

Oracle Fusion Cloud Human Resources

Administering Payroll for United States Electronic Income Withholding Orders

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1 Introduction

Electronic Income Withholding Orders

The Department of Health and Human Services Administration for Families and Children Office of Child Support Services (OCSS) established Electronic Income Withholding Orders (e-IWOs) to assist child support agencies and employers in communicating employee support orders and payments.

Use the e-IWO Process flow to process your incoming e-IWOs and allocate the deductions to the appropriate obligors.

This topic covers these areas.

- What types of e-IWO you can process
- What happens when you process an e-IWO
- What processes and reports are available to you
- What e-IWO Validation Statuses the flows generate

For further info, see the following sections.

What Types of e-IWO You Can Process

You can process these order types.

- Child Support
- Spousal Support

What Happens When You Process an e-IWO

Processing of e-IWO inbound orders consists of these stages.

1. The OCSS pushes the inbound order file to your secure FTP server.
2. You retrieve this file from the server.
3. You convert the e-IWO file into a format supported by HCM Data Loader.
4. You use HCM Data Loader to load the .dat file into the e-IWO storage tables.
5. You run the e-IWO Process flow on a recurring schedule, such as daily.
6. The e-IWO Process flow returns a report listing:
 - INVALID and FAILED orders in the Exception Report worksheet
 - VALID orders successfully transferred to the Involuntary Deductions card in the Audit Report worksheet
7. You make manual changes to correct and reprocess failed orders.
8. You generate the employee notification report and publish it to Document Records.
9. You generate and submit the Acknowledgment file on a recurring schedule, such as daily.

This report:

- Marks as Accepted VALID orders that have been successfully loaded into the Involuntary Deductions card
- Marks as Rejected INVALID orders

For further info, see the following in the Help Center.

- Set Up Processing of e-IWOs
- Receive and Process e-IWO Inbound Orders

What Processes and Reports Are Available to You

Run the following flows.

e-IWO flow	What it does
e-IWO Process	This is the primary e-IWO flow. It performs these steps. 1. Uses the e-IWO HCM Data Loader process to load the e-IWO data into the storage tables. 2. Runs the e-IWO Validation flow to validate the data in each order. 3. Runs the e-IWO Involuntary Deductions Card Load flow to transfer the valid e-IWO data into each employee's card. It creates cards as needed. 4. Runs the e-IWO Inbound Audit Report flow. 5. Runs the e-IWO Employee Notification Report flow. For further info, see e-IWO Process in the Help Center.
e-IWO HCM Data Loader Process	Uses HCM Data Loader to load the e-IWO data into the back feed tables. This flow runs as part of the main e-IWO Process. You can't run it independently. Note: If you're using any web service solution to perform e-IWO processing automatically, you must pass the required HCM Data Loader parameters to ensure proper execution of this flow. For further info, see these technical briefs on My Oracle Support. • Oracle HCM Data Loader: User Guide (1664133.1) • Loading Electronic Income Withholding Orders using HCM Data Loader (2259608.1) For further info, see e-IWO Process in the Help Center.
e-IWO Validation Process	This flow: 1. Checks the data loaded into the e-IWO back feed tables. 2. Validates each order according to OCSS criteria and sets the status. 3. Issues the appropriate warning messages if needed in the Audit Report. The e-IWO Process flow spawns this flow, but you can run it independently as well. For further info, see e-IWO Validation Process in the Help Center.
e-IWO Involuntary Deductions Card Load Process	This flow: 1. Associates the payee in the order with a third-party payee. 2. If you haven't defined the payee, it attempts to use a default payee as defined through the user-defined tables.

e-IWO flow	What it does
	3. Uploads valid e-IWOs to the obligor's Involuntary Deductions card, and creates card components as necessary. ○ If the child support amount on the order is greater than \$0, the flow creates a Child Support component. ○ If the spousal support amount on the order is greater than \$0, the flow creates a Spousal Support component. ○ If both amounts exist, it combines them and applies them to a Child Support component. 4. Creates a card if the obligor doesn't already have one. It creates the card and card component with an effective date as defined on the Document Date field of the e-IWO file. In the unlikely event that this document date is earlier than the existing card effective date, the flow raises an error. 5. For cases where the obligor has multiple payroll relationships, it performs additional steps. For further info, see How e-IWOs Are Processed When an Obligor has Multiple Payroll Relationships in the Help Center. The e-IWO Process flow spawns this process, but you can run it independently as well. For further info, see e-IWO Involuntary Deductions Card Load Process in the Help Center.
e-IWO Inbound Audit Report	Generates the e-IWO Audit Report output file. The e-IWO Process flow spawns this process, but you can run it independently as well. For further info, see Run e-IWO Inbound Audit Report in the Help Center.
e-IWO Employee Notification Report	Generates PDF reports for all new or amended e-IWOs. It stores these files in Document Records and emails them to the employees. For further info, see e-IWO Employee Notification Report in the Help Center.
e-IWO Outbound Acknowledgment Process	Generates an Acknowledgment file for each Accepted and Rejected order. For further info, see e-IWO Outbound Acknowledgment Process in the Help Center.

What e-IWO Validation Statuses the Flows Generate

The e-IWO Audit Report organizes the new e-IWOs by status, based on the results of the e-IWO flows.

Order status	What it means
VALID	Represents orders that were successfully processed. This includes orders that generated the following OCS error codes. • B: Employee First Name Mismatch • S: e-IWO Obligor Is Suspended Employee • W: Employee Is Associated with Incorrect Employer Orders with this status that are considered Accepted on the Acknowledgment file once they have been transferred to the Involuntary Deductions card.

Order status	What it means
INVALID	Represents orders processed and deemed invalid with the following error codes. • B: Employee Last Name Mismatch • D: Duplicate IWO • N: Noncustodial Parent No Longer an Employee • S: e-IWO Obligor Is Suspended Employee • U: Noncustodial Parent Not an Employee • W: Incorrect FEIN • X: Unable to Process Record • Z: Unable to Terminate Order Orders with this status are considered Rejected on the Acknowledgment file.
FAILED	Represents orders that failed to process due to internal errors, such as service unavailability. You must correct the error and repeat the processing. Orders with this status aren't included on the Acknowledgment file.
NULL	Represents orders the validation flow was unable to process, regardless of reason. Orders with this status aren't included on the Acknowledgment file.

For further info, see [Receive and Process e-IWO Inbound Orders](#) in the Help Center.

Related Topics

- [Receive and Process e-IWO Inbound Orders](#)
- [Set Up Processing of e-IWOs](#)
- [e-IWO Involuntary Deductions Card Load Process](#)
- [e-IWO Process](#)
- [e-IWO Validation Process](#)

2 Implementation and Use

Set Up Processing of e-IWOs

Before you process inbound Electronic Income Withholding Orders (e-IWOs), make sure you have performed the necessary configurations.

- Configure your OCSS relationship and employer server
- Verify person eligibility
- Configure the appropriate tasks for order processing
- Configure the e-IWO flows
- Manage your historical data

For further info, see the following sections.

How to Configure Your Office of Child Support Enforcement Relationship and Employer Server

Establish and validate your relationship with the Office of Child Support Services (OCSS). This enables the OCSS to push the e-IWO files to your predefined secure FTP server.

Establishing this relationship involves:

- Providing OCSS with the necessary info, such as your IP address, host name, directory names, user IDs, and passwords.

Refer to the Office of Child Support Enforcement website for complete info.

- Registering as an employer with the OCSS by completing their e-IWO Profile form.

Refer to the Department of Health and Human Services website for complete info.

If you're an employer with multiple federal EINs, you must identify a primary federal EIN. The e-IWO flows use the EIN you provide in all correspondence with the OCSS, such as the inbound orders and Acknowledgment files.

- Setting up and configuring a secure FTP site to receive e-IWO Valid Inbound Detail files from the OCSS.
- Optionally, establishing encryption on your secure FTP server by using the Gnu Not UNIX Privacy Guard Encryption System. Refer to their website for instructions.

Refer to the Office of Child Support Enforcement website for instructions on how to set up your secure FTP server without a password.

You can opt to not use encryption. HCM Data Loader supports the loading of both encrypted and unencrypted data files. For further info, see the Oracle Cloud Human Capital Management: Integrating with Oracle Cloud HCM Guide in the Oracle Help Center.

What Person Types Are Eligible to Receive e-IWOs

You can process e-IWOs for only certain person types.

Person type	What happens
Employee	To be eligible for receipt of e-IWO related deductions, a worker must: • Be of Employee type • Have at least one assignment in active or suspended status Note: For employees with multiple payroll relationships, the flow creates or updates the cards appropriately.
Ex-Employee	The flow rejects the order with Error Code N (Noncustodial Parent No Longer an Employee) for the following employee types: • Ex-employees • Workers with no active assignments Note: For employees with multiple payroll relationships, the flow creates or updates the cards appropriately.
Retiree	Not supported.
Nonworker	Not supported.
Contingent Worker	Not supported.

Employees with multiple payroll relationships may require extra configuration. For further info, see the following in the Help Center.

- [How e-IWOs Are Processed When an Obligor has Multiple Payroll Relationships](#)
- [Receive and Process e-IWO Inbound Orders](#)

What Tasks to Configure for e-IWO Processing

Before you can process any inbound order files, you must perform configuration in these tasks.

- [Third Parties](#)
- [Elements](#)
- [Fast Formulas](#)
- [User-Defined Tables](#)

Manage Third Parties

You must define default e-IWO payees for those cases where you haven't explicitly defined the payee specified in the inbound file. As state disbursement units (SDUs) are the state-authorized recipients of e-IWO payments, they're the recommended default payees.

When you run the e-IWO Process flow, it attempts to associate the payee listed in the order with an existing third-party payee definition. If the flow is unable to find that payee, it:

1. Uses the payee remittance FIPS code stored in the user-defined tables to derive the state.
2. Uses the default payee for that state as the payee.

Without a payee definition, the e-IWO flows can't add the order to the obligor's Involuntary Deductions card. For further info, see [How e-IWO Amount Payees Are Determined](#) in the Help Center.

Once you have defined them, it's your responsibility to ensure your SDU payee definitions remain accurate.

To define your default payees:

1. Use the Third Parties task to define the default payees as either individual or organization payees.
If you're defining SDUs, they must be organization payees.
2. Attach each payee to a valid organization payment method that has been linked a payroll.
3. Use the user-defined tables to associate them with the various types of e-IWO payees. Each US state and territory can have the following payees, including DC and Puerto Rico.
 - Spousal Support Order Amount Payee Name
 - Spousal Support Processing Fee Payee Name
 - Spousal Support Organization Fee Payee Name
 - Child Support Order Amount Payee Name
 - Child Support Processing Fee Payee Name
 - Child Support Organization Fee Payee Name

For further info, see [Manage User-Defined Tables](#) below.

Manage Elements

Before you can accept any e-IWOs, use the Element Definitions task to define all relevant involuntary deductions.

Create two Involuntary Deduction elements with these secondary classifications.

Secondary classification	How it's used
Child Support	Payments a noncustodial parent makes as a contribution to the cost of raising their child.
Spousal Support	Court-ordered payments in support of a former spouse or current spouse while divorce is pending.

Once you have defined the elements, use the user-defined tables to associate them with the incoming e-IWOs. For further info, see [Manage User-Defined Tables](#) below.

Manage Fast Formulas

Through the Fast Formulas task, you can optionally define a formula to perform operations to suit your specific requirements. The predefined formula template supports:

- Determining an obligor's withholding amount, based on the amount and frequency info provided in the initial e-IWO, and loading the amount into their Involuntary Deductions card.

If you don't use this formula, or if the employee has multiple assignments with different payroll frequencies, the e-IWO Involuntary Deductions Card Load flow loads the total withholding amount and the frequency from the inbound file. The payroll process then calculates the withholding amount.

CAUTION: This is a decision you should make upon your initial configuration. If you choose to change this formula after you have begun processing e-IWOs, validation check for duplicates for future orders may be impacted.

- Generating a deduction number for each deduction.

This is the third-party lien number and is not specific to e-IWOs. It's a unique 2-digit number representing the deduction. This number increments whenever the employee incurs a new deduction, such as 01, 02, 03, and so on. The third-party involuntary payment process uses this number.

This occurs whether or not you use this formula. However, you can define logic to change how the number increments.

- Overriding the order's subprocess priority.

