Update 2015-16: Common Place
Payments from Clients for Accounts Receivable

Background
Effective August 15, 2011, all District Offices were instructed to stop accepting cash, checks and money orders from clients for debt payments.

Policy
Clients complete a payment slip and place it in a Social Services Agency (SSA) Accounts Receivable (AR) self-addressed envelope along with their check or money order. The payments are mailed to 333 W. Julian Street. Any cash payments must be made by the client at 333 W. Julian Street.

Reminder:
Checks or money orders must NEVER be sent through Pony mail. Any payments made in person or received by mail at district office MUST be mailed in a SSA AR self-addressed envelope to 333 W. Julian St. San Jose, CA 95110.

[Refer to “Payments by Credit or Debit Card,” page 18-8]

Change
Payments for SSA debts may now be made by phone or online using a credit or debit card. There are no fees charged for this service. Cards accepted are:

- Discover,
- American Express,
- Visa,
- MasterCard, or
- bank issued debit cards.
### Phone Payments
To pay by phone, the client may call: 1-844-I PAY SSA (1-844-472-9772). They will need to provide their debt number (located on their monthly billing statement) and the first two letters of their last name to begin the phone payment process.

### Online Payments
To pay online, the client may use the secure online payment website at: https://paydirect.link2gov.com/dossa

### Implementation
Information in this Update is effective immediately.

### Informational Handout
A handout is attached that provides the information for payments by phone and online payments. This handout should be provided to any clients making a payment in district office.

### Clerical
EBT payments received by clients will continue to be processed at District Offices.

The informational handout described above, should be given to any clients making a payment in the office.

### OMCs
Office Management Coordinators (OMCs) must review the information contained in this Update with their staff at their next unit meeting.

### Other Programs
The procedures described in this Update apply to all public assistance programs.

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DENISE BOLAND, DIRECTOR,
Department of Employment and Benefit Services

Contact Person(s): Maria C. Savin, Application & Decision Support Specialist II, (408) 755-7540
Now accepting payments by phone!

Payments by phone are accepted seven days a week, 24 hours a day.

Secure payments by phone for Social Services Agency debt can be made by credit card or debit card at any time. Cards accepted are: Discover, American Express, Visa, MasterCard, or bank issued debit card. There is no fee for using this method of payment.

Please use your monthly billing statement information to find your debt number, and the first two letters of your last name to begin the phone payment process.

To pay by phone dial:

1-844 I PAY SSA
(1-844-472-9772)

The secure online payment website is also available and can be accessed at:
https://paydirect.link2gov.com/dossa