

ENFORCING A SUPPORT ORDER
Payments Received in Field Offices

CS 501.3

SUPERSEDES

CS 501.3 Payments Received in Field Office, February 14, 2017

REFERENCES

MCA § 17-6-105; Montana Operations Manual 325 Cash Accounting

Policy

Applicability

This section contains policy and procedures for handling and safeguarding collections received in the field offices through the mail and by walk-in. Information on the use of the [MT CSSD Payment Website](#) is also included.

General Rule

When a field office receives a payment by walk-in, inform the payor that the payment website includes electronic options for making payments by e-check, debit, and credit card. If the payor insists on mailing the payment provide the State Disbursement Unit (SDU) address: CSSD, P.O. Box 8001, Helena, MT 59604.

Internal Control

The following instructions are designed to accomplish effective internal control in each field office.

- **Receipting:** two employees should sign for a cash payment. If only one employee is available to sign the receipt, the second signature can be that of the payor. A payment by check or money order requires only an employee signature.
- **Depositing:** generally speaking, the employee receipting should not be the same employee who makes the deposit.

Frequency of Deposits

Daily cash payments, regardless of the amount, must be deposited with a depository approved by the State Treasurer's Office. Checks and money orders must be mailed daily to the Technical Accounting and Payment Processing (TAPP) Unit in Helena.

Montana Child Support Payment Website

Employers and obligors can make payments electronically through the [MT CSSD Payment Website](#). The first step is to set up a username and password in the Montana File Transfer Service. Once the account is established the user is able to make payments. Acceptable forms of payment are e-check, debit, and credit cards.

Payments are processed from the website at 3:00pm MST each business day. If a payment is made after that time, it will process at the end of the next business day.

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Processing Fee

A website disclaimer alerts the user to a processing fee. The fee is dependent upon the method of payment and is charged to the payor. The amount is automatically calculated and displayed before the transaction is complete. The amount charged consists of the amount of child support paid plus the processing fee. Fees are paid to the vendor hosting the website not to the CSSD. There is no charge for employers who use this service.

Identifying a Payment made through the website

A payment made through the website can be identified by the receipt number. The sixth digit of the receipt number will be a '5'. The payment type can also be identified on the Payment Update (PUP) screen. To view the payment type on PUP, select the receipt number, type PUP, and enter. If the payment was made through the website, it will show as PayZang.

CSSD Web Site Help

The CSSD does not have access to passwords and is limited in the amount of help it can offer. The Montana File Transfer System offers online help with user registration and forgotten passwords. For any other help refer the user to the contact information on the website itself.

Safekeeping facility for collections

- At all times, and immediately after receipt of monies, store the collection in a lock box appropriately secured until deposit that day.
- Maintain a record of office personnel having knowledge or possession of keys to the device in which collections are stored.

Complete Payment Log

Completes all columns in the log. Columns include the payor's name, 10-digit PAR ID/Case#/SSN, amount, payment type (RP, IW, Application fee), check/money order number, region, and if appropriate TAPP initial. A sample copy is located at the end of the section.

A standardized payment log results in fewer posting errors, increases the likelihood of meeting the required two-day turnaround for payment posting, and helps track deposit/payment information.

Recommended when completing the payment log:

- The log must be signed by the preparer
- Do not use a dollar sign a \$
- Page layout in should be in portrait not landscape
- Enter a total dollar amount at the bottom
- Include the deposit date
- Enter payment type e.g., cash, check, money order
- Type the information, columns should line up under the headings
- Enter the check number and include comment if applicable such as, Application Fee
- The log should contain the obligor's last name, first name, middle initial, and PAR ID with leading zeros, 000000####

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Procedures for Field Offices Regions 02, 03, 04, 05

Procedures for field offices in Regions 02 through 05 differ from those in Region 08. Refer to procedures appropriate for your region.

Payments made in person

Payments made in person can be made by check, cash, money order, debit, or credit card. Payments are accepted by mail. If possible, inform the payor that payments should be mailed directly to TAPP, the state disbursement unit at the address listed under General Rule.

A payment by check or money order requires only an employee signature on the receipt. A cash payment requires two employees to sign the receipt. If only one employee is available to sign the second signature can be that of the payor. Prepares the receipt in triplicate. Receipt distribution as follows:

- 1) Original to payor, sends by mail if necessary.
Exception: If the payor insists the receipt is not necessary, leaves the payor's receipt in the receipt book, distributes others as required.
- 2) 2nd to the TAPP Unit
- 3) 3rd retained by Field Office

NOTE:

If a payor insists on handing over the payment to a specific CSSD employee, that employee will receive it and follow the receipting procedures described herein.

