

## Iowa's Employer Child Support Website: Making Child Support Payments Help Guide

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This document contains information about making child support payments using the employer website, [iowachildsupport.gov](http://iowachildsupport.gov).

If you have any questions, 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@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us).

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## **Make Child Support Payments Online**

### **Accept the Terms and Conditions**

Review the Terms and Conditions carefully. To make payments on the employer website the employer must accept the Terms and Conditions. If you do not accept the Terms and conditions, you can still report newly hired or rehired employees/contractors and report employee terminations online.

You can view the Terms and Conditions at any time by selecting the **Terms and Conditions** link at the bottom of each page. To print, select **Print** on your internet browser.

### **Financial Institution/Bank Accounts**

The bank account you enter must allow debits. If you make an online payment from a bank account with a debit block on it, the payment cannot be processed and results in a bank returned item. If you are unsure whether you have a debit block on your bank account, please contact your financial institution/bank.

### **Add Financial Institution/Bank Account Information**

- After logging in, you are on the **Main Menu**.
- Go to the **Payments** section.
- Select **Bank Accounts**. The page displays a table of bank accounts.
- Select the circle in front of **Add a New Bank Account**.
- Type an **Account Description** that helps you identify the account when making payments.
  - For example: contractor account, IWO money, or First Bank checking.
- Select the **Account Type** (checking or savings) from the drop-down list.
- Answer the question about an ACH debit block on the account.
  - If you answer **yes**, you are unable to add the account until you ask your financial institution/bank to remove the block.

**Note:** For the following entries, do not use the numbers on your deposit slips. Use the numbers on your checks.

- Type the **Routing/Transit Number**. You can find the 9-digit routing number in the lower left hand corner of your check directly before the account number.
- Type the **Account Number** twice. The account number is the number that follows the 9-digit routing number in the lower left hand corner of your check.
- Select **Add**. A confirmation message displays the information that you entered about your financial institution/bank account information.
  - **If the information is correct**, select Yes to continue registering.
  - **If any of the information is wrong**, select No to correct it.

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### **Modify Financial Institution/Bank Account Information**

- After logging in, you are on the **Main Menu**.
- Go to the **Payments** section and select **Bank Accounts**.
  - The page displays a table of bank accounts.
- Select the circle in front of the financial institution/bank account you want to modify.
- You may modify any of the following:
  - **Account Description** which helps you identify the account when making payments.
    - For example, contractor account, IWO money, or First Bank checking.
  - **Account type** (checking or savings)

**Routing/Transit Number:** You can find the 9- digit routing number in the lower left hand corner of your check directly before the account number.

**Account Number:** Your bank account number is the number that follows the 9 digit routing number in the lower left hand corner of the check.

**Note:** For the following entries, do not use the numbers on your deposit slips. Use the numbers on your checks.

- Select **Modify**. A confirmation message displays the information that you entered about your financial institution/bank account.
  - **If the information is correct**, select Yes to continue registering.
  - **If any of the information is wrong**, select No to correct it.

**Note:** If there is a payment “In Process” and you modify the bank account type, routing/transit number, or account number, a warning message displays. The warning message directs you to call our employer customer service center, EPICS, if your financial institution/bank will not honor the payment “In Process”. Please call our employer customer service center, EPICS, at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CT, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us).

If there is a payment in an “Initiated” status and you modify the bank account type, routing/transit number, or account number, we update that information on the payment.

### **Delete Financial Institution/Bank Account Information**

- After logging in, you are on the **Main Menu**.
- Go to the **Payments** section and select **Bank Accounts**.
  - The page displays a table of bank accounts.
- Select the circle in front of the financial institution/bank account you want to delete.
- If you are sure you want to delete the account, select **Delete**. A confirmation box prompts you to choose **OK** or **Cancel**.
  - If you choose to delete the account, the page displays your current financial institution/bank information.

**Note:** Your financial institution/bank information cannot be deleted if it is associated with an “Initiated” payment.

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You may:

- Cancel the payment,
- Modify the payment to use another financial institution/bank account, or
- Wait until the payment has a "Complete" status, then delete the financial institution/bank account.

Payment Submitters can only delete accounts that are not associated with "Initiated" payments.

