

Electronic Income Withholding for Support Order Process

June 7, 2023



OFFICE OF CHILD SUPPORT ENFORCEMENT

Understanding Electronic Income Withholding Order (e-IWO)

Office of Child Support Enforcement (OCSE)

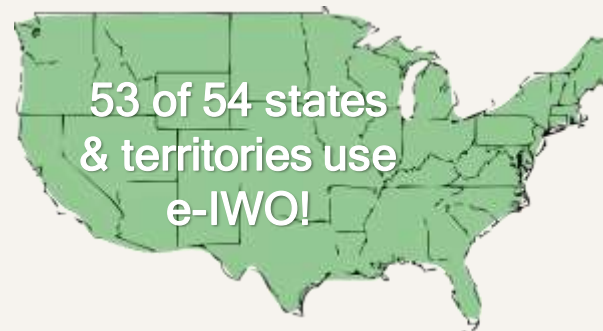
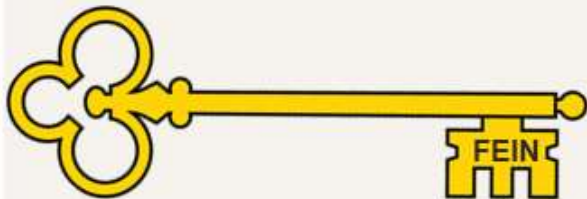
- Operates e-IWO system
- Facilitates e-IWO exchange between employers and child support agencies

Child Support Agencies

- Create e-IWOs
 - Original
 - Amended
 - Termination
 - Lump Sum
- Process employer responses

Employers

- Accept or reject e-IWOs
- Notify child support agencies of employee terminations and upcoming lump sum payments



e-IWO Benefits

Efficient and cost-effective way to electronically exchange IWO information between child support agencies and employers — eIWO:

- Gets payments to families quicker
- Speeds the processing time from IWO preparation to employer processing
- Reduces errors from manual processing
- Eliminates cost of postage and processing paper documents
- Provides ongoing communication between child support agencies and employers

Registration

Complete profile form that includes agreement to:

- Notify OCSE if OCSE-provided child support data is compromised
- Receive and process IWOs electronically from child support agencies
- Notify OCSE at least 30 days prior to terminating participation in e-IWO
- Complete Federal Employer Identification Number (FEIN) spreadsheet (if applicable)

Current Implementation Options

System-to-System

- Consider for employers with large volume of IWOs
- Offers flat file or XML schema
- Receive IWOs in file/batches
- Receive image-ready IWO in portable document format (PDF) format, at employer request
- Requires employers to generate acknowledgements
- Minimizes manual processing

No Programming Options

Option 1

- Receive IWO as a PDF
- Send PDF acknowledgement

Option 2

- Receive IWO as PDF
- Send Excel spreadsheet acknowledgement

Transmission

- Uses Secure File Transfer Protocol (SFTP) or File Transfer Protocol Secure (FTPS) to retrieve and to drop off files from your server daily
- Files can be encrypted using GNU Privacy Guard (GPG) to encrypt files; however, public keys will need to be exchanged. Encryption is required if the files are not behind a firewall.

Sample PDF Acknowledgement

Select
Accept
or
Reject

INCOME WITHHOLDING ACKNOWLEDGEMENT			
<input checked="" type="checkbox"/> ORIGINAL INCOME WITHHOLDING ORDER	<input type="checkbox"/> ONE-TIME LUMP SUM PAYMENT INCOME WITHHOLDING ORDER		
<input type="checkbox"/> AMENDED INCOME WITHHOLDING ORDER	<input type="checkbox"/> TERMINATION OF INCOME WITHHOLDING ORDER		
AC382918365BB1	NY	1575723Z1	3657598462541
Case Identifier	State Code	Order Identifier	Document Tracking Number
PEPPERONI		PETER	
Employee Last Name	Employee First Name	Employee Middle Name	Suffix
333007777	77777777		
Employee Social Security Number	Employer / Income Withholder's Federal EIN		

INCOME WITHHOLDING DISPOSITION STATUS:

Accepted Income Withholding Order

Rejected Income Withholding Order

Validate & Save

Please select a Disposition Reason Code:

Corrected FEIN: Other State IWO Code:

NOTIFICATION OF TERMINATION OF EMPLOYMENT: You must promptly notify the Child Support Enforcement Agency if this person has never worked for this employer or this person no longer works for this employer.

