

# ACH Child Support Payments Quick Reference Guide

# **Old and New Field Comparison**

#### **Child Support Payment**

Kansas Child Sup Type to filter

Non-Custodial Parent SSN \*

Non-Custodial Parent Last Nam Viewing 1 of 1 Review Back

| SDU ABA/TRC:   | ABA search   |
|--|--|
| SDU account number:  |  |
| SDU account type:  | Checking 🗸   |
| SDU name:  |  |
| Identification number (optional):  |  |
| Case identifier:   |  |
| Default payment amount (optional):<br>Non-custodial parent SSN:<br>Medical support indicator:<br>Non-custodial parent name (optional):<br>FIPS code of the receiving SDU (optional):<br>Employment termination indicator (optional):<br>Add additional payment | (IV-D Case or Court Order #) s000  |
| 1 INTRUST Bank.  | EStenarge Center Particulars Of central Times Last Layin 4412/2011, 15.44 PM, S27 ≜uk<br>BASHBOARD ACCOUNTS - NEUTRICITS - REPORTING - J |
| Create Child Support Payment   |  |
| 1. Create Payment     2. Manage Recipients     3. Review     4. Confirmation   |  |
|  |  |
| Manage Recipients  | * indicates Rec  |

Q \$5.00

Pay Date \*

Employment Ter

Case Identifi

FIPS Code

| 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<br>Non-Custodial Parent Last Name |
| FIPS code of the receiving SDU   | FIPS Code   |
| Employment termination indicator | Employment Termination  |

\_\_\_\_

DMIN -

Close All

~

04/14/2021 👻

+ 🗅

Today

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."

Q Prenote Only (0) Hold Only (0) Errors (0

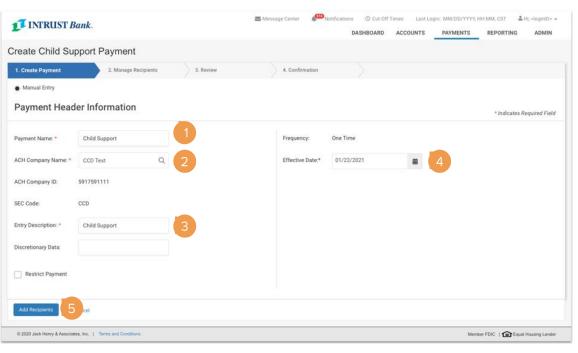
Employe

Cancel

# **Create Child Support Payment**

| Transfer<br>Transfer<br>Create Transfer<br>Create Transfer from Template<br>Transfer Activity<br>Recurring Transfers<br>Transfer Templates<br>Create Loan Payment<br>Loan Payment Activity | Wire Create USD Wire Create USD Wire from Template Upload Wires Create FX Wire Wire Activity Wire File Activity Recurring Wires Wire Templates Wire Beneficiaries Wire Upload Formats | ACH<br>Create ACH Payment<br>Create ACH Tax Payment<br>Create ACH Tax Payment<br>ACH File Activity<br>ACH Payment Activity<br>Recurring ACH Payments<br>ACH Templates<br>ACH Tax Templates<br>ACH Recipients<br>ACH Recipients Activity | Positive Pay<br>ACH Exceptions<br>ACH Exceptions - Decision Activity<br>ACH Filters<br>Check Exceptions<br>Check Exceptions - Decision Activity<br>Check Upload Formats<br>Create/Upload Check Issues<br>Issued Item Activity | Stop Payment<br>Create Stop Payment<br>Stop Payment Activity | Bill Pay<br>Business Bill Pay   |  |
|--|---|---|---|--|---|--|
| 4  |   |   | ACH Recipient Import Layout   |  | Prior Day Balance<br>Current Day Transaction<br>Prior Day Transaction<br>Date Range Balance<br>Date Range Transaction | Run Report<br>Run Report<br>Run Report<br>Run Report<br>Run Report |