### Employee Information

#### Add Employee Information

- After logging in, you are on the **Main Menu**.
- Go to the **Payments** section and select **Employees**.
  - The page displays a table of employees.
- Select the circle in front of **Add a New Employee**.
- Select the employee's status.
- Type the employee's SSN and name.
- Select the employee's pay cycle.
  - The pay cycle can be weekly, bi-weekly, semi-monthly, monthly, or other.
- Select whether the employee works for you full-time or part-time.
- Type the child support case number and the amount to withhold per pay cycle.
  - You can find this information on the income withholding notice.
  - If you do not have the child support case number, type the court order number instead.
- If you want to add another case number and IWO amount for the same employee, select **Yes** to the question "Do you want to enter more Iowa income withholding orders for this employee?".
- Select **Add**.

The page displays a list of your current employees including the new employee's record.

#### Modify Employee Information

- After logging in, you are on the **Main Menu**.
- Go to the **Payments** section and select **Employees**.
  - The page displays a table of employees.
- Select the circle in front of the employee you want to modify.
- You may modify any of the following employee information:
  - Status
  - Social Security Number
  - Name
  - Pay cycle (weekly, bi-weekly, semi-monthly, monthly, or other)
  - Whether the employee works full-time or part-time
  - Child Support Case number (or court order number if you do not have a child support case number)
    - **To replace a court order number with a child support case number**, select the court order number and delete. Then type the child support case number on the same line.

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- **To delete a child support case number or court order number entirely** (for example when the order ends), select the withholding amount and type zero.
- You cannot delete a case number or court order number if it is associated with a payment in an “Initiated” status. Once the payment has a “Compete” status, you may then delete the case number or court order number.
- Amount to withhold per pay cycle listed on the income withholding notice
- Select **Modify**.
  - The page displays a list of your current employees including the modified employee's record.

**Note:** If an administrator or payment submitter modifies an employee's name, social security number, case number or court order number and the employee is associated with an “Initiated” payment, we update the employee's information on that payment. Payment Submitters cannot modify employee information if the employee is associated with a “Completed” payment.

### **Delete Employee Information**

- After logging in, you are on the **Main Menu**.
- Go to the **Payments** section and select **Employees**.
  - The page displays a table of employees.
- Select the circle in front of the employee you want to delete.
- If you are sure you want to delete the employee, select **Delete**. A confirmation box prompts you to choose **OK** or **Cancel**.
- If you choose to delete the employee, the page displays a confirmation of the deletion. In addition, the page displays a list of your current employees.

**Note:** You cannot delete an employee associated with a payment in an “Initiated” status. You may:

- Modify the payment to exclude this employee, or
- Wait until the payment has a “Complete” status, then delete the employee.

### **Make a Payment**

- Go to the **Main Menu**.
- Go to the **Payments** section.
- Select **Make a Payment**.

The page displays a list of all active employees for all pay cycles. If you have more than one pay cycle for employees, you can display only the employees for a particular pay cycle by selecting it from the **Pay Cycle** drop-down box.

To make payments for employees who are temporarily not working for you, select **Active & Temporarily Absent** from the **Employee Status** drop-down box.

To make payments for employees who are no longer employed by you, select **Active & Terminated**. To make payments for all employees, select **All**.

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If you have more than one bank account entered on the website, select the financial institution/bank account from which you want the payment deducted from in the **Bank Account** drop-down box. The account numbers that display are masked and only show the last 4 digits.

Type in the date you withhold the payment from the employee's pay in the **Payroll Date** field. At 2 pm CT on the payroll date we move "Initiated" payments to a status of "In Process." We process payment dates that fall on a non-business day on the next business day.

You may select all employees by choosing **Select All** to the far right of the page. The website selects all of the employees and their cases for payment. The amount of each income withholding notice as shown on the **Employee** page is also selected.

If you do not choose **Select All**, you can make payments by choosing the **Select** checkbox to the left of the case number or court order number(s) for which you are making a payment. A checkmark appears in the selection box. The amount of the income withholding notice as shown on the **Employee** page is also selected.

You can change the amount of a payment for a case by typing the correct amount in the **Amount** field.

You can remove a payment for a case by choosing the **Select** checkbox to the left of the case number or court order number. The checkmark disappears and the payment amount changes to zero for that case.

