

A PARENT'S GUIDE TO Making Child Support Payments

The Basics

The South Carolina Department of Social Services (DSS) has changed how you pay court ordered child support. There is a new computer system (PACSS) and State Disbursement Unit (SDU). The SDU processes all child support payments.

If you have any questions about this system, please contact the Child Support Services Center at 1-800-768-5858.

The Child Support Services Center is available to all persons with child support cases with DSS or private cases through Clerks of Family Court. DSS has a Child Support Service Portal that allows access to your child support cases. Find it online at : dss.sc.gov/child-support/

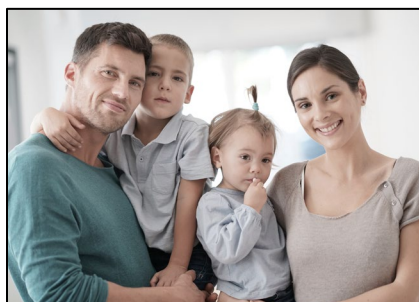
If you are paying child support to more than one custodial parent, the SDU does not allow you to choose who gets the money. Your payment will be divided based on how much is due to each custodial parent.

In addition to the amount the court ordered in child support payments, there is a required 5% fee payment. This fee is for court costs and goes to the county and state and not to the custodial parent.

If you get behind on your child support (also called arrears or arrearages) you can expect any state or federal tax refund will be taken to pay your arrears. This is called tax intercept. If you receive money from the federal government, like a tax refund, a stimulus check or a payment from a contract, the system can take out the money that you owe.

**To access your child support payment history, you must call:
1-800-768-5858.**

If your history is not available, you must go to the clerk of family court.



Methods of Payments

You can no longer make regular child support payments at the courthouse. No matter which payment method you use, it is your duty to make sure the payments are being made.

The SDU provides the following option to make payments:

- Wage Withholding
- ExpertPay
- Mail
- MoneyGram

Wage Withholding

Your child support will automatically be taken from your paycheck. This is the easiest way to pay child support. Wage withholding is required by state law if you are employed. Paperwork will be sent to your employer as soon as the SDU knows where you are working. You can also voluntarily sign up for wage withholding through the family court clerk of court.

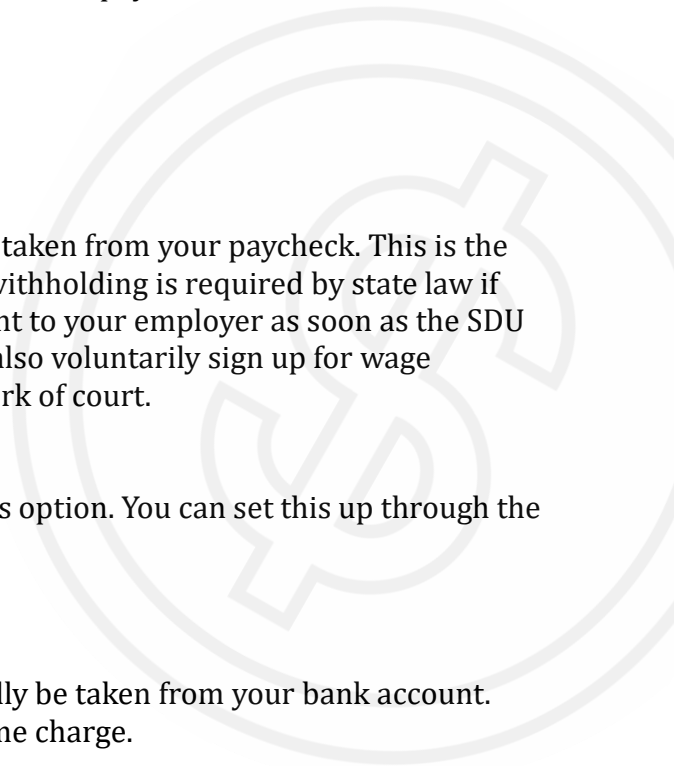
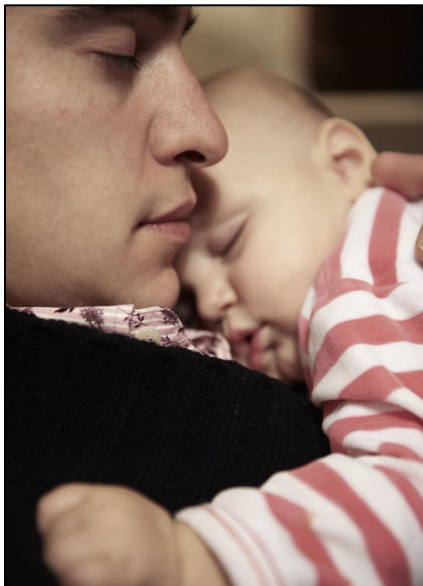
ExpertPay:

You **must** have a bank account to use this option. You can set this up through the website on a computer or phone.

The website is: www.expertpay.com

Child support payments will automatically be taken from your bank account. This costs \$2.50 to setup and is a one-time charge.

CAUTION: Since the bank automatically takes out your money and sends it to the SDU, you must keep enough money in your bank account to pay your child support. If you don't have enough money, the bank will charge you over-draft fees which are very high.



Mail

You can mail your child support payments to the following address:

South Carolina State Disbursement Unit
P.O. Box 100302
Columbia, SC 29202-3302

You must put the payment in the mail before the court ordered due date so it will arrive on time. If you send in a check with non-sufficient funds, you will no longer be able to send payments through the mail and must choose one of the other payment options.

MoneyGram

If none of the above options are available, you can make a child support payment through a MoneyGram. This is a very expensive option due to the costs. There are only two stores where you can purchase a MoneyGram, **CVS** and **Walmart**. You can walk-in and use cash or use a debit card. There will be a cost of \$3.99 every time you buy a MoneyGram.

You can also pay through the MoneyGram website with a credit or debit card.

The link to make a Moneygram payment online is:

<https://www.moneygram.com/mgo/us/en/m/child-support-payments>.

Try to avoid this option as it is the most expensive. There is a fee to pay online that will change based on how much you owe in child support. For example, if you owe \$100 in child support there will be a fee of \$9.99 when you pay online. If you owe \$300 in child support there will be a fee of \$13.99 when you pay online.

Payments to the Custodial Parent

If you have paid child support and the custodial parent says that they did not receive the money, make sure the custodial parent knows the child support is now on a prepaid debit card called a **Way2Go Card** or is directly deposited into a bank account.

For more information about the **Way2Go Card** visit this website:

<https://dss.sc.gov/media/2249/2019-11-1-sc-sdu-direct-depositdebit-card-enrollment-brochure-for-cps.pdf>



SOUTH CAROLINA CENTER
FOR FATHERS AND FAMILIES
A Ministry of the Sisters of Charity Health System

