



WEB PAYMENT TRANSITION – EMPLOYER FREQUENTLY ASKED QUESTIONS

Child support payments can be made through the kspaycenter.com site. We are transitioning to a new, more modern payment platform that will provide more payment options, increased reliability and offer you more control over how and when you make a payment.

We anticipate the transition to the new environment will be complete in the Summer of 2023.

Questions often asked by employers making child support payments on behalf of employees include:

Will the employee information currently stored in the roster transfer to the new system?

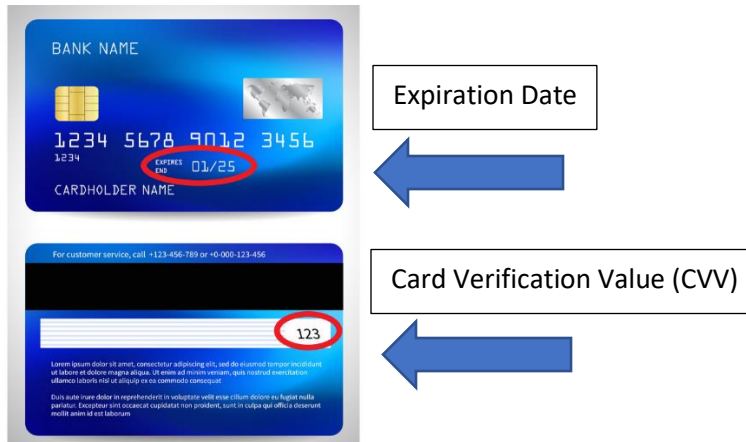
All employee information currently saved within your employee roster will transfer to the new system. Continue to update information in the employee roster as normal (i.e., employee adds, employee terminations, amount of child support withheld, etc.).

There will be a brief time during the cut-over where no updates will be allowed. This is expected to occur on a weekend with minimal impact. As more specific information becomes available, it will be posted on the home page of kspaycenter.com.

Will the payment method (saved bank account and/or credit card information) transfer to the new system?

All saved bank account and credit card information will be transferred automatically to the new system.

If you make payments using a credit or debit card, you will be prompted to re-enter the CCV code and card expiration date in the new system.



When is the transition expected to take place?

The transition is expected to occur in the Summer of 2023. The date for the transition will be announced on the home page of the kspaycenter.com site.

Is there information that will not be transitioned and will need to be re-entered?

If you make payments using a credit or debit card, you will be prompted to re-enter the CCV code and card expiration date in the new system.

Will new payment options be available?

In addition to the current payment methods (web based e-check and debit/credit card payments), e-wallet payments will be offered including ApplePay and GooglePay.

Will the future dated payments I have authorized be transferred to the new system?

As of May 26, 2023, future dated payments will no longer be accepted through kspaycenter.com until the system transition has been completed. Any future dated payments set to be effective from May 26, 2023 forward will be deleted.

One-time child support payments may continue to be made up through the transition weekend.



Once the system transition is complete, you may again schedule future dated payments for 6 months from the current payment date.

Will I be able to research payments made before the transition in kspaycenter.com?

Payment history will be transitioned to the new system. You may search for prior payments using the report options available.

Will I need to change my username and/or password?

Your username and password will transition to the new system. You will not be required to establish new authentication credentials.