To remove a payment for an employee who has more than one case, choose the **Select** checkbox for each of the employee's cases. The checkmarks disappear and the payment amounts change to zero for that employee.

If this is your **final payment for the employee**, select the **Final Withholding** checkbox and select the reason from the drop-down box.

If you select "**employment ended**", the website updates the **Employee** page to show that the employee is no longer working for you and displays the payment's payroll date in the **Employee's final payroll date** field. If you select any other choice, the employee continues to have an active status.

If an employee still works for you and you receive notices to no longer withhold child support for any of the employee's cases, select "**All income withholding orders terminated.**" If you do not expect to receive future income withholding orders for the employee, you may wish to delete the **Employee** page after you make the payment. Otherwise, update the IWO amount on the **Employee** page to zero. Using this update method allows the employee to display on future **Make a Payment** pages, but no amounts are paid for the employee unless you change the amount on the page from zero.

**Reminder:** To report an address, new employer, or health insurance status for an employee who no longer works for you and has a child support case, complete the information on the **Report Employee Terminations** page when you are done making the payment.

If this payment is **less than the full amount** of the income withholding notice, select the **Less Than Full Payment** checkbox and select the reason from the drop-down box.

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If you select “**employment ended**”, the website updates the **Employee** page to show that the employee is no longer working for you and displays the payment's payroll date in the **Employee's final payroll date** field. If you select any other choice, the employee continues to show an active status.

To report the worker's compensation, disability provider or other information about an employee who is temporarily not working for you, complete the information on the **Report a Temporary Absence** page when you are done making the payment.

When you finish entering all payment information for this pay cycle, select **Submit Payment** (*administrators and payment submitters*). A confirmation message displays indicating you have initiated a payment. A confirmation email will also be sent. This email will include the reference number for the payment.

### **Modify a Payment**

You can modify a payment online if we have not begun processing it (in “Initiated” status). Payment Submitters can only modify payments in an “Initiated” status. You have until 2 p.m. CT on the payroll date to modify an “Initiated” payment. If the status of a payment has changed to “In Process,” the payment cannot be modified.

Take the following steps to modify a payment:

- From the **Main Menu**, go to the **Payments Menu**.
- Select **Modify a Payment**. The page displays a table of payments.
- Select the circle in front of the payment you want to modify.
- You may modify any of the following:
  - The financial institution/bank account from which you want the payment deducted.
  - The payroll date you withheld payment from the employee's pay. At 2 p.m. CT on the payroll date we move “Initiated” payments to a status of “In Process.” We process payment dates that fall on a non-business day the next business day.
  - The amount for each case.
  - Whether this is your final payment for this employee.
  - Whether this payment is less than the full amount and the reason.

If you change a “final withholding” or “less than full” payment reason from “employment ended” to another reason, the employee continues to show an active status on the **Employee** page. If you add “employment ended” as a reason, the employee no longer displays as working for you on the **Employee** page.

After modifying the payment, select **Modify Payment**. A confirmation message displays indicating you have submitted a payment. A confirmation email will also be sent. This email will include the reference number for the payment.

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### **Wrong Payroll Date Entered**

If you entered the wrong payroll date, you can modify the payment online if we have not begun processing it (in "Initiated" status). Payment Submitters can only modify payments in an "Initiated" status. You have until 2 p.m. CT on the payroll date to modify an "Initiated" payment. If the status of a payment has changed to "In Process," the payment cannot be modified.

Take the following steps to modify the payroll date:

- From the **Main Menu**, go to the **Payments Menu**.
- Select **Modify a Payment**. The page displays a table of payments.
- Select the circle in front of the payment you want to modify.
- Modify the wrong payroll date to the correct date you withheld payment from the employee's pay. At 2 p.m. CT on the payroll date we move "Initiated" payments to a status of "In Process." We process payment dates that fall on a non-business day the next business day.
- Select **Modify Payment**.

### **Missed Payment (Previous Payroll Date)**

You may make a payment online even if the payroll date has passed.

**Note:** If you need to make a payment for a previous payroll date **more than 30 days in the past**, you must mail it to:

Collection Services Center  
PO Box 9125  
Des Moines, Iowa 50306-9125

Be sure to identify each payment by the case number (or court order number if you do not have a case number), name of the employee, amount, and the date of withholding.

