



*Electronic Income Withholding Orders
Software Interface Specification
for States and Employers*

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INTRODUCTION

INTRODUCTION

In August 2004, the Federal Office of Child Support Enforcement (OCSE), in partnership with States, public- and private-sector employers, payroll processors, and other payroll-related organizations, formed the Electronic Income Withholding Order (e-IWO) Workgroup. The Workgroup developed flat file record layouts and XML schemas based on the “Order/Notice to Withhold Income for Child Support”. The record layouts and schemas enable States and employers to electronically transmit IWOs.

Due to the complexities of transmitting files (security, resources and coordination), OCSE undertook an initiative to develop and host, through a ‘portal’, an e-IWO System that supports the transmission of electronic income withholding information from States to employers and payroll processors. The system supports the return notification files from an employer who provides a State with the processing status of the income withholding order.

BENEFITS

BENEFITS

The new electronic transmission of income withholding order data has resulted in:

- increased child support collections;
- reduced administrative expenditures for States (e.g., postage, paper, handling);
- reduced processing and handling costs for employers;
- improved communication between State Child Support Enforcement Agencies (CSEA) and employers; and
- income withholding information that is provided in a consistent and uniform format.

Using the OCSE e-IWO System as the data exchange mechanism ensures:

- transfer of validated data;
- transfer over a secure network;
- transfer according to a predefined and standard file layout;
- transfer with auditing of activities; and
- transfer according to data exchange partner file format preferences.

E-IWO SYSTEM PROCESSING OVERVIEW

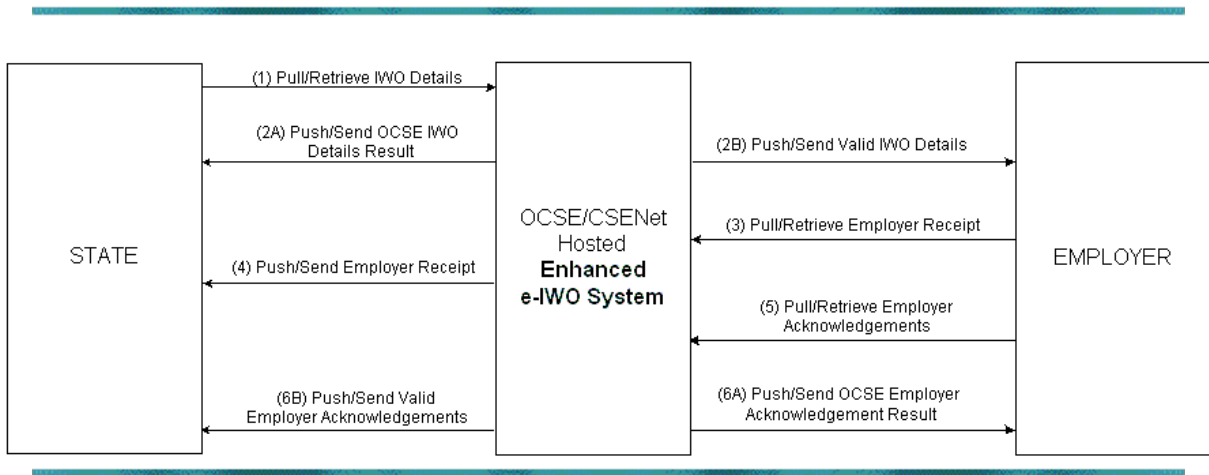
E-IWO SYSTEM PROCESSING OVERVIEW

This section describes the process of the e-IWO System.

FILE FLOW PROCESS

Figure 1 displays the file flow process that is involved in the data exchanges between States and employers via the OCSE e-IWO System. Refer to Appendix C, “e-IWO Data Flow”, for a full view of the flow of files that pass through the e-IWO System.

Figure 1: File Flow Process



The steps are outlined below. Specifics and additional detail concerning the process are included in subsequent sections of this document.

1. The ***Pull/Retrieve IWO Details Process*** starts with State processing. States create a data file of electronic income withholding orders that are retrieved by the e-IWO System at a scheduled pickup time.
- 2A. The ***Push/Send OCSE IWO Details Result Process*** validates the orders and sends a result to the State informing them that the data file was retrieved. All invalid orders are returned to the State and errors are noted within each record.
- 2B. The ***Push/Send Valid IWO Details Process*** forwards valid orders to the appropriate employer or payroll provider at a scheduled drop-off time.
3. The ***Pull/Retrieve Employer Receipt Process*** starts the employer processing. An employer creates a receipt upon receiving the file. The e-IWO System retrieves the employer’s receipt at a scheduled pickup time.
4. In the ***Push/Send Employer Receipt Process***, the e-IWO System forwards the valid receipt to the appropriate State at a scheduled drop-off time.

