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General Questions

1. Why should I use the Oregon Employer Services Portal?

Benefits:

1. Cost savings

- Use less paper
- No postage costs
- Less time to process forms
- Save notices to your computer
- Electronically respond to Income Withholding Orders (IWOs) and National Medical Support Notices (NMSNs)

2. Ability to self-manage your own portal account

- As a “Security Contact”, you have the ability to register up to five “Employers” during the registration process. After your business account is approved, an unlimited number of employers may be added.
- Add additional User(s) and choose one of three specific roles such as, Payroll, Medical, or Payroll and Medical to perform work for your company using the portal.
- Assign Third Parties and/or Plan Administrators to perform work on your behalf.
- At least one Security Contact is required to receive email notification for notices delivered to your portal account. Security Contacts may delegate other user(s) to receive them.

3. Availability of many child support related services

- Report new or rehired employees
- Receive and respond to Income Withholding Orders (IWOs) electronically
- Receive and respond to National Medical Support Notices (NMSNs) electronically
- Send child support payments electronically
- Report employee terminations
- Respond to Verification of Employment requests electronically (coming soon)

4. Convenience and accessibility

- Available 24 hours a day, seven days a week, with the exception of occasional down time for maintenance.
- Employer Services staff is available for assistance with your account five days a week.
- Access to multiple internet resources through links within the Portal
 - Division of Child Support (DCS) Employer Resource page
 - Department of Justice page
 - Child support laws
 - Office of Child Support Enforcement (OCSE) page
 - Portal Frequently Asked Question's
 - Online interactive Calculators

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2. Who do I contact if I have questions about the portal?

Contact Employer Services, Monday – Friday, 8:00 am - 5:00 pm Pacific Time at 1-866-907-2857, or email OESP@doj.state.or.us for assistance with your portal account.

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3. How do I report my new hires or rehired employees?

Report all new or rehired employees within 20 days of their start date through the “Employees” tab and go to “Report New Hires.” If your rehired employee(s) is/are on the “Manage Employee” page with the status “Not employed,” click “Rehire” to enter the employee information and submit.

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4. What are the benefits of reporting my new hires or rehires through the portal?

- You are able to submit your new or rehired employees online instead of completing a form and sending information by fax or mail.
- You can report new hires individually or via file upload. The File Upload feature saves time by providing the option to report multiple new hire records from Excel, CSV, or Text files.
- Your information will be updated in our child support system overnight which speeds the process of issuing notices when appropriate.
- We can prevent the entry of duplicate new hires or rehires by telling you the employee has recently been reported as a new hire or rehire within the last 45 days.
- Use of the portal is not limited to Oregon employers, as long as a company has a Federal Employer Identification Number (FEIN), employer new hire data can be reported through the Portal.

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5. How do I report that an employee has terminated employment or been laid off?

- If you received either an Income Withholding Order and/or a National Medical Support Notice, you may report the laid off or terminated employee through the “Notices” tab and then click on the “View or Respond” link.
- If you did not receive a notice and the terminated employee is not on your employee list, you may add the employee to this list and then submit them as a terminated employee.
- If this terminated employee is not on your employee list, you can submit the termination information by email or fax.

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6. How will I know when Income Withholding Orders (IWOs) and/or National Medical Support Notices (NMSNs) have been delivered?

The Security Contact(s) and/or their User/Delegates will receive emails advising them that at least one IWO or NMSN have been sent to your account to review and process.

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7. How long will notices be available for me to view or respond to?

Notices will be available to view for 90 days on the portal. All notices can be printed and/or saved to your own computer within the 90 days.

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8. Why am I not getting all of my notices through the portal?

If you didn't report new or rehired employees through your portal account, it's likely some part of your employer information does not match your portal account information. Without this match, the child support system cannot link the information to your portal account and defaults to sending all notices by regular mail.

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9. Where do I find definitions for the different roles in the portal?

You will be able to find the different roles in Portal (i.e. Security Contact) in the OESP User Guide. [OESP User Guide](#)

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10. What browsers can I use with the portal?

Our site uses 128-bit encryption, so you will need to upgrade your browser if it doesn't support 128-bit encryption. Most modern browsers use 128-bit encryption. These include: Microsoft Internet Explorer 5.x and later, Netscape 7.x and later, Firefox 1.x and later, and Google Chrome.

