



F.Y.I.

from the Policy Unit

FYI-074

Date January 5, 2016

SUBJECT: Manual Issuance of an Income Withholding Order (IWO)

Please contact the Policy Unit if you have any questions regarding these or any other changes at
[GEARUP>DCSE Collaboration – Teams>Policy Questions](#) or 602-771-8127
The IV-D PARTNERS should send POLICY inquiries directly to DCSS-POLICYQUESTIONS@azdes.gov

This update provides guidance on contacting the employer when issuing an IWO manually. When the DCSS receives notice that a Noncustodial Parent (NCP) has an employer, contact the employer before issuing an IWO manually.

1. Verify that the NCP is currently employed.

Note: Many employers use third party businesses to screen their phone calls, use the phone number found in the "Ph 1" field on the ATLAS screen **EMAA (Employer Additional Address Maintenance)** which is the correct number to use for this purpose.

2. Prior to calling, review the "eEmployer" field on EMAA. If this field shows "Y", the employer is an eEmployer.
3. If the employer is not an eEmployer, ask permission to fax the IWO.