

## HELP

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

**Tip:** To search this Help, press **CTRL + F** to return to the Top, press **CTRL + Home**

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## THE EMPLOYERS' WEBSITE ([iowachildsupport.gov](http://iowachildsupport.gov))

### Overview

The Iowa Department of Human Services (DHS) with the Iowa Child Support Recovery Unit (CSRU) hosts a free employers' website at [iowachildsupport.gov](http://iowachildsupport.gov) to allow employers to use the internet to:

- Make child support payments
- Report newly hired or rehired employees and contractors
- Report employee terminations and temporary absences
- Receive child support forms electronically

The [employers' website](http://iowachildsupport.gov) is:

- Secure and more confidential: fewer people are involved with child support processing.
- Convenient: you can report newly hired or rehired employees and contractors, terminations, or make payments anytime with a personal computer and internet access.
- Easy to use with helpful features: for example, the website allows you to run summary reports about your employees' child support payments.
- Fast and economical: the payments are processed more quickly and you no longer have to buy stamps or use paper checks.
- Accurate and safer: the online system is more reliable, with an electronic trail of the payment history.

### Contact Us

If you have any questions, please call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us). We are happy to help you and appreciate your input to improve the [employers' website](http://iowachildsupport.gov).

## REGISTER TO USE THE EMPLOYERS' WEBSITE

### Who should use the employers' website ([iowachildsupport.gov](http://iowachildsupport.gov))?

All employers with employees in Iowa are eligible to:

- Make child support payments online if the income withholding notice directs payment to the Collection Services Center (CSC) in Des Moines, Iowa.
- Receive forms electronically from CSRU instead of in the mail. Currently, only income withholding forms are available electronically.
- Report newly hired or rehired employees.
- Report a terminated employee or an employee's temporary absence online.

## Register and log in

In your internet browser's address bar, enter [iowachildsupport.gov](http://iowachildsupport.gov) to go to the employers' website.

If you are the first to register your company, you are an administrator. As an administrator, you may allow access and create user IDs for additional users. You also may sign your company up to make payments, receive electronic forms, or to report newly hired or rehired employees.

To register, you must enter all required fields on the Company Information and Your Information pages. If information is missing, you receive an error message identifying the fields to complete. We use the information you provide us to set up your employer account.

To log in, enter your:

- Company's federal employer identification number (FEIN) or social security number (SSN)
- User ID
- Password

## Federal employer identification number (FEIN)/Social security number (SSN)

We use the federal employer identification number (FEIN) to identify your company. The FEIN is a nine-digit number assigned by the federal government to your company in the following format: XX-XXXXXXX.

If you do not use a FEIN, you may enter the SSN you use for reporting taxes to the government.

Taxpayers can obtain an FEIN immediately by calling the Internal Revenue Service's Business & Specialty Tax Line at 800-829-4933, Monday through Friday. An assistant takes the information, assigns the FEIN, and provides the number over the telephone. For more information about federal employer identification numbers, go to [irs.gov](http://irs.gov) online and search for Employer ID Numbers within the IRS site.

## User ID and Password information

User IDs and passwords are case sensitive. Case sensitive means that if you use capitalization when setting up your User ID, you must use the same capitalization each time you log in.

Your password must be a combination of at least eight letters and numbers. Passwords must have at least 1 capital letter, 1 lower case letter, 1 special character (\*\$-+?\_=!%()/@#[ ] and 1 number (e.g., JXcn43=). It should be something that nobody could guess. You must change your password at least once every six months.

## Password Security information

Security information on the [employers' website](#) is not case sensitive. You can ignore capitalization; substituting capital letters for lower case ones or vice versa and still find out your user ID.

Choose one of the following security questions:

- What is your mother's maiden name?
- What is your father's middle name?
- What is your favorite pet's name?
- Create a Custom question.

Your answer should contain the correct response to your security question.

## Forget your password or user ID?

If you forget your user ID or password, on the Welcome page under the Login button, click on the Forgot Password or User ID link. To get to the next page, you must accurately enter (as registered with our website) the following and click on the Submit button:

- The company's FEIN or SSN
- Your email address
- Your name
- Your phone number

The fields are not case sensitive, which means you can ignore capitalization, substituting capital letters for lower case ones or vice versa, and still access your employer account.

The page displays your security question and prompts you for your answer. When you enter the correct hint answer, we email you your user ID or temporary password. Your temporary password will be valid for four hours. Upon login you will be required to change your password. If you do not receive your user ID or temporary password, please check your "junk" email folder. If you need further assistance, please call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us).

## Change your password

After logging into your employer account, you are on the Main Menu.

Scroll down to the Administration section.

Click the Change Password link.

Enter your current password once, and then enter your new password twice.

## Change your security question

After logging into your employer account, you are on the Main Menu.

Scroll down to the Administration section.

Click the Change Security Question link.

Choose one of the following security questions:

- What is your mother's maiden name?
- What is your father's middle name?
- What is your favorite pet's name?
- Create a Custom question.

Your answer should contain the correct response to your security question.

Click on the Update button.

## **EMAIL**

We send you an email to confirm that you have registered your company on the website. We also send emails when:

- You add new users to the website. We notify them of the website address, their user ID, temporary password and their access permissions.
- You change a user's access by modifying or deleting it. We notify them of their new website permissions.
- We send new income withholding forms for your company. We email any administrators who requested emails and all Income Withholding Forms Contact users.
- Payments have been scheduled, approved, modified or cancelled. These emails will include the payment reference number that can be used for tracking purposes.
- Payments have been scheduled but not approved. We only email users who asked us to send them emails when there are unapproved payments.
- Payments were not honored by your financial institution or were cancelled by CSRU.

**NOTE:** Many of the emails we send you refer to confidential information. For security purposes, we do not include this confidential information in the email. Instead, we send an email to you with a link, "Pick up Package", that takes you to the message.

## **INTERNET BROWSER RECOMMENDATIONS**

Use Microsoft Internet Explorer to access the employers' website. ([iowachildsupport.gov](http://iowachildsupport.gov)). Other internet browsers may encounter problems when trying to submit data on [iowachildsupport.gov](http://iowachildsupport.gov).

## Navigation

Avoid using the Back and Forward buttons on Microsoft Internet Explorer. Please use the links and buttons provided within [employers' website](#).

## Screen settings

The [employers' website](#) is designed to be viewed at a screen resolution of 800 x 600 pixels or higher using Microsoft Internet Explorer.

## Security settings

In order to create reports, you must not have the "Do not save encrypted pages to disk" option selected on your browser. To see what your current setting is:

Select Tools, then Internet Options from your browser's toolbar.

Click on the Advanced tab.

Scroll down to the Security section.

If "Do not save encrypted pages to disk" has a checkmark next to it, click on the checkmark if you wish to unselect this option.

Click on the Apply button.

If you continue having problems accessing our website directly, we want to know. Please call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us). We are happy to help you and appreciate your input to improve the [employers' website](#).

## ***SIGN UP FOR ONLINE PROCESSES (Administrators only)***

After you register to use the employers' website ([iowachildsupport.gov](http://iowachildsupport.gov)), you are asked which of the following your company would like to do online:

- Sign up to receive forms electronically through the website
- Report newly hired or rehired employees and contractors
- Make child support payments

It is not necessary to sign up to report employee terminations. Anyone authorized to log into the website for your company can report employee terminations.

### **Sign up to receive electronic forms (Administrators Only)**

When you register to receive income withholding forms electronically through the employers' website ([iowachildsupport.gov](http://iowachildsupport.gov)), all of your company's locations with the same FEIN receive income withholding forms electronically through the website. The forms are no longer sent by regular mail.

If you sign up to receive income withholding forms electronically through the website, we send emails to your company when new forms are available. IWO Forms Contact users receive these emails as well as any administrators who have elected to receive them. Only administrators and IWO Forms Contacts users have access to view the forms.

Electronic forms currently available for viewing on the [employers' website](#) are:

- Income Withholding Notice
- Payment Inquiry

If you do not sign up to receive electronic forms during the initial registration process, you may still sign up to receive electronic forms through a link on the Main Menu. To sign up:

- Click on the Electronic Forms Sign Up! button to go to the Electronic Forms Selection page.
- Click the Yes button in the "Electronically" column indicating which form you would like to receive electronically through the website. (At this time, the Income Withholding form is the only form selection).
- Select the button to choose who you would like to receive email notifications. (You can elect to receive the notifications, or you can choose multiple users to receive the notifications.)
- Click the Continue button.

If you choose to receive all email notifications, the Sign Up Completed page displays. If you choose to have multiple users receive email notifications, the Select Another User page displays.

The Select Another User page allows you to enter yourself, choose an existing user, or register another user to receive forms electronically through the [employers' website](#). Multiple users can be entered to receive electronic forms by using the Save and Add Another User button on the bottom of the page. Each user must be entered or selected one at a time. (See [Select Another User to Receive Income Withholding \(IWO\) Forms Electronically](#) for more information).

We send new forms to the employers' website and display them on the New Electronic Forms page. (See [View or print opened forms](#) for additional information)

## Select Another User to Receive Income Withholding Forms Electronically

If you want us to send you an email when we send forms through the website, select the first item *"I'll receive all income withholding forms electronically"* and click the Save and Continue button at the bottom of the page.

If you want someone else to receive the email notification when forms are sent, select the second item and the existing user's name or, select the third item and enter the new user's information.

To add multiple users, enter the user information and click the Save and Add Another User button at the bottom of the page. Continue with this step until you have finished adding all users, then click the Save and Continue button at the bottom of the page.

We'll send each user entered on this page an email when income withholding forms are sent through the website.

Only administrators can sign up new users for electronic forms.

**Note:** If you exit from this page without first selecting the "Save and Continue" or "Save and Add Another User" button, you won't be signed up for electronic income withholding forms.

## Electronic Forms Options (Administrators Only)

If you no longer wish to receive forms electronically, click on the No button and then click the Update button. A second Electronic Forms Options page displays to confirm your choice to cancel your electronic forms. This page also provides an optional area for you to tell us why you are canceling your enrollment for electronic forms. If you click the Yes button, the Electronic Forms Cancellation page lists the forms that are no longer sent through the website. We will send these forms by regular mail.

We will remove the income withholding forms permissions for any user with the role of IWO Forms Contact. Users with only IWO Forms Contact permissions become Basic Users.

**Note:** To receive electronic forms after you have cancelled, you must sign up again.

## New Electronic Forms

Go to the Main Menu to access electronic forms on the [employers' website](#). The Main Menu displays a picture of an envelope beside the Electronic Forms menu item when there are unread forms.

Click on the New Electronic Forms button to enter the New Electronic Forms page. This page displays a list of new forms sent to your company.

You can search this page by employee last name, employee social security number (with or without hyphens) and city (of the employer). Use the drop down button to specify the information you want to enter in the search box. Then, enter the search criteria in the search box and click the Search button.

You can sort the page to show the information by date sent, form type, employee (name), and city (of the employer). When you click on a column name, the page refreshes and displays the information sorted by that column, beginning at the first page.

If you receive a form for an employee who no longer works for you or is temporarily absent, you can use this page to report it. Click the appropriate reason on the same line as the employee name.

