

## WHAT IS SCDU?

SCDU is the State Collection and Disbursement Unit. Each state is required by federal and state law to have one central location to collect and distribute child and spousal support. The Schuylkill County Domestic Relations Office no longer collects support payments or issues support checks. These payments are now to be sent to SCDU in Harrisburg and will be disbursed within 24 hours of receipt.

## WHERE SHOULD I SEND MY PAYMENTS?

Payments should be mailed to:  
**PA SCDU**  
**PO Box 69110**  
**Harrisburg, PA 17106-9110**

## WHAT SHOULD I DO WITH MY PAYMENT COUPONS?

Payment coupons should be received in the mail by the fourth weekend of every month and must be filled out with the amount of money you are paying. A payment coupon must be forwarded with every payment sent to SCDU. **Walk-in payments will not be accepted at the Domestic Relations Office, unless directed to do so by the Court.** Payments to SCDU must be made by check or money order. SCDU will not accept cash payments. If you have more than one support case, you

should send one payment for all of your support cases. Your PACSES member ID or social security number should be written on the face of your check or money order. SCDU will divide the payment among your cases as required by federal regulation.

## CAN I MAKE A CREDIT CARD PAYMENT OR SET UP AN EFT ACCOUNT TO AUTOMATICALLY SEND MY PAYMENT?

You may pay your support by credit card or have it automatically deducted from your bank account. For more information, call the **SCDU Customer Service Unit at 1-877-727-7238.**

## WHAT IF THE PAYMENT COUPON AND SUPPORT ORDER AMOUNTS DIFFER?

If the coupon and order amounts differ, the defendant is always responsible for paying the amount on the support order, not the amount reflected on the coupon. This may occur in the case of a modification to an existing order, where a defendant will receive a new order but receives coupons reflecting the old child support payment amount.

## WHAT IF MY SUPPORT PAYMENT IS WITHHELD FROM MY PAYCHECK?

Your employer is responsible for sending your support payment to SCDU.

## WHAT IF I HAVE NOT RECEIVED A SUPPORT PAYMENT?

After you have verified through the SCDU AVR that a payment has not been received, requests for enforcement should be in writing to the Enforcement Section of the Domestic Relations Office. Your inquiry will be forwarded to the enforcement officer who is assigned to your case.

## WHERE CAN I GET PAYMENT INFORMATION?

An **automated voice response system (AVR)** is available for payment information 24 hours a day, seven days a week by calling **1-877-727-7238**. The **hearing impaired** may call **1-877-676-9582**. These toll-free numbers are available nationwide.

## DOES SCDU HAVE A WEBSITE?

Yes, a website with general SCDU information is available. The website address is **[www.pa-childsupport.com](http://www.pa-childsupport.com)**.

**WHAT IF I NEED HELP WITH MY SUPPORT CASE?**

You should continue to contact the Domestic Relations Office if you need help with case management, such as address changes, employment changes, appointment scheduling or requesting a petition to modify your support order.

**CAN I SET UP A DIRECT DEPOSIT (EFT) ACCOUNT TO AUTOMATICALLY RECEIVE PAYMENTS?**

EFT's to plaintiffs are possible by requesting a Plaintiff Electronic Funds Transfer (EFT) Form from the Domestic Relations Office. You must have your own checking or savings account to set up the EFT account. Complete the form and mail back to the Domestic Relations Office with a voided check and/or deposit slip to facilitate setting up the EFT account.

**WHAT IF I HAVE NOT RECEIVED MY CHECK, AFTER VERIFYING THAT A CHECK WAS SENT?**

After you have verified that a check has been issued to you and still not cashed, verify the address. If you have moved and have not changed your address with the Domestic Relations Office, the Post Office will not forward any checks to your new address. SCDU

will reissue a check if fifteen (15) days have past from the initial date of disbursement, and after you have completed the STOP/VOID form. If the check has been cashed and you are sure that you are not the one who signed and cashed this check, SCDU will begin the process for fraud. REMEMBER-you must call SCDU to have checks reissued. Only SCDU can issue and void checks.

**DO I HAVE TO SET UP A PIN NUMBER ON THE SCDU AVR?**

You do have to set up a six (6)-digit PIN number by following the instructions on the SCDU AVR.

**PIN Number:** \_\_\_\_\_

**PENNSYLVANIA STATE  
COLLECTION AND  
DISBURSEMENT UNIT  
(SCDU)**

***FREQUENTLY ASKED  
QUESTIONS***

**Domestic Relations Section  
of Schuylkill County**

**Courthouse**

**Post Office Box 1192**

**Pottsville, PA 17901-7192**

**Phone: (570) 628-1588**

**MEMBER ID:** \_\_\_\_\_