Electronic Income Withholding Order (e-IWO)

Fact Sheet

Are you tired of receiving paper Income Withholding Orders? Sign up for Electronic Income Withholding Orders (e-IWO). The federal Office of Child Support Enforcement (OCSE) in partnership with state child support agencies, public and private-sector employers and payroll processors has developed this FREE and efficient method that allows employers to take care of four child support matters electronically:

• Receive Income Withholding Orders (IWOs)

• Acknowledge acceptance or rejection of IWOs

• Notify the child support agencies of employee terminations

• Inform child support agencies of lump sum and bonus payments

e-IWO Options

There are two options for implementing the e-IWO process. The System-to-System Option or the No Programming Option (NPO). There is no option for emailing IWOs to your organization.

Option 1:
System to System Option

The System-to-System Option is suited for employers who receive a high volume of IWOs and have the technological resources to support connectivity. Employers process the electronic records and make the appropriate updates to the payroll system based on the IWO. Based on employer experience, implementation of this option can take 3-5 months. This option is recommended for midsize companies and large corporations with IT resources that can commit to several months of programming.

For more information about this option go to:
http://www.acf.hhs.gov/programs/cse/newhire/employer/publication/eiwo/sis/eiwo_sis_qc.htm

Option 2:
No Programming Option (NPO)

The No-Programming Option is suited for employers who receive a low volume of IWOs or have limited IT resources to implement the alternative. With NPO employers receive a .PDF copy of the IWO and a prefilled acknowledgment as either a fillable .PDF or an Excel spreadsheet. Based on employer experience, implementation this option can take 2-4 weeks. This option is recommended for small businesses and midsize companies with limited IT resources.

For more information about this option go to:
http://www.acf.hhs.gov/programs/css/resource/e-iwo-sis-no-programming-option

How to Sign up for e-IWO

For more information visit:
http://www.acf.hhs.gov/programs/cse/newhire/employer/eiwo/eiwo.htm.
You may also contact Bill Stuart at: william.stuart@acf.hhs.gov
or Sherri Grigsby at: sherri.grigsby@acf.hhs.gov.

California Department of Child Support Services