

ELECTRONIC INCOME WITHHOLDING ORDER

e-IWO A Paperless Solution

What's Inside?

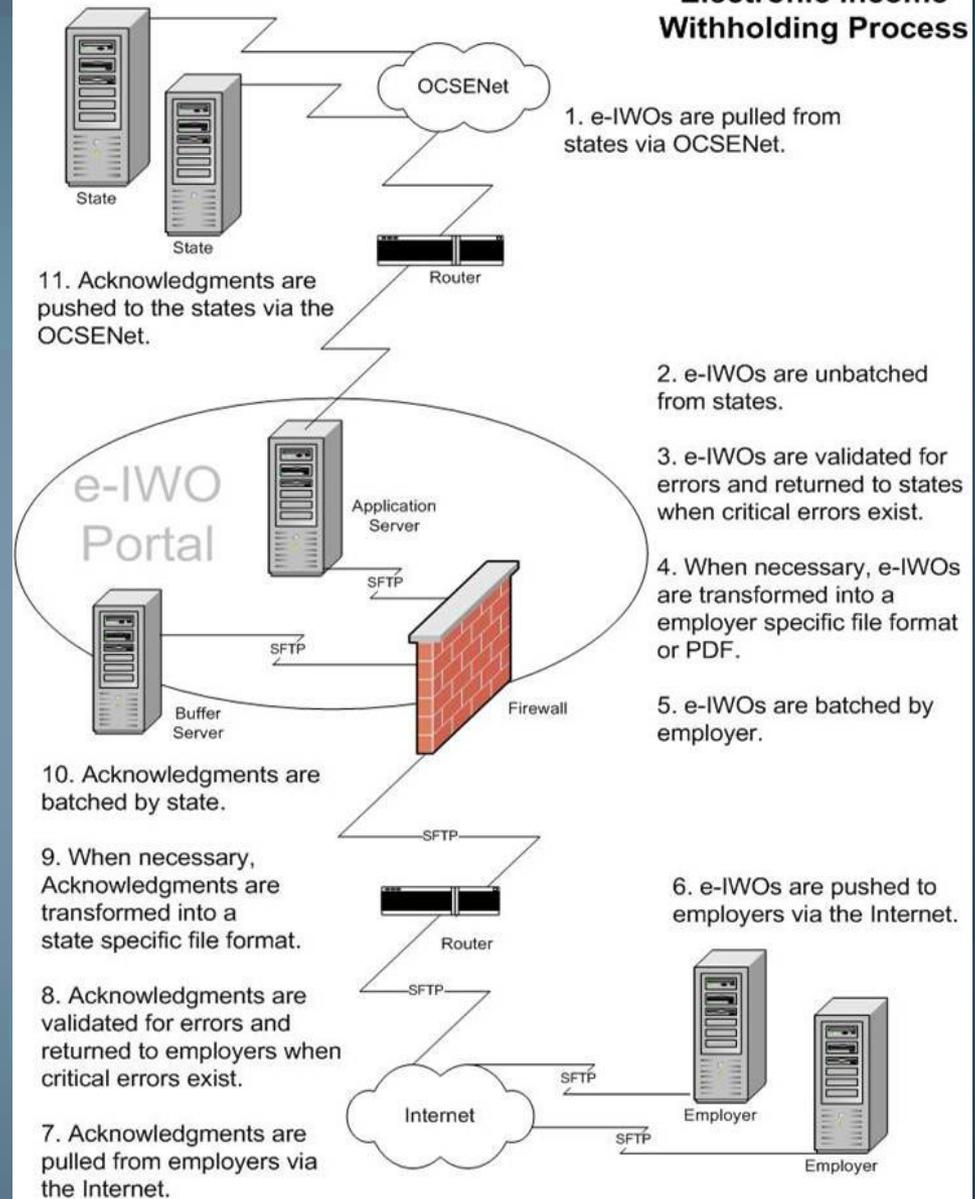
- [What is e-IWO?](#)
- [What is the e-IWO process flow?](#)
- [What are the transmission options?](#)
- [What are the implementation options?](#)
- [IWO volumes for employers on e-IWO](#)
- [Is System-to-System your option?](#)
- [Want a fast easy start up?](#)
- [Is the PDF option your ticket to paperless?](#)
- [PDF Acknowledgement Sample](#)
- [Want a single acknowledgement entry form?](#)
- [XLS Acknowledgement Sample](#)
- [Employer Initiated Acknowledgement](#)
- [PDF Employer Initiated Acknowledgement Sample](#)
- [What do I need to do?](#)
- [Profile Sample](#)
- [What happens next?](#)
- [Who will I get e-IWOs from?](#)
- [What are the benefits of e-IWO?](#)
- [Need more information?](#)
- [Still have questions?](#)

What is e-IWO?

