

Employer Services Applications on OCSE's Child Support Portal

July 2020



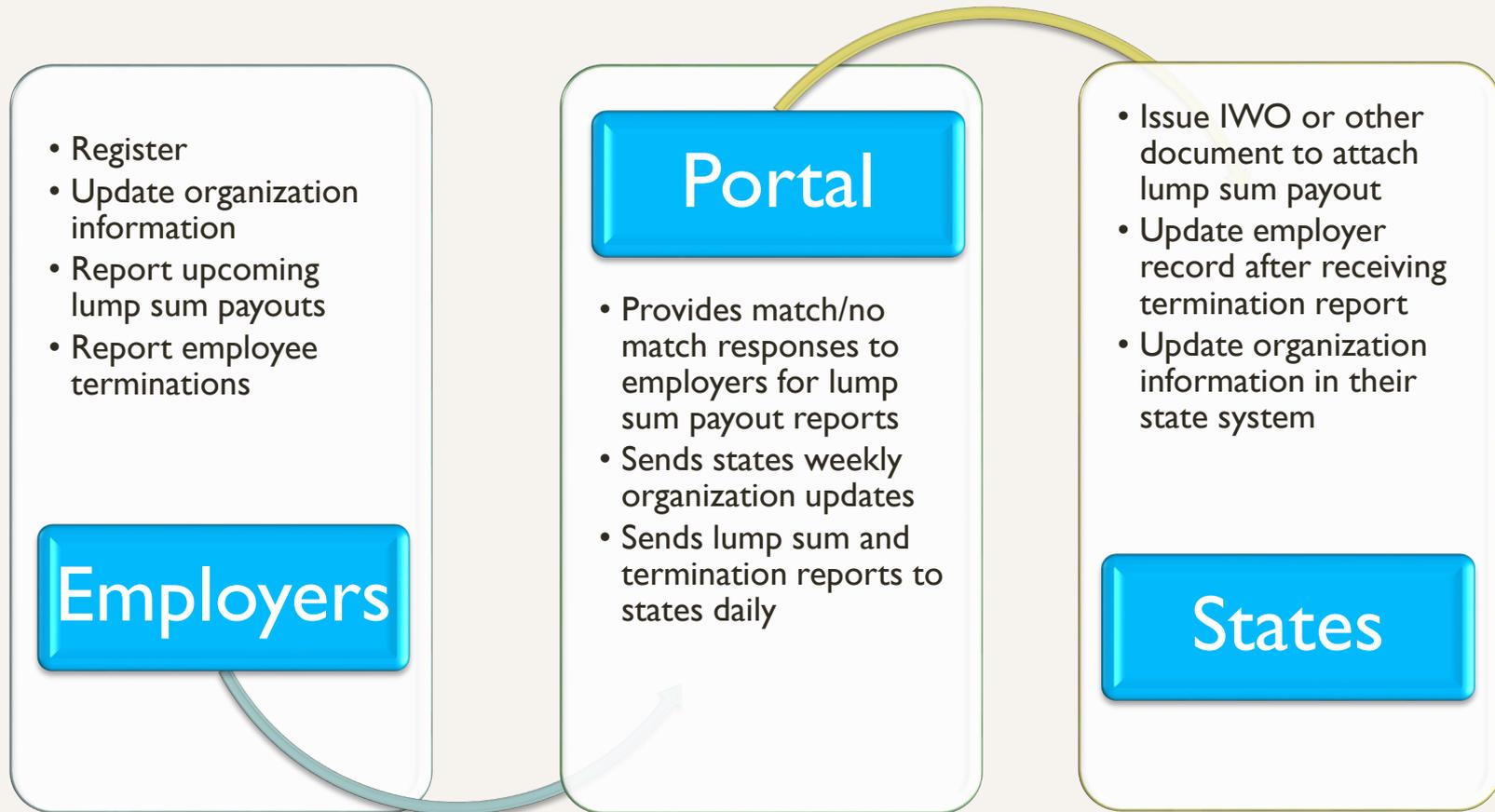
OFFICE OF CHILD SUPPORT ENFORCEMENT

What Can You Do on the Portal?

- Update and certify your addresses, subsidiaries, points of contact, and supplemental information
- Register and manage multistate new hire reporting information in the Multistate Employer Registry
- Report upcoming lump sum payout information
 - Receive match/no match responses (no match allows you to release lump sum payout immediately*)
- Report employee terminations or respond to an Income Withholding Order received for someone who has never been or is no longer employed by you

**Receive responses immediately when reporting lump sums online. Responses are available the next business day when reporting by file upload.*

Process Overview



Topics in This Presentation

- Post-Login
- Where do I start?
- How do I add or update the name and address for my organization to receive IWOs??
- How do I add or update the name and address for my organization to receive National Medical Support Notices?
- How do I verify new hire and quarterly wage addresses for my organization reported to the NDNH?
- How do I add or update my organization's supplemental information?

Topics in This Presentation (cont'd)

- How do I add or update my organization's contact information?
- How do I register as a multistate employer or update my organization's multistate employer information?
- How do I report information about potential lump sums payouts?
- How do I report employee terminations or report if a person has never worked for my organization?
- How do I search reporting history?
- How do I look up state contacts for lump sum reporting?

Post-Login (Top Half)

CHILD SUPPORT PORTAL

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SECURE HOME FEEDBACK FAQ CONTACT US

Welcome to Employer Services

The Employer Services application allows you to submit information about employees who may be eligible to receive lump sum payments, were terminated, or never worked for your company. You may report each employee by entering information in the application screens or report multiple employees by uploading a file. You may also enter your contact, address, or other information for each lump sum report.

If you are an employer with employees working in two or more states, you may comply with hire requirements by registering with our agency, providing information about your company, and identifying the state where you will report all newly hired and rehired employees.

Organization: 999999998 - Example Company [Change](#)

In The Spotlight

Update information about your company on the portal!
Test on adding new default description



Section	Required Information	Status	Action
Name and Addresses	Payroll/Income Withholding Order address	❗ Needed	Add
Name and Addresses	National Medical Support Notice address	❗ Needed	Add
Name and Addresses	Verify addresses reported through NDNH and QW	❗ Pending Update	Update
Supplemental Information	Benefits and Service Provider Information	❗ Needed	Add
Points of Contact	Payroll contact	❗ Needed	Add
Certification	Review and Certification	❗ Pending Certification	Certify

Services

- [Look Up State Contact](#)
- [Report Lump Sum](#)
- [Report Termination](#)
- [Search Reporting](#)
- [Update Employer Information](#)

Post-Login (Bottom Half)

Helpful Information

Test Document 

Calendar

[VIEW](#)

Quick Links

- [Income Withholding for Support Instructions & Sample Form](#)
- [Processing an Income Withholding Order or Notice](#)
- [sdgsdg](#)
- [State/Employer Contact and Program Information Matrix](#)
- [State Income Withholding Contacts](#)
- [States Requiring Electronic Child Support Payments](#)
- [Tips for Converting to Electronic Payments](#)

OFFICE OF CHILD SUPPORT ENFORCEMENT
An Office of the Administration for Children & Families

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Help Desk
 1-800-258-2736
 cspportal@acf.hhs.gov

Where do I start?

