

# Employer Services Web Application

ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

Office of Child Support Enforcement  
370 L'Enfant Promenade, S.W.  
Washington, DC 20447

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## Table of Contents

<b>1</b>	<b>Introduction .....</b>	<b>1</b>
1.1	NAVIGATION .....	2
1.2	USING THIS GUIDE .....	2
<b>2</b>	<b>Employer Services Web App .....</b>	<b>3</b>
2.1	WELCOME .....	3
<b>3</b>	<b>Lump Sum Reporting .....</b>	<b>4</b>
3.1	LUMP SUM ENTRY .....	4
3.2	LUMP SUM ENTRY CONFIRMATION .....	6
3.3	LUMP SUM FILE UPLOAD .....	7
3.3.1	<i>Lump Sum Sample MS Excel Spreadsheet .....</i>	<i>8</i>
3.3.2	<i>Lump Sum File Upload Confirmation .....</i>	<i>9</i>
3.3.3	<i>Lump Sum File Processing Status Notification .....</i>	<i>10</i>
3.4	LUMP SUM FILE ERRORS .....	11
3.4.1	<i>File Errors – Search Results .....</i>	<i>12</i>
3.4.2	<i>Sample Error Message .....</i>	<i>13</i>
3.5	LUMP SUM REPORTING HISTORY .....	14
3.5.1	<i>Lump Sum Reporting History - Search Results .....</i>	<i>15</i>
3.5.2	<i>Lump Sum Details .....</i>	<i>16</i>
<b>4</b>	<b>eTermination (eTerm) .....</b>	<b>18</b>
4.1	eTERM ENTRY .....	18
4.1.1	<i>eTerm File Upload .....</i>	<i>24</i>
4.1.2	<i>eTerm Sample Termination MS Excel Spreadsheet .....</i>	<i>25</i>
4.1.3	<i>eTerm File Upload Confirmation .....</i>	<i>26</i>
4.1.4	<i>eTerm File Processing Status Notification .....</i>	<i>27</i>
4.2	eTERM FILE ERRORS .....	28
4.2.1	<i>File Errors – Search Results .....</i>	<i>29</i>
4.2.2	<i>Sample Error Message .....</i>	<i>30</i>
4.3	eTERM REPORTING HISTORY .....	31
4.3.1	<i>eTerm Reporting History Search Results .....</i>	<i>32</i>
4.3.2	<i>eTerm Reporting Termination Details .....</i>	<i>33</i>
<b>5</b>	<b>Conclusion .....</b>	<b>35</b>

## 1 Introduction

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

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

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

### ○ **Lump Sum Reporting**

- Lump Sum Reporting allows employers to report employees who are eligible to receive upcoming lump sum payouts such as bonuses, severance, and vacation payouts.
- Lump sum information provided by employers is compared to individuals who owe child support.
- State agencies receive notification when there's a match, prompting them to contact the employer if money should be withheld from the lump sum payment.

### ○ **Electronic Termination (eTerm)**

- eTerm allows employers to report employee terminations or notify state child support agencies sending income withholding orders that an individual no longer or never worked for them.
- Participating states receive notifications when employers report terminations online so the states can begin the process of locating a new employment source for the employee reported.

## 1.1 Navigation

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

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

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## 1.2 Using This Guide

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

Notes



**Contains important information and additional hints.**

---

Warnings



**Follow the instructions to avoid undesirable results.**

---

## 2 Employer Services Web App

### 2.1 Welcome

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

**Figure 2-1: Welcome to the Employer Services Web App**

The screenshot shows the FPLS Child Support Services Portal. At the top left is the U.S. Department of Health and Human Services logo. To its right is the text "U.S. Department of Health and Human Services" and "Administration for Children & Families". The main heading is "FPLS Child Support Services Portal". Below this is a dark blue navigation bar with "CASP Home" on the left and "Print | FAQ | Logout" on the right. On the left side, there is an orange "Employer Services" header above a list of links: "File Upload", "File Errors", "Lump Sum Entry", "Termination Entry", and "Reporting History". Below this list is a "Links" button with an upward arrow. The main content area features a "Welcome to Employer Services" heading, a paragraph explaining that Employer Services enables authorized users to enter termination or lump sum payout information, and a photograph of five children in a classroom. Below the photo is a "Messages" section with two messages: "Washington joined Employer Services! Check the Participation section of the FAQs to see all 46 participating states." and "Reminder to Employers - Employer Services sends termination information quickly and securely to states." At the bottom right, it says "Office of Child Support Enforcement" with links for "Contact Us" and "Privacy Statement".

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

## 3 Lump Sum Reporting

### 3.1 Lump Sum Entry

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

**Figure 3-1: Lump Sum Entry – Payee Information section**

The screenshot displays the FPLS Child Support Services Portal interface. At the top, it features the U.S. Department of Health and Human Services logo and the text "Administration for Children & Families". The main heading is "FPLS Child Support Services Portal". Below this, there are navigation links for "Home", "Print", "FAQ", and "Logout". A sidebar on the left lists "Employer Services" with options: "File Upload", "File Errors", "Lump Sum Entry" (highlighted), "Termination Entry", and "Reporting History". The main content area is titled "Lump Sum Entry" and includes a warning: "\*\*\* This search should not be used for employment decisions \*\*\*". Below the title, it says "\* Indicates required field". The "Payee Information" section contains the following fields: "\* SSN:" (with a note "(No Hyphens)"), "\* First Name:", "\* Last Name:", "Reference Identifier:", "\* Payout Type:" (a drop-down menu currently showing "-Select-"), "\* Expected Payout Date:" (with a calendar icon and a note "(mm/dd/yyyy)"), and "Amount:\$".

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



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

Figure 3-2: Lump Sum Entry – Payor Information section

**Payor Information**

**Dummy Data**

\* FEIN:

\* Organization Name:

\* Contact Name:

Address Line 1:

Address Line 2:

City Name:

State:

ZIP:  ZIP Ext:

\* Phone:   
(No Hyphens)

\* Fax:   
(No Hyphens)

\* Email:

Preference:

\*\*In states that require notification prior to making a lump sum payment to a debtor, applicable state law must be followed concerning hold periods.

