Table of Contents

1 Introduction ......................................................................................................................................... 1
  1.1 NAVIGATION ............................................................................................................................................... 2
  1.2 USING THIS GUIDE ....................................................................................................................................... 2

2 Employer Services Web App .................................................................................................................3
  2.1 WELCOME .................................................................................................................................................. 3

3 Lump Sum Reporting ............................................................................................................................ 4
  3.1 LUMP SUM ENTRY ....................................................................................................................................... 4
  3.2 LUMP SUM ENTRY CONFIRMATION ................................................................................................................. 6
  3.3 LUMP SUM FILE UPLOAD .............................................................................................................................. 7
    3.3.1 Lump Sum Sample MS Excel Spreadsheet .............................................................................................8
    3.3.2 Lump Sum File Upload Confirmation ........................................................................................................ 9
    3.3.3 Lump Sum File Processing Status Notification .....................................................................................10
  3.4 LUMP SUM FILE ERRORS .............................................................................................................................11
    3.4.1 File Errors – Search Results ..................................................................................................................12
    3.4.2 Sample Error Message ........................................................................................................................ 13
  3.5 LUMP SUM REPORTING HISTORY ..................................................................................................................14
    3.5.1 Lump Sum Reporting History - Search Results .....................................................................................15
    3.5.2 Lump Sum Details ................................................................................................................................ 16

4 eTermination (eTerm) ........................................................................................................................ 18
  4.1 eTERM ENTRY ........................................................................................................................................... 18
    4.1.1 eTerm File Upload ...............................................................................................................................24
    4.1.2 eTerm Sample Termination MS Excel Spreadsheet ..........................................................................25
    4.1.3 eTerm File Upload Confirmation ..........................................................................................................26
    4.1.4 eTerm File Processing Status Notification ..........................................................................................27
  4.2 eTERM FILE ERRORS ................................................................................................................................... 28
    4.2.1 File Errors – Search Results ..................................................................................................................29
    4.2.2 Sample Error Message ........................................................................................................................ 30
  4.3 eTERM REPORTING HISTORY ........................................................................................................................ 31
    4.3.1 eTerm Reporting History Search Results .............................................................................................32
    4.3.2 eTerm Reporting Termination Details .................................................................................................33

5 Conclusion..........................................................................................................................................35
1 Introduction

The federal Office of Child Support Enforcement’s (OCSE) Federal Parent Locator Service offers a secure Internet portal for employers and states to exchange information concerning child support cases.

The Employer Services Web App on OCSE’S portal provides a centralized location for employers to report lump sum payments and employment terminations to states in a secure, cost effective, and efficient manner.

The Employer Services Web Application (App) Navigation Guide contains instructions for employers to report lump sum payments and employee terminations or to notify the state issuing an income withholding order that the individual no longer works or has never worked for them.

❖ Lump Sum Reporting

❑ Lump Sum Reporting allows employers to report employees who are eligible to receive upcoming lump sum payouts such as bonuses, severance, and vacation payouts.

❑ Lump sum information provided by employers is compared to individuals who owe child support.

❑ State agencies receive notification when there’s a match, prompting them to contact the employer if money should be withheld from the lump sum payment.

❖ Electronic Termination (eTerm)

❑ eTerm allows employers to report employee terminations or notify state child support agencies sending income withholding orders that an individual no longer or never worked for them.

❑ Participating states receive notifications when employers report terminations online so the states can begin the process of locating a new employment source for the employee reported.
1.1 Navigation

Follow these general tips for using the Employer Services Web App:

- For easy access, it is recommended that you save the login to the Employer Services Web App site to your web browser’s Favorites or as an icon on your desktop.
- Whenever the 📌 symbol appears beside a field, you may select it to see additional information about that field.
- Click Home to return to the welcome screen. Whenever the ⭐ symbol appears indicate required fields.
- Print will appear on the right side of the taskbar above each screen, which will enable you to print any screen.
- Frequently Asked Questions (FAQ) will appear on the right side of the taskbar above each screen to help answer your questions.
  - If you have questions not found in the FAQs, use the Contact Us link found at the bottom of the Employer Services Web App screens.
- Logout will appear on the right side of the taskbar above each screen to easily log out of the application.
- The Messages section appears on the Employer Services Web App welcome screen to provide information and updates for application users.