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[SECURE HOME](#) [FEEDBACK](#) [FAQ](#) [CONTACT US](#)

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Organization
999999998 - Example Company [Change](#)

Employer Information Status

Section	Required Information	Status	Action
Name and Addresses	Payroll/Income Withholding Order address	🔴 Needed	Add
Name and Addresses	National Medical Support Notice address	🔴 Needed	Add
Name and Addresses	Verify addresses reported through NDNH and QW	🔴 Pending Update	Update
Supplemental Information	Benefits and Service Provider Information	🔴 Needed	Add
Points of Contact	Payroll contact	🔴 Needed	Add
Certification	Review and Certification	🔴 Pending Certification	Certify

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Services

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- [Report Termination](#)
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- [Update Employer Information](#)

Information: Employers must send all child support payments to the state disbursement unit. Payments cannot be sent using the Portal.



Employer Information Status

- The Employer Information Status table provides the current status and allows you to submit information that is important to child support agencies.
 - Update each section with status “Needed or Pending.”
- OCSE receives new hire (NH) and quarterly wage (QW) information from your organization.
 - Organizations should note the addresses that are used for Payroll/Income Withholding Orders, National Medical Support Notices (NMSNs), and Verifications of Employment. If the address is not used for child support purposes, or is a duplicate address, mark it “DO NOT USE.”
- Organizations should report one consistent address for both NH and QW reporting to eliminate address duplication.

How do I add or update the name and address for my organization to receive IWOs?

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999999998 - Example Company [Change](#)

Employer Information Status

Section	Required Information	Status	Action
Name and Addresses	Payroll/Income Withholding Order address	Needed	Add
Name and Addresses	National Medical Support Notice address	Needed	Add
Name and Addresses	Verify addresses reported through NDNH and QW	Pending Update	Update
Supplemental Information	Benefits and Service Provider Information	Needed	Add
Points of Contact	Payroll contact	Needed	Add
Certification	Review and Certification	Pending Certification	Certify

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Employers must send all child support payments to the state disbursement unit. Payments cannot be sent using the Portal.

Payroll/Income Withholding Order Address

- Child support agencies issue IWOs to deduct child support payments from a parent's income
- Address for Payroll/Income Withholding Orders is first in the hierarchy for updates if the information is not current

The screenshot shows a web portal interface for 'Employer Information Updates'. The top navigation bar includes 'SECURE HOME', 'EMPLOYER INFORMATION UPDATES', 'FEEDBACK', 'FAQ', and 'CONTACT US'. Below the navigation, there is a 'Select Organization' section with a dropdown menu showing '022223264 - GDIT' and a 'Go' button. The 'Organization Information' section has tabs for 'Status', 'Name and Address', 'Manage Relationships', 'Supplemental Information', 'Points of Contact', 'Multistate Registry', and 'Certification'. A blue information box states: 'Provide the organization name child support agencies should use on documents.' The main section is titled 'Provide Payroll/IWO Address' and is labeled 'Step 2 of 2: Edit and save Payroll/IWO address'. It notes 'This address was submitted by employer to OCSE.' The form includes fields for: 'Organization Name' (GDIT), 'Address Line 1' (123 MAIN ST), 'Address Line 2' (Enter Address Line 2), 'Address Line 3' (Enter Address Line 3), 'City' (COLUMBIA), 'State' (Maryland), 'ZIP Code' (12349), and 'Country' (UNITED STATES). A section for 'Select other address types that apply' shows 'All selected (3)' with a dropdown menu containing 'National Medical Support Notice', 'Verification of Employment', and 'Workers' Compensation', all of which are checked. A 'Cancel' button is also visible.

How do I add or update the name and address for my organization to receive National Medical Support Notices?

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Organization
999999998 - Example Company [Change](#)

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Section	Required Information	Status	Action
Name and Addresses	Payroll/Income Withholding Order address	🚫 Needed	Add
Name and Addresses	National Medical Support Notice address	🚫 Needed	Add
Name and Addresses	Verify addresses reported through NDNH and QW	🚫 Pending Update	Update
Supplemental Information	Benefits and Service Provider Information	🚫 Needed	Add
Points of Contact	Payroll contact	🚫 Needed	Add
Certification	Review and Certification	🚫 Pending Certification	Certify

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In The Spotlight
Update information about your company on the portal!
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Employers must send all child support payments to the state disbursement unit. Payments cannot be sent using the Portal.

National Medical Support Notice (NMSN) Address

- Child support agencies issue NMSNs to instruct employers to enroll children in health care coverage

The screenshot shows a web portal interface for managing organization information. At the top, there is a navigation bar with links for 'SECURE HOME', 'EMPLOYER INFORMATION UPDATES', 'FAQ', and 'CONTACT US'. Below the navigation bar, a message instructs the user to select their FEIN and click 'Go' to view or edit information for their organization. A dropdown menu shows '123456789 - ABC Company' and a 'Go' button is next to it. Below this, there are several tabs: 'Status', 'Name and Addresses', 'Manage Relationships', 'Supplemental Information', 'Points of Contact', 'Multistate Registry', 'Certification', and 'Admin Functions'. A blue information box contains the text: 'Provide Organization Name that should be displayed on documents issues by Child Support Agencies.' Below this, the main heading is 'Provide National Medical Support Notice Address'. Underneath, it says 'Step 2 of 3: Add a New National Medical Support Notice Address.' and a red asterisk indicates that fields with an asterisk are required. The form includes the following fields: 'Organization Name' (text input), 'Address Line 1', 'Address Line 2', and 'Address Line 3' (text inputs), 'City' (text input), 'State' (dropdown menu with '-Select-' selected), and 'Zip Code' (text input). At the bottom, there is a dropdown menu for 'Address Type' with options: 'Employment Verification', 'National Medical Support Notice', 'Payroll/Income Withholding Order', and 'Workers' Compensation'. Finally, there are 'Back' and 'Next' buttons at the bottom of the form.

How do I verify for my organization new hire and quarterly wage addresses reported to the NDNH?

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Organization
999999998 - Example Company [Change](#)

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Employer Information Status

Section	Required Information	Status	Action
Name and Addresses	Payroll/Income Withholding Order address	❗ Needed	Add
Name and Addresses	National Medical Support Notice address	❗ Needed	Add
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Supplemental Information	Benefits and Service Provider Information	❗ Needed	Add
Points of Contact	Payroll contact	❗ Needed	Add
Certification	Review and Certification	❗ Pending Certification	Certify

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- [Search Reporting](#)
- [Update Employer Information](#)



Verify Addresses Reported to the NDNH on New Hire and Quarterly Wage Records

- These addresses are captured through NH and QW reporting by your organization.
- If the address is not used for child support purposes, or is a duplicate, select the address and click **Do Not Use Selected**.

