

## Iowa's Employer Child Support Website: Glossary

This glossary contains important words and terminology you see when using the Iowa Employer Child Support Website of the Child Support Services (CSS), [iowachildsupport.gov](http://iowachildsupport.gov).

If you have any questions about our glossary, please 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](mailto:csrue@hhs.iowa.gov). We are happy to help you.

Term	Definition
Account Debited Date	The date upon which a child support payment is withdrawn from your financial institution/bank account. Typically, your financial institution/bank debits the payment one business day after it is In Process.
Account Status	Reflects your current ability to use our online payment service. Your account status may be Active (capable of activity) or Suspended (temporarily inactive).
Administrator	Someone who may add, modify, or view all information (except other user's passwords) and approve or cancel child support payments. The person who registers a company is automatically set up as an administrator.
Approved Date	The day you approve a child support payment online. If an approved date falls on a non-business day, the payment will be processed on the next business day.
Automated Clearing House (ACH) Network	A secure network that helps financial institutions/banks transfer money electronically. The National Automated Clearing House (NACHA) operating rules govern the use of this system. For more information about ACH and NACHA, see the NACHA website at <a href="http://www.nacha.org">www.nacha.org</a> .
Basic User	A basic user is someone that may report employee terminations or temporary absences, and view income withholding notices. A basic user cannot make payments.
Business Day	The days that initiated payments are processed. Business days are Monday through Friday, excluding state and Federal Reserve holidays.
Business Hours	The hours that the employer customer service center (EPICS) is open. Business hours are Monday through Friday, 8:00 am to 4:30 pm Central Time, excluding state holidays.
Case Information	Any information you enter from an income withholding notice regarding a child support case. This includes employee information, payment information, case numbers or court order numbers.
Compensation	A payment owed by the employer for: <ul style="list-style-type: none"><li>• Labor or services rendered by an employee or contractor to the employer.</li><li>• Benefits including, but not limited to, vacation, holiday, and sick leave, and severance payments which are due an employee under an agreement with the employer or under a policy of the employer.</li></ul>

Complete Payment	A posted child support payment. The payment has been debited from the employer's financial institution/bank account. Check the Payment Status Guide for a complete listing of all payment statuses.
Contractor	For new hire reporting, someone: <ul style="list-style-type: none"> <li>• Who is 18 years of age or older;</li> <li>• Who performs labor in Iowa to whom the payor of income makes payments not subject to income tax withholding;</li> <li>• For whom the payor of income is required by the IRS to file a 1099-MISC form; and</li> <li>• Who is a natural, individual person, NOT a corporation, government, business trust, estate, partnership, proprietorship, or other legal entity, however it is organized.</li> </ul>
Cutoff Time	2:00 pm Central Time. You must submit your child support payment by the cutoff time for it to move to an In Process status on the same business day.
Employee	For new hire reporting, someone: <ul style="list-style-type: none"> <li>• Who performs labor in Iowa and is employed by an employer in Iowa for compensation;</li> <li>• For whom compensation is withheld for federal or state tax liabilities by an employer; and</li> <li>• Who is a natural person that is an individual, NOT a corporation, government, business trust, estate, partnership, proprietorship, or other legal entity, however it is organized.</li> </ul>
Employer	A person who: <ul style="list-style-type: none"> <li>• Engages an employee for compensation, and</li> <li>• Withholds federal or state tax liabilities from the employee's compensation.</li> </ul> Employer includes any governmental entities or labor organizations.
Employer Account	A secure way for you to identify yourself to use our website. The first time you connect to the site, you complete a custom profile. The information you enter is stored in a secure database, so you do not need to enter it each time you visit. We use your information to process your actions on the employer website. See our Privacy Policy for more information. You can view the Privacy Policy at any time by using the Privacy Policy link at the bottom of each page of the employer website.
Financial Institution/Bank Account	The checking or savings account from which you make child support payments. Your checking or savings account must be at a financial institution/bank within the United States.
Holidays	The days that initiated payments are not processed including Saturdays, Sundays, state, and Federal Reserve holidays.
In Process Payment	An initiated payment moves to an In Process payment at the cutoff time of the payroll date or approved date, whichever is later. The In Process payment debits from an employer's financial institution/bank account within one business day.
Income Withholding	There are three (3) types of income withholding used to collect child support: <ul style="list-style-type: none"> <li>• Immediate or Mandatory income withholding to collect support in multiple situations, such as when current support is owed or when arrears are owed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Amended income withholding to modify the amount to withhold when the conditions of the case change.</li> <li>• Lump sum income withholding to collect child support from periodic or irregular income.</li> </ul>
Income Withholding Amount (IWO Amount)	<p>As directed in income withholding notices/orders, the amount of income employers withhold for child support. The withholding amount comes from:</p> <ul style="list-style-type: none"> <li>• Employee wages,</li> <li>• Salaries, commissions,</li> <li>• Vacation pay, bonuses,</li> <li>• Workers Compensation</li> <li>• Disability payments,</li> <li>• Payments from a pension or retirement program and interest,</li> <li>• A sole payment or lump sum, and</li> <li>• Irregular income.</li> </ul> <p>The amount of income that may be withheld by the employer or payor of income is limited by the Federal Consumer Credit Protection Act.</p>
Initiated Payment	<p>A payment which has been submitted, however, we have not started to process it yet. An initiated payment is waiting to move to an In Process payment status after the cutoff time.</p> <p>Check the Payment Status Guide for a complete listing of payment statuses.</p>
New Hire	<p>For new hire reporting, a recently hired employee who:</p> <ul style="list-style-type: none"> <li>• Has never worked for the employer before, or</li> <li>• Terminated employment with the employer within the last six (6) consecutive weeks and the employer reported the termination of employment to the Registry. The employer must report the employee as a new hire.</li> </ul> <p>If the employer has not reported the termination of employment to the Registry yet, it is unnecessary for the employer to report the employee again as a new hire. If more than six (6) consecutive weeks have passed since the termination of employment, the employer reports the employee as a rehire.</p>
New Hire Reporting	<p>A process by which an employer or payor of income reports information to the Iowa Centralized Employee Registry (Registry/ICER) on newly hired employees or contractors within 15 days of the date of hire. The information provided to the Registry:</p> <ul style="list-style-type: none"> <li>• Helps locate parents who owe child support, and</li> <li>• Speeds up child support payments through income withholding.</li> </ul>
Non-business Day	<p>The days that initiated payments are not processed including Saturdays, Sundays, state, and Federal Reserve holidays.</p>
Non-Sufficient Funds (NSF)	<p>Insufficient funds. The financial institution/bank did not honor this child support payment because there was not enough money in the account. Check the Payment Status Guide for a complete listing of payment statuses.</p>
Password	<p>A secret series of characters that, with your user ID, allows you to easily access the employer website. The password prevents unauthorized users from accessing your employer account. Your</p>