Income withholding form information:

Click the button to the left of your employee's name to display the Income Withholding Notice Summary page. (See [Income Withholding Notice Summary Page](#) section for instructions on this page).

Income withholding notices remain on the New Electronic Forms page until a user displays the Income Withholding Notice Summary for the form selected. Previously viewed income withholding notices can be accessed from the Electronic Forms History page.

Payment inquiry information:

Click the button to the left of your employee's name to display the Payment Inquiry page. (See [Payment Inquiry Forms](#) section for instructions.)

## **Income Withholding Notice Summary Page**

From the Income Withholding Notice Summary page you can:

- Print or view the income withholding notice by clicking the Print/View Income Withholding Notice (PDF) button. (The notices can be printed or viewed by using [Adobe Acrobat® Reader](#))
- Save the income withholding form information to your employee's information page (if you make payments online).
- Report the employee as [terminated or temporarily absent](#).

If you are signed up to make payments online and receive electronic income withholding forms, you can save data entry time. When we send you an income withholding notice, just click the Save Employee button at the bottom of the Income Withholding Notice Summary page. The following information automatically adds to your employee page:

- The employee's name
- Social security number

- Case number
- Pay cycle
- IWO amount (for that pay cycle)

The employee status is set to “active.”

Use the drop down box on the Income Withholding Notice Summary page to select the correct pay cycle to match how often that employee is paid. You can change the amount to be withheld prior to saving the employee information. After clicking the Save Employee button, you see an Employee Update Confirmation page reflecting the saved information.

If you already have an Income Withholding Notice for your employee, click the Update IWO Amount button to automatically update that employee’s information with the new income withholding amount. The Employee Update Confirmation page displays the saved information.

If you don’t want to update your employee information through the Income Withholding Notice Summary page, you have to manually enter your employee’s information on the Employee page before making a payment online.

You can only update employee information when we send regular income withholding notices. You need to manually enter the amount withheld for lump sum income withholding notices when you make a payment.

**Note:** IWO Forms Contact users who are not also Payment Schedulers or Payment Approvers cannot access the Employee page or the payment pages. They can only update Employee pages from the Income Withholding Notice Summary page.

## **Payment Inquiry Forms**

We send an email when Payment Inquiry forms are sent for your company on the website. Payment Inquiry forms are sent when we have not received the full income withholding amount.

When we send you a Payment Inquiry form, complete the Payment Inquiry page by selecting the appropriate reason and clicking the Submit button. If the answers listed do not fit the necessary reason, select None of the Above and enter your specific reason into the box. When you click the Submit button, an email with your response generates to the employer customer service center automatically.

The Payment Inquiry form remains on your New Electronic Forms page until you click the Submit button.

## **View or print opened forms (Electronic Forms History)**

The Electronic Forms History page displays the most recent Income Withholding notice and all Income Withholding Lump Sum notices for each employee’s child

support case. If an Income Withholding Termination notice is sent, the termination notice replaces the previous stored Income Withholding notice.

You can also use this page to report an employee as terminated or temporarily absent. Click the appropriate reason on the same line as the employee name.

You can search and sort this form like the [New Electronic Forms](#) page.

For instructions on how to view an income withholding notice that has already been opened, go to [Income Withholding Notice Summary page](#) section.

## **Electronic Forms Information**

Select the form name to see legal requirements and other information about the form.

## **Sign up for new hire reporting (Administrators only)**

New Hire Reporting is a process by which an employer or payor of income reports information to the Iowa Central Employee Registry (ICER) on newly hired employees or contractors within 15 days of the date of hire. The information provided to ICER helps locate parents who owe child support, and speeds up the payment of child support through income withholding.

If you want to report newly hired or rehired employees and contractors online, you must select who enters this information for your company. You can enter this information yourself or register another user to do so. If you register another user to report the information, you must enter the person's name, phone number, and email, and assign the person a user ID. We email the user ID you assigned and a temporary password to the user. This person can log into the [employers' website](#) after receiving the email.

The page displays a confirmation when you have successfully signed up for online new hire reporting. If you are also signing up to make online child support payments, the confirmation page does not display until after you have finished signing up for both processes.

## **Sign up to make child support payments (Administrators only)**

If you want to make child support payments online, you must enter:

- Your financial institution/bank account information; and
- Information from the income withholding notices about employees for which you are submitting child support payments.

You can enter this information yourself, or register other users to do so. In addition, you can register a user who is responsible for approving all payments.

You cannot make payments using the [employers' website](#) until you accept the terms and conditions; enter the required financial institution/bank account information and information from income withholding notices.

When you have successfully signed up to make payments, a confirmation message displays.

### **Accept the terms and conditions**

Review the terms and conditions carefully. To make payments on the [employers' 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 and contractors, and report employee terminations online.

### **Select someone to approve payments**

As an administrator, you can choose to schedule and approve payments yourself, or register another user to approve payments. An administrator always has permission to approve payments. To register another user to schedule but not approve payments, click on the Continue button.

You are not required to provide a payment approver. For security reasons, however, you may want to. For example, when a payment is scheduled using the [employers' website](#), you and the payment approver may receive an email that a payment needs approval. This allows you to review the payment before it is approved.

To register another user to approve payments, enter the payment approver's name, phone number, and email, and assign the person a user ID. We email that person the user ID you selected and a temporary password. The payment approver can log into the employers' website after receiving the email.

If you added a payment approver, you, as administrator, may answer the question "Do you want this user to be notified when your company has scheduled payments that need approved?"

### **Select another user to schedule payments**

As an administrator, you can register another user to enter employee and financial institution/bank account information and to schedule payments. This payment scheduler cannot approve payments.

You are not required to provide a payment scheduler. For security reasons, however, you may want to. For example, when a payment is scheduled using the [employers' website](#), you and the payment approver may receive an email that a payment needs approval. This allows you to review the payment before it is approved.

To add another user to schedule payments, enter the other user's name, phone number, and email, and assign the person a user ID. We email that person the user ID you assigned and a temporary password. The payment scheduler can log into the website after receiving the email.

If you added a payment scheduler, you, as administrator, may answer the question "Do you want this user to be notified when your company has scheduled payments that need approved?"

## **Bank account setup**

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 complete processing 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. We need your financial institution/bank account information to process your payments.

Enter an Account Description that helps you identify it 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.

Enter your Routing/Transit Number. You can find the nine-digit routing number in the lower-left corner of your checks, directly before your account number.

Enter your Account Number twice. Your account number is the number that follows the nine-digit routing number in the lower-left corner of your checks.

Click on Continue. The page displays a confirmation message that you entered your financial institution/bank account information.

If the information is correct, click on Yes to continue registering. If any of the information is wrong, click on No to correct it.

For security purposes, the bank account is now masked on the website. Only the last four digits of the account number displays on the pages within the website.

## **Add a new employee**

We need information about employees for whom you are sending child support payments.

Select the employee's status.

Enter the employee's social security number. After adding the employee, the SSN is masked and displays only the last four digits on most pages in the website.

Enter the employee's name.

Select the employee's pay cycle (weekly, bi-weekly, semi-monthly, monthly, or other).

Select whether the employee works for you full-time or part-time.

Enter the 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 case number, enter the court order number instead.

Click on Yes next to the question "Do you want to enter more Iowa income withholding orders for this employee??" to add another case number and IWO amount.

If you have additional employees to enter, click on the Save and Add Another Employee buttons.

When you have finished entering employees, click on Save and Continue.

The page displays a confirmation message when you have successfully signed up for online child support payments. If you also signed up for online new hire reporting, the page displays a confirmation after you have finished signing up for both processes.

## **FAQs REGARDING MAKING ONLINE PAYMENTS**

Below is a list of questions you may have about making payments using the [employers' website](#). Click on the question in the list to go to the answer.

[How do I log in?](#)

[When can I begin making payments?](#)

[How can I verify my financial institution/bank information?](#)

[When can I expect my payment to apply to an employee's case?](#)

[Do I have to select a payment approver or scheduler?](#)

[What happens if a payroll date falls on a holiday or weekend?](#)

[When viewing my payments, why am I unable to see all the payments made?](#)

[How can I confirm a payment was scheduled or approved?](#)

[Can I use a credit card to make payments using this service?](#)

[What if my financial institution/bank does not honor a deduction?](#)

[How secure is this method of making payments?](#)

[Is this voluntary or mandatory?](#)

[What do I do if I decide to stop making payments online?](#)

## How do I log in?

Using your internet browser, go to [iowachildsupport.gov](http://iowachildsupport.gov). Enter your federal employer identification number (FEIN), user ID, and password.

If you forgot your password, see "[Forget your password or User ID?](#)"

## When can I begin making payments?

You can make payments online after:

- Your company and self are registered,
- Your company accepts the terms and conditions,
- Your company's financial institution/bank account is entered, and
- Information from the income withholding notices about employees for which you are submitting child support payments is entered.

## How can I verify my financial institution/bank information?

You may call your financial institution/bank or go to the Federal Reserve Financial Services website ([frbservices.org](http://frbservices.org)) online.

You can obtain the correct routing number and make certain your financial institutions/banks participate in ACH transactions at the Federal Reserve Financial Services website ([frbservices.org](http://frbservices.org)).

Click on Fedwire® and FedACH<sup>SM</sup> Routing Numbers.

Click on Search for FedACH Participant Receiving Depository Financial Institutions (RDFIs).

Search for your financial institution/bank by name, location (state, or state and city), or routing number.

Financial institutions/banks that participate in ACH transactions and meet your search criteria should display.

To get more information about a financial institution/bank, such as a phone number, click on the More button next to its routing number.

## When can I expect my payment to apply to an employee's case?

A payment applies to an employee's case on the account debited date. The account debited date is when a child support payment is withdrawn from your financial institution/bank account.

At 2 p.m. CST on the payroll date or approved date, whichever is later, we move "Initiated" payments to a status of "In Process." We process payroll and approved dates that fall on a non-business day the next business day. When the "Initiated"

payment enters the “In Process” status, your financial institution/bank typically debits the payment the next business day.

To view a payment's account debited date, from the Main Menu scroll down to the Payments Menu section. Click on the View a Payment button.

### **Do I have to select a payment approver or scheduler?**

You are not required to have a payment approver or scheduler. For security reasons, however, you may want to. For example, when a payment is scheduled using the [employers' website](#), the administrator and the payment approver may receive an email that a payment needs approval. This allows you to review the payment before it is approved.

### **What happens if a payroll date falls on a holiday or weekend?**

We do not process child support payments on Saturdays, Sundays, or state or Federal Reserve holidays. We process payroll dates that fall on a non-business day the next business day.

### **When viewing my payments, why am I unable to see all the payments made?**

We only show payments scheduled or cancelled during the current and previous calendar years. If you need a copy of payments for your records, we recommend you print what you need on a regular basis. If you need to view payments older than what displays on the website, please call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us).