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[Contact Us](#) | [Privacy Statement](#)



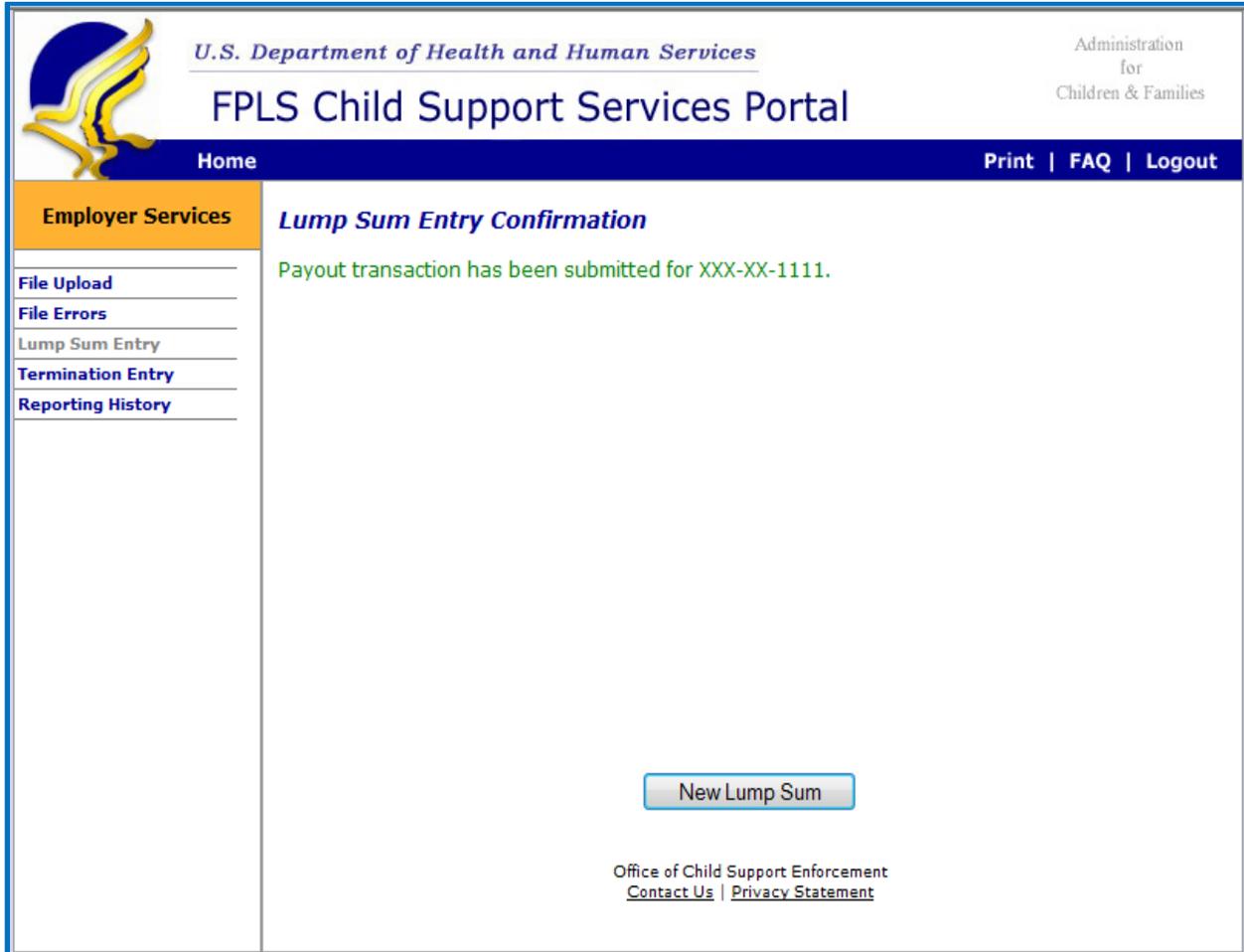
**Note: If your organization has multiple FEINs, you can edit the FEIN and Organization Name fields.**

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

Participating states receive notifications when individuals reported by employers match to noncustodial parents who owe child support.

## 3.2 Lump Sum Entry Confirmation

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



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

## 3.3 Lump Sum File Upload

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

**Figure 3-4: File Upload**

The screenshot shows the 'FPLS Child Support Services Portal' interface. At the top, it displays the U.S. Department of Health and Human Services logo and the text 'Administration for Children & Families'. The main header includes 'Home', 'Print | FAQ | Logout', and 'Employer Services'. A left sidebar contains a menu with 'File Upload' selected. The main content area is titled 'File Upload' and includes a red asterisk indicating required fields. Under 'File Selection', there is a dropdown menu for 'Reporting Type' with options '-Select-', 'Lump Sum', and 'Termination'. Below this is a 'File:' field with a 'Browse' button and an 'Upload' button. A note specifies supported file formats: comma separated value (.csv), Excel (.xls, .xlsx), and fixed length (.txt). At the bottom, there are buttons for 'Sample Lump Sum' and 'Sample Termination', and contact information for the Office of Child Support Enforcement.

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

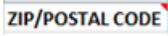
### 3.3.1 Lump Sum Sample MS Excel Spreadsheet

Figure 3-5: Sample Lump Sum MS Excel Spreadsheet

	G	H	I	J	K	L	M	N	O
1	STATE	ZIP/POSTAL CODE	PHONE	PHONE EXTENSION	FAX	CONTACT EMAIL	PREFERENCE	SSN	FIRST NAME
2									
3									
4									
5									

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

 Blue column headers indicate that the field is required.

 Tool Tips are provided on specific fields denoted with red triangle in the corner of the field. 

 Note: Not using the template will result in file failure. Do not copy and paste information into the spreadsheet because it changes the format.

