

## CSSD Checklist:

- **Always read and respond** to mail from CSSD.
- **Provide complete information** for faster processing and accurate orders.
- **Maintain contact.** Your case-worker 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 Center:

655 F Street, Anchorage

### Payment Mailing Address:

P.O. Box 100380

Anchorage, AK 99510-0380

### Mailing Address:

550 W 7th Ave, Suite 310

Anchorage, AK 99501-6699

### Contact us:

Customer Service: **(907) 269-6900**

TOLL FREE (In-state) 800-478-3300

TDD (Hearing/Speech Impaired)

(907) 269-6894 (machine access only)

TOLL FREE (In-state) 800-370-6894

FAX (907) 787-3220



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## Alaska Child Support Services Division (CSSD)



## A Guide to Making Payments

### Walk-in Appointment Schedule:

Monday – Friday 10:00 am – 3:30 pm

### Call Center:

Monday – Friday: 9:30 am – 4:00 pm

**FOR MORE INFORMATION CHECK OUR WEBPAGE:** <http://childsupport.alaska.gov/Payments/payments.aspx>



## The standard method of payments received by CSSD from withholding orders to place of employment

### What is a withholding order?

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

### What if I don't want to have wages deducted by my employer? Is there another way I can pay my child support?

CSSD is federally mandated to send a withholding order when we are notified of an employer.

However there is the option of Electronic Funds Transfer (EFT) if you qualify.

The forms can be found at [www.childsupport.alaska.gov](http://www.childsupport.alaska.gov), choose *Forms* tab.

The forms are numbered 20 and 21

### How soon after the employer receives the withholding order will the money come out of the NCP's paycheck?

The employer will start taking out payments no later than the first pay period that occurs after the employer receives the withholding order. They will send the payment within seven days of deduction.

## Options for Making a Payment

### CSSD Member Service Portal

We are pleased to announce we are now accepting online payments! This new service is available online through our new "CSSD Member Services Portal". Sign up today! It's quick and easy, just go online to

1. Go to <https://my.alaska.gov/Welcome.aspx>
2. From here choose *Register for a myAlaska Account*
3. Follow the steps to complete your registration
4. Once registration is complete, go back to myAlaska and choose *CSSD Member Services Portal*
5. Enter your member number and passphrase and proceed to the *member menu* where you can choose from options "*Payments*", "*Services*" and "*Settings*"

From here you can choose *Payments* to make a one-time payment using your bank account, or a credit card.

**Attention:** You may make extra 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 us 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 for the cashier are **10:00** a.m. to **4:00** p.m. Mon—Friday 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](http://www.childsupport.alaska.gov), choose *Forms* tab. The forms are numbered 20 and 21