

Federal Parent Locator Service

Electronic Income Withholding Order (e-IWO)

Software Interface Specification Employer No Programming Option

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Administration for Children and Families
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1. NO PROGRAMMING OPTION (NPO)

The electronic Income Withholding Order (e-IWO) process allows a state to send an electronic file of Income Withholding Orders (IWOs) to you and in response, you return the electronic acknowledgement telling the state whether the e-IWO was accepted or rejected.

The No Programming Option (NPO) provides you with an electronic version of the IWO in portable document format (PDF), <http://www.acf.hhs.gov/programs/cse/forms/OMB-0970-0154.pdf>, along with a prefilled acknowledgement PDF or prefilled acknowledgement spreadsheet. You can complete an acknowledgement very quickly and easily. Both the prefilled acknowledgement PDF and prefilled acknowledgement spreadsheet require secure transfer back to the e-IWO application. (Refer to Section 4.2 for Connectivity Information.) There is no option to exchange an order or acknowledgement by email.

Appendix C, “Data Flow Diagram,” describes the e-IWO process and the system requirements for exchanging a file.

1.1 ACKNOWLEDGEMENT SPREADSHEET

By completing the acknowledgement spreadsheet you are notifying the state that you received an IWO. The acknowledgement spreadsheet comes prefilled with all of the required data elements, such as noncustodial parent (NCP) name, case identifier and other data elements from the state’s IWO electronic record. You complete the spreadsheet by indicating whether you accept or reject an order and supply a reason for the rejection if necessary. An example of a reject would be if you receive an IWO for a terminated employee or an employee who never worked for you. Section 5 provides a description and sample spreadsheet, along with information on how to complete the spreadsheet.

You are required to notify the state when an employee no longer works for you. In addition, a state may require you to provide notification of plans to issue a lump sum payment (for example, bonus or severance payment). You can use an employer initiated (EMP) acknowledgement spreadsheet to notify a state of terminations and upcoming lump sum payments. You will receive an empty EMP acknowledgement spreadsheet before going live on e-IWO to use for this type of notification.

1.2 ACKNOWLEDGEMENT PDF

The prefilled acknowledgement PDF is similar to the acknowledgement spreadsheet (described above), except you receive the prefilled acknowledgement as a PDF. You indicate in the prefilled acknowledgement PDF whether the IWO is accepted or rejected and, if rejected, a reason for the rejection. The acknowledgement PDF uses drop-down lists for you to choose the reason for the rejection.

To notify a state of a termination or an upcoming lump sum payment, you complete an EMP acknowledgement PDF. You will receive an empty EMP acknowledgement PDF before going live on e-IWO to use for this type of notification.

Section 6 provides a description and sample PDF, along with information about how to complete the acknowledgement PDF.

1.3 GETTING STARTED

How do I get started? First, you must determine if your company/organization has the hardware necessary for you to exchange e-IWO documents. Every company joining the e-IWO project will need either a:

- Secure File Transfer Protocol (SFTP) server or
- File Transfer Protocol (FTP) server with a virtual private network (VPN) tunnel.

Next, decide which prefilled option is best for you: the acknowledgement spreadsheet or acknowledgement PDF. We are often asked which option we think is best for you—which is difficult to answer, but in our experience, employers that receive a high volume of e-IWOs (for example, temporary staffing agencies) tend to choose the Excel spreadsheet.

After making this decision, you must:

- Complete the profile form. (Refer to Section 2.)
- Complete the FEIN spreadsheet. (Refer to Section 3.)
- Get connected to the e-IWO application. (Refer to Section 4.)
- Perform testing. (Refer to Section 5 for acknowledgement spreadsheet testing and Section 6 for acknowledgement PDF testing.)

Once you submit the profile form and FEIN spreadsheet, you can be active on the system within two to four weeks.

2. PROFILE FORM

The profile form provides the information necessary to register you for the application and provides contact and system/network information necessary for the exchange of the IWOs and the fillable acknowledgement PDFs or acknowledgement spreadsheets. The business and IT department of the company usually collaborate to complete their respective portions of the form.

Refer to Appendix B, “Employer e-IWO Profile Form – No Programming.”

3. FEIN SPREADSHEET

To receive IWOs electronically, you must complete the Federal Employer ID Number (FEIN) spreadsheet for all company/subsidiary FEINs. A sample excerpt of this spreadsheet is provided in Figure 3-1.

Figure 3-1: FEIN Spreadsheet (Excerpt)

	A	B	C	D	E	F	G
1	FEINs FOR EMPLOYERS PARTICIPATING IN THE ELECTRONIC INCOME WITHHOLDING ORDER PROJECT						
2	It is very important to list all FEINs that are reported to the National Directory of New Hires (NDNH) and Quarterly Wage.						
3	Please put the primary or parent FEIN information in Row 6 (blue) and all subsidiary information in Row 7 (red) below.						
4							
5	Organization/Company "Known As" Name. This is the name by which the company or organization is widely recognized	Organization/Company Subsidiary/Legal Name. There should only be one FEIN associated to each Legal Name	FEIN - No Dashes	Active Status A= Active I=Inactive	Inactive Date	Start Date on e-IWO	Line 1 of the address reported to the Directory of New Hires (NDNH)
6	<u>Put the parent, or primary, "Known As" name in this cell. Repeat, as necessary, in the cells below.</u>	<u>Put the Subsidiary/Legal Name in this cell. Repeat, as necessary, in the cells below.</u>	<u>Put the parent, or primary, FEIN in this cell.</u>	A	Leave Blank	Leave Blank	<u>Put Line 1 of the address reported to the NDNH for the parent, or primary, FEIN in this cell.</u>
7	<u>Put the parent, or primary, "Known As" name in this cell. Repeat, as necessary, in the cells below.</u>	<u>Put the Subsidiary/Legal Name in this cell. Repeat, as necessary, in the cells below.</u>	<u>Put the subsidiary or legal name of the subsidiary's, FEIN in this cell.</u>	A	Leave Blank	Leave Blank	<u>Put Line 1 of the address reported to the NDNH for the subsidiary's FEIN in this cell.</u>
8	<u>Put the parent, or primary, "Known As" name in this cell. Repeat, as necessary, in the cells below.</u>	<u>Put the Subsidiary/Legal Name in this cell. Repeat, as necessary, in the cells below.</u>	<u>Put the subsidiary or legal name of the subsidiary's, FEIN in this cell.</u>	A	Leave Blank	Leave Blank	<u>Put Line 1 of the address reported to the NDNH for the subsidiary's FEIN in this cell.</u>
9							
10							
11							