The default priority is 100. You can override that default through a setting on the user-defined tables. For further info, see [Manage User-Defined Tables](#) below.

However, if you require more complex logic, use the fast formula to establish a dynamic priority assignment. For example, define logic that increments the priority by 10 for each new order.

- Setting a new start date for all new orders, regardless of when you received them.

This ensures you begin processing all new orders at the same time. By default, deduction processing begins on the income withholding start date set on the Involuntary Deductions card's component.

CAUTION: This is a decision you should make upon your initial configuration. If you choose to change this formula after you have begun processing e-IWOs, you must ensure you don't have any unprocessed orders pending before implementing the new formula.

To define a formula for e-IWOs:

1. Start the Fast Formulas task.
2. Search for and open the e-IWO Processing Overrides Formula template.
3. Copy its contents.
4. Open a new formula, and paste in the template formula.
5. Edit the formula to fulfill your business needs.
6. Save the formula under a unique meaningful name.
7. Configure the user-defined tables to use your formula.

For further info, see [Manage User-Defined Tables](#) below.

Manage User-Defined Tables

Before the e-IWO flows can update your obligor Involuntary Deductions cards, use user-defined tables to configure the following.

Table name	What it's for
e-IWO State Configuration Default Settings	- Sets the default payees for e-IWOs. If you receive an order for a payee that you haven't already defined, the e-IWO Process flow uses these payees by default. - Identifies how the e-IWO Process flow interprets the receipt of a zero-amount amendment order. Some states use zero-amount amendments as termination orders.
e-IWO Employer Configuration Settings	Identifies: - Primary federal EIN - Identifies whether your employer has multiple EINs - Identifies whether your employer accepts orders for suspended assignments - Default order subprocessing priority on the employee Involuntary Deductions card
e-IWO Element Information	Identifies the elements the payroll process associates with the Involuntary Deductions card components.
e-IWO Medical Eligibility Information	Identifies the family medical insurance coverage availability through the employer. doesn't specify if the employee currently participates in such family medical coverage plan.
e-IWO Additional Configuration Options	Specifies an optional user-defined fast formula. This formula: - Calculates the obligor's withholding amount, based on the amount and frequency info provided in the initial e-IWO. Also loads the amount into the employee's Involuntary Deductions card. - Derives the third-party involuntary deduction number for each deduction. - Specifies an alternate start date for new orders. This ensures all new orders begin processing at the same time, such as the start of the next work week. - Provides logic to establish a dynamic priority assignment for orders, such as increment the priority by 10 for each new order.

To set up the configuration info using user-defined tables:

1. Start the User-Defined Tables task.

2. Identify the default e-IWO payees and set your zero-amount amendment handling.

- a. Select and edit the e-IWO State Configuration Settings table.

This table has 55 rows, 1 for each state, the District of Columbia, 3 US territories, and 1 row for all.

This table includes the following columns.

- Spousal Support Order Amount Payee Name
- Spousal Support Processing Fee Payee Name
- Spousal Support Organization Fee Payee Name
- Child Support Order Amount Payee Name
- Child Support Processing Fee Payee Name
- Child Support Organization Fee Payee Name
- Terminate Order for Zero-Amount Amendment

- b. Enter a payee for each state, district, and territory row.

Use the **All** row to specify a payee for use with all jurisdictions.

Note: The names you enter must match the names you used when you defined the payees through the Third Party Payee task. For further info, see State Disbursement Units and Other Payees above.

- c. For each row, use the **Terminate Order for Zero-Amount Amendment** value to indicate how the e-IWO Process flow handles the receipt of zero-amount amendments.

The default is to terminate the order.

3. Define order handling for your employer.

- a. Select and edit the e-IWO Employer Configuration Settings table.
- b. Enter your primary federal EIN.
- c. Enter **Y** or **N** to indicate if your employer has multiple EINs.
- d. Enter **Y** or **N** to indicate if the validation flow accepts orders for suspended employees.

If you opt to reject these orders, the e-IWO flows assign them INVALID status.

- e. Set a subprocessing priority override.

The default is 100.

You can also use a fast formula to define more complicated subprocessing priorities. For further info, see Manage Fast Formulas above.

4. Identify the elements for spousal and child support.

- a. Select and edit the e-IWO Element Information table.

This table contains a single Element Name row.

This table contains the following columns.

- Child Support
- Spousal Support

- b. Select each row, and specify the Involuntary Deductions elements you defined for spousal and child support.

Note: The names you specify must match the names you used when you defined the elements through the Elements task. For further info, see the Involuntary Deductions Elements section, above.

5. Specify your employee medical eligibility configuration.

- a. Select and edit the e-IWO Medical Eligibility Information table.
b. Add a row for each of your TRUs.
c. Enter the TRU's name as defined using the Legal Reporting Unit task.

Note: Use the exact name as it appears in the Legal Reporting Unit task.

- d. In the User-Defined Table Values table, select **Create** from the **Actions** menu.
e. Select the TRU, and enter either **Y** or **N** to identify if it offers medical coverage to employees by default.

The employee's Involuntary Deductions card uses this value for the **Eligible for Medical Support** field on the card component.

- f. Repeat for each TRU.

6. Specify a fast formula that performs additional order configurations.

- a. Select and edit the e-IWO Additional Configuration Options table.
b. Add a row, and specify your formula name.

Note: The name you specify must match the name you used when you defined the formula through the Fast Formulas task. For further info, see the User-Defined e-IWO Fast Formula section above.

7. Click **Save** and **Submit**.

How to Configure the e-IWO Flows

Some e-IWO flows require configuration before you can run them.

Flow name	What you can do	How you do it
e-IWO Inbound Report Extract	Specify the emails of the parties responsible for e-IWO validation.	1. Start the Extract Definition task. 2. Select your US legislative data group, and search for and select the e-IWO Inbound Report Extract for editing. 3. In the Hierarchy region of the Edit Extract Definition page, select the Extract Delivery Options node.

Flow name	What you can do	How you do it
		- In the Extract Delivery Options region, select the e-IWO Inbound row. - In the Additional Details region, specify the required email info. Separate multiple email addresses with commas in the Email Address, CC, or BCC fields. - When finished, click Save and Close. Upon completion of the e-IWO Process flow, these people receive an email notification with the Audit Report as an attachment.
e-IWO Process	Configure the flow to run on a daily basis.	- Run the e-IWO Process flow. - Assign it to a daily schedule. Use the Frequency field on the Schedule tab, and select Daily. - Leave the Start Date and End Date parameters empty. - Populate other values as needed, and click Submit.
	Restrict access to the notification reports	The e-IWO Process flow creates employee notification reports for all new and amended e-IWOs. This flow issues these reports to the employees by email and posts them to Document Records. By default, users with the HR Specialist role have access to these documents through Document Records. If you don't want these users to have access to these reports, you must create a custom role to exclude this document type. For further info, see Examples of Document Type Security Profiles in the Help Center.
e-IWO Outbound Acknowledgment Process	Change the acknowledgment file naming convention or control number format.	By default, the Acknowledgment file uses the following naming convention: <EIN>_ACK_<time stamp>.XML Where: <EIN> is the employer's primary federal EIN, as you defined through the user-defined tables. <time stamp> is the year, month, day, hour, minute, and second that you generated the file. Consult with your Implementation Team to change the naming convention or control number format.
	Configure the flow to run on a recurring schedule.	You must return the Acknowledgment file to the OCSS within 10 days of receipt of the inbound order file. Run the e-IWO Outbound Acknowledgment Process flow.

Flow name	What you can do	How you do it
		2. Use the Frequency field on the Schedule tab to assign it to a recurring schedule. Select a period that provides you with sufficient time to resolve all order verification issues and generate the Acknowledgment file, such as daily. 3. Leave the Start Date and End Date parameters empty. 4. Populate other values as needed, and click Submit. For further info, see e-IWO Outbound Acknowledgment Process in the Help Center.

How to Manage Your Historical Data

For proper processing of future e-IWOs, you must maintain sufficient historical involuntary deductions data. For example, when terminating an employee, you must provide all necessary historical data in the Acknowledgment file you issue to the OCSS.

Based on your individual business needs, consider the following regarding historical data management.

- For involuntary deduction support orders you have already received and are currently processing, load all e-IWO historical data into the storage tables.
- Convert the historical data into HCM Data Loader .dat file format, and use HCM Data Loader to load it.
- Upon initial implementation of Oracle Fusion Human Capital Management, when loading your employee data, e-IWO processing doesn't require you to include any historical involuntary deductions data for terminated employees.

To identify a value as historical data, use the **Historical Data** field. In the Payroll Interface Inbound Records task, search for an employee's e-IWO person data and set this field to **Y**.

Related Topics

- [Electronic Income Withholding Orders](#)
- [How e-IWO Amount Payees Are Determined](#)
- [How e-IWOs Are Processed When an Obligor has Multiple Payroll Relationships](#)
- [Troubleshoot e-IWOs](#)

Receive and Process e-IWO Inbound Orders

The processing of inbound Electronic Income Withholding Orders (e-IWOs) involves the following areas.

- Importing the inbound file
- Processing orders automatically
- Processing orders manually
- Amending orders

- Terminating orders
- Configuring acknowledgment files
- Other processing actions

For further info, see the following sections.

How You Can Import the Inbound File

The inbound e-IWO file contains all orders for all eligible obligors as received by the Office of Child Support Services (OCSS) at issuing time. The OCSS pushes these files to your secure FTP server according to the schedule you establish with them.

To import the e-IWO data into your storage tables:

1. Retrieve the file from the server.
2. Convert the e-IWO file into a format supported by HCM Data Loader.
3. Use the e-IWO Process flow to load the .dat file into the storage tables and process the orders.

For further info, see HCM Data Loader: Loading Electronic Income Withholding Orders (2259608.1) on My Oracle Support.

How You Can Process Orders Automatically

Configure the e-IWO Process flow to automatically run on a daily schedule. The following options are available.

- Scheduling the automatic process
- Processing the orders

Schedule the Automatic Processing of Inbound Orders

By scheduling the e-IWO Process flow to run on a daily basis, you ensure you capture and process all new incoming orders. However, you still must ensure you have downloaded all new e-IWO inbound files from your server and uploaded the data into your storage tables.

To configure the e-IWO Process flow to check for new inbound orders on a daily basis:

1. Start the Run e-IWO Process flow.
2. Assign it to a daily schedule. Select the **Daily** frequency on the Schedule tab.
3. Leave **Start Date** and **End Date** empty.
4. Populate other values as needed, and click **Submit**.

Process the Inbound Orders

Once you have retrieved the inbound order files and converted them to .dat format, you can process the orders.

1. Start the e-IWO Process flow according to its daily schedule.
If you received multiple inbound files, it processes them sequentially by date and time.
If a scheduled run is missed due to an outage, the flow picks up any missed runs during the next scheduled window. For example, the daily schedule run on Monday was missed due to server downtime. On Tuesday, the flow first performs Monday's run and then Tuesday's.
It runs the following flows.

e-IWO flow	What it does
e-IWO HCM Data Loader Process	Uses HCM Data Loader to load the e-IWO data into the storage tables.
e-IWO Validation Process	Validates the data, categorizing the orders into VALID, INVALID, FAILED, and NULL statuses.
e-IWO Involuntary Deduction Card Import	Transfers the data to the obligor Involuntary Deduction cards. If the obligor doesn't have an Involuntary Deductions card, it creates one with the appropriate deduction components. If the obligor already has a card, this flow updates it with new components. In the case of the obligor having multiple active payroll relationships, a card and its associated component are created for each. For further info, see How e-IWOs Are Processed When an Obligor Has Multiple Payroll Relationships in the Help Center.
e-IWO Inbound Audit Report	Generates an output report upon completion with three worksheets. ○ e-IWO Summary report ○ Audit Report Includes all valid orders loaded to the Involuntary Deductions card. ○ Exception report Includes all invalid orders and orders that failed to update the involuntary deduction card.
e-IWO Employee Notification Report	Generates PDF reports for all new or amended e-IWOs. It stores these files in Document Records and emails them to the employees. For further info, see e-IWO Employee Notification Report in the Help Center.

This flow notifies parties by email when it completes.

2. Review the Audit Report for any orders that encountered issues, and resolve them appropriately. To be properly reported in the Acknowledgment file, all orders must be in either VALID or INVALID status.

For further info, see [Troubleshooting e-IWOs](#) in the Help Center.