## 3.3.2 Lump Sum File Upload Confirmation

Figure 3-6: File Upload Confirmation

The screenshot displays the FPLS Child Support Services Portal interface. At the top, the U.S. Department of Health and Human Services logo is on the left, and the Administration for Children & Families logo is on the right. The main header reads "FPLS Child Support Services Portal". Below the header is a navigation bar with "Home", "Print", "FAQ", and "Logout" links. A left sidebar menu is titled "Employer Services" and includes links for "File Upload", "File Errors", "Lump Sum Entry", "Termination Entry", and "Reporting History". The main content area is titled "File Upload" and features a confirmation message: "Your file has been uploaded. You will receive an email to let you know whether or not your file processed successfully." Below this, there is a "File Selection" section with a required field for "Reporting Type" (a dropdown menu currently showing "-Select-") and a "File" field with a "Browse..." button and an "Upload" button. A note specifies supported file formats: "Supported file formats are comma separated value(.csv), Excel (.xls, .xlsx) and fixed length(.txt)". At the bottom of the main content area, there are two buttons: "Sample Lump Sum" and "Sample Termination". The footer of the page includes the text "Office of Child Support Enforcement" and links for "Contact Us" and "Privacy Statement".

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



You may view the lump sum information submitted for 60 calendar days.

## 3.3.3 Lump Sum File Processing Status Notification

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

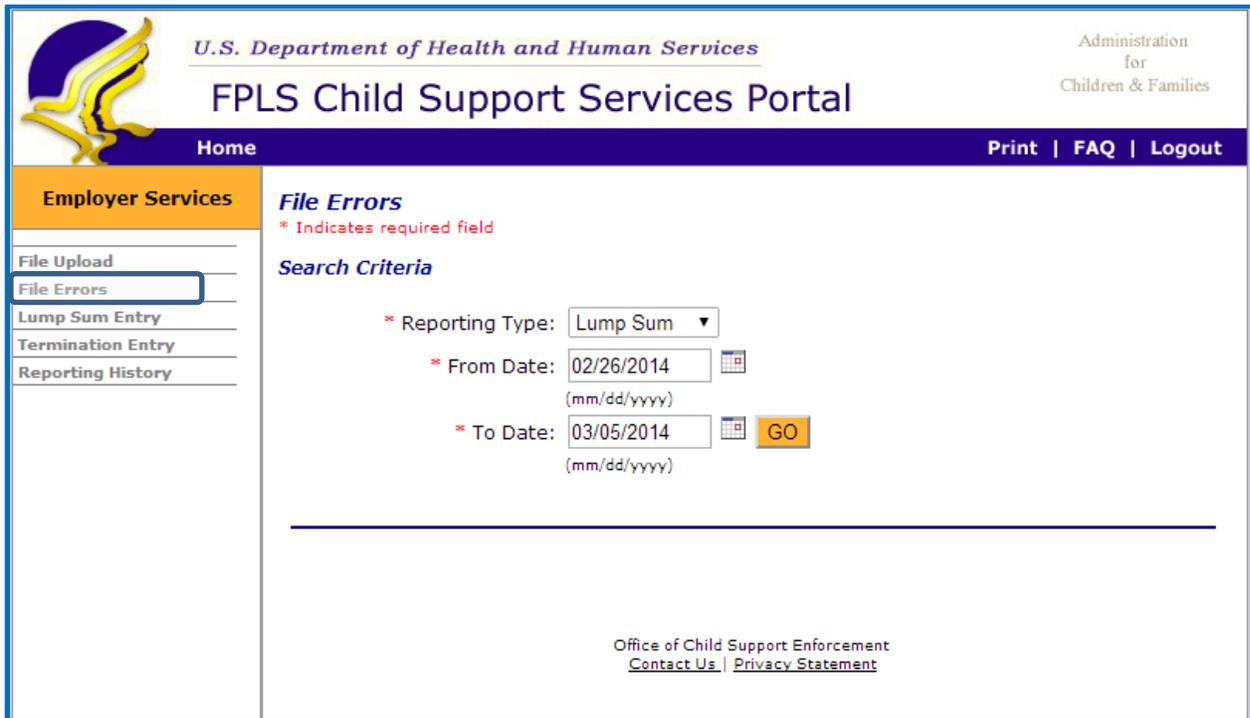
```
Testing Organization Unlimited,  
  
Your Debt Inquiry Service file named Testing123_04_08_2014.xlsx did not process  
successfully. The file error log is available on the File Errors page. Please  
review the file error log to correct and resubmit this file. Additionally, some tips  
have been added to the sampleXLS.xls available on the File Upload page.  
  
Employer Services - Michael Liebert:  
Telephone: (443) 436-6466  
E-mail: Michael.Liebert@ssa.gov
```

- You will receive an e-mail notification indicating the status of processing of your file.
  - ❑ Files that do not contain errors will process successfully and you will receive an e-mail notification indicating the file processed successfully.
  - ❑ Files that contain errors, invalid values, or missing required fields will not process successfully. You will receive an e-mail notification indicating the file did not process successfully, referencing the error log that you should access on the File Errors page (See Figure 3-7).

## 3.4 Lump Sum File Errors

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

Figure 3-8: File Errors



The screenshot shows the FPLS Child Support Services Portal. The header includes the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main title is "FPLS Child Support Services Portal". The navigation bar includes "Home", "Print", "FAQ", and "Logout". The left sidebar has "Employer Services" selected, with sub-links for "File Upload", "File Errors", "Lump Sum Entry", "Termination Entry", and "Reporting History". The main content area is titled "File Errors" and includes a note: "\* Indicates required field". Under "Search Criteria", there are three required fields: "Reporting Type" (a dropdown menu set to "Lump Sum"), "From Date" (a date field set to "02/26/2014" with a calendar icon), and "To Date" (a date field set to "03/05/2014" with a calendar icon). A "GO" button is next to the "To Date" field. At the bottom, there is a link to "Office of Child Support Enforcement" with sub-links for "Contact Us" and "Privacy Statement".

