

## Kiosk Training Minute

Effective November 29, 2010: Non-custodial parents will have the ability to make child support payments at one of US Payments kiosks around the State.

### How It Works for the NCP:

In order to make a child support payment at one of the kiosks, the NCP will provide cash payments (no other payment types are accepted). They will also need to provide the following information:

- Last name
- Last four digits of their social security number or date of birth (enter MM/DD only)
- Family Group Number (FGN) – if the NCP does not know their FGN they will be prompted to call the CARE Center.
- A telephone number with area code (Customer may enter any number as long as it is not 000)

In order to begin the payment process\*\*, the NCP will select Government/Agency from the Bill Category. From there, the NCP will select Oklahoma Child Support Services as the biller to be paid.

The kiosk (US Payments) charges a \$2.00 transaction fee to the NCP. This fee will be taken out of the total amount of money inserted at the pay site. For example, if the NCP inserts \$100.00, US Payments will send \$98.00 to OCSS and keep \$2.00 as a fee. The NCP will receive a receipt that shows a \$100.00 transaction total but the bill payment amount will only show \$98.00.

**CASH PAYMENT**

PaySite

Date	Time	Terminal
3/22/2005	14:20	123

Reasons  
Jenks, OK 74037

Cash Tendered

Utility  
Bill Account Number: 123456

PaySite Bill Payment:  
PaySite Processing Fee:  
Transaction Total:

Receipt Ref #: 00UL300251  
Transaction ID#: 108299

\*\*\*\*\*

THANK YOU FOR USING PAYSITE  
IF YOU HAVE ANY QUESTIONS ABOUT YOUR  
PAYMENT PLEASE CALL 1-877-876-7076

\*\*\*\*\*

This is an example of a receipt from a US Payments Kiosk.

Notice that the Transaction total is \$100.00 while the actual bill payment is \$98.00.

If the NCP has any questions regarding the transaction, a US Payments contact number is printed on the receipt.

The kiosk only accepts paper money and will not make change. If the NCP pays more than the amounts due on the case, excess money will go into OCSS undistributed.

Once the payment has been made, it should post on the NCP's case within two business days. If the NCP contacts the CARE Center about the payment, they will need the receipt reference number.

How It Looks in OSIS:

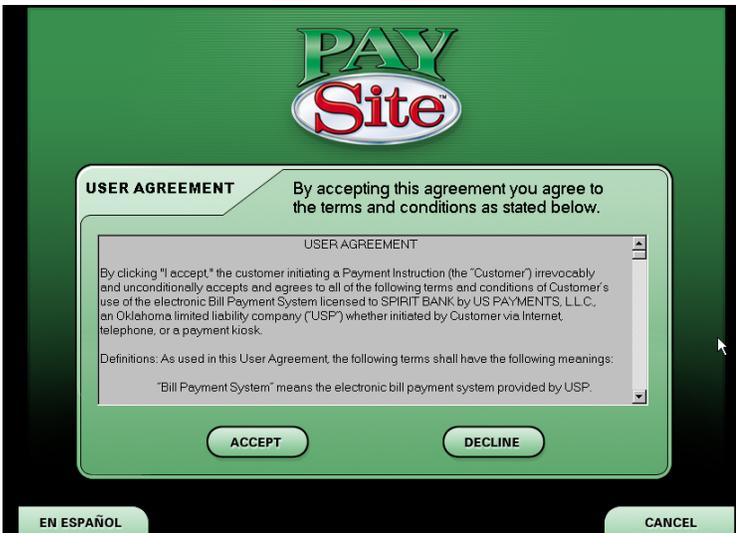
Payments made through a US Payments kiosk will display on CFRR(X) with a KI payment type.

