November 29, 2011

Dear County Director of Social Services
Dear County Child Support Managers

Reference: e-IWO Changes

Effective November 4, 2011, ACTS will insert the text, ***EIWO***, on income withholding notices generated for employers participating in the electronic income withholding process. It appears in two places on the Income Withholding for Support (DSS-4702) document: 1) next to the Signature and Date field on the first page; and 2) between the "Document Tracking Identifier" and the "OBM #" fields on the last page. Information regarding electronic income withholding can be found in the Child Support Manual:
P  CHAPTER ... Enforcement
13 TOPIC ........ Income Withholding - Other Situations
B  SECTION ............... e-IWO (Electronic Income Withholding

NEW e-IWO Employers:

Effective November 18, 2011 – BP America
Effective November 23, 2011 – Goodrich Corporation

As of the above dates for the new employers listed, review the “e-IWO Employers and FEINs” document on the CSE Internal Website to determine if an NCP is employed by a BP America or Goodrich Corporation employer that is using e-IWO. Each of these businesses has a variety of company names. If *EIWO* appears in the CONTACT PERSON field on Screen EMD (03.13.MPI#.F6) when the NCP’s employer is selected, follow the e-IWO procedures. If *EIWO* does not appear in the CONTACT PERSON field, use regular income withholding procedures.

(Note: The BP America and the Goodrich Corporation affiliates that are participating in e-IWO appear in the "e-IWO Employers and FEINs" document under Automatic Data Processing, Inc. (ADP), a company that provides payroll services for many businesses. Other businesses using ADP will be added to e-IWO in the future.)

When generating income withholding for a participating BP America entity, case managers should follow e-IWO procedures beginning Friday, 11/18/2011.
When generating income withholding for a participating Goodrich Corporation entity, case managers should follow e-IWO procedures beginning Wednesday, 11/23/2011.

Mission Statement

To consistently collect as much child support money as possible for the benefit of North Carolina’s children.
A list of all the employers, FEINs, and Registered Agents currently participating in e-IWO with NC (“e-IWO Employers and FEINs”) is available through the Child Support Internal Web Site. As new employers are added to the e-IWO process, the “e-IWO Employers and FEINs” link will be updated. The Child Support Policy & Procedures Manual no longer contains a list of the employers participating in e-IWO with NC.

To locate the e-IWO documents:
· Access the CSE Internal Web Site, http://cse.dhhs.state.nc.us/
· Select the “CSE Tools of the Trade Page”
· Next select the “e-IWO Procedures” folder
· Included in this folder are:
  · “e-IWO Certificate of Service Template”
  · “e-IWO Employers and FEINs”


If you have questions, please contact the ACTS Help Desk toll free @ 1-800-405-9053 option #3 or locally @ 919-855-4756.

Sincerely,

Judy McArn
Assistant Chief of Program Operations

cc: Daisie Blue
CSE–23-2011