The screenshot shows the 'EMPLOYER INFORMATION UPDATES' section of the NDNH portal. It includes a search bar for FEIN, a 'Go' button, and a navigation menu with options like 'Name and Addresses', 'Manage Relationships', etc. Below the navigation, there is a table of address results for FEIN 123456789. The table has columns for Address Type, Organization Name, Address, City, State, Zip, Received Date, Status, Action, and Select. The status column shows 'Complete', 'Pending Verification', and 'Do Not Use' with corresponding icons. Action buttons include 'View/Edit', 'Verify', and 'Undo'. At the bottom, there are buttons for 'Add New Address' and 'Do Not Use Selected'.

Select your FEIN below and click Go to view or edit information for your Organization.

Organization(s) associated with your Child Support Portal account:

123456789 - ABC Company Go

Status Name and Addresses Manage Relationships Supplemental Information Points of Contact Multistate Registry Certification Admin Functions

Address Results for FEIN: 123456789

Select one or more options from the **Address Type** column for each address. Review and make any necessary updates by clicking the **View/Edit** icon in the right column. Designate at least one address as Payroll/Income Withholding Order. If you are unsure which **Address Type** to choose, mouse over the **i** icon for more information. The organization name must be the name to be displayed on documents issued by child support agencies.

Address Type i	Organization Name	Address	City	State	Zip	Received Date	Status	Action	Select
Payroll	ABC Company	391 Pine Tree Rd., Unit 103, Room 3	Albany	NJ	12201	10/19/2018	✔ Complete	View/Edit	<input type="checkbox"/>
VOE	ABC Company	400 Little Harbor Rd., Unit 206	Saratoga Springs	NY	12866	10/19/2018	⚠ Pending Verification	Verify	<input type="checkbox"/>
Worker's Comp	ABC Company	21 Landing Way	Portsmouth	NH	03801	10/19/2018	⚠ Pending Verification	Verify	<input type="checkbox"/>
Medical Support	ABC Company	500 E. Main St, Ste 222	Kansas City	MO	01234	10/19/2018	✔ Complete	View/Edit	<input type="checkbox"/>
Worker's Comp	ABC Company	37 Westward Drive	Worcester	MA	01606	10/19/2018	⚠ Pending Verification	Verify	<input type="checkbox"/>
Worker's Comp	ABC Company	48 Russell Avenue	Baltimore	MD	11706	10/19/2018	⚠ Do Not Use	Undo	<input type="checkbox"/>

Add New Address Do Not Use Selected

How do I add or update my organization's supplemental information?

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Organization: 999999998 - Example Company [Change](#)

In The Spotlight

Update information about your company on the portal!
Test on adding new default description

Employer Information Status

Section	Required Information	Status	Action
Name and Addresses	Payroll/Income Withholding Order address	❗ Needed	Add
Name and Addresses	National Medical Support Notice address	❗ Needed	Add
Name and Addresses	Verify addresses reported through NDNH and OW	❗ Pending Update	Update
Supplemental Information	Benefits and Service Provider Information	❗ Needed	Add
Points of Contact	Payroll contact	❗ Needed	Add
Certification	Review and Certification	❗ Pending Certification	Certify

Services

- [Look Up State Contact](#)
- [Report Lump Sum](#)
- [Report Termination](#)
- [Search Reporting](#)
- [Update Employer Information](#)



Medical Plan Information

- Indicate if your organization provides medical benefits
- If there are multiple options, select Yes*
- If only one plan, provide the detailed information

Medical Plan Information

* Does your organization offer medical benefits to employees?

Yes No

Medical Plan Information

* Does your organization offer medical benefits to employees?

Yes No

* Does your organization have multiple medical insurance providers?

Yes No

* Does your organization offer family coverage for eligible employees?

Yes No

Medical Benefits Provider's Address

* Organization Name	FEIN	Reference Identifier	
Organization name that should display on document	Enter FEIN	Enter Reference Identifier	
* Address Line 1	Address Line 2	Address Line 3	
Enter Address Line 1	Enter Address Line 2	Enter Address Line 3	
* City	* State	* ZIP Code	
Enter City	-- SELECT --	Enter ZIP Code	
* Contact Name	* Phone Number	Fax Number	* Email
Enter First Name and Last Name	XXX-XXX-XXXX	XXX-XXX-XXXX	someone@organization.com

** If there are multiple medical insurance providers, the child support agency will contact you for insurance carrier information for the employee.*

Pension Plan Information

- Indicate if your organization provides pension plan(s)
- If there are multiple options, select Yes*
- If only one plan, provide the detailed information

Pension Plan

*Does your company offer a pension plan to employees?

Yes No

Pension Plan

* Does your organization offer pension plans to employees?

Yes No

* Does your organization offer multiple pension plans to employees?

Yes No

Pension Plan Administrator's Address

* Organization Name Organization name that should display on document	FEIN Enter FEIN	Reference Identifier Enter Reference Identifier	
* Address Line 1 Enter Address Line 1	Address Line 2 Enter Address Line 2	Address Line 3 Enter Address Line 3	
* City Enter City	* State -- SELECT --	* ZIP Code Enter ZIP Code	
* Contact Name Enter First Name and Last Name	* Phone Number XXX-XXX-XXXX	Fax Number XXX-XXX-XXXX	* Email someone@organization.com

* If there are multiple pension plans, the child support agency will contact you for plan information for the employee.

Third Party Provider's Information

- Indicate if your organization has a Third Party Provider for personnel actions
- If Yes, provide the detailed information

Third Party Provider's Information

*Does your company have third party administrators that handle the personnel actions?

Yes No

Third Party Payroll Provider's Address

* Organization Name Organization name that should display on document	FEIN Enter FEIN	Reference Identifier Enter Reference Identifier	
* Address Line 1 Enter Address Line 1	Address Line 2 Enter Address Line 2	Address Line 3 Enter Address Line 3	
* City Enter City	* State -- SELECT --	* ZIP Code Enter ZIP Code	
* Contact Name Enter First Name and Last Name	* Phone Number XXX-XXX-XXXX	Fax Number XXX-XXX-XXXX	* Email someone@organization.com

PEO Provider's Information

- Indicate if your organization has a Professional Payroll Organization (PEO)
- If Yes, provide the detailed information

PEO Provider's Information

* Does your organization have a PEO that handles the personnel actions?

Yes No

PEO Provider's Address

* Organization Name Organization name that should display on document	FEIN Enter FEIN	Reference Identifier Enter Reference Identifier	
* Address Line 1 Enter Address Line 1	Address Line 2 Enter Address Line 2	Address Line 3 Enter Address Line 3	
* City Enter City	* State -- SELECT --	* ZIP Code Enter ZIP Code	
* Contact Name Enter First Name and Last Name	* Phone Number XXX-XXX-XXXX	Fax Number XXX-XXX-XXXX	* Email someone@organization.com

How do I add or update my organization's contact information?

