



North Carolina Department of Health and Human Services
Division of Social Services

Child Support Services

Post Office Box 20800, Raleigh, NC 27619-0800 Courier # 55-41-12
Telephone (919) 855-4755

Beverly Eaves Perdue, Governor
Albert A. Delia, Acting Secretary

Sherry S. Bradsher, Director

July 3, 2012

Dear County Director of Social Services
Dear County Child Support Program Managers,

Reference: Child Support Cost Recovery Fee

Occasionally, there is a difference between the balances of court order and the distribution sides of the financials in a case.

One reason this might occur is that another state charged a fee to collect payments from the NCP in an interstate case. The charge is referred to as a "Cost Recovery" fee.

The NCP is given full credit for the actual payment made, but the amount distributed to the case is less than the NCP's payment because the fee has been retained by the other state. The payee receives only the amount that is distributed to the case.

The Child Support Manual has been updated with the procedure to use to correct the financials in these cases.

Refer to: Chapter M - Collections/Receipting/Posting, Topic 3 - Electronic Funds Transfer (EFT), Section G - EFT Cost Recovery.

If you have questions, please contact the ACTS Help Desk toll free @ 1-800-405-9053 option #3 or locally @ 919-855-4756 or you can contact your Regional Program Representative.

Sincerely,

A handwritten signature in cursive script that reads "Judy McArn".

Judy McArn

Assistant Chief of Program Operations

CSE-10-2012

Mission Statement

To consistently collect as much child support money as possible for the benefit of North Carolina's children.