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

## 3.4.1 File Errors – Search Results

Figure 3-9: File Errors Search Results

The screenshot displays the FPLS Child Support Services Portal interface. At the top, the U.S. Department of Health and Human Services logo is on the left, and the Administration for Children & Families logo is on the right. The main header reads "FPLS Child Support Services Portal". Below the header, there is a navigation bar with "Home", "Print | FAQ | Logout", and "Employer Services". The "Employer Services" menu is expanded, showing options like "File Upload", "File Errors", "Lump Sum Entry", "Termination Entry", and "Reporting History". The "File Errors" section is active, displaying a search criteria form. The form includes a dropdown for "Reporting Type" set to "Lump Sum", a "From Date" field set to "03/31/2014", and a "To Date" field set to "04/07/2014". A "GO" button is next to the "To Date" field. Below the search criteria, the "Search Results" section shows a table with one entry. The table has columns for "Date", "Input File Name", "Error Log File Name", and "Action". The entry shows a date of "04/07/2014", an input file name of "Sample\_Lump\_Sum(2).xls", and an error log file name of "741741746.DI.04072014131146.xls". A "Download" button is visible next to the error log file name. At the bottom of the page, there is a footer for the Office of Child Support Enforcement with links for "Contact Us" and "Privacy Statement".

U.S. Department of Health and Human Services  
Administration for Children & Families  
FPLS Child Support Services Portal

Home Print | FAQ | Logout

**Employer Services**

- File Upload
- File Errors
- Lump Sum Entry
- Termination Entry
- Reporting History

**File Errors**  
\* Indicates required field

Date range may be modified due to available file error history.

**Search Criteria**

\* Reporting Type: Lump Sum

\* From Date: 03/31/2014  
(mm/dd/yyyy)

\* To Date: 04/07/2014  
(mm/dd/yyyy) GO

**Search Results**

Date	Input File Name	Error Log File Name	Action
04/07/2014	Sample_Lump_Sum(2).xls	741741746.DI.04072014131146.xls	Download

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[Contact Us](#) | [Privacy Statement](#)

- Select the **Download** button to display the error message

## 3.4.2 Sample Error Message

Figure 3-10: Sample Error Messages

```
1 Error log for input file 111111111.DEM.etermorg.TESTING.xls processed on Mon Apr 07  
2 16:45:07 EDT 2014  
3 4 FAILED NCP Address Line 1 is invalid  
4 5 FAILED New Employer Address Line 1 is invalid  
5 15 FAILED New Employer Address Line 1 is invalid  
6 18 FAILED New Employer Address Line 1 is invalid  
7 21 FAILED New Employer Address Line 1 is invalid  
8  
9
```

- The file error log lists the fields that were missing, or contained invalid values, in order of row number.
- Make the necessary corrections on the original file submitted, and resubmit your file for processing.

## 3.5 Lump Sum Reporting History

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

Figure 3-11: Reporting History

The screenshot shows the FPLS Child Support Services Portal. The header includes the U.S. Department of Health and Human Services logo and the text "Administration for Children & Families". The main title is "FPLS Child Support Services Portal". A navigation bar contains "Home", "Print", "FAQ", and "Logout". A left sidebar lists "Employer Services" with sub-links: "File Upload", "File Errors", "Lump Sum Entry", "Termination Entry", and "Reporting History" (which is highlighted). The main content area is titled "Reporting History" and includes a note: "Date range may be modified due to available reporting history." Below this is a "Search Criteria" section with the following fields: "\* Reporting Type:" with a dropdown menu set to "-Select"; "From Date:" with a text box containing "03/07/2014" and a calendar icon, with "(mm/dd/yyyy)" below it; "To Date:" with a text box containing "04/07/2014" and a calendar icon, with "(mm/dd/yyyy)" below it; and "SSN:" with a text box and a "GO" button, with "(No Hyphens)" below it. A "Clear" button is located below the search criteria. At the bottom, it says "Office of Child Support Enforcement" with links for "Contact Us" and "Privacy Statement".

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

## 3.5.1 Lump Sum Reporting History - Search Results

Figure 3-12: Reporting History Search Results

The screenshot displays the FPLS Child Support Services Portal interface. At the top, it features the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main header reads "FPLS Child Support Services Portal" with navigation links for Home, Print, FAQ, and Logout. A left sidebar lists "Employer Services" with options like File Upload, File Errors, Lump Sum Entry, Termination Entry, and Reporting History.

The main content area is titled "Reporting History" and includes a note: "Date range may be modified due to available reporting history." Below this is the "Search Criteria" section with the following fields:
 

- \* Reporting Type: Lump Sum (dropdown menu)
- From Date: 03/07/2014 (calendar icon)
- To Date: 04/07/2014 (calendar icon)
- SSN: (input field) with a "GO" button and the instruction "(No Hyphens)".

The "Search Results" section contains a table with the following data:

Date ▲ ▼	Name ▲ ▼	SSN ▲ ▼	Payment Type	Entry Type
04/07/2014	bb, aa	<a href="#">121-21-2121</a>	Cash Service Awards	Online
04/07/2014	a, a	<a href="#">111-11-1111</a>	Severance	Online
04/07/2014	a, a	<a href="#">111-11-1111</a>	Commission	Online

Below the table is a "Clear" button and a footer for the Office of Child Support Enforcement with links for "Contact Us" and "Privacy Statement".

