



Support payments can be made through the [kspaycenter.com](https://kspaycenter.com) site. We have transitioned to a new, more modern payment platform that will provide more payment options, increased reliability and offer you more control over how and when you make a payment.

The new system is available as of August 23, 2023.

Questions often asked by employers making support payments on behalf of employees include:

***Will the employee information currently stored in the roster transfer to the new system?***

All employee information currently saved within your employee roster will transfer to the new system. Continue to update information in the employee roster as normal (i.e., employee adds, employee terminations, amount of support withheld, etc.).

***Will the payment method (saved bank account and/or credit card information) transfer to the new system?***

Previously saved payment methods (bank account and/or credit/debit card information) **will not** transfer to the new system. You must enter the bank account(s) and/or credit/debit card(s) you wish to save the first time you access the new system. Going forward, you will access your saved payment method information unless/until you change it.

***When did the transition take place?***

The transition occurred on August 23, 2023. Please see the [kspaycenter.com](https://kspaycenter.com) website for more information.



***Will new payment options be available?***

In addition to the current payment methods (web-based e-check, debit/credit card payments), digital wallet payments will be offered including ApplePay, GooglePay and Venmo.

***Will the future dated payments be available in the new system?***

The ability to make future dated payments is again available. You may schedule future dated payments for up to 180 days from the current payment date.

***Will I be able to research payments made before the transition in [kspaycenter.com](http://kspaycenter.com)?***

Full payment history will be available at [www.kspaycenter.com](http://www.kspaycenter.com), by selecting:

- Payment Records
- Search
- Basic or Comprehensive Payment Records
- Select the court order's County Name and enter the court order number in which you need to search. You may also select a desired date range if needed.

***Will I need to change my username and/or password?***

Your username and password will transition to the new system. You will not be required to establish new authentication credentials.