

To Use Pay-by-Phone

- Call the KIDS Information Line at:

TEL 1-800-991-5530
TDD 1-877-209-5209
- Enter **1** if you have touch tone.
- To hear instructions:
Press **1** for English
Press **2** for Spanish
- Press **2** to skip information line instructions.
- Press **1** for Collection / Payment information.
- Press **1** if you know your KIDS PIN.
When asked to enter your KIDS PIN, enter the PIN followed by the pound key: **#**.
- When the system repeats your KIDS PIN:
Press **1** if you have entered it correctly
Press **2** if it is incorrect
- Press **7**: "Pay-by-Phone"
- Press **2**: "To use Pay-by-Phone"
- Enter your **4-digit access code**, followed by the pound key: **#**.
- Enter your **gross income** based on the frequency of your paycheck. Enter dollars and cents followed by the pound key: **#**.
For example: if our gross income is \$350.45, press **3-5-0-4-5-#**
If no gross is reported, press **0-0-0-#**

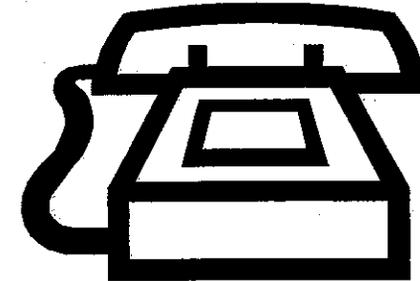
- You will be asked to verify the amount.
Press **1** if correct
Press **2** to re-enter your gross income
- You will be asked to select the **time period** in which you earned the gross income.
Press **1** if you earned this income during a one-month period
Press **2** if you earned this income during the first or second half of the month
Press **3** if you earned this income during a 2-week period
Press **4** if you earned this income during a 1-week period
Press **5** if this was a one-time payment, such as a bonus or commission
- Enter the **amount of your support payment**. Enter dollars and cents followed by the pound key: **#**. For example, if your support payment is \$150.00, press **1-5-0-0-0-#**
- You will be asked to verify the amount.
Press **1** if correct
Press **2** to re-enter the payment amount
Press the pound key: **#** to end the transaction
(This cancels the payment process.)
- Enter the **date** you want the money taken out of your account. Enter the **2-digit month**, the **2-digit day**, followed by the **4-digit year**. For example: if you want the money taken out of your account on January 15, 2006, press:
0-1-1-5-2-0-0-6
- You will be asked to confirm this date.
Press **1** if the date is correct
Press **2** to change the date
Press the pound key; **#** to end this transaction

**To cancel your Pay-by-Phone service,
call the KIDS Information Line.**



Wisconsin CARES About KIDS
WI Support Collections Trust Fund

Pay-by-Phone



**A Service for
Child Support Payers
And Spousal Support Payers**

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TDD 1-877-209-5209

Brought to you by the
Wisconsin Support Collections Trust Fund
and the Department of Children and Families
Division of Family and Economic Security
Bureau of Child Support

► **What Is Pay-by-Phone ?**

Individuals who pay child support (or spousal support), especially those who are self-employed, have a convenient way to pay. With this Pay-by-Phone service, an individual can make a support payment anytime, from anywhere, by using a touch-tone phone.

► **How Can I Use This Service?**

To use Pay-by-Phone, you must first complete an authorization form. To get this form, call the KIDS Information Line at:

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From the Main Menu:

Press 0 to speak to a Customer Service Rep
- OR -

Press 2: "How to Make Payments"

Press 1: To request an authorization form

After you complete and return the authorization form, you will receive a 4-digit access code. Use the access code each time you use the Pay-by-Phone service.

► **What Information Do I Need ?**

To use the Pay-by-Phone service, you must enter your 4-digit access code, your gross income, and the time period in which you earned that income.

► **What is Gross Income?**

Gross income is all income from any source, whether or not it is reportable to Internal Revenue Service. Gross income includes wages, salaries, earnings, tips, interest, capital gains, commissions and bonuses. Gross income also includes worker's compensation or other personal injury awards intended to replace income, unemployment compensation, income continuation benefits and Social Security Disability Income (SSDI) payments.

If you are self-employed, the amount of gross income available for child support is the amount of gross income earned by dependent household members, minus any business expenses that the court determines are reasonably necessary to produce your income or operation of your business. (Please refer to your court order.)

Money received directly from an employer, such as the income from a W-2 Trial or Unsubsidized Employment Job, is considered income for child support purposes.

Public assistance payments, child support that you receive and Supplemental Security Income (SSI) payments are not considered income for child support.

For questions about calculating the amount to withhold, contact your county/tribal child support agency as listed in the phone book under "county government" or tribal name.

This information is also available at:

childsupport.wisconsin.gov

► **What is the "Time Period" for Gross Income?**

This is the time period in which you earned the gross income you report for your payment.

You can select the following time periods:

- | <u>Code</u> | <u>Time Period</u> |
|-------------|---|
| 1 | Monthly |
| 2 | Semi-monthly (twice a month) |
| 3 | Biweekly (every 2 weeks) |
| 4 | Weekly |
| 5 | Other—such as a bonus or commission payment |

► **Can I Use Pay-by-Phone to make a Future Payment?**

Yes, you may choose the date you want money withdrawn from your account. You may choose any date within 2 to 30 days of your call. If the date you choose is a Saturday, Sunday, or holiday, the money will be taken out of your account on the following business day. Payments made on Fridays after 1:00 p.m. will be withdrawn the following Tuesday. Withdrawals will be made on Wednesday when Monday is a holiday.

► **Is the Pay-by-Phone Service Right for Me?**

Pay-by-Phone may be the easiest way to pay child support (and spousal support) for payers who are self-employed and for payers whose employers do not withhold support.

If your employer is withholding support from your income, Pay-by-Phone is not right for you. Your employer must continue to withhold from your income.

If you want to pay a court-ordered purge order, a lien or pay arrears on a certain case or debt, it is best to use your WI SCTF payment coupons. You cannot use Pay-by-Phone to designate a payment to one court case or one debt.

Pay-by-Phone payments are applied to all your support court cases based on federal regulations and state law.

► **More Information?**

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