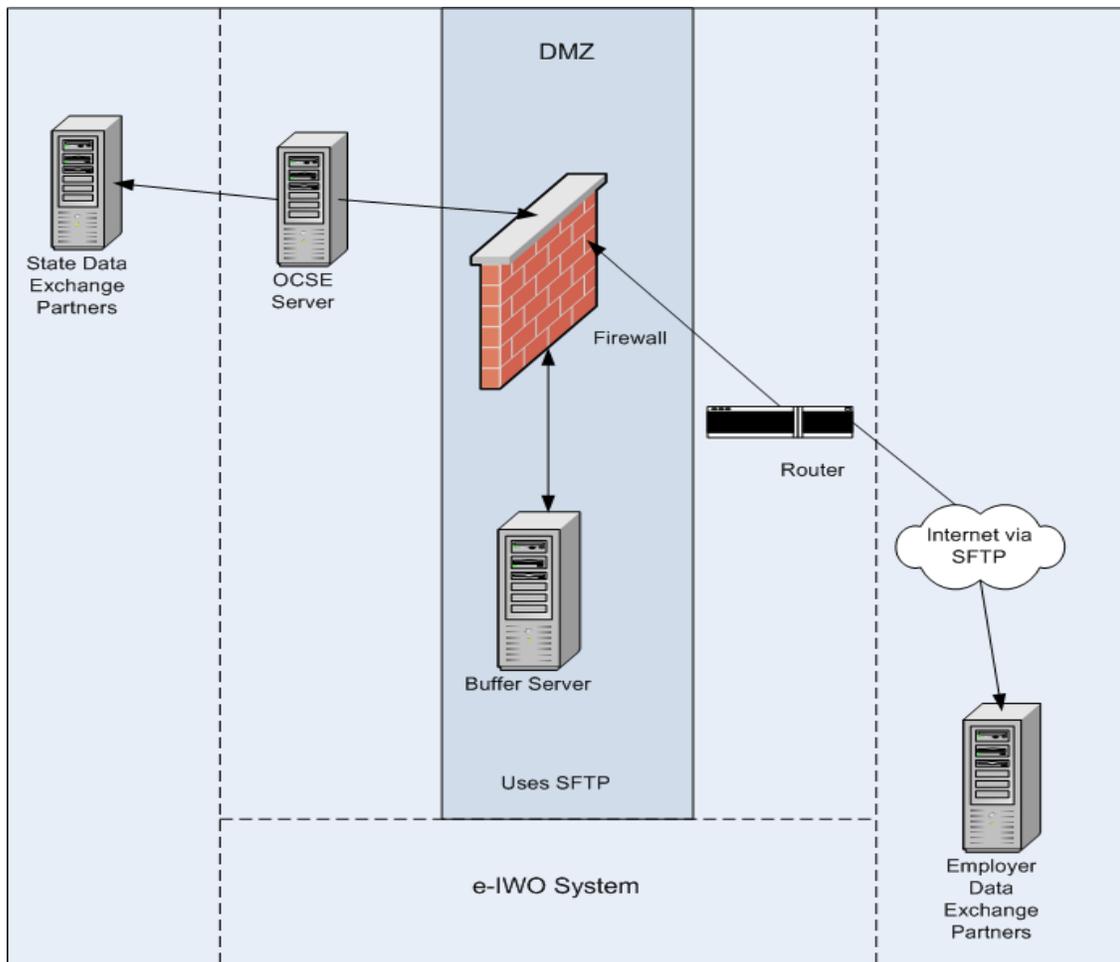
4. CONNECTIVITY

4.1 EMPLOYER CONNECTION

Your next step is to set up connectivity with the e-IWO system to conduct the data exchange for the **No Programming Option**. Figure 4-1 displays the site architecture that supports the file transmission and connections needed to allow the application to drop off and pick up files from you. There is no option for you to pick up or drop off files. All transfer activates are initiated by the application.

Establishing connectivity is a straightforward process.

Figure 4-1: Employer Connection



The federal OCSE Child Support Enforcement Network houses the e-IWO system.

4.2 EMPLOYER CONNECTIVITY/ENCRYPTION INFORMATION

OCSE connects to you via the internet using Secure File Transfer Protocol (SFTP). If you do not have an SFTP server, an alternative is to have OCSE connect to an FTP server over an IPSec site-to-site VPN. During transmission, SFTP encrypts the file. You must provide the following information:

- Internet Protocol (IP) Address or host name
- Directory names
- User ID
- Passwords

GNUPrivacy Guard (GPG) file encryption is optionally provided by the e-IWO system to encrypt a file sent to the employer's server. GPG is an open source variation of the Pretty Good Privacy (PGP) system encryption, <http://www.pgp.com>. OCSE will provide their GPG public key to you and you must provide your GPG public key to them. Each side will have to import each other's public key and then use that key to encrypt files. Use of GPG or PGP is not required if a file is being dropped behind your firewall.