3. If the Audit Report indicates that a default payee was used, you must decide if isn't the appropriate payee for this order. If not, you must define one.

For further info, see [Set Up Processing of e-IWOs](#) in the Help Center.

4. Run the e-IWO Outbound Acknowledgment Process flow to generate the Acknowledgment file.
5. Post the Acknowledgment file on your secure FTP site.
6. When you receive the Acknowledgment Result e-IWO file issued from the OCSS, download it from your secure FTP site and review it.

How You Can Process the Orders Manually

In some cases, you must perform the e-IWO processing actions manually, such as where the automatic run of the e-IWO Process flows fails.

- Processing inbound orders
- Validating order data
- Updating employee cards
- Updating e-IWO data in the storage tables
- Generating the Audit Report
- Specifying e-IWO overrides
- Stopping orders

For further info, see the following sections.

Process the Inbound Orders

Configure this flow to run automatically on a daily basis by default. For further info, see Set Up Processing of e-IWOs in the Help Center.

In cases where the automatic run failed to occur:

1. Run the e-IWO Process flow.
2. Leave **Start Date** and **End Date** blank to process the file received on the current date.

If you have multiple files pending across different days, use these fields to identify which to process, based on date received.

3. Populate other values as needed, and click **Submit**.

Validate the Order Data

Use the e-IWO Validation flow to manually perform validation of e-IWOs. Do this as part of a system failure recovery or after manually entering an override in the storage tables.

To manually validate your data:

1. Run these flows.
 - e-IWO Validation Process
 - e-IWO Involuntary Deduction Card Load Process
 - e-IWO Inbound Audit Report
2. Review all Audit Report errors and messages, and address them appropriately.
3. Repeat the previous flows until the Audit Report returns clean results.
4. Run the e-IWO Outbound Acknowledgment Process flow to generate the Acknowledgment file.

Update the Employee Cards

After making manual changes to the e-IWO data in the storage tables:

1. Run the e-IWO Involuntary Deduction Card Load flow. This flow:

- a. Creates an Involuntary Deductions card for employees that don't have one
- b. For valid orders, updates the employee Involuntary Deductions card
Depending on the order type, the card is updated with a new order, amends an existing order, or terminates the order.
- c. Adds the following card components, depending on the order.
 - Child Support
 - Spousal Support
2. Start the e-IWO Inbound Audit Report flow to generate the Audit Report.
3. Resolve all orders so they're in either VALID or INVALID status.
4. Run the e-IWO Outbound Acknowledgment Process flow to generate the Acknowledgment file.

Update the e-IWO Data in the Storage Tables

There are cases where you may choose to make manual changes to the storage table data.

Problem	What happened	How you fix it
Name Mismatch	The obligor last name cited in the order doesn't match the last name in your HR records.	In some cases, you can manually change the name in the storage tables to match your HR data. For further info, see Troubleshoot e-IWOs in the Help Center.
Unresolved Errors on Order	An order has processing issues you can't otherwise resolve, and the e-IWO flows have marked it as FAILED.	Change the order status to INVALID Code X to force its inclusion in the Acknowledgment file.
Override Warning Message in Audit File	In cases where the e-IWO Process flow used a default payee for a new order, the Audit Report generates a warning message.	Once you have updated the Involuntary Deductions card with the correct payee, you manually edit the storage tables to remove the error message.

Once the e-IWO Process flow completes, it generates an audit file you can review. However, you can manually review your e-IWO data in the storage tables.

1. Start the Payroll Interface Inbound Records task.
2. In the Search criteria, select **e-IWO**.
3. Perform a search using one or more of the following.
 - o Case Identifier
 - o Obligor Name
 - o Obligor Social Security Number (SSN)
 - o Order Identifier
 - o Person Number
 - o FIPS Code
4. Select the person in the search results.

5. Review the orders according to their statuses.

Status	What it means
VALID	Represents orders that were successfully processed. This includes orders that generated the following OCSS error codes. ○ B: Employee Name Mismatch ○ S: e-IWO Obligor Is Suspended Employee ○ W: Employee Is Associated with Incorrect Employer
INVALID	Represents orders processed and deemed invalid with the following error codes. ○ B: Employee Name Mismatch ○ D: Duplicate IWO ○ N: Noncustodial Parent No Longer an Employee ○ S: e-IWO Obligor Is Suspended Employee ○ U: Noncustodial Parent Not an Employee ○ W: Incorrect FEIN ○ X: Unable to Process Record ○ Z: Unable to Terminate Order
FAILED	Represents orders that failed to process due to internal errors, such as service unavailability. You must correct the error and repeat the processing.
NULL	Represents orders the validation process was unable to process, regardless of reason.

6. Perform any changes necessary to resolve the orders with errors.
For further info, see the Specifying e-IWO Overrides section below.
7. Run these processes.
 - e-IWO Validation Process
 - e-IWO Involuntary Deduction Card Load Process
 - e-IWO Inbound Audit Report
8. Based on the results of the Audit Report, adjust the orders as needed. To be included in the Acknowledgment file, orders must be in either:
 - VALID status and successfully loaded to the Involuntary Deductions card
 - INVALID status
9. If you have already created the employee notifications, but the changes you made require regenerating them.
 - a. Clear the reports' Notification Time Stamp values in the storage tables.
 - b. Run the e-IWO Employee Notification Report flow.
10. Use the e-IWO Outbound Acknowledgment flow to generate the Acknowledgment file, and distribute it.

If you have already generated the acknowledgment for the affected orders, before you can regenerate it, you must clear the report's Date and Time Notification Sent values in the storage tables.

Generate the Audit Report

Use the e-IWO Inbound Audit Report flow whenever you want to quickly generate the Audit Report after making manual changes to your e-IWO data.

1. Use the Payroll Interface Inbound Records task to perform any manual changes to the e-IWO data in the storage tables.
2. Start the e-IWO Inbound Audit Report flow to generate the Audit Report.
3. Resolve all orders so they're in either VALID or INVALID status.
4. Run the e-IWO Acknowledgment flow to generate the Acknowledgment file.

Specify e-IWO Overrides

Once you have loaded the e-IWOs into the storage tables, you can override the following values.

e-IWO Person Information region	Override fields
e-IWO Process Information	• Validation Status • Validation Rejection Code • Validation Message • All Validation Rejection Codes • Notification Time Stamp • Transfer Status • Comments • Historical Data
e-IWO Acknowledgment Information	• Acknowledgment Time Stamp • Error Field Name1 • Error Field Name2 • Multiple Error Indicator • Exclude Order • Corrected EIN • Acknowledgment Control Number • Document Code • Acknowledgment File Name
e-IWO Employer-Initiated Acknowledgment Information	• Acknowledgment Time Stamp • Document Action Code • Exclude Order • Termination Date • Last Payment Amount • Last Payment Date

e-IWO Person Information region	Override fields
	- Acknowledgment Control Number - Document Code - Acknowledgment File Name
e-IWO Order Information	- Employee Last Name - Employee First Name - Employee Middle Name - Employee Suffix

To do so:

1. Start the Payroll Interface Inbound Records task.
2. In the Search criteria, select **e-IWO**.
3. Perform a search using one or more of the following.
 - o Case Identifier
 - o Obligor Name
 - o Obligor SSN
 - o Order Identifier
 - o Person Number
 - o FIPS Code
4. Select the person in the search results.
5. Review their e-IWO data, and if necessary, click **Edit** to make changes.
6. When finished, run the e-IWO Validation flow.
7. Run the e-IWO Involuntary Deductions Card flow.
8. Run the e-IWO Inbound Audit Report flow.
9. Review the Audit Report for errors. To be included in the Acknowledgment file, orders must be in either:
 - o VALID status and successful loaded to the Involuntary Deductions card
 - o INVALID status
10. Create employee notifications with the e-IWO Employee Notification Report flow.
11. Run the e-IWO Outbound Acknowledgment flow to generate the Acknowledgment file, and distribute it.

Stop an Order

To manually stop a deduction, use the Calculation Cards task. End date the appropriate component and any overrides.

How You Can Amend Orders

When the e-IWO Process flow receives an order with an Amended document action code, it doesn't consider the order amended unless it matches the following of an existing order.

- SSN
- Remittance ID
- Order Identifier

- Payee Remittance FIPS Code
- CSE Case Identifier

If the order doesn't match these criteria, the flow evaluates it as a new order. It categorizes the order as either VALID or INVALID, depending on the outcome of the validation flow.

Kind of order you want to amend	How you do it
Existing orders	When you receive an amendment order for an existing e-IWO, the flow updates the data appropriately. In cases where the inbound order is reporting a change in the amount, the order provides the new amount. The e-IWO Involuntary Deductions Card Load flow modifies the card component with the new order amount.
New orders	When you receive an amendment order for an obligor that doesn't have a corresponding e-IWO, it may mean they had an order with a previous employer. In these cases, the e-IWO Involuntary Deductions Card Load flow creates a new card component as if the order is a new one.
Terminated orders	Some states use amended orders with zero amounts to indicate a termination order. For further info, see the Terminating Through Zero-Amount Amendments section below.

How You Can Terminate Orders

When the e-IWO Process flow receives an order with a termination action code, it doesn't consider the order terminated unless it matches the following of an existing order.

- SSN
- Remittance ID
- Order Identifier
- Payee Remittance FIPS Code
- CSE Case Identifier

What you want to do	How you do it
Terminate individual orders	When you receive a valid termination order, the e-IWO Process flow end dates the relevant component on the obligor's Involuntary Deductions card.
Terminate through zero-amount amendments	Some states issue a zero-amount amendment as notification that they're terminating the order. The e-IWO Process flow considers amendment orders as termination orders when the total withholding amount is 0 USD or blank and the order matches the following of an existing order. • SSN • Last Name • Remittance ID • Payee Remittance FIPS Code

What you want to do	How you do it
	• CSE Case Identifier • FIPS Code For the e-IWO Process flow to correctly handle these amendments, identify which states consider them as terminations and which don't. To identify these states, use the User-Defined Tables task. Set the Terminate Order for Zero-Amount Amendment value in the e-IWO Configuration Default Settings table. The default is to terminate the order.
Issue an employee termination notification	When you terminate an employee, you must notify the OCSS of the change of status. Do this by generating an employer-initiated Acknowledgment file. To report an employee termination to the OCSS, the person's e-IWO data must already be in the storage tables through one of the following mechanisms. • Loaded through an inbound order and in active status • Loaded manually through historical data Note: If the e-IWO data isn't in the storage table, you must manually generate and submit the Acknowledgment file. For further info, see the Configure Acknowledgment Files section below.

How You Can Configure Acknowledgment Files

The e-IWO Outbound Acknowledgment Process flow can run automatically according to a recurring schedule. When you create this schedule, you identify the kinds of orders it captures. For further info, see the Set Up Processing of e-IWOs in the Help Center.

In addition to this schedule, the following actions are available.

- Generate employer-initiated Acknowledgment files
- Exclude orders from the Acknowledgment file

Generate Employer-Initiated Acknowledgment Files

You must perform an employer-initiated acknowledgment for the following cases.

Acknowledgment type	What it means
Employee Termination	Notifies the OCSS that the reported obligor is no longer an employee of this employer. To report an employee termination, the person's e-IWO data must already be in the storage tables. • Loaded through an inbound order and in active status • Loaded manually through historical data

Acknowledgment type	What it means
	Note: If the e-IWO data isn't in the storage table, you must manually generate and submit the Acknowledgment file.
Lump Sum	You must generate this file manually.

To generate employer-initiated Acknowledgment files.

1. For terminations, update the storage table with:
 - o Amount of the final payment
 - o Employer Initiated document action code

This identifies the order as employer-initiated.

You can also provide the termination date and final payment date.

2. Start the e-IWO Outbound Acknowledgment Process flow.
3. Select **Employer initiated** as the document action code.
4. Populate the other fields as needed.

Note: This flow doesn't include any orders marked for employer-initiated exclusion. Check the exclusion status through the **Exclude Order** option in the Acknowledgment Information region of the storage table. For further info, see Excluding Orders from the Acknowledgment Flow below.

Exclude Orders from the Acknowledgment Flow

To manually exclude an order from the acknowledgment flow:

1. Start the Payroll Interface Inbound Records task.
2. In the Search criteria, select **e-IWO**.
3. Perform a search using one or more of the following.
 - o Case Identifier
 - o Obligor Name
 - o Obligor SSN
 - o Order Identifier
 - o Person Number
 - o FIPS Code
4. Select the person in the search results.
5. To exclude the order from the standard run schedule, select **Exclude Order** in the e-IWO Acknowledgment Information region.

