

# IWO Training





# IWO Training







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# New Hire Reporting

- Federal Law- 42 USC 653a
- Colorado Law- CRS 26-13-125
- **Maximus**
- Reporting Methods
- ACSES



# How does CSS get the employer locate information?

Locate data is received and loaded into ACSES nightly.

**Data is received from:**

- National Directory of New Hire(NDNH)
- State Directory of New Hire(SDNH)
- Quarterly Wage National(QN)
- Quarterly Wage State(QN)
- State Parent Locate System(SPLS via Csenet)
- Social Security
- Workers Compensation(WC)



# Employer Mismatches/Exceptions

- Once the information is received it will be processed by ACSES(Auto issuance/Locate).
- If any of the employer data meets criteria for a mismatch to an existing employer on ACSES, it will be sent to a queue for the FSR Employer Services Unit to work.
- FSR Employer Services will research these employers and either update the existing employer location on ACSES or add a new employer location.
- Once the information is verified it will be added to the case for either Auto Issuance or locate.
- New Hire exceptions are usually worked the same day.



# Employer Mismatches/Exceptions Example

FIND LOCATION BY AUTO-MATCH / ADD NEW LOCATION

AGENCY: NN      LIKELY MATCHES TO AGENCY

FEIN: 951642222      SEIN:

NAME/DBA: THE SALVATION ARMY

ADDRESS: 180 E OCEAN BLVD FL 3 STE 600

Data received from NDNH

CTY/ST/ZP: LONG BEACH, CA 90802-4709

# 1 - SCORE: 40%      EMPL-ID: 91-02811115

FEIN: 840401111      SEIN: 000000000

NAME/DBA: THE SALVATION ARMY

ADDRESS: 180 E OCEAN BLVD FL 3 BLDG A

Existing locations on ACSES  
(REGULAR ADDRESS SHOWN)

CTY/ST/ZP: LONG BEACH, CA 90802-4746

# 2 - SCORE: 35%      EMPL-ID: 90-00517052

FEIN: 000000000      SEIN: 000000000

NAME/DBA: THE SALVATION ARMY / DBA: WORKERS COMPENSATION DBA

ADDRESS: PO BOX 14493

CTY/ST/ZP: LEXINGTON, KY 40512-4493

(REGULAR ADDRESS SHOWN)

# 3 - SCORE: 35%      EMPL-ID: 90-05099650

FEIN: 000000000      SEIN: 000000000

NAME/DBA: THE SALVATION ARMY / DBA: SAINT PAUL CITADEL CORPS

ADDRESS: 401 7TH ST W

CTY/ST/ZP: SAINT PAUL, MN 55102-2730

(REGULAR ADDRESS SHOWN)

\_\_ SELECT    A}-ADD NEW LOCATION    X}-CANCEL AGENCY DATA    CONTINUED NEXT PAGE

N} <==== OPTION    N}-NEXT    R}-RESTART BROWSE    E}-EMPLOYER BROWSE    .} M} Q} ?}



# Self Employed/Independent Contractor

- Colorado Laws
  - 13-54-104 (1)(b)(I), C.R.S.
  - 14-14-102 (9), C.R.S.
  - 14-14-111.5(2)(f), C.R.S.
  - 14-10-115 (3)(c) and (5)(d), C.R.S.
- SSN vs. FEIN







# Trivia Question!



# Disposable Income

- Colorado Law

13-54-104(1)(A) C.R.S.

- Medical insurance deductions



# Payment Proration

- Federal Law

15 USC 1673

- Colorado Law

14-14-111.5 (6), C.R.S.

14-5-102(d), C.R.S.

13-54-104(1)(A), C.R.S.

- Current Support vs. Arrears



# Withholding Percentages

- Federal Law

Federal Consumer Credit Protection Act, 15  
USC 1673

- Colorado Law

13-54-104, C.R.S.



# Withholding Percentages

- 65% - Employee is not supporting other dependents and the child support arrears are more than 12 weeks old
- 60% - Employee is not supporting other dependents and the child support arrears are less than 12 weeks old,
- 55% - Employee is supporting other dependents and the child support arrears are more than 12 weeks old
- 50% - Employee is supporting other dependents and the child support arrears are less than 12 weeks old.



# Trivia Question!

# Other Amount

- Federal Law

42 USC 666  
45 CFR 303.100

- Colorado Law

14-14-111.5, C.R.S.

