

# Iowa's Employer Child Support Website: New Hire Reporting Help Guide

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***Disclaimer: The contents of the Help Guide represent the Child Support Services understanding of the law. As always, if you need specific legal advice on these topics, consult your attorney.***

This document contains information about reporting new hires 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@hhs.iowa.gov](mailto:csrue@hhs.iowa.gov).

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## Reporting New Hire Information

### New Hires

Federal and state laws require employers to report newly hired or rehired employees and contractors to the Iowa Centralized Employee Registry (ICER). This helps the Child Support Services (CSS) locate parents who owe support and speed up the payment of support through income withholding. The section below explains how new hire reporting works in Iowa. It also explains the employer's responsibility for reporting newly hired or rehired employees and contractors.

### Report Newly Hired or Rehired Employees and Contractors

- Login to your account.
- From the **Main Menu**, go to the **Report New Hires** section
- Select **Report a Newly Hired or Rehired Employee**
- Select the company location where the employee works.
- Indicate whether you are reporting an employee or contractor.
- Type the following information about the employee:
  - Name
  - Date of Birth
  - Social Security Number (SSN)
  - Address, including City, State, and Zip
  - Start Date
  - If dependent health insurance coverage is available to the employee
    - If it is available, also what date the employee will qualify for coverage
- Select **Submit**.

A confirmation message displays indicating you have successfully reported an employee or contractor.

### Add a New Location for Your Company

- Login to your account.
- From the **Main Menu**, go to the **Report New Hires** section
- Select **Report a Newly Hired or Rehired Employee**
- Select **Add New Location**.
- Type the following information about the company's new location(s):
  - Name
  - Phone number
  - Fax number
  - Address, including City, State, and Zip
  - Email address
- Type the following in the **Address Where Income Withholding Orders Are to be Sent (If Different Than Above)**:
  - Name
  - Phone number

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- Fax number
- Address, including City, State, and Zip
- Email address
- Select **Submit**.

The page displays a confirmation message indicating you have successfully submitted new location information for your company.

### **Report a Change of Address for Your Company**

- Login to your account.
- From the **Main Menu**, go to the **Report New Hires** section
- Select **Report a Newly Hired or Rehired Employee**
- Select **Add/Change a Location**.
- Select **View/Change** for the location that you want to change.
- Type the updated address information over the previous address information.
- Select **Save**.

The page displays a confirmation message indicating you have successfully submitted new location information for your company. Changes may take up to 2 business days to take effect.

**Note:** Changing an email in this section does not update the user's email address emails are sent to.

### **Modify Recently Entered New Hire Information**

- Login to your account.
- From the **Main Menu**, go to the **Report New Hires** section
- Select **Modify or Delete Recent New Hire Entries**.
  - The page displays a table of the newly hired employees and contractors submitted since 4:30 pm the previous business day.
- Select the circle in front of the employee or contractor you want to modify.
- You may modify any of the following information:
  - Company Location where the new hire works
  - If you are reporting an employee or contractor
  - Employee's Name
  - Employee's Date of Birth
  - Employee's Social Security Number (SSN)
  - Address, including City, State, and Zip
  - Employee's Start Date
  - If dependent health insurance is available
    - If available, when the employee qualifies for coverage
- Select **Modify Employee**.

The page displays a list of your current employees including the modified employee record.

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### **Delete Recently Entered Newly Hired Information**

- Login to your account.
- From the **Main Menu**, go to the **Report New Hires** section
- Select **Modify or Delete Recent New Hire Entries**
  - This page displays a table of the newly hired employees and contractors submitted since 4:30 pm the previous business day.
- Select the circle in front of the employee or contractor you want to delete.
- Select **Delete**.
- A confirmation box displays that prompts you to choose **OK** or **Cancel**.

If you choose to delete the employee, the page displays a list of your recent newly hired employees and contractors excluding the deleted new hire.

### **View Printable New Hire Forms**

If you do not report new hires online, you may want to print new hire forms to mail or fax to the Iowa Centralized Employee Registry (ICER).

- Login to your account.
- From the **Main Menu**, go to the **Report New Hires** section
- Select the form you want to view and the form opens.
- When you want to print the form, select **Print** on your internet browser.

You may save the form to your computer system, however, do not reuse your saved forms as the forms may change. Always use the new hire form on the website.

Mail Iowa Centralized Employee Registry (ICER) forms to:

Iowa Centralized Employee Registry (ICER)  
PO Box 10322  
Des Moines IA 50306-0322

Fax Iowa Centralized Employee Registry (ICER) forms to:

1-800-759-5881 or  
515-281-3749 (Des Moines area)

## Reports

### **Reports for New Hires Submitted**

You can access a report of new hires entered through the **Main Menu** or the **Reports Menu**. The report shows the new hires reported through the **Report a Newly Hired or Rehired Employee** page. The report does not show new hires reported through the upload process or new hires mailed or faxed to Iowa Centralized Employee Registry (ICER).

