

North Carolina Department of Health and Human Services
Division of Social Services
Child Support Enforcement

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Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher, Director

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.

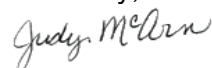
- A list of all the employers, FEINs, and Registered Agents currently participating in e-IWO with NC (“e-IWO Employers and FEINs”) is available through the Child Support Internal Web Site. As new employers are added to the e-IWO process, the “e-IWO Employers and FEINs” link will be updated. The Child 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”

Reference: Child Support Policy & Procedures Manual in Chapter P – Enforcement: Topic 13 – Income Withholding - Other Situations, Section B – e-IWO (Electronic Income Withholding) and Topic 11 – Income Withholding, Section N – Income Withholding For Support (DSS-4702) document.

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

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An Equal Opportunity / Affirmative Action Employer