### **How can I confirm a payment was scheduled or approved?**

- The page displays a confirmation message including a payment reference number each time you schedule or approve a payment.
- A confirmation email is sent to those who have signed up for payment notifications. The email will contact the payment reference number for payments that have been scheduled, approved, modified, or cancelled.
- To view a payment online, from the Main Menu, scroll down to the Payments Menu section.
- Click on the View a Payment button. The page displays a table of payment summaries.
- Click on the circle in front of the payment you want to view.
- The page displays the details (including employees' cases) of the selected payment. A payment in a “Needs Approval” status is scheduled. A payment in an “Initiated” status is approved.
- You can create a payment [report](#).

### **Can I use a credit card to make payments using this service?**

No, we do not accept credit or debit cards for payments.

## **What if my financial institution/bank does not honor a deduction?**

As soon as you know that your financial institution/bank will not honor a payment, call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us). 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 the service is suspended, you are required to make payments with a money order or certified funds for the year your employer account is suspended.

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

## **How secure is this method of making payments?**

The [employers' website](#) uses VeriSign Secure Socket Layer (SSL) server certificates to ensure information sent is encrypted. The server certificate verifies that the organization on the website has proved to a third party, such as VeriSign, Inc., that they exist and possess the right to a certain domain name. Using server certificates on the employers' website prevents unintentional disclosure of information to third parties. You can view the server certificate by clicking on the lock symbol in the lower right-hand corner of your internet browser window.

## **Is this voluntary or mandatory?**

Use of the website to make payments is voluntary if you employ 199 or less employees. You may also make payments with checks or via an electronic funds transfer (EFT).

If you employ 200 or more employees, state law requires the use of some form of electronic payment. Use of the [employers' website](#) meets that requirement.

If you employ 200 or more employees, you must make your payments using an electronic method. You may use this site as that electronic method. If you do not wish to use this website for your electronic payments, you should then use EFT.

For more information about submitting your payments via an EFT, please call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us).

## What do I do if I decide to stop making payments online?

You can stop using the website to make payments online at any time. Just cancel any payments you have in the “Needs Approval” or “Initiated” status and use one of our other payment options instead.

## **MAKE CHILD SUPPORT PAYMENTS ONLINE**

### Terms and conditions

Review the terms and conditions carefully. To approve payments on the [employers' 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 and contractors, and report employee terminations online.

You can view the terms and conditions at any time by clicking on the Terms and Conditions link at the bottom of each page. To print it, click 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 complete processing 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 into your employer account, you are on the Main Menu.

Scroll down to the Payments Menu section.

Click on Bank Accounts. The page displays a table of bank accounts.

Click on the circle in front of Add a New Bank Account.

Enter an Account Description that helps you identify it 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.

Enter your Routing/Transit Number. You can find the nine-digit routing number in the lower-left corner of your checks, directly before your account number.

Enter your Account Number twice. Your account number is the number that follows the nine-digit routing number in the lower-left corner of your checks. Click on Add. The page displays a confirmation that you have entered your financial institution/bank account information.

If the information is correct, click on Yes to continue registering. If any of the information is wrong, click on No to correct it.

### **Modify financial institution/bank account information**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Payments Menu section.

Click on Bank Accounts. The page displays a table of bank accounts.

Click on the circle in front of the financial institution/bank account you want to modify.

You may modify any of the following:

- Account Description that helps you identify it when making payments. For example, contractor account, IWO money, or First Bank checking.
- Account Type (checking or savings) from the drop-down list.

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

- Routing/Transit Number. You can find the nine-digit routing number in the lower-left corner of your checks, directly before your account number.
- Account Number. Your account number is the number that follows the nine-digit routing number in the lower-left corner of your checks.

Click on Modify. The page displays a confirmation message that you have entered your financial institution/bank account information.

If the information is correct, click on Yes to continue registering. If any of the information is wrong, click on No to correct it.

**Note:** If there is a payment “In Process” and you modify the 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) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us).

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

Payment schedulers can only modify accounts that are not associated with “Initiated” payments.

## **Delete financial institution/bank account information**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Payments Menu section.

Click on Bank Accounts. The page displays a table of bank accounts.

Click on the circle in front of the financial institution/bank account you want to delete.

If you are sure you want to delete the account, click on Delete. A confirmation box prompts you to choose OK or Cancel.

If you choose to delete the account, the page displays all of your current financial institution/bank information.

**Note:** Your financial institution/bank information cannot be deleted if it is associated with a scheduled payment (Needs Approval status) or approved payment (Initiated status). 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 schedulers can only delete accounts that are not associated with “Initiated” payments.

## **Employee information**

### **Add employee information**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Payments Menu section.

Click on Employees. The page displays a table of employees.

Click on the circle in front of Add a New Employee.

Select the employee's status.

Enter the employee's Social Security number and name.

Select the employee's pay cycle (weekly, bi-weekly, semi-monthly, monthly, or other).

Select whether the employee works for you full-time or part-time.

Enter the 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 case number, enter the court order number instead.

Click on Yes next to the question "Do you want to enter more Iowa income withholding orders for this employee?" to add another case number and IWO amount.

Click on Add.

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

### **Modify employee information**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Payments Menu section.

Click on Employees. The page displays a table of employees.

Click on the circle in front of the employee you want to modify.

You may modify any of the following:

- Status
- Social Security number
- Name
- Pay cycle (weekly, bi-weekly, semi-monthly, monthly, or other)
- Whether employee works for you full-time or part-time
- Case number (or court order number if you do not have a case number)
- Amount to withhold per pay cycle listed on the income withholding notice

**To replace a court order number with a case number**, select the court order number and delete it. Then enter the case number on the same line.

**To delete a case or court order number entirely** (for example when the order ends), select the withholding amount and enter zeros.

You cannot delete a case or court order number if it is associated with a payment in “Needs Approval” or “Initiated” status. Once the payment has a “Complete” status, you may then delete the case.

Click on Modify.

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

**Note:** If an administrator or payment approver 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 the payment. Payment schedulers cannot modify employee information if the employee is associated with an Initiated payment.

### **Delete employee information**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Payments Menu section.

Click on Employees. The page displays a table of employees.

Click on the circle in front of the employee you want to delete.

If you are sure you want to delete the employee, click on 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 “Needs Approval” or “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**

You may schedule child support payments up to 30 days before the payroll date.

Go to the Main Menu. Scroll down to the Payments Menu section. Click on 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”. 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 the Bank Account drop-down box. The account numbers displaying here are masked and only show the last four digits.

Enter the date you withhold payment from the employee's pay in the Payroll Date field. At 2 p.m. CST on the payroll date or approved date, whichever is later, we move “Initiated” payments to a status of “In Process.” We process payroll and approved dates that fall on a non-business day the next business day.

You may select all employees by clicking on 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 click on Select All, you can make payments by clicking on the Select checkbox to the left of the case or court order number or numbers 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 entering the amount in the Amount field.

You can remove a payment for a case by clicking on the Select checkbox to the left of the case 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, click on the Select checkboxes for all of the employee's cases. The checkmarks disappear and the payment amounts change to zero for the employee.

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

If you select “employment ended”, the website updates the employee's Employee page to show 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's Employee page

after you make the payment. Otherwise, update the IWO amount on the employee's 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, click on the Less Than Full Payment checkbox and select the reason from the drop-down box.

If you select "employment ended", the website updates the employee's Employee page to show 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.

To report the worker's compensation or 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, click on Schedule Payment (payment schedulers) or Schedule and Approve Payment (administrators and payment approvers).

A confirmation message displays indicating you have scheduled or approved 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 "Needs Approval" or "Initiated" status). Payment schedulers can only modify payments in a "Needs Approval" status. You have until 2 p.m. CST on the payroll date or approved date, whichever is later, to modify an "Initiated" payment. If the status of a payment has changed to "In Process," you cannot modify it online.

To modify a payment that is "In Process," you must call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays. Although we make every effort to accommodate a request to modify a payment that is "In Process," we cannot guarantee it. It depends on how far the payment has processed. Payments in a "Complete" status cannot be modified.

Take the following steps to modify a payment:

From the Main Menu, scroll down to the Payments Menu section.

Click on Modify a Payment. The page displays a table of payments.

Click on 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. CST on the payroll date or approved date, whichever is later, we move "Initiated" payments to a status of "In Process." We process payroll and approved 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, click on Modify Payment (payment schedulers) or Modify and Approve Payment (administrators and payment approvers).

A confirmation message displays indicating you have scheduled or approved a payment. A confirmation email will also be sent. This email will include the reference number for the payment.

### **Wrong payroll date entered**

If you entered a wrong payroll date, you can modify the payment online if we have not begun processing it (in "Needs Approval" or "Initiated" status). Payment schedulers can only modify payments in a "Needs Approval" status. You have until 2 p.m. CST on the payroll date or approved date, whichever is later, to modify an "Initiated" payment. If the status of a payment has changed to "In Process," you cannot modify it online.

To modify a payment that is "In Process," you must call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays. Although we make every effort to accommodate a request to modify a payment that is "In Process," we cannot guarantee it. It depends on how far the payment has processed. Payments in a "Complete" status cannot be modified.

Take the following steps to modify the payroll date:

From the Main Menu, scroll down to the Payments Menu section.

Click on Modify a Payment. The page displays a table of payments.

Click on 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. CST on the payroll date or approved date, whichever is later, we move "Initiated" payments to a status of "In Process." We process payroll and approved dates that fall on a non-business day the next business day.

Click on Modify Payment (payment schedulers) or Modify and Approve Payment (administrators and payment approvers).

### **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 the [Make a payment](#) section of this Help text.

### **Approve a payment (Administrators and Payment Approvers only)**

Take the following steps to approve a payment:

From the Main Menu, scroll down to the Payments Menu section.

Click on Approve a Payment. The page displays a table of payments.

Click on the circle in front of the payment you want to review.

If the payment is acceptable to you, click on the Approve Payment button. The page displays a confirmation message that you have approved a payment. At 2 p.m. CST on the payroll date or approved date, whichever is later, we move "Initiated" payments to a status of "In Process." We process payroll and approved dates that fall on a non-business day the next business day.

If you do not want to approve the payment, click on Exit to return to the Payments Main Menu. You may modify the payment then approve it, or you may cancel the payment.

## **Cancel a payment**

You can cancel a payment online if we have not begun processing it (in “Needs Approval” or “Initiated” status). Only payment schedulers or administrators can cancel payments in a “Needs Approval” status. You have until 2 p.m. CST on the payroll date or approved date, whichever is later, to cancel an “Initiated” payment. If the status of a payment has changed to “In Process,” you cannot cancel it online.

To cancel a payment that is “In Process,” you must call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays. Although we make every effort to accommodate a request to cancel a payment that is “In Process,” we cannot guarantee it. It depends on how far the payment has processed. Payments in a “Complete” status cannot be cancelled.

Take the following steps to cancel a payment:

From the Main Menu, scroll down to the Payments Menu section.

Click on Cancel a Payment. The page displays a table of payments.

Click on the circle in front of the payment you want to cancel.

If you are sure you want to cancel the payment, click on the Cancel Payment button.

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.

## **View a payment**

Take the following steps to view a payment:

From the Main Menu, scroll down to the Payments Menu section.

Click on View a Payment. The page displays a table of payments.

Click on 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 four 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) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays. 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 schedule or approve a payment.

A confirmation email is sent when a payment is scheduled, approved, modified or cancelled. This email includes the reference number for the payment.