The report displays the following information for each new hire reported through the **Report a Newly Hired or Rehired Employee** page:

- Employee Name
- Employee Social Security Number (SSN) masked to display only the last 4 digits

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- Employee Home Address
- Availability of Health Insurance
- Employee's Start Date
- Reported Date

If you modify any of the above information after the record was added, the report shows the information that currently displays.

### **View and Print Reports**

- Login to your account.
- From the **Main Menu**, go to the **Reports** section
- Select **New Hire Report**
- You can select the style of the report you want from the Report Export Format drop-down box.
  - Reports can be created, printed, and saved.
    - \*When saving a report created in the Microsoft Word Document format, the default file type is rich text. When Microsoft Word opens the saved report in this format, you may choose to change the file to Microsoft Word when you save the report.

All versions of the Report print on 8 ½" x 11" (letter size) paper in landscape layout.

When you create a report it displays in a new window. The website displays the **Reports** page after it creates the report. If you wish to create the same type of report again, select the name of the report as shown on the **Reports** page. Each report displays your company's FEIN/SSN and name at the top of the first page of the report followed by the date the report was created.

**Note:** If a second window opens with the website's homepage instead of the report, close the second browser window, log out, and then re-enter the website.

### **Upload New Hires**

You may upload multiple new hires and re-hires in a single step by submitting files using our upload method.

### **Reporting Multiple New Hires in a Single Step**

- Login to your account.
- From the **Main Menu**, go to the **Upload New Hires** section
- Select **Contact Me to Sign Up!**
  - A confirmation message displays indicating the Iowa Centralized Employee Registry (ICER) will contact you soon regarding the use of this process.
  - Additionally, a request is sent to Iowa Centralized Employee Registry (ICER) to allow you to use the process.

After ICER receives and approves your request, you receive an email indicating you may send a test file. Use the file format listed in the EPAY New Hires FAQs.

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**Your file must be in a .txt file format. Additionally, the file cannot be more than 4MB (megabytes) in size.**

- After creating your test file, go to the **Upload New Hires** section.
- Select **IA New Hire Upload**
  - The website displays a new page. Select **Browse** to locate the file you wish to transmit. Select the file to upload and check to see that the file name appears in the box on the website.
- Select **Test**.
  - A message displays advising you that the file was sent. You receive an email if the file layout is correct.
  - The test file is sent to ICER. ICER staff review the file to make sure it can process correctly. If problems exist, someone from ICER contacts you with the needed corrections.
- Once a test file processes without issues, your upload status changes from **Test Mode** to **Production Mode** and you can submit your new hire files using the upload method.

The steps for submitting files in **Production Mode** are the same as submitting files in Test Mode:

- After creating your new hire file, log in to the website and go to the **Upload New Hires** section.
- Select **IA New Hire Upload**
- The website displays a new page. Select **Browse** to locate the file you wish to transmit. Select the file to upload and check to see if the file name appears in the box on the website.
- Select **Upload**.
  - A message displays advising you that the file was sent to ICER.

If your ability to upload new hires is stopped at any time, you will receive an email from ICER indicating your ability to upload new hires is stopped. The email provides contact information so you can find out why your ability to upload is stopped. Some examples of why it may be stopped are: The file layout changed and your company didn't update the format or the FEIN you are reporting does not match ICER. Once the issues are fixed, ICER staff reinstates your ability to use the upload process.

## Termination or Temporary Absence of Employee

Please report an employee's termination or temporary absence if you used to withhold child support from the employee's wages but are no longer doing so because the employee is temporarily absent or terminated.

If you did not have a Notice to Withhold Child Support from an employee's wages, you do not need to report the termination or temporary absence.

**Termination of employment** means the employer no longer provides income to the employee and does not expect to provide income to the employee again.

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**Temporary absence** means the employee is temporarily absent from the workplace. Employment has not terminated.

Reasons an employee could be temporarily absent from work include:

- Unpaid Medical Leave
- Unpaid Leave of Absence
- Seasonal Work
- Disability
- Worker's Compensation
- Temporary Layoff
- FMLA
- Education
- Personal Business

### **Report Employee Termination**

- Login to your account.
- From the **Main Menu**, go to the **Report Employee Terminations or Temporary Absences** section
- Select **Report Employee Terminations**
- Type the following information about the employee's termination:
  - Employee's Name
  - Employee's Social Security Number
  - Employee's Iowa Child Support Case Number
  - Date of the Employee's final paycheck
  - Employee's Address including City, State, and Zip
  - Any additional information about the employee's termination
  - The status of the Employee's health insurance coverage
  - The name and location of the employee's current employer, if you have the information.
- Select **Submit**.

### **Report Employee Temporary Absence**

- Login to your account.
- From the **Main Menu**, go to the **Report Employee Terminations or Temporary Absences** section
- Select **Report a Temporary Absence**
- Type the following information about the employee's temporary absence:
  - Employee's Name
  - Employee's Social Security Number
  - Employee's Iowa Child Support Case Number
  - Employee's Address including City, State, and Zip
  - The reason for the temporary absence.
  - The employee's Worker's Compensation or Disability Benefit provider.
- Select **Submit**.