Employers Remitting Child Support Payments
SDU, State and County Functions

California State Disbursement Unit (SDU) Functions:
• Collection Processing
• Disbursement Processing
• Set-up Electronic Payments

State (DCSS) and County (LCSA) Functions:
• Case Management
• Financial Management
• Customer Service
Employers

• Remit all California wage-withheld child support payments to the SDU.
• Include necessary employee identification information:
  – Employee name
  – Social security number
  – CSE participant number
  – Amount
  – Date of withholding
  – Child Support Enforcement (CSE) case number for private orders
• Electronic payments are fast, efficient and the preferred way to streamline payment processing.
• Electronic payments are required by law for many employers.
  • CA Family Code 17309.5 - Employers required to remit EDD or FTB payments electronically must also remit child support electronically.
Employer Payment Options

- Electronic Funds Transfer (EFT) using the Automated Clearing House (ACH) network.
- Online - Log in at www.casdu.com - Use your debit/credit card or bank account information.
- Phone - Call 1-866-901-3212 - Use your debit/credit card or bank account information.
- Check - mail your payment to:
  State Disbursement Unit
  P.O. Box 989067
  West Sacramento, CA 95798
Benefits of electronic payment options:

- Fewer errors
- No lost checks
- Saves time and money
- Reduces risk of the theft and fraud
- Faster SDU collection receipt and processing
- It’s green
This service allows employers to instruct their financial institution to automatically transmit child support payments, along with child support income withholding data, using the ACH network.
To enroll in EFT:

- Employers can initiate the process by contacting the SDU by phone at (866) 901-3212 (option 1) or go to [www.childsup.ca.gov](http://www.childsup.ca.gov) and click on the Employers tab and select E-Pay.

- Detailed information on EFT via ACH Credit can be found in the California State Disbursement Unit EFT Employer Information Guide at: [www.childsup.ca.gov](http://www.childsup.ca.gov).
Once Employers receive the Enrollment Form they must complete the form and return it to the SDU by fax, e-mail or mail.

- Fax: (888) 587-5471
- E-mail: casdu-electronichelpdesk@dcss.ca.gov
- Mail: P.O. Box 981326
  West Sacramento, CA 95798-1326
Employers working with their financial institution and technical department, create and send a test file to the SDU.
• Upon successful completion of the test file, the SDU sends employers an Authorization Letter that includes the bank routing and account number for transfer of funds.

• Employers can begin sending payments to the SDU by ACH Credit.
This service allows employers to make payments by electronic debit from a checking or savings account, or with a Visa or MasterCard credit or debit card.

• To enroll:
  • Access www.casdu.com
  • Click the “employers” button to register.

• Once registered, employers can make payments online at www.casdu.com.

Need assistance or information on electronic payments? Call 1-866-901-3212 option 1.
Employer Registration


• Click the “employers” button to register to make payments electronically on behalf of employees.

• Click the “Register Now” button.
Employer Registration (continued)

- Enter company details.
- Create a meaningful User ID
  - Username and FEIN are required for system access
- Enter primary and secondary contact information.
- Click, “Submit.”
- A Temporary Password will be sent to you via the Primary contact e-mail.
- The password is unique and can be changed by you.
Employer Registration (continued)

• Review the company details you entered.

• Click, “Done.”
Once you receive your password, you may access www.casdu.com.

- Enter your username and the password you received via e-mail.
- Click the **Submit** button

You will be prompted to change your password.
From here you may make a payment or create a payment template.

Let’s make a payment.
- Click the employer, “Make Payment” button.
You have the choice to pay using your checking, savings, VISA, or MasterCard.

- Enter your checking or savings account information.

OR

- Enter your VISA or MasterCard account information.

- Enter your employees’ information.

- Click, “submit” to make this payment.
After account setup and payment profile entry is completed, employers have two system features available to make a payment by ACH Debit:

• **Manual entry**
  - Enter employees’ child support payment information manually.

• **Bulk upload**
  - Create and upload a file containing employees’ child support payment information.

