

e-IWO

A PAPERLESS SOLUTION

ELECTRONIC INCOME
WITHHOLDING ORDERS



OFFICE OF CHILD SUPPORT ENFORCEMENT

What's Inside?

- [What is e-IWO?](#)
- [What are the benefits of e-IWO?](#)
- [What is the e-IWO process flow?](#)
- [What are the transmission options?](#)
- [What are the implementation options?](#)
- [Is System-to-System your option?](#)
- [Want a fast easy start up?](#)
- [Is the PDF option your ticket to paperless?](#)
- [PDF Acknowledgement Sample](#)
- [Want a single acknowledgement entry form?](#)
- [XLS Acknowledgement Sample](#)
- [Employer Initiated Acknowledgement](#)
- [PDF Employer Initiated Acknowledgement Sample](#)
- [What do I need to do?](#)
- [What happens next?](#)
- [Who will I get e-IWOs from?](#)
- [Need more information?](#)

What is e-IWO?

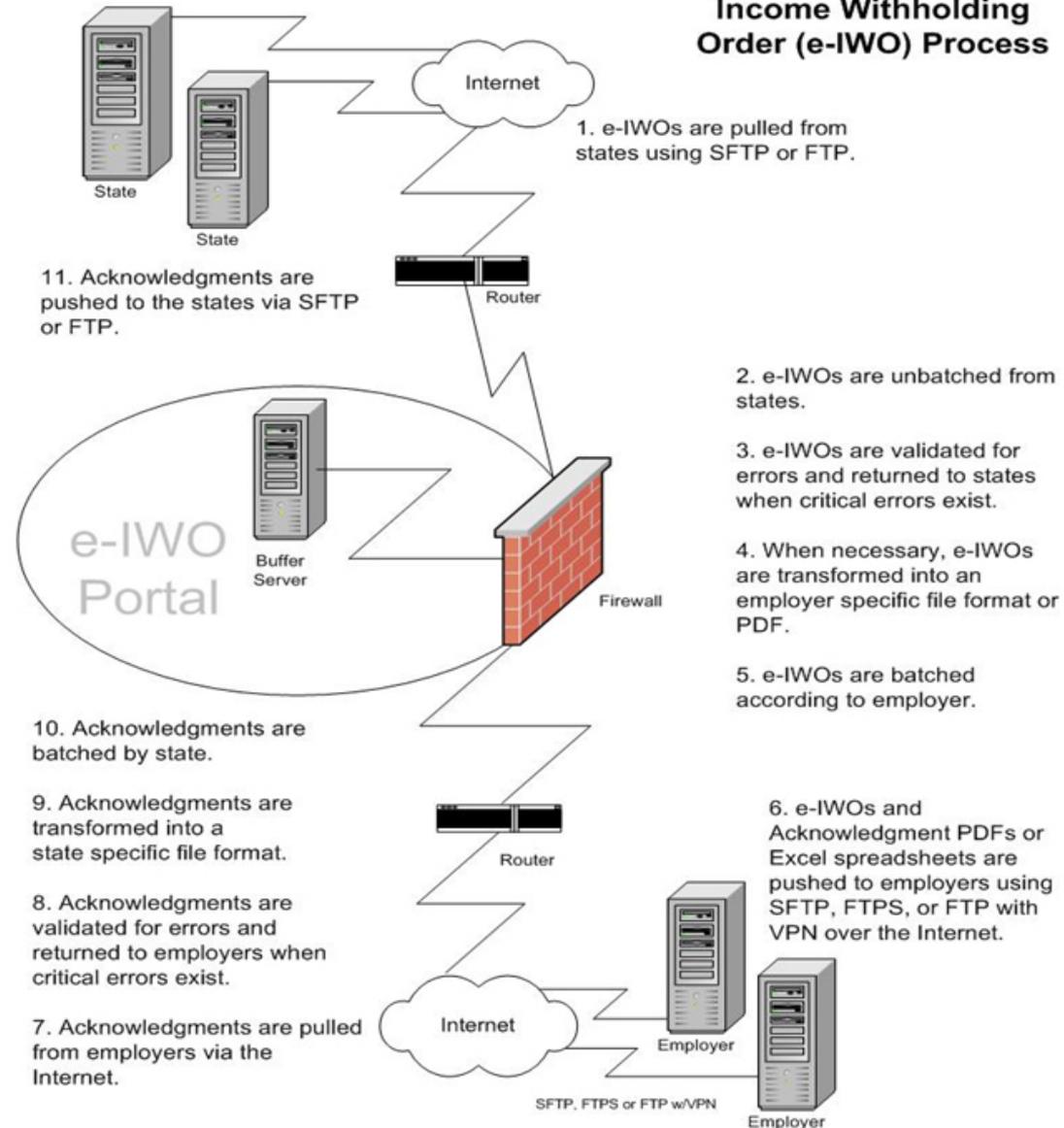
- States electronically send IWOs to employers
- Employers send acknowledgements to states
- A single interface for all exchange partners
- Federal Employer Identification Number (FEIN) is the key to passing data between the state and employer
- Notification of terminations and lump sums by employer can be handled through the e-IWO Portal
- Three implementation options are available: System-to-System, PDF, and Spreadsheet

What are the Benefits of e-IWO?

