

Dear Employer,

This notice is to inform you that the Tennessee State Disbursement Unit (SDU) must be notified **before** contacting your bank to stop payment on a check or electronic payment submitted for child support.

If the SDU is not properly notified, and money is issued to a custodial parent, your account will be flagged. No further checks or electronic payments will be accepted from your company until a replacement payment is made.

If you fail to notify the SDU timely, you will receive a letter instructing you on how to make a replacement payment. Once the SDU receives the replacement, the account hold will be removed, and you can resume making payments.

***\*Please note that replacement check payments should not be mailed to the regular child support PO Box. Instead, the replacement check must be mailed to:***

TN State Disbursement Unit  
PO Box 290364  
Nashville, TN 37229

You can stop payment by either calling the SDU or through the smart child support website.

1. If you plan to stop payment on a check, contact the Tennessee State Disbursement Unit **immediately** at 615-232-2547.
2. If you submit payments through our Smart TN Child Support website, <https://tn.smartchildsupport.com/>, you must login and stop any scheduled payments at **least two business days** prior to the scheduled payment date.

To stop your payments through the website, please take the following steps:

- a. Account holders should log in to their account and look under the "Scheduled Payments" tab to edit or delete the payment from the "Action" column. No further action is needed.
- b. If a clock icon is shown, the payment is already in process, and you will not be able to stop or edit the payment. You must contact the SDU at 615-232-2547 to see if the payment can be intercepted. You can also email them at [tnsupport@smimail.net](mailto:tnsupport@smimail.net).

Thank you,

Tennessee Department of Human Services, New Hire Reporting Program  
<https://tnnewhire.com/>

To make future payments online, visit Smart TN website at <https://tn.smartchildsupport.com/>.