

Iowa's Employer Child Support Website: Payment Status Guide

This guide contains a listing of all payment statuses you may see when using the Iowa Employer Child Support Website of the Child Support Services (CSS), www.iowachildsupport.gov.

If you have any questions about this guide, call our employer customer service center (EPICS) at 877-274-2580 Monday through Friday, 8:00 am to 4:30 pm CT, or email csrue@hhs.iowa.gov . We are happy to help you.

Payment Status	Description
Cancelled by HHS	We cancelled the payment.
Cancelled by Employer	One of your company's website users cancelled the payment.
Closed	The financial institution/bank did not honor the payment because the account was closed.
Complete	A posted child support payment. The payment has been debited from the employer's financial institution/bank account. NOTE: If there is a problem with a payment that is complete, please contact us.
Error	We did not process the payment or the payment was returned for a reason not listed above.
In Process	We have begun to process the payment. Payments may not be modified or cancelled once in process.
Initiated	The payment has been submitted; however, we have not started to process it yet. You may modify or cancel a payment in this status. We process payments after 2:00 pm Central Time on the payroll date. We do not process payments on Saturdays, Sundays, or state and Federal Reserve holidays. If the processing date falls on a holiday or weekend, we begin processing the payment on the next business day.
NSF	The financial institution/bank did not honor the payment because there was not enough money in the account to cover the payment.
Return	The financial institution/bank did not honor the payment.
Stop	The financial institution/bank did not honor the payment because a stop was placed on the transaction.