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11. How do I close my portal account?

Contact Employer Services, Monday - Friday 8:00 am - 5:00 pm Pacific Time at 1-866-907-2857, or email OESP@doj.state.or.us for assistance with closing your portal account.

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Registration Questions

1. How do I register for a portal account?

You may sign up for the Employer Portal by going to the following web site: <https://employerPortal.oregonchildsupport.gov/>. You will be asked to provide some business information including the registered legal name of the business, the Federal Employer Identification Number, name of the Security Contact and their email address, main business address, and phone number. When registering an Employer Account, you will also be asked to provide Income Withholding and Medical contact information.

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2. If I don't have an e-mail address, what can I do?

If you don't already have an e-mail address, free e-mail accounts are available through internet providers. The State of Oregon cannot endorse any particular provider, but email providers include: [Microsoft](#), [Yahoo](#), [Google](#), and [America Online](#).

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3. Can I use my email address for more than one account?

No. If you use an email address more than once for each account type (i.e. Employer, Third Party), you will receive the following error message: "***The Email entered is already associated with an OESP account and cannot be re-used.***"

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4. Can I register more than one business for an account?

Yes, the Security Contact may register up to five businesses for an account during the initial registration process. Once the account is approved, an unlimited number of businesses can be added. This allows the owner of multiple businesses to manage these business accounts while maintaining only one user ID and password.

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5. Who do I contact if I have questions when I am registering for the portal?

You may contact Employer Services, Monday – Friday, 8:00 am-5:00 pm Pacific Time at 1-866-907-2857, or at (503) 378-2868 locally, or send an email to OESP@doj.state.or.us.

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6. How will I know my account has been approved and I can begin using the portal?

In two to five business days an email will be sent to the Security Contact email address given when the account was created. The email will include an activation code and link to the Portal. Go to the web site, to enter your user ID, account password and the activation code when prompted. From this point forward, you may access your portal account.

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7. How do I add other users to my portal account?

From the home screen, you may add users to your account by clicking on the "Users/Access" tab on the left side of the screen. Next, click on "Manage Users" link and then click on the box labeled "Add New User" to add user(s).

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8. Who do I contact to update my account information?

Your company's security contact person(s) can update it anytime without assistance.

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9. What if I forget my User ID or Password?

The portal home page has links to assist you if you forget your user ID or password. If you want to change your password or security questions, go to the Users/Access tab and select “Change my Password and Security Questions” link. You will be prompted to change your password every 12 months.

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10. How do I know my account information is protected and secure?

We have made it one of our top priorities to keep information about your accounts private. We offer the highest level of security, using the latest encryption technology for online transactions, as well as virus protection and firewalls. As an additional layer of security, when you register your account you are required to select a Site Key picture and name it. Every time you log in and enter your account, the Site Key and name will display. If the Site Key and name are not what you selected, contact ESCU at 1-866-907-2857 immediately for assistance. For more information on Portal security, click on the “Security” link located on the bottom of each Portal page.

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11. When I register my account, I am asked if I offer “Health Care Coverage.” What does this mean?

If your company doesn’t offer dependent or family health care coverage to **any** of your employees, select “No” from the drop down box. If your company does offer dependent or family health care coverage to **any** of your employees, select “Yes” from the drop down box. If your employee is represented by a union and the union offers dependent or family health care coverage to any of your employees, select “Union” from the drop down box.

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12. When I register my account, I am asked for my preferred “Notice Delivery Method.” What does this mean?

If you want to have Notices sent electronically to your Portal account select "Online via Portal." By selecting this option, Income Withholding Orders and National Medical Support Notices issued from us to you would be delivered to the Notices section of your Portal account. Notices are viewable for 90 days, and Users have the option to save and/or print these forms.

If you want to have Notices sent to you by regular mail select "regular mail." By selecting this option, Income Withholding Orders and National Medical Support Notices issued by us to you would be sent by regular mail to the address you provided during the registration process.

The delivery method you select will apply to both Income Withholding and Medical notices. This option can be changed after registration, by going to the “Manager Employer Information” section of your Portal account.

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13. Why am I required to change my portal password every 12 months?

To reduce the risk of having your personal information accessible by unauthorized individuals. Passwords are the first line of defense against unauthorized access to any information system. Due to the storage and access of personal information in the portal, all user account passwords are required to be changed every 12 months.

