

**2011 End of Year (EOY) Statement
Frequently Asked Questions (FAQ)
Information for Customers**

1. What is an End Of Year (EOY Statement)?

The Child Support Program is providing a summary of your support account for 2011.

2. How do I access my EOY Statement?

2011 EOY Statements will be available on line at www.njchildsupport.org beginning the week of January 16, 2012. Follow these steps: log on to www.njchildsupport.org and choose the case information tab at the top of the page. Click on the icon that says "Access your case information". After entering the required security information, you can view the latest activity on your child support account. Click on the link labeled Download Annual Statement for 2011 to view and print your 2011 information.

2. Is there any difference in the information issued to the Custodial Parent or the Non Custodial Parent on the EOY statement?

No. The Custodial Parent and Non Custodial Parent on the same case can view and print identical EOY Statements.

3. What if I have more than one case?

You will be required to log into each of your accounts one at a time to access a separate EOY statement for each individual case that you are associated with.

4. I am a Non Custodial Parent. Why is the amount on my statement different from what my payment records reflect?

The EOY Statement is a record of disbursements, that is, monies sent to the Custodial Parent for calendar year 2011. The amount disbursed may not equal the amount collected. For example, any amount on hold will not be displayed as this held amount has not been disbursed to the Custodial Parent yet. Collected payment information is available on the case information page on www.njchildsupport.org

5. I am a Custodial Parent. Why is the amount of disbursed payments on my EOY statement different than what I received?

You can compare your EOY statement with the payment and disbursement tabs on the case information portal of www.njchildsupport.org. After comparing your records to the EOY you may contact your local Probation Support Enforcement Unit for a more detailed explanation.

6. Can I use my EOY Statement for tax purposes?

The amount reported on the EOY may not equal the amount to be reported on your tax return. We recommend you contact a tax advisor if you have any questions

7. Which state agencies can receive disbursements?

The column entitled AMOUNT DISBURSED TO STATE AGENCIES on the EOY Statement pertains to NJ state agencies only, such as County Welfare Agencies, the Department of Children and Families and Medicaid who may in some circumstances receive collections.

If the Custodial Parent is living in another state and receives child support services from that state then the amount disbursed on behalf of the Custodial Parent will be reflected in the AMOUNT DISBURSED TO CUSTODIAN column on the EOY Statement.

8. What if I don't own a computer or have access to a computer?

The OCSS website www.njchildsupport.org can be reached from any computer with internet access. If you are using a public computer, for example at a library, be sure to log out of your case information after you have finished viewing your account activity and/or your EOY statement in order to protect your privacy. If you cannot access your case information and EOY statement via the website, you should contact the Probation Child Support Enforcement Unit that enforces your case for a reprint of the statement. Local Agency contact information is available by calling 1-877-655-4371.