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

## 3.5.2 Lump Sum Details

Figure 3-13: Lump Sum Details

U.S. Department of Health and Human Services  
Administration for Children & Families

FPLS Child Support Services Portal

Home Print | FAQ | Logout

**Employer Services** **Lump Sum Details**

File Upload  
File Errors  
Lump Sum Entry  
Termination Entry  
Reporting History

**Debt Information**

SSN: XXX-XX-2121  
Date: 04/07/2014  
Transaction Type: Online

**Payor Information**

FEIN: 111111111  
Name: Testing Organization  
Contact Name: testing thre  
Address Line 1: a  
Address Line 2:  
City: city  
State: MD  
Zip/Postal Code: 11111  
Phone: (111) 111-1111  
Ext:  
Fax: (111) 111-1111  
Email: 123@fake.com  
Preference: Email

**Payee Information**

Name: John Doe  
Payment Type: Cash Service Awards  
Amount:  
Expected Payout Date: 04/24/2014

\*In states that require notification prior to making a lump sum payment to a debtor, applicable state law must be followed concerning hold periods.

[Search Results](#)

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

The **Lump Sum Details** displays the following information:

- Debt Information
  - SSN, Date, Transaction Type
- Payor Information

## Employer Services Web Application Navigation Guide

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- FEIN, Name, Contact Name, Address Line 1, Address Line 2, City, State, Zip/Postal Code, Phone, Ext., Fax, E-mail, Preference
- Payee Information
  - Name, Payment Type, Amount, Expected Payout Date

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



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

---



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

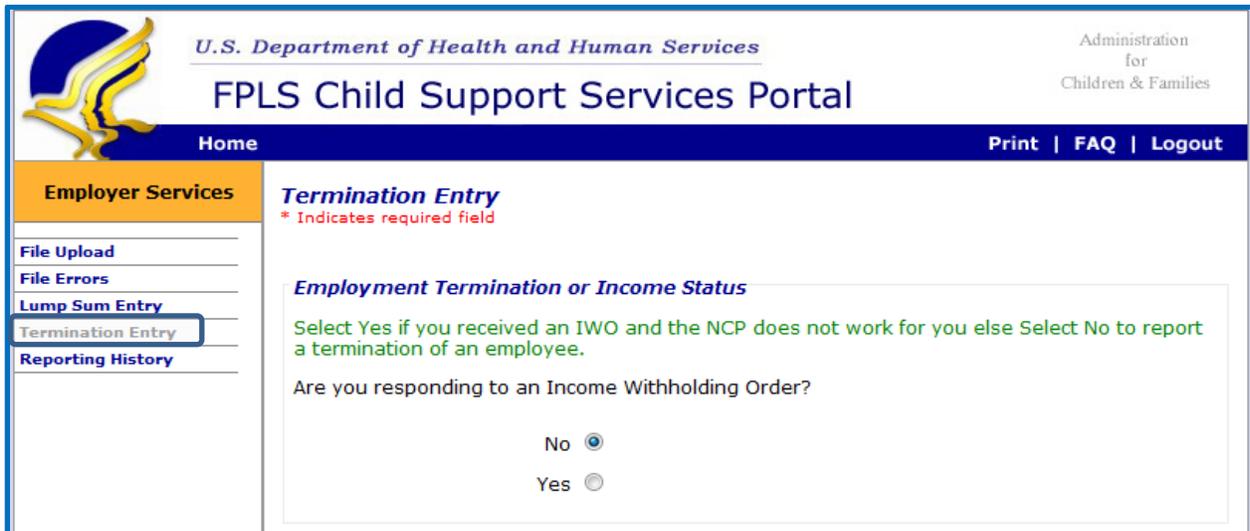
---

## 4 eTermination (eTerm)

### 4.1 eTerm Entry

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

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



The screenshot shows the FPLS Child Support Services Portal interface. At the top, it displays the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main heading is "FPLS Child Support Services Portal". Below this, there is a navigation bar with "Home", "Print", "FAQ", and "Logout". On the left side, there is a sidebar menu under "Employer Services" with options: "File Upload", "File Errors", "Lump Sum Entry", "Termination Entry" (highlighted with a blue box), and "Reporting History". The main content area is titled "Termination Entry" and includes a red asterisk indicating required fields. Below this, there is a section titled "Employment Termination or Income Status" with a green instruction: "Select Yes if you received an IWO and the NCP does not work for you else Select No to report a termination of an employee." The question "Are you responding to an Income Withholding Order?" is followed by two radio button options: "No" (selected) and "Yes".

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



When an employer selects “Yes” additional information displays on the screen (Figure 4-2).

Figure 4-2: Termination Entry - Employment Termination or Income Status - "Yes" section

The screenshot displays the FPLS Child Support Services Portal interface. At the top left is the U.S. Department of Health and Human Services logo. The page title is "FPLS Child Support Services Portal". On the right, it says "Administration for Children & Families". A navigation bar includes "Home", "Print | FAQ | Logout", and "Employer Services". A sidebar on the left lists: "File Upload", "File Errors", "Lump Sum Entry", "Termination Entry", and "Reporting History". The main content area is titled "Termination Entry" with a red asterisk indicating a required field. Below this is the section "Employment Termination or Income Status". A green instruction reads: "Select Yes if you received an IWO and the NCP does not work for you. Select No to report a termination of an employee." The question is "Are you responding to an Income Withholding Order?". There are two radio button options: "No" and "Yes". Below these are two more radio button options: "Employee no longer works for this employer nor receives periodic income." and "Employee has never worked for this employer nor received periodic income."

Select one of the following options:

- Employee no longer works for this employer nor receives periodic income.
- Employee has never worked for this employer nor received periodic income.

**Figure 4-3: Termination Entry – Employer Information/Noncustodial Parent/  
Employee Information section**

The screenshot displays a web application form with two main sections:

- Employer Information:** A text input field for FEIN with the value "999999999" and a note "(No Hyphens)".
- Noncustodial Parent/Employee Information:** A series of text input fields for SSN, Last Name, First Name, Middle Name, and Suffix, each with a red asterisk indicating it is a required field. The SSN field also includes a note "(No Hyphens)".

- Enter **Noncustodial Parent/Employee Information.**



**Note:** The FEIN field is prepopulated based on your organization profile, which is not editable, unless your organization has multiple FEINs.

