

**WV Support
Payment Center
(PayConnexion)**

WV BUREAU FOR
CHILD SUPPORT
ENFORCEMENT

June 5, 2007

WV Support Payment Center

- WV NCPs have a new, convenient method of making payments electronically called the **WV Support Payment Center** operated by **Pay Connexion**.
 - Resulted from more than 6 months of intensive effort by the BCSE and **JPMorgan Chase Bank**.
 - Involved legal, policy, training, and technical units.

WV Support Payment Center

- Payments can be made 24 hours a day/7 days a week, by:
 - MasterCard
 - Visa
 - ACH (Automated Clearing House e-checks)



WV Support Payment Center

- Accessed by calling an automated toll-free phone #.
 - With options of speaking to a live customer service representative or using the automated process.
- Or, through the BCSE Website.



Bureau for Child Support Enforcement - Microsoft Internet Explorer

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Address <http://www.wvdhhr.org/bcse/> Go Links

Pop-up blocked. To see this pop-up or additional options click here...

WV - DHHR - BCSE **DHHR Site Search - DHHR Site Map**

West Virginia Bureau for Child Support Enforcement

Information

- [BCSE Home](#)
- [Customer Service](#)
- [BCSE Services](#)
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- [Amnesty Program](#)
- [About BCSE](#)
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MESSAGE FROM THE COMMISSIONER

Welcome to the Webpage of the Bureau for Child Support Enforcement. The staff of our agency and I hope that you will find helpful and interesting information about support-related issues on this page. If you have suggestions and comments concerning this site we would appreciate hearing from you. Our aim for this website and for our agency is to provide world class customer service.

My staff and I recognize that child support is more than a number - effective child support establishment, payment, and disbursement does make a difference in the lives of children and families. We invite fathers, mothers, and all interested citizens of this State to join us in a partnership to improve child support establishment and collection services. Our children deserve nothing less than our best efforts.

Payment Information

[Login](#)

What's NEW

- [Get More Project Direct Deposit Information](#)
- [Debit Card Information](#)
- [Payment Coupon](#)
- [Application for Services](#)
- [Support Payment Information](#)

Employer Login

Coming Soon!

WEST VIRGINIA Internet

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Welcome to the West Virginia Child Support Enforcement Division's Web Information Service - Microsoft Internet Exp...

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Address <https://www.wvdhhr.org/bcseapp/> Go Links



Automated information concerning child support services and child support payments is available 24 hours a day, 7 days a week. Customer service representatives are available to assist you Monday through Friday from 8:30 AM to 5:00 PM.

To obtain information about your child support payments, we must have your social security number (SSN) and personal identification number (PIN) to locate your records.

Please note that your PIN (Personal Identification Number) here is the same as your 4-digit numeric PIN used on the BCSE automated telephone information system.

[Make a credit card or echeck payment via the WV Support Payment Center](#)

Please Enter Information Below:

Social Security:

PIN:

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wvdhhr-wv support payment center - Microsoft Internet Explorer

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Address <https://www.wvdhhr.org/wvsdu/wvsdu.cfm> Go Links

WV - DHHR - BCSE DHHR Site Search - DHHR Site Map

Search Site

Go

WV BCSE Web Information Services
West Virginia Bureau for Child Support Enforcement

In order to ensure that the payment is credited to the proper BCSE case(s), you MUST enter the SSN of the support obligor (the person who owes the support) below. Once you have entered and verified the SSN, click on the "WV Support Payment Center" Button.

Please note: There is a minimum payment amount of \$10.00 if you choose to pay by credit card.

Please enter the SSN of the Obligor:

Please verify the SSN of the Obligor:

Reset Form WV Support Payment Center

Done Internet

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PayConnexion

- Operates a separate Customer Service Center to handle issues/questions regarding card usage, reporting fraudulent charges, lost/stolen cards, etc.
- Toll-free.
- 24 hours/7 days a week.



WV Support Payment Center

- The BCSE announced the new service to NCPs by:
 - Notices in their monthly billing statements;
 - A pop-up on the BCSE website; and
 - Mailing legislators and public officials copies of an article in the BCSE's monthly newsletter which highlighted the service.



http://www.wvdhhr.org/bcse/direct_deposit_popup.cfm - Microsoft Internet Ex...

