

## **How do I use the Child Support Internet Payment Site (CSIPS)?**

When making payments through CSIPS, you are authorizing the Division of Child Support (DCS) to take a deduction from your bank account on the date and in the amount you specify for each payment.

### **Registration**

Before you can make payments using CSIPS, you must register on the site. This allows DCS to verify your information for accuracy before payments are made. To register, you will need to have a browser capable of 128-bit security keys. The current versions of both Netscape and Internet Explorer allow for 128-bit security keys. We provide links for upgrading either Netscape or Internet Explorer on our main page. If you need any help in determining if your browser will handle this level of security, please contact us.

Click on "Enter Secure Site", and then click on "Register Today" or either of the register links on the navigation bars. This will take you to the registration form. The registration form asks you to indicate if you are registering as an employer or an individual. From this point, you will be taken to the actual registration page. On the registration page, you will select a User ID and Password, provide some necessary personal information and provide the bank account you want to use to make your child support payments.

Once you register, you will receive an email confirming your registration. If you are an individual, your CSIPS account information is compared against our data base to verify that you have an existing child support case with us.

### **Activation**

Once the verification process has been completed, DCS will send you a letter through the US Postal Service with an activation code. You will be prompted to enter this code when you login the first time. You will not be able to login after registering until you receive this code in the mail. After your CSIPS account is activated using your activation code, you can enter the site and review and update information, but you cannot make payments until DCS verifies your bank account information (see next section).

For Individuals, if we do not find an existing child support case for you, we will contact you using the email address and/or phone number you provided during registration to resolve any discrepancies.

### **Bank Account Verification**

DCS must verify your bank account information before you can use CSIPS to make payments. Your bank account information is checked through the banking system to verify that the account is valid and not closed. We do this by sending a zero dollar transaction through the banking system. Bank account verification takes 10 calendar days. Once the bank account is verified,



an email will be sent telling you that you can begin using CSIPS to make payments. Until this time, you should continue to use your current method of payment.

On the CSIPS site, the bank account status will show as “*(Verifying Account)*” until it is verified. Once the account has been verified, the bank account status will show as “*(Active)*”. If the bank indicates that the account is not valid or is closed, the bank account status will be changed to “*Invalid*” and an email will be sent to you. You will need to correct the bank account information and the verification process will begin again. If we suspend your bank account for any reason, we will contact you to resolve the issue.

### **Adding Bank Accounts**

Once your CSIPS account is activated, additional bank accounts can be added. Each bank account must be verified before it can be used to make payments.

### **Employee Lists (for Employers only)**

Employers need to create and maintain a list of the employees from whom they withhold child support. Employers can type in the information for each employee or create a text file from an existing system and import the information into CSIPS. Once the employee information is in CSIPS, it can be altered or a new text file can be imported to overlay existing information. Employers are limited to a maximum list of 200 employees. Employers withholding for more than 200 employees can set up multiple accounts, or can contact DCS to discuss other EFT options.

### **Making Payments**

Once you are notified that you can begin using CSIPS to make payments, log in and click on "My Payments". From here you can make a payment, cancel a payment, or view a history of payments made using CSIPS. You initiate payments and decide when they are to be delivered. You are responsible for scheduling the payment so it is delivered on time. You will receive an email each time a payment is initiated or cancelled.

A payment must be initiated at least two business days prior to the scheduled delivery date. However, the payment can be scheduled at any future date beyond two days. Payments initiated after 3:00 pacific time are considered as initiated the following business day.

Example: The child support is to be deducted from your account on February 19, 2002. It must be initiated no later than 3:00 p.m., February 14, 2002 because the weekend and holiday do not count as business days.

### **Employer Payments (for Employers only)**

Employers need to select the employees for whom they are making payments, and ensure the withhold amounts are accurate before they submit the payment. A payment must be initiated at



least two business days prior to the scheduled delivery date. The payment may be scheduled for delivery any time in the future beyond two business days.

### **Canceling a Scheduled Payment**

Payments can be cancelled or changed within CSIPS up to 3:00 pm two business days prior to the scheduled delivery date. If a payment needs to be cancelled within the two day processing period, you must contact DCS by telephone. They will attempt to cancel the payment, but cannot guarantee that it will not process.

### **Contacting Us**

If you have any questions, you may call our EFT Customer Service Unit at 1-800-468-7422, 8 am – 5pm Mon-Fri, or (360) 664-5103, 8 am-5 pm Mon-Fri, or contact us by email at [DCS-WebPmts@dshs.wa.gov](mailto:DCS-WebPmts@dshs.wa.gov).