- States electronically send IWOs to employers
- Employers send acknowledgements to states
- A single interface for all exchange partners
- Federal Employer Identification Number (FEIN) is the key to passing data between the state and employer
- Notification of terminations and lump sums by employer can be handled through the e-IWO Portal
- Three implementation options are available
 - System-to-System, PDF and Spreadsheet

What is the e-IWO Process Flow?

Electronic Income Withholding Process



What are the Transmission Options?

- e-IWO uses Secure File Transfer Protocol (SFTP) for retrieving and dropping off files on your server
- Pretty Good Privacy (PGP) can be used to encrypt files that are sitting in front of your firewall
- FTP with Virtual Private Network (VPN) is also an option if you do not have SFTP
- Portal does all the pulling of files from your server and pushing files to your server daily
- Email as a transmission option is not available



What are the Implementation Options?

- If you receive a significant number of IWOs per week or month and have available IT resources for a 3-5 month programming effort, “System-to-System” may be the option for you
- If you do not have the IT resources, the fillable PDF or XLS spreadsheet are your best options
- Factors contributing to what option to choose
 - IT resources available
 - Number of IWOs received in a week
 - Available time to implement



IWO Volumes for Employers on e-IWO

- System-to-System
 - Employer receives 1000 orders a week
- PDF
 - Employer receives 350 orders a week
 - Employer receives 500 orders a week
- Spreadsheet
 - Employer receives 300 orders a week
- There is really no specific number
- What option can your organization handle?

Is System-to-System your Option?

- Files are dropped off at your organization in either flat file or XML format – you choose
- A PDF version of the IWO can be provided for each record in the file
- Each IWO Detail record is “accepted” or “rejected” and returned in an Acknowledgement file
- Acknowledgements with errors are returned to employer for fixing and resending
- *Software Interface Specification* – documentation help available

Want a Fast Easy Start Up?

- The No-Programming option is for you!
- Two options are available
 - PDF – it's best known as the 'Pretty Darn Fast' option
 - XLS – it's the 'Xtreme Lightning Speed' option
- You simply check 'Accept' or 'Reject' in a PDF, or enter 'A' or 'R' on a row in the XLS
- Connectivity setup is required for both options
- Both options require a minimal amount of testing
- You can be up and running in less than three weeks

Is the PDF Option your Ticket to Paperless?

- For each IWO being sent by a state, a PDF document for each order and a pre-filled Acknowledgement PDF
- Files names are coupled so it is easy to match order to acknowledgement
- Check 'Accept' or 'Reject'
- Supply a reason code if rejecting
- Save PDF
- Move to your outbound directory
- You're done!

PDF

Acknowledgement Sample

INCOME WITHHOLDING ACKNOWLEDGEMENT

- ORIGINAL INCOME WITHHOLDING ORDER ONE-TIME LUMP SUM PAYMENT INCOME WITHHOLDING ORDER
 AMENDED INCOME WITHHOLDING ORDER TERMINATION OF INCOME WITHHOLDING ORDER

| | | | |
|---------------------------------|------------|--|----------------------------------|
| 000167528 | IN | LANTZU00 | 20110320130056 |
| Case Identifier | State Code | Order Identifier | Document Tracking Number |
| LANTZ | | MICHAEL | R |
| Employee Last Name | | Employee First Name | Employee Middle Name Suffix |
| 061006700 | | 569800781 | |
| Employee Social Security Number | | Employer / Income Withholder's Federal EIN | |

INCOME WITHHOLDING DISPOSITION STATUS:

- Accepted Income Withholding Order
 Rejected Income Withholding Order

Validate & Save

Please select a Reason for the IWO Disposition Status:

Corrected FEIN: Other State IWO Code:

NOTIFICATION OF TERMINATION OF EMPLOYMENT: You must promptly notify the Child Support Enforcement Agency if this person has never worked for this employer or this person no longer works for this employer.

Please provide the following information for the terminated employee:

Termination Date Last Known Phone Number

Last Known Home Address Line 1

Last Known Home Address Line 2

Last Known Home City State Zip Code Zip Code Ext

Date final payment was made to the State Disbursement Unit or Tribal CSE agency: \$
Final Payment Amount

New Employer Name

New Employer Address Line 1

New Employer Address Line 2

New Employer City State Zip Code Zip Code Ext

Check Accept or Reject.
Hit Validate & Save.
You're Done!

Want a Single Acknowledgement Entry Form?

