

Greene County Child Support Enforcement Agency

541 Ledbetter Road, Xenia Oh 45385

E-mail: greene_csea@jfs.ohio.gov Website: www.greenecountyohio.gov Web Portal:
<http://jfs.ohio.gov/ocs>

Questions: When contacting our Message Center, you must be prepared to provide your social security number or your 10 digit SETS number which begins with the number "7" along with your phone number and the reason(s) for your call. Or you may e-mail us at greene_csea@jfs.ohio.gov or visit our website at <http://www.greenecountyohio.gov> and search under Departments "Job and Family Services.

Payment Options:

Once you are ordered to make payments, you are responsible for making payments on your own using the address listed below under "obligor payments" until a wage deduction or bank deduction is in place. MoneyGram-Pay online with a credit card by going to <https://secure.moneygram.com/#/payBills>. OR pay with cash at a MoneyGram location near you, <https://secure.moneygram.com/locations>. You will use code 14674 and will need your IO-digit SETS case number and order number. It is your responsibility to make sure employer or bank information is provided to the agency per your court order.

Child Support Mobile App is available on the APP Store and Google Play and you may now **make payments via Mobile App by using VENMO.**

On-line payments: Non-custodial parents can set up electronic payments, as well as credit card payments. There are no fees for credit card payments when calling 1-888-965-2676 or visit <https://oh.smartchildsupport.com>. Additionally, payments can be made by accessing www.expertpay.com (1-800-403-0879)10-2020

Obtaining Payment Information: For up-to-date payment information you may call the State of Ohio IVR (Interactive Voice Response) system at: [1-800-860-2555](tel:1-800-860-2555). You may access our Web Portal for on-line payment history/case information at <http://jfs.ohio.gov/vocs>

Payment Processing: Once a payment is received by OCSPC (Ohio Child Support Payment Central), processing occurs within 48 hours. To ensure proper credit, please write the SETS case number and order number on your check, money order or certified check. Do not send cash. See addresses below for mailing payments.

Record of Payments: You may access our WEBPortal for on-line payment history in addition to case information via <http://jfs.ohio.gov/ocs> or payment records can be picked up (photo identification required) at our office. Payment records cannot be faxed.

Reporting Changes: Your court order requires you to report employment or residential address changes. You may notify us in writing via fax (562-6285) or mail (541 Ledbetter Road, Xenia 45385), stop by our office or report changes and/or correspond with the agency via e-mail at greene_csea@jfs.ohio.gov

CSEA Office Hours: Monday-Friday 7:30-5:00

Obligor Payments:
OCSPC
PO Box 182372
Columbus OH 43218

Phone Numbers:

937-562-6200 937-562-6285 (fax)
1-800-337-1740 within Ohio
937-426-1779 from Fairborn

YOURSETSCASENUMBER: _____