



Franklin County
Board of Commissioners

**CHILD SUPPORT
ENFORCEMENT**



GENERAL CONTACT INFORMATION

Address

80 East Fulton Street
Columbus, Ohio 43215

CCSEA Website Address

Support.FranklinCountyOhio.gov

Ohio Child Support Customer Service Portal

ChildSupport.Ohio.gov

Customer Service: 614-525-3275

TTY: 614-525-7697

Fax: 614-525-6409

Customer Assistance Email Address

Franklin_CSEA_CustomerAssistance@jfs.ohio.gov

Agency & Payment Booth Hours

Please visit our website or call for current hours.

APPLYING FOR CHILD SUPPORT SERVICES

Our services include:

- Paternity establishment
- Support establishment
- Administrative Adjustment Review (order modification)
- Help obtaining support

To apply for services, please complete an application which is available on our website, at our office, or call to have one mailed to you.

For Parenting Plan mediation, please call 614-525-4551.

OPTIONS TO RECEIVE CHILD SUPPORT PAYMENTS

Payments can be deposited directly into a bank account or prepaid debit card.

There are 3 ways to apply:

- Go to <https://oh.smartchildsupport.com/>
- Print, complete, and return a paper application
- Call 888-965-2676

For additional information about options to receive child support, please visit the Office of Child Support - Child Support Payment Central Overview at http://jfs.ohio.gov/Ocs/employers/CSPC_Overview.stm.

OPTIONS TO MAKE CHILD SUPPORT PAYMENTS

Pay in Person

- Please visit our website or call our Customer Service for current hours.
- Cash, credit card, checks, money orders, and cashier checks are accepted.
- Payments are accepted for cases in any Ohio county.

Pay by Phone

- Credit card payments may be made over the phone by calling 1-888-965-2676 and selecting option 5.

Pay by Mail

- Mail payment to: Ohio CSPC, PO Box 182372, Columbus, OH 43218.
 - All checks or money orders should be made payable to Ohio CSPC.
 - Payments made via overnight delivery must be sent using the United States Postal Service's Express Mail.
- Information that **MUST** be included with mailed payments (at least 2 of these):
 - Payor's Name,
 - Payor's Social Security Number (optional),
 - SETS Case Number (10-digit number that begins with a 7),
 - Order Number, and
 - Amount that should be applied to each case (if more than one case).
- Please see <http://jfs.ohio.gov/ocs/> for more information.

Pay Online

Ohio SMART e-Pay (<https://oh.smartchildsupport.com/>)

- Payments by **checking/savings** account debit can be made at <https://oh.smartchildsupport.com/> .
- During the initial registration, please allow up to seven (7) business days for the payment to be received; subsequent payments using the same bank account will be received by Ohio CSPC within 24-48 hours.

Ohio SMART e-Pay (<https://oh.smartchildsupport.com/>)

- Payments made by **credit/debit** card can be made at <https://oh.smartchildsupport.com/>
- You may use Discover®, MasterCard®, Visa®, American Express®, China UnionPay®, Diners Club International®, and JCB® cards will be accepted.
- E-wallet options include PayPal®, Alipay, Apple Pay, Google Pay, and Venmo.
- A fee will not be charged for any payments made through this website.
- Please allow seven (7) business days for the payment to be received by Ohio CSPC.

Search for the **Ohio Child Support Mobile Application** on the App Store and Google Play.

Other options may be available. Please visit our website for more information.