
DCSE Policy & Procedures Unit
Policy Update
PPU 07-07-003
July 23, 2007

SUBJECT: New Fax Service for IWO's to the Defense Finance and Accounting Service

Please contact the Policy Unit if you have any questions regarding these or any other changes at
*DCSE-POLICYQUESTIONS, CSE.POLICY or (602) 274-7951.

*The IV-D PARTNERS should send POLICY inquiries directly to *DCSE-POLICYQUESTIONS@azdes.gov*

There is a new fax service for sending **income withholding orders (IWO)** to the Defense Finance and Accounting Service (DFAS).

- A. Send an IWO by fax to DFAS at 1-877-622-5930 (toll free) or 1-216-522-6960.
 - 1. A cover sheet is not necessary.
 - 2. Fax each IWO individually.
 - 3. Include the full Social Security number of the non-custodial parent.
- B. The fax line is dedicated for child support documents. Do not send verifications of employment or other correspondence.
- C. Call DFAS Customer Service at (888) 332-7411 (toll free) for any questions regarding income withholding orders that are sent.

The fax line is only to be used for sending income withholding orders and accompanying documents. Please do not fax requests for verification of employment, the National Medical Support Notice, or court orders.

You may continue to mail income withholding orders for child support to the following address.
Do not mail an income withholding order that you have faxed to the Fax Gateway.

DFAS Cleveland Center
DFAS-HGA/CL
P.O. Box 998002
Cleveland, OH 44199-8002
(888) 332-7411 for customer service