



## A Paperless Solution

A detailed overview of the e-IWO process and information on how your business can participate



Brought to you by the Child Support Services Division of the Tennessee Department of Human Services in combination with the Office of Child Support Enforcement (OCSE)

12/2022

# e-IWO Process Checklist

1. *Contact the State Employer Services Unit about e-IWO*
2. *Receive e-IWO packet*
3. *Choose e-IWO option*
4. *Contact OCSE or the State Employer Services Unit*
5. *Complete any necessary programming to payroll system*
6. *Conduct connectivity test*
7. *Send and receive files through the e-IWO portal*
8. *Go live and start receiving IWOs electronically*

# What is e-IWO?

The Federal Office of Child Support Enforcement (OCSE), in partnership with the states, public and private employers, payroll processors and other payroll related organizations have developed an electronic Income Withholding Order (e-IWO) process that enables:

- States to transmit income withholding orders electronically
- Employers to electronically notify states regarding the status of IWOs through acknowledgments, including terminations and lump sum payments

The e-IWO Project, which started in 2004, has resulted in:

- Reduced processing and handling costs for employers
- Improved communication between child support agencies and employers
- Withholding information provided in a consistent and uniform format



The e-IWO process has proven to be a cost effective and efficient method of handling child support IWOs for employers. ***There is no cost for you to participate in the e-IWO program!***

## e-IWO

The No Programming option is suited for small to mid-size employers that receive a low to medium volume of IWOs. This option requires no programming. Employers receive a .PDF copy of the IWO and a prefilled acknowledgment as either a fillable .PDF or an Excel spreadsheet (see page 4 for additional explanation of acknowledgment options). Based on employer experience, implementation of this option is ***less than 3 weeks!*** See the [Office of Child Support Enforcement Electronic Income Withholding Order \(e-IWO\) Overview](#) for additional information.

**NOTE:** There is no option for emailing individual IWOs to your organization.

# NPO Electronic Acknowledgment Options

The electronic Income Withholding Order (e-IWO) process allows The State of Tennessee to send an electronic file of Income Withholding Orders (IWOs) to you. In response, you return the electronic acknowledgement telling the state whether the e-IWO was accepted or rejected. You can complete an acknowledgement very quickly and easily. Both the prefilled acknowledgement PDF and prefilled acknowledgement spreadsheet require secure transfer back to the e-IWO application.

## Acknowledgement Spreadsheet

By completing the acknowledgement spreadsheet you are notifying the state that you received an IWO. The acknowledgement spreadsheet comes prefilled with all of the required data elements, such as noncustodial parent (NCP) name, case identifier and other data elements from the state's IWO electronic record. You complete the spreadsheet by indicating whether you accept or reject an order and supply a reason for the rejection if necessary. An example of a reject would be if you receive an IWO for a terminated employee or an employee who never worked for you.

### Sample spreadsheet:

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	Me		158008189	0000158965	ASFECauseNOCM-422	A		W
3	IN	AMD	410760000	PERSEVOR	JAMES			234001403	0000168604	PCRS57204	A		W
4	IN	TRM	410760000	SUTHERLAND	HENRY		JR	548004512	0000165739	TAXDISTCAUSENUM-4064	R		W
5	IN	LUM	410760000	KING	STEVEN			072009804	0000167525	BUNDLE230-TX204	A		W
6	IN	ORG	410760000	LANTZ	MICHAEL			081006700	0000167680	LANTZYU00	R		M
7	IN	ORG	410760000	PORTER	PATRICK			658000180	1234567890123456		A		W
8	IN	ORG	410760000	UNDERWOOD	MAXASDFGHJKLQWER	A	JR	448008160	0000158966	ASFECauseNOCM-422	A		W
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

You will receive an empty EMP acknowledgement spreadsheet before going live on e-IWO to use for this type of notification.

## Acknowledgement PDF

The prefilled acknowledgement PDF is similar to the acknowledgement spreadsheet (described above), except you receive the prefilled acknowledgement as a PDF. You indicate in the prefilled acknowledgement PDF whether the IWO is accepted or rejected and, if rejected, a reason for the rejection. The acknowledgement PDF uses drop-down lists for you to choose the reason for the rejection.

# How to Sign Up for e-IWO

Are you tired of receiving paper Income Withholdings? Are you ready to join the 400+ companies, and over half the states that are already taking advantage of e-IWO? If so, you can begin the process by filling out the profile forms for the e-IWO option you prefer (system-to-system, XML or Fillable PDF) or by responding back with your preferred option. We also offer one-on-one WebEx presentations just for your company. Once we know you are interested, OCSE will help get you setup.

Still need more convincing? We would be happy to connect you with a company that is using the e-IWO option you are leaning towards. We can also setup a conference call with the federal e-IWO Team to answer any technical questions.

Look which companies are already enjoying the paperless benefits of e-IWO...

- Target
- Walmart
- Burger King
- JC Penny
- Ruby Tuesday
- Jet Blue
- ADP Payroll Solutions
- USPS

## States Using e-IWO

### States and Territories using e-IWO:



Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, District of Columbia, Florida, Georgia, Guam, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Puerto Rico, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, and Wyoming.

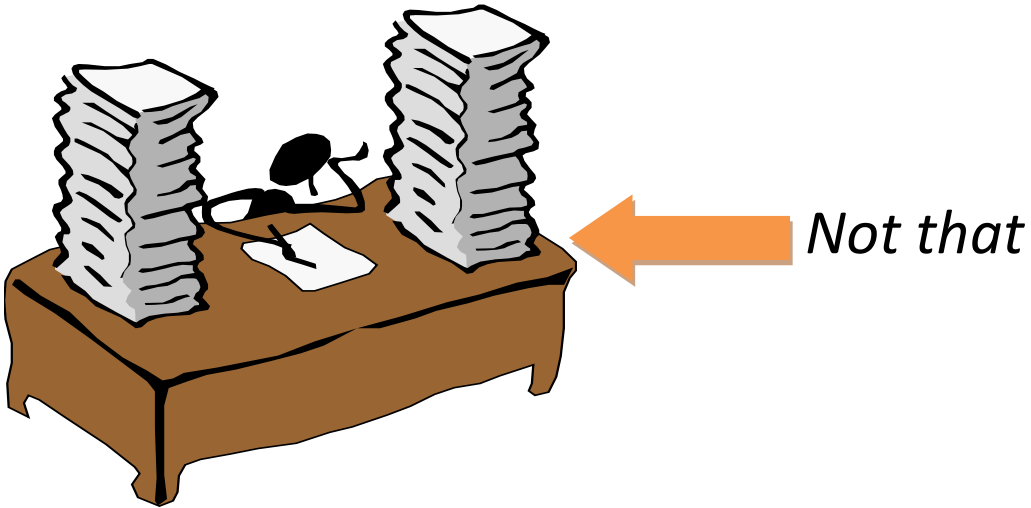
### Territories not using e-IWO:

Virgin Islands.

\* As of January 14, 2021

# In Summary..

Do this  



## Questions?

### Contact Information:

State Employer Services Unit  
[CSEmpServices.DHS@tn.gov](mailto:CSEmpServices.DHS@tn.gov)  
TN Department of Human Services  
Child Support Division  
(615) 313-5516 or  
(800) 446-0814

[eiwomail@acf.hhs.gov](mailto:eiwomail@acf.hhs.gov)  
E-IWO Team  
Federal Office of Child Support Enforcement