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[SECURE HOME](#) [FEEDBACK](#) [FAQ](#) [CONTACT US](#)

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Organization
999999990 - Example Company [Change](#)

In The Spotlight

Update information about your company on the portal!
Test on adding new default description



Employer Information Status

Section	Required Information	Status	Action
Name and Addresses	Payroll/Income Withholding Order address	❗ Needed	Add
Name and Addresses	National Medical Support Notice address	❗ Needed	Add
Name and Addresses	Verify addresses reported through NDNH and QW	❗ Pending Update	Update
Supplemental Information	Benefits and Service Provider Information	❗ Needed	Add
Points of Contact	Payroll contact	❗ Needed	Add
Certification	Review and Certification	❗ Pending Certification	Certify

Services

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- [Search Reporting](#)
- [Update Employer Information](#)



Points of Contact

- Points of Contact allow you to provide contact information for child support agencies to reach you.

Employer Information: Current Status

The table below displays information about your organization. Select an action to update a status.
Provide the organization address child support agencies should use on documents.

Section	Required Information	Status	Action
Supplemental Information	Benefits and Service Provider Information	Needed	Add
Points of Contact	Payroll contact	Needed	Add
Certification	Review and Certification	Pending Certification	Certify
Name and Addresses	Payroll/Income Withholding Order address	Complete	View/Edit
Name and Addresses	National Medical Support Notice address	Complete	View/Edit
Name and Addresses	Verify addresses reported through NDNH and QW	Complete	View/Edit

Points of Contact – Payroll/Income Withholding Order Contact

- Provide the contact information
- Select multiple contact types as applicable
- Contacts may be added individually for designated contact types

The screenshot displays the 'Employer Information Updates' web application. The navigation bar includes 'SECURE HOME', 'EMPLOYER INFORMATION UPDATES', 'FEEDBACK', 'FAQ', and 'CONTACT US'. The main content area is titled 'Select Organization' and shows a dropdown menu with '022223264 - GDIT' selected and a 'Go' button. Below this is the 'Organization Information' section with tabs for 'Status', 'Name and Address', 'Manage Relationships', 'Supplemental Information', 'Points of Contact', 'Multistate Registry', and 'Certification'. The 'Points of Contact' tab is active, showing the 'Provide Payroll/IWO Contact' form. The form is titled 'Step 2 of 2: Add Payroll/IWO contact' and includes fields for 'First Name' (Susie), 'MI' (Enter I), and 'Last Name' (Smith). There is also an 'Email' field with 'ssmith@email.com' and a radio button for 'Does this email address belong to a shared email box?' with 'Yes' selected. Below these are radio buttons for 'Domestic' and 'International' (selected), and fields for 'Phone Number' (000-222-5555), 'Phone Ext.', and 'Fax Number' (XXX-XXX-XXXX). A dropdown menu for 'Select other contact types that apply' shows '2 selected' and a list of checkboxes: 'Alternate', 'Business', 'General', 'Multistate', 'National Medical Support Notice' (checked), 'Technical', and 'Verification of Employment' (checked). 'Save' and 'Cancel' buttons are at the bottom.

How do I register as a multistate employer or update my organization's multistate employer information?

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Organization
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Section	Required Information	Status	Action
Certification	Review and Certification	❗ Pending Certification	Certify
Name and Addresses	Payroll/Income Withholding Order address	✔ Complete	View/Edit
Name and Addresses	National Medical Support Notice address	✔ Complete	View/Edit
Name and Addresses	Verify addresses reported through NDNH and QW	✔ Complete	View/Edit
Supplemental Information	Benefits and Service Provider Information	✔ Complete	View/Edit
Points of Contact	Payroll contact	✔ Complete	View/Edit
Multistate Registry	Multistate Registry	✔ Complete	View/Edit

Services

- [Look Up State Contact](#)
- [Report Lump Sum](#)
- [Report Termination](#)
- [Search Reporting](#)
- [Update Employer Information](#)
- [Update Multistate Reporting](#)

Multistate Employer Registry

- Information displayed for organizations that have employees in more than one state and are registered with the Department of Health and Human Services to report new hires to one state.
- Organizations cannot report new hire information on the Portal. This page allows your organization to update the state where you report new hires and the operating states where you have employees.

Multistate Registry

Federal law (42 USC 653A(b)(1)(A)) requires employers to supply the following information about newly hired employees to the State Directory of New Hires in the state where the employee works:

- Employee's name, address, Social Security number, and date of hire (the date services for remuneration were first performed by the employee)
- Employer's name, address, and Federal Employer Identification Number (FEIN)

If you are an employer with employees working in two or more states AND you will transmit the required information or reports magnetically or electronically, federal law allows you to comply with the new hire reporting requirement by exercising one of the following options (42 USC 653A(b)(1)(B)):

- Option #1: Send the new hire reports to the State Directory of New Hires for the state in which each newly hired employee works.
- Option #2: Designate **one state** in which any employee works and transmit ALL new hire reports to the State Directory of New Hires for that state.

If you select Option #2, you must inform the Secretary of the U.S. Department of Health and Human Services in writing of your choice to report to only one state and identify the chosen state. The purpose of this online form is to offer a convenient means for such notification. Multistate employers may also inform the Secretary by letter or fax by downloading and completing the PDF version of the multistate registration form.

Note: If your company merges with or acquires another company or has other changes that may affect this reporting requirement, please update this form.

Agree

Multistate Employer Registry (cont'd)

- Select the Reporting State and the Operating States

Organization Information

Status Name and Address Manage Relationships Supplemental Information Points of Contact **Multistate Registry** Certification

Multistate Registry

i If you are no longer a Multistate Employer OR you are a Multistate Employer, but no longer report to a single state, select **Deregister** below.

Reporting State

Select the state or U.S. territory to which you will submit new hire information.
Note: The state you designate must be a state in which you have one or more employees.

State **Effective Date**

-- SELECT -- 07/01/2020

Operating States

Select all other states and U.S. territories where you have one or more employees. Do not include the previously selected reporting state.
Select at least one state or territory to register as a multistate employer.

