

## 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 Recovery Unit (CSRUE), [www.iowachildsupport.gov](http://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@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us). We are happy to help you.

<b>Payment Status</b>	<b>Description</b>
Cancelled by DHS	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. <b>NOTE:</b> 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. <b>NOTE:</b> If you need to change a payment that is in process, please contact us as soon as possible. Although we make every effort to accommodate a request to cancel a payment that is in process, we cannot guarantee it can be cancelled. It will depend on how far the payment has processed.
Initiated	The payment has been submitted; however, we have not started to process it yet. We process payments after 2:00 pm Central Time on the payroll date. We <b>do not</b> 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.