5. ACKNOWLEDGEMENT SPREADSHEET

5.1 SPREADSHEET TESTING

Once e-IWO connectivity testing has completed, you can test the acknowledgement spreadsheet. The system sends several test files to your location (specified in the e-IWO profile form) for testing. These files include:

- Three test e-IWO orders (end in O.PDF)
- One acknowledgement spreadsheet that contains three prefilled acknowledgement rows
For example, File Name format - 999999999.ACW.20100111327040.0000.xls
(the 9s in the first node represent the company's primary FEIN)

NOTE: The number of rows in the acknowledgement spreadsheet will match the number of PDFs you receive.

- An “empty” acknowledgement spreadsheet

You use the empty acknowledgement spreadsheet to notify a state when you have an IWO in place and an employee no longer works for you or you will be making a lump sum payment them. This spreadsheet is not pre-filled and will need to be completed.

Refer to Section 8 for a description of the valid values and required fields in the prefilled and empty spreadsheet.

5.1.1 Test Prefilled Spreadsheet

- Complete the prefilled acknowledgements in the spreadsheet by selecting A for accept or R for reject in the **Disposition Status Code** column on the test cases received for your test. For any rejected row, select one of the reason codes from the **Disposition Reason Code** column.
- Add additional information (optional) to the right of the **Multi IWO State Code** column (for example, NCP phone number).
- When finished, save the spreadsheet.
- Place the newly completed acknowledgement spreadsheet in the outbound directory specified in the profile form.

NOTE: The file extension must be ‘xls’ or ‘xlsx’.

5.1.2 Test EMP Acknowledgement Spreadsheet

- Enter a test employee name, test Social Security number (SSN) and other test information to simulate a termination or lump sum payment. Be sure to include all blue label column headings, as they are required fields.
- Correct any validation errors that occur in pop-ups.
- Finish entering information into the spreadsheet.
- Perform a **Save As** to the outbound directory and ensure that the file name is the same as the file name received.

NOTE: Do not place IWO PDFs (e-IWO orders ending in O.PDF) in the outbound directory.

5.2 ACKNOWLEDGEMENT SPREADSHEET FAQ

5.2.1 What Is the Format of the Spreadsheet?

Each prefilled row on a spreadsheet equals one acknowledgement for an IWO sent by a state. You will also receive an IWO PDF for every row in the spreadsheet. The first row of the spreadsheet is the column header row. It has names of the columns with the mandatory fields labeled in blue. The spreadsheet sorts the rows by the state code, which is the first column on the spreadsheet. See Figure 5-1.

NOTE: Do not remove the column header row on the spreadsheet.

Figure 5-1: IWO Spreadsheet Format

	A	B	C	D	E	F	G	H	I
1	State Code	Document Action Code	EIN Text	Employee Last Name	Employee First Name	Employee Middle Name	Employee Name Suffix	Employee SSN	Case Identifier
2	NY	TRM	410769999	PUBLIC	JOHN	A		123004561	CS12345
3	NY	ORG	410769999	PUBLIC	JOHN	B		123004562	CS12347
4	NY	AMD	410769999	PUBLIC	JOHN	C		123004563	CS12348
5	NY	AMD	410769999	PUBLIC	JOHN	D		123004564	CS12349
6									

5.2.2 What Spreadsheet Help Is Available?

Some help features are available on the spreadsheet to assist with entry of codes and valid values.

5.2.2.1 DROP-DOWN LISTS

The spreadsheet contains drop-down lists for all of the code columns. When you enter data into a column that has a drop-down list, that drop-down list arrow will appear next to the cell. You can select from the list or enter a code. See Figure 5-2.

NOTE: If you enter a code, the value must match a value in the list.

Figure 5-2: Spreadsheet Drop-down Arrow Example

	A	B	C	D
1	State Code	Document Action Code	EIN Text	Employee
2	IN	ORG	0760000	SMITH
3	IN	AMD	0760000	PERSEVOR
4	IN	LUM	0760000	SUTHERLAN
5	IN	ORG	0760000	PERSEVOR
6		TRM		
7				
8				
9				

5.2.2.2 COMMENTS

The spreadsheet contains comments on several columns that provide additional information to assist in completing the column. When you click on the red triangle located in the upper right corner of the column header, comments, tips or other useful information associated with that column appear. See Figure 5-3.

Figure 5-3: Spreadsheet Comments Example

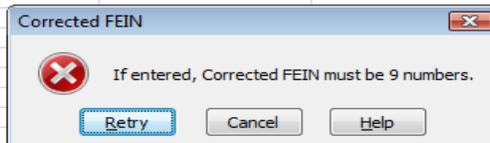
	A	B	C	D	E
1	State Code	Document Action Code	EIN	Time	En
2	NY	TRM	41		JO
3	NY	ORG	41		JO
4	NY	AMD	41		JO
5	NY	AMD	410769999	PUBLIC	JO
6					
7					
8					

5.2.2.3 POP-UPS

The spreadsheet contains pop-up dialog boxes for some columns that have embedded validation. The pop-up alerts the user to an error and provides information needed to fix the error in order to pass validation. See Figure 5-4.

