

Frequently Asked Questions (FAQs) about CashPro

How do I Enroll for the new Payment Gateway?

You may enroll online using (<https://www.billerpayments.com/app/cust/login.do?bsn=descsg>). To enroll you will need your 12-digit ATLAS case number, the last four digits of your Social Security Number (SSN) and a valid email address.

Account Overview FAQs

[What obligations make up my Grand Total Due?](#)

Any past due support, interest, current support and fees owed on the case.

[What obligations make up my Monthly Support Due?](#)

The current monthly support obligation and clearinghouse fee due for the month.

Payment FAQs

[What payment methods can I use to make a payment?](#)

You may use any bank account or credit/debit card account from a US Financial Institution as the Payment Method. You can add and manage these accounts from the **Manage Payment Methods** page found under the Payments option at the top of the page. DCSS currently accepts **American Express, MasterCard, Visa and Discover**.

[How do I make a single payment to my Account?](#)

From the **Account Summary** page select **Schedule Payment**.

From the **Payments** screen, select the One Time Payment Type button, select a Payment Method Type and the **Amount** from the options provided. Click **Continue** to proceed to the Payment Details screen. Verify the payment details on the page are correct and click the **Confirm** button. A new screen will appear with your payment confirmation number.

Recurring Payment FAQs

[How do Recurring Payments work?](#)

Recurring Payments also known as AutoPay, are automatic payments where you authorize us to debit your credit card or bank account on a specified interval. The amount, selected by you, is deducted based on the frequency (Weekly, Bi-weekly or Monthly) you establish when setting up the recurring payment.

Can I cancel the Recurring Payment after it is set up?

Yes! To cancel a **Recurring Payment**, go to the **Account Summary** page. Locate the recurring payment you want to remove and click on the confirmation number. Select the delete the button and confirm that you want to remove this recurring payment. **Note: This will delete the entire series of recurring payments scheduled.**

Can I make other payments even though I have a Recurring Payment in place?

Yes, you may set up additional **One Time** payments alongside your recurring payment. Simply select the **Schedule Payment** and enter details of the payment you'd like to make.

When will my payments be applied?

Credit card payments will post within two business days and bank debits will post within three business days. For payments of \$1,500 or more, please allow 10 business days for payments to reflect on your balance.

View Payment Activity FAQs

How do I view my payments?

From the Account Summary page simply scroll down to see Scheduled Payments, Processed Payments and any Automated Payment Enrollments you may have set up

What do the Payment Statuses mean?

- **Scheduled.** The payment will be processed on the payment date shown unless cancelled.
- **In Process.** The payment is currently being processed and cannot be edited or cancelled.
- **Processed.** The payment was successfully processed on the payment date shown.
- **Cancelled.** The payment was cancelled prior to the payment date shown and will not be processed.
- **Unsuccessful.** The payment was processed on the payment date shown, but we were unable to deduct funds

Why can I only edit or cancel certain payments?

Only payments that were set up through the Payment Gateway and have a **Payment Status** of 'Scheduled' can be edited or cancelled.

Manage Payment Methods FAQs

Why is my address information required?

The **Address Verification System (AVS)** is a system used to verify the address of a person claiming to own the credit card. The system will check the billing address of the credit card provided by the user with the address on file at the credit card company.

For security purposes, address information entered manually is only shared with your Credit Card company. DCSS employees do not have access to Credit Card or Banking account information.

Email Address FAQs

[My email address is correct, but I'm not receiving any Payment Gateway emails - what can I do?](#)

If you are sure you have entered the correct email address, it is likely that the emails are being blocked by any spam filter program running in your email account. Any emails sent to you have probably been filed into a Spam folder in your email account. To ensure emails are delivered to your Inbox, please add customer.support.services@billerpayments.com as a valid email originator to your spam filter program.

[Can I change the email address the notifications are sent to?](#)

Yes, you can change your email address by selecting **Account Summary** option from the top of the page and then select **My Profile**.

From there select **Change Email** and you will be able to update your email address.

Cancel Enrollment FAQs

[Will cancelling my enrollment also cancel my payments?](#)

Yes, cancelling your enrollment will automatically cancel any payments that have yet to be processed on your account.

[Can I re-enroll for Payment Gateway if I want to?](#)

Yes, you can re-enroll for Payment Gateway at any time, and you will need to provide the same information that you supplied during your original enrollment.