

Frequently Asked Questions for Iowa parents

PayNearMe is a convenient way to pay your child support with cash at local 7-Eleven and Casey's General 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 7-Eleven and Casey's General Stores.

How can I make a PayNearMe payment?

There are 3 steps to make a payment:

1. Visit [PayNearMe.com/iowaChildSupport](https://paynearme.com/iowaChildSupport) to get a PayCode. You will need to enter your Iowa Child Support case number and social security number in order to generate the PayCode.
2. Bring your PayCode to any participating store, ask to make a bill payment, hand it to the cashier and pay with cash. A \$1.99 processing fee applies.
3. Collect your receipt. Iowa Child Support 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 7-Eleven and Casey's General Store, it will be a standard barcode.

When will Iowa Child Support Recovery Unit be notified of my payment? Do I need to follow up with them?

A notification will be sent to Iowa Child Support Recovery Unit. Payments may take 3 to 4 business days to post to your case. Your receipt is proof of payment.

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 \$999 maximum amount per transaction.

Who can I contact for more help or questions?

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