# **Payment Header Information**



#### **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.

# **Add/Manage Recipients**

|   | Message Cen | ter 🔊 Notifications | O Cut-Off Times | Last Login: 04/13/2021, | 05:44 PM, CST 🛔 Hi, 1 👻    |    |
|---|-------------|---------------------|-----------------|-------------------------|----------------------------|----|
| 1 INTRUST Bank.   |             | DASHBOAR            | ACCOUNTS        | PAYMENTS -              | REPORTING - ADMIN -        |    |
| Create Child Support Payment  |             |                     |                 |                         |                            |    |
| 1. Create Payment         2. Manage Recipients         3. Review         4. Confirmation                        |             |                     |                 |                         |                            | ]  |
| Manage Recipients   |             |                     |                 |                         | * indicates Required field | l. |
| Kansas Child Support  |             |                     |                 |                         | ~                          |    |
| Type to filter Q Prenote Only (0) Hold Only (0) Errors (0)  |             | Prenote 5           | Hold            | 10                      |                            |    |
| Recipient Name *      ID Number      Account Number *      Account Type *      Routing Number *      Amount *   | ¢           |                     |                 | 12                      | Close All                  |    |
| Kansas Payment Center         1111         Checking         101107080 R2020 Bank 554         Q         \$5.00   | •-4         |                     |                 | + 0                     | ^                          |    |
| Non-Custodial Parent SSN *         6-●         ***.**.6789         Case Identifier *         8-●         123456 |             | Pay Date *          | 10              | Today                   | 04/14/2021 🔻               |    |
| Non-Custodial Parent First Name Employee FIPS Code 9-   |             | Employment Termin   | ation           |                         |                            |    |
| Non-Custodial Parent Last Name One  |             | Medical Support     |                 |                         |                            |    |
| Viewing 1 of 1  |             |                     |                 |                         |                            |    |
| Review Back Cancel  |             |                     |                 |                         |                            |    |

#### **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 employees 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.

# **Add/Manage Recipients**

| Create Child Suppo  | rt Payment           |                     |                  |                          |            |         |      |         |                     |
|---------------------|----------------------|---------------------|------------------|--------------------------|------------|---------|------|---------|---------------------|
| 1. Create Payment   | 2. Manage Recipient: | 3 3. Review         | 4. Confirmat     | tion                     |            |         |      |         |                     |
| Manage Recipient    | s                    |                     |                  |                          |            |         |      |         | * indicates Require |
| Child Support       |                      |                     |                  |                          |            |         |      |         | 1-•                 |
| ACH Company Name    | RT Child             | Support             | Debit            | \$0.00                   |            |         |      |         |                     |
| ACH Company ID      | 1234567              | 89                  | Credit           | \$794.09                 |            |         |      |         |                     |
| SEC Code            | CCD                  |                     | Frequency        | One Time                 |            |         |      |         |                     |
| Entry Description   | CSP                  |                     | Effective Date   | 03/15/2021               |            |         |      |         |                     |
| Discretionary Data  | CHILD SU             | JPPORT              |                  |                          |            |         |      |         |                     |
| Restrict Payment    |                      |                     |                  |                          |            |         |      |         |                     |
| Type to filter      | Prenote Only         | Hold Only Erro      | ors              |                          |            |         |      |         |                     |
| Recipient Name * \$ | ID Number 0          | Account Number * \$ | Account Type * 🗢 | Routing Number * Φ       | Amount * 🗢 | Prenote | Hold |         | 2-000               |
| State of Kansas     | 1111                 | 123456              | Checking         | • 101107080 R2020 Bank Q | \$105.22   |         |      | 6       |                     |
| State of Kansas     | 1111                 | 123456              | Checking         | ▼ 101107080 R2020 Banł Q | \$25.00    |         |      | 6       |                     |
| State of Kansas     | 1111                 | 123456              | Checking         | - 101107080 R2020 Bank Q | \$205.66   |         |      | 6       |                     |
| State of Kansas     | 1111                 | 123456              | Checking         | - 101107080 R2020 Bani Q | \$458.21   |         |      | + 🗅 🛛 🛻 | 3                   |
| Viewing 1 to 4 of 4 |                      |                     |                  |                          |            |         |      |         |                     |

