

# Policy F.Y.I.

From the Policy Unit

Date: 12-29-2023

FYI-426

Please contact the Policy Unit if you have questions regarding this announcement at [DCSSPOLICYQUESTIONS@azdes.gov](mailto:DCSSPOLICYQUESTIONS@azdes.gov).



## **SUBJECT: Policy FYI-426 | Launch of e-IWO Online for the Office of Child Support Services (OCSS) Portal**

This policy FYI is to inform staff that on December 15, 2023, the OCSS launched an Electronic Income Withholding Order (e-IWO) Online process. This is a new Child Support Portal application for employers to download and acknowledge IWOs directly from the Portal. This will allow employers without access to internal servers to benefit from participating in e-IWO.

Please note the following about the e-IWO Online process:

- e-IWO Online employers will be included in the e-IWO employer push files that are received on the 1st and 15th of each month so that the system can generate e-IWO records for those FEINs.
- Employers are required to download orders within 3 business days. The OCSS will email the employers each day reminding them to download the file.
- If the employer does not download orders from the Portal within the required timeframe, the OCSS will send an email to the state e-IWO contacts that receive daily e-IWO notifications. An Excel spreadsheet will be attached to the email with the order details so that the child support agency can manually issue the IWOs.
- OCSS will monitor and work with employers that are not downloading their files, and employers who repeatedly fail to retrieve their orders will be deactivated from e-IWO.

e-IWO is an efficient and cost-effective way for employers to receive and acknowledge IWO's electronically. The e-IWO process does not include electronic payment features.

Below are some benefits of using the e-IWO:

- Reduces errors from manual processing.
- Eliminates the cost of postage and processing paper documents.
- Allows reporting of upcoming lump sum payouts and employee terminations.
- Allows employers to implement withholding orders sooner so families receive child support payments quickly.

**We urge DCSS colleagues to view this information directly on The PORT and not create a separate personal file.**

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