



Your Child Support Payment Options

	Method	Fee	Process	Contact	Notes
App	Credit & Debit cards, PayPal, & Venmo	\$0	Download the app for free through the App Store (Apple) and Google Play (Android). Visit https://nyc.gov/childsupportmobile for a list of mobile app features and more.	If there is a problem making a payment through the app, send an email to dcse.cseweb@dfa.state.ny.us . Include your Child Support case number.	Allow 2-3 business days for payment processing.
Phone	Credit or Debit Cards	\$0	Call 929-252-5201. Mon.-Fri., 9:00 a.m.-5:00 p.m.	Child support specialists on the phone.	Allow 2-3 business days for payment processing.
In Person	Credit or Debit Cards	\$0	Visit a NYC Child Support Office: - Customer Service Walk-in Center at 151 West Broadway, 5th floor, New York, NY 10013. Mon.-Fri., 9:00 a.m.-5:00 p.m.; or - Visit a Family Court location (on.nyc.gov/contactocss) & go to an OCSS office.	Child support specialists on location	You need photo ID to enter the building. Allow 2-3 business days for payment processing.
	Cash via Money Gram	\$3.99 for each payment you make on each case	1. Find a MoneyGram location on www.moneygram.com . 2. Bring these with you: - Cash needed to make your child support payment plus the fee of \$3.99 - Your child support case number (New York Case Identifier) 3. Pay the amount and the fee at the cash counter. Reference Receive code 14690.	If there is a problem making a payment through Money Gram, call or chat with them Phone: 800-926-9400 Live Chat: MoneyGram.com	Payments can only be accepted for one case at a time. No need to come to our office. Allow for your mailing time plus 2-3 business days for payment processing.
Mail	Personal Checks, Certified Checks, or Money Orders	\$0	Mail the payment to: NYS Child Support Processing Unit P.O. Box 15363, Albany, NY 12212-5363 - Include a payment coupon, if available. Or include a piece of paper with your full name, the child support account number (New York Case Identifier), the county name, and the amount of the payment.	For status of your payment, call 888-208-4485 TTY (Hearing Impaired): 866-875-9975 Mon.-Fri., 8 a.m.-7 p.m. (Automated information available anytime)	Create a payment coupon at childsupport.ny.gov . Do not send cash. Allow for mailing time plus 2-3 business days for payment processing.
NYS Website	Credit/Debit Cards, Direct Pay via bank account, PayPal	\$2.50 one-time registration fee. See Notes column for transaction fees.	- Register at www.expertpay.com/obligorapp and follow the directions online. - Requires a "FIPS code": call the NYS Child Support Helpline at 1-888-208-4485 to get the right code. - Direct Debit payments: Up to 4 business days processing time - PayPal and Credit/Debit card payments: Next business day for payments made before 5:00 PM Eastern time.	For issues or status call 800-403-0879 8 a.m.-5 p.m. (EST) Email: customer.service@expertpay.com	\$0 transaction fee for direct debit payments 2.95% or \$60 max service fee per credit or debit card transaction, as well as PayPal.
	Credit/Debit Cards	\$7.99 for less than \$100, else \$0 .	- Register at www.moneygram.com and follow directions. Requires New York Receive Code 14690.	For issues or status of your payment call 800-926-9400. Live Chat: MoneyGram.com	Payments process in approximately 2-5 business days.

Need help managing your finances? Get **free financial counseling** at the City's Financial Empowerment Centers located in every borough. To make an appointment, **call 311 today!**

IMPORTANT: Information current as of 12/28/2023. All references to fees apply exclusively to payments made to New York State child support accounts using the parties named above and are subject to change. NYC OCSS is not responsible for the collection and/or imposition of fees or other charges associated with the use of any credit and/or debit card or other form of payment (e.g., check, money order) used to pay a New York State child support account. Electronic payments, particularly for first-time users, can take more than one business day to process.