**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.

# **Review Payment**

| Create Child Supp   | ort Payment                                      |                   |  |  |               |           |        |                     |
|---|--|-------------------|--|--|---------------|-----------|--------|---------------------|
| 1. Create Payment   | 2. Manage Recipients                             | 3. Review         | 4. Confirmation  |  |               |           |        |                     |
| Review Payment  |  |                   |  |  |               |           |        | * indicates Require |
| Child Support 4 Recipie   | ents   |                   |  |  |               |           |        |                     |
| ACH Company Name<br>ACH Company ID<br>SEC Code<br>Entry Description<br>Discretionary Data<br>Restrict Payment | RT Child S<br>12345678<br>CCD<br>CSP<br>CHILD SU | 9                 | Debit<br>Oredit<br>Frequency<br>Effective Date<br>Offset Account * | \$0.00<br>\$794.09<br>One Time<br>03/15/2021<br>430262 | a <b>-</b> -1 |           |        |                     |
| Type to filter  | Q Prenote Only                                   | Hold Only Errors  |  |  |               |           |        |                     |
| Recipient Name Φ  | ID Number 4                                      | Account Number \$ | Account Type Φ   | Routing Number \$                                      | Amount Φ      | Prenote 🖗 | Hold Φ | Qar                 |
| 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   |  |                   |  |  |               |           |        |                     |

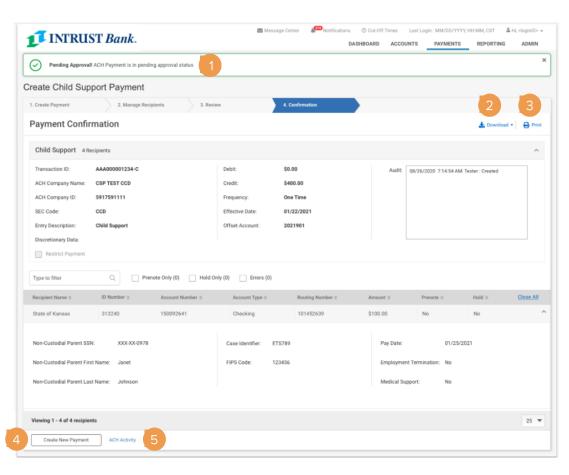
### **1 Offset Account**

Select from list of available offset accounts.

#### 2 Confirm

Select Confirm to initiate payment and receive confirmation.

