

## TIPS FOR OBTAINING CHILD SUPPORT INFORMATION AND CONTACTING YOUR WORKER

As we get busier, to receive the best service, please follow these tips:

- Use the Child Support Online Service at [childsupport.wisconsin.gov](http://childsupport.wisconsin.gov) to:
  - \*View and print their 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 & phone 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.
- Because this is available online the Dodge County Child Support Agency will charge a fee of \$3.00 per pay record if you request a record from our Agency. All payments are to be made by cash, money order or cashiers check. No personal checks will be accepted. Please make money orders or cashiers check payable to: Dodge County Child Support Agency.
- Contact the Wisconsin Support Collections Trust Fund at 1-800-991-5530 if you do not have access to the internet to obtain a payment record or to see if a payment has been made.
- Debit Card issues must be resolved with Chase at [www.myaccount.chase.com](http://www.myaccount.chase.com) or by calling 1-866-817-0761. If you need to speak to a customer service rep, follow the "lost or stolen card" prompt. If you wish to switch to direct deposit, please go online to: [www.childsupport.wisconsin.gov](http://www.childsupport.wisconsin.gov) to obtain the direct deposit form.
- Direct Deposit issues must be resolved with your bank.
- Contact the Dodge Child Support Department via phone at 920-386-3640 between the hours of 8:00 AM and 4:30 PM Monday through Friday.

\*The receptionist will then verify that you are a participant in a child support case and transfer you to the appropriate worker.

\*If you get voicemail, please leave a detailed message and your phone number. This allows us to research and have answers when we call you back. Do not just say "call me back" or "I have a question regarding child support", give us the details regarding your issue.

\*Do not leave multiple messages in a 48 hour period. Please realize that we are sometimes very busy with court or other appointments and cannot return calls immediately. Trust that we will act on your message and return your call once we have an answer for you.