5. In the ***Pull/Retrieve Employer Acknowledgements Process***, the employer/payroll provider reviews the orders and creates acknowledgements informing the States of whether orders are accepted or rejected. The e-IWO System retrieves the acknowledgements from the employer/payroll provider at a scheduled pickup time.
- 6A. The ***Push/Send OCSE Employer Acknowledgement Result Process*** validates the acknowledgements and sends a result back to the employer informing them that the data file was retrieved. All invalid acknowledgements are returned to the employer.
- 6B. In the ***Push/Send Valid Employer Acknowledgements Process***, valid acknowledgements are forwarded to the appropriate State at a scheduled drop-off time.

STATE/EMPLOYER

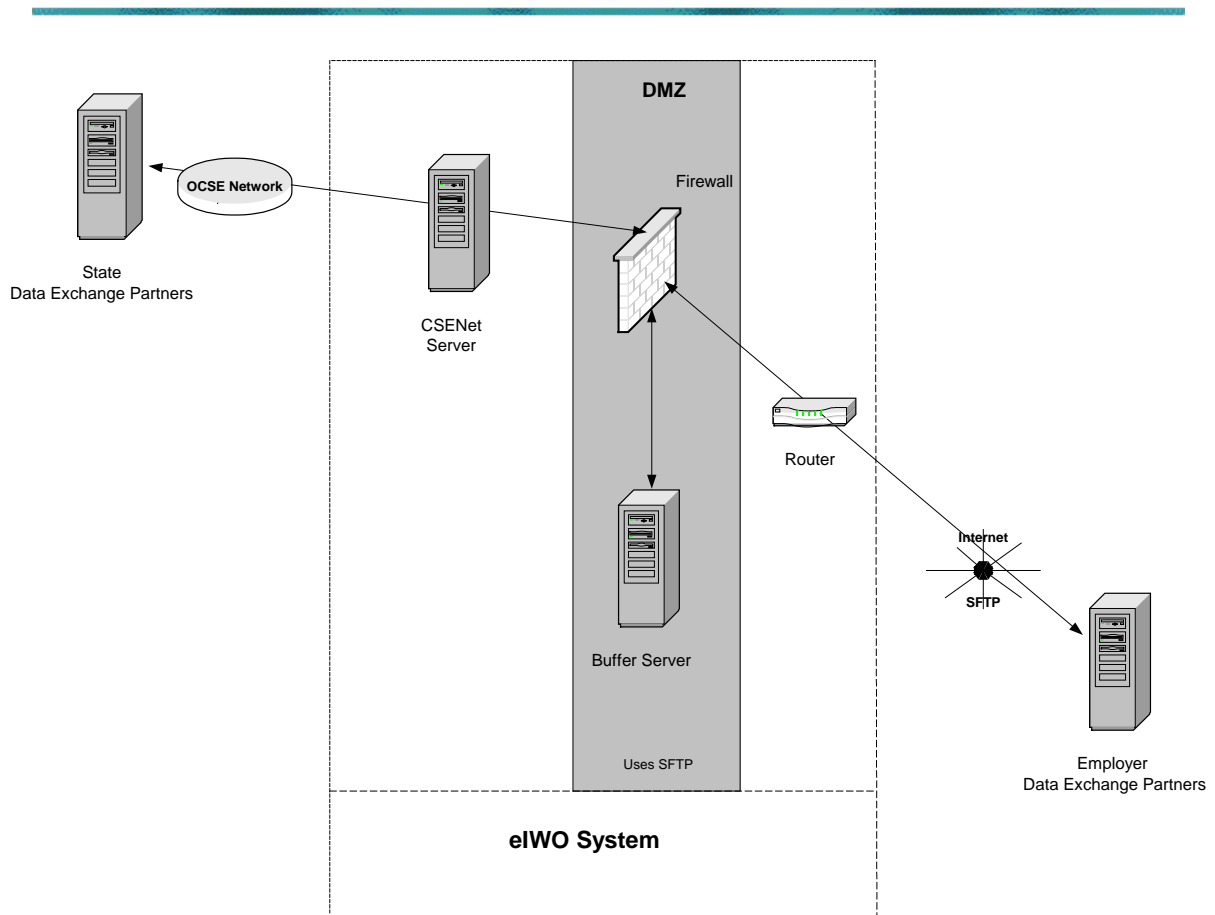
STATE/EMPLOYER

This section describes the connectivity for States and Employers.