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14. In the registration process, what does the number of employees mean?

This means the total number of employees who work for the employer.

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15. Can a Third Party (bookkeeper or payroll company) create an account for their employer?

If you are a third party company or person (bookkeeper or payroll company) registering an account **on behalf** of an Employer, the account will be denied. In order to do business in the Portal, an Employer must complete their own registration and accept their own Terms of Agreement.

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Portal Payment Questions

1. Am I required to send child support payments by Electronic Funds Transfer?

Any business may remit child support payments electronically. Employers are required to comply with the mandate for electronic remittance of child support payments if your company meets the criteria outlined in http://arcweb.sos.state.or.us/pages/rules/oars_100/oar_137/137_055.html.

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2. How is my bank account information used?

All user information is used to establish Automated Clearing House links in order to enable Electronic Funds Transfers. We do not solicit our website users to make payments nor do we provide user information to any other entity. For more information see our Terms of Agreement at <https://employerportal.oregonchildsupport.gov/pdf/terms.pdf>. For more information on privacy, see our Privacy Policy at <https://employerportal.oregonchildsupport.gov/links/privacy.aspx>.

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3. Am I required to send child support payments by Electronic Funds Transfer if my business is out-of-state?

If you are an Oregon employer or have a registered agent in Oregon, you are required to send child support payments by Electronic Funds Transfer. Any employer can register for Electronic Funds

Transfer if you are banking within the United States. You may register at <https://employerportal.oregonchildsupport.gov/index.aspx>.

The following are additional benefits to out of state employers who choose to participate in Portal:

- Update company and employee information
- Report new or rehired employees and report terminations
- Receive and respond to income withholding orders
- Receive and respond to National Medical Support Notices
- Add users within your company to process payroll and medical-related items
- Authorize a third-party company to work on your behalf

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4. Will I be able to make payments immediately after I register?

No. Once your Portal account is approved and activated you will need to follow the steps outlined [Question #8](#) in Portal Payment Frequently Asked Questions.

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5. Do you verify the bank account prior to the first payment?

Yes. Once we receive the authorization form and bank account verification document, you will need to wait 7 to 10 business days for the process to be completed. You will be notified by email when your bank account has been approved.

Once your bank account has been approved, you may begin to make payments.

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6. My bank account is still “verifying.” How long will this take?

Once a bank account has been added to your Portal account, it will default to “verifying” status. After you fax the authorization form and bank account verification document, it may take a few days for Employer Services to process the bank authorization. Your financial institution may take 7 to 10 business days to process the forms. Refer to [Question #5](#) of this section for specific scenarios.

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7. What do I need to do to make payments in the portal?

- After you have completed registration and Employer Services has approved your account, you will receive an activation code via the email account registered with the Employer Services Portal. This activation code is only active for seven days, so it is important to use the link in the email to sign into your account and enter the eight character activation code to complete the one-time activation process of your Portal account.
- You will need to add a bank account to debit child support payments.

- Then you must fax a copy of the new Portal bank authorization form **and** proof of banking information to Employer Services at fax number 503-378-4825. Acceptable proof would include:
 - Voided check with routing and account numbers, **or**
 - Signed letter from a representative of your financial institution verifying your bank account name, routing and account number, **or**
 - Bank authorization form **stamped and signed by a bank representative** verifying the bank information on the document is correct.

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8. Why does it take 7 to 10 business days to verify my bank account?

The Oregon Department of Justice has chosen to require a pre-note for all Electronic Funds Transfer debit processes. The purpose of this pre-note is to “validate” the routing number and account number of the bank account at the receiving bank or financial institution. The National Automated Clearing House Association regulations require us to allow processing time for the payment transfer through the financial institutions and the Automated Clearing House network. The verification process involves a number of required steps to ensure the accuracy of your account information in the Portal.

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9. What if the payment I initiated in the Portal is returned?

You will receive an email notification with information about the returned payment and bank account status. A member of the Employer Services team will contact you to follow up regarding the reason the payment was returned. You may contact Employer Services, Monday – Friday, 8:00 am - 5:00 pm at our toll free phone number, 1-866-907-2857, to resolve the issue.

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10. What happens if I attempt to delete a bank account?

