

# CSED has Two Electronic Payment Options:

As an employer, you play a vital role in the success of the child support program. Your cooperation and involvement ensures families receive the financial support they need.

Our electronic payment services provide an easy and efficient way to make payments—saving you time and money.

## Resources:

For more information about remitting CSED payments electronically, or interpreting the format of the child support addenda record, contact:

- Alaska EFT coordinator at (907) 269-6750

For information about ACH and ACH software, contact your local financial institution.

Office of Child Support Services federal; resource for employers:

<https://www.acf.hhs.gov/css/employers/state-contacts-requirements>

## Electronic Funds Transfer (EFT)

EFT offers a number of advantages to employers. These include:

- No lost, stolen or delayed checks
- No possibility of check or mail fraud
- EFT works with many states using a standard EFT file

Accurate and efficient disbursement of funds to the family by AK CSED State Disbursement Unit (SDU)

Employers may send child support payments through their financial institutions bank internet site or software using the CCD+ or CTX format. The National Automated Clearing House Association (NACHA) approved standardized format for child support withholding payments is accepted by all child support agencies. This set up is initiated with your financial institution.

Please contact your bank representative for assistance to find out if these two ACH options are available for your business.

## Business Services Portal

Through the AK CSED Business Services Portal, employers can pay child support withholdings using a secure Internet website. It's a free service for both small and large employers.

## Register for a myAlaska account today!

1. Go to <https://my.alaska.gov/>
2. Scroll down to *Services for Business* and choose CSED Business Services Portal
3. Choose New User: Register for myAlaska Account
4. Please have your most current withholding order paperwork available for reference numbers.
5. Under Services for Businesses, click on CSED Business Services Portal for a step by step one time enrollment.

Once enrolled, there is a 24-48 hour waiting period before making child support garnishment payments.

## Third Party Processor

If you use a third party processor for payroll and garnishment services, please contact your third party payroll representative and request they remit your employee's child support garnishment electronically to our agency.

## CSED Checklist:

- **Always read and respond** to mail from CSED.
- **Provide complete information** for faster processing.
- **Maintain contact.**
- **Keep good records** of your dealings with CSED.
- **Notify CSED of any changes.**

### Help Desk

**907-269-6750**

### 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

FAX: (907) 787-3220

Email:

[dor.csed.customerservice.anchorage@alaska.gov](mailto:dor.csed.customerservice.anchorage@alaska.gov)

## Alaska Child Support Enforcement Division (CSED)



## Employers' Guide to Electronic Payments



**akchildsupport**

**FOR MORE INFORMATION CHECK OUR WEBPAGE:**  
<https://childsupport.alaska.gov>