- Applicable to weekly and bi-weekly payroll
- Amounts to withhold on IWO
- “Extra” payment
- Not optional





# Revised IWO

- Revised language
- Other amount language change
- New OMB expiration date
  - See handout

# Web IWO

- Employer registration
- Email sent each time IWO issued
- Employer must accept or reject IWO



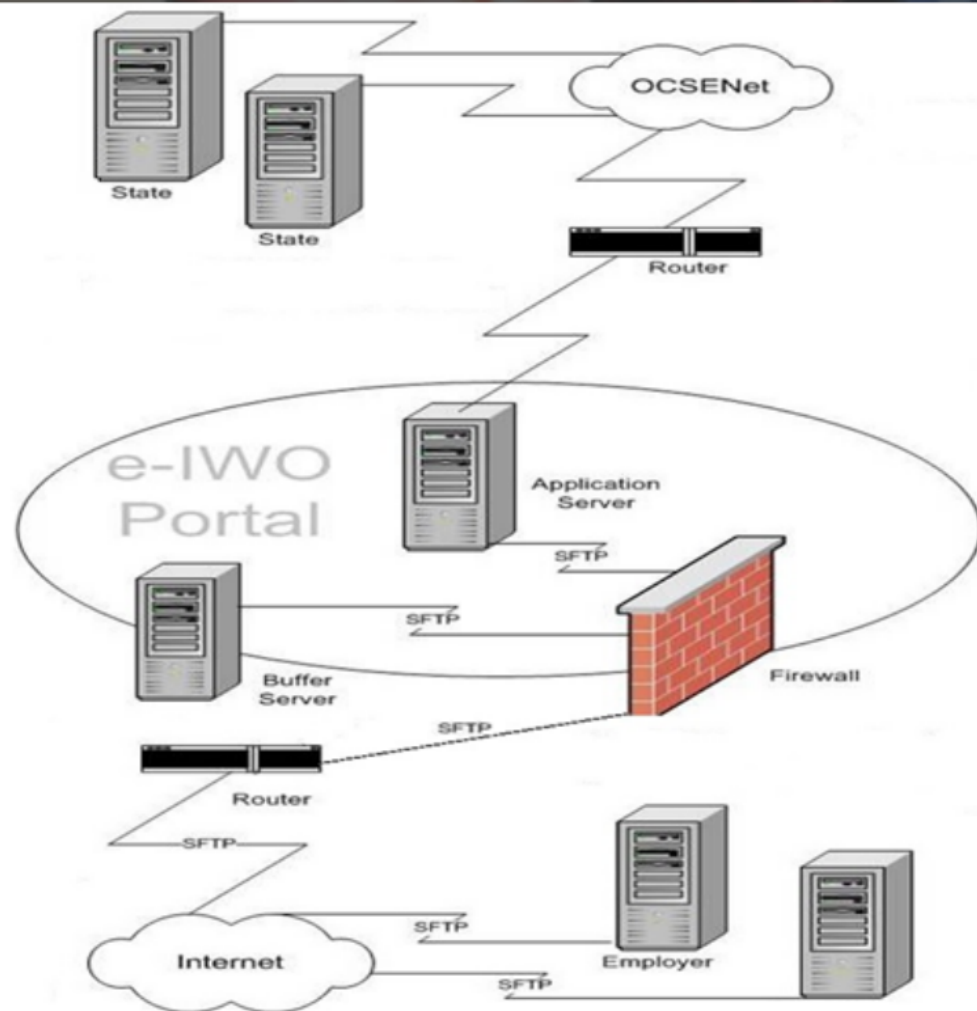
# EIWO

- Sign up with OCSE
- Requires programming
- Mandatory for states but not employers

OCSE picks up electronic IWOs from states each morning, sorts them by employer and then delivers them. At the same time, OCSE drops off updates and acknowledgements reported by the employers to the states.