<input type="checkbox"/> Select all States	<input type="checkbox"/> Alaska	<input type="checkbox"/> Arizona	<input type="checkbox"/> Arkansas
<input type="checkbox"/> Alabama	<input type="checkbox"/> Colorado	<input type="checkbox"/> Connecticut	<input type="checkbox"/> Delaware
<input type="checkbox"/> California	<input type="checkbox"/> Florida	<input type="checkbox"/> Georgia	<input type="checkbox"/> Guam
<input type="checkbox"/> District Of Columbia	<input type="checkbox"/> Idaho	<input type="checkbox"/> Illinois	<input type="checkbox"/> Indiana
<input type="checkbox"/> Hawaii	<input type="checkbox"/> Kansas	<input type="checkbox"/> Kentucky	<input type="checkbox"/> Louisiana
<input type="checkbox"/> Iowa	<input type="checkbox"/> Maryland	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> Maine
<input type="checkbox"/> Michigan	<input type="checkbox"/> Minnesota	<input type="checkbox"/> Maryland	<input type="checkbox"/> Massachusetts
<input type="checkbox"/> Montana	<input type="checkbox"/> Nebraska	<input type="checkbox"/> Mississippi	<input type="checkbox"/> Missouri
<input type="checkbox"/> New Jersey	<input type="checkbox"/> Nevada	<input type="checkbox"/> Nevada	<input type="checkbox"/> New Hampshire
<input type="checkbox"/> North Dakota	<input type="checkbox"/> New Mexico	<input type="checkbox"/> New York	<input type="checkbox"/> North Carolina
<input type="checkbox"/> Pennsylvania	<input type="checkbox"/> Ohio	<input type="checkbox"/> Oklahoma	<input type="checkbox"/> Oregon
<input type="checkbox"/> South Dakota	<input type="checkbox"/> Puerto Rico	<input type="checkbox"/> Rhode Island	<input type="checkbox"/> South Carolina
<input type="checkbox"/> Vermont	<input type="checkbox"/> Tennessee	<input type="checkbox"/> Texas	<input type="checkbox"/> Utah
<input type="checkbox"/> West Virginia	<input type="checkbox"/> Virginia	<input type="checkbox"/> Virgin Islands	<input type="checkbox"/> Washington
	<input type="checkbox"/> Wisconsin	<input type="checkbox"/> Wyoming	

Save Changes **Clear** **Deregister**

Manage Relationships

- Displays FEINs associated with your organization
- Able to add or update organization by FEIN
- Add individual organizations (Add Organization) or through file upload (Upload Multiple Organizations)

The screenshot shows a web application interface for managing organization relationships. At the top, there is a navigation bar with links for 'SECURE HOME', 'EMPLOYER INFORMATION UPDATES', 'FEEDBACK', 'FAQ', and 'CONTACT US'. Below this, a sub-header reads 'Employer Information Updates'. The main content area is titled 'Select Organization' and includes instructions to 'Select the organization you want to view or edit and click Go.' A dropdown menu shows '022223264 - GDIT' and a 'Go' button is next to it. Below this is a section for 'Organization Information' with tabs for 'Status', 'Name and Address', 'Manage Relationships' (which is active), 'Supplemental Information', 'Points of Contact', 'Multistate Registry', and 'Certification'. Underneath, there is a section 'Add or Remove Relationships' with explanatory text and a table. The table has columns for FEIN, Organization Name, Address, City, State, ZIP Code, and Action. The table is currently empty, displaying 'No data available in table'. At the bottom, there are two buttons: 'Add Organization' and 'Upload Multiple Organizations'.

SECURE HOME EMPLOYER INFORMATION UPDATES FEEDBACK FAQ CONTACT US

Employer Information Updates

Select Organization

Select the organization you want to view or edit and click Go.

Organization(s) associated with your Child Support Portal account:

022223264 - GDIT Go

Organization Information

Status Name and Address **Manage Relationships** Supplemental Information Points of Contact Multistate Registry Certification

Add or Remove Relationships

The table below displays all FEINs associated with your organization. To add an FEIN click **Add Organization**. To add multiple FEINs, click **Upload Multiple Organizations**, enter data in the spreadsheet and upload. To edit an organization, click **View/Edit**. If you need help, contact the CSP Portal Help Desk at csportal@acf.hhs.gov.

FEIN	Organization Name	Address	City	State	ZIP Code	Action
No data available in table						

Add Organization Upload Multiple Organizations

How do I report information about potential lump sums payouts?

CHILD SUPPORT PORTAL

Secured Environment

[SECURE HOME](#) [FEEDBACK](#) [FAQ](#) [CONTACT US](#)

Welcome to Employer Services

The Employer Services application allows you to submit information about employees who may be eligible to receive lump sum payments, were terminated, or never worked for your company. You may report each employee by entering information in the application screens or report multiple employees by uploading a file. You may also enter your contact, address, or other information for each lump sum report.

If you are an employer with employees working in two or more states, you may comply with hire requirements by registering with our agency, providing information about your company, and identifying the state where you will report all newly hired and rehired employees.

Organization
999999998 - Example Company [Change](#)

Employer Information Status

Section	Required Information	Status	Action
Name and Addresses	Payroll/Income Withholding Order address	🚫 Needed	Add
Name and Addresses	National Medical Support Notice address	🚫 Needed	Add
Name and Addresses	Verify addresses reported through NDNH and QW	🚫 Pending Update	Update
Supplemental Information	Benefits and Service Provider Information	🚫 Needed	Add
Points of Contact	Payroll contact	🚫 Needed	Add
Certification	Review and Certification	🚫 Pending Certification	Certify

Services

- [Look Up State Contact](#)
- [Report Lump Sum](#)
- [Report Termination](#)
- [Search Reporting](#)
- [Update Employer Information](#)

In The Spotlight

Update information about your company on the portal!
Test on adding new default description

i Employers must send all child support payments to the state disbursement unit. Payments cannot be sent using the Portal.



Lump Sum Reporting

- Employers can use the Portal to notify 52 states and territories* about upcoming lump sum payouts to employees who owe child support.
- Lump sums are income and can be attached to collect child support.

**Rhode Island and Wisconsin do not use the Portal to receive lump sum payout information*

Lump sums include (but are not limited to):

- bonus
- cash service award
- commission
- retroactive pay increase
- severance
- sign on bonus
- vacation pay

Lump Sum Reporting (cont'd)

- Employers provide information about potential lump sum payouts for employees.
- OCSE matches the employer-provided SSN to individuals who owe past-due support and shares match information with the employer.
 - No match – employer may release the lump sum payout
 - Match – information sent to the child support agency
 - Agency will notify the employer whether to withhold from the lump sum payout
 - Contact information for the child support agency is provided to the employer

Report Lump Sum

- Lump sums are reported one by one or through File Upload

The screenshot shows the 'Child Support Portal' interface. At the top, it says 'Office of Child Support Enforcement' and 'Child Support Portal' with a lock icon. There's a 'Welcome' message and a 'Log Out' button. The main header is 'CHILD SUPPORT PORTAL' with 'Secured Environment' below it. A navigation bar includes 'SECURE HOME', 'EMPLOYER SERVICES' (with a dropdown arrow), 'FEEDBACK', 'FAQ', and 'CONTACT US'. The main content area is titled 'Report Lump Sum' and asks 'How do you want to report lump sum information?' with two radio button options: 'Upload a file' and 'Enter information for each employee'. Below the options are 'Next' and 'Cancel' buttons. The footer contains 'OFFICE OF CHILD SUPPORT ENFORCEMENT' (An Office of the Administration for Children & Families), 'Privacy Policy | Accessibility', and 'Help Desk' (1-800-258-2736, csportal@acf.hhs.gov).