- Money gets to the family faster
- All IWOs coming from the Portal look the same
- No more mail to open and IWO PDFs are image ready
- Fewer phone calls from child support agencies and custodial parents
- Increased accuracy and reliability of data
- Saves time, money, and resources at **NO COST TO EMPLOYERS**

What is the e-IWO Process Flow?

OCSE's Electronic Income Withholding Order (e-IWO) Process



What are the Transmission Options?

- e-IWO uses Secure File Transfer Protocol (SFTP) or File Transfer Protocol Secure (FTPS) for retrieving and dropping off files on your server
- Pretty Good Privacy (PGP) can be used to encrypt files that are sitting in front of your firewall
- FTP with Virtual Private Network (VPN) is also an option if you do not have SFTP or FTPS
- Portal pushes and pulls data between servers daily
- Email as a transmission option is not available

What are the Implementation Options?

- If you receive a significant number of IWOs per week or month and have available IT resources for a 3-5 month programming effort, “System-to-System” may be the option for you
- If you do not have the IT resources, the fillable PDF or XLS spreadsheet is your best option
- Factors contributing to what option to choose
 - IT resources available
 - Number of IWOs received in a week
 - Available time to implement

Is System-to-System your Option?

- Files are dropped off at your organization in either flat file or XML format – you choose
- A PDF version of the IWO can be provided for each record in the file
- Each IWO Detail record is “accepted” or “rejected” and returned in an Acknowledgement file
- Acknowledgements with errors are returned to employer for fixing and resending
- Software Interface Specification – documentation help available

Want a Fast Easy Start Up?

- The No-Programming option is for you
- Two options are available
 - PDF
 - XLS
- You simply check “Accept” or “Reject” in a PDF, or enter “A” or “R” on a row in the XLS
- Connectivity setup is required for both
- Both require a minimal amount of testing
- You can be up and running in less than three weeks

Is the PDF Option your Ticket to Paperless?

- For each IWO sent by a state, you receive a PDF document for each order and a pre-filled Acknowledgement PDF
- Filenames are coupled so it is easy to match the order to the acknowledgement
- Check “Accept” or “Reject”
- Select a reason code if rejecting
- Save PDF
- Move to your outbound directory
- You’re done

PDF Acknowledgement Sample

INCOME WITHHOLDING ACKNOWLEDGEMENT

ORIGINAL INCOME WITHHOLDING ORDER ONE-TIME LUMP SUM PAYMENT INCOME WITHHOLDING ORDER
 AMENDED INCOME WITHHOLDING ORDER TERMINATION OF INCOME WITHHOLDING ORDER

000167528	IN	LANTZYU00	20110320130056
Case Identifier	State Code	Order Identifier	Document Tracking Number
LANTZ		MICHAEL	R
Employee Last Name		Employee First Name	Employee Middle Name Suffix
061006700		569800781	
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 Reason for the IWO Disposition Status: N - NCP no longer at the employer

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:

Termination Date: Last Known Phone Number:

Last Known Home Address Line 1:

Last Known Home Address Line 2:

Last Known Home City: State: Zip Code: Zip Code Ext:

Date final payment was made to the State Disbursement Unit or Tribal CSE agency: \$ **Final Payment Amount**

New Employer Name:

New Employer Address Line 1:

New Employer Address Line 2:

New Employer City: State: Zip Code: Zip Code Ext:

Check Accept or Reject.
Hit Validate & Save.
You're Done!

Want a Single Acknowledgement Entry Form?

- XLS is for you
- You receive a PDF for each IWO sent to you and a single spreadsheet for acknowledging IWOs
- Enter “Accept” or “Reject” for each row
- Select a reason code if rejecting
- Save XLS
- Move to your outbound directory
- You’re done