We will go over the bulk upload process later.
Verify the information and click, “submit.”
To save this information for your next payment, click, “Save As Template.”

Payment method information stored in the payment profile is safe and secure!
• Create a “Template Name.”
• You can add or remove employees even after you have created a template.
  • Click “Add Employee” or “Remove Selected Employee” and follow the instructions.
• Type in employee information.
• Click, “submit.”
• Verify your payment amount and the information.
  • If you need to make changes, click “modify.”
• If you are ready to make the payment click, “submit.”
• The system will show a confirmation page and a confirmation will be emailed to you.
• Once you click “submit,” you will see a confirmation page.

• For your convenience, a confirmation will be emailed to you.
Bulk Upload

- Create a Comma Separated Value (CSV) file and store it on your system.

- Upload the file containing employees’ child support payment information.
Bulk Upload *(continued)*

If you have already input your choice of payment, you may begin to process your bulk upload. If not, enter your checking or savings, VISA, or MasterCard account information.
Bulk Upload (continued)

- To access your saved payment profile details, enter your “Template Name” and click “Load Template.”
- If you did not save your payment information, enter your checking, savings, VISA, or MasterCard account information.
Bulk Upload (continued)

- For instructions on how to create and use the “Bulk Upload,” click the “View Instructions” link.
Bulk Upload (continued)

- Detailed instructions as to how to create a comma separated value (CSV) file on your system are available.

- Required payment information includes:
  - 13- or 15-digit Participant ID number
  - Social Security number
  - CSE Case number (required if the payment is for privately managed case)
  - Payment amount
  - Payment date
Bulk Upload (continued)

- Enter your CSV file name or click “Browse” to upload your CSV file from your system.
- Once you locate the file on your system click the “Submit” button.
• Review payment verification
  ➢ If any information is incorrect, click the “Modify” button and make your corrections.
• Once all information is correct click, “Submit.”
• Once you click, “Submit,” you will see a confirmation page.

• For your convenience, a confirmation will be emailed to you.
When a parent is receiving child support services privately, such as through an attorney, the court issues a Non-IV-D Income Withholding Order (IWO). After the court issues a Non-IV-D IWO, it is served on the employer by the custodial party or by a representative acting on their behalf.

- When the employer receives an IWO form OMB 0970-0154 or FL-195, the employer should keep the original form and send a copy to the SDU. This can be done by:

  Mail: California State Disbursement Unit
  P.O. Box 980218
  West Sacramento, CA 95798-0218
  E-mail: casdu-electronichelpdesk@dcss.ca.gov
  Fax: 888-587-5471
Privately Managed (Non-IV-D) Case

- Once the SDU receives the completed IWO form from the employer, a Non-IV-D child support case is opened. Each child support case is assigned a unique identifier, the Child Support Enforcement (CSE) case number.
- The Child Support Enforcement System will generate an Employer Notice of Non-IV-D Identifier (DCSS 0507).
  - The CSE case number can be found on DCSS 0507 that was sent to you. If you have not received the Employer Notice of Non-IV-D Identifier (DCSS 0507), please contact 1-866-901-3212.
  - Employers must include the CSE case number when making payments to the SDU for private case.
Privately Managed (Non-IV-D) Case

- Some employers have both county (IV-D) and private (Non-IV-D) obligations. If the employer neglects to include a CSE case number on each IWO payment, a payment could be held up or credited to the wrong case.

- Employers’ with employees that have multiple IWOs are advised to call 1-866-901-3212 for assistance calculating the amount to withhold.
The SDU recognizes and appreciates the integral role of employers in California’s child support program.

- Remit all California wage-withheld support payments to the SDU.
- Choose an electronic payment option that fits your needs.
- Include necessary employee identification information.
Contact Information

• California Department of Child Support Services
  www.childsup.ca.gov.
• The SDU offers a dedicated team of professionals to support all aspects of employer child support payment processing.
• Contact us using any of the following methods:
  – Phone (866) 901-3212 (option 1)
  – E-mail casdu-electronichelpdesk@dcss.ca.gov
  – Fax: (888) 587 5471
  – Web: www.casdu.com