	<p>password must be a combination of at least eight (8) characters including at least 1 of each of the following:</p> <ul style="list-style-type: none"> <li>• Capital letter,</li> <li>• Lower case letter,</li> <li>• Special character (*\$-+?_=!%()/@#[]), and</li> <li>• Number</li> </ul> <p>Your password should be something that is not easily guessed. You must change your password at least once every six (6) months.</p>
Pay Cycle	The time between paychecks. When entering employee information for a pay cycle, you may select weekly, bi-weekly (every other week), semi-monthly (twice a month), monthly or other.
Payment Details	<p>Information about one specific child support payment made online, including:</p> <ul style="list-style-type: none"> <li>• Employee name,</li> <li>• Employee Social Security Number (masked to display only the last four (4) digits),</li> <li>• Employee case or court order number,</li> <li>• Child support amount,</li> <li>• Whether the child support amount was less than the full payment amount and why,</li> <li>• Whether the employee's employment has terminated, and</li> <li>• Payment reference number.</li> </ul>
Payment History	A record of child support payments made online by the employer or payor of income. Only the last twelve (12) months for payments will show online. If you need a copy of payments for your records, it is recommended that you print what you need on a regular basis.
Payment Information	Any information about your company's child support payments made online. It includes financial institution/bank account information, company information, employee information, case number(s), dates, and amounts.
Payment Instructions	Specific information you give us to process a child support payment. This information may include the company, pay cycle, payroll date, financial institution/bank account, and amount.
Payment Status	Reflects the current condition of a child support payment. These statuses affect the actions (modify or cancel) you may take with a payment. Check the Payment Status Guide for a complete listing of payment statuses.
Payment Submitter	Someone who may add, modify, view, and cancel child support payments. Administrators can also add, modify, view, and cancel payments.
Payment Summary	<p>General information about a child support payment made online, including:</p> <ul style="list-style-type: none"> <li>• Pay cycle,</li> <li>• Financial institution/bank account,</li> <li>• Payroll date,</li> <li>• Account debited date,</li> <li>• Amount, and</li> <li>• Payment status.</li> </ul>
Payor of Income	Includes both an employer and a person doing trade or business in Iowa who engages a contractor for compensation.

Privacy Policy	A document that explains what information we gather and how we use it. You can view the Privacy Policy at any time by selecting the Privacy Policy link on the bottom of each page on the employer website.
Registry/ICER	The Iowa Centralized Employee Registry created in Iowa Code section 252G.2.
Rehire	For new hire reporting, an employee you rehire whom you did not expect to work for you again. An employee is considered rehired on the new date of hire following a termination of employment lasting a minimum of six (6) consecutive weeks.
Start Date	The first day in which: <ul style="list-style-type: none"> <li>• An employee is owed compensation by the payor of income or employer, or</li> <li>• A contractor performs labor or services for the payor of income.</li> </ul>
Temporary Absence	An employee that is temporarily absent from the workplace, but the employment has not been terminated. Reasons an employee could be temporarily absent from the workplace include: <ul style="list-style-type: none"> <li>• Unpaid medical leave or leave of absence</li> <li>• Seasonal work,</li> <li>• Disability,</li> <li>• Workers' compensation,</li> <li>• Temporary layoff,</li> <li>• FMLA,</li> <li>• Education.</li> </ul>
Termination of Employment	The employer no longer provides income to the employee, and the employer does not intend to provide income to the employee again. Terminations of employment <b>do not</b> include temporary absences.
Terms and Conditions	A document containing the employer's responsibilities in using the employer website to make payments. The employer must accept the Terms and Conditions of Use to approve child support payments.
Upload	A process that allows you to transmit files of new hire information through the employer website to the Registry/ICER. You must sign up and be approved to use this process. New hire reports through the upload process do not show on new hire reports generated through the employer website.
User	Someone who works with the employer website on behalf of an employer.
User ID	A unique name that, along with your password, allows you to easily access the employer website. Your user ID may not be longer than thirty (30) characters (letters, number, and symbols). The administrator assigns the User ID's for additional users of that company.