New York City Office of Child Support Services (OCSS)

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.
In Person	Cash via MoneyGram	$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 MoneyGram, 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.
NYS Website	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.