Processing Child Support Payments to DSS Overview

Cardinal is used to process payments to the Department of Social Services (DSS) for child support enforcement. These deductions are processed as an Agency-to-Agency transaction using a Voucher.

Navigation Note: Please note that there may be a **Notify** button at the bottom of various pages utilized while completing the processes within this Job Aid. This “Notify” functionality is not currently turned on to send email notifications to specific users within Cardinal.

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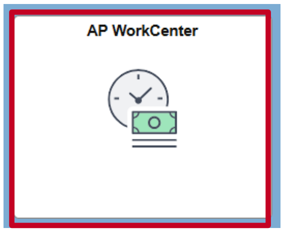
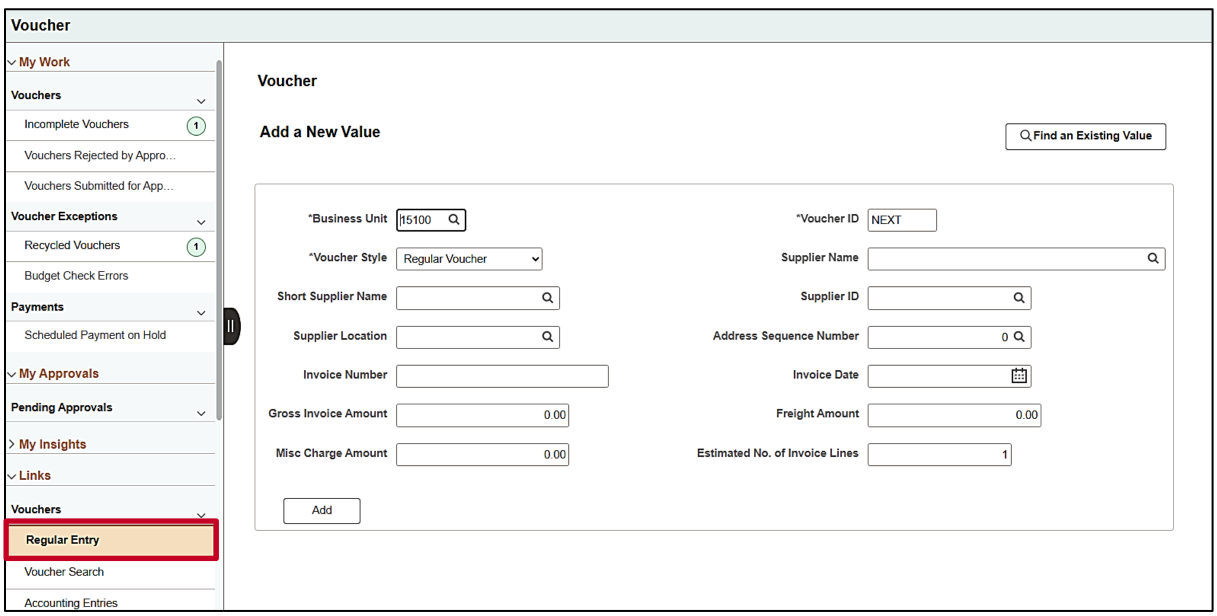
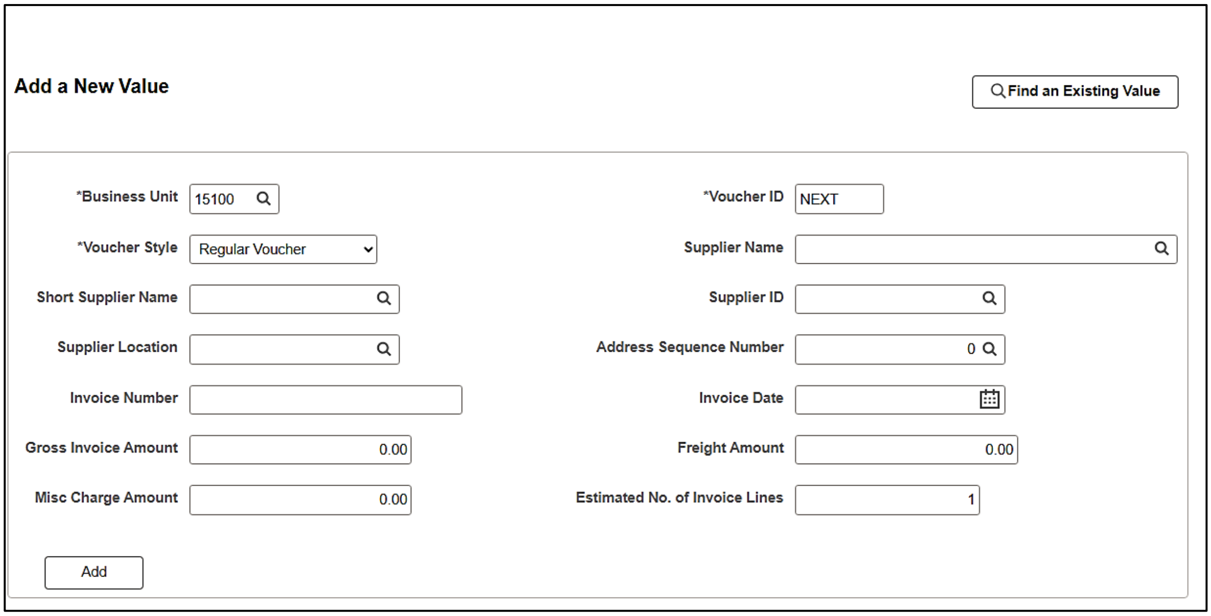
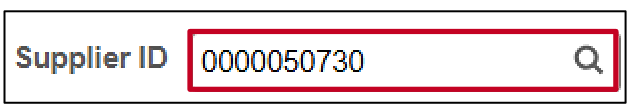
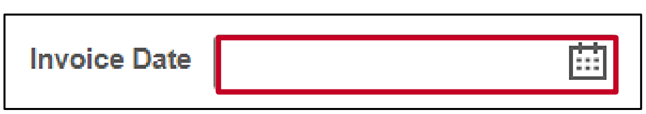
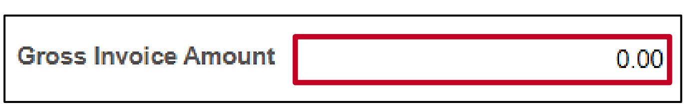
Revision History