### Electronic Income Withholding Process

1. eIWOs are pulled from states via OCSENet
2. eIWOs are unbatched from states
3. eIWOs are validated for errors and returned to states when critical errors exist
4. When necessary, eIWOs are transformed into a employer specific file format or PDF
5. eIWOs are batched by employer
6. eIWOs are pushed to employers via the Internet
7. Acknowledgments are pulled from employers via the Internet
8. Acknowledgments are validated for errors and returned to employers when critical errors exist
9. When necessary, ACKs are transformed into a state specific file format
10. ACKs are batched by state
11. Acknowledgments are pushed to the states via the OCSENet





# Employer locations attached to ORG e-IWO



[Print](#)

ELFBALM2

BROWSE EMPLOYER LOCATIONS

03/26/2015 12:41:56

BY ORG-ID = 00002006 ; OFFICE SEQ# = 2

EMPLOYER-ID W/C-ID	EMPLOYER NAME OR DBA NAME ADDRESS	 <XMIT> FEIN <TYPE>	ORG-ID PHONE
1 90-03723194	AT AND T 8000 E ILIFF AVE, DENVER, CO 80231-5317	<EIWO> 11111111	00002006 303-629-2500 
2 90-04289625	AMERICAN TELEPHONE AND TELEGRAPH 32 AVENUE OF THE AMERICAS, NEW YORK, NY 10013-24	<EIWO> 11111111	00002006 000-000-0000
3 91-01932970	AT AND T CORP 909 CHESTNUT ST, SAINT LOUIS, MO 63101-2017	<EIWO> 11111111	00002006 000-000-0000
4 90-01033141	AT AND T 7300 E HAMPTON AVE, MESA, AZ 85209-3374	<EIWO> 11111111	00002006 314-863-5545
5 90-10284438	SOUTHWESTERN BELL PO BOX 283, SAINT LOUIS, MO 63166-0283	<EIWO> 11111111	00002006 000-000-0000
6 90-07333750	AT AND T WIRELESS 5601 LEGACY DR FL MS-A3, PLANO, TX 75024-3504	<EIWO> 11111111	00002006 214-979-1172
7 91-01639450	AT AND T 1025 LENOX PARK BVLVD NE, ATLANTA, GA 30319-5309	<EIWO> 11111111	00002006 000-000-0000
<div> <div>0</div> <div>&lt;===== ENTER NUM OF DESIRED EMPLOYER</div> <div>*** CONTINUED NEXT PAGE ***</div> <div>A}-FIND LOCATION BY AUTO-MATCH / ADD NEW LOCATION</div> <div>L}-LIST IA'S</div> <div>N} &lt;===== OPTION</div> <div>B}-DISPLAY/MODIFY</div> <div>N}-NEXT</div> <div>.}-CANCEL</div> <div>P} M} Q}</div> </div>			



# Employer locations attached to ORG-Web



[Print](#)

ELFBALM2

BROWSE EMPLOYER LOCATIONS

04/06/2015 13:35:48

BY ORG-ID = 00000433 ; OFFICE SEQ# = 2

EMPLOYER-ID W/C-ID	EMPLOYER NAME OR DBA NAME ADDRESS	 <XMIT> FEIN <TYPE>	ORG-ID PHONE
1 91-01510057	ARBYS 1480 CHEYENNE BLVD, COLORADO SPRINGS, CO 80906-3	<WEB> 000-000-0000	00000433 
2 90-06015218	ARBYS 2630 W ALAMEDA AVE, DENVER, CO 80219-3013	<WEB> 303-922-3146	00000433
3 90-05133152	ARBYS 511 GARDEN OF THE GODS RD, COLORADO SPRINGS, CO	<WEB> 719-594-6290	00000433
4 91-01758242	ARBYS 65 RIVER RD, OGALLALA, NE 69153-3001	<WEB> 308-284-3917	00000433
5 91-02106326	ARBY'S 1708 S COLLEGE AVE, FORT COLLINS, CO 80525-1009	<WEB> 000-000-0000	00000433
6 91-02106334	BAILEY COMPANY PO BOX 173860, DENVER, CO 80217-3860	<WEB> 000-000-0000	00000433
7 90-09355066	THE BAILEY COMPANY 11611 W COLFAX AVE, LAKEWOOD, CO 80215-3709	<WEB> 303-233-0447	00000433

☐ <==== ENTER NUM OF DESIRED EMPLOYER \*\*\* CONTINUED NEXT PAGE \*\*\*  
A}-FIND LOCATION BY AUTO-MATCH / ADD NEW LOCATION L}-LIST IA'S  
N} <==== OPTION B}-DISPLAY/MODIFY N}-NEXT .}-CANCEL P} M} Q}





# Pending e-IWO

[Print](#)

ELASIBM1

## LIST/MAINTAIN ACTIVE & INACTIVE IWO'S

03/24/2014 15:11:29

COURT CASE: 08031

OBLIGOR:

CUR/PEND MED INS: N

OBLIGEE:

----- AMOUNT -----		PAYMENT PLAN	----- TOTAL -----	
MSO		70.00	14	
MAD		0.00		

----- INCOME ASSIGNMENT -----			
# S I NO	MSO	MAD	TOTAL
T F TY			
1 A F O	70.00		70.00

OTHER	SERVED/MAILED	DATE
5.83	EXPRESS EMPLOYM	00/00/0000

Date will update when  
acknowledged by employer

Do not print or Fax when you see 00/00/0000 for  
EIWO/WEB employers

☐ <----- SELECT NUM TO: A)-MODIFY INCOME ASSIGNMENT  
B)-ADD INCOME ASSIGNMENT  
C) **ISSUE AMENDED INCOME ASSIGNMENT**

☐ N) <==== OPTION .)-CANCEL N)-NEXT M) Q) ?) |



# e-IWO Status

MAINTAIN INACTIVE IA 03

COURT CASE ID: 08031- OBLIGOR:

INC ASSIGN SOURCE: TI - TECH INIT # OF OBLIGEES: 1 CUR/PE MED INS: Y

INC ASSIGN TYPE: O - ORDERED XMIT STATUS: 20 - XMIT NOT ACK

FIN/INS CODE: F - FINANCIAL

STATUS: I - INACTIVE WA

OBTAINED BY (FIPS)...: 08031 - DENVER

DIRECT INCOME ASSIGN TO EMPLOYER: N

OBJECTION TO IA.....: -

MONTHLY AMOUNT OF ASSIGNMENT

CURR SUPPORT.: 1186.00

ARREARS.....: 237.00

TOTAL.....: 1423.00

DATE SERVED/MAILED...: 0 / 0 / 0

DATE LAST UPDATED...: 8 / 16 / 2013

FSR EMPLOYER ID.....: 91 - 1970590

OBLIGOR PAYROLL FREQ: B - BI-WEEKLY

NOTICE REFERENCE NUM:

NOTICE TYPE: ORIGINAL

) <==== OPTION .)-CANCEL U)-UPDATE

ESTABLISHING CASE:

TEAM/TECH ID:

TECH NAME:

Date will update when  
acknowledged by employer, no  
date will be entered if the IWO is  
rejected.

Status  
\*\*Rejected\*\*  
\*\*Accepted\*\*  
\*\*Xmit Not ACK

OTHER AMOUNT: 0.00

AT&T SERVICES INC

EMPLOYER PAYROLL FREQ:

LAST EMPLOYER BILLING: 00/00/0000

\*\*\* EMPLOYER IS AN EIWO EMPLOYER \*\*\*





# Can I tell if the e-IWO was accepted in Chronology?

```

                                ELDMDAS1
                                07/01/2014 14:27:21
                                PAGE:    1
LIST ALL CHRONOLOGY FOR CASE

IVD CASE:
NCP:          ATTY:    NDI:          NDI DT:
CP:           ATTY:    NDI:          NDI DT:
CUSTODIAN OF RECORD: JUDICIAL
                   * * * * *
TYPE: LEG DATE: 06/07/2014 TIME: 09:26:12 TECH:          ID:          TEAM:
DESC: INCOME WITHHOLDING ORDER STATS UPDATE          IVD CASE:
      MM-410 STATS NOT GENERATED
      FOR A FINANCIAL IWO.
      ELECTRONIC IWO ACKNOWLEDGED
      EMPLOYER: 9006692388 STAFFING SOLUTIONS SOUTHWEST INC
ALL NCP CASES: N
CREATE DT: 06/07/2014 BY: ELASIV
                                *SYS GEN*
```

# Can I tell if the WEB IWO was accepted in Chronology?

TYPE: GEN DATE: 06/27/2014 TIME: 08:01:22 TECH: ID:  
TEAM:

DESC: **WEB-EMPLOYER ACCEPTED IWO** ORDERIVD CASE:  
EMPLOYER ACCEPTED IWO SENT FOR ORDER:  
**EMPLOYER ID: 9103237774 FRANKENSTEIN MANAGEMENT**

ALL NCP CASES: N CP IS

\*SYS GEN\*



# e-IWO Rejection Reasons

- Duplicate IWO
- NCP is no longer employed
- NCP is not known to employer
- Employer could not electronically process record
- Termination cannot be processed
- Other reason
- Name Mismatch
- Multiple States
- Suspense
- Incorrect FEIN
- Status updates:
- Terminations(NLE)
- Lump Sum Payments
- Suspense