Figure 5-4: Spreadsheet Pop-up Example

	J	K	L	M
file	Order Identifier	Disposition Status Code	Disposition Reason Code	Corrected FEIN
	ASFECAUSENOCM-422			a
	PCR357204			
	TAXDISTCAUSENUM-4064			
	PCR357204			



5.2.3 What Happens If I Do Not Know Some of the Information?

Fill in known information for optional fields. If you do not know the information, leave the field blank. For example, if an employee is terminated or quits, and you do not know the new address or the termination date, leave the field blank. Do not enter “None,” “No Date” or “N/A” in either of these fields.

NOTE: Only columns with blue headers are required. You must provide that information.

5.2.4 What If I Cannot Complete a Row Right Now?

If you cannot accept or reject a row because further review or research is needed (for example, determine whether this is a duplicate IWO), one option is to remove the row from the spreadsheet until an ‘A’ or ‘R’ disposition can be supplied.

- Copy and paste the row to another spreadsheet for safekeeping until you can move it back to a future spreadsheet you will submit to the application.
- Save the spreadsheet with the completed rows and submit for processing.
- Once you have the missing disposition code, add that row to any new spreadsheet that has been sent by the application (that is, a prefilled spreadsheet, not an empty spreadsheet).

NOTE: A less risky option is to save the spreadsheet for a couple of days until you can complete all the information and then submit it to the application.

5.2.5 When Should I Use the Empty Employer Initiated Acknowledgement Spreadsheet?

You can use the empty EMP acknowledgement spreadsheet to notify a state of actions that will occur from your end. These actions include notification of terminations or upcoming lump sum payments. For each row, you must fill out the cells in all blue-labeled columns in order to submit the EMP acknowledgement spreadsheet to the application (See Section 5.2.8 for naming the file). Figure 5-5 displays a partial empty EMP acknowledgement spreadsheet example.

Figure 5-5: EMP Acknowledgement Spreadsheet Example

	A	B	C	D	E	F	G	H	I
1	State Code	Document Action Code	EIN Text	Employee Last Name	Employee First Name	Employee Middle Name	Employee Name Suffix	Employee SSN	Case Identifier
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									

5.2.6 What Can Cause Errors to Be Returned to Me?

Errors happen. Here are some error conditions that will cause the return of a row or spreadsheet:

- Row(s) with an empty cell in a blue-labeled column (all blue-labeled columns must have data in them!)
- Row(s) that contain a state code for a state that does not participate in e-IWO
- Row(s) with an invalid reason codes in the **Disposition Status** column
- File(s) do not have a valid file extension or the file extension is missing

NOTE: Avoid copying and pasting from another source. The template sets all columns to be a text format except amounts, which are numeric with two decimal positions. Copying and pasting can change the data type of the column and can cause validation errors during processing.

5.2.7 What If the Application Finds Errors During File Processing?

If the e-IWO application finds errors during processing, the system generates and returns an error spreadsheet. The system will add three columns: First Error, Second Error and Multiple Errors. The First Error and Second Error columns contain the first two errors found during processing. The error indicator of 'T' in the Multiple Errors column denotes that there are more than the two errors shown and you must manually inspect all columns. A value of 'F' in the Multiple Errors column denotes only the First and Second Error fields listed are in error. You may also receive an **Email Processing Status Notification** that lists every error in the row (Refer to Section 7.0). Figure 5-6 displays examples of errors found during processing.

Once the errors are fixed, submit the spreadsheet to the application according to regular procedures. Save the file in the outbound directory specified in the e-IWO profile form. Do not change the file name.

Figure 5-6: Error Spreadsheet

	AF	AG	AH	AI
ZIP Ext	NCP Phone Number	First Error	Second Error	Multiple Errors
		Case Identifier	Disposition Reason Code	T
		Corrected Fein		F
		Record Disposition Status		F
		Case Identifier	Employee SSN	T

An error spreadsheet will have a file type of **ACW.ERR** (Refer to Section 5.2.8.1.2).

5.2.8 How Are My Files Named?

5.2.8.1 FILE NAMES FROM THE E-IWO APPLICATION TO YOUR ORGANIZATION

5.2.8.1.1 Spreadsheet and IWO PDF File Names

The spreadsheet file has the following naming convention:

EmployerFEIN.ACW.Timestamp.SequenceNo.xls

Example: 410769999.ACW.200912281112017.0000.xls

In addition to the spreadsheet, the system will send an IWO PDF for every row in the spreadsheet. The file naming convention for each IWO/PDF is:

EmployerFEIN.OAD.EmployeeName.BatchNo.SequenceNo.O.PDF

Example: 410769999.OAD.JONE.470000911161435017.0001.O.PDF

You can save the IWO PDFs in your document imaging system or anywhere you like. Do not save them to the outbound directory where the system saves the spreadsheet for processing to the application.

5.2.8.1.2 Error File Names

EmployerFEIN.ACW.ERR.Timestamp.SequenceNo.xls

Example: 410769999.ACW.ERR.200912281112017.0000.xls

5.2.8.2 SAMPLE DIRECTORY FILE NAMES SENT TO YOUR ORGANIZATION

There will be at least one spreadsheet file and one IWO PDF file for each row in that spreadsheet. The directory may also include error files (**ACW.ERR**).

410769999.ACW.200912281112018.0000.xls

410769999.OAD.ABBO.470000911161435017.0001.O.PDF

410769999.OAD.CHUR.470000911161435017.0002.O.PDF

410769999.OAD.DANI.470000911161435017.0003.O.PDF

410769999.OAD.HALL.470000911161435017.0004.O.PDF

410769999.OAD.JONE.470000911161435017.0005.O.PDF

410769999.OAD.LAND.470000911161435017.0006.O.PDF

410769999.OAD.SMIT.470000911161435017.0007.O.PDF
410769999.ACW.ERR.200912281112017.0000.xls

5.2.8.3 FILE NAMES TO THE E-IWO APPLICATION FROM YOUR ORGANIZATION

Save your files to the outbound directory by using the **Save As** command. The file name must be the same as the one sent by the application.