CY007S02 V41 F02		OKLAHOMA DEPT. OF HUMAN SERVICES				AS OF DATE: 08/12/10								
TRANID: CFRR		RECEIPT INQUIRY BY FGN				TIME: 16:08:23								
		RECEIPTS ENTERED: 12/15/08 THRU 08/12/10				PAGE: 1								
OFF: LAW LAWTON		WORKER: U7777777 WIZARD, TIFFANY D				PU: N TK: N								
FGN: 00011111111001 AP NAME: DAVID		DONKEY		UNDIST TOTAL: 0.00										
===== F3=CFRR CRITERIA F4=CFRRX CRITERIA F5=CFRRP DETAIL														
ENTRY	D	EFF	P	S	ADJ	ADJ	ENT	RECEIPT	T	CUR/SUP	JUDGMENT	CUR/SUP	MD	
DATE	C	MO	T	R	CDE	DATE	OFC	BP	AMOUNT	Y	AMOUNT	AMOUNT	PAST DUE	OT
081210	F	0810	KI			000000	SRU	01	98.00	E	98.00			
101309	K	1009	WA			000000	SRU	01	98.12	E	75.00		23.12	
091109	K	0909	WA			000000	SRU	01	34.61	E	34.61			
090509	K	0909	WA*			000000	SRU	01	17.27	E	17.27			
082809	K	0809	WA*			000000	SRU	01	17.34	E	5.78		11.56	
081409	K	0809	WA			000000	SRU	01	34.61	E	34.61			
080309	K	0809	WA			000000	SRU	01	34.61	E	34.61			
071709	K	0709	WA			000000	SRU	01	34.61	E	34.61			
070609	K	0709	WA			000000	SRU	01	34.61	E	34.61			
061909	K	0609	WA			000000	SRU	01	34.61	E	34.61			
061009	K	0609	WA			000000	SRU	01	34.61	E	34.61			
052809	U	0409	WA*	041	052809	SFN	01		28.83-					
CY007M04 - PLEASE PRESS ENTER FOR NEXT PAGE.														
NEXT:														

\*\*See attachment for screen shots of a US Payments kiosk.



Initial screen, "attract mode"



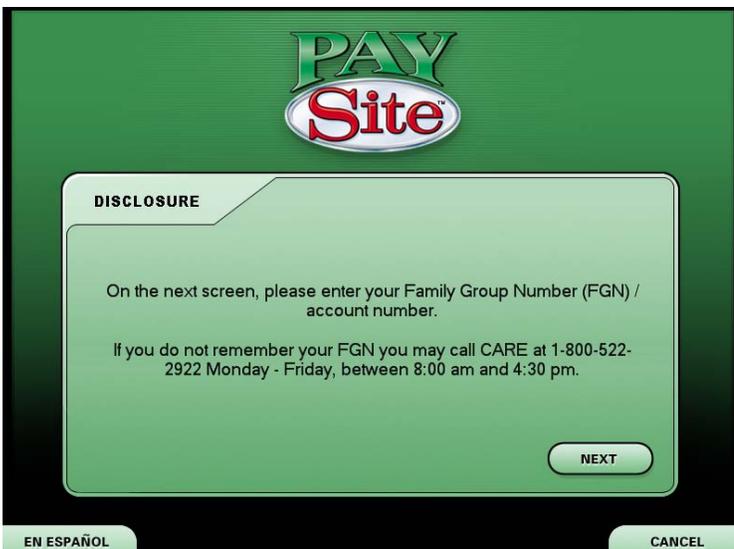
User agreement, English



Bill category



Biller selection



Disclosure Screen



**Oklahoma Child Support Services**

Using the keypad please enter your account number and touch 'Enter'.

A	B	C	D	E	F	G	1	2	3
H	I	J	K	L	M	N	4	5	6
O	P	Q	R	S	T	U	7	8	9
V	W	X	Y	Z	0				

BACKSPACE  ENTER

EN ESPAÑOL CANCEL

Account number entry



**CUSTOMER INFORMATION**

Enter your last name and touch 'Enter'.

A	B	C	D	E	F	G	
H	I	J	K	L	M	N	Last Name
O	P	Q	R	S	T	U	<input type="text"/>
V	W	X	Y	Z	BACKSPACE		ENTER

EN ESPAÑOL CANCEL

Customer name entry



**CUSTOMER INFORMATION**

Enter your telephone number and personal identifier information as shown and touch 'Enter'.