To exclude the order from employer-initiated runs, select **Exclude Order** in the e-IWO Employer-Initiated Acknowledgment Information region.

Other Processing Actions You Can Perform

You can perform the following additional actions.

- Diagnostic tests
- Override medical eligibility for specific employees
- Process lump sum orders
- Process orders for retirees
- Process orders for suspended employees

Note: The e-IWO Process flow doesn't support all of these. Some require manual intervention on the part of the user. See the following sections for details.

Diagnostic Tests

The Diagnostic Dashboard provides following diagnostic tests for e-IWO processing.

Test	How you use it
US e-IWO HDL Loader Diagnostic Details US e-IWO UDT Configuration Diagnostic Details	Verify your order data before and after running the e-IWO Process flow.
US e-IWO Process Diagnostic Details	Use this test in conjunction with the Audit Report to identify and resolve issues after running the e-IWO Process flow.

For further info, see Diagnostic Tests for the US in the Help Center.

Override Medical Eligibility for Specific Employees

You set the default medical eligibility for your TRUs using the user-defined tables. To override that value for a specific employee, use the **Eligible for Medical Support** field in the US Involuntary Deduction Data region of their Involuntary Deductions card.

For further info, see Oracle Cloud Human Capital Management for United States: Payroll Involuntary Deductions (1597039.1) on My Oracle Support.

Process Lump Sum Orders

The e-IWO Process flow doesn't support lump sum orders. Upon receipt of an order, the flow marks it as FAILED in the e-IWO storage table. In these cases, you must manually configure and process the deduction.

Process Orders for Retirees

The e-IWO Process flow doesn't support orders for employees of retiree type. Upon receipt of an order, the flow marks it as FAILED in the e-IWO storage table. In these cases, you must manually configure and process the deduction.

Process Orders for Suspended Employees

When the e-IWO Process flow receives an order for a suspended employee, how it handles the order depends on your settings in the user-defined tables.

- If you elected to reject these orders, the flow assigns them INVALID status with the Code S error message.
- If you elected to accept them, the flow marks them as VALID with the Code S error message and creates or updates the employee's Involuntary Deductions card. The payroll process doesn't process the order until the employee transitions to an active status.

For further info, see Set Up Processing of e-IWOs in the Help Center.

Related Topics

- [Electronic Income Withholding Orders](#)
- [How e-IWOs Are Processed When an Obligor has Multiple Payroll Relationships](#)
- [Set Up Processing of e-IWOs](#)
- [e-IWO Process](#)
- [Troubleshoot e-IWOs](#)

How e-IWO Amount Payees Are Determined

When you process a new Electronic Income Withholding Order (e-IWO) inbound file, the e-IWO Process flow performs these steps to determine the appropriate order amount payees.

1. Compares the payee provided in the inbound file against all third-party payee definitions. If there is a match, it uses this payee for the deduction.
2. If it doesn't find a match, it checks the e-IWO Configuration Default Settings user-defined table for an appropriate default payee. If there is a match, the flow:
 - a. Uses this payee for the deduction.
 - b. Logs an entry in the Audit Report to the effect that an e-IWO payee wasn't found and a default was used.
3. If no payee or default payee is found, the flow:
 - a. Logs the order as FAILED in the Audit Report.
 - b. Does not update the employee's Involuntary Deductions card.

Note: These payees also appear in the **Order Amount Payee** field on the employee's Involuntary Deductions card.

Related Topics

- [Electronic Income Withholding Orders](#)
- [Receive and Process e-IWO Inbound Orders](#)
- [Set Up Processing of e-IWOs](#)
- [e-IWO Process](#)
- [Troubleshoot e-IWOs](#)

How e-IWOs Are Processed When an Obligor's Work State Is Different from Their Issuing State

When the issuing state on the incoming Electronic Income Withholding Order (e-IWO) doesn't match the employee's work state, which state the inbound process uses depends on how many work states the person has.

- If the employee has a single work state, the inbound process uses that state when creating or updating the Involuntary Deductions card component.

The e-IWO Process flow derives this state from **State for Unemployment Calculation** on the Tax Withholding card. It stores this value in the storage table as **Employee Work State**.

- For employees working in multiple states, the flow uses the issuing state, even if the person doesn't work there.

In these cases, the e-IWO Process flow identifies these orders as VALID and logs the following messages in the Audit Report.

- The employee work state isn't the same as issuing state.
- The employee is assigned to multiple work states.

Related Topics

- [Receive and Process e-IWO Inbound Orders](#)
- [Troubleshoot e-IWOs](#)

How e-IWOs Are Processed When an Obligor has Multiple Payroll Relationships

When the e-IWO Process flow receives an order for an obligor that has multiple payroll relationships, it takes different actions depending on the scenario.

In this case	This happens
Person with multiple payroll relationships, each with one active assignment	Upon receipt of a valid order, the flow: 1. Creates a card for those relationships without one. 2. Updates the card of those relationships with one. For each payroll run, the payroll process deducts the order amount from each payroll relationship.
Person with multiple payroll relationships, at least one having an Involuntary Deductions card and at least one without	Upon receipt of a valid order, the flow: 1. Creates a card for those relationships without one. 2. Updates the card of those relationships with one. For each payroll run, the payroll process deducts the order amount from each payroll relationship.

In this case	This happens
Person has two person types, employee and ex-employee, with one payroll relationship for each	Upon receipt of a valid order, the flow creates two cards, one for each relationship, or updates the cards appropriately. For each payroll run, the payroll process deducts the amount for the active assignments.
Person has multiple ex-employee relationships	Rejects the order with Error Code N. Does not update or create any Involuntary Deductions cards.
Person has two payroll relationships, one with a suspended assignment and one with an active assignment	Upon receipt of a valid order, the flow creates two cards, one for each relationship, or updates the cards appropriately. How the payroll process handles the suspended assignment order depends on the selection you made in the user-defined tables. For further info, see Set Up Processing of e-IWOs in the Help Center.
Person has two payroll relationships, each with a suspended assignment	Upon receipt of a valid order, the flow creates two cards, one for each relationship, or updates the cards appropriately. How the payroll process handles the suspended assignment orders depends on the selection you made in the user-defined tables. For further info, see Set Up Processing of e-IWOs in the Help Center.
Person has two person types, Employee and Retiree, with one active assignment for the Employee relationship	Upon receipt of a valid order, the flow: 1. Creates one card for the Employee relationship, or updates the card appropriately. 2. Rejects the order for the Retiree relationship as INVALID. For each payroll run, the payroll process deducts the order amount from the Employee payroll relationship. Payments for Retiree relationships aren't supported. You must process them externally. If the order cites the federal EIN of the retiree relationship only, the e-IWO Process flow: 1. Ignores the retiree relationship 2. Attempts to associate the order with an active employee relationship 3. Marks the order as VALID with Error Code W

Related Topics

- [Electronic Income Withholding Orders](#)
- [Receive and Process e-IWO Inbound Orders](#)
- [Set Up Processing of e-IWOs](#)
- [Troubleshoot e-IWOs](#)
- [e-IWO Process](#)

How the e-IWO Flows Derive Reference Codes

When you run either the e-IWO Involuntary Deductions Card Load Process or e-IWO Process flows, they:

1. Update the employee's Involuntary Deductions card with new order info.
2. Assign that order a reference code. This code appears in **Reference Code** on the card component.

This reference code consists of a concatenation of the following.

This segment	How it's derived	For example
Case Identifier	This is issued by the relevant authority.	CSE1234567
Issuing State Abbreviation	This is the 2-character abbreviation of the state.	GA
Remittance ID	This is issued by the relevant authority.	12345678
Sequence Number	In cases where the combination of the previous elements results in a duplicate of an existing reference code, the flow appends a sequence number.	1

Here's an Example

You receive an e-IWO from CA for one of your employees. When you uptake the order, the flow assigns it the following reference code.

CSE1234567-CA-12345678

If you receive another e-IWO for the person with the same values, the flow appends a sequence number.

CSE1234567-CA-12345678-1

Related Topics

- [Electronic Income Withholding Orders](#)
- [Receive and Process e-IWO Inbound Orders](#)
- [e-IWO Involuntary Deductions Card Load Process](#)
- [e-IWO Process](#)

3 Troubleshooting

Troubleshoot e-IWOs

When you process a new Electronic Income Withholding Order (e-IWO) inbound file, the e-IWO Process flow validates each order and assigns it a status.

Order status	What it means
VALID	Represents orders that were successfully processed. This includes orders that generated the following Office of Child Support Services (OCSS) error codes. • B: Employee First Name Mismatch • S: e-IWO Obligor Is Suspended Employee • W: Employee Is Associated with Incorrect Employer Orders with this status are considered Accepted on the Acknowledgment file.
INVALID	Represents orders processed and deemed invalid with the following error codes. • B: Employee Last Name Mismatch • D: Duplicate IWO • N: Noncustodial Parent No Longer an Employee • S: e-IWO Obligor Is Suspended Employee • U: Noncustodial Parent Not an Employee • W: Incorrect FEIN • X: Unable to Process Record • Z: Unable to Terminate Order Orders with this status are considered Rejected on the Acknowledgment file.
FAILED	Represents orders that failed to process due to internal errors, such as service unavailability. You must correct the error and repeat the processing. Orders with this status aren't included on the Acknowledgment file.
NULL	Represents orders the validation flow was unable to process, regardless of reason. Orders with this status aren't included on the Acknowledgment file.

Depending on the order status and OCSS error code, you must take the appropriate corrective actions.

Valid Orders

The e-IWO validation flow marks valid orders as VALID in the storage table. Take corrective actions in the following cases.

Error code	Error description	What you can do
Error Code B: e-IWO Employee First Name Mismatch	The first name of the obligor on the e-IWO doesn't match the first name in the employer's records.	As this order is considered valid, no action is needed. The e-IWO validation flow associates the order with the person based on their last name and Social Security Number. However, you can choose to edit the name in the storage table to match. To do this: 1. Start the Payroll Interface Inbound Records task. 2. Update Last Name in the storage table. 3. Update the order status to VALID. You don't need to rerun the validation flow. 4. Run the e-IWO Involuntary Deductions Card Load flow. 5. Run the e-IWO Inbound Audit Report flow.
Error Code S: e-IWO Recipient Is a Suspended Employee	The obligor recipient of this order is in suspended status. Use the settings in the user-defined tables to indicate how the e-IWO processes handle these orders.	If you elect to consider these orders VALID, the e-IWO Process flow creates or updates the person's Involuntary Deductions card. However, the payroll process doesn't process the order until they transition to an active status. For further info, see Set Up Processing of e-IWOs in the Help Center.
Error Code W: Incorrect FEIN Received for Employee	The federal EIN listed in the incoming order doesn't match the one associated with the obligor's tax reporting unit.	As this order is considered valid, no action is needed. The e-IWO validation flow associates the order with the person based on their last name and Social Security Number. The e-IWO acknowledgment flow populates the correct EIN in the Corrected EIN field on the Acknowledgment file. It uses the EIN of the tax reporting unit you associated with the employee's primary assignment on their tax card.
Payee Not Found	The e-IWO inbound file validation flow was unable to associate the order's obligee with an existing third-party payee. A default payee was used.	As this order is considered valid, no action is needed. The payroll process calculates the deduction using the default payee. To specify the actual payee for the deduction: 1. Use the Third-Party Payees task to define the payee as cited in the inbound file. 2. Start the Calculate Cards task, and open the employee's Involuntary Deductions Card for editing. 3. Associate the card component with the new payee.