To view a payment online, from the Main Menu, scroll down to the Payments Menu section.

Click on View a Payment. The page displays a table of payments.

Click on 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 a "Needs Approval" status is scheduled. A payment in an "Initiated" status is approved. 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.

## **Reports**

Any user with payment permissions (administrator, payment approver, or payment scheduler) 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 Agreement.

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 an [Employee Report](#), a [Summary Payment Report](#), or a [Detailed Payment Report](#).

**Employee Report:** This report shows all the employees currently entered on the website for your company. 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 four 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 scheduled, approved 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
- Financial institution/bank account information
- Account Description
- Checking or Savings
- Financial Institution Name
- Routing Number

- Account Number (masked to display only the last four 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 a range of payroll dates
- Payment status
- Bank account number (masked to display only the last four 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 modified payment amount for payments that were modified from their original amount.

We show the current amount of the payment to be remitted for payments in “Needs Approval” or “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 “Needs Approval” or “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 presented or being presented to your financial institution for payments in “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 or is being debited.

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 shown on the payment’s confirmation page. The bank account information listed shows where and to what account the payment was presented.

**Detailed Payment Report:** This report shows detailed information for the online payments your company scheduled, approved 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 social security number (masked to only display the last four digits)
- Employee’s name
- Case or court order number
- Amount of withholding scheduled, paid or cancelled for each IWO
- Payment status
- Payroll date
- Account debited or payment cancelled date
- Total payment amount (PDF & MS Word versions only)
- Payment Reference Number

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

- Employee’s social security number (SSN)
- Employee’s first name\*
- Employee’s last name\*
- Payroll date or a 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 of your 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 date without a beginning 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 for withheld amounts that were modified after they were originally scheduled or approved.

Payments in “Needs Approval” and “Initiated” status display 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 “In Process,” “Complete,” “Closed,” “NSF,” “Stop,” “Return,” or “Error” status display the employee information at the time the payment was “pulled” from the website.

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

On the PDF and MS Word versions of the report, we list the total amount scheduled or 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 “Needs Approval” or “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 & MSWord versions of the report. If the entire payment is cancelled, including those portions not shown on the report, we calculate only the amounts appearing on the report and display the total as “Total amount cancelled.” If only a portion of the entire payment was cancelled, we calculate only the amounts appearing on the report and display the total as “Total amount remitted.”

## **View and print reports**

Take the following steps to view and print a report.

After logging into your employer account, you are on the Main Menu.

Scroll down to the Reports Menu section.

Click on the Reports link.

A list of available reports appears. Click on the name of the report you want to create.

From the Report Export Format drop-down box on each report page, you can select the style of report you want. Reports can be created, printed and saved in the following formats:

- PDF
- MS Word Document\*
- MS Excel Spreadsheet

\*When saving a report created in the MS Word Document format, the default file type is rich text. MS Word opens the saved report in this format. You may choose to change the file type to MS Word when you save the report.

All PDF versions of the reports print on 8-1/2" x 11" (letter size) paper in landscape layout. The MS Word version of the Employee Report and Detailed Payment Report also print on letter size paper in landscape layout. The MS Word version of the Summary Payment Report prints on 8-1/2" x 14" (legal size) paper in landscape layout.

The Excel versions of all the reports are not intended to be printed. If you wish to print an Excel report, you can adjust your printer settings so that the report prints on legal size paper. In order to print the report on letter size paper, you can select File>Page Setup and click on the "Fit to" button on the Page tab.

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, click on the name of the report as shown on the Reports page.

Note: If the second window opens with the website's Home Page instead of the report, close the second browser window, logout and then reenter the website.

Each report displays your company's FEIN (or SSN) and company name at the top of the first page of the report followed by the date the report was created.

## ***FAQs REGARDING INCOME WITHHOLDING***

Federal and state laws require that if a parent owes child support, part of that parent's wages, periodic income, or other income must be withheld to pay support. The purpose of these laws is to guarantee timely and regular payment of child support. Income withholding is the most reliable method of making sure support is paid. This section provides information about income withholding, including options for sending in the payments and what to do when you no longer employ the noncustodial parent.

Here is a list of questions employers may have about making payments using the employers' website ([iowachildsupport.gov](http://iowachildsupport.gov)). Click on the question in the list to go to the answer.

### **General information about income withholding**

[How do I know that I must withhold child support from an employee's income?](#)

[Who must honor income withholding notices?](#)

[What kinds of income are subject to withholding?](#)

## **Implementing income withholding**

[After I receive the notice, how soon must I begin to withhold child support from the employee?](#)

[I am honoring an employee's request for a voluntary income withholding notice. I received a mandatory income withholding notice from your office. Which should I honor?](#)

[How often must I send child support payments?](#)

[May I charge a fee for withholding and processing the child support payments?](#)

[If I do not make payments online, where do I send the support I withhold?](#)

[Does the clerk of court process payments?](#)

[What are the penalties for not complying with a notice to withhold?](#)

## **What to do if the pay period frequency differs**

[What should I do if my pay periods are more or less frequent than the frequency in the income withholding notice?](#)

## **Income withholding notices from other states**

[If I receive an income withholding notice from a child support agency in another state, must I send payments directly to the other state?](#)

[What else do I need to know about withholding under another state's order?](#)

## **Multiple withholdings**

[What do I do when employees already have a non-child support income withholding against their pay?](#)

[What should I do if an employee has multiple child support income withholding notices?](#)

[I have several employees with income withholding notices. If I do not make payments online, may I combine all of their child support in one payment?](#)

## **Your responsibilities to the employee**

[What information must I give to the employee about withholding child support from the employee's earnings?](#)

[What should I do if the employee tells us that the income withholding notice is incorrect?](#)

## **When the employee quits, is terminated, or is rehired**

[What should I do if the employee quits work after I begin withholding child support?](#)

[What if I terminate or lay off an employee after I begin withholding child support?](#)

[What should I do if a former employee returns to work?](#)

[When can I stop withholding?](#)

## **General information about Income Withholding**

### **How do I know that I must withhold child support from an employee's income?**

As a payor of income, you may receive a child support notice from:

- The Employer Customer Service Center (EPICS)
- A local Iowa Child Support Recovery Unit (CSRU)
- A child support enforcement agency in another state
- The Iowa District Court, through a private attorney

Payors of income must honor all of these requests. If you get a withholding notice from another source, you may want to consult with your attorney. The notice tells you how much to withhold from your employee for current support, delinquent support (arrears), or both. It tells you where and how to send payments and explains your rights and responsibilities.

### **Who must honor income withholding notices?**

All payors of income must honor income withholding notices. This includes all governmental subdivisions and agencies and any other person who must withhold income from a noncustodial parent to pay child support.

### **What kinds of income are subject to withholding?**

Income must be withheld from wages, salaries, commissions, vacation pay, bonuses, worker's compensation, disability payments, payments from a pension or retirement program, and interest; a sole payment or lump sum; and irregular income.

## **Implementing income withholding**

### **After I receive the notice, how soon must I begin to withhold child support from the employee?**

You must begin to withhold income from the employee no later than the first pay period that occurs within 10 days from the day you received the notice of the income withholding.

### **I am honoring an employee's request for a voluntary income withholding notice. I received a mandatory income withholding notice from your office. Which should I honor?**

Stop enforcement of the voluntary income withholding notice and enforce the mandatory income withholding notice. You cannot use a voluntary order in place of any mandatory income withholding notice.

### **How often must I send child support payments?**

You must send the payments no later than seven business days from the date you pay your employee. A business day is a day on which state offices are open for regular business.

### **May I charge a fee for withholding and processing the child support payments?**

Yes. You may deduct a fee of up to \$2.00 for each payment to defray the cost of processing child support payments. The total amount withheld, including your fee, cannot exceed the limits in the Consumer Credit Protection Act. Notices from the Unit set the limit at 50 percent of the employee's net disposable income. If the fee plus the child support exceeds 50 percent, you may charge the entire \$2.00 and make the child support payment less than the amount listed in the notice.

### **If I do not make payments online, where do I send the support I withhold?**

Federal and state laws require each state to establish a centralized location, or state disbursement unit, to receive and distribute all support payments withheld under an income withholding notice.

In Iowa, the Collection Services Center (CSC) is the centralized location for payment processing.

To pay by mail, send payments for income withholding notices received from Iowa offices 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. Once you withhold the child support amount from the employee's wages, you cannot give the money back to the employee. If an error is made, we refund the money to the employee.

The Collection Services Center (CSC) also accepts electronic funds transfer (EFT) payments for child support. For more information about submitting your payments via an EFT, please call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us).

Payments requested by other states must be sent to the address indicated on the notice sent by that state.

### **Does the clerk of court process payments?**

Clerks of court continue to process the following payments:

- Attorney fees and property settlements
- Payments for support not collected by income withholding

**What are the penalties for not complying with a notice to withhold?**

The penalty for not complying is a simple misdemeanor and includes the accumulated amount you should have withheld, together with costs, interest, and reasonable attorney fees related to the collection of the amounts due.

**What to do if the pay period frequency differs**

**What should I do if my pay periods are more or less frequent than the frequency in the income withholding notice?**

You do not have to vary your payment cycle to match the frequency of child support payments required by income withholding notices. Instead, withhold the required amounts and mail the withheld amounts on a schedule that matches your payment cycle. For example, if the notice requires monthly child support payments and you pay employees weekly, send the withheld amounts weekly. We list the correct payment amounts for weekly, bi-weekly, semi-monthly, and monthly on the income withholding notice.

If your pay period is more frequent than the frequency in the withholding notice, withhold a part of the amount due for each pay period. For instance, if the notice says to withhold \$100 per month but you pay semi-monthly, you must withhold \$50 from each pay period.

If your pay period is less frequent than the frequency indicated in the notice, withhold enough to satisfy the amounts spanned by the pay period. For instance, if the notice says to withhold \$50 semi-monthly but you pay monthly, withhold \$100 from the monthly pay period.

The following conversion chart can help you determine the correct amount.

Conversion Chart	
One monthly pay period =	4.33 weekly pay periods
	0.333 quarterly pay periods
	2.17 bi-weekly pay periods
	0.5 bi-monthly pay periods
	0.167 semi-annual pay periods

If you still have questions about the pay period frequency, please call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us).

**Income withholding notices from other states**

**If I receive an income withholding notice from a child support agency in another state, must I send payments directly to the other state?**

Yes. Under the Uniform Interstate Family Support Act (UIFSA), adopted by all states, all employers are required to honor income withholding notices from other states. Send payments requested by other states to the address indicated on the notice sent by that state.

**What else do I need to know about withholding under another state's order?**

The Uniform Interstate Family Support Act contains the following provisions for income withholding:

An agency in another state may send an income withholding notice directly to an employer in Iowa. As long as the order or notice to withhold child support appears to be legitimate, you must honor it. All withholding notices are in a standardized federal format. While forms may have a different overall appearance from state to state, they should contain all the information you need to withhold and mail payments.