1.2 Using This Guide

You will find these informational messages throughout the Employer Services Web App navigation guide. The corresponding icons indicate whether the information is a note or warning.

Notes

📌 Contains important information and additional hints.

Warnings

🔔 Follow the instructions to avoid undesirable results.
# 2 Employer Services Web App

## 2.1 Welcome

The Welcome screen (Figure 2-1) is the first screen you will see when you enter the Employer Services Web App. It is important that you carefully read and understand the message displayed.

![Figure 2-1: Welcome to the Employer Services Web App](image)

- The taskbar above the screen allows you to print screens, view FAQs, and logout.
- The File Upload, File Errors, Lump Sum Entry, Termination Entry, and Reporting History links on the left enable you to move between the Employer Services screens.
3 Lump Sum Reporting

3.1 Lump Sum Entry

You may enter information about each employee who is eligible to receive a lump sum payment by selecting **Lump Sum Entry** from the links listed on the left side of the screen.

![Lump Sum Entry – Payee Information section](image)

- Enter the **SSN** for the employee who is eligible for a lump sum payment.
- Enter the **First Name** for the employee who is eligible for a lump sum payout.
- Enter the **Last Name** for the employee who is eligible for a lump sum payout.
- **Reference Identifier** is an optional field for your use; the state will return this identifier in their request to intercept the lump sum payout.
- Select the **Payout Type** from the drop-down menu to select the payout type.
- Enter the **Expected Payout Date**, which is the date you must receive notice from the state to withhold from the lump sum payment*.
- Enter the **Amount** of the lump sum payment. This is an optional field.

*Note: In states that require notification prior to making a lump sum payment to a debtor, applicable state law must be followed concerning hold periods. View the **Lump Sum matrix** for applicable state laws.*
Note: If your organization has multiple FEINs, you can edit the FEIN and Organization Name fields.

- Employer information is pre-populated based on your profile form.
  - Change any information on the screen except your **FEIN** and **Organization Name** unless your organization has multiple FEINs.
- Click **Submit**.

Participating states receive notifications when individuals reported by employers match to noncustodial parents who owe child support.
3.2 Lump Sum Entry Confirmation

Figure 3-3: Lump Sum Entry – Lump Sum Entry Confirmation

- This screen confirms that you submitted information for your employee.
- If you have additional employees to enter, click on New Lump Sum.
3.3 Lump Sum File Upload

To upload a file of many employees who are eligible to receive a lump sum payment select File Upload from the links listed on the left side of the screen.

Figure 3-4: File Upload

- Select Lump Sum for Reporting Type from the drop-down box.
- Click Sample Lump Sum button on the bottom of the screen to open and use the MS Excel Lump Sum spreadsheet template (see Figure 3-5 Sample Lump Sum MS Excel Spreadsheet).
  - Upload one of the three types of files: fixed-length (.txt), comma-separated value (.csv) or an MS Excel spreadsheet.
  - To submit an MS Excel spreadsheet, you must use the template provided on the File Upload screen (see Figure 3-5 Sample Lump Sum MS Excel Spreadsheet).
- Upload your file:
  - Click Browse to find your file.
  - Select Upload.
3.3.1 Lump Sum Sample MS Excel Spreadsheet

Figure 3-5: Sample Lump Sum MS Excel Spreadsheet

<table>
<thead>
<tr>
<th></th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
<th>M</th>
<th>N</th>
<th>O</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>STATE</td>
<td>ZIP/POSTAL CODE</td>
<td>PHONE</td>
<td>PHONE EXTENSION</td>
<td>FAX</td>
<td>CONTACT EMAIL</td>
<td>PREFERENCE</td>
<td>SSN</td>
<td>FIRST NAME</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>4</td>
<td></td>
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<td></td>
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<tr>
<td>5</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note that the fields in the Lump Sum spreadsheet are the same as the Lump Sum Entry screen.

