

Pay-by-Phone: A Service for Child Support Payers and Spousal Support Payers

What is Pay-by-Phone?

An individual can make a child support payment anytime, anywhere, by using a touch-tone phone. To use this service complete the authorization form available online.

After the form is completed and returned, an individual will receive a 4-digit access code to use the Pay-by-Phone service.

What Information Do I Need?

To use the Pay-by-Phone service, enter the 4-digit access code, gross income, and the time period the income was earned. Gross income is all income from any source that include: wages, salaries, earnings, tips, interest capital gains, commissions, bonuses, worker's compensation, unemployment compensation, income continuation benefits and social security disability income payments.

For a self-employed individual subtract the gross income earned by dependent household members from necessary business expenses (refer to the court order). Money received directly from an employer (unsubsidized employment or W-2 trial job) is considered income. Public assistance payments, child support, and supplemental security income are not considered for child support.

For questions about calculating the amount to withhold, contact your local child support agency. The information is also available at childsupport.wisconsin.gov.

Can I use Pay-by-Phone to make a Future Payment?

An individual can choose any date within 2 to 30 days of the call. If the date selected is a Saturday, Sunday, or holiday, the money will be taken out of the account the following business day. Payments made on Fridays after 1:00 pm will be withdrawn the following Tuesday. Withdrawals will be made on Wednesday when Monday is a holiday.

How do I use Pay-by-Phone?

Call the KIDS Information Line at: **TEL 1-800-991-5530 or TDD 1-877-209-5209**. Follow the prompts given to make the correct selection(s), and then enter the 4-digit access code, followed by the pound key: **#**. Enter gross income based on the frequency of a paycheck. Enter dollars and cents followed by the pound key: **#**. For example: for a gross income of \$350.45, press **3-5-0-4-5-#**. If no gross is reported, press **0-0-0-#**.

Next report the time period the income was earned. Press **1** for income earned during a one-month period, **2** during the first or second half of the month, **3** in a two-week period, **4** if income was earned during a one-week period, and **5** if this was a one-time payment, such as a bonus or commission.

Enter the amount of the support payment (using dollar and cents) followed by the pound key: **#**. Enter the date money will be taken out of the account. Enter the 2-digit month, the 2-digit day, followed by the 4-digit year. Press **1** to confirm the information is correct, **2** to change the date, then press the pound key: **#** to end this transaction.

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

Pay-by-Phone is an easy way to pay support for payers who are self-employed and do not have income withholding set up. Payments are applied to all support court cases based on federal regulations and state law. It cannot be used to designate a payment to one court case or debt. If an employer is withholding support from an individual's income, that employer must continue to withhold.