Report Lump Sum – Enter Employee Information

- SSNs are matched to OCSE's debtor file
- Results for SSN entered on the application are received immediately
- Results for file uploads are available the next business day on the Portal

The screenshot shows the 'CHILD SUPPORT PORTAL' interface. The page title is 'Report Lump Sum' and it is 'Step 1 of 4: Enter employee information'. The organization name is '499776655 - ELITE TESTER ORGANIZATION'. The form includes input fields for 'SSN', 'First Name', and 'Last Name'. Navigation buttons for 'Previous', 'Next', and 'Cancel' are visible. The footer contains the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' logo, a 'Privacy Policy | Accessibility' link, and a 'Help Desk' contact section with the phone number 1-800-258-2736 and email cspportal@acf.hhs.gov.

Report Lump Sum – No Match

- If there is no match, the lump sum payout may be released

The screenshot displays the Child Support Portal interface. At the top, it shows the Office of Child Support Enforcement logo and the text 'Child Support Portal' with a lock icon. A navigation bar includes 'SECURE HOME', 'EMPLOYER SERVICES', 'FEEDBACK', 'FAQ', and 'CONTACT US'. The main heading is 'Report Lump Sum - No Match or No Arrears on Debtor File for Participating States'. Below this, a paragraph states: 'Lump sum transactions are stored for only 60 days after the Reporting Date in the Child Support Portal; you may want to print this page for your records. You can also retrieve and print this page for up to 60 days after the Reporting Date by using the Search Reporting feature.' The page is divided into two columns: 'Reporting Information' and 'Employee Information'. The 'Reporting Information' column shows 'Reported Date: 05/26/2020' and 'Entry Type: Online'. The 'Employee Information' column shows 'SSN: 342564325', 'First Name: John', and 'Last Name: Doe'. A blue button labeled 'Report Another Lump Sum' is centered below the information. The footer contains the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' logo, 'An Office of the Administration for Children & Families', 'Privacy Policy | Accessibility', and 'Help Desk' contact information: '1-800-258-2736' and 'csportal@acf.hhs.gov'.

Office of Child Support Enforcement Child Support Portal Welcome Log Out

CHILD SUPPORT PORTAL

Secured Environment

SECURE HOME EMPLOYER SERVICES FEEDBACK FAQ CONTACT US

Report Lump Sum - No Match or No Arrears on Debtor File for Participating States

Lump sum transactions are stored for only 60 days after the Reporting Date in the Child Support Portal; you may want to print this page for your records. You can also retrieve and print this page for up to 60 days after the Reporting Date by using the [Search Reporting](#) feature.

Reporting Information		Employee Information	
Reported Date:	05/26/2020	SSN:	342564325
Entry Type:	Online	First Name:	John
		Last Name:	Doe

Report Another Lump Sum

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An Office of the Administration for Children & Families

Privacy Policy | Accessibility

Help Desk
1-800-258-2736
csportal@acf.hhs.gov

Report Lump Sum – Match

- If there is a match, provide additional information
- Indicate the date you need a response from the state
- Provide a Reference Identifier if used by your organization
- Organization information is pre-filled

The screenshot shows the 'CHILD SUPPORT PORTAL' interface. The page title is 'Report Lump Sum' and it is 'Step 2 of 4: Enter payment information'. The organization is pre-filled as '111111111 - abc'. The form includes the following fields:

- Payout Type:** A dropdown menu with '- SELECT -' selected.
- Response Due From State By:** A date field with the format 'MM/DD/YYYY' and a note '(Min 5 days)'. A calendar icon is visible.
- Reference Identifier:** A text input field.
- Amount:** A text input field with a note '(Enter amount in US dollars)'.

Navigation buttons at the bottom include 'Previous', 'Next', and 'Cancel'. The footer contains 'OFFICE OF CHILD SUPPORT ENFORCEMENT', 'Privacy Policy | Accessibility', and 'Help Desk' information (1-800-258-2736, cpsportal@act.dhs.gov).

The screenshot shows the 'CHILD SUPPORT PORTAL' interface. The page title is 'Report Lump Sum' and it is 'Step 3 of 4: Update and verify payout information for this payout'. The organization is pre-filled as '111111111 - abc'. The form includes the following fields:

- Organization Information:**
 - ECR:** 111111111
 - Address Line 1:** 123 abc
 - State:** Maryland
 - Address Line 2:** (empty)
 - City:** Baltimore
 - ZIP Code:** 21200
- Contact Information:**
 - First Name:** test
 - Phone Number:** 878-878-8789
 - Email:** test@abc
 - MI:** (empty)
 - Last Name:** test
 - Phone Ext:** (empty)
 - Fax Number:** 3006-3006-3006
 - Communication Preference:** Email

Navigation buttons at the bottom include 'Previous', 'Review', and 'Cancel'. The footer contains 'OFFICE OF CHILD SUPPORT ENFORCEMENT', 'Privacy Policy | Accessibility', and 'Help Desk' information (1-800-258-2736, cpsportal@act.dhs.gov).

Lump Sum Reporting – Match Results

- Results for participating states
- Contacts for the states notified of the lump sum payouts are provided for your convenience

The screenshot shows the 'CHILD SUPPORT PORTAL' interface. At the top, there is a navigation bar with 'SECURE HOME', 'EMPLOYER SERVICES', 'FEEDBACK', 'FAQ', and 'CONTACT US'. The main heading is 'Report Lump Sum - Results for Participating States'. Below this, a blue information box states: 'In states that require notification prior to making a lump sum payment to a debtor, applicable state law concerning hold periods must be followed.' A paragraph of text explains that the listed states were notified and provides a link to 'Employer Information Updates'. A table follows with columns for State, Contact Name, Phone, Phone Ext, Fax, and Email. The table contains two rows for Texas (TX). Below the table is a 'Report Another Lump Sum' button. The footer includes the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' logo, 'Privacy Policy | Accessibility' links, and 'Help Desk' contact information: 1-800-258-2736 and csportal@acf.hhs.gov.

State	Contact Name	Phone	Phone Ext	Fax	Email
TX	John	345-678-9000	23545	456-987-8526	Test@test.com
TX	Alternate	741-852-9630	253	741-859-6300	Alternate@ttest.com

How do I report employee terminations or respond when I receive an IWO for a person who no longer works or never worked for my organization?

CHILD SUPPORT PORTAL

Secured Environment

SECURE HOME FEEDBACK FAQ CONTACT US

Welcome to Employer Services

The Employer Services application allows you to submit information about employees who may be eligible to receive lump sum payments, were terminated, or never worked for your company. You may report each employee by entering information in the application screens or report multiple employees by uploading a file. You may also enter your contact, address, or other information for each lump sum report.

If you are an employer with employees working in two or more states, you may comply with hire requirements by registering with our agency, providing information about your company, and identifying the state where you will report all newly hired and rehired employees.

