



# **F.Y.I.**

**from the Policy Unit**

**FYI-137**

**Date: August 30, 2017**

**SUBJECT: Financial Center Lobby Office Becoming Payment Kiosk Only Location**

Please contact the Policy Unit if you have any questions regarding these or any other changes at [DCSS-POLICYQUESTIONS@azdes.gov](mailto:DCSS-POLICYQUESTIONS@azdes.gov) or call 602-771-8127

In July, the Division of Child Support Services (DCSS) introduced TouchPay payment kiosks in all three Maricopa County offices, the Phoenix Financial Center lobby office and the Pima County office. The goals of adding this technology to our offices are:

- To decrease wait times for customers wishing to make payments only,
- To free up lobby staff to perform other necessary duties and services, and
- To offer a more secure payment option that will streamline accounts receivable tracking.

In an effort to “lean” Customer Service unit processes, beginning September 1<sup>st</sup>, the Financial Center lobby office will no longer be staffed by customer service agents but will offer payment kiosk access only. There will be informational brochures and wallet cards available for customers wishing to make payments in this location. There will also be a telephone located near the kiosk that dials directly to the Customer Service unit should a customer need assistance using the kiosk.

Please alert customers who may be impacted by this change in services at the Financial Center.