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Office of Child Support

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EMPLOYER OUTREACH NEWS

OCSE Child Support Portal - Your One-Stop Shop

The OCSE Child Support Portal offers applications to help employers meet their responsibilities. These applications include:

- Employer Information Updates

- Bonus/Lump Sum Reporting

- e-Terminations

Employer Information Updates

Allows employers to keep their contact information up to date. Child support agencies use the information to communicate with employers more efficiently. Contact information includes:

- Addresses and points of contact
- Company subsidiaries
- Federal Employer Identification Numbers
- Supplemental information, such as health insurance offered

Additionally, if you are a multi-state employer that prefers to report all new and rehired employees to one state, the Employer Information Update application provides an option to register on the Multistate Employer Registry (MSER). The MSER identifies the state you will report to as well as the states you operate in.

Report Bonuses and Lump Sum Payments

Bonuses, commissions, and other lump payments are considered income that can be garnished to collect child support or alimony. Online Bonus/Lump Sum Reporting is an easy way to notify child support agencies about upcoming lump sum payments to employees who owe child support.

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Report Bonuses and Lump Sum Payments (cont'd)

- Employers can submit information for one employee or use the file upload feature to report multiple employees.

- OCSE then matches the employee against child support cases and notifies the states about pending payments that match their state case.

- The state will contact you if a lump sum payment should be attached.

- All states except Delaware, Rhode Island and Wisconsin use Lump Sum Reporting. The only US Territories using Lump Sum Reporting are Guam, Puerto Rico and the Virgin Islands .

Report Employee Terminations

Electronic Income Withholding Terminations (e-Term) allow employers to report an employee termination or that the person listed on a new income withholding order has never worked for them. Employers can submit information for one employee or use the file upload feature to report multiple employees.

All terminated employees, who have income withholding orders, should be reported (via fax, mail or online) as terminations to the child support agency (Friend of Court office) that issued the withholding order. Termination occurs when an employee quits, retires, is laid off, or is let go.

All states except Mississippi, Nevada, Rhode Island and Vermont use e-Term. The only US Territories using e-Terminations are Guam, Puerto Rico and the Virgin Islands .

For More Information…

Contact the OCSE Employer Services Team at **employerportal@acf.hhs.gov**. You may also view the Child Support and Employer infographic, and "A Guide to Employer's Role in the Child Support Program" training manual at www.acf.hhs.gov.

View the Infographic

A Guide to Employer's Role in the Child Support Program

Download the guide

Electronic Income Withholding Order (e-IWO)

Employers and the e-IWO Process

The Federal Office of Child Support Enforcement has developed an electronic Income Withholding Order (e-IWO) process that is an efficient and cost-effective way to exchange income withholding information (IWO) between child support agencies and employers. There is no cost to participate in the e-IWO program. Contact the e-IWO Team at eiwomail@acf.hhs.gov to register for e-IWO.

Employers have two e-IWO options to choose from depending on the size of the employer and their IT resources. These options are described on the next page.

All 50 states in the U.S. and Puerto Rico, utilize e-IWO. US Territories that do not utilize e-IWO include Guam, Virgin Islands, American Samoa, Commonwealth of Northern Mariana Islands, Federated States of Micronesia, Republic of Palau, Republic of the Marshall Islands.

E-IWO enables you to:

- 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 e-IWO.

- Inform child support agencies about upcoming lump sum payments, including bonuses, and commissions.

- Inform child support agencies about employee terminations

The benefits of e-IWO include:

- An employer can acknowledge receipt of each IWO and quickly respond to the state when an employee is no longer employed

- Saves employers time, money, and resources.

- Money gets to the family faster

- Reduces errors from manual processing.

Electronic income Withholding Order (e-IWO)

Employers and the e-IWO Process (Cont'd)

Option 1 - System-to-System Interface

Recommended for medium to large employers with information technology (IT) resources available.

How it works: OCSE sends IWOs to you in your choice of a flat file or XML format. You process the electronic records and make the appropriate update to your payroll system based on the IWO. OCSE can send an image-ready portable document format (PDF) copy of the IWO along with your file selection. You create an acknowledgement record, indicating to the child support agency whether you've accepted the IWO for processing or rejected it. You can reject the IWO for reasons like: the person never worked or no longer works for your organization, or the IWO is a duplicate.

Estimated implementation time: 3-5 months

For more information about this option, go to:
https://www.acf.hhs.gov/css/resource/e-iwo-software-interface-specification-for-states-and-employers

Electronic Income Withholding Order (e-IWO)

Option 2 - No Programming Option

This option is recommended for smaller employers who receive a few IWOs a month and have less IT resources available.

How it works: You receive an image-ready PDF copy of the IWO and a pre-filled acknowledgement as either a PDF or MS Excel spreadsheet. This document requires no programming and minimal effort from your IT department to configure a server and directories.

Estimated implementation time: 2-4 weeks

For more information about this option, go to:

https://www.acf.hhs.gov/css/resource/e-iwo-sis-no-programming-option

Contact Us

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Visit us on the web at
www.misdu.com