---

Figure 4-4: Termination Entry – Case Information section

The screenshot shows a form titled "Case Information" with the following fields:

- \* Order Type: -Select (dropdown menu)
- \* State: -Select (dropdown menu)
- \* Case Identifier: (text input field)
- Order Identifier: (text input field)

- Select an **Order Type\*** from the drop-down menu.
- Select **State\*** from the drop-down menu.
- Enter **Case Identifier**.
- Enter **Order Identifier**.



**\*Order Type and State display if “Yes” is selected in the Employment Termination or Income Status (Figure 4-1).**

---

**Figure 4-5: Termination Entry – Termination Information/Last Known Address/  
New Employer Information section**

The screenshot displays a web form with three main sections:

- Termination Information:** Contains three input fields: "Termination Date:" with a calendar icon and "(mm/dd/yyyy)" below it; "Final Payment Date:" with a calendar icon and "(mm/dd/yyyy)" below it; and "Final Payment Amount:".
- Last Known Address:** Contains five input fields: "Address Line 1:", "Address Line 2:", "City Name:", "State:" (a dropdown menu with "-Select-" selected), "ZIP:" and "ZIP Ext:" (two separate input fields), and "Phone Number:" with "(No Hyphens)" below it.
- New Employer Information:** Contains five input fields: "Employer Name:", "Address Line 1:", "Address Line 2:", "City Name:", "State:" (a dropdown menu with "-Select-" selected), "ZIP:" and "ZIP Ext:" (two separate input fields).

At the bottom of the form are two buttons: "Submit" and "Clear". Below the buttons is the text: "Office of Child Support Enforcement" and two links: "Contact Us" and "Privacy Statement".

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

---

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

---

---

 **When an employer submits information through eTerm, the system sends an e-mail notification to the applicable state(s).**

---

Figure 4-6: Termination Entry – Confirmation and Repeat section

The screenshot shows the FPLS Child Support Services Portal interface. At the top, it displays the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main header reads "FPLS Child Support Services Portal". Below the header is a navigation bar with "Home", "Print | FAQ | Logout", and "Employer Services". The "Employer Services" menu is expanded, showing options like "File Upload", "File Errors", "Lump Sum Entry", "Termination Entry" (which is highlighted), and "Reporting History". The main content area is titled "Termination Entry" and includes a confirmation message: "Termination information has been submitted for XXXXX1111." Below this is a section titled "Employment Termination or Income Status" with a question: "Are you responding to an Income Withholding Order?" and two radio button options: "No" (selected) and "Yes". At the bottom, there is an "Employer Information" section with a text input field for "FEIN: 999999999" (with a note "(No Hyphens)") and a "Repeat Employee Information" button.

- Upon successfully submitting termination information, a confirmation message appears on the top of the screen.
- All fields except FEIN are cleared so you can enter a new termination.

### Repeat Employee Information Button

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

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

## 4.1.1 eTerm File Upload

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

**Figure 4-7: File Upload**

The screenshot shows the 'FPLS Child Support Services Portal' interface. At the top, it features the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main header includes 'Home', 'Print | FAQ | Logout', and 'Employer Services'. A left-hand navigation menu lists 'File Upload', 'File Errors', 'Lump Sum Entry', 'Termination Entry', and 'Reporting History'. The 'File Upload' section is active, displaying a 'File Selection' form. This form includes a required field for 'Reporting Type' with a dropdown menu currently set to '-Select'. Below this is a required field for 'File' with a 'Browse...' button and an 'Upload' button. A note specifies supported file formats: comma-separated value (.csv), Excel (.xls, .xlsx), and fixed length (.txt). At the bottom of the form, there are two buttons: 'Sample Lump Sum' and 'Sample Termination'. The footer identifies the 'Office of Child Support Enforcement' and provides links for 'Contact Us' and 'Privacy Statement'.

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

## 4.1.2 eTerm Sample Termination MS Excel Spreadsheet

Figure 4-8: Sample Termination MS Excel Spreadsheet

	A	B	C	D	E	F	G	H
1	State Code	Action Code	EIN Text	Employee Last Name	Employee First Name	Employee Middle Name	Employee Name Suffix	Employee SSN
2								
3		ETRM						
4		ORG						
5		AMD						
6		LUM						
7		OTRM						



Blue column headers indicate that the field is required.



Tool Tips are provided on specific fields denoted with red triangle in the corner of the field. **Action Code**



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

- Select **Action Code** from the drop-down menu:
  - ETRM value is used when reporting employee terminations
  - ORG, AMD, LUM, OTRM values are for responding to an Income Withholding Order (IWO)
    - ORG – Responding to an original IWO
    - AMD – Responding to an amended IWO
    - LUM – Responding to a lump sum IWO
    - OTRM – Responding to a termination of an IWO

## 4.1.3 eTerm File Upload Confirmation

Figure 4-9: File Upload Confirmation

The screenshot displays the FPLS Child Support Services Portal interface. At the top left is the U.S. Department of Health and Human Services logo. The header includes the text "U.S. Department of Health and Human Services" and "Administration for Children & Families". The main title is "FPLS Child Support Services Portal". A navigation bar contains "Home", "Print | FAQ | Logout", and "Employer Services". A sidebar on the left lists "File Upload", "File Errors", "Lump Sum Entry", "Termination Entry", and "Reporting History". The main content area is titled "File Upload" and includes a confirmation message: "Your file has been uploaded. You will receive an email to let you know whether or not your file processed successfully." Below this is the "File Selection" section with a "Reporting Type" dropdown menu set to "-Select-", a "File" field with a "Choose File" button and "No file chosen" text, and an "Upload" button. A note specifies supported file formats: "Supported file formats are comma separated value(.csv), Excel (.xls, .xlsx) and fixed length(.txt)". At the bottom, there are "Sample Lump Sum" and "Sample Termination" buttons, and a footer for the "Office of Child Support Enforcement" with links for "Contact Us" and "Privacy Statement".