The following information should appear in the same sequence on all forms you receive:

- State that issued the underlying child support order
- Case identifier (or other identifier) used for recording the payment
- Employee/obligor's last name, first name, and middle initial (if known)
- Employee/obligor's social security number
- Custodial parent's last name, first name, and middle initial (if known)
- Child(ren)'s name(s) and date(s) of birth listed in the support order
- Dollar amount to withhold for payment of current child support and current medical support, if appropriate
- The frequency at which the current support is payable
- Dollar amount to withhold for payment of past-due child support and past due medical support, if appropriate
- The frequency at which the past-due support is payable
- If any other amounts need withheld, the notice indicates the amount and frequency for withholding
- The total amount to withhold and the frequency for that withholding
- A breakdown of the total amount to withhold, calculated for differing pay periods
- Address to send payments

You are required to provide a copy of the other state's withholding notice to the employee immediately upon receipt.

If you fail to honor the other state's notice, the same penalties apply as if a court or agency in Iowa issued it.

The employee may contest the other state's notice. If the employee tells you he or she wants to contest the other state's notice, the employee must send a letter to the

agency that issued it. You should continue to withhold support payments until notified to change or stop withholding by the agency that issued the notice.

If you do business and have a registered agent in another state, and you or your registered agent receives an income withholding notice from the other state, follow the laws of the state where the employee works.

For example:

**Example 1:** Your main office is in Iowa and you do business through a registered agent located in Nebraska. Nebraska issues an income withholding notice for a noncustodial parent who works for you in Nebraska. Because this person works in Nebraska, follow Nebraska's income withholding laws.

**Example 2:** Your main office is in Iowa and you do business through a registered agent located in Nebraska. Nebraska issues an income withholding notice for a noncustodial parent who works for you in Iowa. Because this person works in Iowa, follow Iowa's income withholding laws.

## Multiple withholdings

### What do I do when employees already have a non-child support income withholding against their pay?

Federal and state laws require child support withholding to take priority over all other income attachments. You must withhold the required amount as long as it does not exceed the limits in the Consumer Credit Protection Act. The notice tells you the maximum percent of the employee's net disposable income to withhold and explains how to determine net disposable income. You may need to discuss multiple withholding issues with your attorney if you have questions.

### What should I do if an employee has multiple child support income withholding notices?

By state law, you must withhold payments for the current support obligations before you withhold payments for delinquent obligations. However, the total amount of payments for current support, delinquent support, and the \$2.00 fee cannot exceed the percent of the employee's net disposable income listed in the notice. If the child support amount in the notice plus the fee is greater than the percent listed in the notices, prorate the child support between the cases, giving priority to paying current support first.

For example:

**Example 3:** You have two withholding notices for a single employee with a net income of \$328. The notices say to withhold 50 percent of the employee's net disposable income.

<u>Withholding Notices:</u>		<u>Total to withhold:</u>
Notice A	\$220 for current	\$400 for current
Notice B	\$180 for current	\$180 for current
		\$2 for each notice (optional)

You determine that 50 percent of the employee's net disposable income is \$164. You keep \$4 for processing. The remaining \$160 pays a portion of the total current support.

**Example 4:** You have two withholding notices for a single employee with a net income of \$808. The notices say to withhold 50 percent of the employee's net disposable income.

<u>Withholding Notices:</u>		<u>Total to withhold:</u>
Notice A	\$200 for current	\$320 for current
	\$100 for arrears	\$160 for arrears
		\$2 for each notice (optional)
Notice B	\$120 for current	
	\$60 for arrears	

You determine that 50 percent of the employee's net disposable income is \$404. You keep \$4 for processing. The remaining \$400 pays all current support and a portion of the arrears.

**I have several employees with income withholding notices. If I do not make payments online, may I combine all of their child support in one payment?**

Yes, as long as all payments are going to the same location you may combine all child support withholdings in one check. If you combine the child support payments of several employees, you must 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 obtain the case number, please call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us). We are happy to help you.

**Your responsibilities to the employee**

**What information must I give to the employee about withholding child support from the employee's earnings?**

When you get an income withholding notice from another state, immediately provide a copy of the income withholding notice to the employee. If the withholding is from the state of Iowa, the Child Support Recovery Unit or the district court sends the notice to the noncustodial parent.

**What should I do if the employee tells us that the income withholding notice is incorrect?**

The law requires you to withhold child support from the employee's earnings until the Child Support Recovery Unit, the court, or the state that issued the withholding sends you a notice that the income withholding notice has ended. If your employee disputes our income withholding notice that directs payment to the Collection Service Center in Des Moines, Iowa, the employee should:

- Call the local Child Support Recovery Unit (CSRU) office handling the case. CSRU offices are open Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays. If the employee needs assistance finding their local CSRU phone number they can call toll free at 888-229-9223 and the child support automated information line can look up that information.
- Contact a private attorney, or
- File a motion to quash the withholding with the clerk of court.

## **When the employee quits, is terminated, or is rehired**

### **What should I do if the employee quits work after I begin withholding child support?**

When the employee quits work, notify us by:

- Reporting the termination on the [employers' website](#),
- Sending the information with your payment to the Collection Services Center (CSC), or
- Calling our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us).

Provide the employee's last known address, and if you know it, the new employer's name and address.

### **What if I terminate or lay off an employee after I begin withholding child support?**

When the employee is terminated or laid off, notify us by:

- Reporting the termination on the [employers' website](#),
- Sending the information with your payment to the Collection Services Center (CSC), or
- Calling our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us).

Provide the employee's last known address, and if you know it, the new employer's name and address.

**Note:** An employer who terminates, disciplines an employee, or refuses to hire a person because of a child support income withholding notice faces legal penalties.

### **What should I do if a former employee returns to work?**

If an employee returns to work for you,

1. Report the rehired employee to the Central Employee Registry by:

- Reporting the rehire on the [employers' website](#),
  - Sending the Central Employee Registry forms to:  
Central Employee Registry  
PO Box 10322  
Des Moines, Iowa 50306-0322, or
  - Faxing the Central Employee Registry forms to  
800-759-5881 (toll free)  
or  
515-281-3749 (Des Moines area).
2. Begin withholding child support payments after you receive a new notice to withhold.

### **When can I stop withholding?**

As long as the employee works for you, the withholding of income for support must continue until you receive a notice to stop withholding from the district court or agency that issued the income withholding notice. When the Child Support Recovery Unit terminates a withholding notice, we send you a notice to terminate withholding.

## ***FAQS REGARDING NEW HIRES***

Here is a list of questions employers may have about reporting newly hired employees or contractors using the employers' website ([iowachildsupport.gov](http://iowachildsupport.gov)). Click on the question in the list to go to the answer.

### **How to report new hires**

[What is the Central Employee Registry?](#)

[How do I report employees and contractors to the Central Employee Registry online?](#)

[If I do not report newly hired or rehired employees and contractors online, where should I send Central Employee Registry information?](#)

### **Who and when to report**

[What are the requirements for reporting employees?](#)

[What are the requirements for reporting contractors?](#)

[What is the definition of "contractor" for new hire reporting?](#)

[What is the definition of "employee" for new hire reporting?](#)

[Who is a "rehire" for new hire reporting?](#)

[Should I report employees from a temporary employment agency?](#)

### **Completing the Central Employee Registry form**

[If I do not report newly hired or rehired employees and contractors online, who should complete the Central Employee Registry form?](#)

[What information is required?](#)

[How do I answer "Is dependent health insurance available?"](#)

[If I do not report newly hired or rehired employees and contractors online, should I complete both the employee and contractor forms on each individual reported?](#)

[Is the date of birth required when I report a contractor?](#)

[If I do not report newly hired or rehired employees and contractors online, what record layout should I use if I want to report employees and contractors via CD, batch upload, or diskette?](#)

[If I do not report newly hired or rehired employees and contractors online, how can I get Central Employee Registry forms?](#)

## **How to report new hires**

### **What is the Central Employee Registry?**

The Central Employee Registry is a computer database that keeps track of newly hired and rehired employees and contractors in Iowa. The information you provide to the Central Employee Registry helps streamline the process of withholding child support payments from the income of employees and contractors.

### **How do I report employees and contractors to the Central Employee Registry online?**

Take the following steps to report new hires and rehires online:

From the Main Menu, scroll down to the Report New Hires section.

Click on Report a Newly Hired or Rehired Employee, complete the required and additional fields, then click Submit.

The page displays a confirmation message indicating you have registered an employee or contractor.

### **If I do not report newly hired or rehired employees and contractors online, where should I send Central Employee Registry information?**

Mail Central Employee Registry forms, Contractor Reporting forms, diskettes, and CDs to:

Central Employee Registry  
PO Box 10322  
Des Moines, Iowa 50306-0322

Fax Central Employee Registry reports to:

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

## **Who and when to report**

### **What are the requirements for reporting employees?**

You must report the employee hired/rehired within 15 days of the hire/rehire date. If reporting by CDs or diskettes, you may report through transmissions that are not less than 12 or more than 16 days apart.

### **What are the requirements for reporting contractors?**

Report contractors within 15 days of the date both of these conditions are met:

- You have at least one contract or agreement with the contractor, and under one contract/agreement, you pay the contractor twice a year or more, and
- Under a contract/agreement you paid that contractor more than \$600 in a single payment (the amount required for a 1099-MISC filing with the IRS).

Once you have reported a contractor to the Central Employee Registry, you are not required to report the same contractor again.

If reporting by CDs or diskettes, you may report through transmissions that are not less than 12 or more than 16 days apart.

### **What is the definition of "contractor" for new hire reporting?**

A contractor is someone:

- Who is 18 years of age or older;
- Who performs labor in Iowa and to whom a payor of income makes payments;
- For whom the payor of income is required by the IRS to file a 1099-MISC form (the current 2005 dollar amount required for filing the 1099-MISC is \$600 or over); and
- Who is a natural, individual person, NOT a corporation, government, business trust, estate, partnership, or other legal entity, however it is organized.

### **What is the definition of "employee" for new hire reporting?**

An employee is someone:

- Who performs labor in Iowa and is employed by an employer in Iowa for compensation;
- For whom compensation is withheld for federal or state tax liabilities by an employer; and
- Who is a natural person that is an individual, NOT a corporation, government, business trust, estate, partnership, proprietorship, or other legal entity, however organized.

### **Who is a "rehire" for new hire reporting?**

A "rehire" is an employee you rehire whom you did not expect to work for you again. We consider an employee rehired on the first day on which the employer, following a termination of employment lasting a minimum of six consecutive weeks, owes the employee compensation.

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

Unpaid medical leave, unpaid leave of absence, and temporary layoff do not count as termination of employment.

**Should I report employees from a temporary employment agency?**

If you hire workers from a temporary agency, it is the responsibility of the temporary agency to report the new employee to the Central Employee Registry.

**Completing the Central Employee Registry form**

**If I do not report newly hired or rehired employees and contractors online, who should complete the Central Employee Registry form?**

You or your staff should complete the form. If an accounting or payroll firm completes the form, they must list the actual employer's name under the employer section.

**What information is required?**

You must include the location where the individual works, and complete all of the following:

- Whether you are reporting an employee or contractor
- The employee's name, date of birth, social security number, address
- The employee's start date (the first day the employee starts working for pay)
- Whether the employer offers dependent health care coverage and the approximate date on which the employee may qualify for the coverage

### **How do I answer "Is dependent health insurance available?"**

If your company has a family health insurance policy available to the employee, regardless of the cost to the employee, check "Yes", if not, check "No".

