

TIPS FOR OBTAINING CHILD SUPPORT INFORMATION

To receive the best service, please follow these tips:

Use the Child Support Online Service at childsupport.wisconsin.gov to:

- View and print your payment record for the last 30, 60, or 90 days, the current year-to-date and the last calendar year. Payment records are easy to read, include positive adjustments and refunds, show total payments for the time period selected and can be printed in an “official” State of Wisconsin format.
- View the current balances due on your case(s).
- Print payment and R&D coupons.
- Update your address and telephone number.
- Check to see if a tax refund was received/intercepted. Please note it takes several weeks from the date taxes are filed until it will be posted.
- Your Social Security number and/or PIN is needed to access and set up your Account.

If you do not have access to the Internet to obtain a payment record or to see if a payment has been made, contact the Wisconsin Support Collections Trust Fund at **1-800-991-5530**. Have your Social Security number and/or PIN number available when you call. Public libraries also offer “free” Internet access.

As of February 7, 2013, the debit cards will be handled by a new vendor, EPPIC. Questions about your debit card for money put to the card before February 7, 2013 should be resolved with Chase at www.myaccount.chase.com or by calling **1-866-817-0761**. If you need to speak to a customer service representative, listen carefully and follow the ‘lost or stolen card’ prompt.

Questions about your debit card for money put to the card on or after February 7, 2013 should be resolved with EPPIC at <https://www.eppicard.com/> or by calling 1-877-253-3686. Follow the instructions on the EPPIC Interactive Voice Response (IVR) system to have your questions answered.

If you wish to switch to direct deposit, please go online or contact the Wisconsin Support Collections Trust Fund at **1-800-911-5530** to obtain the forms to complete. Or stop in our office to pick one up.

Direct Deposit issues must be resolved with your bank.

You can contact the Sheboygan County Child Support Agency by phone at **414-615-2591** between the hours of 8 AM and 5PM – Monday through Friday.

Please explain your issue/question to the person who answers the phone. If they are not able to assist you, they will try to reach a Child Support Specialist.

If you get voicemail, choose the correct option to leave a message. The voicemail

has information 'blocks' that ask for information and ask that you press '9' to go to the next block. Please give the requested information and give us the details regarding your issue.

Do not just hang up. We do not have caller ID and cannot call you back unless you leave a message.

Do not leave multiple messages in a 48 hour period. Please realize that we cannot return calls immediately. Trust that we will act on your message and return your call once we have an answer for you if enough information was provided in your message.