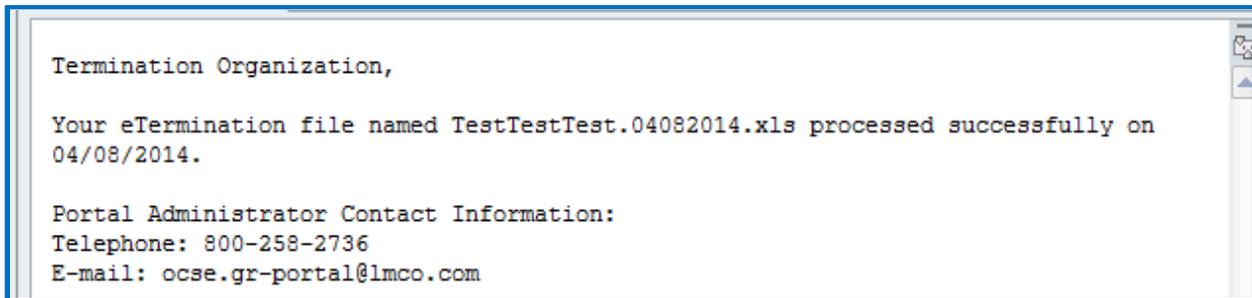
- After clicking **Upload**, a confirmation message displays at the top of the screen.



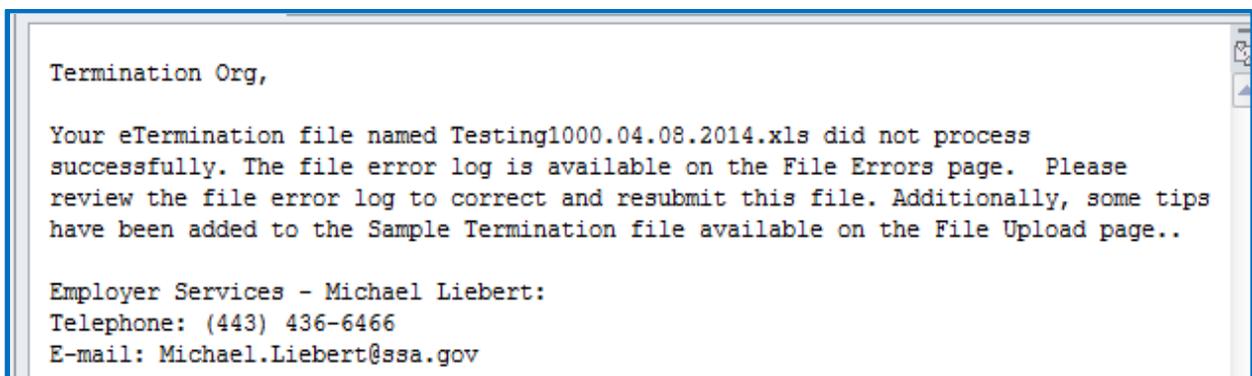
Termination files are available to view for 60 calendar days.

## 4.1.4 eTerm File Processing Status Notification

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



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



- You will receive an e-mail notification indicating the processing status of your file.
  - ❑ Files that do not contain errors will process successfully and you will receive an e-mail notification indicating the file processed successfully (Figure 4-10).
  - ❑ Files that contain errors, invalid values, or missing required fields will not process successfully (Figure 4-11). You will receive an e-mail notification indicating the file did not process successfully and will reference the error log that you should access on the File Errors page (Figure 4-12).

## 4.2 eTerm File Errors

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

**Figure 4-12: File Errors**

The screenshot displays the FPLS Child Support Services Portal interface. At the top left is the U.S. Department of Health and Human Services logo. The header includes the text "U.S. Department of Health and Human Services" and "Administration for Children & Families". The main title is "FPLS Child Support Services Portal". A navigation bar contains "Home", "Print | FAQ | Logout", and "Employer Services". The left sidebar lists "File Upload", "File Errors" (highlighted), "Lump Sum Entry", "Termination Entry", and "Reporting History". The main content area is titled "File Errors" and includes a red asterisk note: "\* Indicates required field". A green message states: "Date range may be modified due to available file error history." Below this is the "Search Criteria" section with the following fields: "\* Reporting Type:" with a dropdown menu set to "-Select-"; "\* From Date:" with a text input containing "03/31/2014" and a calendar icon, with "(mm/dd/yyyy)" below it; and "\* To Date:" with a text input containing "04/07/2014" and a calendar icon, with "(mm/dd/yyyy)" below it. A yellow "GO" button is positioned to the right of the "To Date" field. At the bottom of the page, it says "Office of Child Support Enforcement" with links for "Contact Us" and "Privacy Statement".

- Select **Termination** for the file that failed to process from the **Reporting Type** drop-down menu.
- Enter **From Date** and **To Date**.
- Select **Go**.

## 4.2.1 File Errors – Search Results

Figure 4-13: File Errors Search Results

The screenshot displays the FPLS Child Support Services Portal interface. At the top, it features the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main header includes 'Home', 'Print | FAQ | Logout', and 'Employer Services'. A sidebar on the left lists navigation options: File Upload, File Errors, Lump Sum Entry, Termination Entry, and Reporting History. The main content area is titled 'File Errors' and includes a note: '\* Indicates required field'. Below this, a message states: 'Date range may be modified due to available file error history.' The search criteria section contains:
 

- \* Reporting Type: -Select- (dropdown menu)
- \* From Date: 02/26/2014 (calendar icon)
- (mm/dd/yyyy)
- \* To Date: 03/05/2014 (calendar icon)
- (mm/dd/yyyy)
- GO button

 The search results are presented in a table with the following data:
 

Date	Input File Name	Error Log File Name	Action
03/05/2014	test_J_03_05_2014.xls	741741746.ET.03052014143004.xls	Download
03/05/2014	test_I_03_05_2014.xls	741741746.ET.03052014133004.xls	Download
03/05/2014	test_H_03_05_2014.xls	741741746.ET.03052014123004.xls	Download
03/04/2014	test_G_03_04_2014.xls	741741746.ET.03042014143004.xls	Download
03/04/2014	test_F_03_04_2014.xls	741741746.ET.03042014133004.xls	Download
03/04/2014	test_E_03_04_2014.xls	741741746.ET.03042014123004.xls	Download
03/04/2014	test_D_03_04_2014.xls	741741746.ET.03042014113004.xls	Download
03/03/2014	test_C_03_03_2014.xls	741741746.ET.03032014143004.xls	Download
03/03/2014	test_B_03_03_2014.xls	741741746.ET.03032014133004.xls	Download
03/02/2014	test_A_03_02_2014.xls	741741746.ET.03022014143004.xls	Download

 Below the table are 'Previous' and 'Next' buttons. At the bottom, it says 'Office of Child Support Enforcement' with links for 'Contact Us' and 'Privacy Statement'.