If your company does not provide health insurance but the union does, check "Yes".

When you receive the *National Medical Support Notice*, but the employee's health care benefits are administered through a labor union, forward Part B of the *Notice* to the labor union for completion.

### **If I do not report newly hired or rehired employees and contractors online, should I complete both the employee and contractor forms on each individual reported?**

Complete only one or the other, never both.

### **Is the date of birth required when I report a contractor?**

The contractor's date of birth is required only when you know it. You do not have to ask for this information if the contractor does not provide it.

### **If I do not report newly hired or rehired employees and contractors online, what record layout should I use if I want to report employees and contractors via CD, batch upload, or diskette?**

Following are the input record characteristics (CDs, batch upload, and diskettes) and lengths for the transfer of data to the Central Employee Registry:

Input characteristics for CDs and diskettes:

- Data Set Name: CER.Report
- Configuration: IBM, 3480 18-track compatible
- Character Code: EBCDIC
- Format: IBM Standard Format
- Record Size: 250
- Blocking Factor: 49
- Block Size: 12250

When using the upload method your files must match blocks "A," "B," "C," and "D," found in the following four charts.

“A” Employer Data & “B” Employee Data blocks

POSITION	FIELD NAME	LENGTH	FIELD TYPE	REMARKS
1	<b>‘A’ Employer Data</b>	01	A	“A” identifies employer data
2-33	Employer Name	32	A/N	
34-65	Employer address-1	32	A/N	Mailing address
66-97	Employer address-2	32	A/N	
98-113	Employer city	16	A	
114-115	Employer state	02	A	2-letter state abbreviation
116-120	Employer Zip code-1	05	N	5-digit ZIP code
121-124	Employer Zip code-2	04	N	4-digit ZIP code—enter zeros if unknown
125-136	Employer federal ID	12	N	Number assigned by the federal government + 3-digit Iowa suffix
137-168	Employer IW address-1	32	A/N	Address where income withholding forms to be sent—leave 137-227 blank if same as 34-124
169-200	Employer IW address-2	32	A/N	
201-216	Employer IW city	16	A	
217-218	Employer IW state	02	A	
219-223	Employer Zip code-1	05	N	5-digit ZIP code
224-227	Employer Zip code-2	04	N	4-digit ZIP code—enter zeros if unknown
228-237	Employer telephone number	10	N	3-digit area code and 7-digit telephone number
238-250	Filler		A/N	Additional space

POSITION	FIELD NAME	LENGTH	FIELD TYPE	REMARKS
1	<b>‘B’ Employee Data</b>	01	A	“B” identifies employee data
2-17	Employee last name	16	A	
18-32	Employee first name	15	A	
33-47	Employee middle name	15	A	
48-55	Employee date of birth	08	N	CCYYMMDD
56-64	Employee social security number	09	N	
65-96	Employee address-1	32	A/N	
97-128	Employee address-2	32	A/N	
129-144	Employee city	16	A	
145-146	Employee state	2	A	2-letter state abbreviation
147-151	Employee ZIP code-1	5	N	5-digit ZIP code
152-155	Employee ZIP code-2	4	N	4-digit ZIP code—enter zeros if unknown
156	Dependent health insurance available	1	A	Dependent health insurance available?—Y or N
157-164	Approximate date employee qualifies for family health insurance	8	N	CCYYMMDD. Enter zeros if no insurance available or employee will not qualify for coverage. Does not relate to insurability.
165-172	Employee start date	8	N	CCYYMMDD. The first day the employee earns wages.
173-250	Filler		A/N	Additional space

“C” Payor of Income Data & “D” Contractor Data blocks

POSITION	FIELD NAME	LENGTH	FIELD TYPE	REMARKS
1	<b>‘C’ Payor of Income Data</b>	01	A/N	“C” identifies payor of income data
2-11	Payor of income telephone number	10	N	3-digit area code and 7-digit telephone number
12-23	Payor of income federal ID number	12	N	Employer number assigned by federal government + 3-digit Iowa suffix
24-55	Payor of income name	32	A/N	
56-87	Payor of income address	32	A/N	Mailing address-line 1
88-119	Payor of income address	32	A/N	Street address-line 2
120-135	Payor of income city	16	A/N	
136-137	Payor of income state	02	A/N	2-letter state abbreviation
138-142	Payor of income Zip code-1	05	N	5-digit ZIP code
143-146	Payor of income Zip code-2	04	N	4-digit ZIP code—enter zeros if unknown
147-250	Filler		A/N	

POSITION	FIELD NAME	LENGTH	FIELD TYPE	REMARKS
1	<b>‘D’ Contractor Data</b>	01	A/N	“D” identifies contractor data
2-17	Contractor last name	16	A/N	
18-32	Contractor first name	15	A/N	
33-47	Contractor middle name	15	A/N	
48-55	Contractor date of birth	08	N	CCYYMMDD
56-64	Contractor social security number	09	N	
65-96	Contractor address 1	32	A/N	
97-128	Contractor address 2	32	A/N	
129-144	Contractor city	16	A/N	
145-146	Contractor state	2	A/N	2-letter state abbreviation
147-151	Contractor Zip code-1	5	N	5-digit ZIP code
152-155	Contractor Zip code-2	4	N	4-digit ZIP code—enter zeros if unknown
156-163	Date service contracted	8	N	CCYYMMDD. First day the contractor is owed payment.
164-250	Filler		A/N	Additional space

## **If I do not report newly hired or rehired employees and contractors online, how can I get Central Employee Registry forms?**

You may view and print forms online from the employers' website ([iowachildsupport.gov](http://iowachildsupport.gov)).

After logging into your employer account, you are on the Main Menu.

Scroll down to the Report New Hires section.

Click on the form you want to select. The form opens.

When you want to print the form, click 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 currently on the website.

You also may obtain Central Employee Registry forms by calling the Iowa Department of Revenue at the following numbers:

- 800-367-3388 to receive forms by mail
- 800-532-1531 to receive bulk orders of forms by mail
- 800-572-3943 to receive forms by fax

## **What is the difference between Iowa law and the federal law?**

You may have received a new hire reporting brochure from the U.S. Department of Health and Human Services that explains federal new hire law. When state law differs from federal law, you must follow Iowa law regarding new hires. Iowa and federal new hire law differ as follows:

- *Iowa* law requires you to report the hiring of contractors and subcontractors. *Federal* law does not require you to report contractor hires.
- *Iowa* law requires you to report new hires within 15 days of the date of hire. *Federal* law requires the reporting of new hires within 20 days.
- *Iowa* law requires you to report:
  - Employer's name, address, and federal employer identification number;
  - Employee's name, address, social security number, and date of birth;
  - Whether the employee has employment-related dependent health care coverage available;
  - The date on which the employee qualifies for dependent health care coverage; and
  - The address to send income withholding notices.

*Federal* law requires you to report:

- Employer's name, address, and federal employer identification number;

- Employee's name, address and social security number; and
- Employee's start date.

## ***NEW HIRES***

Federal and state laws require employers to report newly hired or rehired employees and contractors to the Central Employee Registry. This helps the Child Support Recovery Unit 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 employers' responsibilities for reporting newly hired or rehired employees and contractors.

### **Report newly hired or rehired employees and contractors**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Report New Hires section.

Click on Report a Newly Hired or Rehired Employee.

Select the company location where the new hire works.

Indicate whether you are reporting an employee or contractor. Enter the person's name, date of birth, social security number, and address (including city, state, and ZIP code). Enter the person's start date. We also must know whether dependent health insurance is available and if it is, when the employee qualifies for coverage.

Click on the Submit button.

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

### **Add a new location for your company**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Report New Hires section.

Click on the Report a Newly Hired or Rehired Employee button.

Under Company Location, click on the Add New Location button.

Under Location Information, enter the new location(s):

- Company name,
- Phone,

- Fax,
- Address, and
- Company email.

Under Address Where Income Withholding Orders Are To Be Sent (If Different Than Above), enter:

- Company name,
- Phone,
- Fax,
- Address, and
- Company email.

When finished entering your new location information, click on Submit. The page displays a confirmation message indicating that you have successfully submitted new location information for your company.

### **Report a change of address for your company**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Report New Hires section.

Click on Report a Newly Hired or Rehired Employee.

- Under Company Location, click on Add/Change a Location.
- Under Company Information, select the Locations tab.
- Under the Location tab, select the View/Change button for the address you want to change.
- Type the address change over the top of the previous address.
- When you are finished entering the updated information, click on Save.

The page displays a confirmation message indicating that you have successfully submitted the address change for your company. Changes may take up to two business days to take effect. Note: changing an email on this section does not update the user email address that emails are sent.

### **Modify recently entered new hire information**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Report New Hires section.

Click on Modify or Delete Recent New Hire Entries. The page displays a table of the newly hired employees and contractors submitted since 4:30 p.m. the previous business day.

Click on the circle in front of the employee or contractor you want to modify.

You may modify the company location where the new hire works, whether reporting an employee or contractor, the person's name, date of birth, social security number, and address (including city, state, and ZIP code), the person's start date, whether dependent health insurance is available and if it is, when the employee qualifies for coverage.

Click on Modify Employee.

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

## **Delete recently entered newly hired information**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Report New Hires section.

Click on Modify or Delete Recent New Hire Entries. The page displays a table of the newly hired employees and contractors submitted since 4:30 p.m. the previous business day.

Click on the circle in front of the employee or contractor you want to delete.

Click on 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 Central Employee Registry.

After logging into your employer account, you are on the Main Menu.

Scroll down to the Report New Hires section.

Click on the form you want to select.

The form opens.

When you want to print the form, click 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 currently on the [employers' website](#).

Mail Central Employee Registry forms to:  
Central Employee Registry  
PO Box 10322  
Des Moines, Iowa 50306-0322

Fax Central Employee Registry forms to:  
800-759-5881  
or  
515-281-3749 (Des Moines area)

### **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 page or Rehired Employee page. The report does not show new hires reported through the upload process or new hires mailed or faxed to Iowa's Centralized Employee Registry (ICER).

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

- New hire name
- Social security number (masked to display only the last four digits)
- Home address
- Availability of health insurance
- Start date
- Reported date

If you modify any information after the initial report, the report shows the information that currently displays.

### **View and print reports**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Reports section.

Click on the New Hire Report.

From the Report Export Format drop-down box on each report page, you can select the style of the report you want. Reports can be created, printed, and saved in the following formats:

PDF

MS Word Document\*

MS Excel Spreadsheet

\*When saving a report created in the MS Word Document format, the default file type is rich text. MS Word opens the saved report in this format. You may choose to change the file to MS Word when you save the report.

All versions of the report print on 8-1/2" X11" (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, click on the name of the report as shown on the Reports page.

Note: If a second window opens with the website's home page instead of the report, close the second browser window, logout, and then reenter the website.

Each report displays your company's FEIN (or SSN) and company name at the top of the first page of the report followed by the date the report was created.

## **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**

From the Main Menu, scroll down to the Upload New Hires section.

