

New Ways to Make Your Child Support Payments

Make Payments Your Way – What You Need to Know

1. My child support payment is not withheld from my paycheck. How can I make my child support payment?
 - You have several options:
 - Pay by check – mail your payment to:
State Disbursement Unit
P.O. Box 989067
West Sacramento, CA 95798
 - Make a single automatic withdrawal from your checking or savings account at www.casdu.com or by telephone at 1-866-325-1010.
 - Make a single credit card payment online at www.casdu.com or over the telephone at 1-866-325-1010.
 - Set-up ongoing (recurring) automatic withdrawals from your checking or savings account or credit card at www.casdu.com.

2. Who do I make my check out to?
 - California State Disbursement Unit

3. What information do I need to make a payment through the website or telephone?
 - You must have a personal identification number (PIN) and your CCSAS participant ID to make a payment using the website or by telephone.
 - Obtain your PIN by registering online at www.casdu.com or over the telephone at 1-866-325-1010. When you register, a PIN is generated and mailed to the address on file.
 - Remember to keep a record of your PIN, as you will need it whenever you want to make a payment using the telephone or website.
 - If you don't know your CCSAS participant ID, contact your local child support agency or the SDU at 1-866-325-1010.

4. Do I have to register and receive a PIN to make a child support payment online or by telephone?
 - Yes.

5. Once registered, when can I begin making payments out of my bank account or on my credit card?
 - Once you receive the PIN through the mail, you can make payments online at www.casdu.com or through the telephone at 1-866-325-1010.
 - Remember to keep your PIN, as you will need it if you want to change your payment information, payment schedule, or amount.

6. How can I set up a single automatic withdrawal from my bank / savings account or credit card to make my child support payments?
 - After you have received your PIN, go to www.casdu.com or pay by telephone at 1-866-325-1010.

7. Can I use any credit card to make my payment?
 - No. Only Visa and MasterCard credit cards issued within the United States are accepted.

8. Can I use my debit card to make a payment?
 - Yes – as long as your debit card carries either the Visa or MasterCard brand. The Visa/MasterCard branded debit card will be processed the same as a Visa/MasterCard credit card.

9. Are there any fees to make a payment using a credit card?
 - No.

10. Can I set up recurring child support payments?
 - Yes.
 - You can set up recurring payments for weekly, bi-weekly (every other week), monthly, or bi-monthly (1st & 15th of each month).
 - Your recurring payments can be automatically withdrawn from your checking or savings account or can be charged to your credit card.
 - When you sign into the online application, you will be led through the steps for setting up your automatic payments.

11. Can I use different methods at the same time to make my payments?

It depends...

- Yes – You can make a payment by check at any time, regardless of whether you are also paying by credit card or automatic withdrawals from your checking or savings account.
- Yes – If you are making one-time, single payments (and have not set up recurring payments), you can change the method of paying with each single payment at the time of payment. For example, you can make a one-time April payment using a credit card and then make your next one-time payment in May using your checking account.
- No – If you set up recurring payments, you can only have one payment method at a time: checking, savings, or credit card. You can change that method at any time by logging in and changing your profile, but you cannot have more than one method. For example, you can't set your recurring payments to be by credit card in April and your checking account in May. To switch back and forth, you must make one-time payments, rather than setting up automatic recurring payments.

12. How will I know if the child support payment has been accepted?

- For a one-time payment, a confirmation number is given once the "Submit" button online is chosen or the "confirm" option is selected on the telephone. Confirmation numbers should be kept as proof of payment.

13. How will the payment show on my credit card statement?

- The exact wording may vary, but it will be clear that the payment is for child support. You can expect words similar to "CA DEPT CHILD SUPPORT 866-325-1010."

14. Is my bank account and/or credit card information kept safe and confidential?

- Yes. All information about your case is kept confidential. The California SDU is bound by the same requirements as the DCSS to protect the personal information of its customers.

15. When will I be given credit for my child support payment when I make the payment by credit card?

- If you make your credit card payment **BEFORE** 3 p.m. pacific time on a business day (Monday-Friday), you will receive credit for your payment on that day.
- If you make your credit card payment **AFTER** 3 p.m. pacific time on a business day or on a non-business day (Saturday, Sunday or Bank Holiday) you will receive credit for your support on the next business day.
- Payments are processed and are disbursed within two days from the date the payment is received at the SDU.