

# ACH Child Support Payments

## Quick Reference Guide

# ACH Child Support Payments

## Old and New Field Comparison

### Child Support Payment

These are the detail accounts which will receive the recorded amount when a payment request is transmitted. To add detail account information from external files, click "Import details."

SDU ABA/TRC:  [ABA search](#)

SDU account number:

SDU account type:

SDU name:

Identification number (optional):

Case identifier:

Default payment amount (optional):  
 Non-custodial parent SSN:  -  -   
 Medical support indicator:   
 Non-custodial parent name (optional):   
 FIPS code of the receiving SDU (optional):   
 Employment termination indicator (optional):

[Add additional payment](#)

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

# ACH Child Support Payments

## Create Child Support Payment

The screenshot displays the INTRUST Bank Business Online Banking interface. At the top, the INTRUST Bank logo is on the left, and navigation links for Message Center, Notifications (374), Cut-Off Times, Last Login, and user ID are on the right. Below the logo, a navigation menu includes DASHBOARD, ACCOUNTS, PAYMENTS (highlighted), REPORTING, and ADMIN. The main content area is a grid of links organized into columns: Transfer, Wire, ACH, Positive Pay, Stop Payment, and Bill Pay. The 'Create Child Support Payment' link is highlighted in blue under the ACH column. A sidebar on the left contains 'My Dashboard', 'Information', and a 'New' notification. At the bottom right, there is a 'Run Report' section with options for Prior Day Balance, Current Day Transaction, Prior Day Transaction, Date Range Balance, and Date Range Transaction.

Transfer	Wire	ACH	Positive Pay	Stop Payment	Bill Pay
Create Transfer	Create USD Wire	Create ACH Payment	ACH Exceptions	Create Stop Payment	Business Bill Pay
Create Transfer from Template	Create USD Wire from Template	Create ACH Tax Payment	ACH Exceptions - Decision Activity	Stop Payment Activity	
Transfer Activity	Upload Wires	<b>Create Child Support Payment</b>	ACH Filters		
Recurring Transfers	Create FX Wire	ACH File Activity	Check Exceptions		
Transfer Templates	Wire Activity	ACH Payment Activity	Check Exceptions - Decision Activity		
Create Loan Payment	Wire File Activity	Recurring ACH Payments	Check Upload Formats		
Loan Payment Activity	Recurring Wires	ACH Templates	Create/Upload Check Issues		
	Wire Templates	ACH Tax Templates	Issued Item Activity		
	Wire Beneficiaries	ACH Recipients			
	Wire Upload Formats	ACH Recipients Activity			
		ACH Recipient Import Layout			

Prior Day Balance [Run Report](#)

Current Day Transaction [Run Report](#)

Prior Day Transaction [Run Report](#)

Date Range Balance [Run Report](#)

Date Range Transaction [Run Report](#)

[Account List](#)

# ACH Child Support Payments

## Payment Header Information

INTRUST Bank

Message Center Notifications Cut-Off Times Last Login: MM/DD/YYYY, HH:MM, CST Hi, <loginID> ->

DASHBOARD ACCOUNTS PAYMENTS REPORTING ADMIN

### Create Child Support Payment

1. Create Payment 2. Manage Recipients 3. Review 4. Confirmation

Manual Entry

#### Payment Header Information

\* Indicates Required Field

Payment Name: \* Child Support 1

ACH Company Name: \* CCD Test 2

ACH Company ID: 5917591111

SEC Code: CCD

Entry Description: \* Child Support 3

Discretionary Data:

Restrict Payment

Frequency: One Time

Effective Date: \* 01/22/2021 4

Add Recipients 5 cancel

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### 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.*

# ACH Child Support Payments

## 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 employee's 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.

