

# Important Information About Your Child Support Case(s) and Payments

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The State of South Carolina is changing the way you pay or receive child support payments.

The South Carolina Department of Social Services (DSS) and Clerks of Court are moving to a new federally mandated child support computer system and State Disbursement Unit (SDU) over a ten-month period. The new system will include child support cases receiving services through the DSS as well as private cases enforced by the Clerks of Court.

Beginning in October 2018, the child support cases identified in four pilot counties (Aiken, Fairfield, Sumter, and York) will move to the new system and SDU.

Cases in the remaining counties will move in four phases (see table below) with all cases statewide transitioning to the new system by August 2019.

## Transition Dates and Counties

<b>October 1, 2018</b>
Aiken, Fairfield, Sumter, York
<b>February 4, 2019</b>
Bamberg, Barnwell, Calhoun, Chester, Edgefield, Kershaw, Lancaster, Lexington, McCormick, Newberry, Orangeburg, Richland, Saluda, Union
<b>April 1, 2019</b>
Allendale, Beaufort, Berkeley, Charleston, Colleton, Dorchester, Hampton, Jasper
<b>June 3, 2019</b>
Chesterfield, Clarendon, Darlington, Dillon, Florence, Georgetown, Horry, Lee, Marion, Marlboro, Williamsburg
<b>August 5, 2019</b>
Abbeville, Anderson, Cherokee, Greenville, Greenwood, Laurens, Oconee, Pickens, Spartanburg

## For More Information

### Child Support

Visit the South Carolina child support website at [www.dss.sc.gov/child-support](http://www.dss.sc.gov/child-support)

### State Disbursement Unit

Contact the SDU at 800-768-5858

As child support cases are moved to the new system, watch for a cutover notice in the mail. The cutover notice is your official signal that your case(s) has been moved.

# South Carolina's New Child Support System and State Disbursement Unit: What You Need to Know

## Parents Receiving Child Support

You will continue to receive support payments the way you do now until your case(s) is moved to the new system.

Once your case(s) moves to the new system, you will receive support payments from the SDU, not the Clerk of Court. The SDU offers two convenient ways to receive your support payments: direct deposit or a prepaid debit MasterCard Way2Go Card®.

Direct deposit places your support payments directly into your bank account at no cost to you.

The Way2Go® card is a prepaid debit card you can use to make purchases—and get cash back—wherever MasterCard is accepted. You are allowed four free ATM withdrawals per month. For a complete list of fees and card benefits, visit [www.dss.sc.gov/child-support](http://www.dss.sc.gov/child-support).

Complete the enrollment form in the Direct Deposit/Debit Card Enrollment brochure to select how you'd like to receive support payments. If you do not submit the enrollment form, you will automatically receive the Way2Go Card® when your case(s) moves to the new system.

**Already receiving support payments via direct deposit?** You will continue to receive support payments in your bank account when your case(s) moves to the new system, unless you choose to enroll for the Way2Go Card®.

**Already receiving support payments via debit card?** Once your case(s) moves to the new system, your current debit card will no longer receive payments, but you should continue to use your current card until the balance reaches zero. You will receive the Way2Go Card® within 20 days after your case(s) moves to the new system, unless you enroll in direct deposit.

## Parents Paying Child Support

Once your case(s) moves to the new system, the SDU will accept child support payments on your behalf.

The SDU provides the following convenient options for making support payments:

Mail	Mail check or money order payments to the SDU
ExpertPay <sup>SM</sup>	Deduct payments from your bank account automatically
eChildsPay <sup>SM</sup>	Make online and IVR debit/credit card payments
MoneyGram®	Make payments with cash or a debit card at convenient retail locations near you; make online and IVR debit/credit card payments

You will receive a letter when your case(s) moves to the new system with written instructions for making payments to the SDU. Until you receive the letter, please continue to make support payments as you do now.

If your employer withholds income for support payments, your employer will continue to send payments to the Clerk of Court until further notice. The SDU will contact your employer when it is time to redirect payments to the SDU.

**Parents:** Be sure to update the Clerk of Court and/or DSS if your address changes so you receive important mailings related to the SDU.

## Employers Withholding Child Support

Until the new system is implemented statewide, continue to withhold and send support payments the way you do now.

Employers will not begin sending payments to the SDU until August 2019. At that time, employers will receive written instructions for how to identify and make payments to the SDU.

Employers may choose from the following convenient payment options:

Mail	Mail a single check to the SDU for all South Carolina support withholdings
ExpertPay <sup>SM</sup>	Deduct payments from your bank account automatically
ACH	Work with your bank or payroll provider to automatically deduct payments from your bank account and send to the SDU, along with payment identification data

Instead of submitting support payments to each Clerk of Court, employers will be able to submit one check (or make one transaction) to the SDU for all South Carolina support cases.

In addition, the new system supports automated income withholding, meaning when a verified employer is added to an obligor's record, the system will automatically produce an income withholding order. The Employer Services Unit at DSS will monitor compliance and work directly with employers on income withholding issues.

Employers will also have the option of electronic income withholding (e-IWO), which allows for electronic receipt of income withholding orders. Employers will receive additional information about eIWO in August 2019.

► **For parents receiving and paying support:** If a noncustodial parent has multiple support orders and does not pay the full monthly amount to satisfy all orders, the system will apply the payment proportionally across all orders. This ensures all children receive some amount of support. This does not change the amount the noncustodial parent is ordered to pay.