Manage
Income Withholding Orders online!

The Federal e-IWO program is an efficient and cost-effective way for employers to receive and acknowledge income withholding orders (IWOs) electronically.

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

Benefits of e-IWO

- Save time! Reduce the amount of time it takes to process IWOs

- Save money! Eliminates cost of postage and processing paper documents

- Save effort! Reduces errors from manual processing

  - Allows reporting of upcoming lump sum payouts and employee terminations

  - Allows employers to implement withholding orders sooner so families receive child support quickly

There is no fee for employers to use the e-IWO process!
To register, please contact eiwomail@acf.hhs.gov

e-IWO Options

Attention: The e-IWO program does not include electronic payment features. The e-IWO process is **not** an email solution. We are unable to securely send this sensitive data via email. You will receive email **notifications** of e-IWOs when the data is available on the online portal.

Option 1 – System-to-System Interface
Recommended for employers with information technology (IT) resources available.

How it works: OCSS 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, no longer works for your organization, or the IWO is a duplicate.

Estimated implementation time: 3-5 months

Option 2 – No Programming Option
Recommended for employers who 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 these options, visit:

https://www.acf.hhs.gov/css/training-technical- assistance/system-system-interface-option-states- and-employers.

https://www.acf.hhs.gov/css/training-technical- assistance/no-programming-option-employers.