# ACH Child Support Payments

## Add/Manage Recipients

**1. Create Payment** | **2. Manage Recipients** | 3. Review | 4. Confirmation

**Manage Recipients** \* indicates Required field

**Child Support** 1

ACH Company Name	RT Child Support	Debit	\$0.00
ACH Company ID	123456789	Credit	\$794.09
SEC Code	CCD	Frequency	One Time
Entry Description	CSP	Effective Date	03/15/2021
Discretionary Data	CHILD SUPPORT		
Restrict Payment	<input type="checkbox"/>		

Type to filter   Prenote Only  Hold Only  Errors 2 [Open All](#)

Recipient Name	ID Number	Account Number	Account Type	Routing Number	Amount	Prenote	Hold	
State of Kansas	1111	123456	Checking	101107080 R2020 Bank	\$105.22	<input type="checkbox"/>	<input type="checkbox"/>	
State of Kansas	1111	123456	Checking	101107080 R2020 Bank	\$25.00	<input type="checkbox"/>	<input type="checkbox"/>	
State of Kansas	1111	123456	Checking	101107080 R2020 Bank	\$205.66	<input type="checkbox"/>	<input type="checkbox"/>	
State of Kansas	1111	123456	Checking	101107080 R2020 Bank	\$458.21	<input type="checkbox"/>	<input type="checkbox"/>	<span>3</span>

Viewing 1 to 4 of 4

**4** [Review](#) [Back](#) [Cancel](#)

### 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.

# ACH Child Support Payments

## Review Payment

**INTRUST Bank** | Message Center | Notifications | Cut-Off Times | Last Login: 03/10/2021, 10:36 AM, CST | Hi, rtsopa22

DASHBOARD | ACCOUNTS | **PAYMENTS** | REPORTING | ADMIN

### Create Child Support Payment

1. Create Payment | 2. Manage Recipients | **3. Review** | 4. Confirmation

#### Review Payment

\* Indicates Required field

**Child Support 4 Recipients**

ACH Company Name	RT Child Support	Debit	\$0.00
ACH Company ID	123456789	Credit	\$794.09
SEC Code	CCD	Frequency	One Time
Entry Description	CSP	Effective Date	03/15/2021
Discretionary Data	CHILD SUPPORT	Offset Account *	430262
Restrict Payment	<input type="checkbox"/>		

Type to filter   Prenote Only  Hold Only  Errors

Recipient Name	ID Number	Account Number	Account Type	Routing Number	Amount	Prenote	Hold	Down All
State of Kansas	1111	123456	Checking	101107080	\$105.22	No	No	▼
State of Kansas	1111	123456	Checking	101107080	\$25.00	No	No	▼
State of Kansas	1111	123456	Checking	101107080	\$205.66	No	No	▼
State of Kansas	1111	123456	Checking	101107080	\$458.21	No	No	▼

Viewing 1 to 4 of 4

**2**

### 1 Offset Account

Select from list of available offset accounts.

### 2 Confirm

Select Confirm to initiate payment and receive confirmation.

# ACH Child Support Payments

## Confirmation

**INTRUST Bank.** Message Center Notifications Cut-Off Times Last Login: MM/DD/YYYY, HH:MM, CST Hi, <loginID>

DASHBOARD ACCOUNTS **PAYMENTS** REPORTING ADMIN

✓ Pending Approval! ACH Payment is in pending approval status

Create Child Support Payment

1. Create Payment 2. Manage Recipients 3. Review 4. Confirmation

Payment Confirmation Download Print

Child Support 4 Recipients

Transaction ID: AAA00001234-C Debit: \$0.00 Audit: 08/26/2020 7:14:54 AM: Tester: Created

ACH Company Name: CSP TEST CCD Credit: \$400.00

ACH Company ID: 5917591111 Frequency: One Time

SEC Code: CCD Effective Date: 01/22/2021

Entry Description: Child Support Offset Account: 2021901

Discretionary Data: Restrict Payment

Type to filter Prenote Only (0) Hold Only (0) Errors (0)

Recipient Name	ID Number	Account Number	Account Type	Routing Number	Amount	Prenote	Hold	Close All
State of Kansas	313240	150092641	Checking	101452639	\$100.00	No	No	

Non-Custodial Parent SSN: XXX-XX-0978 Case Identifier: ETS789 Pay Date: 01/25/2021

Non-Custodial Parent First Name: Janet FIPS Code: 123456 Employment Termination: No