# Confirmation



### 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.

# **Approve/Reject Child Support Payments**

| 1TIN    | STRUST Bank      |                 |                          |              |                  |                   |                |                     | C Message C                | 17 INTRUST Ban                           | k.     | 2                 |             | A Vere         | iga Certar          | DADHDOARD                         |              | PARMENTS           |          |                |       |
|---------|------------------|-----------------|--------------------------|--------------|------------------|-------------------|----------------|---------------------|----------------------------|--|--------|-------------------|-------------|----------------|---------------------|-----------------------------------|--------------|--------------------|----------|----------------|-------|
| Ay Da   | shboard          |                 |                          |              |                  |                   |                |                     |                            | Search ACH Payment Activity              | ¢      | ACH Payment Activ | ty e Lorri  | e Actually 1   | incurring ACH Paym  |                                   |              | Create New Payment | A 10     | beeine         | 0 m   |
|         |                  |                 |                          |              |                  |                   |                |                     |                            | ACH Type.                                |        | Trice to Mirr     | 9           |                |                     |                                   |              |                    |          |                |       |
| Accour  | nts O Manage     | Groups          |                          |              |                  |                   |                |                     | Expand A3 Collapse A3      | A) Selected                              | *      |                   | 94          |                |                     |                                   |              |                    |          |                |       |
|         | o One (7)        |                 |                          |              |                  |                   |                | from sustable       | e balance: \$44,092,118.03 | Statut                                   |        | . Namerical D     | Balan Audio | File Harris II | ALC: Conserve No.   | mar 100 Collin. Instituted Data 2 | Other Date 2 | Unit Araba         | bet ande | (tend          | Actor |
| e orong | Come (2)         |                 |                          |              |                  |                   |                |                     |                            | Al Selected                              | *      | APPENDIX          | Battch 1    |                | unpure A 1 test     | out .                             | 04/22/2018   | 4.01               | 40.00    | Interdated     | Long  |
| Account | Number 1         | Account Name    |                          | Curren       | et Balance i     | Collected Balance |                | Available Balance 1 |                            | ADH Company Name                         |        |                   |             |                |                     |                                   |              |                    |          |                |       |
| 10805   |                  | Checking        |                          | 82           | 91,067.48        | \$291,067.4       |                | \$291,067.48        | Sel Details                | Al Selected                              | *      | AURODOCTINIA C    | Barch 2     |                | segury A 1 test     | 009                               | 06/22/2818   | 46.00              | 40.00    | Diveland.      | Lan   |
| 12282   |                  | Savings         |                          |              | 110,296.18       | £10,296.1         |                | \$10,296.18         |                            | Tatch Name                               |        | ARCONNENSABLE     | Renth 3     | 9              | onpiely A 1165      | 000                               | 06/22/2028   | 96.00              | 42.00    | Screb.led      | San   |
|         |                  |                 |                          |              |                  |                   |                |                     |                            |  |        | ANDODRAVIALE      | Batch 4     |                | tongony A Theat     | 005                               | 46-22-2018   | 48.00              | 40.00    | Rowshite.      | Lans  |
| \$20252 |                  | Checking        |                          |              | 42,658.22        | \$142,658.2       |                | \$142,647.78        |                            | Transaction (D.                          |        |                   |             |                |                     |                                   |              |                    |          |                |       |
| 830262  |                  | Savings         |                          | 87           | 31,718.54        | \$131,718.5       | 4              | \$131,718.54        | Life Details               |  |        | ABRORDENSAGE C    | Barth 5     |                | organy A 1 test     | 009                               | 04/22/2010   | 46.00              | 40.00    | Scheluled      | Ces   |
| 10110   |                  | Checking        |                          | \$19,4       | 197,510.75       | \$19,497,510.7    | 5              | \$19,498,585.75     | Life Datails               | SEC Code                                 |        | Antoneovisies C   | Date: N     | -              | integraty A 1 test  | 009                               | 99/22/2019   | 46.00              | 40.03    | Scheduled.     | San   |
| -       |                  | Phanting.       |                          | -            |                  | P246.687.6        |                |                     | The Products               | M  | *      | ARCOLUMNER        | Ballo 7     |                | Impary A 1 test     | 009                               | 01/23/2028   | 46.00              | 40.00    | DOUDAN         | Lan   |
