

Expanded Payment History Offline Until July 1, 2014

Details

The Expanded Payment History will be offline for system upgrades until July 1, 2014. The upgrades will increase options available to you and improve security.

Action Needed on Your Part

As part of the security enhancement, your e-mail address will need to be included in your DCSE case record. Please contact the DCSE Customer Call Center at 1-800-468-8894 Monday through Friday 7 am to 6 pm to provide your e-mail address to a customer services representative.

Getting Payment & Balance Information in the Meantime

For recent payment and arrears balance information, use the DCSE Case Information option at <https://jupiter.dss.state.va.us/family//> .

If you need a payment record or additional information, please contact the DCSE Call Center at 1-800-468-8894 Monday through Friday 7 am to 6 pm.

We regret any inconvenience and look forward to providing you with an improved Expanded Payment History option soon.