Click on the "Contact Me to Sign Up!" button. 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's Centralized Employee Registry 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 this help section under the "If I do not report newly hired or rehired employees and contractors online, what record layout should I use if I want to report employees and contractors via CD, batch upload, or diskette?" question.

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

After creating your test file, scroll down to the Upload New Hires section.

Click on the IA New Hire Upload option.

The website displays a new page. Click on the Browse button to locate the file you wish to transmit. Double click on the file to upload and check to see that the file name appears in the box on the website.

Click on the Test button. A message displays advising you that the file was sent. You receive an email if the file layout is correct.

After clicking on the Test button, the test file is sent to Iowa's Centralized Employee Registry (ICER). ICER staff reviews the file to make sure it can process correctly. If problems exist, someone from the ICER team 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 the test mode.

After creating your new hire file, log into the [employer's website](#) and scroll down to the Upload New Hires section.

Click on the IA New Hire Upload option.

The website displays a new page. Click on the Browse button to locate the file you wish to transmit. Double click on the file to upload and check to see that the file name appears in the box on the website.

Click on the Upload button. A message displays advising you that the file was sent to Iowa's Centralized Employee Registry.

If your ability to upload new hires is stopped at any time, you receive an email from Iowa's Centralized Employee Registry indicating your ability to upload new hires is stopped at this time. 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  
The FEIN you are reporting does not match Iowa's Centralized Employee Registry.

Once the issues are fixed, the 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.

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

### **Reporting employee termination or temporary absence**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Report Employee Terminations or Temporary Absences section.

To report an employee termination, click on Report Employee Terminations.

Enter the employee's name, social security number, and Iowa Child Support case number. Also, enter the date of the employee's final paycheck in the Final Date of Pay field.

Enter the following information if you have it:

- The employee's address, city, state, and ZIP code or as much of that information as you have.
- 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.

To report an employee temporary absence, click on Report a Temporary Absence.

Enter the employee's name, social security number, and Iowa Child Support case number.

Enter the following information if you have it:

- The employee's address, city, state, and ZIP code or as much of that information as you have.
- The reason for the absence.
- The employee's worker compensation or disability benefit provider.

Click on Submit.

## **ADMINISTRATION**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Administration section.

You may select:

- Company Information to view a summary of your company and registered users or make address changes (administrators and new hire entry users only).
- Delete Company Registration to remove your company from the website (*administrators only*).
- Add, Modify, or Delete a user to update your company's current registered users.
- Change Password to modify your password or hint information.

### **Company Information**

From the Main Menu, scroll down to the Administration section.

Click on the Company Information button. The page has tabs that display your company profile, users, locations, and IWO address.

The Profile tab displays:

- Your company's federal employer identification number (FEIN) or Social security number (SSN)
- Name
- Primary company's address
- Phone number
- Fax number
- Email address
- Address where Income Withholding Orders (IWOs) are to be sent (if different)

The Users tab displays a table of your company's users with access to the employers' website ([iowachildsupport.gov](http://iowachildsupport.gov)) including their name, phone number, and roles.

The Locations tab displays a table with all your company's registered location(s). You are able to update locations from this tab.

The IWO tab displays the address where to send (if different) Income Withholding Orders (IWOs). You are able to update the IWO address from this tab. (*Administrators and New Hire Entry users only*)

## **Report a change of address for your company (Administrators and New Hire entry users only)**

To change a physical location, take the following steps.

After logging into your employer account, you are on the Main Menu.

Scroll down to the Administration Section.

- Select Company Information.
- Select the Locations Tab.
- Under the Location tab, select the View/Change button for the address you want to change.
- Type the address change over the top of the previous address.
- When you are finished entering the updated information, click on Save.

The page displays a confirmation message indicating you have successfully submitted the address change for your company; changes may take up to two business days to take effect. Note: changing an email on this section does not update the user email address that emails are sent.

## **Change the address where Income Withholding Orders (IWO) are sent (Administrators and New Hire entry users only)**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Administration Section.

Select Company Information.

Click on the IWO tab.

- Type the address change over the top of the previous address.
- When finished entering the updated information, click on Save.

The page displays a confirmation message indicating you have successfully submitted the address change for your company. Changes may take up to two business days to take effect. Note: changing an email on this section does not update the user email address that emails are sent.

## **Add a new location for your company (Administrators and new hire entry users only)**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Company Information link and select Company Information.

Under the Location tab, select Add a New Location.

Enter the new locations:

- Company name

- Phone number
- Fax number
- Address
- Company email

Under Address Where Income Withholding Orders Are To Be Sent (if Different Than Above), enter:

- Company name
- Phone number
- Fax number
- Address
- Company email

When finished entering your new location information, click on Submit.

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

### **Delete company registration**

From the Main Menu, scroll down to the Administration section.

Click on Delete Company Registration. The page displays your company information.

You must answer "Is this business closing?"

If you are sure you want to delete your company's registration, click on the Delete button. A box displays that prompts you to choose OK or Cancel.

If you choose to delete your company, the page displays a confirmation message indicating that you have successfully removed your company from the employer's website.

**Note:** If you want to modify your company's FEIN, name, or address, please contact us. We must update your information on all our systems. Please call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us). We are happy to help you.

### **Add a new user (Administrators only)**

You are not required to provide a second user. For security reasons, however, you may want to. For example, when a payment is scheduled using the employers' website ([iowachildsupport.gov](http://iowachildsupport.gov)), the administrator and the payment approver may receive an email that a payment needs approval. This allows you to review the payment before it is approved.

After logging into your employer account, you are on the Main Menu.

Scroll down to the Administration section.

Click on Add, Modify, or Delete a User. The page displays a table of users.

Click on the circle in front of Add a New User.

Enter the new user's name, phone, fax, and email.

Assign the person a user ID.

Answer "Do you want this user to be notified when your company has scheduled payments that need to be approved?" If you select yes, we email the user whenever your company has a scheduled payment that Needs Approval.

Next, choose the user's responsibilities (and thus security rights). An administrator is a person who can do everything.

Click on Add.

A confirmation message displays indicating you have successfully added a user.

Two emails will be sent to the new users. One email will contain the User ID; the second email will contact the users temporary password. The new user will need to change their password upon login.

## **Modify a user (Administrators only)**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Administration section.

Click on Add, Modify, or Delete a User. The page displays a table of users.

Click on the circle in front of the user you want to modify.

You may modify any of the following:

- Name,
- Phone,
- Fax,
- Email,

Answer "Do you want this user to be notified when your company has scheduled payments that need to be approved?" If you select yes, we email the user whenever your company has a scheduled payment that Needs Approval.

Next, you may change the user's responsibilities (and thus security rights). An administrator is a person who can do everything.

Click on Modify.

A confirmation message displays indicating you have successfully modified user information.

**Note:** You cannot modify a user ID. However, you may delete the user, and then add the user again with a new user ID.

### **Delete a user (Administrators only)**

After logging into your employer account, you are on the Main Menu.

Scroll down to the Administration section.

Click on Add, Modify, or Delete a User. The page displays a table of users.

Click on the circle in front of the user you want to delete.

If you are sure you want to delete the user, click on Delete User. A confirmation box displays that prompts you to choose OK or Cancel.

If you choose to delete the user, a confirmation message displays indicating you have successfully deleted the user.

### **User ID and Password Information**

For User ID and Password information, see [User ID and password information](#).

If you forgot your password, see "[Forget your password or User ID?](#)"

### **Change your password**

For information on changing your password, see "[Change your password.](#)"

### **Change your security question**

For information on changing your security question, see "[Change your security question.](#)"

## **GLOSSARY**

This glossary contains important words and terminology you see when using the employers' website of the Child Support Recovery Unit (Unit).

If you have any questions about our glossary, please call our employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us). We are happy to help you and appreciate your input to improve the employers' website ([iowachildsupport.gov](http://iowachildsupport.gov)).

## **WORDS**

[Account debited date](#)

[Account status](#)

[Administrator](#)

[Approved date](#)

[Automated Clearing House \(ACH\) network](#)

[Business day](#)

[Business hours](#)

[Case information](#)

[Compensation](#)

[Complete payment](#)

[Contractor](#)

[Cutoff time](#)

[Employee](#)

[Employer](#)

[Employer account](#)

[Financial institution/ bank](#)

[Financial institution/ bank account](#)

[Holidays](#)

[In Process payment](#)

[Income withholding](#)

[Income withholding amount \(IWO amount\)](#)

[Initiated payment](#)

[New hire](#)

[New hire reporting](#)

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[NSF](#)

[Password](#)  
[Pay cycle](#)  
[Payment approver](#)  
[Payment details](#)  
[Payment history](#)  
[Payment information](#)  
[Payment instructions](#)  
[Payment scheduler](#)  
[Payment status](#)  
[Payment summary](#)  
[Payor of income](#)  
[Privacy policy](#)  
[Registry/ICER](#)  
[Rehire](#)  
[Scheduled payment](#)  
[Start date](#)  
[Temporary absence](#)  
[Termination of employment](#)  
[Terms and conditions](#)  
[Unit](#)  
[User](#)  
[User ID](#)

## DEFINITIONS

TERM	DEFINITION
Account debited date	<p>The date upon which a child support payment is withdrawn from your financial institution/ bank account.</p> <p>Typically, your financial institution/ bank debits the payment one business day after it is In Process.</p>
Account status	<p>Reflects your current ability to use our online payment service. Your account status may be Active (capable of activity) or Suspended (temporarily inactive).</p>
Administrator	<p>May add, modify, or view all information (except other user's passwords) and approve or cancel scheduled payments.</p> <p>The person who registers a company is automatically set up as an administrator.</p> <p>To see your registered users for the employer's website and their roles (administrator, payment approver, etc.) go to the Main Menu. Scroll down to the Administration section. Select Company Information. Then select the Users tab.</p>

TERM	DEFINITION
Approved date	<p>The day you approve a child support payment online.</p> <p>If an approved date falls on a non-business day, we process the payment the next business day.</p>
Automated Clearing House (ACH) network	<p>A secure network that helps financial institutions/ banks transfer money electronically.</p> <p>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://nacha.org">nacha.org</a></p>
Business day	<p>The days we process Initiated payments.</p> <p>Business days are Mondays through Fridays, excluding state and Federal Reserve holidays.</p>
Business hours	<p>The times our employer customer service center (EPICS) is open.</p> <p>The hours are Monday through Friday, 8 a.m. to 4:30 p.m. Central Time, excluding state holidays.</p>
Case information	<p>Any information you enter from an income withholding notice regarding a child support case.</p> <p>It includes employee information, payment information, and case numbers or court order numbers.</p>

TERM	DEFINITION
Compensation	<p>A payment owed by the employer for:</p> <ul style="list-style-type: none"> <li>a) Labor or services rendered by an employee or contractor to the employer.</li> <li>b) 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	<p>A posted child support payment. The payment has been debited from the employer's financial institution/bank account. Check <a href="#">Payment Statuses</a> for complete definitions of all payment statuses.</p>
Contractor	<p>For new hire reporting, someone:</p> <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 (the current 2005 dollar amount required for filing the 1099-MISC is \$600 or more); and</li> <li>• Who is a natural, individual person, NOT a corporation, government, business trust, estate, partnership, or other legal entity, however it is organized.</li> </ul>
Cutoff time	<p>2 p.m. Central Time. You must approve your child support payment by the cutoff time for it to move to an In Process status that same business day.</p>
Employee	<p>For new hire reporting, someone:</p> <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 organized.</li> </ul>
Employer	<p>A person who:</p> <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> <p>Employer includes any governmental entities or labor organizations.</p>

