

**IMPORTANT MESSAGE ABOUT CHILD SUPPORT SERVICES DURING DECLARED PUBLIC HEALTH EMERGENCY
REGARDING THE CORONAVIRUS (COVID-19) UPDATE**

Dear Customer,

We are doing everything we can to ensure the health and safety of our customers and employees. Due to rapid changing conditions regarding the Coronavirus (COVID-19), we make it easy for you to take care of your child support matters without visiting our office. Child Support professionals are ready and available to help.

Electronic Inquiry

Customer Connect: Access your case information online 24/7 and contact a case manager electronically. Log in at: <https://childsupport.ca.gov/customer-connect/>

Email: DCSSGlennCounty@dcss.ca.gov

Telephone: (866) 901-3212 – We are available Monday through Friday from 8:00 am to 4:00 pm (except for holidays or closures).

Fax: (530) 934-6603

Text: (530) 230-9081 - We are available Monday through Friday from 8:00 am to 5:00 pm (except for holidays or closures).

Make Payments

Online: Pay online using MasterCard, Visa, or bank debit card at <https://childsupport.ca.gov/state-disbursement-unit/>

By Phone: Call (866) 901-3212 and pay using the automated system.

By Mail: Mail a check or money order to: CA State Disbursement Unit (SDU), PO Box 989067, West Sacramento, CA 95798-9067. Make payable to SDU and please include PAR number or case number on all payments.

Using PayPal: Pay using <https://www.childsupportbillpay.com/Payment/SelectEntity/793>. A fee of 2.49% is charged for using this service.

Using PayNearMe: Make cash payments at participating locations. To get a personal barcode <https://www.paynearme.com/s/8873/b/XMTR7k/edit> and a list of participating locations, visit PayNearMe at <https://home.paynearme.com/>. A \$1.99 is charged for using this service.

Using MoneyGram: Make cash payments at participating MoneyGram locations with your participant identification number and access code 14630. Visit <https://moneygram.com> a list of participating locations. A \$1.99 is charged for using this service.

We know these are the services you rely on and apologize for any inconvenience. If you have any questions, please call us at (866) 901-3212.

Sincerely,

Glenn County Dept. of Child Support Services