CHECKING PAYMENT STATUS

You may check the status of a payment in two ways. Both options are updated daily and provide the same information.

THE OHIO CHILD SUPPORT WEB PORTAL - is a secure site that provides child support payors and payees with on-demand, case specific information such as: payment and balance information including the last payment and date received, current balances, arrearage balances, and a total balance. You can also print out payment history reports conveniently in the comfort of your own home. The portal is available 23 hours a day, 7 days a week (with 1 hour down time nightly for maintenance).

To access this site, please visit **www.jfs.ohio.gov/OCS** and click on the link for the Child Support Customer Service Web Portal located on the left side of the screen. The first time you use this site, you will need to register. Please have the following information available:

- Child Support Case Number (SETS Number) – this is different from your court case number, it does not include letters
- Social Security Number
- Email Address
- **Obligee/Payee** – You will also need either your bird card (Ohio e-Quick Pay Mastercard) number, or the last 4 digits of your bank account number (only if you chose direct deposit), or your 12-digit Web ID number (SETS participant number).
- **Obligor/Payor** – You will also need your 12-digit Web ID number (SETS participant number).

** Please contact your local CSEA to obtain your Web ID/SETS Participant Number

THE CHILD SUPPORT INTERACTIVE VOICE RESPONSE UNIT (IVR) – is an automated telephone service that provides up to date payment information. To access call 1-800-860-2555, and enter your social security number.

Note: Payments received at Child Support Payment Central (CSPC) are disbursed within two business days if all posting information is included with the payment. Delays in posting will occur if this information is not included by an obligor, employer, or other remitter.

Revised 3/7/14