Revision Date	Summary of Changes
9/1/2026	Updated for the Cardinal system upgrades.
3/1/2025	Baseline.

Processing Child Support Payments

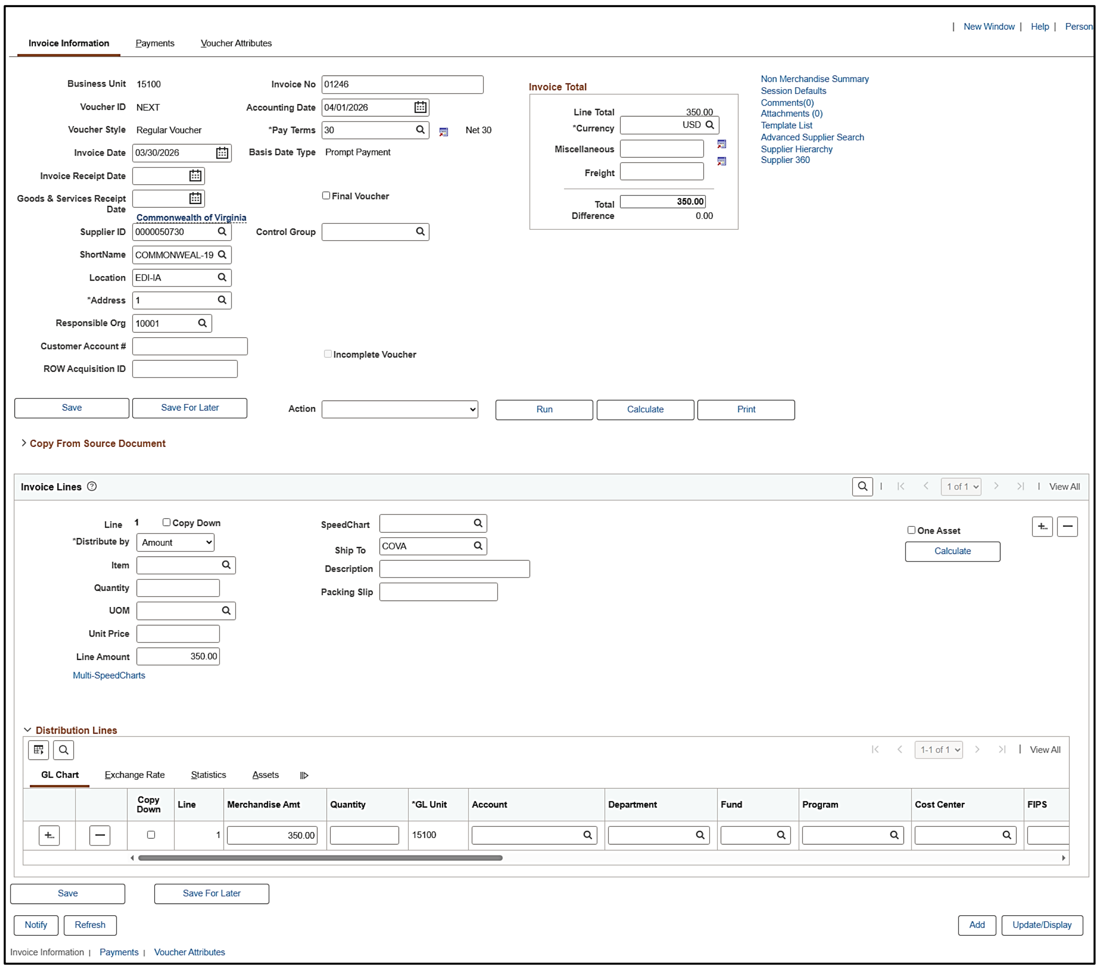
Step	Action
1.	Navigate to the **Regular Entry** page by clicking the **AP WorkCenter** tile on the Cardinal Financials Homepage. 
	For information about WorkCenters, see the Job Aid titled **Overview of the Cardinal Financials WorkCenters** located on the Cardinal website in **Job Aids** under **Learning**.
2.	Use the following navigation path in the WorkCenter: **Links > Vouchers > Regular Entry** **Note**: WorkCenter sections, folders, and pages may vary based on the user's Security roles. 
	Users can also access the **Regular Entry** page using the following navigation path: **NavBar > Menu > Accounts Payable > Vouchers > Regular Entry**