- Blue column headers indicate that the field is required.

- Tool Tips are provided on specific fields denoted with red triangle in the corner of the field. Zip/Postal Code

- Note: Not using the template will result in file failure. Do not copy and paste information into the spreadsheet because it changes the format.
3.3.2 Lump Sum File Upload Confirmation

Figure 3-6: File Upload Confirmation

- After clicking **Upload** a confirmation message displays.
  - You have the option to view the **Reporting History** or **File Errors** (if any), submit a new file, use **Lump Sum Entry**, use **Termination Entry** or **Logout**.

- You may view the lump sum information submitted for 60 calendar days.
3.3.3 Lump Sum File Processing Status Notification

Figure 3-7: Sample Status Notification – File did not process successfully

Testing Organization Unlimited,

Your Debt Inquiry Service file named Testing123_04_08_2014.xlsx did not process successfully. The file error log is available on the File Errors page. Please review the file error log to correct and resubmit this file. Additionally, some tips have been added to the sampleXLS.xls available on the File Upload page.

Employer Services - Michael Liebert:
Telephone: (443) 436-6466
E-mail: Michael.Liebert@ssa.gov

☑ You will receive an e-mail notification indicating the status of processing of your file.

☑ Files that do not contain errors will process successfully and you will receive an e-mail notification indicating the file processed successfully.

☑ Files that contain errors, invalid values, or missing required fields will not process successfully. You will receive an e-mail notification indicating the file did not process successfully, referencing the error log that you should access on the File Errors page (See Figure 3-7).
3.4 Lump Sum File Errors

If you receive an e-mail notification indicating your Lump Sum file did not process successfully, select **File Errors** from the links listed on the left side of the screen.

**Figure 3-8: File Errors**

- Select **Lump Sum** from the **Reporting Type** drop-down box to identify the file that did not process successfully.
- Enter **From Date** and **To Date**.
- Select **Go**.
3.4.1 File Errors – Search Results

Figure 3-9: File Errors Search Results

Select the Download button to display the error message.
3.4.2 Sample Error Message

Figure 3-10: Sample Error Messages

The file error log lists the fields that were missing, or contained invalid values, in order of row number.

Make the necessary corrections on the original file submitted, and resubmit your file for processing.
3.5 Lump Sum Reporting History

To view the reporting history for an employee’s lump sum payment reports, select Reporting History from the links listed on the left side of the screen.

**Figure 3-11: Reporting History**

- Select Lump Sum from the Reporting Type drop-down menu.
- Search within a 60-day date range or by SSN.
- Select Go.
3.5.1 Lump Sum Reporting History - Search Results

Figure 3-12: Reporting History Search Results

- View list of entries from the last 60 days in the Search Results section of the screen.
- To view detailed information about an entry click the SSN.
3.5.2 Lump Sum Details

Figure 3-13: Lump Sum Details

- View detailed information you submitted for your employee.
- View the Reporting Type, which is indicated in the header.
- Print the page if you need a copy for your records.

The Lump Sum Details displays the following information:

- Debt Information
  - SSN, Date, Transaction Type
- Payor Information
FEIN, Name, Contact Name, Address Line 1, Address Line 2, City, State, Zip/Postal Code, Phone, Ext., Fax, E-mail, Preference

Payee Information

Name, Payment Type, Amount, Expected Payout Date

To view the previously displayed search results, click Search Results to return to the Reporting History page.

**Note: In states that require notification prior to making a lump sum payment to a debtor, applicable state law must be followed concerning hold periods. View the Lump Sum matrix for applicable state laws.
4 eTermination (eTerm)

4.1 eTerm Entry

You may enter information about each employee termination by selecting Termination Entry from the links listed on the left side of the screen.

Figure 4-1: Termination Entry - Employment Termination or Income Status section

- Select No to report an employee termination.
- Select Yes to respond to an Income Withholding Order—when the NCP does not work for you.