Organization: 999999998 - Example Company [Change](#)

In The Spotlight

Update information about your company on the portal!
Test on adding new default description

Section	Required Information	Status	Action
Name and Addresses	Payroll/Income Withholding Order address	! Needed	Add
Name and Addresses	National Medical Support Notice address	! Needed	Add
Name and Addresses	Verify addresses reported through NDNH and QW	! Pending Update	Update
Supplemental Information	Benefits and Service Provider Information	! Needed	Add
Points of Contact	Payroll contact	! Needed	Add
Certification	Review and Certification	! Pending Certification	Certify

Services

- Look Up State Contact
- Report Lump Sum
- Report Termination**
- Search Reporting
- Update Employer Information

Termination Reporting

- Employers must notify the child support agency when an employee with an IWO ends employment.
- Employers notify the child support agency when an IWO is received for someone who has never worked or no longer works for them.
- Termination reporting on the Portal mimics the Termination section of the IWO.

Report Termination

- Terminations are reported one by one or through File Upload

The screenshot shows the 'Report Termination' page in the Child Support Portal. The page header includes 'Office of Child Support Enforcement' and 'Child Support Portal' with a 'Log Out' button. The main navigation bar contains 'SECURE HOME', 'EMPLOYER SERVICES', 'FEEDBACK', 'FAQ', and 'CONTACT US'. The page title is 'Report Termination'. A question asks 'How do you want to report termination?' with two radio button options: 'Upload a file' and 'Enter information for each employee'. The 'Enter information for each employee' option is selected. Below this is a text input field for 'Organization' containing '111111111 - abc' and a 'Change' button. At the bottom of the form area are 'Next' and 'Cancel' buttons. The footer contains the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' logo, 'An Office of the Administration for Children & Families', 'Privacy Policy | Accessibility', and 'Help Desk' information including the phone number '1-800-258-2736' and email 'csportal@acf.hhs.gov'.

Termination Reporting

Office of Child Support Enforcement [Child Support Portal](#) Welcome [Log Out](#)

CHILD SUPPORT PORTAL

Secured Environment

SECURE HOME EMPLOYER SERVICES FEEDBACK FAQ CONTACT US

Report Termination

Step 2 of 6: Enter Income Withholding Order Information

Click 'Add Case' to report more terminations (maximum of 5).

Organization
111111111 - abc

* Select employment status
 Never worked nor received periodic income
 No longer works nor receives periodic income

Case and Order Information

* State	* Case Identifier	Order Identifier	Order Type
Arkansas	test	order	Lump Sum Income Withholding Order

[+ Add Case](#)

[Previous](#) [Next](#) [Cancel](#)

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Help Desk
1-800-258-2736
csportal@act.hhs.gov

SECURE HOME EMPLOYER SERVICES FEEDBACK FAQ CONTACT US

Report Termination

Step 2 of 6: Enter Income Withholding Order Information

Click 'Add Case' to report termination to more states. You can report to a maximum of 5 states at a time.

Organization
123456789 - ABC Company

Select employment and income status of employee
 Never worked nor received periodic income
 No longer works nor receives periodic income

Case Identifier

* State	* Case Identifier	Order Identifier	Order Type
-- SELECT --			-Select-
-- SELECT --			-Select-

[Delete Contact Relationship](#)

[+ Add Case](#)

[Previous](#) [Next](#) [Cancel](#)

How do I search reporting history?

Office of Child Support Enforcement Child Support Portal Welcome Log Out

CHILD SUPPORT PORTAL

Secured Environment

SECURE HOME FEEDBACK FAQ CONTACT US

Welcome to Employer Services

The Employer Services application allows you to submit information about employees who may be eligible to receive lump sum payments, were terminated, or never worked for your company. You may report each employee by entering information in the application screens or report multiple employees by uploading a file. You may also enter your contact, address, or other information for each lump sum report.

If you are an employer with employees working in two or more states, you may comply with hire requirements by registering with our agency, providing information about your company, and identifying the state where you will report all newly hired and rehired employees.

Organization
499776655 - ELITE TESTER ORGANIZATIONELITE
TESTER ORGANIZATION ELITE TESTER
ORGANIZATIONELITE TESTER ORGANIZATIO [Change](#)

Employer Information Status

Section	Required Information	Status	Action
Certification	Review and Certification	❗ Pending Certification	Certify
Name and Addresses	Payroll/Income Withholding Order address	✔ Complete	View/Edit
Name and Addresses	National Medical Support Notice address	✔ Complete	View/Edit
Name and Addresses	Verify addresses reported through NDNH and QW	✔ Complete	View/Edit
Supplemental Information	Benefits and Service Provider Information	✔ Complete	View/Edit
Points of Contact	Payroll contact	✔ Complete	View/Edit
Multistate Registry	Multistate Registry	✔ Complete	View/Edit

Services

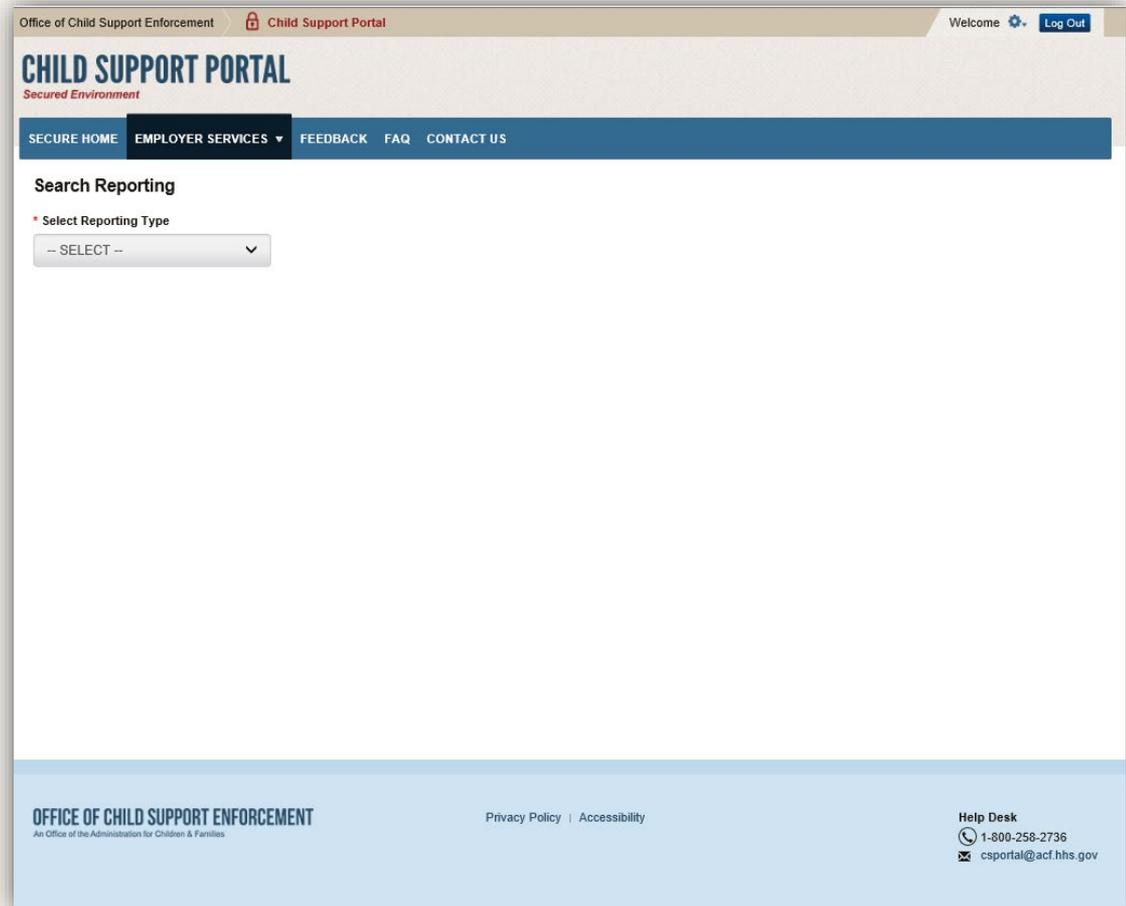
- [Look Up State Contact](#)
- [Report Lump Sum](#)
- [Report Termination](#)
- [Search Reporting](#)
- [Update Employer Information](#)
- [Update Multistate Reporting](#)