- XLS is for you
- You receive an IWO PDF for each Income Withholding Order being sent to you by a state and a single spreadsheet for acknowledging IWOs
- Enter 'accept' or 'reject' for each row
- Supply a reason code if rejecting
- Save XLS
- Move to your outbound directory
- You're done!

XLS Acknowledgement Sample

- It's all on one page

410760000A.ACW.ackfromordermixed.0000.xls [Compatibility Mode] - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Add-Ins

Cut Copy Paste Format Painter Clipboard Font Alignment Number Styles Cells Editing

| 1 | State Code | Document Action Code | EIN Text | Employee Last Name | Employee First Name | Employee Middle Name | Employee Name Suffix | Employee SSN | Case Identifier | Order Identifier | Record Disposition Status Code | Disposition Reason Code |
|----|------------|----------------------|-----------|--------------------|---------------------|----------------------|----------------------|--------------|------------------|----------------------|--------------------------------|-------------------------|
| 2 | IN | ORG | 410760000 | SMITH | JOSEPH | Mo | | 158008169 | 0000158965 | ASFECAUSENOCM-422 | A | W |
| 3 | IN | AMD | 410760000 | PERSEVOR | JAMES | | | 284001403 | 0000166604 | PCR357204 | A | W |
| 4 | IN | TRM | 410760000 | SUTHERLAND | HENRY | | JR | 348004812 | 0000165739 | TAXDISTCAUSENUM-4064 | R | W |
| 5 | IN | LUM | 410760000 | KING | STEVEN | | | 072009804 | 0000167525 | BUNDLE230-TX204 | A | |
| 6 | IN | ORG | 410760000 | LANTZ | MICHAEL | | | 061006700 | 0000167680 | LANTZYU00 | R | M |
| 7 | IN | ORG | 410760000 | PORTER | PATRICK | | | 658000180 | 1234567890123456 | | A | |
| 8 | IN | ORG | 410760000 | UNDERWOOD | MAXASDFGHJKLQWER | A | JR | 448008160 | 0000158966 | ASFECAUSENOCM-422 | A | |
| 9 | IN | ORG | 410760000 | Overwood | MAXASDFGHJKLQWER | A | JR | 448008161 | 0000158967 | ASFECAUSENOCM-422 | R | M |
| 10 | IN | ORG | 410760000 | Green | MAXASDFGHJKLQWER | A | JR | 448008162 | 0000158968 | ASFECAUSENOCM-422 | R | W |
| 11 | IN | ORG | 410760000 | White | MAXASDFGHJKLQWER | A | JR | 448008163 | 0000158969 | ASFECAUSENOCM-422 | R | W |
| 12 | IN | ORG | 410760000 | Strong | MAXASDFGHJKLQWER | A | JR | 448008164 | 0000158970 | ASFECAUSENOCM-422 | R | M |
| 13 | | | | | | | | | | | | |
| 14 | | | | | | | | | | | | |
| 15 | | | | | | | | | | | | |
| 16 | | | | | | | | | | | | |
| 17 | | | | | | | | | | | | |
| 18 | | | | | | | | | | | | |
| 19 | | | | | | | | | | | | |
| 20 | | | | | | | | | | | | |
| 21 | | | | | | | | | | | | |
| 22 | | | | | | | | | | | | |
| 23 | | | | | | | | | | | | |

Enter A or R.
Do a File Save.
You're done!

Employer Initiated Acknowledgement

- All options allow for the employer to notify a state when an event such as termination or lump sum payment arises
- You can notify a state when an employee is terminated
- You can notify a state if you are going to issue a lump sum payment to an employee
- You are in control when to release these notices

PDF Employer Initiated Acknowledgement Sample

EMPLOYER INITIATED INCOME WITHHOLDING ACKNOWLEDGEMENT

EMPLOYER INITIATED INCOME WITHHOLDING ACKNOWLEDGEMENT

| | | | |
|---------------------------------|--|----------------------|--------------------------|
| 0000158965 | IN | ASFECAUSENOCM-422 | |
| Case Identifier | State Code | Order Identifier | Document Tracking Number |
| SMITH | | JOSEPH | |
| Employee Last Name | Employee First Name | Employee Middle Name | Suffix |
| 158008169 | 810761130 | | |
| Employee Social Security Number | Employer / Income Withholder's Federal EIN | | |

EMPLOYER REPORTING:

- One-Time Lump Sum Payment
 Termination Of Employment

Validate & Save

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

| | | |
|---------------|-----------------|---------------|
| | \$ | |
| Lump Sum Date | Lump Sum Amount | Lump Sum Type |

NOTIFICATION OF TERMINATION OF EMPLOYMENT: You must promptly notify the Child Support Enforcement Agency if this person has never worked for this employer or this person no longer works for this employer.