Returning Spreadsheet

EmployerFEIN.ACW.Timestamp.SequenceNo.xls –
Example: 410769999.ACW.200912281112017.0000.xls

Returning Error Spreadsheet

EmployerFEIN.ACW.ERR.Timestamp.SequenceNo.xls –
Example: 410769999.ACW.ERR.200912281112018.0000.xls

For EMP acknowledgements, use the naming convention in Chart 5-1.

CHART 5-1: EMPLOYER INITIATED ACKNOWLEDGEMENT SPREADSHEET FILE NAMING CONVENTION		
Node	Input	Comment
First node	(Employer's Primary FEIN)	FEINs have nine digits
	.	
Second Node	ACW	Use ACW
	.	
Third Node	(Unique Number)	A unique sequence number or code to prevent identical file names within the same folder/directory. You may omit this node if there are no duplicate file names.
	.	
Fourth Node	XLS	File type must be XLS or XLSX.

The third node ensures uniqueness due to two (or more) EMP acknowledgement spreadsheets in the folder/directory.

Example of file name without unique third node:

410769999.ACW.XLS
410769999.ACW.XLSX

Examples of file names with unique third node:

410769999.ACW.110221.XLS
410769999.ACW.1.XLS

6. ACKNOWLEDGEMENT PDF

6.1 PDF TESTING

Once e-IWO connectivity has completed, you can test the acknowledgement PDF. The system sends several test files to your location (specified in the e-IWO profile form) for testing. These files include:

- Three test e-IWO orders (ending in O.PDF)
- Three prefilled acknowledgement PDFs (ending in A.PDF)
- An “empty” EMP acknowledgement PDF

You use the empty acknowledgement PDF to notify a state when you have an IWO in place and an employee no longer works for you or you will be making a lump sum payment them. This PDF is not pre-filled and will need to be completed.

Refer to Section 8 for a description of the valid values and required fields in the prefilled and empty PDF.

6.1.1 Test e-IWO Orders

- Complete the test acknowledgements by either checking the **Accept or Reject Income Withholding Order** checkbox for any of the test cases received.
- Add any additional information in the bottom half of the form as part of the test (for example, NCP phone number).
- If you enter a reject, you must select from the **Disposition Reason Code** drop-down a reason for rejecting.
- When finished entering the data, click on the purple **Validate & Save** box on the form to save.
- Place the acknowledgements in the outbound directory specified in the profile form.

6.1.2 Test the “Empty” Acknowledgement PDF

- Save the PDF as received from the system. (You can reuse this PDF in the future.) The file name will be same. Right click on the file and choose **Save As**.

For example, 999999999.OAD.XXXX.A.PDF
(the 9’s in the first node represent the company’s primary FEIN)

- To complete the empty acknowledgement form, enter a test employee name, test SSN and other test information to simulate a termination or lump sum payment.
- Correct any validation errors in pop-ups.
- After entering all of the required information, left click on the purple **Validate & Save** box on the form. A **Save As** window will open and the file name with the XXXX will be

located in the **File Name** box. Change the XXXX's to the first four letters or the complete last name of the employee. Leave the remainder of the file name the same.

- Move the four documents (three prefilled acknowledgement PDFs and the newly filled out EMP acknowledgement PDF) to the outbound directory specified in the profile form.

Note: Do not place IWO PDFs (e-IWO orders ending in O.PDF) in the outbound directory.

6.2 ACKNOWLEDGEMENT PDF FAQ

6.2.1 What Does a Prefilled Acknowledgement Look Like?

The prefilled acknowledgement has all the data populated from the Income Withholding Order for you. You only need to accept or reject the document. See Figure 6-5.

Figure 6-1: Prefilled Acknowledgement

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		
123245	NY		122872431A12	
Case Identifier	State Code	Order Identifier	Document Tracking Number	
Public		John		
Employee Last Name	Employee First Name	Employee Middle Name	Suffix	
123456789	123456789			
Employee Social Security Number	Employer / Income Withholder's Federal EIN			
INCOME WITHHOLDING DISPOSITION STATUS:				
<input type="checkbox"/> Accepted Income Withholding Order		<input type="button" value="Validate & Save"/>		
<input type="checkbox"/> Rejected Income Withholding Order				
Please select a Disposition Reason Code: _____				
Corrected FEIN:	<input type="text"/>	Other State IWO Code:	<input type="text"/>	
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	
FOR USE BY PORTAL ONLY:				
First Error Field	Second Error Field	Multiple Error Indicator		

6.2.2 What Happens If I Do Not Know Some of the Information?

Fill in known information for optional fields. If you do not know the information, leave the field blank. For example, if an employee is terminated or quits, and you do not know the new address or the termination date, leave the field blank (that is, do not enter “None,” “No Date” or “N/A” in either of these fields).

Figure 6-2: Optional Information

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: _____

6.2.3 Where Are the Disposition Reasons Located?

A **Disposition Reasons** drop-down list will open once you select whether the IWO has been accepted or rejected. When you reject an order, you must use a disposition reason from the drop-down list for that rejection. When you accept an order, you may use the drop-down list for that acceptance. See Figure 6-3.

Figure 6-3: Disposition Reason Code

INCOME WITHHOLDING DISPOSITION STATUS:

Accepted Income Withholding Order

Rejected Income Withholding Order

Validate & Save

Please select a Disposition Reason Code:

Corrected FEIN: _____

NOTIFICATION OF TERMINATION OF EMPLOYMENT: person has never worked for this employer or this

Please provide the following information for the terminated employee:

B - Name mismatch
 D - Duplicate IWO
 M - IWO received from multiple states
 N - NCP no longer at the employer
 O - Other Reason
 S - Employee is in a suspense status
 U - NCP not known to employer
 W - Incorrect FEIN received
 X - Employer could not electronically process record

6.2.4 What Happens When an Error Message Pops Up?

Pay attention to the pop-up dialog error messages as they happen. Pop-ups alert you to an error and provide information on how to resolve the error. Do not save an acknowledgement PDF if there is a pop-up error message. Resolve all errors prior to saving.

Figure 6-4: Error Message Pop-ups

The screenshot shows a web form titled "INCOME WITHHOLDING DISPOSITION STATUS:". It contains two radio buttons: "Accepted Income Withholding Order" and "Rejected Income Withholding Order". Below these is a dropdown menu labeled "Please select a Disposition Reason Code". A "Validate & Save" button is in the top right. An "Adobe Reader" error message pop-up is centered over the form, stating "Must contain 10 consecutive digits" with an "OK" button. Below the pop-up are input fields for "Corrected FEIN:" and "Other State IWO Code:". At the bottom, there is a section titled "NOTIFICATION OF TERMINATION OF EMPLOYMENT:" with instructions to notify the Child Support Enforcement Agency. It asks for "Termination Date" and "Last Known Phone Number", with the number "301-457-89" entered in the phone number field.

6.2.5 Can I Save the Acknowledgement PDF as a Zipped File?

No. Do not save the acknowledgement PDFs as a zipped file.

6.2.6 How Is an Acknowledgement PDF Saved?

When you are ready to save the acknowledgement PDF file, click the purple **Validate & Save** box. Save the file with the current name. Do not change the name or extension.

All acknowledgement PDF files start with the company's primary FEIN. You save the acknowledgement PDF in the location/directory specified by your company.

Note: Do not save the IWO PDF in the same directory as the acknowledgement PDF.

The IWO must be saved to a different location to ensure that the actual IWO is not sent back to the application.

6.2.7 How Are Acknowledgements and Orders Sequenced?

The acknowledgement and IWO PDFs will appear as a pair. The pairing of the two files, acknowledgement (A) and Income Withholding Order (O), will be followed by the next pair of PDFs and so on.

410769999.OAD.JONE.470000911161435017.0001.A.PDF ACK PDF File Name
410769999.OAD.JONE.470000911161435017.0001.O.PDF IWO PDF File Name

410769999.OAD.SMIT.470000911161435017.0002.A.PDF ACK PDF File Name
410769999.OAD.SMIT.470000911161435017.0002.O.PDF IWO PDF File Name

Note: For Windows users, you may need to manually sort the filenames to get them in the correct sequence.

6.2.8 Why Did My File Have an (N) Prior to the .PDF?

An **N** in the acknowledgement filename means an error was found during processing. The acknowledgement PDF (ACK) will be returned without an IWO and will contain an **N** in the file name.

410769999.OAD.SMIT.470000911161435017.0002.N.PDF ERROR ACK PDF File Name

The PDF will list the first two errors found during processing in the **First Error Field** and **Second Error Field**. The error indicator **T** in the Multiple Error Indicator field denotes that there are more than the two errors shown and you must manually inspect all fields. The value **F** in the Multiple Errors column denotes only the first error field and second error field items are in error. **Email Processing Status Notification** lists every error in the row (Refer to Section 7.0). Figure 6-5 and Figure 6-6 display examples of errors found during processing. You can fix any error returned to you and resubmit the acknowledgement PDF along with other acknowledgement PDFs.

Figure 6-5: Fields in Error – Example A

<i>FOR USE BY PORTAL ONLY:</i>		
Termination Date		F
First Error Field	Second Error Field	Multiple Error Indicator

Figure 6-6: Fields in Error – Example B

<i>FOR USE BY PORTAL ONLY:</i>		
Termination Date	Last Known Phone Number	T
First Error Field	Second Error Field	Multiple Error Indicator

6.2.9 How Are Duplicate File Names Avoided?

The file name incorporates a time/date stamp into the file names to ensure file names are not duplicated.

6.2.10 When Should I Use the Empty Employer Initiated Acknowledgements?

The EMP acknowledgement PDF, used to report a termination or lump sum notice, is completely empty. You must fill in all the required information to submit the document. See Figure 6-7.

Figure 6-7: Employer Initiated Acknowledgement

**EMPLOYER INITIATED
INCOME WITHHOLDING ACKNOWLEDGEMENT**

EMPLOYER INITIATED INCOME WITHHOLDING ACKNOWLEDGEMENT

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Case Identifier	State Code	Order Identifier	Document Tracking Number
<input type="text"/>		<input type="text"/>	
Employee Last Name	Employee First Name	Employee Middle Name	Suffix
<input type="text"/>		<input type="text"/>	
Employee Social Security Number		Employer / Income Withholder's Federal EIN	

EMPLOYER REPORTING:

One-Time Lump Sum Payment
 Termination Of Employment

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

<input type="text"/>	\$	<input type="text"/>	<input type="text"/>
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:

<input type="text"/>	<input type="text"/>		
Termination Date	Last Known Phone Number		
<input type="text"/>			
Last Known Home Address Line 1			
<input type="text"/>			
Last Known Home Address Line 2			
<input type="text"/>			
Last Known Home City	State	ZIP Code	ZIP Code Ext
Date final payment was made to the State Disbursement Unit or Tribal CSE agency:		\$	<input type="text"/>
<input type="text"/>		Final Payment Amount	
New Employer Name			
<input type="text"/>			
New Employer Address Line 1			
<input type="text"/>			
New Employer Address Line 2			
<input type="text"/>			
New Employer City	State	ZIP Code	ZIP Code Ext

FOR USE BY PORTAL ONLY:

<input type="text"/>	<input type="text"/>	<input type="text"/>
First Error Field	Second Error Field	Multiple Error Indicator

6.2.11 How Are My Files Named?

6.2.11.1 FILE NAMES FROM THE E-IWO APPLICATION TO YOUR ORGANIZATION

IWO PDF and acknowledgement PDF file names have the following naming convention:

Acknowledgement PDF

EmployerFEIN.OAD.EmployeeName.BatchNo.SequenceNo.A.PDF

Example: 410769999.OAD.JONE.470000911161435017.0001.A.PDF

Income Withholding Order PDF

EmployerFEIN.OAD.EmployeeName.BatchNo.SequenceNo.A.PDF

Example: 410769999.OAD.JONE.470000911161435017.0001.O.PDF

Acknowledgement Error PDF

EmployerFEIN.OAD.EmployeeName.BatchNo.SequenceNo.N.PDF

Example: 410769999.OAD.JONE.470000911161435017.0001.O.PDF

6.2.11.2 SAMPLE DIRECTORY FILE NAMES SENT TO YOUR ORGANIZATION

Acknowledgement, IWOs and error acknowledgement PDFs will all be sent together and placed in your inbound directory.

410769999.OAD.ABBO.470000911161435017.0001.A.PDF

410769999.OAD.ABBO.470000911161435017.0001.O.PDF

410769999.OAD.CHUR.470000911161435017.0002.A.PDF

410769999.OAD.CHUR.470000911161435017.0002.O.PDF

410769999.OAD.DANI.470000911161435017.0003.A.PDF

410769999.OAD.DANI.470000911161435017.0003.O.PDF

410769999.OAD.HALL.470000911161435017.0004.A.PDF

410769999.OAD.HALL.470000911161435017.0004.O.PDF

410769999.OAD.JONE.470000911161435017.0005.A.PDF

410769999.OAD.JONE.470000911161435017.0005.O.PDF

410769999.OAD.LAND.470000911161435017.0016.N.PDF

410769999.OAD.SMIT.470000911161435017.0021.N.PDF

6.2.11.3 FILE NAMES TO THE E-IWO APPLICATION FROM YOUR ORGANIZATION

Save your files by using the **Save As** command to the outbound directory using the file name sent by the application. Do not change anything in the file name.

Returning PDF

EmployerFEIN.OAD.EmployeeName.BatchNo.SequenceNo.A.PDF

Example: 410769999.OAD.JONE.470000911161435017.0001.A.PDF

Returning Error PDF

EmployerFEIN.OAD.EmployeeName.BatchNo.SequenceNo.N.PDF

Example: 410769999.OAD.JONE.470000911161435017.0001.O.PDF

For EMP acknowledgements, use the naming convention in Chart 6-1.

CHART 6-1: EMPLOYER INITIATED ACKNOWLEDGEMENT PDF FILE NAMING CONVENTION		
Node	Input	Comment
First node	(Employer's Main FEIN)	FEINs have nine digits
	.	
Second Node	OAD	Use OAD
	.	
Third Node	(Four Letters)	The first four letters of the employee's last name. There may be less than four characters if the last name is shorter than four letters.
	.	
Fourth Node	(Optional)	A unique sequence number or code to prevent identical file names within the same folder/directory. You may omit this node if there are no duplicate file names.
	.	
Fifth Node	A or N	Fill with an A unless returning an error, then leave the N .
	.	
Sixth Node	PDF	File type is PDF.

The fourth node is not necessary because there are no other EMP acknowledgement SMIT files in the folder/directory.

Example of file name with no fourth node:

410769999.OAD.SMIT.A.PDF

123 in the fourth node ensures uniqueness due to two EMP acknowledgement SMIT files in the folder/directory.

Example of file names including the fourth node:

410769999.OAD.SMIT.A.PDF

410769999.OAD.SMIT.123.A.PDF

7. EMAIL PROCESSING STATUS NOTIFICATION

You can receive the results of processing or notification that the system has dropped off files at your organization's server via email. The email will include the statistics from processing the outbound file(s). It will also provide information about the number of files that the system has placed in your inbound directory for the day.

Under **General Information** in the profile form, email notification choices include:

- Always
- Never
- When Errors

You can change your notification method at anytime. (Refer to Appendix B, "Employer e-IWO profile Form – No Programming," for selecting how you want to receive emails.)

If you want to change or add contacts after going into production, email scott.sturgeon@ssa.gov with your contact information and email notification option choice.

Figure 7-1 provides an example of the email processing status notification.

