

Important Information About Your Child Support and Payments

The South Carolina Department of Social Services (DSS) and Clerks of Court now receive and disburse all child support and alimony payments through the State Disbursement Unit (SDU).

Read more about your child support payment options inside.

For More Information

Child Support

Visit the South Carolina child support website at www.dss.sc.gov/child-support

Customer Service Portal

Information can be accessed once registered at clientportal.dss.sc.gov. A video with a step-by-step guide on using the portal is available at dss.sc.gov/child-support. There is a mobile version that can be accessed on your phone. Users can look at their case information, check appointment times, update basic information, view payment histories, and generate statements.

Interactive Voice Response System

Call 800-768-5858 to set up your access to the child support interactive voice response system (IVR) using your Member ID. The IVR provides information on payments, scheduled appointments, and hearings or conferences. Agents are available Monday through Friday from 8:30 AM until 5:00 PM, excluding state holidays. Self-service options are available 24 hours a day through the IVR.



Child Support Payment Options for Non-Custodial Parents

DSS SOUTH CAROLINA
DEPARTMENT of SOCIAL SERVICES

Electronic Payment from Your Bank (ACH)

Make one-time or recurring child support payments directly to the SDU from your bank account online with ExpertPaySM or via a toll-free call. Sign up, enter your case and payment information, link your bank account, and make payments. A one-time registration fee of \$2.50 applies. There are no transaction fees. The SDU will credit payment to your support obligation within two business days. For more information and to enroll, visit www.expertpay.com.



Debit/Credit Card and PayPal

Make your child support payment by debit/credit card or PayPal with ExpertPaySM. Enroll in the service, enter your child support case number and credit/debit card or PayPal information, and make payments online or via a toll-free call. A 2.95% fee applies with a maximum fee amount of \$60. The SDU will credit payment to your support obligation within two business days. For more information and to enroll, visit www.expertpay.com.



For a complete list of fees, visit www.dss.sc.gov/child-support.

Checks and Money Orders

Make your child support payments with a personal check, cashier's check, or money order. Make checks payable to the South Carolina State Disbursement Unit, and mail them to:

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

Please clearly print your name and your Member ID.

Returned Check policy: *The South Carolina State Disbursement Unit will accept personal checks. The option to pay by personal check is considered a privilege. That privilege shall be rescinded upon return of a deposited personal check by the State Disbursement Unit depository bank. Once rescinded, subsequent payments shall be made with certified funds or through online electronic payment services. If your check is returned due to insufficient funds, we may present your check again in electronic form to the bank. You can obtain a copy of your check through your bank statement or by requesting it from your financial institution.*

Checks returned for insufficient funds will be collected by the South Carolina State Disbursement Unit. Paying by check is your acceptance of this policy. Should you choose not to pay by check, you may also pay by cashier's check, money order or through other payment options described in this brochure.

Cash using MoneyGram®

Make your child support payment in cash with MoneyGram® at local businesses, such as Walmart and CVS. A \$3.99 fee applies. Or, you can pay MoneyGram® online with a credit or debit card. A tiered fee schedule applies for payments made online. The SDU will credit payment to your support obligation within two business days. For additional information and a full list of MoneyGram® locations, visit www.moneygram.com or download the MoneyGram MobilePass™ app on your smartphone.

Please include on your MoneyGram® submission your name and your Member ID as it appears in the state child support system.

Fill in your Member ID and keep this card in your wallet for reference when you make support payments using MoneyGram®.

Your Member ID



For a complete list of fees, visit www.dss.sc.gov/child-support.