纽约市子女抚养费服务办公室 (OCSS)

子女抚养费支付选项

方式	费用	流程	联系方式	备注
应用程序	信用卡、借记卡、PayPal、Venmo 0 美元	您可通过 App Store (Apple 手机) 和 Google Play (Android 手机) 免费下载该应用程序。 请访问 https://nyc.gov/childsupportmobile 了解关于移动应用程序的功能和更多信息。	如果在使用应用程序付款时遇到问题, 请发送电子邮件至 dcse.cseweb@dfa.state.ny.us 。请提供您的子女抚养费个案编号。	付款处理需要 2 至 3 个工作日。
电话	信用卡或借记卡 0 美元	致电 929-252-5201。 周一至周五上午 9:00 至下午 5:00	接听电话的子女抚养费服务专员。	付款处理需要 2 至 3 个工作日。
亲自造访	信用卡或借记卡 0 美元	前往 NYC Child Support 办公室: - 客户服务接待中心, 地址: 151 West Broadway, 5 楼, New York, NY 10013。周一至周五上午 9:00 至下午 5:00; 或者 - 造访家事法庭地点 (on.nyc.gov/contactocss) 并前往 OCSS 办公室。	现场子女抚养费服务专员	您必须持附有照片的身份证才能入内。付款处理需要 2 至 3 个工作日。
	通过 MoneyGram 支付现金。 每份个案每次付款收费 3.99 美元	1. 造访 www.moneygram.com 查找 MoneyGram 地点。 2. 携带: - 待支付子女抚养费加上 3.99 美元手续费的现金 - 子女抚养费个案号码 (纽约个案识别码) 3. 在现金柜台支付抚养费 and 手续费。参考接收码 14690。	如果在使用 MoneyGram 付款时遇到问题, 请致电或向他们发送消息。 电话: 800-926-9400 在线聊天: MoneyGram.com	一次只能受理一份个案的付款。您无需亲自前往本办公室。请预留出邮寄时间和 2 -至 3 个工作日的付款处理时间。
邮寄	个人支票、认证支票或汇票 0 美元	将款项汇至: NYS Child Support Processing Unit P.O. Box 15363, Albany, NY 12212-5363 - 请附上还款存根 (如有提供)。或者附上一张纸, 写清您的全名、子女抚养费账号 (纽约个案识别码)、县名和支付金额。	如需查询您的付款状态, 请致电 888-208-4485 TTY (听障专线): 866-875-9975 周一至周五上午 8:00 至晚上 7:00。(随时可提供自动化信息)	在 childsupport.ny.gov 上申请付款优惠券。 请勿寄送现金。 请预留出邮寄时间和 2 至 3 个工作日的付款处理时间。
NYS 网站	信用卡/借记卡、银行账户直接支付、PayPal 一次性注册费 2.50 美元 。 有关交易费用, 请参见备注栏。	- 访问 www.expertpay.com/obligorapp 进行注册并根据在线指示操作。 - 需要“FIPS 代码”: 请致电纽约州子女抚养费服务帮助热线 1-888-208-4485 获取正确代码。 - 直接借记付款: 最多 4 个工作日的处理时间 - PayPal 和信用卡/借记卡支付: 下午 5:00 (东部时间) 前完成支付, 可于第二个工作日到账。	如有问题或需要了解付款状态, 请致电 800-403-0879。 上午 8:00 至下午 5:00 (东部标准时间) 电子邮件: customer.service@expertpay.com	直接借记支付的交易费为 0 美元 每笔信用卡或借记卡交易以及 PayPal 交易收取 2.95% 或最高 60 美元 的服务费。
	信用卡/借记卡 低于 100 美元收取 7.99 美元 费用, 其他情况收取 0 美元 。	- 请访问 www.moneygram.com 进行注册并根据指示操作。需要纽约接收码 (New York Receive Code) 14690。	如有问题或需要了解付款状态, 请致电 800-926-9400。 在线聊天: MoneyGram.com	处理付款大约需要 2 至 5 个工作日。

需要帮助管理财务? 每个行政区都设有纽约市理 Financial Empowerment Centers, 可提供**免费的财务咨询服务**。如需预约, 请**立即致电 311!**

重要信息: 截至 2023 年 12 月 28 日的最新信息。提及的所有费用仅适用于使用上述各方支付给纽约州子女抚养费账户的费用, 可能随时有变。NYC OCSS 不负责收取和/或征收与使用任何信用卡和/或借记卡或其他支付方式 (例如支票、汇票) 支付纽约州子女抚养费账户相关的费用或其他费用。电子支付可能需要一个工作日以上的时间来处理, 尤其是对于首次使用电子支付的用户。