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CHILD SUPPORT PAYMENT HISTORY INFORMATION
FROM THE
CHILD SUPPORT ENFORCEMENT DIVISION OF THE DEPARTMENT OF REVENUE

The Child Support Enforcement Division of the Department of Revenue (DOR) has a streamlined process for providing payment history information to its customers. Housing authorities, fuel assistance programs, and other programs that require income verification sometimes ask applicants to provide verification about child support payments received. While DOR does not accommodate requests that come directly from such programs, DOR customers can obtain – and provide to the program – a payment history that lists child support payments sent to them by DOR.

Payment information is available to our customers at all times through our Automated Voice Response System (VRS). The customer can request information about payments by calling the VRS at 800-332-2733 or 617-660-1234. Customers can also obtain information about payments through DOR's Interactive Case Manager available on our website at www.mass.gov/cse.

Within 48 hours of making a request via the VRS or the web, DOR will send the customer a list of child support payments sent to him or her in the past year. Additionally, using the Interactive Case Manager on our website, a customer can *view* a history of payments over the last 4 years. If there is a period where no payments were sent to the customer, the payment history will display a blank for the particular dates. In cases where the customer does not yet have a child support order, no payment history is available.

DOR customers must have their personal identification number (PIN) and password to access their case information via the VRS or the web. If a customer has forgotten either of the numbers, he or she can send us a letter (to the address above), send us an e-mail (csegen@dor.state.ma.us), or send us a request via the web (click on the "Case Manager" icon, then click on "Forgot Your Password or PIN?")

Visit us at www.mass.gov/cse