

General Questions

Q: What type of fees can I pay online?

A: **Licensing Fees** and **Central Registry Fees**.

Q: Where do I go to start making an online payment?

A: Go to the DSS Child Care website at www.scchildcare.org to get to the online payment system.

Q: What type of payments will the online system accept?

A: Pay by **credit card**, **debit card**, or **electronic check**.

Q: Can I make a payment over the phone?

A: No, payments **cannot** be made over the phone.

Q: Do I have to pay my fees online?

A: Online payment is optional. You may continue to mail payments if you don't want to pay online.

Q: Is there an additional fee for making payments online?

A: DSS is not charging for this service. However, the total price for items or services purchased through SC.gov includes a convenience fee of \$1.00 + 1.7% to pay with a credit or debit card. The convenience fee to pay by check is \$2.50.

Q: How long does it take to process an online payment?

A: An online payment is reflected in the Child Care Licensing database within **5 minutes** after you make it.

Q: What kind of proof will I have that I made an online payment?

A: You can print your **receipt** from the online payment system at the end of the process. The receipt will include the date and reference number.

Q: Who can I call if I have further questions?

A: Call the **Child Care Licensing Central Office** at (803)898-9020 or 1-800-556-7445 (Toll-free).

Making a Payment

Q: How do I make an online payment?

A: Follow these steps:

- Go to the DSS Child Care website at www.scchildcare.org.
- Click "**Provider Payment Systems**" under the heading "Help for Providers."
- Click "**Licensing Online Payment System**".
- Scroll to the bottom of the page and click "**Pay Now Through SC.gov**".
- Enter your **license number**, your "**CC**" **number** that you use for fingerprinting, or your **facility/provider name** (*Family and Group providers will only enter their last name*).
- Select fee type: **Licensing Fee** and/or **Central Registry**.
- Select payment method: **credit card**, **debit card**, or **electronic check**.
- Enter card or bank account information
- Click "**Make Payment**."

Q: Can I pay more than one fee at a time?

A: Yes, you can pay any combination of Licensing Fees (if due at that time) and Central Registry Fees at one time.

Q: Can I pay fees for more than one facility at a time?

A: Yes, you can pay fees for as many facilities as you want at one time.

Central Registry Forms

Q: Do I still need to fill out Central Registry Forms for payments I make online?

A: **Yes**, providers still need to fill out and mail Central Registry Forms to Child Care Licensing.

Q: How will Child Care Licensing know that I paid if I make the payment online and mail the form?

A: Check the box on the Central Registry form that an online payment was made and write in the **date** and **reference number** for the payment on the form as well. The **date** and **reference number** are on your receipt.

This online payment system is provided by SC.gov, a third party, working under a contract administered by the South Carolina Budget and Control Board, Division of State Information Technology (DSIT).