STATE/EMPLOYER CONNECTION

Figure 2 displays the site architecture that supports the file transmission and connections between States and employers.

Figure 2: State/Employer Connection



The Federal OCSE Child Support Enforcement Network (CSENet) houses the e-IWO System. The next section, “Preparation Steps for e-IWO System Usage”, includes instructions for supplying information that is needed by the system.

STATE CONNECTIVITY

States connect to CSENet via the OCSE Network. The e-IWO data can be exchanged through the same server and State system that is used for exchanging CSENet data. All e-IWO files require a designated location on the State system for pick up and delivery. This requires that the user ID and password that are used to log on to the State server will be the same as those that are used for the CSENet data. Read and write privileges on files need to be granted to the user ID that is used to log on to the State server.

States will use File Transfer Protocol (FTP) or Secure File Transfer Protocol (SFTP) for file transmission to the e-IWO System. States need to provide the Internet Protocol (IP) Address or host name and directory names for the State server. States using SFTP also need to provide the SFTP key.

EMPLOYER CONNECTIVITY/ENCRYPTION INFORMATION

Employers connect to the e-IWO System via the Internet using SFTP. SFTP encrypts the file while being transmitted. The buffer server on the e-IWO System provides an additional layer of security against the Internet as well as being an encrypted server with all employer files temporarily being stored as encrypted. Employers must provide the same information as requested of the States: IP Address or host name, directory names, user ID, and passwords. The Gnu's Not Unix (GNU), www.gnupg.org, Privacy Guard (GPG) Encryption System is optionally provided by the e-IWO System to encrypt data after it reaches the employer's server. GPG is an open source variation of the Pretty Good Privacy System (PGP) encryption, www.pgp.com. Employers need to provide keys for SFTP and GPG.

The process for setting up password-less SFTP, www.securitydocs.com/library/3385, using public-private keys includes:

1. Create a public/private key pair for user *xx* on the server by running the following command:
`ssh-keygen -t rsa`
2. Create a public/private key pair for user *xx* on the client by running the following command:
`ssh-keygen -t rsa`
3. The public/private key pair default location is:
`/home/xx/.ssh/id_rsa.pub` and `/home/xx/.ssh/id_rsa`
4. Next scp the public key (`id_rsa.pub`) from the client machine to the `/home/xx/.ssh/authorized_keys2` directory on the server machine by running the following command:
`scp id_rsa.pub <ip of server>:/home/xx/.ssh/authorized_keys2`

EMPLOYER CONNECTIVITY TESTING

Employers can conduct connectivity testing with the e-IWO System for the SFTP interface and GPG interface after supplying all necessary keys, IP addresses/host names, user IDs, etc. that are needed for connectivity, or employers can coordinate a connectivity test by contacting the e-IWO Coordinator.

The suggested series of tests include:

1. Conduct a test for the e-IWO System to ping the employer's SFTP server.
2. Conduct a test for the e-IWO System to send a file to the employer using SFTP without testing GPG encryption.
3. Conduct a test for the e-IWO System to send the same file to the employer using SFTP and testing GPG encryption.
4. Conduct a test for the transfer of files between a State and employer, or vice versa.

Employers can test using an empty data file or a data file with test data.

E-IWO FILES

E-IWO FILES

This section describes the files submitted to the e-IWO System.

FILE TYPES

The various files transmitted via the e-IWO System include:

State e-IWO Detail File – electronic income withholding order file that is sent by a State as a data file;

Employer Receipt File – generated from the employer and returned to the States to notify them of the receipt of the file;

Employer Acknowledgement File – generated from the employer and returned to the States to verify payment information. Acknowledgement files also indicate changes within a transaction status, such as no funds available, termination of employment, NCP unknown to employer, duplicate order, etc.;

Results File – generated by the e-IWO System in response to the receipt and validation of a State e-IWO Detail File or Employer Acknowledgement File;

State Document Files – support documents from a State, such as cover letters; and

E-IWO Form Files – form version of the order that was created by the e-IWO System.

Results File, State Document Files, and e-IWO Form Files are optional as determined by the completed e-IWO Profile Form that is found in the e-IWO Profile Form section of this document.

FILE FORMAT

The State e-IWO Detail Files, Employer Receipt Files, Employer Acknowledgement Files, and Results File can be transferred as either Extensible Markup Language (XML) files or flat files.

The State Document Files are sent as document files, such as Microsoft Word Doc files. The e-IWO Form Files are sent as Portable Document Format (PDF) files.

