Electronic Income Withholding Order (e-IWO) Overview

The electronic Income Withholding Order (e-IWO) process is a cost-effective and efficient way for employers to process child support IWOs.

The e-IWO process lets you:

- 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 order
- Inform child support agencies about upcoming lump sum payments and employee terminations

There is no cost for you to use the e-IWO process! You can implement either our System-to-System Interface, No Programming Option, or e-IWO Online—it's your choice!

This is not an email service and there is no option for emailing IWOs to your organization.

e-IWO

e-IWO Options

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://acf.gov/programs/css/resource/e-iwo-software-interface-specification-for-states-and-employers.

Option 2
No Programming Option

Recommended for: Smaller employers who receive a few IWOs a month and don't have IT resources available.

How it works: You receive an image-ready PDF copy of the IWO and a prefilled acknowledgement as either a fillable PDF or MS Excel spreadsheet. It 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://acf.gov/programs/css/resource/e-iwo-sis-no-programming-option.

Option 3
e-IWO Online

Recommended for: Smaller employers and those unable to participate in options 1 or 2 because an internal server is not available. This option does not require programming or IT investment.

How it works:

- States send e-IWOs to the OCSE Child Support Portal for employers to download
- Employers must download and acknowledge the e-IWOs within three business days

You can register on the OCSE Child Support Portal for Employers as a new user. Once you have a Portal login, you must enroll in e-IWO through the Portal.

Estimated implementation time:
5-15 business days

If you have questions, please email EmployerPortal@acf.hhs.gov.