

Family Support Registry

Effective July 1, 2000, Georgia law O.C.G.A. §19-6-33.1(c) requires that the Georgia Family Support Registry (FSR) collect and process all child support payments for:

- any case enforced by the Georgia Office of Child Support Services (OCSS), and
- all other support orders not enforced by OCSS that are subject to income deduction.

Now, parents, small employers or others can make child support payments online directly from a [Bank Account](#), by [Visa or Mastercard Credit/Debit Card](#) or through [Western Union](#).

Payments mailed to the FSR should be directed to one of three post office boxes, depending on the payment source. First and foremost, follow the payment instructions or order provided and issued by any Georgia Office of Child Support Services. Otherwise, use the following information:

- **Non-Custodial Parent** Family Support Registry
P.O. Box **1600** Carrollton, GA 30112-1600
- **Employer or Private Attorney** Family Support Registry
P.O. Box **1800** Carrollton, GA 30112-1800
- **Out of State Child Support Agency** Family Support Registry
P.O. Box **1700** Carrollton, GA 30112-1700

Effective July 1, 2007, OCSS began charging an administrative fee on all payments processed by the Georgia Family Support Registry. The administrative fee is 5 percent of each non-custodial parent deduction or \$1.50 per non-custodial parent deduction, whichever is less. This fee must be included with each payment sent by the non-custodial parent directly to the Family Support Registry or from employers sending deductions on behalf of a Non Custodial Parent to the Family Support Registry. The fee amount should not be sent as a separate payment but should be included with the non-custodial parent's child support deduction payment. If you have questions about this fee, please call [your local office](#).

Employers may contact the Family Support Registry (FSR) via phone or email to inquire about a payment sent or to set up EFT.

Phone: 877-231-8573

Email: gaftmanager@smimail.net

Special Note:

If you or your client do not have an active case with OCSS and have any questions regarding where to submit income deduction orders (IDO), please call Customer Service at **404-921-1490** or the local OCSS office nearest you.

If you have a new income deduction order, please provide a copy of your new (IDO), the full order and the [case registration form](#) to your employer or mail a copy to **Family Support Registry**, P.O. Box **1800**, Carrollton Georgia 30112-1800 so that once payments are received funds can be disbursed to the custodian.