\*\*See online e-IWO training for more information on e-IWO

# Calendar Reviews & Alerts

03/20/2015 G 01-111111-90-5A N/C 2 BURGANDY, RON  
\*\* FOLLOW-UP ON NEW INCOME ASSIGNMENT  
CONTACT EMPLOYER FOR RECENT IWO TO SEE IF EMPLOYER IS PROCESSING IWO.  
COURT CASE: 08001198DR001284 EMPLOYER: 9103145307 / SAN DIEGO CHANNEL 4 NEWS

## ALERT DETAIL INFORMATION

IVD CASE: 01-111111-90-5A CLA/STA: N/C CUR: Y ENF: Y CAT: 2 PRI: RCPL:  
CP: VERONICA CORNINGSTONE ACTIVE ORD: 08001-1-08DR-1111 UCB: 0  
NCP: RON BURGANDY # PAY PLAN: 2 # ORDS: 3 RAW/PAY PH: 0  
NCP SSN: 999-99-9999 VER RES ADDR: Y CA DT: 11/04/2014 MOD: 0 CONTEMPT: 0  
NCP HOME PH: WORK: CELL: WC: 1

-----  
TYPE: ACTION ALERT PRI: HIGH TECH NOTIFIED: 01 0716 DT: 03/23/2015  
ACTION TAKEN: — TEAM: DAYS TO PROCESS: 5 DAYS REMAINING: 3

ON 02/19/2015 IA SENT TO EMPLOYER: SAN DIEGO CHANNEL 4 NEWS  
(714-999-9999) EMPL ID: 9008182999 - NO PAYMENT FROM  
SOURCE 'C - EMPLOYER' HAS BEEN RECEIVED AFTER 30 DAYS;  
FOLLOW UP REQUIRED.

IA COURT ORDER: 08001-1-08DR-1111 IA MSO AMT: 400.00  
IA MAD AMT: 50.00

AS OF 03/23/2015 THE LAST 2 PAYMENTS RECEIVED ON THIS ORDER WERE:

- 1) 112.50 - 12/08/2014 PAY SRC: C - EMPLOYER
- 2) 112.50 - 11/29/2014 PAY SRC: C - EMPLOYER

A}-DISPLAY FULL ALERT DESC B}-DISPLAY FCCS

} <==== OPTION U}-UPDATE .}-CANCEL N}-NEXT P}-PREV M} ?} Q} ;



# Alert Actions

## ALERT ACTION STEPS

ORDER/NOTICE TO WITHHOLD INCOME FOR SUPPORT WAS ISSUED 30 DAYS AGO BUT NO PAYMENT HAS BEEN RECEIVED FROM PAYMENT SOURCE CODE OF 'C - EMPLOYER'. TAKE ONE OR MORE OF THE FOLLOWING ACTIONS:

- 1) TELEPHONE EMPLOYER TO FOLLOWUP ON IA, CONFIRM NCP ADDR/PHONE
- 2) SEND APPROPRIATE LETTER TO EMPLOYER (CSE220E, CSE217)
- 3) INACTIVATE IA IF APPROPRIATE
- 4) MARK EMPLOYER 'BAD' ON ACSES EMPLOYER SCREEN
- 5) PAYMENT RECEIVED ON ACSES
- 6) TELEPHONE NON-CUSTODIAL PARTY TO FOLLOWUP ON IA
- 7) UPDATE MEDICAL INSURANCE



When FSR Employer Services is notified the obligor is no longer employed; they will update the employer location.

```
FA MAINTAIN EMPLOYER WAGE ASSIGNMENTS
NAME: SAN DIEGO CHANNEL 4 NEWS          FSR EMPL ID: 90 - 00486241
DBA:                                     EMPL FEIN: 11111111
                                     WA  PAY
OBLIGOR                                COURT CASE ID    FSR ACCT STA CYC EMP
1  BURGANDY, RON                      08031-3-09DR-000111 10100999 A  B  N
```

FSR Employer  
Services updates

```
<==== ENTER NUM OF WAGE ASSIGNMENT OR START AT NAME:
N} <==== OPTION      .}-CANCEL      N}-NEXT      M} Q} ?} |
```

A calendar review will then be sent to the tech of record. The tech will then need to terminate the IWO.