BCSE NOW ACCEPTING CREDIT CARD AND E-CHECK PAYMENTS

The BCSE is pleased to announce that you can make your support payments using your MasterCard or VISA credit card or by using an electronic check (e-check) from your current checking account. You will be charged a \$3.00 service fee for each payment.

You will also be able to set up recurring payments so that your support is never late again. In order to set up recurring payments, you must use your PIN number.

You can make credit card payment or e-check payments on the internet using this link [WV Support Payment Center](#) or by calling the telephonic payment center at 1-800-446-5382.

Close Window

DHHR Site

Enforcement

Payment Information

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What's NEW

Get More Project
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Debit Card Information
Payment Coupon
Application for Services
Support Payment Information

Employer Login

Coming Soon!

WEST VIRGINIA
Department of
IT

Done Local intranet

start Novell Grou... current proj... Microsoft Po... Bureau for ... http://www.... 9:24 AM

WV Support Payment Center

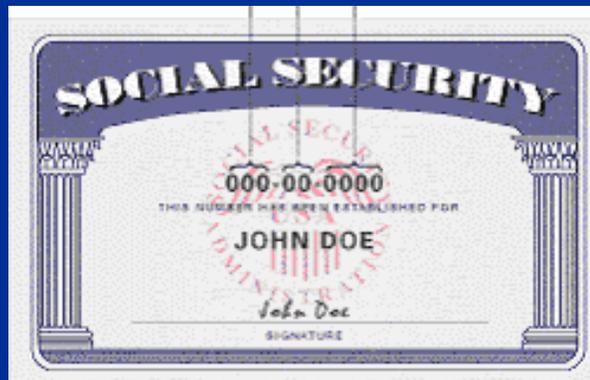
- The BCSE also sent outreach letters to WV's Family and Circuit Court Judges.

FYI: One ordered a NCP to use the Center to make a payment during a contempt hearing!



WV Support Payment Center

- Anyone (new spouse, boyfriend/girlfriend, parent, grandparent) can make a payment on behalf of the NCP but the payor **must** have the NCP's SSN.



WV Support Payment Center

- One time or recurring payments can be made.
 - To set up a recurring payment, the NCP must establish a PIN.
 - 35 NCPs have established recurring payments.
- There is a \$3.00 bank fee for each payment made through the system.

WV Support Payment Center



- The minimum support payment when using a credit card is \$10;
- No minimum payment is required when paying by e-check.

Success!

- The first day the WV Support Center was on-line, the BCSE received a \$1000 payment.
- From December 16, 2006 to January 12, 2007, the BCSE received more than **\$44,000** in electronic payments – **before the site was even advertised!**



Success!

- From January 1, 2007 – May 31, 2007:
 - 1274 transactions.
 - \$479,070.57 paid.
 - 61% in-state payors.
 - 39% out-of state payors.
 - 245 payments = \$ 80,752.03 by MC;
 - 515 payments = \$216,136.14 by VISA;
 - 514 payments = \$182,182.40 by ACH.

Lessons Learned

- Have a lawyer involved in the process from the beginning.
 - Example: A legal issue that could have been a deal breaker arose early; but through its attorney, the BCSE was able to negotiate a Memorandum of Understanding that satisfied both parties.



Lessons Learned

- Make sure the right people with the right skills from the various units (legal, policy, training, and technical) are on the implementation team.



- This ensures that all phases of the project can move forward in a timely manner.

Lessons Learned

- Meet often with the vendor to monitor the progress of the project and to handle problems as they arise.
 - The entire team met weekly at first, then later monthly.
 - At certain phases, such as testing, the necessary units continued to meet weekly.
 - Initial meetings were face to face. Later ones were by conference call.

Lessons Learned

- Keep staff briefed during the process rather than giving them all the new information at once when the project goes on-line.
- In this way, they will not be overwhelmed by the changes.



Lessons Learned

- Develop desk guides and training for front-line workers.
 - Ensures they are prepared to respond to customer questions.
 - Allows them to encourage use of the system when interacting with customers.





WV Bureau for
Child Support Enforcement
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