Please provide the following information for the terminated employee:

| | |
|------------------|-------------------------|
| 05/19/2011 | |
| Termination Date | Last Known Phone Number |

Last Known Home Address Line 1

Last Known Home Address Line 2

Last Known Home City State Zip Code Zip Code Ext

Date final payment was made to the State Disbursement Unit or Tribal CSE agency: \$500.00
 Final Payment Amount

New Employer Name

New Employer Address Line 1

Select Employer Notification.
Hit Validate & Save.
You're done!

What do I Need to do?

- All exchange partners must register by completing the e-IWO Profile form and providing their FEINs
- Profile form includes
 - Agreement to exchange data
 - Your contact information
 - Your exchange preferences
 - System-to-System, PDF, Excel
 - Your file names
 - Your server information
 - User ID, Password, IP Address, Host Name, Directory Name, Port

Profile Sample

e-IWO
e-IWO Profile Form

Required *

General Information

Enter general information about the employer organization and participation in e-IWO.

Start Date: * (MM/DD/YYYY)

FEIN: * (Federal Employer Identification Number)

Organization Type: *

Organization Name: *

Organization Short Name: (Supply an abbreviation or acronym for the organization such as DFAS or KBR)

Address Information

Enter the address as reported to the National Directory of New Hire.

Address Line 1: *

Address Line 2:

Address Line 3:

City: *

Country: * USA

State: *

Zip Code: * (Enter 5 or 9 numbers)

Required *

Server Information

Enter server information needed for communication between the e-IWO server and the employer server. This information includes the directory/folder names, server ID, and server passwords needed to send and receive files. Information is needed for the production environment and the test environment. Either an IP Address or a Host Name can be included. Both are not required. Server information is not required to complete the profile but it is required before using the test or production environment.

Production Server

| | Pick-up <small>(Server used to pick-up acknowledgement files)</small> | Drop-off <small>(Server used to drop-off order and result files)</small> |
|-------------|--|---|
| User-ID: * | <input style="width: 95%;" type="text"/> | <input style="width: 95%;" type="text"/> |
| Password: * | <input style="width: 95%;" type="text"/> | <input style="width: 95%;" type="text"/> |
| IP Address: | <input style="width: 95%;" type="text"/> | <input style="width: 95%;" type="text"/> |
| Host Name: | <input style="width: 95%;" type="text"/> | <input style="width: 95%;" type="text"/> |

Test Server

| | Pick-up <small>(Server used to pick-up acknowledgement files)</small> | Drop-off <small>(Server used to drop-off order and result files)</small> |
|-------------|--|---|
| User-ID: * | <input style="width: 95%;" type="text"/> | <input style="width: 95%;" type="text"/> |
| Password: * | <input style="width: 95%;" type="text"/> | <input style="width: 95%;" type="text"/> |
| IP Address: | <input style="width: 95%;" type="text"/> | <input style="width: 95%;" type="text"/> |
| Host Name: | <input style="width: 95%;" type="text"/> | <input style="width: 95%;" type="text"/> |

What Happens Next?

- We get connected to your SFTP server - takes about 3 - 4 days
 - A file is dropped on your server to make sure connectivity is set up correctly
- Begin testing
 - System-to-system: We send you test IWOs, then you send test acknowledgements. All the files are checked for data quality and conformance
 - PDF / Spreadsheet: You accept and reject a record
- After testing you are ready to go

Who Will I Get e-IWOs From?

- Arizona
- California
- Colorado
- District of Columbia
- Idaho
- Illinois
- Indiana
- Massachusetts
- Michigan
- Missouri
- Nebraska
- New Jersey
- New York
- Nebraska
- North Carolina
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Tennessee
- Texas
- Virginia
- Washington
- West Virginia

What are the Benefits of e-IWO?

- Money gets to the family faster
- All IWOs coming from the Portal look the same
- No more mail to open and IWO PDFs are image ready!
- Reduced phone calls from states
- Increased accuracy and reliability of data
- Saves time, money and resources at **NO COST TO EMPLOYERS**

Need More Information?

- Software Interface Specification document
 - http://www.acf.hhs.gov/programs/cse/newhire/employer/publication/eiwo/sis/eiwo_sis_qc.htm
- e-IWO Workgroup meets monthly
 - 31 states and 65+ employers
- e-IWO Workplace
 - Sign up to receive monthly meeting minutes, business rules and other information
 - Contact Bill Stuart to gain access to the Workplace

Still Have Questions?

- Contact Bill Stuart
 - Email - william.stuart@acf.hhs.gov
 - Phone - (518) 399-9241