ACH Child Support Payments
Quick Reference Guide

ACH Child Support Payments

Old and New Field Comparison

Old	New
SDU ABA/TRC	Routing Number
SDU account number	Account Number
SDU account type	Account Type
SDU name	Routing Number
Identification number	ID Number
Case identifier	Case Identifier
Default payment amount	Amount
Non-custodial parent SSN	Non-Custodial Parent SSN
Medical support indicator	Medical Support
Non-custodial parent name	Non-Custodial Parent First Name Non-Custodial Parent Last Name
FIPS code of the receiving SDU	FIPS Code
Employment termination indicator	Employment Termination

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Create Child Support Payment

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Payment Header Information

1 Payment Name

2 ACH Company Name
Key in a company name or select the search icon to display a list of available companies

3 Entry Description and Discretionary Data

4 Effective Date
Select the calendar icon to display available days. Non-business days will appear greyed out. This is the date the entire payment is sent. A separate payment date will be selected for each Non-Custodial Parent on the *Add Recipients* page.

5 Add Recipients
Select to navigate to the *Add Recipients* page *(Cannot be selected until all required fields are completed. Required fields are indicated with an* *)*

FREQUENCY: A Payment Date is required for each Non- Custodial Parent. This will change for each payment. Therefore, payments cannot be set up as recurring.

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Add/Manage Recipients

1 Recipient Name and ID Number (optional)
This is typically the State (SDU) that is receiving the payment.

2 Account Number and Account Type

3 Routing Number
Key in bank name, routing number or select the search icon to display a list of valid routing numbers.

4 Amount
A zero-dollar amount is allowed for Employment Termination notification.

5 Prenote and/or Hold (optional)
If Hold is selected, the recipient is not included in the current payment, but recipient information is retained.

6 Non-Custodial Parent SSN
Key in the SSN for the Non-Custodial Parent associated with the payment. Only the last 4 digits will display once entered.

7 Non-Custodial Parent First and Last Name (optional)

8 Case Identifier
This is the employees case number/order with the State's Payment Center.

9 FIPS Code (Federal Information Process Standard - optional)

10 Pay Date
This is the date your company will deduct the child support from the employee's pay.

11 Employment Termination and Medical Support
Select to identify if the Non-Custodial Parent is no longer employed or if the payment is for medical support.

12 Add Recipient and Copy Recipient
- Select the plus sign to add a new recipient.
- Selecting the copy icon copies the current Recipient Name, ID Number, Account Number, Account Type and Routing Number into a new Recipient.

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Add/Manage Recipients

1 Expand or Minimize
Select arrow to minimize/expand Payment Header information (defaults to closed).

2 Open All or Close All
Select Open All/Close All to display Non-Custodial fields.

3 Delete Recipient
Select icon to delete a recipient.

4 Review
Selecting navigates the user to Review Page.

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Review Payment

1 Offset Account
Select from list of available offset accounts.

2 Confirm
Select Confirm to initiate payment and receive confirmation.

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Confirmation

1 Confirmation Message or if Approval is required, Pending Approval Message displays.

2 Download
CSV, NACHA and PDF are available formats to download the payment information.

3 Print
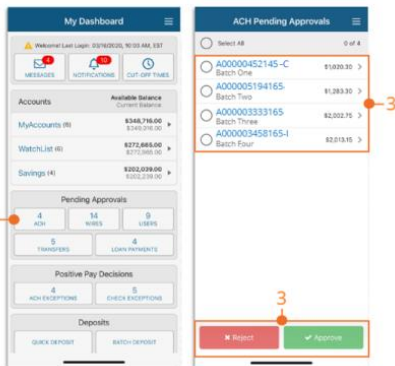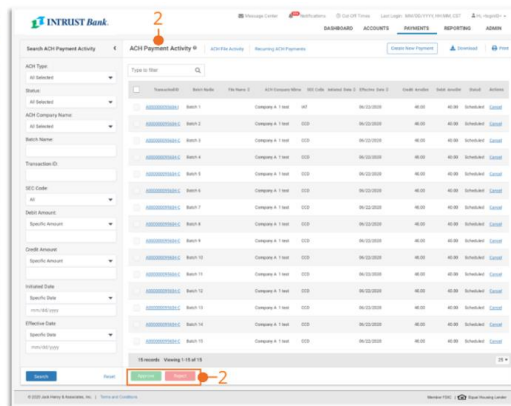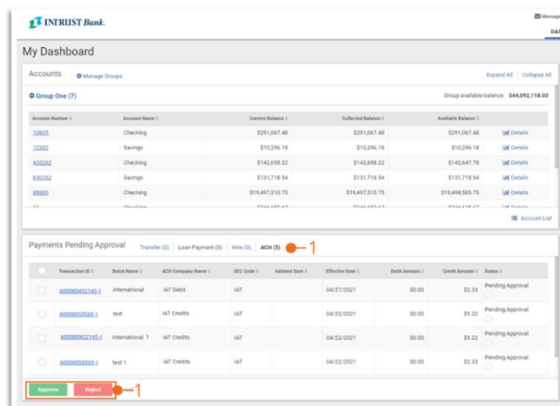Select to print payment details.

4 Create New Payment
Select to create a new Child Support Payment.

5 ACH Activity
Select to display all ACH Activity.

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Approve/Reject Child Support Payments

To Approve and/or Reject a Child Support Payment, the user must have the **Approve ACH Payments** entitlement.

Approving and or Rejecting a payment can be done in multiple locations within Business Online and Mobile Banking.

1 Business Online Banking – Dashboard – Pending Approval Widget

To Approve or Reject, check the desired payment(s) and select either **Approve** or **Reject**.

2 Business Online Banking – ACH Payment Activity

To Approve or Reject, check the desired payment(s) and select either **Approve** or **Reject**. An individual payment may also be Approved or Rejected by selecting the Transaction ID.

3 Business Mobile App

Child Support Payments can be approved and/or rejected by selecting ACH from the pending payments widget on the Dashboard or by selecting ACH from the menu.

Select the desired payments then select **Approve** or **Reject**. To Approve or Reject an individual payment from the Payment Details page, select the payment from the ACH Pending Approval list.

Child Support Payments can be identified by the –C at the end of the Transaction ID

ACH Child Support Payments

ACH Payment Activity

1 Search ACH Payment Activity – ACH Type
Select Child Support from ACH Type dropdown to display only Child Support Payments.

2 Transaction ID
Child Support Payments display a –C at the end of the transaction ID. Select to display payment details.

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Initiate Payment

1 Download Payment Details
Options include CSV, NACHA and PDF.

2 Initiate Payment
Select to create a new Child Support Payment. Fields are prefilled with the current payment's information.

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Troubleshooting Q&A

The Frequency shows "One Time" on the Create Child Support Payment screen. Why can't I set up a recurring?

- A Pay Date is required for each Non-Custodial Parent. This date could be different from the effective date selected or could change with each payment; therefore, recurring payments are not available. However, you can initiate the same payment again from the ACH Payment Activity Page and edit any fields needed.

The Add Recipients/Review/Confirm button(s) cannot be selected?

- Verify that all required fields are completed. These button(s) will not display if any required fields are missing. Required fields are indicated by a red asterisk.

How do I search for only Child Support Payments in ACH Payment Activity?

- On the ACH Payment Activity Page, select Search ACH Payment Activity. Under the ACH Type dropdown, select Child Support then Search.