XLS Acknowledgement Sample

It's all on one page

410760000A.ACW.ackfromordermixed.0000.xls [Compatibility Mode] - Microsoft Excel

	A	B	C	D	E	F	G	H	I	J	K	L
1	State Code	Document Action Code	EIN Text	Employee Last Name	Employee First Name	Employee Middle Name	Employee Name Suffix	Employee SSN	Case Identifier	Order Identifier	Record Disposition Status Code	Disposition Reason Code
2	IN	ORG	410760000	SMITH	JOSEPH	Mo		158008169	0000158965	ASFCAUSENOCM-422	A	W
3	IN	AMD	410760000	PERSEVOR	JAMES			284001403	0000166604	PCR357204	A	W
4	IN	TRM	410760000	SUTHERLAND	HENRY		JR	348004812	0000165739	TAXDISTCAUSENUM-4064	R	W
5	IN	LUM	410760000	KING	STEVEN			072009804	0000167525	BUNDLE230-TX204	A	
6	IN	ORG	410760000	LANTZ	MICHAEL			061006700	0000167680	LANTZYU00	R	M
7	IN	ORG	410760000	PORTER	PATRICK			658000180	1234567890123456		A	
8	IN	ORG	410760000	UNDERWOOD	MAXASDFGHJKLQWER	A	JR	448008160	0000158966	ASFCAUSENOCM-422	A	
9	IN	ORG	410760000	Overwood	MAXASDFGHJKLQWER	A	JR	448008161	0000158967	ASFCAUSENOCM-422	R	M
10	IN	ORG	410760000	Green	MAXASDFGHJKLQWER	A	JR	448008162	0000158968	ASFCAUSENOCM-422	R	W
11	IN	ORG	410760000	White	MAXASDFGHJKLQWER	A	JR	448008163	0000158969	ASFCAUSENOCM-422	R	W
12	IN	ORG	410760000	Strong	MAXASDFGHJKLQWER	A	JR	448008164	0000158970	ASFCAUSENOCM-422	R	M
13												
14												
15												
16												
17												
18												
19												
20												
21												
22												
23												

Enter A or R.
Do a File Save.
You're done!

Employer Initiated Acknowledgement

- All options allow for the employer to notify a state when an employment event changes for an employee:
 - terminating an employee
 - issuing a lump sum payment to an employee
 - notifying a state if an employee goes into a suspense status, e.g., on disability, extended leave, etc.
- You control when you send these acknowledgements

PDF Employer Initiated Acknowledgement Sample

EMPLOYER INITIATED INCOME WITHHOLDING ACKNOWLEDGEMENT

EMPLOYER INITIATED INCOME WITHHOLDING ACKNOWLEDGEMENT

0000158965	IN	ASFCAUSENOCM-422	
Case Identifier	State Code	Order Identifier	Document Tracking Number
SMITH		JOSEPH	
Employee Last Name	Employee First Name	Employee Middle Name	Suffix
158008169		810761130	
Employee Social Security Number	Employer / Income Withholder's Federal EIN		

EMPLOYER REPORTING:

- One-Time Lump Sum Payment
- Termination Of Employment

Validate & Save

Please provide the following information if a Lump Sum Payment is anticipated:

	\$		
Lump Sum Date	Lump Sum Amount	Lump Sum Type	

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:

05/19/2011	
Termination Date	Last Known Phone Number

Last Known Home Address Line 1

Last Known Home Address Line 2

Last Known Home City State Zip Code Zip Code Ext

Date final payment was made to the State Disbursement Unit or Tribal CSE agency: \$500.00
Final Payment Amount

New Employer Name

New Employer Address Line 1

Select Employer Notification.
Hit Validate & Save.
You're done!

What do I Need to do?

- All exchange partners must register by completing the e-IWO Profile form and providing their FEIN(s)
- Profile form includes
 - Agreement to exchange data
 - Your contact information
 - Your exchange preferences: System-to-System, PDF, or Excel
 - Your filenames
 - Your server information: User ID, Password, IP Address, Host Name, Directory Name, Port

What Happens Next?

- We get connected to your SFTP server, which takes about 3-4 days: We drop a file on your server to make sure connectivity is set up correctly
- Begin testing
 - System-to-system: We send you test IWOs, then you send test acknowledgements. All the files are checked for data quality and conformance
 - PDF/XLS: You accept and reject a record
- After testing, you are ready to go

Who Will I Get e-IWOs From?

For current information about which states are using e-IWO, check the OCSE website:

<http://www.acf.hhs.gov/programs/css/resource/states-using-e-iwo>

What are the Benefits of e-IWO?

- Money gets to the family faster
- All IWOs coming from the Portal look the same
- No more mail to open and IWO PDFs are image ready!
- Reduced phone calls from child support agencies and custodial parents
- Increased accuracy and reliability of data
- Saves time, money and resources at **NO COST TO EMPLOYERS**

Need More Information?

Software Interface Specification documents

- “System to System” option:

<http://www.acf.hhs.gov/programs/css/resource/e-iwo-software-interface-specification-for-states-and-employers>

- “No Programming” option:

<http://www.acf.hhs.gov/programs/css/resource/e-iwo-sis-no-programming-option>

- Contact the e-IWO Team at eiwomail@acf.hhs.gov