Only employers and their users will have the ability to delete a bank account. Users who are assigned the roles of Security Contacts, payroll only, and combined payroll and medical will be allowed to delete a bank account. Third parties cannot delete a bank account.

A bank account cannot be deleted if there are payments waiting to be processed. If you try to delete a bank account with pending payments, you will receive the following error message, “Unable to delete this bank account due to a pending payment in process.” You will need to wait until the payment has posted.

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11. Can I use a foreign bank to send payments?

Only banks registered in the United States can be used for portal payments.

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12. How do I re-activate a bank account that was moved to “inactive” or “suspended” status?

To re-activate your bank account, contact Employer Services, Monday – Friday 8:00 am - 5:00 pm, toll free phone number 1-866-907-2857 for assistance.

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13. Can I use more than one bank account to make payments?

Yes. The portal allows you to enter multiple bank accounts and each account will be verified as part of the authorization process. You are required to give each bank account an account description or “friendly” name. This friendly name can assist you in recognizing the account to be used for making child support payments (i.e., child support payments). Once the accounts are verified, you will be able to initiate payments for the selected employer by selecting the “friendly” account from a drop down box in the payment screen in the portal.

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14. What if I want to add or change bank accounts?

The existing bank account information cannot be changed. You may add a new bank account which will prompt you to send a new authorization form and verification document.

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15. When I make a payment, why can't I set it for today? Why do I have to wait two to three business days?

The National Automated Clearing House Association regulations require us to allow processing time for the payment transfer through the financial institutions and the Automated Clearing House network.

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16. Can I set up recurring payments?

No. Each pay cycle, you must log in to your portal account and make the payment. Funds will not be collected from your account until you log into your portal account and make a payment by selecting an effective entry date from the calendar.

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17. Do you allow file uploads for businesses?

At this time, we cannot accept file uploads of employee information into the portal. Upon initial registration of your business account, each employee must be keyed into your employee list for your portal account. However, after the initial setup, their list is automatically updated every time they add a new hire.

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18. What happens if a payment date falls on a weekend or a banking holiday?

You are not able to schedule your payment on a weekend or a banking holiday. Payments can be scheduled for the next business day.

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19. Can I cancel a payment once it has been submitted?

Payments in “initiating” status may be cancelled up until 11:50 pm Pacific Time two days before the payment date. Once the payment is in “processing” status, you cannot cancel the payment, and will need to contact Employer Services, Monday – Friday, 8:00 am – 5:00 pm at our toll free phone number, 1- 866-907-2857 for assistance.

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20. How long does the process take from making a payment in the portal to apply it to the employee’s child support case(s)?

In general, it takes five to seven business days from the payment date before it is applied to their child support case(s).

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21. Can I use a credit card to make payments?

The portal does not accept credit cards as a form of payment.

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22. When is the payment withdrawn from my bank account?

The employer chooses the effective withdrawal date of the payment. This is the submission date in your portal account.

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23. What if I made an error in making a payment?

If for any reason an error has occurred, check the “help” icon for assistance. For additional help, contact Employer Services, Monday - Friday 8:00 am - 5:00 pm at our toll free phone number, 1-866-907-2857, or email OESP@doj.state.or.us for assistance.

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24. Do I need to keep my portal account open if I no longer have an employee with a child support Income Withholding Order?

If the employee has terminated employment, you may remove the employee from your payment and employee list. You may also choose to keep your portal account open to submit new hires electronically.

You may close your portal account if you do not have any employees with current Income Withholding Orders. However, if you offer health care coverage for employees, you may receive a National Medical Support Notice for an employee who does not currently have an Income Withholding Order. Keeping your portal account open will allow notices to be sent electronically when appropriate.

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25. Can you send me a list of all my payments or the payments made in the last year using the Portal?

You will be able to view two years of payments in your portal account under “Payments/ View Payments History.”

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26. Why does my web payment history only display the payments I made on the portal?

The portal is only capable of recognizing Electronic Payments that you have made using this system.

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27. How do I submit a payment until my portal bank account is approved?

Send payment by check with employee name and Social Security number and/ or case number(s) to: Department of Justice, PO Box 14506, Salem, OR 97309. Include the payroll date with the payment.

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28. Why does it ask me for only one total amount when I make a payment for my employee who has multiple child support income withholding orders?

