

CSSD Checklist:

- **Always read and respond** to mail from CSSD.
- **Provide complete information** for faster processing and accurate orders.
- **Maintain contact.** Your caseworker can give you updates on actions taken on your case.
- **Keep good records** of your dealings with CSSD. Keep copies of your paystubs and tax records.
- **Notify CSSD of any changes** to your address, new job, income, child support order, custody order by the court, or when a child turns 18.
- **Check our website** for more information, forms, and answers to questions.

DID YOU KNOW?

You can establish paternity at any time in your child's life. Your child will benefit from knowledge of who both parents are and have all the rights and privileges that both parents can provide.

Genetic Testing Appointment
line: (907) 269-6816

Let us introduce ourselves!

We are the Alaska Child Support Services Division (CSSD) and are responsible for establishing and enforcing child support orders to make sure Alaska's children receive financial support from both parents.

We offer the following services:

- **Locate parents**
- **Establish paternity**
- **Establish child support orders**
- **Enforce child support orders**
- **Review and modify child support orders**
- **Direct deposit of your child support payments**

Customer Service Contact:

Customer Service: **(907) 269-6900**
TOLL FREE (In-state) 800-478-3300

Employer Assistance:

TOLL FREE (In-state) 877-269-6685
907-269-6089

Fax Us:

FAX (907) 787-3220

Payment Mailing Address:

P.O. Box 100380
Anchorage, AK 99510-0380

Mailing Address:

550 W 7th Ave, Suite 310
Anchorage, AK 99501-6699



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Alaska Child Support Services Division (CSSD)

A Guide to Making Payments

Walk-in/Cashier Hours:



10:00 am-4:00 pm
Monday through Thursday

FOR MORE INFORMATION CHECK
OUR WEBPAGE:

[http://childsupport.alaska.gov/
Payments/payments.aspx](http://childsupport.alaska.gov/Payments/payments.aspx)



Options for Making a Payment

How should I make payments on my child support case?

The standard method of making payments on your child support case is by a withholding order sent to your employer. Your employer then makes the payment to CSSD. Federal law requires CSSD to send a withholding order when we are notified of an employer.

What is a withholding order?

A withholding order is sent to your employer and requires them to withhold part of your wages every pay-period to pay your child support. The payment may include past-due child support.

When will the money come out of my check?

Your employer must start taking out payments no later than the first pay period after they receive the withholding order. They then send the payment to CSSD within seven days of the deduction. CSSD then disburses the payment.

What if I don't have an employer? Is there another way I can pay my child support?

If you do not have an employer, you have several options: you can mail your payments directly to CSSD, make payments using our portal, or you may qualify for Electronic Fund Transfer (EFT) payments.

CSSD Member Service Portal

We now accept online payments! This service is available online through our CSSD Member Services Portal. Sign up today! It's quick and easy, just go online to:

<https://my.alaska.gov/Welcome.aspx>

1. From here choose *Register for a myAlaska Account*.
2. Follow the steps to complete your registration.
3. Once registration is complete, go back to myAlaska and choose *CSSD Member Services Portal*.
4. Enter your member number and passphrase and proceed to the *member menu*.
5. Here you can choose from options "*Payments*", "*Services*" and "*Settings*".
6. Select Payments to make a one-time payment using your bank account, or a credit card.

Attention: You may make additional payments online using this option. However, this will not replace the withholding order to your employer. If you are interested in setting up recurring payments online, please contact CSSD before setting it up.

Send your payment to CSSD by US Mail to

Child Support Services Division
(CSSD) PO Box 100380
Anchorage AK, 99510-0380

Make a payment in person

If you are in Anchorage you can come to the cashier at our customer service center and make a payment.

The hours are **10:00** a.m. to **4:00** p.m. Mon—Thursday Excluding state holidays.

- We are located across the street from the Atwood building in the first floor of the Linny Pacillo Parking Garage. 655 F Street, Anchorage AK 99501
- Free visitor parking is available on the 2nd and 3rd floors of the Linny Pacillo parking garage.

Visitor parking is valid for 2 hours only. The security guard in the customer service lobby can validate your parking ticket.

Electronic Funds Transfer (EFT)

If you would like to be considered for a monthly EFT debit from your bank account. Please complete a Non-Custodial Parent Direct Withdrawal Authorization Form and EFT Payment Agreement.

Send or fax the completed forms with a copy of a voided check or deposit slip to:

- Child Support Services Division (CSSD) MS 40 550 W. 7th Ave., Suite 310 Anchorage, AK 99501-6699
- Fax number: (907) 787-3220

The forms can be found at www.childsupport.alaska.gov, choose *Forms* tab. The forms are numbered 20 and 21