

**Screen**

**e-IWO Profile - User Agreement Section**

Agreement to Exchange Electronic Income Withholding Orders/Notices.

OMB Control No: 0970-0370  
Expiration Date: 02/28/2025

By completing and providing the information on this form, the employer, company, or government agency agrees that:

The employer, company, or government agency shall have appropriate procedures in place to promptly report confirmed or suspected information security or privacy incidents, including, but not limited to, unauthorized use or disclosure of Personally Identifiable Information (PII) involving confidential child support information submitted through OCSS to your organization. As soon as reasonably practicable after discovery, but in no case later than one hour after discovery of the incident, the employer, company, or government agency shall report confirmed or suspected incidents to OCSS as specified in this paragraph. The requirement for the employer, company, or government agency to report confirmed or suspected incidents involving PII to OCSS is based on federal guidance/requirements from the Office of Management and Budget (OMB), Health and Human Services (HHS), the Federal Information Security Modernization Act of 2014 (FISMA), and the United States Computer Emergency Readiness Team (US-CERT).

Incidents must be reported via email to OCSS using the security mailbox address: [ocsssecurity@acf.hhs.gov](mailto:ocsssecurity@acf.hhs.gov)

The organization will electronically receive and respond to IWOs issued by states, tribes or territories in the same manner as mailed notices, within the required timeframes. Response timeframes and other instructions are available at: <https://ocsp.acf.hhs.gov/irg/irgpdf.pdf?geoType=OGP&groupCode=EMP&addrType=EIW&addrClassType=EMP>.

The organization will not impersonate any individual, entity, or association; use false headers; or otherwise conceal or provide misleading information about their identity while receiving IWOs electronically.

The organization's representative completing this form is authorized to act on behalf of the employer and agrees to provide true, correct, current, and complete information about the entity identified in the profile form.

The organization will consider the electronic version of the IWO admissible as evidence in the same way as paper documents.

The organization will provide written notice to the federal Office of Child Support Services at least 30 days before it intends to stop accepting e-IWOs.

A third-party provider certifies that it has authorization to participate in e-IWO on behalf of their clients and will provide company names, FEINs, and related information to OCSS for the purpose of processing e-IWOs.

### Screen

#### e-IWO Enrollment - View and Select Printed Address Information

**i** Select the employer or third-party provider's address where child support agencies should mail paper IWOs.

Address Type	Organization Name	Address	City	State	ZIP Code	Status	Select to Edit
No data available in table							

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#### e-IWO Enrollment – Printed Address Information

**i** Enter the employer or third-party providers address where child support agencies should mail paper IWOs in rare situations an agency needs to mail a printed IWO. This information will be provided to the Child Support Agencies.

\* Organization Name

\* Address Line 1       Address Line 2       Address Line 3

\* City       \* State       \* ZIP Code

### Screen

#### e-IWO Enrollment - View and Select a Business Contact

i Your organization must have one business contact.

▲	Last Name	First Name	Phone Number	Fax Number	Email	Status	Select to Edit
	Eluru	Narendra	123-123-1211		Naren.Elu@csra.com		○

Add New Contact
Edit Contact
Previous
Next

#### e-IWO Enrollment - Edit Business Contact Information

\* First Name  MI  \* Last Name

\* Email

\* Send email notifications, including file processing information, to this email address?  Yes  No

Domestic     
 \* Phone Number      
 Phone Ext.      
 Fax Number

International

\* Contact Types

Cancel
Next

#### e-IWO Enrollment - View and Select Alternate Business Contact

\* Do you want to add an alternate business contact?   
 Yes  No

▲	Last Name	First Name	Phone Number	Fax Number	Email	Status	Select to Edit
	Eluru	Narendra	123-123-1211		Naren.Elu@csra.com		○

Add New Contact
Edit Contact
Previous
Next

### Screen

i Enter alternate business contact information.

e-IWO Enrollment - Edit Alternate Business Contact Information

\* First Name  MI  \* Last Name

\* Email

\* Send email notifications, including file processing information, to this email address?  Yes  No