Information: Employers must send all child support payments to the state disbursement unit. Payments cannot be sent using the Portal.

In The Spotlight: Update information about your company on the portal! Child support agencies will receive the updates, reducing misdirected mail and calls to your company.

Search Reporting History

- The Portal maintains information for 60 days. Search Reporting allows you to review:
 - File Upload status
 - Lump Sum and Termination reporting history
 - Match/no match reporting history



The screenshot shows the 'CHILD SUPPORT PORTAL' interface. At the top, there is a navigation bar with 'Office of Child Support Enforcement', 'Child Support Portal', 'Welcome', and 'Log Out'. Below this is a main header with 'CHILD SUPPORT PORTAL' and 'Secured Environment'. A secondary navigation bar contains 'SECURE HOME', 'EMPLOYER SERVICES', 'FEEDBACK', 'FAQ', and 'CONTACT US'. The main content area is titled 'Search Reporting' and features a dropdown menu labeled '* Select Reporting Type' with the option '-- SELECT --'. The footer contains the 'OFFICE OF CHILD SUPPORT ENFORCEMENT' logo, 'Privacy Policy | Accessibility' links, and 'Help Desk' contact information including the phone number '1-800-258-2736' and email 'csportal@acf.hhs.gov'.

Search Reporting History (cont'd)

- Search by File Upload

SECURE HOME EMPLOYER SERVICES FEEDBACK FAQ CONTACT US

Search Reporting

Select Reporting Type
Lump Sum

Lump Sum Search

Reporting History is available for 60 days.

Search By: File Upload
From Date: 05/19/2020
To Date: 05/26/2020
Processed Status: All

Search Clear

Search Results

Uploaded Date	FEIN	Notification Email	Status	Actions
12/12/2018	321256789	john.smith@abc.com	Successful	Download Input File
12/19/2018	562314569	adam.tyler@def.com	Failed	Download Input File Download Error File
12/19/2018	236103698	david.twigg@ghi.com	Pending	

- Search by Match/No Match history

Office of Child Support Enforcement Child Support Portal Welcome Log Out

CHILD SUPPORT PORTAL

SECURE HOME EMPLOYER SERVICES FEEDBACK FAQ CONTACT US

Search Reporting

Select Reporting Type
Lump Sum

Lump Sum Search

Reporting History is available for 60 days.

Search By: Reporting History
From Date: 05/26/2020
To Date: 05/26/2020
SSN: [Empty]

Match Status: --SELECT--
Matched State: --SELECT--

Search Clear

Search Results

Submitted Date	SSN	Last Name	First Name	FEIN	Payment Type	Match Status	Matched States	Entry Type
05/26/2020	205900205	Doe	John	111111111	Cash Service Awards	Match	TX	Online
05/26/2020	196000196	J	J	111111111		Contact State	GA, TX	Online

Download

OFFICE OF CHILD SUPPORT ENFORCEMENT
Privacy Policy Accessibility
Help Desk
1-800-258-2736
reporting@act.hhs.gov

How do I find state contacts for lump sum reporting?

Office of Child Support Enforcement Child Support Portal Welcome Log Out

CHILD SUPPORT PORTAL

Secured Environment

SECURE HOME FEEDBACK FAQ CONTACT US

Welcome to Employer Services

The Employer Services application allows you to submit information about employees who may be eligible to receive lump sum payments, were terminated, or never worked for your company. You may report each employee by entering information in the application screens or report multiple employees by uploading a file. You may also enter your contact, address, or other information for each lump sum report.

If you are an employer with employees working in two or more states, you may comply with hire requirements by registering with our agency, providing information about your company, and identifying the state where you will report all newly hired and rehired employees.

Organization
499776655 - ELITE TESTER ORGANIZATIONELITE
TESTER ORGANIZATION ELITE TESTER
ORGANIZATIONELITE TESTER ORGANIZATIO [Change](#)

Employer Information Status

Section	Required Information	Status	Action
Certification	Review and Certification	❗ Pending Certification	Certify
Name and Addresses	Payroll/Income Withholding Order address	✔ Complete	View/Edit
Name and Addresses	National Medical Support Notice address	✔ Complete	View/Edit
Name and Addresses	Verify addresses reported through NDNH and QW	✔ Complete	View/Edit
Supplemental Information	Benefits and Service Provider Information	✔ Complete	View/Edit
Points of Contact	Payroll contact	✔ Complete	View/Edit
Multistate Registry	Multistate Registry	✔ Complete	View/Edit

Services

- [Look Up State Contact](#)
- [Report Lump Sum](#)
- [Report Termination](#)
- [Search Reporting](#)
- [Update Employer Information](#)
- [Update Multistate Reporting](#)

In The Spotlight

Update information about your company on the portal!
Child support agencies will receive the updates, reducing misdirected mail and calls to your company.

Employers must send all child support payments to the state disbursement unit. Payments cannot be sent using the Portal.



Look Up State Contacts

- Select state(s) to display state contact information

Office of Child Support Enforcement Child Support Portal Welcome Log Out

CHILD SUPPORT PORTAL

Secured Environment

SECURE HOME EMPLOYER SERVICES FEEDBACK FAQ CONTACT US

Look Up State Contact

Select State

Arkansas Go

State Contact Information

State	Contact Name	Phone	Phone Ext	Fax	Email
AR	test arkansas	741-852-9630			arkansas@test.com

OFFICE OF CHILD SUPPORT ENFORCEMENT
An Office of the Administration for Children & Families

Privacy Policy | Accessibility

Help Desk
1-800-258-2736
cspportal@acf.hhs.gov

For more information about Employer Services
on the OCSE Child Support Portal, please email:
employerportal@acf.hhs.gov