



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

August 10, 2026

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: CAP Service for British of Columbia

REQUIRED ACTION: ☒ Information Only ☐ Action Needed ☐ Time Sensitive Action Needed ☐ Immediate Action Needed
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Effective July 27, 2026, British of Columbia joined the Central Authority Payment (CAP) service as a participating foreign authority and discontinued acceptance of child support payments in the form of paper checks drawn on US financial institutions. All international cases with British of Columbia in the Automated Collections and Tracking System (ACTS) have been identified and updated with the CAP Service FIPS code. North Carolina will send payments on international cases with British of Columbia to the CAP Service using the Automated Clearing House (ACH) electronic process. The CAP Service will then transmit those payments electronically to British of Columbia through the federal International Treasury Services.

Payments processed through the OCSS CAP Service will be transmitted once per week. Payments received by the CAP Service by Monday, will be transmitted to British of Columbia on Wednesday of that week. Those payments will be available to British of Columbia by the following Monday.

If you have any questions, please contact the Policy and Training Unit at csetraining@dhhs.nc.gov or your Regional Continuous Quality Improvement (CQI) Specialist.

Sincerely,

Verna Donnelly
Verna Donnelly

North Carolina State Child Support Deputy Director

Cc: Regional CQI Specialists
CSS_26_29