

WYANDOT COUNTY CSEA INFORMATION SHEET

The Wyandot County Child Support Enforcement Agency (CSEA) tracks child support and spousal support payments using the Support Enforcement Tracking System (SETS). Below find general information regarding child support and/or spousal support cases.

- 1 All support payments are to be made through a Child Support Enforcement Agency rather than being paid directly to the obligee. Payments are to be made through a wage withholding or other attachment of income or property if possible.
- 2 Until/unless payments are being made by automatic deduction, the payor (obligor) must make payments directly to Ohio Child Support Payment Central, PO Box 182372, Columbus, OH 43218-2372. **The payment must include the payor's Name, SETS Case # and the Order #**
- 3 As required by law:
A 2% processing fee is charged on each payment. The letter enclosed with this Information Sheet lists the exact amount you are to pay.
Both parties shall keep the CSEA informed of their current mailing address and physical address, and shall report any changes in writing.
As required by law, the obligor must keep the CSEA advised of his or her employment status at all times, **and follow the Seek Work order when unemployed and unable to pay**.
Payments made direct to the obligee will be considered as gifts by the CSEA and not counted toward satisfaction of the obligation.
Employers must notify the CSEA of any lump sum payments of \$150.00 or more that may be held to satisfy arrears owed on the case.
- 4 If an employer fails to withhold support, or wages are not paid for some reason, support payments are to be paid for the missed week or weeks by sending a check or money order to Ohio Child Support Payment Central as outlined in #2 above.
PAYMENTS CAN NOW BE MADE BY CREDIT CARD OR BY A CHECKING OR SAVINGS ACCOUNT DEBIT AT [HTTPS://OH.SMARTCHILDSUPPORT.COM](https://oh.smartchildsupport.com) AND ON THE WEB PORTAL.

Information regarding your account or payments is available to either party anytime by calling **800-860-2555**. You must then set up a PIN #. If you have difficulty or need a PIN reset, you must send a signed, dated pin reset request accompanied by a copy of a photo ID and documentation of social security #. A driver's license can be used if it contains both. Requests can be faxed to: Office of Child Support, PIN Reset Center, 614-995-7159 or 614-728-5070; or mailed to Ohio Dept of Job & Family Services, Office of Child Support, PIN Reset Center, PO Box 182709, Columbus, OH 43218-2709.

Or, you may access the Ohio Child Support website for payment information at <http://jfs.ohio.gov/OCS> with a temporary PIN number of the last 4 digits of your SSN and KIDS. Example: 1234KIDS. **And now, all new, see the enclosed announcement and instructions for the Office of Child Support Customer Service Web Portal.**

If you have any questions concerning your child or spousal support case, please **contact our agency by calling** 419-617-4230, or if calling long distance 1-800-320-5211. **Select Option 5** for Child Support. Or you may **fax** to 419-617-4232, or **e-mail** to wyandotchildsupport@odjfs.state.oh.us. For **mail**, the address is: Wyandot County CSEA, 120 E. Johnson St., Upper Sandusky, OH 43351. The office hours are 8:00 AM to 4:00 PM Monday through Thursday with additional times available by appointment.