Please provide the following information for the terminated employee:

Click Validate
and Save

You're Done!

Sample Excel (XLS) Acknowledgement

XXXXXXX.ACW.201001111327040.0000.xls [Read-Only] [Compatibility Mode] - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer Acrobat

Clipboard Font Alignment Number Styles Cells Editing

	A	B	C	D	E	F	G	H	I	J	K	L
1	State	Docume	EIN Text	Employee Last	Employee	Employ	Employ	Employee SSN	Case Identifier	Order Identif	Disposition Status Code	Disposition Reason Code
2	NY	TRM	274676978	TEST	THOMAS	J		123004567	AB11234567XX1	987654	A	
3	NY	ORG	274676978	PEPPERONI	PETER			333007777	AC382918365BB1	1575723Z1	A	
4	NY	AMD	274676978	DUCK	DAFFY			222008888	AB91827364YY1	1982653	R	U
5												
6												
7												
8												
9												
10												
11												
12												
13												
14												

Enter 'A' or 'R'.
Save the File.

You're Done!

Preparing for e-IWO

Employers need:

- Secure File Transfer Protocol (SFTP) Server or
- File Transfer Protocol Server (FTPS)
- Adobe Reader v.10 or higher with JavaScript for fillable PDF

Next steps:

- Fill out profile form and FEIN spreadsheet (if applicable)
- Set up connectivity (We will help you!)
- Conduct a test
- Start receiving IWOs electronically

Future Implementation Option — e-IWOs Online

- Programming or IT investment not required
- e-IWOs delivered to the OCSE's Child Support Portal (Portal) for employers to download
- IWOs must be downloaded within three business days
- IWOs acknowledged using the Portal either one by one or by uploading a file
- Planned implementation Fall 2023

OCSE's Online and Electronic Resources for Employers

- Child Support Portal

Application/Function	Description
Report Terminations	Report employee terminations or reply to a new IWO that an individual has never or no longer works for your organization.
Report Lump Sums	Report employee bonuses and other lump sum payments which are income and can be garnished to collect child support.
Communication Center	Send secure messages and exchange documents with child support agencies and OCSE.
Update Employer Information	Update contact and other information to help child support agencies reach the right individual in your organization.
Manage Multistate Employer Registry	Register as a multistate employer to report new hires and keep information up to date.

- Electronic National Medical Support Notice (e-NMSN): An efficient and cost-effective way for child support agencies to exchange NMSNs with employer partners (employers, third-party providers, plan administrators, and unions)

OCSE Resources


Inquiry Type	Contact Information
e-IWO	eiwomail@acf.hhs.gov
e-NMSN	enmsnmail@acf.hhs.gov
Child Support Portal	employerportal@acf.hhs.gov
General	employerservices@acf.hhs.gov



<https://www.acf.hhs.gov/css/employers>

e-IWO

e-IWO is an efficient and cost-effective way to electronically exchange income withholding order (IWO) information between child support agencies and employers.



- Gets payments to families quicker
- Speeds the processing time from IWO preparation to employer processing
- Reduces errors from manual processing
- Eliminates cost of postage and processing paper documents
- Provides ongoing communication between child support agencies and employers

Find out more about the free e-IWO service in this printable flyer.

e-IWO Process +

No Programming Option +

System-to-System Option +

Source: <https://www.acf.hhs.gov/css/employers/e-iwo>