Error code	Error description	What you can do
		4. Run the e-IWO Inbound Audit Report flow. Note: The Payee Not Found message remains in the Audit Report until you manually remove it. For additional info, see Other Issues below. 5. Check the employee's Involuntary Deductions card to ensure the deduction is correct.
e-IWO Recipient has Multiple Active Payroll Relationships	For obligors with multiple active payroll relationships: - The e-IWO Process flow applies valid incoming orders to each. - When you process payroll process, it performs separate deductions for each. - If one of the relationships is for a retiree, the flow doesn't add the associated involuntary deduction component to the person's card.	When this scenario occurs, before you process payroll: - Review each active payroll relationship for validity. - End date any relationship that isn't valid. No action is needed for valid relationships. - Review the person's Involuntary Deductions card, and end date any orders that were added as a result of the invalid payroll relationship. Note: If the federal EIN associated with the payroll relationships doesn't match the EIN issued with the order, the e-IWO validation flow designates the order as VALID with Error Code W. If it can't find a federal EIN for the payroll relationship, it marks the order as INVALID with Error Code W.
Recipient has Multiple Work States	In cases where the recipient has multiple work states, the inbound process always uses the issuing state of the order, even if the employee doesn't work there.	When this scenario occurs, before you process payroll: - Use the Calculation Cards task to view the person's Involuntary Deductions card. - Validate the state on the deduction component, and make any changes necessary. For further info, see How e-IWOs Are Processed When an Obligor has Multiple Payroll Relationships in the Help Center.

Invalid Orders

The e-IWO validation flow marks invalid orders as INVALID in the storage table. You must take corrective actions in the following cases.

Error code	Error description	What you can do
Error Code B: e-IWO Employee Last Name Mismatch	The flow was unable to associate the order with a valid person. The Social Security Number (SSN) matches, but the last name doesn't. For example, this can occur in cases where the person's last name was changed after getting married.	Review the order manually. 1. Start the Payroll Interface Inbound Records task. 2. In the Search criteria, select e-IWO. 3. Perform a search using one or more of the following. - o Case Identifier - o Obligor Name - o Obligor SSN - o Person Number 4. Select the person in the search results. 5. Review the e-IWO data to determine if this is a known employee in your organization. If you find one: a. Click Edit, and edit the order to match your HR data. b. Set the order status to VALID. If you leave the status as INVALID, you must run the e-IWO Validation flow. c. Run the e-IWO Involuntary Deductions Card Load flow. d. Run the e-IWO Inbound Audit Report flow, and resolve any issues returned by the report. If the order doesn't match any known person, it's returned in your Acknowledgment file as Rejected.
Error Code D: Duplicate IWO	The order is marked as INVALID because it duplicates all of the following for a preexisting order. • ORG Action Code • SSN • Total Withholding Amount • CSE Agency Case ID • Remittance ID • Order ID • Payee Remittance FIPS Code • Issuing State	Review the details of both orders. If the new order is a duplicate, it's returned in your Acknowledgment file as Rejected. If both orders are valid, such as an existing order having been updated to include a different child: 1. Start the Payroll Interface Inbound Records task. 2. Change the rejected e-IWO's status to VALID. 3. Clear the error message in the storage table. 4. Run the e-IWO Involuntary Deductions Card Load flow. 5. Run the e-IWO Inbound Audit Report flow.
Error Code N: Noncustodial Parent No Longer an Employee	Order is rejected because the obligor is no longer employed by your organization.	This order is returned in your Acknowledgment file as Rejected.

Error code	Error description	What you can do
Error Code S: e-IWO Recipient Is a Suspended Employee	The obligor recipient of this order is in suspended status.	Use the settings in the user-defined tables to indicate how the e-IWO flows handle these orders. If you choose to consider these orders INVALID, they're reported as Rejected in the Acknowledgment file. For further info, see Set Up Processing of e-IWOs in the Help Center.
Error Code U: Noncustodial Parent Not an Employee	The SSN of the noncustodial parent identified in the order doesn't match any known person.	This order is reported as Rejected in your Acknowledgment file.
Error Code W: Incorrect Federal EIN	No federal EIN was found for the listed obligor due to the reported employee having no TRU association.	If you can't resolve the missing TRU info, this order is reported as Rejected in your Acknowledgment file.
Error Code X: Unable to Process Record	The record has one or more missing values.	Check for one or more of the following missing values. • Payee Name • Obligation total amount for the original order • Obligor SSN • Obligor Last Name • Obligor First Name • Federal EIN • Remittance ID • Payee Remittance FIPS Code This order is reported as Rejected in your Acknowledgment file.
	The record has inconsistent obligation frequencies.	Check the support order for different frequencies across obligations. This order is reported as Rejected in your Acknowledgment file.
	The record has inconsistent obligation amounts.	Make sure the sum of the individual obligation amounts is the same as the total amount. This order is reported as Rejected in your Acknowledgment file.
	You received a zero-amount amendment for a nonexistent order.	The e-IWO is a zero-amount amendment to a nonexistent order, and you have elected not to terminate orders upon receipt of a zero-amount amendment. This order is reported as Rejected in your Acknowledgment file.

Error code	Error description	What you can do
Error Code Z: Unable to Terminate Order	The e-IWO Process flow couldn't process the termination order because it was unable to identify an existing e-IWO that matches the following. • CSE Agency Case ID • Issuing State • Order Identifier • Payee Remittance FIPS Code • Remittance ID • SSN	This order is reported as Rejected in your Acknowledgment file.

Failed Orders

When the e-IWO validation flow is unable to process an order, it marks it as FAILED. Take corrective actions in the following cases.

Note: Before you can generate and submit the Acknowledgment file, all orders must be in either:

- VALID status and successfully loaded to the Involuntary Deductions card
- INVALID status

If you can't resolve the issue, use the storage table to manually set the order status to INVALID, Error Code X.

Error code	Error description	What you can do
Involuntary Deductions Card Failed to Update	The card import API was unable to update the card because: • No valid element was found • Date on the e-IWO was earlier than the effective date on the card	To resolve this: 1. Use the Calculation Cards task to edit the card. 2. Manually change its effective date to be equal to or earlier than the Document Date on the e-IWO. 3. Run the e-IWO Involuntary Deductions Card Load Process flow. 4. Run the e-IWO Inbound Audit Report Process flow if needed.
Internal Errors	The e-IWO Process flow failed to process the inbound file due to an internal error, such as service unavailability.	Resubmit the validation flow.
Lump Sum Orders	The e-IWO Process flow doesn't support lump sum orders.	Manually configure this deduction.
Retiree Orders	The e-IWO Process flow doesn't support orders for retirees.	Process these payments externally. If the person has multiple payroll relationships, but the order cites the federal EIN of the retiree

Error code	Error description	What you can do
		relationship only, the e-IWO Process flow ignores the retiree relationship and attempts to associate the order with an active employee relationship. In this case, it marks the order as INVALID with Error Code W.
Transfer Process Errors	The e-IWO Process flow failed to update the obligor's Involuntary Deductions card. If it encounters an error, the flow: 1. Assigns the order a FAILED status. 2. Passes the error to the Audit Report. 3. Skips the order, and attempts to continue with the next one.	You must correct these issues before you send your Acknowledgment report to the OCSS. Rerun the e-IWO Involuntary Deductions Card Load flow until all orders are processed.
Including in the Acknowledgment File	To be included in the Acknowledgment file, an order must be one of the following statuses. • Accepted Be in VALID status and have successfully transferred to the Involuntary Deductions card. • Rejected Be in INVALID status.	To include failed orders in the file, edit the storage table and manually change the order's status to INVALID, Error Code X.
Unresolved Errors	You can elect to override the order status in cases where: • An order has processing issues you can't otherwise resolve. • The e-IWO flows have marked it as FAILED.	To manually change an order's status: 1. Start the Payroll Interface Inbound Records task. 2. Change the order status from FAILED to INVALID. 3. Run the e-IWO Inbound Audit Report flow.

Null Orders

The Exception Report portion of the Audit Report lists all orders the validation flow was unable to process, regardless of reason. It identifies these orders as NULL.

Note: Resolve all orders to either VALID or INVALID status before you can generate and submit the employer Acknowledgment file. If you can't resolve the issue, use the storage table to manually set the order status to INVALID, Error Code X.

Error code	Error description	What you can do
Order Not Processed Due to Validation Error	The e-IWO inbound order wasn't processed. The validation flow didn't complete due to an error on a previous order.	Resubmit the validation flow.

Other Issues

The e-IWO flows may encounter the following additional issues.

Error code	Error description	What you can do
Audit Report Includes Messages for Expired Conditions	In cases where the e-IWO Process flow used a default payee for a new order, the Audit Report generates a warning message. However, once you updated the Involuntary Deductions card with the correct payee, the report continues to return this message.	To manually edit the storage tables to remove the error message: 1. Start the Payroll Interface Inbound Records task. 2. Edit Message in the storage table to remove the message text. 3. Run the e-IWO Inbound Audit Report flow.
Orders with Multiple Error Codes	When orders have multiple error codes, the e-IWO Outbound Acknowledgment Process flow uses the following hierarchy to determine which code to include in the Acknowledgment file. 1. X 2. W 3. U 4. Z 5. B 6. N 7. S 8. D	
Scheduled Process Not Started Due to Outage	A scheduled run was missed due to an outage.	The automated e-IWO Process flow picks up any missed runs during its next scheduled window. For example, the daily schedule run on Monday was missed due to server downtime. On Tuesday, the flow uptakes the orders transferred into the storage tables in the order they were received.
Scheduled Process Interrupted Due to Outage	The automated e-IWO Process flow started but didn't complete due to an outage.	Manually run the e-IWO Process flow once availability is restored.

Related Topics

- [Electronic Income Withholding Orders](#)
- [How e-IWOs Are Processed When an Obligor has Multiple Payroll Relationships](#)
- [Receive and Process e-IWO Inbound Orders](#)
- [Set Up Processing of e-IWOs](#)
- [e-IWO Process](#)

4 Reference

e-IWO Audit Report

The e-IWO Audit Report is a downloadable Microsoft Excel spreadsheet that provides detailed info about your most recent Electronic Income Withholding Order (e-IWO) inbound file processing.

If you processed multiple inbound files, this report includes results for all files, sorted by file name.

This file is generated automatically upon successful completion of:

- e-IWO Process flow
- e-IWO Inbound Audit Report flow

Report Worksheets

The Audit Report Microsoft Excel spreadsheet contains the following worksheets.

Worksheet	What it does
e-IWO Summary	Provides the following summaries. • Validation summary - Displays orders by status. ○ Number of received records - Total number of orders successfully uploaded into the e-IWO storage tables. ○ Number of rejected orders - Orders that failed Office of Child Support Services (OCSS) validation and have INVALID status. ○ Number of failed or unprocessed orders - Orders with NULL or FAILED status. ○ Number orders validated - Orders with VALID status. • Loader summary - Includes the following loader results. ○ Number of orders loaded successfully - Status: SUCCESS ○ Number of orders failed or not processed - Status: FAILED or NULL
Audit Report	List of valid orders that were successfully transferred into the calculation card. These orders have the following statuses in the e-IWO storage tables.

Worksheet	What it does
	- e-IWO Order Status: VALID - Loader Order Status: SUCCESS For persons with multiple orders, each order appears as a separate line.
Exception Report	List of orders given INVALID or FAILED status by the validation flow. In cases where an order has multiple errors, the first error displays in the Rejection Code and Rejection Message columns. The additional codes display in the e-IWO Additional Rejection Code column.

Related Topics

- [e-IWO Inbound Audit Report](#)
- [e-IWO Process](#)

Electronic Income Withholding Order Storage Table Structure

The contents of each incoming Electronic Income Withholding Order (e-IWO) file is stored in Payroll Interface inbound storage tables. These tables use extensible flexfield contexts to map e-IWO attributes to table columns.

Storage Tables

These Payroll Interface storage tables capture the e-IWO attributes.

Table name	What it does
HRY_PI_INBD_RECORDS	Base table storing e-IWO file identifying info, such as: - File control number - File creation date
HRY_PI_INBD_RECORD_INFORMATION	Extensible flexfield enabled child table

Extensible Flexfield

These Payroll Interface storage tables are enabled for the following extensible flexfield.

Name	Type	Code
Payroll Interface Inbound Record EFF	Extensible Flexfield	ORA_HRY_PI_INBD_RECORDS_INFO_EFF

e-IWO Attribute Mapping

Inbound File Information

The HRY_PI_INBD_RECORDS storage table stores the following e-IWO inbound file identifying info.

e-IWO attribute	Table column
File Control Number	ENTITY_IDENTIFIER
Creation Date	START_DATE
Creation Time	RECORD_IDENTIFIER

The e-IWO inbound file header and trailer attributes captured by the File Header Trailer flexfield context are stored in the HRY_PI_INBD_RECORD_INFORMATION storage table.