FILE EXTENSIONS

States and employers must include file extensions for all files they are providing. A file extension is a three-digit code at the end of the file name to distinguish the type of file (example: *file.zip* informs the user the file is a zip file). If a file is received by the e-IWO System that does not include a file extension, the following steps occur:

1. The e-IWO Profile information is evaluated to determine if the data exchange provider has indicated that they are using flat files. If the associated indicator is set in the database, the file extension they have specified is used.
2. The e-IWO Profile information is evaluated to determine if the data exchange provider has indicated that they are using XML files. If the associated indicator is set, the 'XML' extension is used.

This means that if a provider specifies on their profile form that they are using flat files with a file extension of 'txt', and they do not provide a file extension, 'txt' is appended to the file name. If the provider specifies that they are using XML, the 'xml' file extension is appended to the file name. If a State sends a file without a file extension, then it is assumed that the file is the State e-IWO Detail File and the 'txt' or 'xml' is appended to the file name. If the file is a State Document File, this causes erroneous results because the e-IWO System attempts to process the file as a State e-IWO Detail File. In this situation, all files are rejected and returned to the State.

APPENDING FILES/SENDING MULTIPLE FILES/ZIPPING

Flat files can be appended. This means that if there is a connectivity issue between a State/employer and the e-IWO System, multiple files can be appended for those using flat files. Those using XML files must create separate files.

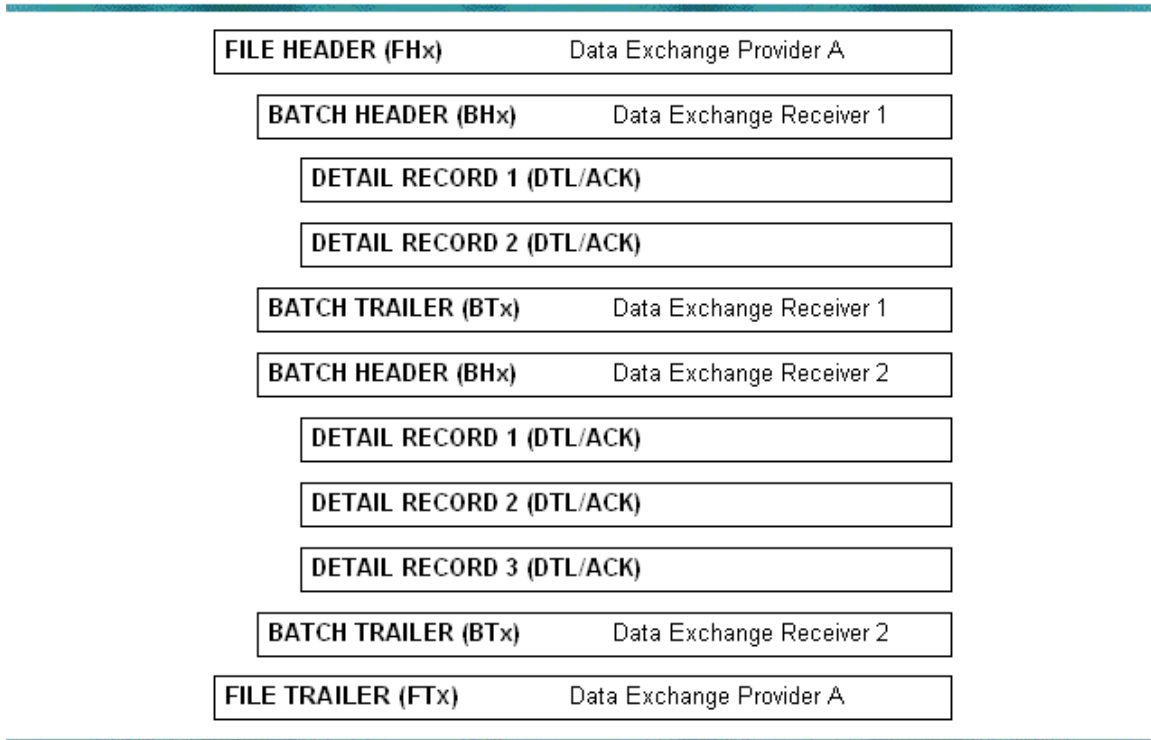
Multiple files, such as an employer sending one or more Employer Receipt File and/or one or more Employer Acknowledgement Files at the same time, can be zipped. States can zip together one or more State e-IWO Detail Files and accompanying State Document Files. Recipients of files may optionally request whether they want files zipped or not. If the files are provided in zip format, it does not mean that the recipient must receive the files zipped. The preference for receiving files is determined by the information supplied on the e-IWO Profile Form found in the e-IWO Profile Form section of this document.