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td colspan="2">The Voucher Add a New Value page displays.

</td></tr>
<tr><td></td><td>The Business Unit field defaults based on the user’s Business Unit. If the Business Unit does not default, enter or select the applicable Business Unit.
The Voucher ID field defaults to “NEXT”. Do not change this value.</td></tr>
<tr><td>3.</td><td>Enter or select the Supplier ID for the Department of Social Services (DSS) in the Supplier ID field.

</td></tr>
<tr><td>4.</td><td>Enter the Invoice Number in the Invoice Number field.

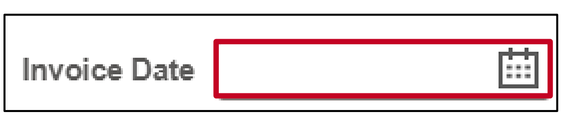
</td></tr>
<tr><td>5.</td><td>Enter or select the Invoice Date in the Invoice Date field.

</td></tr>
<tr><td>6.</td><td>Enter the total amount of the Invoice in the Gross Invoice Amount field.

</td></tr>
</table>

Step	Action
7.	Click the **Add** button.

The **Invoice Information** page displays.

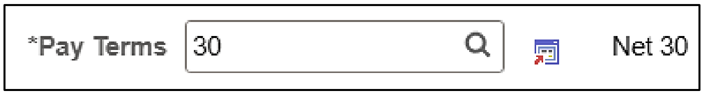


Step	Action
8.	Enter or select the applicable Invoice Date in the **Invoice Date** field.



Step	Action
9.	Enter or select the applicable the goods or services Receipt Date in the **Goods & Services Receipt Date** field.

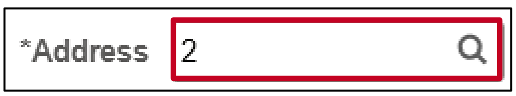
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>
The Pay Term defaults to “Net 30”.



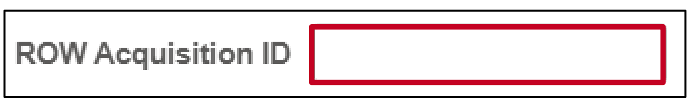
If the Pay Term needs to be changed, see the Job Aid titled **AP312 Using Pay Terms Overview** for instructions regarding how to update Pay Terms. This Job Aid is on the Cardinal website in **Job Aids** under **Learning**.
</td></tr>
<tr><td>10.</td><td>
Click the **Location Look up** icon. This field defaults to **EDI-IA**.

Select “SPECIAL”.

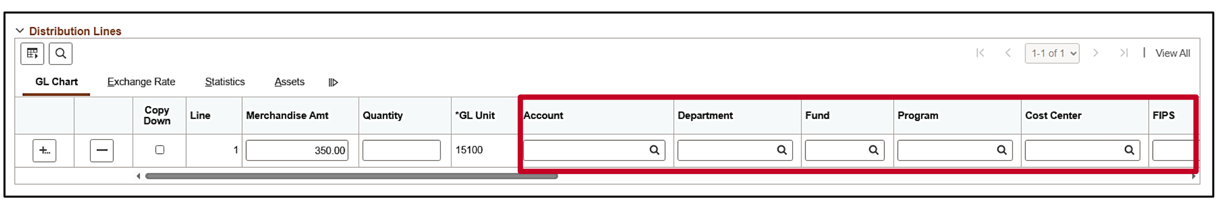
</td></tr>
<tr><td>11.</td><td>
Click the **Address Look up** icon and select the applicable address for “CHILD SUPPORT PAYMENTS”. For this scenario, “2” is selected.



