



F.Y.I.

from the Policy Unit
FYI-392

Date: December 16, 2022

SUBJECT: Income Withholding (IWO) Concerns Reported by the
Social Security Administration (SSA)

Please contact the Policy Unit if you have any questions regarding these or any other changes at
DCSS_POLICYQUESTIONS@azdes.gov

This Policy FYI is to inform staff of the Income Withholding (IWO) concerns expressed by the Social Security Administration (SSA).

These concerns include:

- Common e-IWO errors causing rejections
- Noncustodial parent's (NCP) date of birth on all IWO's—both paper and e-IWO
- Sending paper IWO's by fax or mail
- eIWO's termination sent during the last two weeks of the month

The SSA has provided beneficial guidance staff may refer to before sending out an IWO, these include:

Rejected e-IWO Records for Reject Code "Name Not Match"

SSA has analyzed e-IWO rejects after implementing their e-IWO reject enhancement and suggests the following to avoid the "NAME NOT MATCH" reject code:

- Use the NCP's legal name. For example: If a child support agency enters "Ted" instead of "Theodore" in the first name field, the record will be rejected.
- Use the suffix field instead of including the suffix in the last name field. Adding the suffix in the last name field causes the record to be rejected because the last name in SSA's system will not match the information on the e-IWO record.

Include the NCP's Date of Birth on All IWO's

SSA requests staff to include the NCP's date of birth on both paper IWO's and e-IWO records. In situations where a paper or e-IWO initially rejects, the date of birth helps the SSA technicians resolve name matching issues.

For States Not Using e-IWO - Send IWOs to the Closest SSA Office

To avoid a three or more weeks delay when sending a paper IWO, mail or fax paper IWO's to the SSA field office closest to your office location. You can find the mailing address and fax number by entering your office's ZIP code on [SSA's website](#). This applies to states not yet using e-IWO with SSA and those that are in the limited situations when a paper IWO is required.

eIWO Termination Requests Sent During Last Two Weeks of the Month

If you send SSA an eIWO termination within the last two weeks of the month, you may receive an additional payment for the next month after the termination request was sent.

The additional payment is received because SSA has a "variable" cutoff date each month based on their workloads and the interface SSA has with the US Treasury.

For Example: If you send SSA an eIWO termination on 12/19/22, you will probably receive a payment on January 3, 2023, since SSA has missed their cutoff to stop that payment.

Please do not input a second termination order upon receipt of that payment since you can cause additional delays.

DCSS colleagues are urged to view this information directly on The PORT and not create a separate personal file.

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