Flexfield segment	Table column
File Header Control Number	IRI_INFORMATION2
File Header Document Code	IRI_INFORMATION1
File Header EIN	IRI_INFORMATION4
File Header e-IWO Creation Date	IRI_INFORMATION_DATE1
File Header e-IWO Creation Time	IRI_INFORMATION6
File Header Error Field Name	IRI_INFORMATION7
File Header Primary EIN	IRI_INFORMATION5
File Header State FIPS Code	IRI_INFORMATION3
File Name	IRI_INFORMATION31
File Trailer Batch Count	IRI_INFORMATION_NUMBER1
File Trailer Control Number	IRI_INFORMATION9
File Trailer Document Code	IRI_INFORMATION8
File Trailer Error Field Name	IRI_INFORMATION10

Flexfield segment	Table column
File Trailer Employer Sent Count	IRI_INFORMATION_NUMBER3
File Trailer Record Count	IRI_INFORMATION_NUMBER2
File Trailer State Sent Count	IRI_INFORMATION_NUMBER4

Batch Info

The HRY_PI_INBD_RECORDS storage table stores the following e-IWO batch identifying info.

e-IWO attribute	Table column
File Control Number	BATCH_CODE
Batch Control Number	ENTITY_IDENTIFIER
Batch Creation Date	START_DATE
Batch Creation Time	RECORD_IDENTIFIER

The e-IWO batch header and trailer attributes captured by the e-IWO Batch Header Trailer flexfield context are stored in the HRY_PI_INBD_RECORD_INFORMATION storage table.

Flexfield segment	Table column
Batch Header Control Number	IRI_INFORMATION2
Batch Header Document Code	IRI_INFORMATION1
Batch Header EIN	IRI_INFORMATION4
Batch Header e-IWO Creation Date	IRI_INFORMATION_DATE1
Batch Header e-IWO Creation Time	IRI_INFORMATION6
Batch Header Error Field Name	IRI_INFORMATION7
Batch Header Primary EIN	IRI_INFORMATION5
Batch Header State FIPS Code	IRI_INFORMATION3
Batch Trailer Batch Count	IRI_INFORMATION_NUMBER1

Flexfield segment	Table column
Batch Trailer Control Number	IRI_INFORMATION9
Batch Trailer Document Code	IRI_INFORMATION8
Batch Trailer Error Field Name	IRI_INFORMATION10
Batch Trailer Employer Sent Count	IRI_INFORMATION_NUMBER3
Batch Trailer Record Count	IRI_INFORMATION_NUMBER2
Batch Trailer State Sent Count	IRI_INFORMATION_NUMBER4

e-IWO Order Info

The HRY_PI_INBD_RECORDS storage table stores the following e-IWO identifying info.

e-IWO attribute	Table column
Case Identifier	BATCH_CODE
SSN	ENTITY_IDENTIFIER
Document Image Text	RECORD_IDENTIFIER
File Creation Date	START_DATE

The e-IWO attributes stored in the HRY_PI_INBD_RECORD_INFORMATION storage table are captured in the following flexfield contexts.

- e-IWO Acknowledgment Information
- e-IWO Amount Information
- e-IWO Child Information
- e-IWO Employer-Initiated Acknowledgment Information
- e-IWO Order Information
- e-IWO Process Information

e-IWO Acknowledgment Info

Flexfield segment	Table column
Acknowledgment Time Stamp	IRI_INFORMATION10

Flexfield segment	Table column
Document Action Code	IRI_INFORMATION12
Exclude Order	IRI_INFORMATION13
Acknowledgment Control Number	IRI_INFORMATION33
Corrected EIN	IRI_INFORMATION34
Error Field Name1	IRI_INFORMATION31
Error Field Name2	IRI_INFORMATION32
Multiple Error Indicator	IRI_INFORMATION11
Document Code	IRI_INFORMATION1
Acknowledgment File Name	IRI_INFORMATION30
File Control Number	IRI_INFORMATION47
Batch Control Number	IRI_INFORMATION48

e-IWO Amount Info

Flexfield segment	Table column
Arrears Overdue more than 12 Weeks	IRI_INFORMATION10
Batch Control Number	IRI_INFORMATION48
File Control Number	IRI_INFORMATION47
Income Withholding Biweekly Amount	IRI_INFORMATION_NUMBER10
Income Withholding Monthly Amount	IRI_INFORMATION_NUMBER12
Income Withholding Semimonthly Amount	IRI_INFORMATION_NUMBER11
Income Withholding Weekly Amount	IRI_INFORMATION_NUMBER9
Lump Sum Payment Amount	IRI_INFORMATION_NUMBER13

Flexfield segment	Table column
Obligation Other Amount	IRI_INFORMATION_NUMBER7
Obligation Other Description Text	IRI_INFORMATION8
Obligation Other Frequency Code	IRI_INFORMATION7
Obligation Total Amount	IRI_INFORMATION_NUMBER8
Obligation Total Frequency Code	IRI_INFORMATION9
Support Current Child Amount	IRI_INFORMATION_NUMBER1
Support Current Child Frequency Code	IRI_INFORMATION1
Support Current Medical Amount	IRI_INFORMATION_NUMBER3
Support Current Medical Frequency Code	IRI_INFORMATION3
Support Current Spousal Amount	IRI_INFORMATION_NUMBER5
Support Current Spousal Frequency Code	IRI_INFORMATION5
Support Past Due Child Amount	IRI_INFORMATION_NUMBER2
Support Past Due Child Frequency Code	IRI_INFORMATION2
Support Past Due Medical Amount	IRI_INFORMATION_NUMBER4
Support Past Due Medical Frequency Code	IRI_INFORMATION4
Support Past Due Spousal Amount	IRI_INFORMATION_NUMBER6
Support Past Due Spousal Frequency Code	IRI_INFORMATION6

e-IWO Child Info

Flexfield segment	Table column
Child 1 Birth Date	IRI_INFORMATION_DATE1

Flexfield segment	Table column
Child 1 First Name	IRI_INFORMATION2
Child 1 Last Name	IRI_INFORMATION1
Child 1 Middle Name	IRI_INFORMATION3
Child 1 Name Suffix	IRI_INFORMATION4
Child 2 Birth Date	IRI_INFORMATION_DATE2
Child 2 First Name	IRI_INFORMATION6
Child 2 Last Name	IRI_INFORMATION5
Child 2 Middle Name	IRI_INFORMATION7
Child 2 Name Suffix	IRI_INFORMATION8
Child 3 Birth Date	IRI_INFORMATION_DATE3
Child 3 First Name	IRI_INFORMATION10
Child 3 Last Name	IRI_INFORMATION9
Child 3 Middle Name	IRI_INFORMATION11
Child 3 Name Suffix	IRI_INFORMATION12
Child 4 Birth Date	IRI_INFORMATION_DATE4
Child 4 First Name	IRI_INFORMATION14
Child 4 Last Name	IRI_INFORMATION13
Child 4 Middle Name	IRI_INFORMATION15
Child 4 Name Suffix	IRI_INFORMATION16
Child 5 Birth Date	IRI_INFORMATION_DATE5
Child 5 First Name	IRI_INFORMATION18

Flexfield segment	Table column
Child 5 Last Name	IRI_INFORMATION17
Child 5 Middle Name	IRI_INFORMATION19
Child 5 Name Suffix	IRI_INFORMATION20
Child 6 Birth Date	IRI_INFORMATION_DATE6
Child 6 First Name	IRI_INFORMATION22
Child 6 Last Name	IRI_INFORMATION21
Child 6 Middle Name	IRI_INFORMATION23
Child 6 Name Suffix	IRI_INFORMATION24
File Control Number	IRI_INFORMATION47
Batch Control Number	IRI_INFORMATION48

e-IWO Employer-Initiated Acknowledgment Info

Flexfield segment	Table column
Acknowledgment Time Stamp	IRI_INFORMATION10
Document Action Code	IRI_INFORMATION12
Exclude Order	IRI_INFORMATION13
Last Payment Amount	IRI_INFORMATION15
Acknowledgment Control Number	IRI_INFORMATION33
Termination Date	IRI_INFORMATION_DATE1
Last Payment Date	IRI_INFORMATION_DATE2
Document Code	IRI_INFORMATION1
Acknowledgment File Name	IRI_INFORMATION30

Flexfield segment	Table column
File Control Number	IRI_INFORMATION47
Batch Control Number	IRI_INFORMATION48

e-IWO Order Info

Flexfield segment	Table column
FIPS Code	IRI_INFORMATION31
First Error Field Name	IRI_INFORMATION44
Government Official Name	IRI_INFORMATION24
Issuing Jurisdiction Name	IRI_INFORMATION3
Issuing State, Tribe, or Territory Name	IRI_INFORMATION2
Issuing Tribunal Name	IRI_INFORMATION17
Issuing Official Title	IRI_INFORMATION25
Income Withholding CCPA Percentage	IRI_INFORMATION_NUMBER1
Income Withholding Start Date	IRI_INFORMATION_DATE3
Income Withholding Start Instruction	IRI_INFORMATION49
Multiple Errors Exist	IRI_INFORMATION46
Obligee First Name	IRI_INFORMATION14
Obligee Last Name	IRI_INFORMATION13
Obligee Middle Name	IRI_INFORMATION15
Obligee Name Suffix	IRI_INFORMATION16
Order Identifier	IRI_INFORMATION28

Flexfield segment	Table column
Payee Address	IRI_INFORMATION22
Payee Name	IRI_INFORMATION21
Payee Remittance FIPS Code	IRI_INFORMATION23
Penalty Liability Information Text	IRI_INFORMATION32
Remittance Identifier	IRI_INFORMATION29
Second Error Field Name	IRI_INFORMATION45
Send Employee a Copy	IRI_INFORMATION26
Specific Payee Withholding Limits Text	IRI_INFORMATION34
Send Payment Within Number of Days	IRI_INFORMATION20
State, Tribe, or Territory Name	IRI_INFORMATION18
Antidiscrimination Provisions Text	IRI_INFORMATION33
Batch Control Number	IRI_INFORMATION48
Begin Withholding Within Number of Days	IRI_INFORMATION19
Case Identifier	IRI_INFORMATION4
Document Action Code	IRI_INFORMATION1
Document Date	IRI_INFORMATION_DATE1
Document Image Text	IRI_INFORMATION30
Document Tracking Number	IRI_INFORMATION27
Employee Birth Date	IRI_INFORMATION_DATE2
Employee First Name	IRI_INFORMATION9
Employee Last Name	IRI_INFORMATION8

Flexfield segment	Table column
Employee Middle Name	IRI_INFORMATION10
Employee SSN	IRI_INFORMATION12
Employee State Contact Email Address	IRI_INFORMATION38
Employee State Contact Fax Number	IRI_INFORMATION37
Employee State Contact Name	IRI_INFORMATION35
Employee State Contact Phone Number	IRI_INFORMATION36
Employee Suffix	IRI_INFORMATION11
EIN	IRI_INFORMATION7
Employer Address	IRI_INFORMATION6
Employer Name	IRI_INFORMATION5
Employer State Contact Address	IRI_INFORMATION40
Employer State Contact Email Address	IRI_INFORMATION43
Employer State Contact Fax Number	IRI_INFORMATION42
Employer State Contact Name	IRI_INFORMATION39
Employer State Contact Phone Number	IRI_INFORMATION41
File Control Number	IRI_INFORMATION47

e-IWO Process Info

Flexfield segment	Table column
Historical Data	IRI_INFORMATION10
Validation Status	IRI_INFORMATION25
Validation Rejection Code	IRI_INFORMATION26

Flexfield segment	Table column
All Validation Rejection Codes	IRI_INFORMATION28
Transfer Status	IRI_INFORMATION29
Validation Message	IRI_INFORMATION31
Transfer Message 1	IRI_INFORMATION32
Transfer Message 2	IRI_INFORMATION33
Comments	IRI_INFORMATION36
Employee Payroll Frequency	IRI_INFORMATION2
Employee Work State	IRI_INFORMATION3
File Control Number	IRI_INFORMATION47
Notification Time Stamp	IRI_INFORMATION1
Batch Control Number	IRI_INFORMATION48

Calculation Card Attributes

Involuntary Deductions Card Fields

The following table illustrates how the e-IWO attributes map to values on the employee Involuntary Deductions card.