Non-Custodial Parent Last Name: Johnson Medical Support: No

Viewing 1 - 4 of 4 recipients 25

Create New Payment ACH Activity

**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.

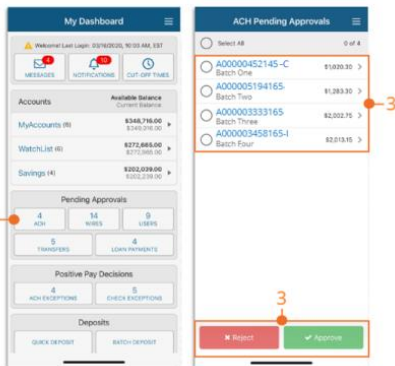
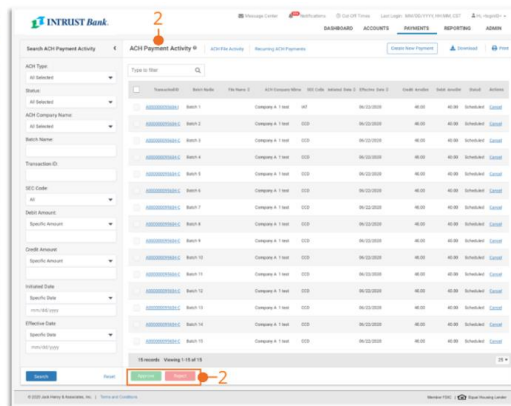
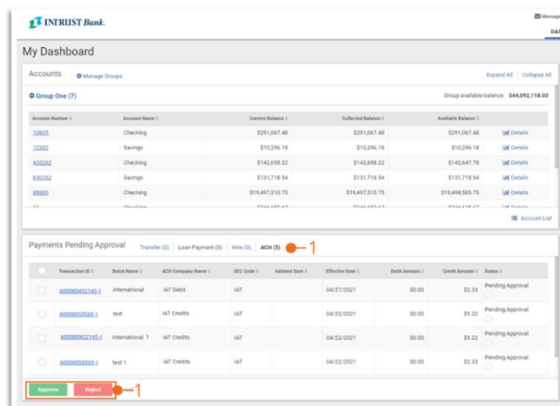
**4 Create New Payment**  
Select to create a new Child Support Payment.

**5 ACH Activity**  
Select to display all ACH Activity.



# ACH Child Support Payments

## 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

Search ACH Payment Activity

ACH Type:

- All Selected
- Child Support
- Reversal
- Tax Payment

Batch Name:

Transaction ID:

SEC Code:

Debit Amount:

Credit Amount:

Initiated Date:

Effective Date:

Search

Transaction ID	Batch Name	File Name	ACH Company Name	SEC Code	Initiated Date	Effective Date	Credit Amount	Debit Amount	Status	Actions
<input type="checkbox"/> A00000095604-C	Batch 1		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 2		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 3		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 4		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 5		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 6		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 7		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 8		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 9		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 10		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 11		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 12		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 13		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 14		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel
<input type="checkbox"/> A00000095604-C	Batch 15		Company A 1 test	CCD	06/22/2020	06/22/2020	40.00	40.00	Scheduled	Cancel

15 records Viewing 1-15 of 15

### 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.

# ACH Child Support Payments

## Initiate Payment

**ACH Detail: A000000122812-C**

Child Support Payment 1 Recipient

Status	Scheduled	Debit	\$0.00	Audit
Transaction ID	A000000122812-C	Credit	\$100.25	3/10/2021 10:39:47 AM : rt super user 2 : Created
ACH Company Name	RT Child Support	Frequency	One Time	
ACH Company ID	123456789	Effective Date	03/15/2021	
SEC Code	CCD	Offset Account	430262	
Entry Description	CSP			
Discretionary Data	CHILD SUPPORT			
Restrict Payment	<input type="checkbox"/>			

Type to filter   Prenote Only  Hold Only

Recipient Name	ID Number	Account Number	Account Type	Routing Number	Amount	Prenote	Hold	<a href="#">Close All</a>
State of Kansas	1234	5555	Checking	011103093	\$100.25	<input type="checkbox"/>	<input type="checkbox"/>	

Non-Custodial Parent SSN	****5789	Case Identifier	Y2FG1	Pay Date	03/15/2021
Non-Custodial Parent First Name	Jack	FIPS Code	111JHA	Employment Termination	No
Non-Custodial Parent Last Name	Henry			Medical Support	No

Viewing 1 of 1

### 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.

# ACH Child Support Payments

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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.