Each supporting document from a State must be a separate file. Each e-IWO form is created in a separate file.

FILE STRUCTURE

Whether using XML or a flat file, the primary files (State e-IWO Detail File, Employer Receipt File, Employer Acknowledgement File, and Results File) all adhere to the same file structure. The file structure is shown in Figure 3.

Figure 3: File Structure



All file types require a file header and file trailer. Each file must include a file Header and Trailer, i.e., an “empty” file can be transmitted. In addition to the file Header and Trailer, a file will contain at least one batch that consists of a batch header and a batch trailer. State e-IWO Detail Files, Employer Acknowledgement Files, and Results File include detail records within a batch. Employer Receipt Files do not contain detail records. A Data Exchange Provider in Figure 3 can be a State (State e-IWO Detail File or Results File) or an employer (Employer Receipt File, Employer Acknowledgement File, or Results File). The Data Exchange Receiver is the State or employer receiving the file. All records start with a three-digit document code that identifies the type of record. In the figure, the FH, BH, BT and FT are universal document codes that are used for all files. The accompanying ‘x’ varies according to the file type. Document code values are shown in the record layouts in subsequent sections of this document.

In the example, the Data Exchange Provider has information for two Data Exchange Recipients, thus there are two batches of information. For a State, the State has e-IWO order information for two employers. For an employer, the employer has acknowledgement information for two States. The e-IWO System can process two batches in one file for the same recipient or different recipients.

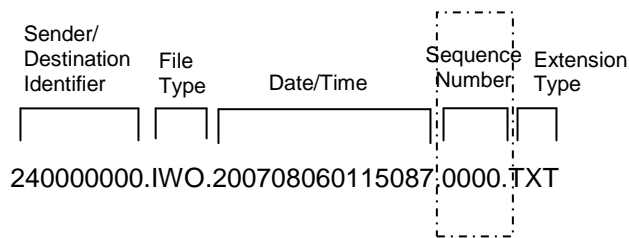
At the time the files are sent to the appropriate recipient, the batches are re-arranged so the recipient receives all batches that are intended for them in one file. For example, if several

States have e-IWO order information for the same employer, the employer receives one file containing the various batches from all States.

FILE NAMES

States and employers provide file names for files via the e-IWO Profile Form, which is found on the e-IWO Profile Form section of this document. States and employers can either use a predefined naming standard that is unique to their organization that must be a unique constant name and cannot be variable, or the one proposed by the e-IWO System. File names are not case sensitive. File names for Order Forms that are generated by the system are included in the Order Forms section of this document. Figure 4 shows the proposed e-IWO System naming convention. Chart 1 describes the values of each section of the proposed naming convention.

Figure 4: File Names



| CHART 1: FILE NAMES | |
|---------------------------------|--|
| Field Name | Value |
| Sender / Destination Identifier | FIPS + 0000000 (States) FEIN (Employers) (If State, the nine digits will be a two-digit FIPS code plus seven zeroes; if Employer, the nine digits will be the FEIN) |
| File Type | IWO – State Order (e-IWO) File from State ACK – Employer Acknowledgement File from employer REC – Employer Receipt File from employer RSI – Valid Order File to employer RSA – Valid Employer Acknowledgement File to State RSR – Valid Employer Receipt File to State NSI – Results File generated by the system to State NEA – Results File generated by the system to employer EMP – To be used for a zipped file sent by an employer STS – To be used for a zipped file sent by a State |
| Date - Timestamp | YYYYMMDDHHMMSS |
| Sequence Number | 0000 – Used by the e-IWO System to incrementally account for files being created. Not used for a zip file. |
| Extension Type | TXT – Text PDF – Portable Document Format DOC – Word Document XML – Extensible Markup Language Document ZIP – Zipped File ODF – Open Document Format |

The following are examples of different files and naming conventions.

State Detail File:

- 180000000.IWO.200708060115087.TXT – For States that send a flat file.
- 180000000.IWO.200708060115087.XML – For States that send an XML file.
- E-IWO.ORDERS.TXT – For States that send the file with their own naming standard.
- 123456789.RSI.200708060115087.0001.TXT – For employers that receive a flat file.
- 123456789.RSI.200708060115087.0001.XML – For employers that receive an XML file.
- 123456789.RSI.E-IWORECORDS.TXT – For employers that receive a flat file using the employer naming format.
- 123456789.RSI.E-IWORECORDS.XML – For employers that receive an XML file using employer naming format.