Storage table flexfield context	Storage table flexfield segment	Storage table column	Card attribute
e-IWO Order Information	Payee Name	IRI_INFORMATION21	Order Amount Payee
e-IWO Order Information	Payee Remittance FIPS Code	IRI_INFORMATION23	FIPS Code
e-IWO Order Information	Issuing Jurisdiction Name	IRI_INFORMATION3	Issuing Jurisdiction Name
e-IWO Order Information	Remittance Identifier	IRI_INFORMATION29	Remittance Identifier
e-IWO Order Information	Income Withholding Start Date	IRI_INFORMATION_DATE3	Start Date
e-IWO Order Information	Issuing State, Tribe, or Territory Name	IRI_INFORMATION2	Issuing Authority Name

Storage table flexfield context	Storage table flexfield segment	Storage table column	Card attribute
e-IWO Order Information	Order Identifier	IRI_INFORMATION28	Involuntary Deduction Number
e-IWO Order Information	Case Identifier	IRI_INFORMATION4	CSE Agency Case Identifier
e-IWO Order Information	Document Date	IRI_INFORMATION_DATE1	Received Date
e-IWO Order Information	Document Tracking Number	IRI_INFORMATION27	Document Tracking Number
e-IWO Amount Information	Arrears Overdue more than 12 Weeks	IRI_INFORMATION10	Arrears Overdue More Than 12 Weeks
e-IWO Amount Information	Obligation Total Frequency Code	IRI_INFORMATION9	Frequency
e-IWO Child Information	Child 1 Birth Date	IRI_INFORMATION_DATE1	Date of Birth of Child 1
e-IWO Child Information	Child 1 First Name	IRI_INFORMATION2	First Name of Child 1
e-IWO Child Information	Child 1 Last Name	IRI_INFORMATION1	Last Name of Child 1
e-IWO Child Information	Child 1 Middle Name	IRI_INFORMATION3	Middle Name of Child 1
e-IWO Child Information	Child 1 Name Suffix	IRI_INFORMATION4	Suffix of Child 1
e-IWO Child Information	Child 2 Birth Date	IRI_INFORMATION_DATE2	Date of Birth of Child 2
e-IWO Child Information	Child 2 First Name	IRI_INFORMATION6	First Name of Child 2
e-IWO Child Information	Child 2 Last Name	IRI_INFORMATION5	Last Name of Child 2
e-IWO Child Information	Child 2 Middle Name	IRI_INFORMATION7	Middle Name of Child 2
e-IWO Child Information	Child 2 Name Suffix	IRI_INFORMATION8	Suffix of Child 2
e-IWO Child Information	Child 3 Birth Date	IRI_INFORMATION_DATE3	Date of Birth of Child 3
e-IWO Child Information	Child 3 First Name	IRI_INFORMATION10	First Name of Child 3
e-IWO Child Information	Child 3 Last Name	IRI_INFORMATION9	Last Name of Child 3
e-IWO Child Information	Child 3 Middle Name	IRI_INFORMATION11	Middle Name of Child 3

Storage table flexfield context	Storage table flexfield segment	Storage table column	Card attribute
e-IWO Child Information	Child 3 Name Suffix	IRI_INFORMATION12	Suffix of Child 3
e-IWO Child Information	Child 4 Birth Date	IRI_INFORMATION_DATE4	Date of Birth of Child 4
e-IWO Child Information	Child 4 First Name	IRI_INFORMATION14	First Name of Child 4
e-IWO Child Information	Child 4 Last Name	IRI_INFORMATION13	Last Name of Child 4
e-IWO Child Information	Child 4 Middle Name	IRI_INFORMATION15	Middle Name of Child 4
e-IWO Child Information	Child 4 Name Suffix	IRI_INFORMATION16	Suffix of Child 4
e-IWO Child Information	Child 5 Birth Date	IRI_INFORMATION_DATE5	Date of Birth of Child 5
e-IWO Child Information	Child 5 First Name	IRI_INFORMATION18	First Name of Child 5
e-IWO Child Information	Child 5 Last Name	IRI_INFORMATION17	Last Name of Child 5
e-IWO Child Information	Child 5 Middle Name	IRI_INFORMATION19	Middle Name of Child 5
e-IWO Child Information	Child 5 Name Suffix	IRI_INFORMATION20	Suffix of Child 5
e-IWO Child Information	Child 6 Birth Date	IRI_INFORMATION_DATE6	Date of Birth of Child 6
e-IWO Child Information	Child 6 First Name	IRI_INFORMATION22	First Name of Child 6
e-IWO Child Information	Child 6 Last Name	IRI_INFORMATION21	Last Name of Child 6
e-IWO Child Information	Child 6 Middle Name	IRI_INFORMATION23	Middle Name of Child 6
e-IWO Child Information	Child 6 Name Suffix	IRI_INFORMATION24	Suffix of Child 6

Involuntary Deductions Card Overrides

The following table illustrates how the e-IWO attributes map to values on the employee Involuntary Deductions card overrides.

Storage table flexfield context	Storage table flexfield segment	Storage table column	Card attribute	Value type
e-IWO Amount Information	Obligation Total Amount	IRI_INFORMATION_NUMBER8	Total Withholding Amount	Total Amount

Storage table flexfield context	Storage table flexfield segment	Storage table column	Card attribute	Value type
e-IWO Amount Information	Support Current Child Amount	IRI_INFORMATION_NUMBER1	Proration Child Support Current Amount	Total Amount
e-IWO Amount Information	Support Current Medical Amount	IRI_INFORMATION_NUMBER3	Proration Medical Support Current Amount	Total Amount
e-IWO Amount Information	Support Current Spousal Amount	IRI_INFORMATION_NUMBER5	Proration Spousal Support Current Amount	Total Amount
e-IWO Amount Information	Support Past Due Child Amount	IRI_INFORMATION_NUMBER2	Proration Child Support Arrears Amount	Total Amount
e-IWO Amount Information	Support Past Due Medical Amount	IRI_INFORMATION_NUMBER4	Proration Medical Support Arrears Amount	Total Amount
e-IWO Amount Information	Support Past Due Spousal Amount	IRI_INFORMATION_NUMBER6	Proration Spousal Support Arrears Amount	Total Amount
e-IWO Amount Information	Obligation Other Amount	IRI_INFORMATION_NUMBER7	Proration Other Amount	Total Amount
e-IWO Order Information	Income Withholding CCPA Percentage	IRI_INFORMATION_NUMBER1	Exemption Percentage	Rate

Involuntary Deductions Card Component Contexts

The following table illustrates how the e-IWO attributes map to values on the employee Involuntary Deductions card component contexts.

Storage table flexfield context	Storage table flexfield segments	Storage table columns	Card attribute
e-IWO Order Information	Case Identifier Issuing State Remittance ID	IRI_INFORMATION4 DECODE(IRI_INFORMATION31) IRI_INFORMATION29	Reference Code
e-IWO Order Information	Issuing State	DECODE(IRI_INFORMATION31)	State
e-IWO Process Information	Employee Work State	IRI_INFORMATION3	State

Related Topics

- [Electronic Income Withholding Orders](#)
- [How the Electronic Income Withholding Order Processes Derive Reference Codes](#)
- [Receive and Process e-IWO Inbound Orders](#)
- [Set Up Processing of e-IWOs](#)
- [Run e-IWO Process](#)

e-IWO Outbound Acknowledgment Process

This flow generates an Acknowledgment file for the inbound orders you have successfully processed.

You must send an Acknowledgment file to the Office of Child Support Services (OCSS) within 10 days of receiving an Electronic Income Withholding Orders (e-IWO). Configure this flow to run automatically on recurring basis to generate these files.

To run it manually:

1. From **My Client Groups**, click **Payroll**.
2. Click **Submit a Flow**.
3. Enter your US legislative data group (LDG).
4. Search for and select **e-IWO Outbound Acknowledgment Process**.

Before You Start

You must have successfully processed all orders in the inbound files. They must be in one of the following statuses.

Order status	What this means
Accepted	Be in VALID status and have successfully transferred to the Involuntary Deductions card.
Rejected	Be in INVALID status.

Report Parameters

Legislative Data Group

Your US LDG.

Inbound File Name

Name of the inbound file you want to process.

Leave blank to generate Acknowledgments for all files.

Case Identifier

Case ID of the order you want to process.

If you leave this field blank, all orders in the selected inbound file are processed.

Document Action Code

Kind of acknowledgment you're performing:

- Amended
- Employer initiated
- Original
- Termination
- All excluding termination

Leave this field blank to process all orders.

Status

Status type of the orders you want to process.

Leave this field blank to process all orders.

State

State issuing the orders you're acknowledging.

Leave this field blank to process orders from all states.

Process Configuration Group

Process configuration group for logging and performance purposes.

Report Output

This flow creates the Acknowledgment file in XML format, suitable for submission to the OCSS.

The Acknowledgment file uses the following naming convention: `<EIN>_ACK_<time stamp>.XML`

Where:

- `<EIN>` is the employer's primary federal EIN, as defined in the user-defined tables.
- `<time stamp>` is the year, month, day, hour, minute, and second that you generated the file.

To use your own naming convention for the Acknowledgment file, you must consult with your Implementation Team.

If you entered overrides for the following values in the storage table, the Acknowledgment file uses those overrides instead of the original values.

- Last name
- First name
- Middle name
- Suffix

Related Topics

- [Electronic Income Withholding Orders](#)
- [Receive and Process e-IWO Inbound Orders](#)
- [e-IWO Process](#)

e-IWO Employee Notification Report

This flow generates a PDF report of any new or amended e-IWOs, and issues it to the employee. It also stores these reports in Document Records. It doesn't include termination orders.

Note: This isn't the same document as issued by the Office of Child Support Enforcement.

This flow normally runs automatically as the last step of the e-IWO Process flow.

To run it manually:

1. From **My Client Groups**, click **Payroll**.
2. Click **Submit a Flow**.
3. Enter your US legislative data group (LDG).
4. Search for and select **e-IWO Employee Notification Report**.

Before You Start

You must have used the Audit Report to validate any manual changes you made to the incoming e-IWOs. You must have resolved any errors and ensured each order is in either VALID or INVALID status.

Report Parameters

Legislative Data Group

Your US LDG.

Start Date

Generates notifications for orders received within this date range.

Leave blank to use the current date.

End Date

Leave blank to use the current date.

Employee Name

Employee for which you're generating a report.

Leave blank to generate notifications for all employees receiving orders within this date range.

Inbound File Name

Name of the inbound file for which you want to generate notifications.

Leave blank to generate notifications for all employees with new or amended orders in all inbound files received within this date range.

Note: Rerunning this flow for an order doesn't generate a new report. To regenerate the report, you must first clear the **Date** and **Time Notification Sent** values in the storage tables.

Process Configuration Group

Process configuration group for logging and performance purposes.

Report Output

In addition to being emailed to employees, the output PDF reports are stored in Document Records. To view them, search for the US_EIWO_ORDERS document type in the Manage Document Records task.

The e-IWO Employee Notification Report contains the following.

- Legal employer company name, address, and phone number
- Employee first, middle, last name, Social Security number, and primary mailing address
- Obligee first, middle, and last name
- Document action code
- e-IWO creation date
- State, tribe, or territory issuing the order
- Additional issuing jurisdiction info
- Case identifier
- For child support orders:
 - First, middle, last name, and date of birth of each child
 - Current amount and frequency code
 - Past due amount and frequency code
- Current medical amount and frequency code
- Past due medical amount and frequency code
- For spousal support orders:
 - Current amount and frequency code
 - Past due amount and frequency code
- Obligation other amount and frequency code
- Obligation total amount and frequency code
- Arrears overdue by more than 12 weeks
- Income withholding amounts:
 - Weekly
 - Biweekly
 - Semimonthly
 - Monthly
- Grace period before employer must begin withholding
- Effective date of the income withholding order

Regenerating the Report

Before you can regenerate this report for an order, you must clear the time stamps in the storage table.

1. Start the Payroll Interface Inbound Records task.
2. In Search, specify the **e-IWO Person Data** record type and **National Identifier** record owner.
3. Specify either the person's name or person number, and click **Search**.
4. Select the person in the search results.
5. Clear the values in the following fields.
 - Date Notification Sent
 - Time Notification Sent

Related Topics

- [e-IWO Audit Report](#)
- [e-IWO Process](#)

e-IWO Inbound Audit Report

This flow generates an audit report on your most recent Electronic Income Withholding Order (e-IWO) processing.

This report contains the validation and upload results of all e-IWOs you processed since the last time you successfully ran the e-IWO Process flow.