To make a payment online for a previous payroll date, follow the instructions in [Make a Payment](#).

### **Cancel a Payment**

You can cancel a payment online if we have not begun processing it, meaning it is in an "Initiated" status. Only Payment Submitters or Administrators can cancel payments in an "Initiated" status. You have until 2 p.m. CT on the payroll date to cancel an "Initiated" payment.

Take the following steps to cancel a payment:

- From the **Main Menu**, go to the **Payments Menu**.
- Select **Cancel a Payment**.
  - The page displays a table of payments.
- Select the circle in front of the payment you want to cancel.
- If you are sure you want to cancel the payment, select **Cancel Payment**. A confirmation box displays that prompts you to **Cancel the Payment** or **Do Not Cancel**.
  - If you cancel the payment, a confirmation message displays indicating you have cancelled a payment.
  - If you cancelled a payment for one or more employees, but payments remain for other employees, those remaining amounts continue to display.



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### **View Payments**

Take the following steps to view a payment:

- From the **Main Menu**, go to the **Payments Menu**.
- Select **View a Payment**
  - The page displays a table of payments.
- Select the circle in front of the payment you want to view.
  - The page displays the details of the selected payment.

**Note:** The employee's SSN is masked and only displays the last 4 digits.

### **Insufficient Funds and Dishonored Payments**

As soon as you know that your financial institution/bank will not honor a payment, please call our employer customer service center (EPICS) at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CT. If you notify us in time, we may be able to prevent your employer account from being suspended.

If your financial institution/bank does not honor a deduction from your financial institution/bank account, we suspend your website employer account for up to one year, and the transaction is not completed. Once suspended, you are required to make payments with a money order or certified funds for the year your employer account is suspended.

If we suspend your payment privileges, we notify you by email. You must reimburse us immediately with a money order or certified funds for the transaction amount returned and for any fees imposed by the financial institution/bank.

### **Tracking Payments**

A confirmation message displays each time you initiate a payment. A confirmation email is sent when a payment is initiated, modified or cancelled. This email includes the reference number for the payment.

To view a payment online:

- From the **Main Menu**, Go to the **Payments Menu**.
- Select **View a Payment**
  - The page displays a table of payments.
- Select the circle in front of the payment you want to view.
  - The page displays the details (including status) of the selected payment. A payment in an "Initiated" status has been submitted. A payment in a "Completed" status has been processed by the Collection Services Center (CSC). A payment in the "In Process" status has started the posting process at the Collection Services Center (CSC).
- You can create a payment report from the **Reports** page.

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### **Reports**

Any user with payment permissions (Administrator or Payment Submitter) can access the **Reports** page and create reports. This includes employers whose website payment privileges are suspended and those whose company has not accepted the Terms and Conditions.

If you have problems creating reports, check your security settings.

### **Available Reports**

The **Reports** page can be accessed from either the **Main Menu** or the **Reports Menu**. From the **Reports** page, you can select one of the following reports:

- [Employee Report](#)
- [Summary Payment Report](#)
- [Detailed Payment Report](#)

**Employee Report:** This report shows all the employees currently entered on the website for your company on the Employee page of the Payment section. We divide active employees from those marked as terminated or temporarily not working, then display them in alphabetical order by last name.

Deleted employees do not appear on this report. A deleted employee appears on the [Detailed Payment Report](#) if you made a payment for the employee during the current or previous calendar year.

We display the following current information for each employee as shown on the **Employee** page:

- Name
- Social Security Number masked to display only the last 4 digits
- Pay Cycle
- Case or Court Order Number
- Withholding Amount, as shown in the **IWO Amount** field on the **Employee** page
- Full-time or part-time status, if marked

**Summary Payment Report:** This report shows summary information for all online payments your company submitted or cancelled during the current or previous calendar year. The oldest date for which payment information is available is shown at the top of the report.

If your company did not make payments during the period for which payment information is available, the report displays "There is no record of your company making payments using the website during the previous or current year."

We display the following summary information for each payment:

- Payment Status
- Payroll Date
- Account Debited or Payment Cancelled Date
- Total Payment Amount

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- Financial Institution/Bank Account Information
- Account Description
- Checking or Savings
- Financial Institution Name
- Routing Number
- Account Number masked to display only the last 4 digits
- Payment Reference Number

You can create a full report or you can limit it by any or all of the following:

- Payroll Date or range of Payroll Dates
- Payment Status
- Bank Account Number masked to display only the last 4 digits

The limiting criteria you entered is shown at the top of the report.