Employer Acknowledgement File:

- 123456789.ACK.200708060115087.TXT – For employers that send a flat file.
- 123456789.ACK.200708060115087.XML – For employers that send an XML file.
- 123456789.EMP.200708060115087.ZIP – For employers that send ZIP files.
- 180000000.RSA.200708060115087.0001.TXT – For States that receive a flat file.
- 180000000.RSA.200708060115087.0001.XML – For States that receive an XML file.
- 180000000.RSA.E-IWOACK.TXT – For States that receive a flat file using the State naming format.
- 180000000.RSA.E-IWOACK.XML – For States that receive an XML file using State naming format.

Employer Receipt File:

123456789.REC.200708060115087.TXT – For employers that send a flat file.
123456789.REC.200708060115087.XML – For employers that send an XML file.
180000000.RSR.200708060115087.0001.TXT – For States that receive a flat file.
180000000.RSR.200708060115087.0001.XML – For States that receive an XML file.
180000000.RSR.E-IWORECEIPT.TXT – For States that receive a flat file using the State naming format.
180000000.RSR.E-IWORECEIPT.XML – For States that receive an XML file using State naming format.

BATCHING

States providing e-IWO Details should group the orders in a batch by surrounding each group of orders within a batch header and batch trailer. Employers should group acknowledgements in a batch by surrounding each group of acknowledgements within a batch header and batch trailer. A few assumptions that will assist States and employers in batching their files:

- States batch e-IWO Details by employer.
- There can be more than one batch in a State e-IWO Detail file for the same employer.
- Employers batch acknowledgements by State.
- There can be more than one batch in an Employer Acknowledgement file for the same State.
- Employer Acknowledgement Files should be batched according to the batches that are received from a State. (State A sends batch A on Monday and batch B on Tuesday; the Employer Acknowledgement File sent to the State on Wednesday would include two batches for State A.

State e-IWO Details that are being diverted to an employer's payroll provider will be handled by the e-IWO System. States do not have to include an employer's payroll provider's EIN on their individual orders. Employers will designate the payroll provider information via their profile information. Acting as the employer's processing agent, a payroll provider will follow the same guidelines when batching Acknowledgements and Receipt Files as an employer.

RECORD LAYOUTS

Flat files must adhere to the e-IWO record layouts. Data element rules are provided in the record layout document. XML files must adhere to the XML Schema. XML Schema files are available on the e-IWO Workplace or upon request. The schemas include the record layout and include the restrictions that are used to validate the information. The data element rules that are supplied via the flat file record layouts agree with the data element rules that are defined in the XML Schemas.

CONTROL NUMBERS

Every file header and batch header has a unique control number that identifies the specific file or batch. The *batch control number* is a required 22-character alphanumeric element. The suggested, but not required, format for the Control Number is:

2400007080601050020000

| | | | |
|------------|---------------|---------------------|-----------------|
| 24000 | 070806 | 0105002 | 0000 |
| FIPS + 000 | Date (YYMMDD) | Timestamp (HHMMSSS) | Sequence Number |

The *file control number* can be, but does not have to be, the same as the control number of the first batch. There is also a control number on the file and batch trailers. The *control number* on the trailer must be the same number as the one on the corresponding file or batch header.

ELECTRONIC WITHHOLDING ORDER FILES

ELECTRONIC WITHHOLDING ORDER FILES

The electronic income withholding order (also known as e-IWO or State e-IWO) is a digital alternative to the paper-based Income Support Order form. A standard record layout was an OCSE initiative that was designed to closely match the paper version of the standard Income Support Order form. The scope of the e-IWO is limited to processing income withholding orders on IV-D child support enforcement cases. The e-IWO System transfers the e-IWO as a data file to employers. If requested by an employer, the e-IWO System can create and forward the OMB form version to the employer with the data file. The record layouts are based on the information in the “Income Withholding for Support” form. Refer to Appendix A, “Income Withholding for Support Order Form”, for an example of the IWO form. The form includes cross reference numbers that map to data elements in the e-IWO Detail Record Layout. The mapping is displayed in the ‘XREF’ column on record layouts in Appendix D, “e-IWO Record Layouts”.

PDF VERSION OF THE IWO FORM

PDF VERSION OF THE IWO FORM

The Income Withholding for Support Order Form (OMB form 0970-0154) is the standardized form that is used to implement an income withholding order by all States, Tribes and Territories. Refer to Appendix A for an example of the Income Withholding for Support Order Form.

The employer may be required to send a form version of the income withholding order to the obligor. The employer may create the IWO form, or request that the e-IWO System create a PDF version of the IWO. If an employer ALWAYS wants a PDF version of the form, or NEVER wants a PDF version of the form, they will specify their preference on the e-IWO Profile Form.