1	2	3	Area Code + Phone Number
4	5	6	( <input type="text"/> ) <input type="text"/> - <input type="text"/>
7	8	9	Last 4 #'s of SSN or Birthday (MMDD)
0	BACKSPACE		<input type="text"/>

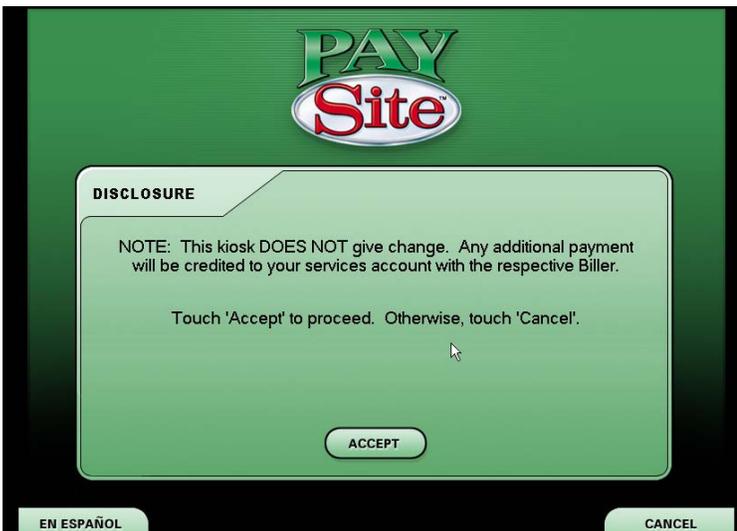
ENTER

EN ESPAÑOL CANCEL

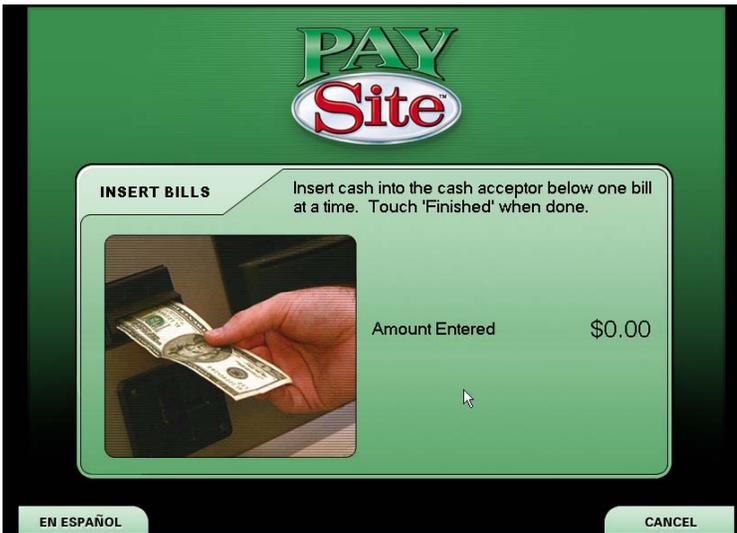
Customer phone and SSN



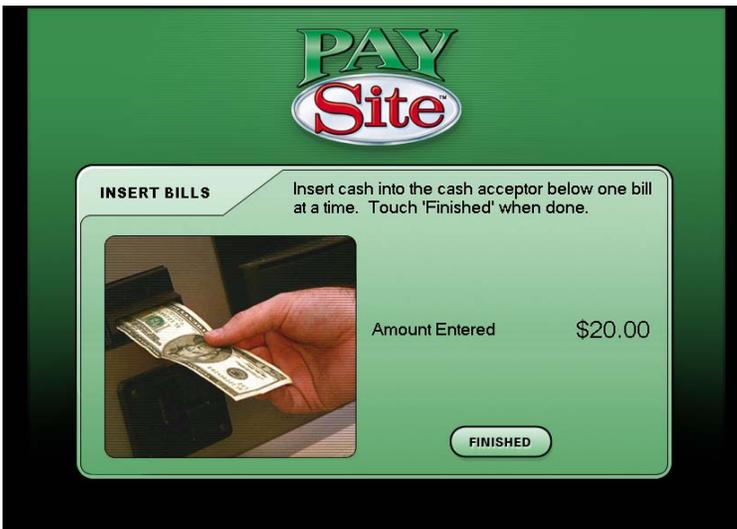
Payment type screen



Cash information screen



Initial cash entry screen. Note that the user may still switch languages or cancel the transaction at this point.



Same screen, after a bill has been inserted. Canceling the transaction is no longer possible.



Final payment details



RECEIPT



Your receipt is ready.  
Please take your receipt  
now.

Thank You!

Receipt screen