TERM	DEFINITION
Employer account	<p>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 our website. See our Privacy Policy for more information. You can view the Privacy Policy at any time by clicking on the Privacy Policy link at the bottom of each page.</p>
Financial institution/ bank	<p>A bank, credit union, savings and loan, or other financial institution that participates in the electronic transfer of funds through the ACH network.</p> <p>At this time, we can only accept funds from financial institutions/banks within the United States.</p>
Financial institution/ bank account	<p>The checking or savings account from which you make child support payments.</p> <p>Your checking or savings account must be at a financial institution/bank within the United States.</p>
Holidays	<p>The days we do not process Initiated payments including Saturdays, Sundays, and state and Federal Reserve holidays.</p>
In Process payment	<p>An Initiated payment moves to In Process at the cutoff time of the payroll date or approved date, whichever is later.</p> <p>The In Process payment debits from an employer's financial institution/ bank account within one business day.</p> <p>An In Process payment cannot be cancelled online. Employers must contact us if an In Process payment needs to be cancelled. Although we make every effort to cancel payments, we cannot guarantee it. It depends on how far the payment has processed.</p> <p>An In Process payment is waiting to Complete.</p> <p>Check <a href="#">Payment Statuses</a> for complete definitions of all payment statuses.</p>
Income withholding	<p>We use three types of income withholding to collect child support:</p> <ul style="list-style-type: none"> <li>• Amended income withholding to collect support in multiple situations such as when current support is owed, when arrears are owed, or when amounts change.</li> <li>• Mandatory income withholding to collect child support for cases that are delinquent in an amount of support payable for one month.</li> </ul>

TERM	DEFINITION
	<ul style="list-style-type: none"> <li>• Lump sum withholding to collect delinquent 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.</p> <p>The withholding amount comes from:</p> <ul style="list-style-type: none"> <li>• Employees' wages,</li> <li>• Salaries, commissions,</li> <li>• Vacation pay, bonuses,</li> <li>• Worker's compensation,</li> <li>• Disability payments,</li> <li>• Payments from a pension or retirement program, and</li> <li>• 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 income provider is limited by the federal Consumer Credit Protection Act.</p>
Initiated payment	<p>A payment which has been approved (like signing a check) by your company's payment approver or administrator.</p> <p>An Initiated payment is waiting to move to an In Process status after the cutoff time.</p> <p>Check <a href="#">Payment Statuses</a> for complete definitions of all 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 consecutive weeks and the employer reported the termination to the Registry. The employer must report the employee as a new hire.</li> </ul> <p>If the employer has not reported the termination to the Registry yet, it is unnecessary for the employer to report the employee again.</p> <p>If more than six consecutive weeks have passed since the termination of employment, the employer reports the employee as a rehire.</p>
New hire reporting	<p>New hire reporting is a process by which an employer or payor of income reports information to the Iowa Central Employee Registry (Registry) on newly hired employees or contractors within 15 days of the date of hire.</p>

TERM	DEFINITION
	<p>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 we do not process Initiated payments including Saturdays, Sundays, and state and Federal Reserve holidays.</p>
NSF	<p>Insufficient funds. The financial institution did not honor this child support payment because there was not enough money in the account.</p> <p>Check <a href="#">Payment Statuses</a> for complete definitions of all payment statuses.</p>
Password	<p>A secret series of characters that, with your user ID, allows you to easily access our employers' website. The password prevents unauthorized users from accessing your employer account.</p> <p>Your password must be a combination of at least eight letters and numbers. Passwords must have at least 1 capital letter, 1 lower case letter, 1 special character (*\$-+?_=!%()/@#[ ] and 1 number (e.g., JXcn43=) It should be something that nobody could guess.</p> <p>You must change your password at least once every six months.</p>
Pay cycle	<p>The time between paychecks.</p> <p>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.</p>
Payment approver	<p>A payment approver may add, modify, or view child support payments and approve or cancel scheduled payments. (Administrators can also add, modify, view, approve, and cancel child support payments.)</p> <p>To see your registered users for the website and their roles (administrator, payment approver, etc.) go to the Main Menu. Scroll down to the Administration section. Select Company Information. Then select the Users tab.</p>
Payment details	<p>Information about one specific child support payment made online including:</p> <ul style="list-style-type: none"> <li>• Employee's name,</li> <li>• Social security number (masked to display only the last four digits),</li> </ul>

TERM	DEFINITION
	<ul style="list-style-type: none"> <li>• Case or Court Number,</li> <li>• Amount,</li> <li>• Whether amount was less than full payment and why,</li> <li>• Whether final payment for case, and</li> <li>• Whether the employee's employment has terminated.</li> <li>• Payment Reference Number</li> </ul>
Payment history	<p>A record of child support payments you made online. We only show the last 12 months of your payments online. If you need a copy of payments for your records, we recommend that you print what you need on a regular basis.</p> <p>From the Main Menu, scroll down to the Payments Menu section, and click on View a Payment.</p>
Payment information	<p>Any information about your company's child support payments made online.</p> <p>It includes financial institution/bank account information, company information, employee information, case numbers, dates, and amounts.</p>
Payment instructions	<p>Specific information you give us to schedule a child support payment.</p> <p>It includes the company, pay cycle, payroll date, financial institution/ bank account, and amount.</p>
Payment scheduler	<p>A payment scheduler may add and view child support payments. The scheduler also may modify and cancel payments in the Needs Approval status. A payment scheduler cannot approve payments.</p> <p>(Administrators and payment approvers can also add, modify, and view payments, as well as approve and cancel payments.)</p> <p>To see your registered users for the website and their roles (administrator, payment approver, etc.) go to the Main Menu. Scroll down to the Administration section. Select Company Information. Then select the Users tab.</p>
Payment status	<p>Reflects the current condition of a child support payment. These statuses affect the actions (schedule, approve, modify, or cancel) you may take with a payment.</p> <p>Check <a href="#">Payment Statuses</a> for complete definitions of all payment statuses.</p>
Payment summary	<p>General information about a child support payments made online including:</p> <ul style="list-style-type: none"> <li>• Pay cycle,</li> </ul>

TERM	DEFINITION
	<ul style="list-style-type: none"> <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	<p>A document that explains what information we gather and how we use it.</p> <p>You can view the privacy policy at any time by clicking on the privacy policy link at the bottom of each page.</p>
Registry/ICER	The Central Employee Registry created in Iowa Code section 252G.2.
Rehire	<p>For new hire reporting, an employee you rehire whom you did not to expect to work for you again.</p> <p>An employee is considered rehired on the new date of hire following a termination of employment lasting a minimum of six consecutive weeks.</p>
Scheduled payment	<p>A payment in Needs Approval status but not approved by a payment approver or administrator.</p> <p>Once approved, the scheduled payment moves to an Initiated status.</p> <p>Check <a href="#">Payment Statuses</a> for complete definitions of all payment statuses.</p>
Start Date	<p>Either the first day:</p> <ul style="list-style-type: none"> <li>• An employee is owed compensation by the payor of income, or</li> <li>• A contractor performs labor or services for the payor of income.</li> </ul>
Temporary absence	<p>The employee is temporarily absent from the workplace. Employment has not terminated.</p> <p>Reasons an employee could be temporarily absent from work include:</p> <ul style="list-style-type: none"> <li>• Unpaid medical leave</li> <li>• Unpaid leave of absence</li> <li>• Seasonal work</li> <li>• Disability</li> <li>• Worker's compensation</li> </ul>

TERM	DEFINITION
	<ul style="list-style-type: none"> <li>• Temporary layoff</li> <li>• FMLA</li> <li>• Education</li> <li>• Personal business</li> </ul>
Termination of employment	<p>The employer no longer provides income to the employee, and the employer does not intend to provide income to the employee again.</p> <p>Terminations of employment do not include temporary absences.</p>
Terms and conditions	<p>A document containing the employers' responsibilities in using the website to make payments. The employer must accept the terms and conditions of use to approve child support payments.</p> <p>You can view the terms and conditions at any time by clicking on the terms and conditions link at the bottom of each page.</p>
Unit	<p>Child Support Recovery Unit created in Iowa Code section 252B.2.</p>
Upload	<p>A process that allows you to transmit files of new hire information through our website to Iowa's Centralized Employee Registry (ICER).</p> <p>You must sign in and be approved to use this process. New hire reports through the upload process do not show on new hire reports generated through this website.</p>
User	<p>A person who works with the website on behalf of an employer.</p> <p>To see your registered users for the website and their roles (administrator, payment approver, etc.) go to the Main Menu. Scroll down to the Administration section. Select Company Information.</p>
User ID	<p>A unique name that, with your password, allows you to easily access our employers' website.</p> <p>Your user ID may not be longer than thirty characters (letters, numbers, and symbols).</p> <p>The administrator of your company assigns user IDs.</p> <p>To see your registered users for the website and their user IDs go to the Main Menu. Scroll down to the Administration section. Select Add, Modify, or Delete a User.</p>

## PAYMENT STATUS

STATUS	DESCRIPTION
Needs Approval	<p>The payment has been scheduled but has not been approved. We cannot process the payment without approval.</p> <p>Payments may be in Needs Approval status because the person who scheduled the payment does not have permission to approve the payment.</p>
Initiated	<p>The payment has been scheduled and approved but we have not started to process it yet.</p> <p>We process payments after 2 p.m. Central Time on the payroll date or the date the payment is approved, whichever is later.</p> <p>We do not process payments on Saturdays, Sundays, and state and Federal Reserve holidays. If the processing date falls on a holiday or weekend, we begin processing the payment the next workday.</p>
In Process	<p>We have begun to process the payment.</p> <p><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. It depends on how far the payment has processed.</p>
Complete	<p>A posted child support payment. The payment has been debited from the employer's financial institution/ bank account.</p> <p><b>Note:</b> If there is a problem with a payment that is Complete, please contact us.</p>
Cancelled by Employer	One of your company's website users cancelled the payment.
Cancelled by DHS	We cancelled the payment.
Closed	The financial institution/bank did not honor the payment because the account was closed.
NSF	The financial institution/bank did not honor the payment because there was not enough money in the account to cover the payment.
Stop	The financial institution/bank did not honor the payment because a stop was placed on the transaction.
Return	The financial institution/bank did not honor the payment.

Error	We did not process the payment or the payment was returned for a reason not listed above.
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If you have any questions, please call employer customer service center (EPICS) toll free at 877-274-2580 Monday through Friday, 8 a.m. to 4:30 p.m. CST, excluding state holidays, or email [csrue@dhs.state.ia.us](mailto:csrue@dhs.state.ia.us). We are happy to help you and appreciate your input to improve the employers' website ([lowachildsupport.gov](http://lowachildsupport.gov)).