### \*Calrev Example

```
MODIFY/DELETE REVIEW DATE      03/25/2015    16:36:36
IVD CASE: 01-111111-44-9a CLA: A STA: F CAT: 1 PRI:      CUR: Y ENF: Y RCPL: RVA
                                     TECH ID:
NCP:BURGANDY, RON                CP:CORNINGSTONE,VERONICA
TYPE: S ORGANIZATION CD: 0  TEAM ID:      REVIEW DT: 3 / 19 / 2015
REVIEW REASON:
**FA CHG, AP NOT EMPLOYED 08001-3-14JV-001111 EMPLOYER ID: 9000486241
REVIEW MSG:
  EMPLOYER NAME: SAN DIEGO CHANNEL 4 NEWS

REVIEW ENTRY DT: 03 / 18 / 2015

A}-DELETE REVIEW
N} <==== OPTION      .}-CANCEL      N}-NEXT      P}-PREV
```



# Return IWO

- Employer Services Unit
- SIV
- Issuance

# Lump Sum/Bonus Payments

- Colorado Law  
14-14-111.5, (4)(k.5) C.R.S.
- 50% of disposable income
- SSA



# IWO Payments Processed By SDU

- NIVD IWO
- SB- 11-123 Effective 8/15/2011
- Colorado Law  
14-14-111.5 C.R.S.  
26-13-114(1)(b) and (1)(c) C.R.S

# Employer Responsibilities

- Colorado Law:

When to stop withholding  
14-14-111.5 (4)(i), (8)(c) and (9), C.R.S.

If employer does not honor IWO  
14-14-111.5 (4)(h), C.R.S.

Employee has been terminated  
14-14-111.5(4)(j), C.R.S.



# Trivia Question!

# Employer Outreach

- Presentations
- Letters
- Emails



# Employer Coupons

- Bill Employer code must =B on employer location.
- Mailed to employers with 10 or fewer active income withholdings.
- Mailed once per month, on or around the 16th of the month.
- Number printed and mailed is based upon the employee's payroll frequency.
- Monthly – one coupon per income withholding
- Semi-monthly – two coupons per income withholding
- Weekly – five coupons per income withholding
- Bi-weekly – three coupons per income withholding
- If payments are received with no coupons during the previous 6 months, coupons will be suppressed.

Note: Employers may contact FSR Employer Services to start or stop issuance of coupons or change the number received for each employee.



# Employer Billing

## EMPLOYER LOCATION DETAIL - VIEW / TEMP CHANG

EMPL-ID: 90 - 10160802

NAME: FRENCH RAMON REALTY

STATUS: --- CURRENT ---

DBA: \_\_\_\_\_

LOCATION: 7190 COLORADO BLVD

CITY: COMMERCE CITY

STATE: CO

FLAG DESC:

ZIP: 80022 - 1812

COUNTRY: \_\_\_\_

FLAG: C DATE: 09/07/2007

- - - FINALIST - - -

MAILING: \_\_\_\_\_

CITY: \_\_\_\_\_

STATE: \_\_\_\_

FLAG DESC:

ZIP: \_\_\_\_\_

COUNTRY: \_\_\_\_

FLAG: \_\_\_\_ DATE: \_\_\_\_

- - - FINALIST - - -

CONTACT: \_\_\_\_\_

PHONE: ( 303 ) 866 3280 EXT: \_\_\_\_\_

FEIN: \_\_\_\_\_ DLE SEIN: 0

FAX: ( 000 ) 000 0000 ORG ID: 0

PAYROLL CYCLE: M BILL EMPLOYER: N W/C CARRIER ID: \_\_\_\_\_ MEDICAL INS: \_\_\_\_

N Please turn on billing. Verified information per employer. Frank 3/26/15

O Please attach to org 142 \_\_\_\_\_

T \_\_\_\_\_

E \_\_\_\_\_

S U}-UPDATE B}-MERGE H}-HISTORY I}-MISC INFO L}-LIST MERGED ID'S

U OPTION

S}-SELECT ORG/IA

P} .} M} Q} ?}





# IWO Contacts

- Policy/Legal- Mary Clair 303-866-4455
- Employer Compliance/FSR Employer Services – Janine Archuleta 303-866-4545
- ACSES/IWO issuance- Frank Shamoon 303-866-3280

The background of the slide is a composite image of comic book characters. In the center is the Flash, with his red and white suit and lightning bolt emblem. To his right is Superman, with his iconic blue suit and red 'S' shield. Other characters like Green Lantern and Batman are partially visible on the left and right edges. The entire image is overlaid with a semi-transparent grey rectangle.

# Questions?