



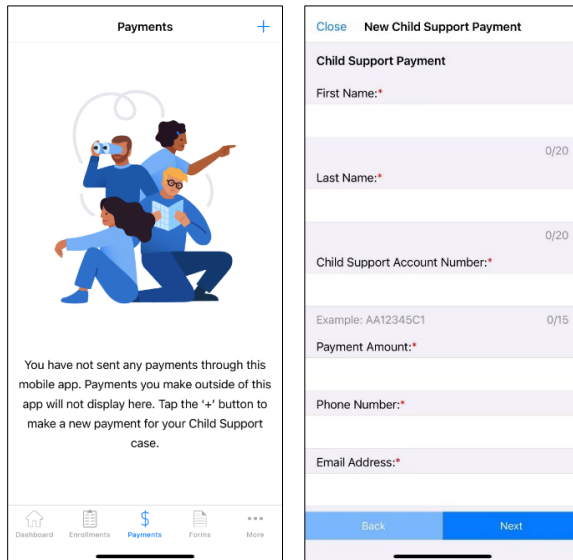
Making Direct Payments for Child Support Has Never Been Simpler

Prefer PayPal or Checks, Credit Cards or Money Orders? The Choice Is Yours

Most noncustodial parents pay child support through [income-withholding](#) from their employer. As convenient as that process is, many parents with nontraditional employment—from entrepreneurs to gig workers—need or prefer to pay their child support directly.

[New York State](#) has long offered a wide range of payment options, from checks and money orders to credit cards and direct debit from a bank account.

In recent years, the New York City [Office of Child Support Services](#) (OCSS) has been working to broaden the options even more—while also simplifying the payment process itself. As a result, noncustodial parents now have [more options](#) for how to pay their child support than ever before.



Two of the payment screens on the NYC ACCESS HRA Child Support app

Paying by App

Paying child support by credit or debit card or PayPal is not only free through the [NYC ACCESS HRA Child Support Mobile App](#), it also does not come with any added fees. Some payment methods, such as prepaid credit or debit cards, carry fees of their own, but the mobile app does not charge fees for any form of payment.

Contact OCSS

Email us at dcse.cseweb@dfa.state.ny.us

The app also protects users' privacy by never collecting their payment information. While this means that the app does not offer a recurring payment option, it does ensure that users will only be charged for the individual payments they authorize.

Paying by Phone or in Person

Noncustodial parents can pay child support by credit or debit card over the phone or in person with OCSS Customer Service staff. The hours for in-person or phone payments through OCSS are Monday through Friday, from 9:00 a.m. to 5:00 p.m. To pay by phone, call 929-252-5201; in person, visit our Customer Service Walk-in Center at 151 West Broadway, 5th floor, New York, or any of [our locations](#) in the New York City Family Courts.

Noncustodial parents can also pay in person at participating retailers (including CVS and Walmart) using MoneyGram. Payments require the use of the New York "receive code": 14690. MoneyGram charges a \$3.99 fee for in-person cash payments.

Paying by Mail or on the Web

New York's Child Support Processing Center accepts checks and money orders by mail. Noncustodial parents should send their payments to P.O. Box 15363, Albany, NY 12212-5363, along with a payment coupon or a sheet of paper listing their full name, case number, and the amount of the payment. Also write your case number on your check or money order.

There are also several online payment options:

- [ChildSupportBillPay New York](#)
- [ExpertPay](#)
- [MoneyGram.com](#)

All of these options include fees. See the [payment webpage](#) for details.

Processing Times

Child support payments take from 2 to 5 days to process.

Upcoming Free Webinars

Join us on July 15 for "Child Support Administrative Enforcement Actions: What NCPs Need to Know." On August 5, we will host "An Introduction to Interstate Child Support Cases." All sessions are held virtually on Tuesdays, from 10–11:00 a.m. To register look for "Upcoming Presentations" at www.nyc.gov/site/hra/help/ocss-cbos.page.