Outagamie Counties Child Support Payment Portal can be found at <https://payments.msbbpay.com/OutagamieCountyChildSupport> . There are convenience fees using this method.

### **Payment Coupons**

If you need to make a payment on your own you will need to use a payment coupon. Payment coupons are available on the CSOS secure website, attached to your Monthly Statement of Account, or the Outagamie County Child Support Agency can assist with a coupon.

Payment coupons are to be sent with payments in order to assure it is applied correctly. If a payment needs to be designated to a specific court case, you must check the “designated court case” box on the payment coupon and write in the court case number on the line provided on the coupon.

All payments (check, cashier's check, money order) and payment coupons must be sent to the Wisconsin Support Collections Trust Fund (WI SCTF) using the address above.

If you need assistance with filling out a payment coupon or obtaining one, please contact the Outagamie County Child Support Agency.

### **How to receive a payment**

Child Support payments can be received in 2 methods: Direct Deposit or Way2Go Child Support Debit Card.

1. Direct deposit
  - a. If you choose to enroll in direct deposit you will need to complete the following form and mail it to the address listed on the top left corner to the WI SCTF.

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- b. Direct deposit forms:
  - i. English: <https://dcf.wisconsin.gov/files/cs/pay/cp/dd.pdf>
  - ii. Hmong: <https://dcf.wisconsin.gov/files/cs/pay/cp/dd-h.pdf>
  - iii. Spanish: <https://dcf.wisconsin.gov/files/cs/pay/cp/dd-s.pdf>
- 2. Way2Go Child Support Debit Card
  - a. If you choose to not enroll in direct deposit a Way2Go Debit Card will be issued to you automatically upon the first payment received.
  - b. This card will be sent to you within 7-10 business days to the current address on file for you at the Child Support Agency.
  - c. To contact customer service please contact Way2Go at 877-253-3686 to speak to a live representative. Follow prompts to verify your information and then you will be transferred to the live representative.
    - i. If your information (address, phone number, email) is incorrect, please contact the Child Support Agency to update your information.

For further information on how to receive payments: <https://dcf.wisconsin.gov/cs/cp/pay/getting-cs>

### **How to Receive Payment Records**

To receive payment information about payments made or received on your case, or account balances, please contact the WI SCTF KIDS Information Line at 1-800-991-5530.

Another way to obtain payment information is on the secured Child Support Online Services website (CSOS). In order to register for CSOS click here (<https://csos.wisconsin.gov/registration/createlogon>).

If you are in need of payment records greater than 2 years old, please call the Outagamie County Child Support Agency with your request at 920-832-5058.

### **What if I lose my job?**

By law, you must alert the child support agency within 10 days if you lose your job, if your income changes, if you get a new job, or if you change jobs. Your child support order continues even when you have a job loss. The only thing that can change this is if there is a court order changing the amount of child support you are ordered to pay.

The Outagamie County Child Support Agency has a program to assist with finding employment if you need assistance and have a current support order running. It is called Children's First and you can contact the Children's First Specialist at 920-427-2950 if you have further questions.