Each IWO form is saved as a PDF document file. A data file that is processed by the e-IWO System that contains five income withholding orders will generate five PDF document files. This action would be based on the employer request for a PDF version on their Profile Form or the IWO indicates that the non-custodial parent must be provided a copy of the IWO form. Refer to Appendix B for an example of the e-IWO Profile Form.

PDF DOCUMENT CREATION

This section explains how the e-IWO System will create PDF documents, which are then sent with the flat file or XML record that is sent to it by a State. The sequence number at the end of the *Batch Control Number* (positions 4-25 in the Universal Header record), is used by the e-IWO System to create the names of each PDF document that will accompany an e-IWO flat or XML file. When States populate the *Batch Control Number*, they must use 0000 in the last four positions.

In the example shown in Figures 5 and 6, a State has sent three income withholding order detail records in the batch. Using the batch control number 2400007080601050020000, three PDFs, one for each e-IWO record, are created. For each PDF that is created, the sequence number is incremented by one. The new number that is generated is then placed in the Document Image Text field (positions 2228-2252 in the Income Withholding Order Detail Record of the State e-IWO Detail File) for the appropriate e-IWO Detail record. The unique identifier in the Document Image Text field allows the employer to identify which form goes with which e-IWO record. Figure 5 shows an example of the naming convention for the PDF forms. Figure 6 demonstrates how a data file that contains three income withholdings saves each income withholding order to its own PDF file.

Figure 5: Naming PDF Forms

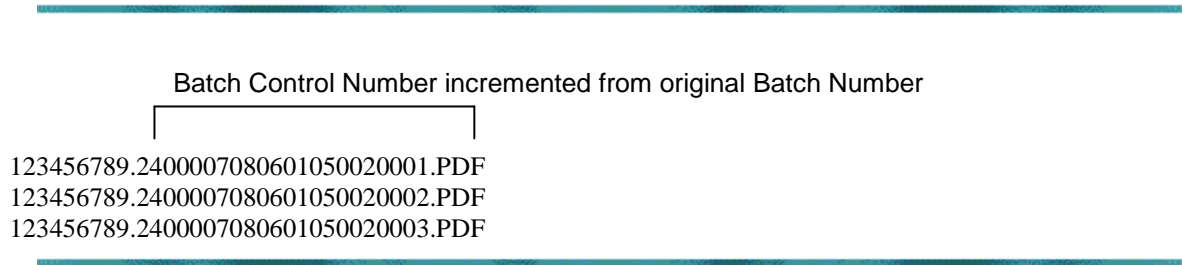
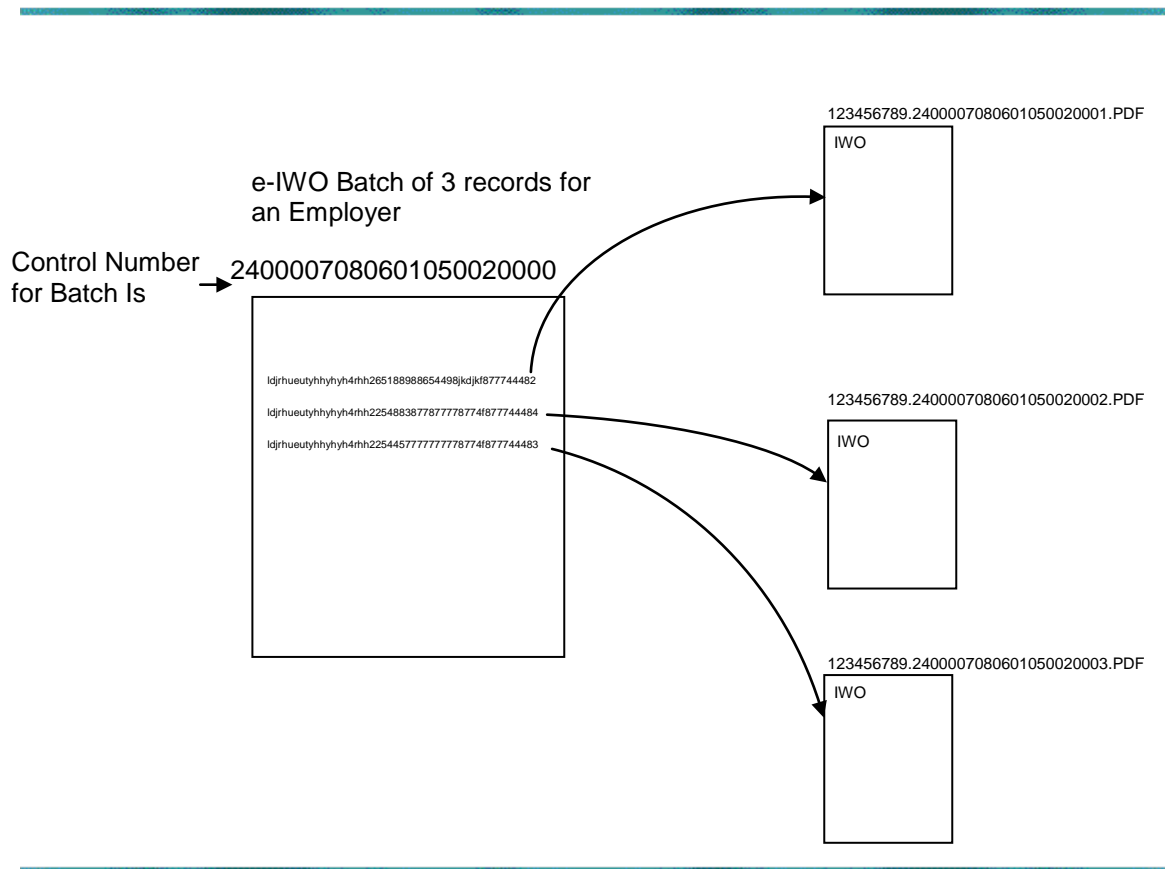


