

Electronic Income Withholding Order

A Paperless Solution for Businesses and Employers Who Process Income Withholding Orders for Child Support

The Electronic Income Withholding Order (e-IWO) process is an efficient choice for employers who process Child Support IWOs. This option is made available through a collaboration between state agencies, like the Tennessee Department of Human Services and the federal Office offered at no cost to participating employers.

Employers Can Use the E-IWO process to:

- Save paper and record-keeping costs by receiving and processing employee IWOs electronically.
- Send IWO rejection or acceptance acknowledgements to state agencies that are responsible for Child Support services.
- Inform state agencies about upcoming employee lump sum payments and terminations.

Options to Meet Business Needs:

Businesses have three options to help their company efficiently manage e-IWOs:

Option 1: System-to-System Interface

Recommended for: Medium to large employers with dedicated information technology (IT) resources.

How it works:

OCSS sends IWOs to the participating employer in a flat file or XML format based on the employer's needs. Image-ready portable document format (PDF) copies may also be requested. The employer processes the electronic records and makes appropriate updates to their payroll system based on the IWO. The employer creates an acknowledgment record for TDHS to indicate if the IWO is accepted and ready process or rejected due to incorrect records, employment status, duplication, or other reasons. IT assistance may be needed.

Estimated implementation time: 3-5 months.

Option 2- System-to-System Interface

Recommended for: Smaller employers who receive few IWOs and have limited IT support.

How it works:

The employer receives an image-ready PDF copy of the IWO and a prefilled acknowledgement as a fillable PDF or MS Excel spreadsheet. This option requires no programming and minimal effort from the IT department to configure a server and directories.

Estimated implementation time: 2-4 weeks.

Option 3- e-IWO Online

Recommended for: Smaller employers and those unable to use Options 1 or 2 because an internal server is not available to them

How it works: e-IWOs are delivered to the Child Support Portal for employers to download. Employers must download and acknowledge the e-IWOs within three business days. Users must register on the Child Support Portal. Once you have completed your Portal registration, you can enroll in e-IWO online.

Estimated implementation time: 5-15 business days.



Learn More:

Visit: Acf.H.hs.Gov/Css/Employers/E-iwo Or Tn.gov/HumanServices/For-Families/Child-Support-Services/Child-Support-Employer-Services.html

Email: CSEmpServices.DHS@tn.gov

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