



TEXAS MILITARY DEPARTMENT
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NGTX-JHR

03 AUG 2022

MEMORANDUM FOR Texas Military Department (TMD) J1, ATTN: State Active Duty (SAD) Pay PO BOX 6218, Austin, TX 78763-5218

SUBJECT: Requirements for Child Support Case Management through the Office of the Attorney General (OAG)

1. It is imperative for Service Members to make proper child support payment arrangements with the OAG to avoid pay delays while serving on State Active Duty (SAD). TMD has no method to provide child support information or assistance with payment arrangements; the OAG will **ONLY** discuss cases with the individuals involved, such as the affected Service Member. OAG will not discuss case information with TMD personnel, to include the Service Member's chain of command or S1.
2. To inform OAG that your employer has changed to TMD, for inquiries about child support orders, or to make payment arrangements, contact the OAG at 512-445-4556, option #3. Service Members who have established online accounts with the OAG can log in at <https://www.texasattorneygeneral.gov/child-support> using the email address and password previously established. If an online account has not been set up, please contact the OAG and do so immediately. All official letters and support orders pertaining to the Service Member's case are available in the portal.
3. Failure to notify the OAG of employer change and coordinate payments WILL result in paychecks being withheld by the OAG. Paychecks are withheld until arrangements have been made for routine payment. Once payment coordination has been completed, paycheck release from the OAG to TMD can take up to 20 business days.
4. This memorandum serves as official notice to Service Members regarding the requirement to contact the OAG for timely receipt of State Active Duty Pay.
5. The point of contact for this memorandum is the TMD State Active Duty Pay Team at ng.tx.txarng.mbx.j1-sad@army.mil.

ENCL
OAG Process MAP

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J1 MILPO