</td></tr>
<tr><td>12.</td><td>
Enter the SSN Number of the individual for whom the deduction is being made in the **ROW Acquisition ID** field.



</td></tr>
<tr><td></td><td>
The SSN Number should be using the XXXXXXXXX format (no spaces or dashes) and must be populated to allow DSS to apply the payment correctly.
</td></tr>
<tr><td>13.</td><td>
Enter the applicable Accounting Distribution information in the **Distribution Lines** section.

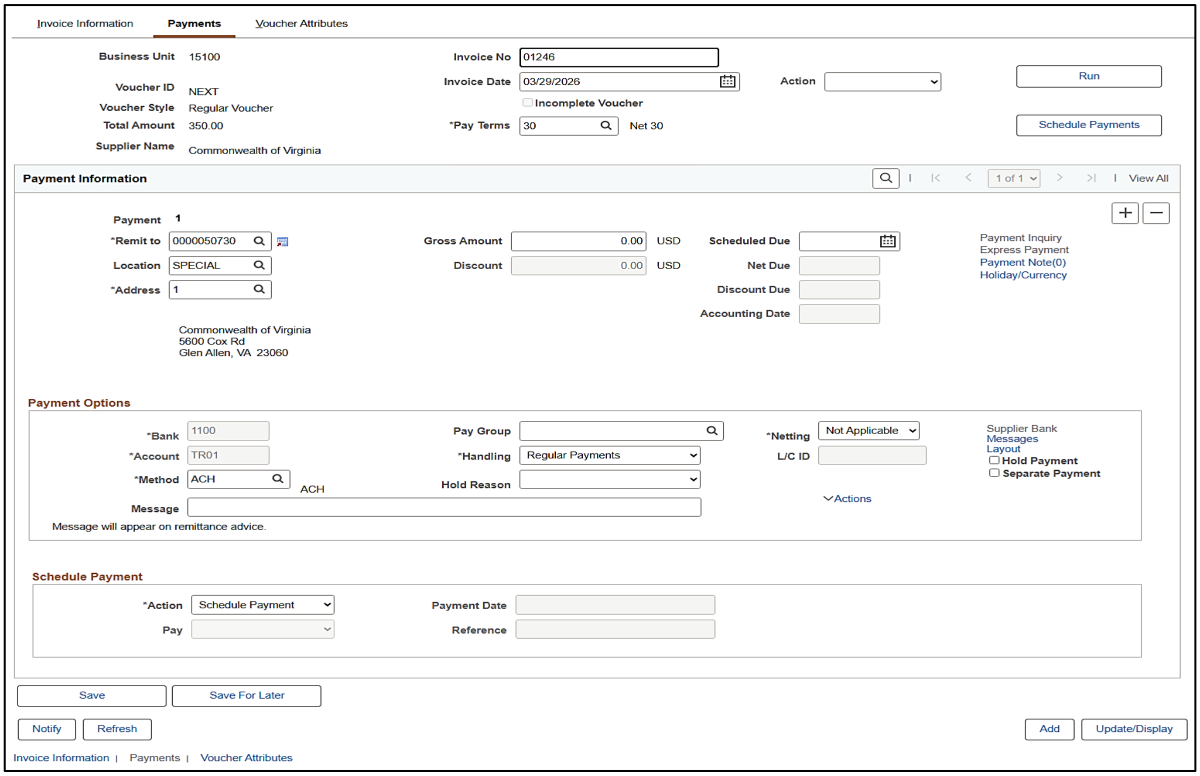


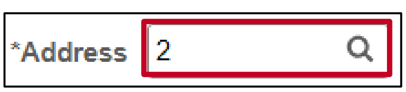
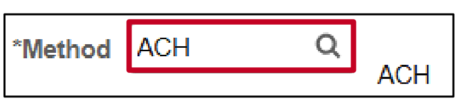
</td></tr>
<tr><td>14.</td><td>
Click the **Payments** tab.

</td></tr>
</table>

Step	Action

The **Payments** page displays.



15.	Review the **Location** field and verify it displays as "SPECIAL". If not update to "SPECIAL". 
16.	Review and update the address if applicable using the **Address Look up** icon. 
17.	The **Method** field defaults to "ACH". Do not change this value. 
18.	Enter comments in the **Message** field if applicable. **Note**: DO NOT enter sensitive data (e.g., Name, SSN, etc.) in this field. 
19.	Click the **Save** button.

Step	Action