When an employer selects “Yes” additional information displays on the screen (Figure 4-2).
Select one of the following options:

- Employee no longer works for this employer nor receives periodic income.
- Employee has never worked for this employer nor received periodic income.
Enter Noncustodial Parent/Employee Information.

Note: The FEIN field is prepopulated based on your organization profile, which is not editable, unless your organization has multiple FEINs.
Select an **Order Type*** from the drop-down menu.

Select **State*** from the drop-down menu.

Enter **Case Identifier**.

Enter **Order Identifier**.

*Order Type and State display if “Yes” is selected in the Employment Termination or Income Status (Figure 4-1).
Figure 4-5: Termination Entry – Termination Information/Last Known Address/New Employer Information section

- Enter **Termination Information**.
  - Manually enter a date or click a calendar icon to select a date.
- Enter **Last Known Address** and **New Employer Information**, if known.
- Click **Submit**.

ℹ️ These fields are not required; however, they are important for the child support agency.

ℹ️ When an employer submits information through eTerm, the system sends an e-mail notification to the applicable state(s).
Upon successfully submitting termination information, a confirmation message appears on the top of the screen.

- All fields except FEIN are cleared so you can enter a new termination.

**Repeat Employee Information Button**

- Use the **Repeat Employee Information** button for an employee with multiple child support cases.
  
  - All information repeats from the previous termination submission except for the **Case Information**.

---

**eTerm does not replace the existing Electronic Income Withholding order (e-IWO) termination notification process.**
4.1.1 eTerm File Upload

Select **File Upload** from the links listed on the left side of the screen to upload a file containing several employee terminations.

**Figure 4-7: File Upload**

- Select **Termination** from the **Reporting Type** drop-down.
- Click **Sample Termination** button to open and use the MS Excel Termination spreadsheet template (see Figure 4-8 Sample Termination MS Excel Spreadsheet).
  - Upload one of the three types of files; fixed-length, comma-separated value (.csv) or an MS Excel spreadsheet
  - When submitting an MS Excel spreadsheet, you must use the appropriate template (see Figure 4-8 Sample Termination MS Excel Spreadsheet)
- To upload your file:
  - Click **Browse** to find your file
  - Select **Upload**
4.1.2 eTerm Sample Termination MS Excel Spreadsheet

Figure 4-8: Sample Termination MS Excel Spreadsheet

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>HI Text</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>Employee Last Name</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td>Employee First Name</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>Employee Middle Name</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td>Employee Name Suffix</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td>Employee SSN</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Blue column headers indicate that the field is required.
- Tool Tips are provided on specific fields denoted with red triangle in the corner of the field.

Note: Make sure to use the template or it may result in file failure. Do not copy and paste information into the spreadsheet because it changes the format.

Select **Action Code** from the drop-down menu:

- ETRM value is used when reporting employee terminations
- ORG, AMD, LUM, OTRM values are for responding to an Income Withholding Order (IWO)
  - ORG – Responding to an original IWO
  - AMD – Responding to an amended IWO
  - LUM – Responding to a lump sum IWO
  - OTRM – Responding to a termination of an IWO
4.1.3 eTerm File Upload Confirmation

Figure 4-9: File Upload Confirmation

- After clicking **Upload**, a confirmation message displays at the top of the screen.

- Termination files are available to view for 60 calendar days.
### 4.1.4 eTerm File Processing Status Notification

**Figure 4-10: Sample Status Notification – File processed successfully**

Termination Organization,

Your eTermination file named TestTestTest.04082014.xls processed successfully on 04/08/2014.

Portal Administrator Contact Information:  
Telephone: 800-258-2736  
E-mail: ocse.gr-portal@lmco.com

**Figure 4-11: Sample Status Notification – File did not process successfully**

Termination Org,  
Your eTermination file named Testing1000.04.08.2014.xls did not process successfully. The file error log is available on the File Errors page. Please review the file error log to correct and resubmit this file. Additionally, some tips have been added to the Sample Termination file available on the File Upload page.

