



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF CHILD SUPPORT SERVICES

In April 2020 the California Department of Child Support Services (DCSS) changed how electronic payments are processed. The web site where DCSS accepts electronic payments transitioned its bank account payment (ACH) service to a national web-based pay site for child support payments called ExpertPaySM. All payments submitted via bank account payment (ACH) are impacted. Parents paying support who are already registered to make electronic payments must re-register with ExpertPaySM. Once registered, you will be able to remit payments by your bank account (ACH) using the new payment system. Your existing account with the CA State Disbursement Unit (CA SDU) is no longer usable, (effective April 16, 2020) however your existing login will remain in effect to make credit/debit card payments.

In order to help facilitate a smooth transition to ExpertPaySM, the following information is provided to allow a debit by ExpertPaySM when a debit block is in place:

Originator ID: 1131996647

Originator: ExpertPay

Please provide this information to your Financial Institution if you have a debit block on your bank account.

If you would like to complete your registration with ExpertPaySM now, follow the steps below:

- Go to ExpertPaySM directly at www.expertpay.com.
- On the home page, click on Register Now, under the Non-Custodial Parents section.
- On the Login page, Click on 'New User? Register Now' button.
- Follow the prompts to register with ExpertPaySM.
- You must accept the Terms of Service once you have entered all your information in order to complete the request.
- Upon successful registration, you will get separate emails containing your ExpertPaySM Account ID and temporary password.

Please avoid late or missed payments by completing the registration with ExpertPaySM as soon as you receive the email with the instructions on how to complete the registration process.

Note: If you use your bank account to make electronic child support payments, it is important that you register as quickly as possible. It can take up to 10 business days after registration before your first payment is received by the SDU. After the initial payment, it will take 2 – 7 business days before your payment is received by the SDU. This increase to payment processing time applies only to payments made using the ExpertPaySM website and phone. Please plan your payments accordingly.

Thank you for your attention to this matter. We appreciate all you do to help provide support for your child(ren). For more information, please contact the San Luis Obispo Department of Child Support Services at 866-901-3212 or css@co.slo.ca.us with any questions regarding the transition to ExpertPaySM.