

# Frequently Asked Questions for District of Columbia Child Support Services Division parents

PayNearMe is a convenient way to pay your child support with cash at local CVS Pharmacy, 7-Eleven, and Family Dollar stores.



**THOUSANDS OF  
PAYMENT LOCATIONS**



**GUARANTEED  
PAYMENTS**



**MANY LOCATIONS  
ARE OPEN 24/7**

## What is PayNearMe?

PayNearMe makes it easy and convenient for you to make a payment with cash at thousands of trusted payment locations nationwide, including CVS Pharmacy, 7-Eleven, and Family Dollar.

## How can I make a PayNearMe payment?

There are 3 steps to make a payment:

1. Go to [paynearme.com/dcchildsupport](http://paynearme.com/dcchildsupport) to get your PayCode. You will need your IV-D case number (xxxxxx\*x) to get your barcode.
2. Bring your PayCode to any participating store, hand it to the cashier and pay with cash. A \$1.99 processing fee applies.
3. Collect your receipt. DC Child Support Services Division is notified of your payment. Allow 3 to 4 business days for the payment to post to your case.

## What does a PayNearMe PayCode look like?

A PayNearMe PayCode can take different forms at different stores.

- **At CVS Pharmacy and 7-Eleven**, it will be a standard barcode.
- **At Family Dollar**, it will be a barcode if printed or a code that is read to the cashier if shown on a mobile device.

## When will my biller be notified of my payment? Do I need to follow up with them?

DC Child Support Services Division is notified of your payment. Allow 3 to 4 business days for the payment to post to your case.

## How will I know my payment has been accepted?

You will receive a receipt with a date and time stamp from the cashier as proof of your payment.

## What are the participating payment locations?

Payment locations include thousands of stores nationwide. You do not need to wait in a separate line, but can make a PayNearMe payment right at the cashier. A list and map of participating payment locations will be included with your PayCode.

## What is the fee to make a PayNearMe payment?

A \$1.99 processing fee applies to each payment.

## Is there a limit to how much you can pay in cash?

There is a \$1,000 maximum amount per transaction.

## Who can I contact for more help or questions?

Email [support@paynearme.com](mailto:support@paynearme.com) or call **1 (888) 714-0004**. You can also visit their support page at [PayNearMe.com/support](http://PayNearMe.com/support).