

E-IWO – Electronic Income Withholding Orders

NY Virtual Employer Conference

June 4, 2024

Overview

- Receive IWOs electronically
- Registration — complete paper or [online profile](#) that includes agreement to
 - Notify OCSS if OCSS-provided child support data is compromised
 - Receive and process IWOs electronically from child support agencies
 - Notify OCSS at least 30 days before ending participation in e-IWO
 - Complete Federal Employer Identification Number (FEIN) spreadsheet (if applicable)



e-IWO Benefits

Efficient and cost-effective way to electronically exchange IWO information between child support agencies and employers.

- Gets payments to families more quickly
- Speeds the processing time from IWO preparation to employer processing
- Reduces errors from manual processing
- Eliminates cost of postage and processing paper documents
- Provides ongoing communication between child support agencies and employers
- Supports virtual office environments by reducing the need for staff at physical location to process paperwork

Understanding e-IWO

OCSS

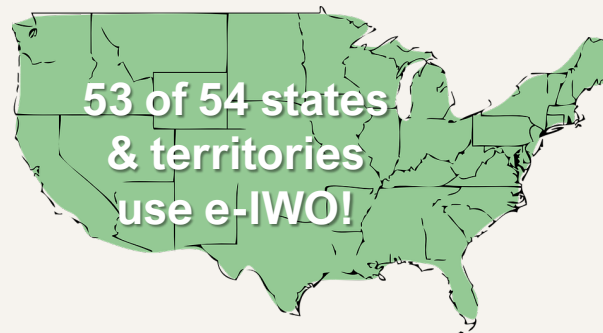
- Operates e-IWO system
- Facilitates e-IWO exchange between employers and child support agencies

Child Support Agencies

- Create e-IWOs
 - Original
 - Amended
 - Termination
 - Lump Sum
- Process employer responses

Employers

- Accept or reject e-IWOs
- Notify child support agencies of employee terminations and upcoming lump sum payments



e-IWO Server Implementation Options

System-to-System

- Consider for employers with large volume of IWOs
- Offers flat file or XML schema
- Receive IWOs in file/batches
- Receive image-ready IWO in PDF format at employer request
- Requires employers to generate acknowledgements
- Minimizes manual processing

No Programming Options

Option 1

- Receive IWO as a PDF
- Send PDF acknowledgement

Option 2

- Receive IWO as a PDF
- Send Excel spreadsheet acknowledgement

Transmission

- Uses Secure File Transfer Protocol (SFTP) or File Transfer Protocol Secure (FTPS) to retrieve and drop off files from your server daily
- Can encrypt files using GNU Privacy Guard (GPG); however, public keys will need to be exchanged. Must encrypt if the files are not behind a firewall

Preparing for e-IWO Server Options

- Employers need
 - Secure File Transfer Protocol (SFTP) Server or File Transfer Protocol Server (FTPS)
 - Adobe Reader v.10 or higher with JavaScript for fillable PDF
- Next steps
 - Fill out profile form and FEIN spreadsheet (if applicable)
 - Set up connectivity (We will help you!)
 - Conduct a test
 - Start receiving IWOs electronically

e-IWO Online

- Employer completes online enrollment
- States receive newly enrolled FEINs on the first and fifteenth of each month
- e-IWOs are delivered to the OCSS Child Support Portal for employers to download
 - Receive email that orders are ready for download
 - Download and acknowledge the e-IWO within three business days

Employer Landing Page

CHILD SUPPORT PORTAL

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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 web pages 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
451734458 - FLYNN RESTAURANT

Change

Employer Information Status

Section	Required Information	Status	Action
Supplemental Information	Benefits and Service Provider Information	Incomplete	Add
Points of Contact	National Medical Support Notice contact	Incomplete	Add
Name and Addresses	Payroll/Income Withholding Order address	Complete	View/Edit
Name and Addresses	National Medical Support Notice address	Complete	View/Edit
Points of Contact	Payroll contact	Complete	View/Edit
e-IWO Status	Enrollment Complete	Active	Go to e-IWO

Services

Look Up State Contact

Report Lump Sum

Update Employer Information

Update Responsibilities

Launch Communication Center

Search Reporting

Report Termination

Update MSER

Add/Update Communication Preferences

Access e-IWO

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!

Test on adding new default description

Services

Look Up State Contact

Report Lump Sum

Update Employer Information

Update Responsibilities

Launch Communication Center

Search Reporting

Report Termination

Update MSER

Add/Update Communication Preferences

Access e-IWO

e-IWO Online – Download

- Click **Download** to review IWO within three business days
- Open IWO to review

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[e-IWO Download and Acknowledgement](#) [Manage e-IWO Contacts](#) [Manage e-IWO Organization](#)

Manage e-IWOs

 Orders will be available for 60 days

↕ Date Received	↕ FEIN	↕ Employer	↕ Case ID	▼ Status	e-IWO File	Acknowledge Orders
12/05/2023	541759510	GDIT	AUBT002GRP0 2VLD	Ready to Download	Download	View & Complete
12/05/2023	541759510	GDIT	AUBT001GRP0 1VLD	Ready to Download	Download	View & Complete
11/06/2023	541759510	GDIT	AUBT001GRP0 3VLD	Acknowledged	Download	View & Complete

e-IWO Online – Acknowledge

- Click **View & Complete** to acknowledge the IWO

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Manage e-IWOs

 Orders will be available for 60 days

Date Received	FEIN	Employer	Case ID	Status	e-IWO File	Acknowledge Orders
12/05/2023	541759510	GDIT	AUBT002GRP0 2VLD	Ready to Download	Download	View & Complete
12/05/2023	541759510	GDIT	AUBT001GRP0 1VLD	Needs Acknowledgement	Download	View & Complete
11/06/2023	541759510	GDIT	AUBT001GRP0 3VLD	Acknowledged	Download	View & Complete

e-IWO Online – Accept or Reject

- Select **Accept** or **Reject** Income Withholding Disposition
- Orders will be available to 60 days

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Income Withholding Acknowledgement

IWO Type:	Original	Employee Last name:	Hoover
Case Identifier:	AUBT001GRP01VLD	Employee First Name:	Jim
State Code:	IN	Employee Middle Name:	K
Order Identifier:	0000000000000OIAUBT001GRP01V LD	Suffix :	Jr
Document Tracking Number :	000000000018DTIAUBT001GRP01V LD	Employee Social Security Number :	999999999
		Employer / Income Withholder's Federal EIN :	541759510

Income Withholding Disposition Status

☒ Accept Income Withholding Order ☐ Reject Income Withholding Order

Please select a Disposition Reason Code (Optional)

-Select- ▾

SubmitCancel

e-IWO Overview

Electronic Income Withholding Order (e-IWO) Overview

The electronic Income Withholding Order (e-IWO) process is a cost-effective and efficient way for employers to process child support IWOs.

The e-IWO process lets you:

- Receive and process an electronic version instead of a paper IWO
- Send acknowledgements to the child support agency indicating whether you accept or reject the order
- Inform child support agencies about upcoming lump sum payments and employee terminations

There is no cost for you to use the e-IWO process! You can implement either our System-to-System Interface or our No Programming Option—it's your choice!

This is not an email service and there is no option for emailing IWOs to your organization.



e-IWO