If you enter a beginning payroll date without an ending payroll date, all payments with a payroll date equal to or later than the date you entered displays. If you enter an ending date without a beginning date, all payments with a payroll date equal to or earlier than the date you entered displays.

We list the payments in payroll date order. If the payroll date has been modified from the original date, the date currently associated with the payment displays.

We show the current amount of the payment to be remitted for payments in an "Initiated" status. The account debited date is listed in the **Debited/Cancelled Date** column. The current bank account information is also listed. This banking information is subject to change if you modify the bank account associated with the payment while it is in an "Initiated" status.

We show the total amount of the payment and the associated bank information at the time the payment was cancelled for payments in **Cancelled by Employer** and **Cancelled by DHS** status. The date in the **Debited/Cancelled Date** column displays the date the payment was cancelled instead of the account debited date.

We show the amount of the payment being presented to your financial institution for payments in a "Complete" or "In Process" status. The date displayed in the **Debited/Cancelled Date** column is the account debited date. The bank account information listed shows where and to what account the payment was debited from.

We show the amount of the payment remitted for payments not honored by your financial institution ("Closed", "NSF", "Stop", "Return", or "Error" payment statuses). The date the payment was submitted to your financial institution is listed in the **Debited/Cancelled Date** column. This date corresponds to the account debited date as shows on the payment's confirmation page. The bank account information listed shows where and to what account the payment was presented.

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**Detailed Payment Report:** This report shows detailed information for the online payments your company made or cancelled during the current or previous calendar year. The oldest date for which payment information is available is shown at the top of the report.

If your company did not make payments during the time for which payment information is available, the report displays "There is no record of your company making payments using the website during the previous or current year."

We display the following detailed information for each payment:

- Employee's SSN, masked to only display the last 4 digits
- Employee's Name
- Case or Court Order Number
- Amount of Withholding
- Payment Status
- Payroll Date
- Account Debited or Payment Cancelled Date
- Total Payment Amount (PDF & Microsoft Word versions only)
- Payment Reference Number

You can create a full report or you can limit it by any or all of the following:

- Employee's SSN
- Employee's First Name\*
- Employee's Last Name\*
- Payroll Date or range of Payroll Dates
- Payment Status

\*You can enter as many letters of the person's name as you want. The report displays the payments for all employees whose name begins with the letters you entered.

The limiting criteria you entered is shown at the top of the report. If you enter a Beginning Payroll Date without an Ending Payroll Date, we display all payments with a Payroll Date equal to or later than the date you entered. If you enter an Ending Payroll Date without a Beginning Payroll Date, all payments with a Payroll Date equal to or earlier than the date you entered displays.

We display the payments in Payroll Date order with the employees in alphabetical order. If the Payroll Date has been modified from the Original Date, the date currently associated with the payment displays. We display the modified amount if the withheld amounts were modified after they were originally submitted.

Payments in an "Initiated" status displays the employee information as it appears on the **Modify or Delete an Employee** page. Payments in "Cancelled by Employer" or "Cancelled by DHS" statuses display the employee information at the time the payment was cancelled. Payments in the following statuses display the employee information at the time the payment was "pulled" from the website:

- In Process

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- Complete
- Closed
- NSF
- Stop
- Return
- Error

**Note:** When creating a limited report to show all the payments you made on behalf of the individual employee whose name changed, limit the report using the employee's SSN instead of their name. Using their name to limit the report only shows the payments made for them under that name.

On the PDF and Microsoft Word versions of the report, we list the total amount remitted, unless the entire payment was cancelled. Entire payments in "Cancelled by Employer" or "Cancelled by DHS" status show the total amount of the payment at the time it was cancelled. For payments in an "Initiated" status, we list the total payment amount to be remitted. For all other payment statuses, we list the total payment amount remitted. If part of a payment is cancelled, we do not include the cancelled portion of the payment when calculating the total amount remitted.

Limited reports only show those IWO amounts included in the payment that meets the criteria you entered. We use only the amounts of the payment that appear on the report to calculate the total amount sections in the PDF & Microsoft Word versions of the report.