



VIRGINIA DEPARTMENT OF  
SOCIAL SERVICES

**FOR IMMEDIATE RELEASE**

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**Kiosks are “Paying Off” for Virginia’s Children**

May 17, 2016 (*Richmond, VA*)—Paying child support in Virginia is easier now that people have new options to pay.

For the first time, the Virginia Division of Child Support Enforcement (DCSE) is now accepting credit and debit cards. “In partnership with TouchPay, as subsidiary of GTL, DCSE expands the payment options available to noncustodial parents,” said Craig M. Burshem, DCSE’s Deputy Commissioner. “Non-custodial parents can pay by using payment kiosks located in a DCSE district office, dial in to an interactive voice response system, or visit an internet-based payment portal, all using their credit or debit card.”

All 20 district offices have easy-to-use kiosks with touchscreens, similar to ATM machines with instructions in both English and Spanish. In addition to credit and debit cards, kiosks also accept cash. After use, payors receive an immediate receipt, with a guarantee that the payment will be credited to the proper account.

There are modest convenience fees associated with this service, which are collected by TouchPay. By increasing ways for people to pay child support, the TouchPay services “pay off” for Virginia’s children.

Increasing payment options to those who owe child support has resulted in more than \$3 million in collections since September 2015, when the first TouchPay kiosk was installed in the Commonwealth.

DCSE collected more than \$660 million and processed more than 314,000 cases last fiscal year.

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