

CUSTODIAL TEST TEST
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PHOENIX, AZ 85009-5287

October 15, 2024

Katie Hobbs
Governor



Angie Rodgers
Director

RE: CUSTODIAL TEST TEST and NONCUSTODIAL ATLAS TEST
AZCARES No.: 001428730400

Si usted necesita asistencia con la traducción de este documento, por favor llame a la oficina y pregunte por un representante que hable español.

Important Information about your Child Support Case

The Division of Child Support Services (DCSS) has recently received your child support case for:

CHILD TEST

The purpose of this letter is to welcome you to the DCSS and inform you about the services the DCSS provides to parents not living with their child. We are a federally funded state agency within the Department of Economic Security (DES). Our goal is to provide children reliable support based on each parent's ability to pay. The DCSS works with various agencies within the DES and the community to ensure that both Support Recipient and Support Payor have the support they need in order to insure the well-being and financial security of their family.

All your support payments must be sent to the Arizona Child Support Clearinghouse. The Clearinghouse, by law, has the responsibility of ensuring that you receive credit for your support payments and maintains the payment records for all the DCSS cases. Making payments directly to your child or caregiver WILL NOT be credited towards your support obligation. If you do not currently have support deducted from your wages, you may choose from six different ways to make your monthly payment. Your options are:

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- 1) **Send a check or money order to:**
Support Payment Clearinghouse
P O Box 52107
Phoenix, AZ 85072-2107
To make sure you receive credit, please write your AZCARES case # and the name of the other parent or the child's caretaker in the memo line on the front of the check.
- 2) **Go online:** the State of Arizona Child Support Payment Gateway accepts credit and debit card payments (with VISA, MasterCard, American Express or Discover logo) on the Internet. To access the Arizona Payment Gateway, visit our website at www.azdes.gov/dcss.



- 3) **Pay by phone:** You may call the Arizona Payment Gateway at 888-585-7942, DCSS Customer Service at 602-252-4045 or call toll free in Arizona at (800-882-4151).
- 4) **Walk In:** You may pay your child support by visiting any child support office that offers a payment kiosk. For a list of offices, go to <https://www.des.az.gov/find-your-local-office>. Click on an office location pin to see if a payment kiosk is available at that location. Payments can be made with Cash, Credit Card (with VISA, MasterCard, American Express or Discover logo) Debit Card (with VISA, MasterCard logo) or checks. Please note: Payments in the local offices can only be made using a Kiosk. If a Kiosk is not available, the payment must be made using another payment option.
- 5) **Mobile Device:** Pay Child Support from your mobile device with TouchPay Child Support Mobile Application. Note: a convenience fee of 2.85% will be applied each time you choose the TouchPay Mobile App.
- 6) **Use third party vendors:** Various third party vendors accept child support payments and forward them on to the Clearinghouse. To find a list of vendors, please visit our website at www.azdes.gov/dcsc. Please be aware that sometimes, additional fees are charged if you choose this method.

To make a payment using any of the above options, you will need the following types of information: your name, mailing address and zip code, AZCARES case #, credit card number or debit card number (with 3 digit verification # on the back of the card and the expiration date), or bank account number with bank routing number (which is normally the first group of numbers on the bottom left of a personal check).

If you have any questions about your payments or want to make sure your account is current you may view your payments online at www.azdes.gov/dcsc. You may also ask the DCSS to send you a copy of your pay history. Please check your balance carefully. If you find that our records do not agree with yours, please contact us immediately.

The DCSS staff is ready and available to assist you. If your financial situation has changed significantly since your court support order began and you are unable to pay your support in full, it is extremely important that you contact us at your earliest convenience. We will perform a review of your financial situation and determine if you are eligible for a modification of the court ordered amount due each month.

If you need assistance, please call NOHEMI A-000009923 at (623) 925-5255, or DCSS Customer Service at (602) 252-4045 (within Maricopa County), or Nationwide toll free at 1-800-882-4151, or TTY/TDD Services: 7-1-1. You may also contact us by e-mail at the DCSS web site at www.azdes.gov/dcsc.

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Child Support Services at (602) 252-4045; TTY/TDD Services: 7-1-1 • Disponible en español en línea o en la oficina local.

