



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Social Services

ROY COOPER • Governor
MANDY COHEN, MD, MPH • Secretary
WAYNE E. BLACK • Director

July 5, 2018

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: Employers added to the electronic Income Withholding Order (eIWO) process

Traditionally, the State Office of Child Support Services has sent out letters each time employers choose to utilize the eIWO process. Due to the vast number of employers that continue to select this method of income withholding, effective immediately, our office will no longer distribute these letters.

Please note, once an employer has elected to use the eIWO process, users will see ****eiwo**** reflected on the employer record in the Third Party Table (TPT) in ACTS. Additionally, when such an employer is selected and an income withholding prints, ****eiwo**** is printed at the bottom of the form. Please remember, these forms should not be mailed since the income withholding is sent electronically to the employer

For more information regarding this process, please review the policy related to eIWO found in the Child Support Manual Chapter P, Topic 11, Section N and Topic 13, Section B.

If you have questions, please contact the Functional or Policy unit at (919) 855-4755, or contact your Regional Program Representative.

Sincerely,

Carla West, Section Chief

cc: IV-D Regional Program Representatives
IV-D Policy and Training

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