

Frequently Asked Questions

1. Q. What is an e-payment?
 - A. An e-payment is an electronic payment for a transaction made on the internet. Child Support Enforcement accepts e-payments by credit card or debit card.

2. Q. How does the e-payment process work?
 - Go to '[Make a Child Support E-payment](#)' web page. Choose the 'To Make an E-payment' option.
 - Enter the required information. When the information you entered is verified, you will be routed to [Fidelity Information Services, Inc](#) (FIS) to make your e-payment.
 - Enter your credit card or debit card information and the billing information associated with the credit card or debit card.
 - Review and confirm your e-payment.
 - Receive a receipt and payment verification via e-mail. Please note, an e-mail verification will only generate when an e-mail address is provided when making an e-payment.

3. Q. Which credit cards and debit cards may I use to make an e-payment?
 - A. Visa, MasterCard, Discover, American Express, Star Debit, Pulse Debit, and NYCE Debit.

4. Q. Is there a fee for this service?
 - A. Yes. A non-refundable convenience fee of \$5.95 is charged by FIS each time this service is used. The fee is not negotiable and will appear on your credit card or debit card statement as a separate transaction from your child support payment.

5. Q. Will a cash advance fee be charged?
 - A. No. Your child support payment will be treated like a retail purchase and not a cash advance.

6. Q. Which support obligations can be paid by credit card or debit card?
 - A. Child support and spousal support obligations may be paid by credit card or debit card. Payment by credit card or debit card does not replace income withholding.

7. Q. Will I receive proof that my transaction was processed?
 - A. Yes. As proof that your e-payment was authorized, you will receive a confirmation number at the end of your transaction. You will also receive a verification e-mail if you provide and e-mail address when making an e-payment.

8. Q. Does Child Support Enforcement need to know my confirmation number?
 - A. No. The purpose of the confirmation number is to provide proof to you that your e-payment was authorized.

9. Q. Will I receive e-mail verification of my e-payment?
 - A. E-mail verification will be sent to the e-mail address you provide when you make an e-payment. Please note, if you do not provide an e-mail address, no verification will be provided.

10. Q. Does Child Support Enforcement need a copy of the e-mail verification of my e-payment?
A. No. The verification is for your records. You will receive credit for your e-payment when it is received by Child Support Enforcement. It may take several days from the time you authorize your e-payment for the funds to reach Child Support Enforcement.
11. Q. How can I be sure that my e-payment will be timely?
A. Please allow several days from the time you authorize your e-payment for the funds to reach Child Support Enforcement. You will be given credit for your e-payment when the funds reach Child Support Enforcement.
12. Q. Will Child Support Enforcement receive my credit card or debit card number?
A. No. Since your credit card or debit card payment is made directly to FIS, your information is strictly confidential and not shared with Child Support Enforcement.
13. Q. Who is Fidelity Information Services, Inc. (FIS)?
A. FIS is a leading global provider of financial institution core processing, and card issuer and transaction processing services to financial institutions and businesses worldwide.
14. Q. Do I have to pay my full child support balance due?
A. No. You may pay the full child support balance due or make a partial payment. Any unpaid child support balance is subject to interest charges and enforcement action.
15. Q. Can I make e-payments using different credit cards and debit cards?
A. Yes. You may use different cards. You will be required to do separate transactions for each card used. There is a convenience fee of \$5.95 for each e-payment transaction.
16. Q. Is there a maximum number of e-payments that can be made?
A. No. There is not a maximum number of e-payments that can be made. There is a convenience fee of \$5.95 for each e-payment.
17. Q. I am the person who owes child support or spousal support; can someone else make an e-payment on my behalf?
A. Yes. To make sure e-payments are properly credited, anyone wishing to make an e-payment on your behalf must provide your name and 'person number' when making the payment. If you don't know your 'person number' you may [contact Child Support Enforcement](#) to get it.
18. Q. Can I make an e-payment by phone?
A. No. Making e-payments by phone is not available at this time.
19. Q. Why does it take several days from the time I authorize my e-payment for the funds to reach Child Support Enforcement?
A. E-payments are authorized with FIS. FIS settles the transactions with credit card and debit card companies, then forwards the funds to Child Support Enforcement. The settlement and transfer of funds can take several days.
20. Q. How can I verify a credit card or debit card e-payment?
A. There are several ways to verify e-payments:
1. Contact Fidelity Information Services Inc. (FIS)

General Information: 904-438-6000

Toll-free (U.S. only): 888.323.0310

Fax: 904.357.1105

E-mail: moreinformation@fisglobal.com

2. Review your credit card or debit card statement.
3. Call the Child Support Enforcement automated phone system at 1-800-231-4255 or 701-328-5440, enter your phone system authorization code* and listen for the payment information.
4. Visit the secure child support website at www.childsupportnd.com, enter your password* and review your payment information.

*If you do not have an authorization code or password, easy-to-follow instructions on the phone system and the website will assist you with obtaining a code or password.

21. Q. Can I cancel a credit card or debit card transaction after it is authorized?
 - A. No. Please carefully review your e-payment before authorizing it as you cannot cancel the transaction once authorized.

22. Q. Who should I contact if my credit card or debit card payment is not authorized?
 - A. Please contact your credit card or debit card issuer for assistance.

23. Q. Who should I contact regarding a billing error or fee charged to my credit card or debit card account?
 - A. Please contact your credit card or debit card issuer for assistance.

24. Q. Who should I contact with questions about my child support case?
 - A. Please contact Child Support Enforcement at 701-328-5440, toll free at 1-800-231-4255 or centralofficecse@nd.gov.