Figure 6: PDF/Detail Record Name Example



E-IWO FILE EDITS

E-IWO FILE EDITS

All flat files and XML files from a State or employer are validated. There is a hierarchy to the types of validation that are performed by the e-IWO System.

FILE-LEVEL CHECKS

Even before a file is opened for processing, various checks are performed against the file.

1. If a file does not have a file extension or the file extension is not the file extension that is specified in the profile information, the file extension that is specified in the profile information is used. If there is a problem processing the file because of this assumption, all files for the data exchange provider are returned to the provider.
2. If the data exchange partner has not completed an e-IWO Profile Form, all files for the data exchange provider are returned to the provider.

RECORD EDITS

Data files may contain different types of information. They can contain file header, file trailer, batch header, batch trailer, and order detail or acknowledgement detail records. The different types of records have different validation criteria. The data element rules, as well as the proper formatting for each field, are found in the record layouts that are associated with the flat files and in the XML Schema. When a file is received by the e-IWO System, it is validated against all of the data element validation rules.

When an error occurs in the file header or trailer, the entire file is returned to the State or employer. If an error occurs in the batch header or trailer, just the batch containing the error is returned to the State or employer. Detail records are also validated. The records are updated with the data element names of the fields containing errors. See the “Results File” section, below, for how errors are reported to the States and employers.

E-IWO RESULTS FILE

E-IWO RESULTS FILE

The Results File contains those Detail (State) records and Acknowledgement (employer) records that failed to pass the e-IWO edits. The Results record layouts for the files that are generated by the e-IWO System contain the same layouts as those that were submitted by the State or employer. However, for both the Detail and Acknowledgement Results records the field(s) that failed the e-IWO edits are noted at the end of the record in the “First Error Field Name” and “Second Error Field Name” and “Multiple Error Indicator” fields at the end of their respective “Results” record. See the “Edits” section, above, for how errors are reported to the States and employers.

States and employers can choose to always receive a Results File or only receive a file when there are detail record errors. Selection of whether to receive or not receive error files is specified by States or employers on their Profile Form. Several States and employers have chosen to only receive a Results File when there are error records.

E-IWO PROFILE

E-IWO PROFILE

In order to use the e-IWO System, States and employers must provide the information that is requested in the State/Employer Profile. The current method of supplying the information is the e-IWO Profile Form. Refer to Appendix B for the e-IWO Profile Form. The completed form must be sent to the e-IWO Coordinator prior to initiating any data exchange. Secure information, such as keys and passwords, can be sent directly to the e-IWO Coordinator. Public keys for connecting to the OCSE servers can be found on the e-IWO Workplace. Additional information concerning contacts and the e-IWO Workplace is found in the next section, “e-IWO Contact Information”.

E-IWO CONTACT INFORMATION

E-IWO CONTACT INFORMATION

OCSE SERVICE DESK

Technical Representatives from the OCSE Service Desk are available for assistance.

Telephone: 1-800-258-2736
E-mail: CSENet.2000@lmco.com
Fax: 703-367-3143

CONTACT INFORMATION

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