Domestic  International

\* Phone Number  Phone Ext.  Fax Number

\* Contact Types

e-IWO Enrollment - View and Select a Technical Contact

▲ Last Name	First Name	Phone Number	Fax Number	Email	Status	Select to Edit
No data available in table						

i Note: At least one person (Business or Technical Contact) must be designated to receive automated emails.

e-IWO Enrollment - Add Technical Contact Information

\* First Name  MI  \* Last Name

\* Email

\* Send email notifications, including file processing information, to this email address?  Yes  No

Domestic  International

\* Phone Number  Phone Ext.  Fax Number

\* Contact Types

### Screen

#### e-IWO Enrollment – View and Select an Alternate Technical Contact

**\* Do you want to add an alternate technical contact?**  
 Yes  No

▲ Last Name	◆ First Name	◆ Phone Number	◆ Fax Number	◆ Email	Status	Select to Edit
No data available in table						

Add New Contact
Edit Contact
Previous
Next

#### e-IWO Enrollment - Add Alternate Technical Contact Information

**\* First Name**  **MI**  **\* Last Name**

**\* Email**

**\* Send email notifications, including file processing information, to this email address?**  Yes  No

Domestic  International

**\* Phone Number**  **Phone Ext.**

**\* Fax Number**

**\* Contact Types**

Cancel
Next

#### e-IWO Enrollment - File Processing Information

**\* How do you want to receive and respond to e-IWOs?**  
 No Programming (PDF or XLS Format)  Programming (System-to-System)

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#### No Programming File Information

Review the default selections below and make updates as needed, based on the best option for your organization.

**Email Notification:**  
 Always  When Errors

Select 'Always' if you want to receive emails for notification of files received, acknowledgement of files sent and errors.  
 Select 'When Errors' if you only want to receive emails when there are errors.

**Acknowledgement File Format:**  
 PDF  Excel

**PDF files have a format:**  
 123456789.OAD.TEST.360000907020923101.0002.A.PDF - for acknowledgement files  
 123456789.OAD.TEST.360000907020923101.0002.N.PDF - for result files

**Excel files have a format:**  
 123456789.ACW.201001111327040.0000.XLS - for acknowledgement files  
 123456789.ACW.ERR.201001111327040.0000.XLS - for result files

**Note :** Adobe Reader is the only PDF editing software compatible with e-IWO.

Previous
Save/Next

### Screen

#### e-IWO Enrollment - File Processing Information

\* How do you want to receive and respond to e-IWOs?

No Programming (PDF or XLS Format)  Programming (System-to-System)

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#### Programming (System-to-System) File Information

Review the default selections below and make updates as needed, based on the best option for your organization.

**Select e-IWO file format:**

Flat File  XML

Flat files have a txt extension.

**Do you want a copy of the e-IWO in PDF file format?:**

Yes  No

In addition to receiving a flat file or XML document for the orders, the organization can elect to also receive the orders as individual PDF forms.

**Enter information about the file exchange.**

**Email Notification:**

Always  When Errors

Click 'Always' if you want to receive emails for notification of files received, acknowledgement of files sent and errors.  
Click 'When Errors' if you only want to receive emails when there are errors.

**Result File Sent:**

Always  When Errors

The result file is created by the OCSS batch portal and sent to the organization. It is a notification that an acknowledgement file was sent by the organization and received by the portal.

Click 'Always' to always receive a result file.  
Click 'When Errors' if you only want to receive a result file for the following conditions:

- If there are problems with file header, file trailer, or other file-level structures, the entire file will be returned.
- If errors are in the batch header or batch trailer, the entire batch will be returned with all response records.
- If there are response record errors, the records with errors are returned in the file with their batch header and trailers. There can be multiple batches returned in the file.