Normally, this process runs automatically as part of the e-IWO Process flow. However, you can run it standalone, such as after making manual changes to e-IWO data in the storage tables.

To run it manually:

1. From **My Client Groups**, click **Payroll**.
2. Click **Submit a Flow**.
3. Enter your US legislative data group (LDG).
4. Search for and select **e-IWO Inbound Audit Report**.

Before You Start

Make any needed manual edits to the e-IWO data using the Payroll Interface Inbound Records task.

Successfully run the validation and card update flows, either standalone or as part of the e-IWO Process flow.

For further info, see Set Up Processing of e-IWOs in the Help Center.

Report Parameters

Legislative Data Group

Your US LDG.

Start Date

Start date on the inbound e-IWO file. The flow includes any unprocessed e-IWOs received within this range.

End Date

End of the date range for e-IWO processing. The flow includes any unprocessed e-IWOs received within this range.

Report Output

Upon completion, this flow generates the e-IWO Inbound Audit Report. For further info, see e-IWO Audit Report in the Help Center.

Note: This flow doesn't issue email notifications. You must use the e-IWO Process flow if you want email distribution of this report.

Related Topics

- [Receive and Process e-IWO Inbound Orders](#)
- [Set Up Processing of e-IWOs](#)
- [e-IWO Audit Report](#)
- [e-IWO Process](#)

e-IWO Involuntary Deductions Card Load Process

The e-IWO Involuntary Deduction Card Load Process flow:

1. Associates the payee in the order with a third-party payee.
2. If you haven't defined the payee, it attempts to use a default payee as defined through the user-defined tables.
3. Creates an Involuntary Deductions card for obligors that don't have one.
4. For valid orders:
 - Updates the obligor's Involuntary Deductions card with new Electronic Income Withholding Order (e-IWO) data.
Depending on the order type, the flow updates the card with a new order, amends an existing order, or terminates the order.
 - Creates a reference code for the order.
This consists of a concatenation of:
 - Case Identifier
 - Issuing State Abbreviation
 - Remittance IDIn cases where this results in a duplicate of an existing code, the new reference code is appended with a sequence number.
For further info, see [How the Electronic Income Withholding Order Processes Derive Reference Codes in the Help Center](#).
5. Adds the following card components, depending on the order.
 - If the child support amount on the order is greater than \$0, the flow creates a Child Support component.
 - If the spousal support amount on the order is greater than \$0, the flow creates a Spousal Support component.
 - If both amounts exist, it combines them and applies them to a Child Support component.

6. For employees with a single work state, if the state isn't the same as the issuing state, the flow uses the work state to create or update the Involuntary Deductions card component.

For employees working in multiple states, it uses the issuing state, even if the person does not work there.

For further info, see *How e-IWOs Are Processed When an Obligor's Work State Is Different from Their Issuing State* in the Help Center.

The e-IWO Process flow automatically runs this flow for you. Alternately, you could run it manually, such as after making manual changes to the e-IWO data in the storage tables.

To run it manually:

1. From **My Client Groups**, click **Payroll**.
2. Click **Submit a Flow**.
3. Enter your US legislative data group (LDG).
4. Search for and select **e-IWO Involuntary Deductions Card Load Process**.

Before You Start

Make any needed manual edits to the data using the Payroll Interface Inbound Records task.

Successfully run the validation process, either standalone or as part of the e-IWO Process flow.

For further info, see *Set Up Processing of e-IWOs* in the Help Center.

Report Parameters

Legislative Data Group

Your US LDG.

Start Date

Start date on the inbound e-IWO file. The flow includes any unprocessed e-IWOs received within this range.

End Date

End of the date range for e-IWO processing. The flow includes any unprocessed e-IWOs received within this range.

Post Processing

After this flow completes:

1. Run the e-IWO Inbound Audit Report flow to generate the audit report, and review any errors. To be included in the Acknowledgment file, each order must be in either VALID or INVALID status.
2. Review the updated Involuntary Deductions cards for accuracy.
3. If additional changes are necessary, rerun the validation, card update, and audit report flows.
4. Run the e-IWO Employee Notification Report flow.
5. Run the e-IWO Outbound Acknowledgment flow.

Related Topics

- [How the Electronic Income Withholding Order Processes Derive Reference Codes](#)
- [Receive and Process e-IWO Inbound Orders](#)
- [Set Up Processing of e-IWOs](#)
- [e-IWO Inbound Audit Report](#)
- [e-IWO Process](#)

e-IWO Process

The e-IWO Process flow retrieves any new inbound order info from the Electronic Income Withholding Order (e-IWO) storage tables and performs the necessary actions on the obligor Involuntary Deductions calculation cards.

It consists of these flows.

e-IWO flow	What it does
e-IWO HCM Data Loader Process	Uses HCM Data Loader to load the e-IWO data into the storage tables. The e-IWO Process flow only runs this flow during an automatically scheduled run. If you start e-IWO Process manually, it doesn't include this flow. You must load your e-IWO data into the storage tables manually. Note: If you're using any web service solution to perform e-IWO processing automatically, you must pass the required HCM Data Loader (HDL) parameters to ensure proper execution of this flow. For further info, see the following technical briefs on My Oracle Support. • Oracle HCM Data Loader: User Guide (1664133.1) • Loading Electronic Income Withholding Orders using HCM Data Loader (2259608.1)
e-IWO Validation Process	This flow: 1. Checks the data loaded into the e-IWO storage tables. 2. Validates each order according to Office of Child Support Services (OCSS) criteria and sets the status. 3. Issues the appropriate warning messages if needed in the Audit Report. For further info, see e-IWO Validation Process in the Help Center.
e-IWO Involuntary Deductions Card Load Process	This flow: 1. Associates the payee in the order with a third-party payee. 2. If you haven't defined the payee, it attempts to use a default payee as defined through the user-defined tables. 3. Uploads valid e-IWOs to the obligor's Involuntary Deductions card, and creates card components as necessary. ○ If the child support amount on the order is greater than \$0, the flow creates a Child Support component.

e-IWO flow	What it does
	○ If the spousal support amount on the order is greater than \$0, the flow creates a Spousal Support component. ○ If both amounts exist, it combines them and applies them to a Child Support component. 4. Creates a card if the obligor doesn't already have one. It creates the card and card component with an effective date as defined on the Document Date field of the e-IWO file. In the unlikely event that this date is earlier than the existing card effective date, the flow raises an error. 5. For cases where the obligor has multiple payroll relationships, it performs additional steps. For further info, see How e-IWOs Are Processed When an Obligor has Multiple Payroll Relationships in the Help Center. For further info, see e-IWO Involuntary Deductions Card Load Process in the Help Center.
e-IWO Inbound Audit Report	Generates the e-IWO Audit Report output file. For further info, see e-IWO Inbound Audit Report in the Help Center.
e-IWO Employee Notification Report	Generates PDF reports for all new or amended e-IWOs. It stores these files in Document Records and emails them to the employees. For further info, see e-IWO Employee Notification Report in the Help Center.

Configure this flow to run automatically on a daily basis to uptake and process incoming e-IWOs.

To run it manually:

1. From **My Client Groups**, click **Payroll**.
2. Click **Submit a Flow**.
3. Enter your US legislative data group (LDG).
4. Search for and select **e-IWO Process**.

Before You Start

Retrieve the inbound order file from your secure FTP server.

Convert the e-IWO file into a .dat format supported by HDL

If you're running this flow manually, use HDL to load the .dat file into the e-IWO storage tables.

For further info, see Set Up Processing of e-IWOs in the Help Center.

Report Parameters

Legislative Data Group

Your US LDG.

Start Date

Start date on the inbound e-IWO file. The flow includes any unprocessed e-IWOs received within this range.

Note: When configuring the automatic schedule for this flow, leave this parameter blank.

End Date

End of the date range for e-IWO processing. The flow includes any unprocessed e-IWOs received within this range.

Note: When configuring the automatic schedule for this flow, leave this parameter blank.

Output Reports

This flow generates the following.

- e-IWO Inbound Audit Report
- e-IWO Employee Notification Reports

e-IWO Inbound Audit Report

The e-IWO Inbound Audit Report flow generates this report when you run it either as part of the e-IWO Process flow or as an independent flow.

If you processed multiple inbound files, this report includes results for all files, sorted by file name.

The e-IWO Process flow sends an email notification with this report as an attachment. For further info about how to specify the email recipients, see *Set Up Processing of e-IWOs* in the Help Center. There's no email notification if you generate this report through the e-IWO Inbound Audit Report flow.

For further info, see *e-IWO Audit Report* in the Help Center.

e-IWO Employee Notification Report

The e-IWO Employee Notification Report flow generates these PDF files when you run it either as part of the e-IWO Process flow or as an independent flow.

These files contain details on each new and amended e-IWO you have successfully processed, suitable for delivery to your employees. The flow stores these files in Document Records and emails them to the appropriate employees.

Note: These aren't the same documents as issued by the OCSS.

Related Topics

- [Receive and Process e-IWO Inbound Orders](#)
- [Set Up Processing of e-IWOs](#)
- [e-IWO Involuntary Deductions Card Load Process](#)
- [e-IWO Audit Report](#)
- [e-IWO Inbound Audit Report](#)

e-IWO Validation Process

Once you have loaded an Electronic Income Withholding Order (e-IWO) into the storage tables, use this flow to validate the data.

The e-IWO Process flow automatically runs this flow for you. However, you can run it manually.

This flow:

1. Checks the data loaded into the e-IWO storage tables.
2. Validates each order according to Office of Child Support Services (OCSS) criteria and sets the status.
3. Issues the appropriate warning messages if needed in the Audit Report.

This flow assigns each order with one of these statuses.

Order status	What it means
VALID	Represents orders that were successfully processed. This includes orders that generated the following OCSS error codes. • B: Employee Name Mismatch • S: e-IWO Obligor Is Suspended Employee • W: Employee Is Associated with Incorrect Employer Orders with this status are considered Accepted on the Acknowledgment file once they have been transferred to the Involuntary Deductions card.
INVALID	Represents orders processed and deemed invalid with the following error codes. • B: Employee Name Mismatch • D: Duplicate IWO • N: Noncustodial Parent No Longer an Employee • S: e-IWO Obligor Is Suspended Employee • U: Noncustodial Parent Not an Employee • W: Incorrect FEIN • X: Unable to Process Record • Z: Unable to Terminate Order Orders with this status are considered Rejected on the Acknowledgment file.
FAILED	Represents orders that failed to process due to internal errors, such as service unavailability. You must correct the error and repeat the processing. Orders with this status aren't included on the Acknowledgment file.
NULL	Represents orders the validation process was unable to process, regardless of reason. Orders with this status aren't included on the Acknowledgment file.

Run this flow to validate:

- New e-IWOs after the main e-IWO Process flow failed due to an error, such as a system failure
- Manual changes you made to data in the storage tables, such as after correcting errors in the Audit Report or changing an order's status

To run this flow:

1. From **My Client Groups**, click **Payroll**.
2. Click **Submit a Flow**.
3. Enter your US legislative data group (LDG).

4. Search for and select **e-IWO Validation Process**.

Before You Start

Retrieve the inbound order file from your secure FTP server.

Convert the e-IWO file into a .dat format supported by HDL.

Use HDL to load the .dat file into the e-IWO storage tables.

For further info, see Set Up Processing of e-IWOs in the Help Center.

Report Parameters

Legislative Data Group

Your US LDG.

Start Date

Start date on the inbound e-IWO file. The flow includes any unprocessed e-IWOs received within this range.

End Date

End of the date range for e-IWO processing. The flow includes any unprocessed e-IWOs received within this range.

Post Processing

When this flow completes:

1. Run the e-IWO Involuntary Deductions Card Load flow to update the obligor Involuntary Deductions cards.
2. Run the e-IWO Inbound Audit Report flow to generate the audit report, and review any errors. To be included in the Acknowledgment file, each order must be in either VALID or INVALID status.
3. Review the updated Involuntary Deductions cards for accuracy.
4. If additional changes are necessary, rerun the validation, card update, and audit report flows.
5. Run the e-IWO Employee Notification Report.
6. Run the e-IWO Acknowledgment flow.

Related Topics

- [Receive and Process e-IWO Inbound Orders](#)
- [Set Up Processing of e-IWOs](#)
- [e-IWO Process](#)
- [e-IWO Inbound Audit Report](#)
- [e-IWO Involuntary Deductions Card Load Process](#)