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**From:** DCF BWF Work Programs Help Desk <[BWFWorkProgramsHD@wisconsin.gov](mailto:BWFWorkProgramsHD@wisconsin.gov)>  
**Sent:** Tuesday, December 16, 2025 3:06 PM  
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**Subject:** E-Payment Update – JAL and Overpayments

Good Afternoon,

The Bureau of Working Families was notified the website used for E-Payment of Wisconsin Works and related program overpayments and Job Access Loan repayment has changed. Previously housed on a Department of Workforce Development website, the new system is now accessible on the [Department of Children and Families E-Payment website](#).

**Please inform Wisconsin Works and related program clients the E-Payment website has moved to <https://dcf.wisconsin.gov/pacu/epayment>.** The new E-Payment website provides:

- Access to the [new E-Payment system](#),
- Information about the E-Payment process, and
- E-Payment frequently asked questions.

Additionally, individuals will now be able to use debit or credit to make payments toward their program overpayment or Job Access Loan. ***There will be a 3% processing fee for each transaction where a debit or credit card is used.***

References in the Wisconsin Works Policy Manual to the E-Payment website will be updated to link to the new E-Payment website by the end of January.

The [Department of Workforce Development ePayment website](#) will no longer link to online repayment for Wisconsin Works and related programs. However, the [previous online repayment system](#) has been redirected to the new E-Payment system for those who bookmarked it. This will remain in place for the next 30 days.

This email will be posted to the [BWF Work Programs Help Desk Home Page](#).

Thank you,

**BWF Work Programs Help Desk**

*Bureau of Working Families*

*Division of Family and Economic Security*

*Department of Children and Families*

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