Figure 7-1: Email Processing Status Notification Sample

```
Summary of current day's processing by the e-IWO Portal.
Processing for ABZ Company ON Thu, Dec 15, '11 9:13
-----
ERRORS
-----
ID: 000234575700
ERROR: Invalid IWO state code for disposition reason code of (M); 53
-----
PROCESSING SUMMARY
-----
Total # of records received: 35
Total # of error records: 1
Total # of records forwarded: 34
Total # of files rejected: 0
Total # of batches received: 14
-----
FILES SENT TO YOUR ORGANIZATION
-----
IWO Details: 21
Acknowledgements: 0
PDF Orders: 21
PDF Acknowledgements: 0
XLS Acknowledgements: 0
Error: 1
Reject: 0
```

8. DISPOSITION CODES

When the system sends the IWOs , the disposition codes tell you the status of each IWO. Chart 8-1 explains the valid codes when an e-IWO is accepted. Chart 8-2 explains the codes when an e-IWO is rejected. Chart 8-3 explains the codes you use when the employee with an IWO no longer works for your company or your company will be making a lump sum payment to an employee with an IWO.

8.1 ACCEPTED IWO

If the disposition status code is **A**, for example, you are accepting and processing the IWO. You may also offer the Disposition Reason Code value. Chart 8-1 lists the valid values for the disposition reason code.

CHART 8-1: ACCEPT DISPOSITION REASON CODES		
Disposition Status Code Value	Disposition Reason Code Valid Value	Definition of Reason Code
A		You accept the e-IWO for processing as received.
A	B	The SSN matches a person employed by you, but the name is different.
A	S	The company does not employ the employee (NCP), or the employee is on a job/assignment, on a medical leave or suspended.
A	W	The IWO received has the incorrect employer FEIN for the employee (NCP). When a ‘W’ is in the Disposition Reason Code field the correct FEIN must be entered in the “Corrected FEIN” field.

8.2 REJECTED IWO

If the disposition status code equals **R**, for example, you will not be processing the IWO. You must specify the disposition reason code value. Chart 8-2 lists the valid values for the disposition reason code.

CHART 8-2: REJECT DISPOSITION REASON CODES		
Disposition Status Code Value	Disposition Reason Code Valid Value	Definition of Reason Code
R	B	You receive an IWO and the SSN matches a person employed by you, but the name is different.
R	D	Duplicate IWO.
R	M	You determine you have the exact same IWO in place from another state. For example, you have a case with the same NCP/CP/child(ren), obligation amount(s), etc. When an ‘M’ is in the Disposition Reason Code field, a valid two-digit state code must be entered in the Multi IWO State Code field.
R	N	The company no longer employs the employee at the company.
R	O	Other reason. Does not fit one of the disposition reason codes.
R	S	The company does not employ the employee (NCP), or the employee is on a job/assignment, on a medical leave or suspended.
R	U	Employee is unknown to your company.
R	W	The IWO received has the incorrect employer FEIN for the employee (NCP). When a ‘W’ is in the Disposition Reason Code column, you must enter the correct FEIN in the “Corrected FEIN” field.
R	X	You could not electronically process the record.
R	Z	Termination cannot be processed. No IWO is in effect.

You can accept or reject an IWO if the FEIN for the employee received is incorrect. If you select this reason, you must enter the correct FEIN in the “Corrected FEIN” field. See Figure 8-1.

Figure 8-1: Incorrect FEIN Reason

INCOME WITHHOLDING DISPOSITION STATUS:

Accepted Income Withholding Order

Rejected Income Withholding Order

Please select a Disposition Reason Code:

Corrected FEIN: Other State IWO Code:

When you select the multi state code for the “Disposition Reason Code,” you must enter a valid two digit state code in the “State Code” field. See Figure 8-2.

Figure 8-2: Multiple Income Withholding Received

INCOME WITHHOLDING DISPOSITION STATUS:

Accepted Income Withholding Order

Rejected Income Withholding Order

Please select a Disposition Reason Code:

Corrected FEIN:

Other State IWO Code:

8.3 TERMINATION AND LUMP SUM DISPOSITION CODES

8.3.1 Employer-Initiated Termination/Lump Sum Notification

When an employee with an IWO no longer works for your company, you must send notification of this change to the state child support agency. When an employee with an IWO is to receive a lump sum payment, you may send notification of this event. You must submit this information using the empty fillable acknowledgement PDF or acknowledgement spreadsheet. The only valid values allowed in the Disposition Status Code are T (Termination – you are reporting a termination to the state) and L (Lump Sum – you are advising the state of an upcoming lump sum payment).

The required columns or fields for an “empty” acknowledgement are listed in Chart 8-3.

CHART 8-3: DISPOSITION STATUS CODES T AND L	
Disposition Status Code Value	Definition of Reason Code
T	<p>Termination. If you have an ongoing IWO and the employee no longer is working for your company/organization, you should provide as much information about the employee as possible, especially an “order identifier” if the state uses one to identify the order, termination date and other employer/address information.</p> <ul style="list-style-type: none"> • Spreadsheet: When you enter a T in the Disposition Status Code column, then the State Code, Document Action Code, EIN Text, Employee Last Name, Employee First Name, Employee SSN and Case Identifier are required. • Empty Acknowledgement PDF: When you check the “Termination” option under “Employer Reporting,” the Case Identifier, State Code, Employee Last Name, Employee First Name, Employee SSN and the Employer FEIN are required.
L	<p>One Time Lump Sum Payment. Employer is notifying the state of an upcoming lump sum payment.</p> <ul style="list-style-type: none"> • Spreadsheet: When you enter an L in Disposition Status Code column, then the State Code, Document Action Code, EIN Text, Employee Last Name, Employee First Name, Employee SSN, Case Identifier, Lump Sum Date, Lump Sum Amount and Lump Sum Type are required. • Empty Acknowledgement PDF: When you check the lump sum option under “Employer Reporting,” the Case Identifier, State Code, Employee Last Name, Employee First Name, Employee SSN, Employer FEIN, Lump Sum Date, Lump Sum Amount and Lump Sum Type are required.