

Method	Types of Payments	Where to Make or Set Up Payments	Limits (if applicable)	Fees	Additional Information
Income Withholding	Payment is withheld from your paycheck and submitted by your employer	Not applicable	Not applicable	Your employer can charge up to \$25.00 for initial set up. There are no fees after that.	This is the default method of payment used by the Office of Recovery Services, as required by Federal regulations. An income withholding order will automatically generate and be sent to your employer unless Automatic Payment Withholding (discussed below) is in place.
Automatic Payment Withdrawal (APW)	Payment from your bank account	ors.utah.gov	Not applicable	Not applicable	This option allows the paying parent to have his/her child support payments withdrawn from a bank account in lieu of income withholding. To see if you qualify for APW, contact your case worker.
Mail	Check Cashier's Check Money Order Bank Bill-Pay Check	ORS PO Box 45011 SLC, UT 84145-0011	Not applicable	Not applicable	When sending a payment in through the mail, include your full name and ALL applicable case numbers. **DO NOT SEND ANY CASH PAYMENTS IN THE MAIL**
Website	Credit/Debit Card* e-Check	ors.utah.gov	\$9,999.99 - Once \$3,000 is reached, additional information will be needed	2.9% of the payment amount	To make payments online, access ors.utah.gov and click on the "Pay Online" link. Or access the interactive case access system at http://orsica.dhs.utah.gov/ . Please allow 3-5 business days for online payments to appear on your ORS case.
IVR (phone system)	Credit/Debit Card* e-Check	Call (801) 536-8500	\$9,999.99	\$2.00 when dialing directly into the IVR; \$6.00 if customer assistance is needed	1. Dial (801) 536-8500 2. Say "look up my case" or press 1 3. Say or enter your ORS case number (i.e., 000007857) 4. Say or enter your 8-digit PIN (your PIN should have been mailed to you. If you did not receive a PIN, you may request a new PIN) 5. Say "make a payment" or press 1
Kiosk	Cash Credit/Debit Card* e-Check	ORS Office Locations (addresses on the back)**	\$9,999.99 - Once \$3,000 is reached, additional information will be needed	Credit/Debit Card: 2.9% of the payment amount; Cash and e-Check: \$3.00 for the first \$100, then \$1.00 for each additional \$100, up to \$15.00	When using the kiosks, you must provide your first and last name and your social security number (your participant ID may be used if your social security number is not available). A case number is optional for child support payments, but IS required for medical payments. Please allow 3-5 business days for payments to appear on your case. Effective September 6, 2019, payments will no longer be accepted at ORS reception desks.

**The table above provides a list of payment options you may use to make your child support or medical payments.
Any payment over \$2500.00 may be subject to a 21-day hold for funds to clear.**

* Credit/Debit Cards must be a Visa®, MasterCard®, Discover Card®, or American Express® ** Additional kiosk locations will be added to the ORS website when they become available