#### e-IWO Enrollment - Server Information

**This information is required for the No Programming and Programming (System to System) file information**

To send and receive e-IWO files, we need the following server information:

- Different directory/folder names
- Server ID
- Server passwords

An IP address is required; a host name is optional. Information is required for the production environment and optional for the test environment. The Pick-Up and Drop-Off directory names must be different.

The only methods offered for transferring e-IWO data is for our servers to initiate the sending and retrieving of files using SFTP or FTPS.

We can only use FTPS with a partner's server that has installed our Certificate of Authority (CA) which makes that server dedicated to exchanging files via FTPS only with our server.

\* **File transfer preference:**

SFTP  FTPS

**Encrypt Files:**

Yes  No

Select Yes if you want OCSS to encrypt all files delivered to your server. OCSS uses GPG for encryption.  
If you select Yes, you must provide your company's PGP or GPG encryption key. (Our public key will be available to download upon completion of enrollment.)

## Screen

### e-IWO Enrollment - File Naming Convention Information

Files can be named using the OCSS standard file naming convention or the organizations file naming convention. The naming convention for PDF files is standard for this process:

1. In the Standard/Organization-Supplied File Naming Convention column, select whether you want to use your organizations file naming convention or the OCSS standard file naming convention.
2. In the File Naming Convention column, take the following steps:

- If you are using your organizations file naming convention, enter the file naming convention. For example, for the file with notices (Incoming State Notice Files), you can enter enmsn.mybiz.notices.txt. This is the name of the file you will receive that includes your notices.
- If you are using the OCSS standard file naming convention, an example file name is in the table below. For more information about file naming conventions and formats, refer to the [e-IWO Software Interface Specifications](#)

File Type	Standard/Organization Supplied File Name Convention	File Name Convention
* Incoming State Order Files	<input type="checkbox"/> OCSS Standard <input type="checkbox"/> Organization Supplied	(Example: 123456789.RSI.200708060115087.0000.txt) <input type="text"/>
* Incoming Acknowledgement Result Files	<input type="checkbox"/> OCSS Standard <input type="checkbox"/> Organization Supplied	(Example: 123456789.NEA.200708060115087.0000.txt) <input type="text"/>
* Outgoing Acknowledgement Files	<input type="checkbox"/> OCSS Standard <input type="checkbox"/> Organization Supplied	(Example: 123456789.ACK.200708060115087.0000.txt) <input type="text"/>

### e-IWO Enrollment - Pick Up Server Information

Enter your organization's server information for the e-IWO server to retrieve files

* Production Server User ID:	<input type="text"/>	Test Server User ID:	<input type="text"/>
* Production Server Password:	<input type="text"/>	Test Server Password:	<input type="text"/>
* Production Server IP Address:	<input type="text"/>	Test Server IP Address:	<input type="text"/>
* Production Server Host Name:	<input type="text"/>	Test Server Host Name:	<input type="text"/>
* Production Server Port:	<input type="text" value="XXXXX"/>	Test Server Port:	<input type="text" value="XXXXX"/>
* Production Server Directory Name:	<input type="text"/>	Test Server Directory Name:	<input type="text"/>

### Screen

#### e-IWO Enrollment - Drop-Off Server Information

Enter your organization's server information for the e-IWO server to deliver notices.

<b>* Production Server User ID:</b>	<input type="text" value="Test"/>	<b>Test Server User ID:</b>	<input type="text"/>
<b>* Production Server Password:</b>	<input type="password" value="...."/>	<b>Test Server Password:</b>	<input type="password"/>
<b>Production Server IP Address:</b>	<input type="text" value="1.1.1.1"/>	<b>Test Server IP Address:</b>	<input type="text"/>
<b>Production Server Host Name:</b>	<input type="text" value="TestServer"/>	<b>Test Server Host Name:</b>	<input type="text"/>
<b>* Production Server Port:</b>	<input type="text" value="22"/>	<b>Test Server Port:</b>	<input type="text" value="XXXXX"/>
<b>* Production Server Directory Name:</b>	<input type="text"/>	<b>Test Server Directory Name:</b>	<input type="text"/>