



Wisconsin CARES About KIDS
WI Support Collections Trust Fund

WI SCTF
PO Box 07914
Milwaukee WI 53207-0914

TEL: 800-991-5530
TDD: 877-209-5209

Dear Payer:

Thank you for requesting Wisconsin Support Collections Trust Fund's Pay-by-Phone service. The only requirements for using the Pay-by-Phone option are that you have either a checking or savings account and have access to a touch-tone telephone. Enclosed is a Pay-by-Phone brochure and authorization form.

The brochure provides instructions on how to use the Pay-by-Phone option. Please keep this brochure for future reference. To apply for Pay-by-Phone services, you must complete the authorization form and return it to the address at the top of the form.

To complete the authorization form, fill in your personal and account information. Please indicate whether this is a new request, a request to change your access code, or a request to cancel your Pay-by-Phone service.

You will receive a separate notice with your confidential Pay-by-Phone access code. If you have any additional questions, please call the KIDS Information Line at 800-991-5530, or from the Metro Milwaukee Area, at 414-615-2400. Customer service representatives are available Monday through Friday from 7:30 a.m. to 6:00 p.m.

Please note the following:

- If your employer is withholding child support from your income, s/he will continue to do so even though you have Pay-by-Phone access.
- If there are insufficient funds in an account to cover a Pay-by-Phone transaction, the transaction will be re-submitted the following day. If there is still not enough money available, it will be treated the same as a non-sufficient funds check and you will be notified.
- If you make a Pay-by-Phone transaction after your account has been closed, it will be treated the same as a non-sufficient funds check and you will be notified.
- If you have two incidents of non-sufficient funds, either by check, Pay-by-Phone, or a combination of both, you will be required to make future payments by certified check or money order.
- Pay-by-Phone is a convenience to you. You are still required to make all court-ordered payments on time. Additional payments may be made by mail. Continue making all payments in full by mail until you have received your Pay-by-Phone access code from the Wisconsin Support Collections Trust Fund.

The Wisconsin Support Collections Trust Fund is an equal opportunity service provider. If you need assistance to access services or need material in an alternate format, please call the Bureau of Child Support at (608) 267-0927



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AUTHORIZATION: PAY-BY-PHONE

This form authorizes the Wisconsin Support Collections Trust Fund to set up a Pay-by-Phone account for the payment of child support, family support, alimony, and other support-related debts.

Please PRINT and complete all lines.

PERSONAL INFORMATION:

Name: _____
 Address: _____
 City/State/ZIP: _____
 Daytime Telephone: (____) _____
 Home Telephone: (____) _____
 KIDS PIN Number: _____
 Social Security Number: _____

ACCOUNT INFORMATION:

Bank Routing Number: _____
 Bank Account Number: _____
 Account Type (Check One): Checking _____ Savings _____
 Bank Name: _____
 Bank City/State: _____

CHECK ONE: NEW REQUEST CHANGE ACCOUNT CANCEL PAY-BY-PHONE

BE SURE TO INCLUDE A VOIDED CHECK OR A SAVINGS ACCOUNT DEPOSIT SLIP SHOWING THE ACCOUNT NUMBER AND ROUTING NUMBER SPECIFIED ABOVE. WRITE "VOID" ACROSS THE CHECK OR DEPOSIT FORM.

A. Payer	5555
Town, WI	_____19__
Pay to the Order of	\$ _____ Dollars
VOID	
For	_____
: 123456789	99900099 5555
[] []	
Bank Routing Number Account Number	

PLEASE SIGN AND DATE. RETURN FORM TO THE ADDRESS AT THE TOP OF THIS FORM.

SIGNATURE: _____ DATE: _____

To use Pay-by-Phone

- Call the KIDS Information Line at:
Metro Milwaukee 414-615-2400
Outside Metro Milwaukee 1-800-991-5530
TDD 1-877-209-5209
- From the Main Menu:
 - Press 1 Payment & Collection
 - Press 7 Pay-by-Phone
 - Press 2 To use Pay-by-Phone
- Enter your **4-digit access code** followed by the # key
- Enter your **gross income** based on the frequency of your paycheck. Enter dollars and cents followed by the # key. For example, if your gross income is \$350.45, Press **3 - 5 - 0 - 4 - 5 - #**
- You will be asked to verify the amount you entered
 - 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 # key. For example, if your support payment is \$150.00, Press **1 - 5 - 0 - 0 - 0 - #**
- You will be asked to verify the amount you entered
 - Press 1 if correct
 - Press 2 to re-enter the payment amount
 - Press # to end the transaction (cancels the payment process)
- Enter the **date** you want the money taken out of your account; enter the 2-digit month then the 2-digit day. For example, if you want the money taken out of your account on January 15, Press **0 - 1 - 1 - 5**
- You will be asked to confirm this date
 - Press 1 if the date is correct
 - Press 2 to change the date
 - Press # to end this transaction (cancels the payment process)

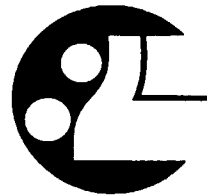
To cancel your Pay-by-Phone service, call the KIDS Information Line.

Pay-by-Phone



A Service for Child Support Payers and Spousal Support Payers

Metro Milwaukee 414-615-2400
Outside Metro Milwaukee 1-800-991-5530
TDD 1-877-209-5209



*Brought to You by the
Wisconsin Support Collections Trust Fund
and the Department of Workforce Development
Division of Economic Support
Bureau of Child Support*

➤ **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:

Metro Milwaukee 414-615-2400

Outside

Metro Milwaukee 1-800-991-5530

TDD 1-877-209-5209

From the Main Menu:

Press **0** to speak with a Customer Service Representative

— 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 Pay-by-Phone?**

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 the 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 plus the wages 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 (listed in the phone book under "county government" or tribal name) or see the brochure Employers' Guide -- How To Compute Child Support Income Withholding.

This information is also available at:

www.dwd.state.wi.us/bcs/

➤ **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:

Code	Time Period
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 1 to 31 days of your call. If the date you choose is a Saturday, Sunday or a 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 from your account the following Tuesday, 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 probably is not right for you. Your employer must continue to withhold support 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?**

For more information about Pay-by-Phone, please call the KIDS Information Line at:

Metro Milwaukee 414-615-2400

Outside

Metro Milwaukee 1-800-991-5530

TDD 1-877-209-5209