|         |                  |                 |                          |              |                  |                   |                |                     | III Account List           | Debit Amount<br>Specific Amount          |        | ADDODDOTONIA C    | Barris I.   |                | ompore A 1 text     |                                   | W-12-2524    | 46.00              | 10.00    | D.Nellard      |       |
|         |                  |                 |                          |              |                  |                   |                |                     |                            | 10000 10000                              |        |                   |             |                |                     |                                   |              |                    |          |                |       |
| Payme   | nts Pending Ap   | proval Trans    | fler (0) Loan Payment (0 | 0 Wire (0) A | ACH (S)          |                   |                |                     |                            | Confit Amount                            |        | NROOMENSERIES     | Barch 9     |                | onguny A. 1 test    | 000                               | 04/25/2010   | 46.00              | 45.00    | B/red.led      | Lete  |
|         |                  |                 |                          |              |                  |                   |                |                     |                            | Specific Amount                          | *      | 2.65AREVERSONA    | Barun 10    |                | Intel A property    | 000                               | 96-12-2028   | 48.00              | 40.00    | B.Delb.Ard     | Set   |
|         | Transaction 10-2 | Batch Name 1    | ADH Company Name 1       | MEC Gode 1   | Initiated Date 1 | Effective Date 1  | Debit Amount 1 | Oreds Amount 1      | Barbar 1                   |  |        | ADDRESS SALES     | Batton 11   |                | organic A 1 test    | 009                               | 04/10/0514   | 4.01               |          | Interdant      | Cent  |
|         |                  | international   | W7 Debit                 | 147          |                  | 04/27/2021        | 50.00          | 82.33               | Pending Approval           | Instanted Date                           |        |                   |             |                |                     |                                   |              |                    |          |                |       |
|         | A00000452145-1   | research        | SAT DEDI                 | SAC          |                  | 04/2//2021        | 00.00          | 12.00               | 0                          | Specific Date                            | *      | 2.46streamoonte   | Barch 12    |                | integrang ik 1 kest | 009                               | 96/22/2028   | 46.00              | 6.00     | Scheduled.     | Cath  |
|         | A0000058565-1    | test            | IAT Credits              | LAT .        |                  | 04/22/2021        | 50.00          | \$5.22              | Pending Approval           | ren/46'yyyr                              |        | Americantes       | Bath 13     | 5              | Company A. 1 Sect.  | CCD .                             | 06/23/2028   | 46.00              | 40.00    | libelikel      | Care  |
|         | macrosocia.cu    |                 |                          |              |                  |                   |                |                     | 0                          | Effective Date                           |        | ADDODDODDALE      | Bally 14    |                | treparty A. 1 level | 000                               | 06/23/2828   | 46.00              | 40.00    | Scheduled      | Cent  |
|         | A00000432145-1   | international 1 | WT Credits               | 1AT          |                  | 04/22/2021        | 80.00          | \$5.22              | Pending Approval           | specific buts                            | *      | ANDORNOVIAD+C     |             |                | omporte A 1 text.   |                                   | 04/12/2018   | 4.0                |          | Scheduler.     |       |
|         |                  |                 |                          |              |                  |                   |                |                     | 0                          | mm/dd/yayy                               |        | ANDREAMING        | 840111      |                | orques A 1 last.    | 000                               | 06/22/0508   | 400                | 40.00    | 1040.442       | Catho |
|         | A0000058565-1    | fest 1          | LAT Credits              | 147          |                  | 04/22/2021        | \$0.00         | \$2.33              | Pending Approval           |  |        | Streamle Variag   | 15 4/15     |                |                     |                                   |              |                    |          |                |       |
|         |                  |                 |                          |              |                  |                   |                |                     | 0                          | Seattle Seattle                          | Parant | Auron New         | -7          | 1 I I          |                     |                                   |              |                    |          |                |       |
|         | Height I         | 1               |                          |              |                  |                   |                |                     |                            |  |        |                   |             |                |                     |                                   |              |                    |          |                |       |
|         |                  |                 |                          |              |                  |                   |                |                     |                            | C 2022 Just Harry & Assaulates, Inc.   3 |        |                   |             |                |                     |                                   |              |                    |          | Contractory of |       |

