

Custodial Parents - What are my options for receiving my support payments?

1. Direct Deposit

With Direct Deposit, your support payments are deposited directly to your account at your financial institution. Your payments will be deposited automatically after the state receives and posts a payment to your case. The statement you receive from your financial institution will provide you with a record of your deposit. Always remember to make sure your payment has been deposited into your account before accessing the funds.

2. smiONE™ Visa Debit Card

The Ohio Child Support Debit Card Program provides you with a debit card called the smiONE™ Visa Debit Card to receive and use your support payments. Support payments are credited to your smiONE™ card automatically after the state receives and posts a payment to your case. You do not need a bank account to be enrolled. You can use the card at any place that accepts Visa debit cards. Cash withdrawals from your card can be made at any ATM or bank teller window displaying the Visa brand marks. The smiONE™ Debit Card website contains additional information about this card.

Ohio smiONE™ Balance and Transfer Information

Cardholders can access their available balance and transaction history securely at <http://www.smionecard.com>. All transaction information is displayed immediately in date and time order. Cardholders may also access balance and transaction information by calling Ohio smiONE™ Customer Support at 1-855-279-2744.

Expiring smiONE™ Visa Debit Cards

smiONE™ debit cards contain a magnetic stripe that over time can become worn, as can the card itself through regular usage. As such, the smiONE™ cards expire five years after the date they are issued. One month prior to the card's expiration date, a new card will be mailed to you. To avoid delays in your support payments, and to ensure delivery of reissued smiONE™ cards, please keep your County CSEA informed of your current address. The Valid Thru date on the front of your card is the expiration date.

Enrollment

Enrollment is simple! Visit <http://oh.smartchildsupport.com> and follow the instructions to enroll in either direct deposit or smiONE™ debit card. You can also complete the **Ohio Child Support Program e-Disbursement Enrollment Form**, sign it, attach your voided check or deposit slip, and follow the mailing/faxing instructions.

Checking the Status of a Payment

Ohio Child Support Customer Service Portal

The Ohio Child Support Customer Service Portal allows customers with an active child support case a secure environment in which they can view their child support case information on demand. Customers are able to view and print up to two years of child support payment data, as well as view address, employment, health insurance, and support order information that is on file with the child support agency. Access the Ohio Child Support Customer Service Portal at: <https://ifs.ohio.gov/Ocs/CustServWebPortalWelcome2.stm>

Individual Payors - How do I make a payment?

Acceptable Methods of Payment

Payments by Mail

Your payment may be in the form of a personal check, money order, or cashier's check. Make checks payable to Ohio CSPC and mail via standard U.S. mail to:

Ohio CSPC

P.O. Box 182372

Columbus, OH 43218-2372

- CSPC accepts personal checks up to \$20,000. If your support payment is for more than \$20,000, you must send a certified check.
- Do not send payments to the County Child Support Enforcement Agency.
- If you need to send your payment via overnight delivery, you must use the United States Postal Service's Express Mail.

Information That Must Be Included with Payments

To ensure prompt and accurate posting to your child support case, please be sure to include the following with your payment:

- Your Name,
- Your Social Security Number (optional),
- SETS Case Number (10-digit number that begins with a 7),
- Court Order Number and
- Amount that should be applied to each case (if you have more than one case).

Pay by Checking Account Debit

Payment by checking/savings account debit can be made at <http://oh.smartchildsupport.com>. There is no charge for making online payments. Online payments can be scheduled as one-time only (non-recurring) or recurring. Funds will be withdrawn on the scheduled payment date. If the date falls on a Saturday, Sunday, or bank holiday the funds will be withdrawn the next business day.

Your first payment date must be at least five (5) business days from the date you register your account. This will allow sufficient time for your bank account information to be verified (prenote). If your account has been previously verified the payment must be scheduled at least three (3) business days prior to its payment date.

Pay by Credit Card

Payment using your credit/debit card can be made at <https://oh.smartchildsupport.com> or by calling 1-888-965-2676 - Option 5. You may use Discover®, MasterCard®, Visa®, American Express®, China UnionPay, Diners Club® International, or JCB to make a child support payment. If you have your credit/ debit card linked to an e-wallet account such as Alipay, Apple Pay, Google Pay, PayPal, or WeChat Pay, you can make your payment using these alternate payment options

NOTE: There is a minimum payment requirement of \$1.00. Please allow two (2) to three (3) business days from the date the payment was made on the website to be received by Ohio CSPC.

CSEA Walk-in Payments

The Ohio Revised Code provides the county Child Support Enforcement Agency (CSEA) the option to accept walk-in payments from obligors who visit the agency in person.

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