Application fees received by mail

Application fees must be a money order or a cashier's check. An Obligation and Payment Summary (OPS) screen printout must be attached to the payment crediting the applicant. The OPS screen should read either CAF, application fee from the custodial parent, or AAF application fee from the non-custodial parent. The printout acts as a receipt.

Cash payments received in mail

Although unusual cash may be received in the mail. When this occurs prepares receipt in triplicate and distributes receipt as follows:

- 1) Original to payor at time of payment or if necessary, by mail
- 2) 2nd receipt to TAPP
- 3) 3rd receipt retained by the Field Office

Cash Deposit

- | | |
|--|--------------------|
| 1) Prepare Cash Log with current date | Example:10-14-2020 |
| 2) Prepare Cash Deposit Slip with current date | Example:10-14-2020 |
| 3) Deposit Cash at bank before 3:00 (to get a receipt for the current date) | Example:10-14-2020 |
| 4) Receive Receipt for current date and amount | Example:10-14-2020 |

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After 3:00pm of the current date

- Tape the receipt to the bottom of the Cash Log, and Scan
- Receipt and Log should be the same date 10-14-2020
- Prepare email w/attached scan
- Subject Line CSSD MSLA REG 5 CASH 10-14-2020
- Send email to HHS CSED CASH Deposit HHSCSEDCASHDeposit@mt.gov
- Attach yellow receipts (if any) to the back of the cash log and file in the deposit folder, left side.

Checks received either in person or in mail

- 1) Prepare check log with current date Example: 10-14-2020
- 2) Record all checks on log
- 3) Copy checks
- 4) Print 2 copies of the log

3:30pm

- Mail one copy of log, original checks, and any receipts to Helena using ½ size envelope and prepared label “TAPP REGION# CHECKS”.
- The package goes to the administrative staff who is doing mail. The must be included in the UPS packet that goes to Helena and is picked up by UPS 3:45 – 4:00.
- Staple a copy of checks to the second log page and file in the deposit folder, left side.

Both Cash and Checks Received Same Day

Staple both logs together and file in the deposit folder, left side, for that current date.

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Procedures for Region 08/Central Office

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- 3) 3rd retained by Field Office

NOTE:

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Payments received by mail

- Makes copies of the check or money and appropriate documentation. Distributes the payment and *copies* of documentation to the TAPP Unit by placing in the locked box located in the mail area.
- Attaches the copied check or money order to the *original* documentation and distributes to caseworker.
- Unopened mail--check or money order
- Places the envelope containing a check or money order in the locked box located in the mail area.

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Procedures for TAPP Unit

Payment collection in Region 08

When a payment is received at the main desk in Region 08 depending upon the type of payment, one of the following must occur.

Collection of check or money order

- 1) Signs the receipt (3rd copy) which is taped into the logbook
- 2) Initials the payment log
- 3) Returns to TAPP for processing or to place in the fire lock safe

Collection of cash

- 1) Counts the cash to ensure amount is the same as the amount on the receipt and recorded in the logbook
- 2) Signs the receipt (3rd copy) which is taped into the logbook
- 3) Initials the payment log
- 4) Presents payment to a supervisor listed below. The supervisor will count it then initial and date the receipt. The supervisor ensures the recorded amount is locked in the fire safe.

Supervisors able to count, initial, and date receipt of cash:

- TAPP Supervisor--primary
- TAPP Lead Adjuster--primary
- Bureau Chief for Budget & Administrative Services--backup
- Bureau Chief for Regional Offices--back up
- CSSD Administrator--back up

IMPORANT: If one of the above is not available, the payment cannot be picked up from Region 08 until a supervisor becomes available.

Prepares Deposit for Department of Administration's (DOA) Treasury Unit

Each business day prepares the deposit, places payments in a locked bag. Leaves locked bag with Region 08 staff, ensuring it is securely locked before returning to the TAPP office.

Procedures for Region 08/Central Office

Deposit bag storage

Stores the deposit bag in designated locked area until it can be picked up by authorized personnel for delivery to the DOA Treasury Unit.

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Payment Log for Region #							
Date	Name	PAR/Case/SSN	Amount	Payment Type	Check or Money Order #	Region # Initial	TAPP Initial

SAMPLE