Employer Services - Michael Liebert:  
Telephone: (443) 436-6466  
E-mail: Michael.Liebert@ssa.gov

☐ You will receive an e-mail notification indicating the processing status of your file.

☐ Files that do not contain errors will process successfully and you will receive an e-mail notification indicating the file processed successfully (Figure 4-10).

☐ Files that contain errors, invalid values, or missing required fields will not process successfully (Figure 4-11). You will receive an e-mail notification indicating the file did not process successfully and will reference the error log that you should access on the File Errors page (Figure 4-12).
4.2 eTerm File Errors

If you receive an e-mail notification indicating your eTerm file did not process successfully, select **File Errors** from the links listed on the left side of the screen.

**Figure 4-12: File Errors**

- Select **Termination** for the file that failed to process from the **Reporting Type** dropdown menu.
- Enter **From Date** and **To Date**.
- Select **Go**.
4.2.1 File Errors – Search Results

Figure 4-13: File Errors Search Results

Select the Download button to display the error message
4.2.2 Sample Error Message

The file error log lists the fields that were missing, or contained invalid values, in order of row number.

Make the necessary corrections to the original spreadsheet submitted, save and resubmit your file for processing.
4.3 eTerm Reporting History

To view the reporting history for an employee’s termination, select Reporting History from the links listed on the left side of the screen.

**Figure 4-14: Reporting History**

- Select **Termination** from the **Reporting Type** drop-down menu.
- Search within a 60-day date range or by SSN.
- Select **Go**.
4.3.1 eTerm Reporting History Search Results

Figure 4-15: Reporting History Search Results

- View the list of entries from the last 60 days in the Search Results section.
- To view detailed information about an entry, click the SSN.
4.3.2 eTerm Reporting Termination Details

Figure 4-16: Termination Details

Employment Termination or Income Status

Employee no longer works for this employer nor receives periodic income.

Employer Information

FEIN: 01-2345678

Noncustodial Parent/Employee Information

SSN: xxx-xx-1212
Last Name: Smith
First Name: Ralph
Middle Name:
Suffix:

Case Information

Case Type: OTAM
State: AL
County Code: 123
Case Identifier: 1234567
Order Identifier: 34345567

Termination Information

Termination Date: 01/26/2014
Final Payment Date: 02/26/2014
Final Payment Amount: $850

Last Known Address

Address Line 1: 1234 Chapel Square
Address Line 2: Apt G
City Name: Columbia
State: MD
ZIP: 21044

Phone Number: 867 5309

New Employer Information

Employer Name: Wellpoint Inc.
Address Line 1: 123 Columbia Road
Address Line 2: 
City Name: Columbia
State: MD
ZIP: 21044

New Employer Information

Search Results

Office of Child Support Enforcement
Residence / Parental Rights
View detailed information you submitted for your employee.
View the Reporting Type, which is indicated by the header.
Print the page if you need a copy for your records.

If you did not submit information for a specific field it will be blank.

The Termination Details displays the following information:
- Employment Termination or Income Status
- Employer Information
  - FEIN
- Noncustodial Parent/Employee Information
  - SSN, Last Name, First Name, Middle Name, Suffix
- Case Information
  - Case Type, State, County Code, Case Identifier, Order Identifier
- Termination Information
  - Termination Date, Final Payment Date, Final Payment Amount
- Last Known Address
  - Address Line 1, Address Line 2, City Name, State, ZIP, ZIP Ext, Phone Number
- New Employer Information
  - Employer Name, Address Line 1, Address Line 2, City Name, State, ZIP, ZIP Ext

To view the previously displayed search results, click Search Results to return to the Reporting History page.
5 Conclusion

Employers can use the Employer Services Web App to easily report lump sum payments and terminations to multiple states.

☐ To request a demonstration contact the Employer Services Team.

☐ After completing the demonstration, you will receive an e-mail with the link to the Employer Services Profile/Agreement form and multiple FEIN spreadsheets, if needed.