- Select the **Download** button to display the error message

## 4.2.2 Sample Error Message

Figure 4-14: Sample Error Messages

```
1 Error log for input file 111111111.DEM.etermorg.TESTING.xls processed on Mon Apr 07  
2 16:45:07 EDT 2014  
3 4 FAILED NCP Address Line 1 is invalid  
4 5 FAILED New Employer Address Line 1 is invalid  
5 15 FAILED New Employer Address Line 1 is invalid  
6 18 FAILED New Employer Address Line 1 is invalid  
7 21 FAILED New Employer Address Line 1 is invalid  
8
```

- The file error log lists the fields that were missing, or contained invalid values, in order of row number.
- Make the necessary corrections to the original spreadsheet submitted, save and resubmit your file for processing.

## 4.3 eTerm Reporting History

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

**Figure 4-14: Reporting History**

The screenshot shows the FPLS Child Support Services Portal. The header includes the U.S. Department of Health and Human Services logo and text, and the Administration for Children & Families. The main title is "FPLS Child Support Services Portal". A navigation bar contains "Home", "Print", "FAQ", and "Logout". A left sidebar lists "Employer Services" with sub-links: "File Upload", "File Errors", "Lump Sum Entry", "Termination Entry", and "Reporting History" (highlighted). The main content area is titled "Reporting History" and includes a note: "Date range may be modified due to available reporting history." Below this is a "Search Criteria" section with the following fields: "\* Reporting Type:" (a drop-down menu currently showing "-Select-"), "From Date:" (a date field with "03/07/2014" and a calendar icon, with "(mm/dd/yyyy)" below it), "To Date:" (a date field with "04/07/2014" and a calendar icon, with "(mm/dd/yyyy)" below it), and "SSN:" (a text field with "GO" to its right and "(No Hyphens)" below it). A "Clear" button is located below the search criteria. At the bottom, it says "Office of Child Support Enforcement" with links for "Contact Us" and "Privacy Statement".

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

## 4.3.1 eTerm Reporting History Search Results

Figure 4-15: Reporting History Search Results

The screenshot shows the FPLS Child Support Services Portal. The header includes the U.S. Department of Health and Human Services logo and the Administration for Children & Families. The main title is "FPLS Child Support Services Portal". The navigation bar includes "Home", "Print", "FAQ", and "Logout".

The "Employer Services" menu is visible on the left, with "Reporting History" selected. The main content area is titled "Reporting History" and includes a note: "Date range may be modified due to available input file history." Below this is the "Search Criteria" section with the following fields:

- \* Reporting Type: Termination (dropdown)
- \* From Date: 02/26/2014 (calendar icon)
- (mm/dd/yyyy)
- \* To Date: 03/05/2014 (calendar icon)
- (mm/dd/yyyy)
- SSN: [input field] [GO button]

The "Search Results" section displays a table with the following data:

Submitted Date ▲ ▼	NCP/Employee Name ▲ ▼	SSN	Entry Type
03/05/2014	Sherri Grigsby	<a href="#">xxx-xx-6789</a>	Online
03/05/2014	Mary Grace	<a href="#">xxx-xx-4221</a>	Online
03/04/2014	Leonn Freeman	<a href="#">xxx-xx-1111</a>	Batch
03/04/2014	Robert Duval	<a href="#">xxx-xx-6473</a>	Batch
03/02/2014	James Camry	<a href="#">xxx-xx-0236</a>	Batch
03/02/2014	Ralph Smith	<a href="#">xxx-xx-1212</a>	Online
03/02/2014	Mary Grace	<a href="#">xxx-xx-4221</a>	Online
03/02/2014	Leonn Freeman	<a href="#">xxx-xx-1111</a>	Batch
03/02/2014	Robert Duval	<a href="#">xxx-xx-6473</a>	Batch
03/01/2014	James Camry	<a href="#">xxx-xx-0236</a>	Batch

Below the table are "Previous", "Next", and "Clear" buttons. At the bottom, it says "Office of Child Support Enforcement" with links for "Contact Us" and "Privacy Statement".

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

## 4.3.2 eTerm Reporting Termination Details

Figure 4-16: Termination Details

**U.S. Department of Health and Human Services**  
**FPLS Child Support Services Portal**  
Administration for Children & Families  
Home | Print | FAQ | Logout

**Employer Services**

- File Upload
- File Errors
- Lump Sum Entry
- Termination Entry
- Reporting History

### Termination Details

**Employment Termination or Income Status**

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

**Employer Information**

FEIN: 01-2345678

**Noncustodial Parent/Employee Information**

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

**Case Information**

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

**Termination Information**

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

**Last Known Address**

Address Line 1: 1234 Chapel Square  
Address Line 2: Apt G  
City Name: Columbia  
State: MD  
ZIP: 21044  
ZIP Ext:  
Phone Number: 867 5309

**New Employer Information**

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

Office of Child Support Enforcement  
[Contact Us](#) | [Privacy Statement](#)

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



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

---

The **Termination Details** displays the following information:

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

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

# 5 Conclusion

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

- To request a demonstration contact the [Employer Services Team](#).
- After completing the demonstration, you will receive an e-mail with the link to the Employer Services Profile/Agreement form and multiple FEIN spreadsheets, if needed.