 My Dashbard
 Chi Hending Approval

 Moment and control tradem in the last at a tradem in the la

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 Payment Activity**

| <b>1</b> INTRUST Bank.           |  |                                   | DASHBOAR                  | D ACCOUNTS           | PAYMENTS              | REPORTIN   | G /      | AD         |
|----------------------------------|--|-----------------------------------|---------------------------|----------------------|-----------------------|------------|----------|------------|
| Search ACH Payment Activity (    | ACH Payment Activity ©                 | File Activity Recurring ACH Payme | ents                      | (                    | Create New Payment    | 📥 Down     | load     | 1          |
| ACH Type:                        | Type to filter Q                       |                                   |                           |                      |                       |            |          |            |
| <ul> <li>All Selected</li> </ul> | Type to more                           |                                   |                           |                      |                       |            |          |            |
| Child Support                    | Transaction ID © Z Batch Name ©        | File Name 🗘 ACH Company Name 🗘    | SEC Code   Initiated Date | e 🌣 Effective Date 🗘 | Credit Amount © Debit | Amount 🗘 S | atus ©   | Ac         |
| Reversal                         | •                                      |                                   |                           |                      |                       |            |          |            |
| Tax Payment                      | A00000095504-C Batch 1                 | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 |            | heduled  |            |
| All Selected 🗸                   | A00000095604-C Batch 2                 | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 | 40.00 Se   | heduled: | <u>C</u> a |
| Batch Name:                      | A00000095504-C Batch 3                 | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 | 40.00 Se   | heduled  | Ca         |
| Transaction ID:                  | A00000095604-C Batch 4                 | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 | 40.00 Se   | heduled  | <u>C</u>   |
|                                  | A00000095604-C Batch 5                 | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 | 40.00 Se   | heduled  | Ca         |
| SEC Code:                        | A00000095604-C Batch 6                 | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 | 40.00 Se   | heduled  | Ca         |
| All 💌                            | A00000095504-C Batch 7                 | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 | 40.00 S    | heduled  | Ca         |
| Specific Amount                  | A00000095604-C Batch 8                 | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 | 40.00 S    | heduled  | <u>C</u> a |
|                                  | A00000095604-C Batch 9                 | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 | 40.00 St   | heduled  | Ca         |
| Credit Amount                    | A00000095604-C Batch 10                | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 | 40.00 Se   | heduled  | G          |
|                                  | A00000095604-C Batch 11                | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 | 40.00 Se   | heduled  | Ca         |
| Initiated Date                   | A00000095604-C Batch 12                | Company A 1 test                  | CCD                       | 06/22/2020           | 40:00                 | 40.00 Se   | heduled  | <u>Ca</u>  |
| Specific Date  mm/dd/yyyy        | A00000095604-C Batch 13                | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 | 40.00 Se   | heduled  | Ca         |
| Effective Date                   | A00000095604-C Batch 14                | Company A 1 test                  | CCD                       | 06/22/2020           | 40.00                 | 40.00 Se   | heduled  | Ca         |
| Specific Date 💌                  | ADDODDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDDD | Company & Street                  | 220                       | 06/22/2020           | 40.00                 | 40.00      | hadular  |            |
| mm/dd/yyyy                       | A00000095604-C Batch 15                | Company A 1 test                  | CCD                       | 36/22/2020           | 40.00                 | 40.00 Se   | heduled  | 53         |
|                                  | 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.

# **Initiate Payment**

| INTRUST Bank.   |   |  |  | Message Center | Notifications O                                | Cut-Off Times    | Last Login: 03/10/2021, PAYMENTS • | 10:36 AM, CST | ADMIN     |
|---|---|--|--|----------------|--|------------------|------------------------------------|---------------|-----------|
| ACH Detail: A000000122812-C   |   |  |  |                |  |                  |                                    | 1-•           | ± 0       |
| Child Support Payment 1 Recipient   |   |  |  |                |  |                  |                                    |               | ^         |
| Status<br>Transaction ID<br>ACH Company Name<br>ACH Company ID                | Scheduled<br>A000000122812-C<br>RT Child Support<br>123456789 | Debit<br>Credit<br>Frequency<br>Effective Date<br>Offset Account | \$0.00<br>\$100.25<br>One Time<br>03/15/2021<br>430262 |                | Audit<br>3/10/2021 10:39:4<br>user 2 : Created | 17 AM : rt super | ×                                  |               |           |
| SEC Code<br>Entry Description<br>Discretionary Data<br>Restrict Payment       | CCD<br>CSP<br>CHILD SUPPORT                                   | Onset Account  | 430262   |                |  |                  |                                    |               |           |
| Type to filter Q Pre<br>Recipient Name      ID Number<br>State of Kansas 1234 | enote Only Hold Only<br>Account Number                        | Account Type \$  | Routing Number 🗢<br>011103093                          |                | ount  Prenot 100.25                            | e                | Hold                               |               | Close All |
| Non-Custodial Parent First Name   | *****6789<br>Jack<br>Henry                                    | Case Identifier<br>FIPS Code                                     | Y2FG1<br>111JHA  |                | Pay Date<br>Employment Tern<br>Medical Support | nination         | 03/15/2021<br>No<br>No             |               |           |
| Viewing 1 of 1 Initiate Payment Cancel  |   |  |  |                |  |                  |                                    |               |           |

### **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.

# **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.