Department of Health and Human Services
Administration for Families and Children
Office of Child Support Enforcement

Agreement to Receive Electronic Income Withholding Orders/Notices

By completing and providing the information contained in the e-IWO Employer/Payroll Provider Profile Form, the employer, company or government agency agrees that it will:

Electronically receive income withholding orders/notices issued by a state, tribe or territory.

Not impersonate any individual, entity or association, use false headers or otherwise conceal or provide misleading information about my identity while receiving income withholding orders/notices electronically.

Provide true, accurate, current and complete information about the entity identified in the profile form.

Receive, handle and process income withholding orders/notices electronically transmitted in the same manner as if they were received via regular mail; and that any electronic income withholding orders it receives shall be considered records generated during the ordinary course of business; and the electronic income withholding orders received by it shall be considered admissible as evidence in the same manner as paper documents.

Provide written notice to the federal Office of Child Support Enforcement, at least 30 days in advance, of its intent to no longer accept electronic income withholding orders.

◉ Accept ◯ Decline

e-IWO Employer/Payroll Provider Profile Form

Instructions

Fields followed by an asterisk are required. Validation is performed on the data entered. If data is entered incorrectly, a pop-up box may be shown that includes an instruction concerning how the data must be entered. The instructions must be followed. Do not ignore the pop-up box message.

General Information

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

Start Date: *

(Click on the field and an arrow appears to the right of the field. Use the arrow to show a calendar. Select a date from the calendar. When entering a date instead of using the calendar, use the format: MM/DD/YYYY. If the actual date is unknown, enter a projected date.)

FEIN: *

(Primary Federal Employer Identification Number enter as 9 numbers without a dash after the second number - this FEIN is the FEIN used on the batch for the files being transferred.)

Organization Type: *

(Select if you are an employer or a payroll provider.)

Organization Name: *

Organization Short Name:

(Supply an abbreviation or acronym for the organization such as DFAS or KBR.)

Address Information

Enter required address information.

NDNH Address Information

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

Address Line 1: *

Address Line 2:

Address Line 3:

City: *

State: *

Zip Code: *

-

Zip Code Extension

(Enter 5 numbers for the zip code and an optional 4 number zip code extension.)

Printed Form Address Information

Enter the address to be used to receive printed forms.

Address Line 1: *

Address Line 2:

Address Line 3:

City: *

State: *

Zip Code: *

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Zip Code Extension

(Enter 5 numbers for the zip code and an optional 4 number zip code extension.)

Contact Information

Enter business and technical support contact information.

Business Contact Information

Enter business contact information.

Contact Name: *

Contact Phone Number: *

(Enter numeric digits only, including area code. For example, enter 1231231111.)

Contact Fax: *

(Enter numeric digits only, including area code. For example, enter 1231231111.)

Contact Email: *

(Enter as: name@somewhere.com)

☐ Click if you want email notifications sent to this email address

Technical Support Contact Information

Enter technical support contact information.

Contact Name: *

Contact Phone Number: *

(Enter numeric digits only, including area code. For example, enter 1231231111.)

Contact Fax:

(Enter numeric digits only, including area code. For example, enter 1231231111.)

Contact Email: *

(Enter as: name@somewhere.com)

☐ Click if you want email notifications sent to this email address

Alternate Contact Information

Enter additional business or technical contact information. None of the fields are required.

Alternate Business Contact Information

Enter business contact information.

Contact Name:

Contact Phone Number:

(Enter numeric digits only, including area code. For example, enter 1231231111.)

Contact Fax:

(Enter numeric digits only, including area code. For example, enter 1231231111.)

Contact Email:

(Enter as: name@somewhere.com)

☐ Click if you want email notifications sent to this email address

Alternate Technical Support Contact Information

Enter technical support contact information.

Contact Name:

Contact Phone Number:

(Enter numeric digits only, including area code. For example, enter 1231231111.)

Contact Fax:

(Enter numeric digits only, including area code. For example, enter 1231231111.)

Contact Email:

(Enter as: name@somewhere.com)

☐ Click if you want email notifications sent to this email address

File Information

Use this form when receiving Income Withholding Orders as individual PDF forms. The organization receives acknowledgements as either individual PDF forms or combined into an Excel spreadsheet. The organization updates the acknowledgement PDF forms or the Excel spreadsheet and returns it to the e-IWO application. File names are according to the standard e-IWO file naming convention.

Defaults have been chosen based on the selections being made by the majority of the organization.
Verify the defaults to make sure that the wrong selection is not made for the organization.

General File Information

Enter information related to the exchange of files.

Encrypt Files:

(•) Yes ( ) No

Click **Yes** if you want all files sent to you encrypted on your server upon delivery to the server. GPG is used for encryption. If you selected **Yes**, you must supply your company's PGP or GPG encryption key when sending this profile.

Email Notification:

( ) Always (•) When Errors
( ) Never

Click **Always** if you want to receive e-mails for notification of files received, acknowledgment of files sent and errors.

Click **When Errors** if you only want to receive e-mails when there are errors.

Acknowledgement File Format:

(•) PDF ( ) Excel

PDF files have a format:
123456789.OAD.FLYN.200708060115087.A.PDF - for acknowledgement files
123456789.OAD.FLYN.200708060115087.N.PDF - for result files

Excel files have a format:
123456789.ACW.200708060115087.XLS - for acknowledgement files
123456789.ACW.ERR.200708060115087.XLS - for result files

Server Information

Enter server information needed for communication between the e-IWO server and the organization's 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 must be included. Both are not required.

If the organization is using the same server for pick-up and drop-off, either repeat the information in both sections or leave the drop-off section blank (do not fill it in). If the drop-off section is not filled in, it is assumed that the information is the same as the pick-up information.

User ID and password information can be sent to the portal network administrator in a separate email.

Pick-Up Server Information

Enter server information needed for the e-IWO server to retrieve acknowledgement files from the organization's server.

Production Server User ID:

Test Server User ID:

Production Server Password:

Test Server Password:

Production Server IP Address:

Test Server IP Address:

Production Server Host Name:

Test Server Host Name:

Production Server Port:

Test Server Port:

Production Server Directory Name:

Test Server Directory Name:

Drop-Off Server Information

Enter server information needed for the e-IWO server to send orders to the organization's server.

Production Server User ID:

Test Server User ID:

Production Server Password:

Test Server Password:

Production Server IP Address:

Test Server IP Address:

Production Server Host Name:

Test Server Host Name:

Production Server Port:

Test Server Port:

Production Server Directory Name:

Test Server Directory Name: