

## Iowa's Employer Child Support Website: Online Payments Frequently Asked Questions

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This document contains a listing of questions you may have about making online payments using the employer website, [www.iowachildsupport.gov](http://www.iowachildsupport.gov).

If you have any questions about this guide, please call our employer customer service center, EPICS, at 877-274-2580 Monday through Friday, 8:00 am to 4:30 pm CT, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us). We are happy to help you.

### Questions *Select a question to see the answer.*

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### Frequently Asked Questions

#### **When can I begin making payments online?**

You can make payments online after:

- Your company is registered,
- An Administrator for your company is registered,
- Your company accepts the Terms and Conditions,
- Your company's financial institution/bank account is entered, and
- Information from the income withholding notices about employees for which you are submitting child support payments is entered.

#### **What happens if a payroll date falls on a holiday or weekend?**

Child support payments are not processed on Saturdays, Sundays, or State or Federal Reserve holidays. Payroll dates that fall on a non-business day will be processed on the next business day.

#### **When viewing my payments, why am I unable to see all the payments made?**

Only the current and previous calendar year's payments that were scheduled or cancelled will be shown. If you need a copy of payments for your records, it is recommended that you print what you need on a regular basis.

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### **When can I expect my payment to apply to an employee's case?**

A payment applies to an employee's case on the account debited date. The account debited date is when a child support payment is withdrawn from your financial institution/bank account.

At 2:00 pm CT on the payroll date or approved date, whichever is later, we move "Initiated" payments to a status of "In Process". We process payroll and approved dates that fall on a non-business day on the next business day. When the "Initiated" payment enters the "In Process" status, your financial institution/bank typically debits the payment on the next business day.

To view a payment's account debited date, select the **Payments Menu** from the **Main Menu**, then select **View a Payment**.

### **Can I use a credit or debit card to make payments using this service?**

No, we do not accept credit or debit cards for payments.

### **How secure is this method of making payments?**

The employer website uses VeriSign Secure Socket Layer (SSL) server certificates to ensure information sent is encrypted. The server certificate verifies that the organization on the website has proved to a third party, such as VeriSign, Inc., that they exist and possess the right to a certain domain name. Using server certificates on the employer's website prevents unintentional disclosure of information to third parties. You can view the server certificate by clicking on the lock symbol on your browser.

### **How can I confirm a payment was initiated?**

The page displays a confirmation message, including a payment reference number, each time you initiate a payment. A confirmation email is sent to those who have signed up for payment notifications. The email will contain the payment reference number for payments that have been initiated, modified, or cancelled.

To view a payment online, select the **Payments Menu** from the **Main Menu**, then select **View a Payment**.

Select the payment you want to view from the listing of payments. The page will display the details (including the employee's cases) of the selected payment. A payment in an "Initiated" status has been submitted, but not yet processed. A payment in an "In Process" status has started the process.

You can also create a payment report by selecting **Reports**.

### **What if my financial institution/bank does not honor a deduction?**

As soon as you know that your financial institution/bank will not honor a payment, call our employer customer service center, EPICS, at 877-274-2580 Monday through Friday, 8:00 am to 4:30 pm CT, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us). If you notify us in time, we may be able to prevent your employer account from being suspended.

If your financial institution/bank does not honor a deduction from your financial institution/bank account, we suspend your website employer account for up to one year and the transaction is not completed. Once the service is suspended, you are required to make payments with a money order or certified funds for the year your employer account is suspended.

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If your payment privileges are suspended, we notify you by email. You must reimburse us immediately with a money order or certified funds for any transaction amount returned and for any fees imposed by the financial institution/bank.

### **Is this voluntary or mandatory?**

Use of the website to make payments is voluntary.

If you employ 200 or more employees, state law requires the use of some form of electronic payment. Use of the employer website meets that requirement.

If you employ 20 or more employees, you must make your payments using an electronic method. You may use this site as that electronic method. If you do not wish to use this website for your electronic payments, you should then use electronic fund transfer (EFT).

For more information about submitting your payments via EFT, please call our employer customer service center, EPICS, at 877-274-2580 or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us).

### **What do I do if I decide to stop making payments online?**

You can stop using the website to make payments online at any time.