For employers who previously submitted child support payments to us, this is a new process. Previously, the employer was required to identify the amount and child support case number for each case they had withheld child support from their employee.

If the employer is making a payment for an employee with multiple child support income withholding orders, the employer will submit the total withheld for the multiple child support income withholding orders, and we will distribute the appropriate amount to each of that employee’s cases.

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Income Withholding Order Questions

NOTE: The answers provided below are for Oregon employers only. If you are not an Oregon employer click the link below for other states’ income withholding contacts and program information: <http://www.acf.hhs.gov/programs/css/resource/state-income-withholding-contacts-and-program-information>

1. How does an employer know when to withhold?

Withholding must begin the first pay period occurring after receipt of the Income Withholding Order for Support (CSF 11 0210). For Oregon employers, the withheld pay must be sent within seven (7) working days of the pay date or date of withholding.

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2. How does an employer know how much to withhold?

The amounts to withhold per pay cycle are given on the first page of the Order and can be found under the heading, "Amounts to Withhold."

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3. What is the total maximum amount that can be withheld from the employee's disposable income?

In Oregon, the maximum withholding limit is 50% of the employee's disposable income. For assistance in determining the maximum withholding limitation, you can log into your employer portal account and under the Notices tab, click the Calculators link and refer to the Maximum Withholding Calculator. This calculator helps you determine if amounts to be withheld for cash child support and health care coverage will exceed maximum withholding limits.

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4. What is disposable income?

Disposable income is defined as the part of an individual's income remaining after the deduction of any amounts required to be withheld by law. In Oregon mandatory deductions are: federal, state, and local income tax, social security, Medicare, Workers' Compensation and any statutory retirement payments.

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5. Can the employer deduct a fee for processing the Order?

Oregon employers are entitled to deduct a monthly fee of \$5.00 per withholding order to defray the cost of processing. This fee is deducted from the employee's remaining income and not the support payment, unless withholding is 50% of the employee's disposable income. [In this case, withhold the fee from the amount you send to the issuer of the Order.] Oregon law states that the amount withheld, including the employer's fee, cannot exceed 50% of the employee's disposable income.

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6. What if the employee's disposable income is less than the amount to withhold listed on the Order?

Based on the priority of withholding for Oregon employers, cash support (including spousal support) is withheld first, health care coverage premiums second, and "other" is last. If the employee has multiple Orders, cash support (current) for all cases is withheld first on a proportionate-share basis, then equally applied to any remaining amounts on all Orders with arrearages. If any income is left after cash support is withheld, then withhold for the health care coverage premium, then the "other" would follow.

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7. Does an employer have to change their payroll dates to comply?

Employers do not have to vary their pay cycles to comply with the Order. The Order provides the total to be withheld and the corresponding amounts for weekly, biweekly, semimonthly, and monthly pay cycles for the convenience of the employer.

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8. Does the employer have to tell the employee they received an Order?

The Oregon Child Support Program sends a copy of the Order to the employee when the document is sent to the employer. If the Order was sent by another state, the employer must provide a full copy of the Order to the employee.

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9. Can child support be withheld from lump sum payments?

Yes, child support can be withheld up to 50% of a lump sum payment after mandatory deductions. The definition of income is money owed to an employee and includes but is not limited to money paid for personal services, including wages, salary, bonus, commission, and pension or retirement payments. Income received as an independent contractor, cash dividends from stocks or bonds, unemployment compensation, disability, or workers' compensation benefits are all considered income as well.

If the employee is due to receive any type of lump sum payment or benefit, you may be required to withhold from that income. Contact Employer Services, Monday – Friday, 8:00 am - 5:00 pm at 1-866-907-2857, or 503-378-2868 locally for assistance.

You can use the Debt Inquiry Service which allows registered and authorized employers to provide information about employees who are eligible to receive a bonus or lump sum payment either by uploading a file or entering information on a screen on the online application. Send an email to debtinquiryservice@acf.hhs.gov to schedule a demonstration and to receive registration materials.

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10. What do I do when my employee tells me the information on the Order is wrong?

Employers are not responsible for answering questions about the information on the Order. Refer the employee to the enforcing agency that issued the Order. **Do not** refer the employee to Employer Services. The Order to withhold income remains in effect until you are notified by an authorized representative of the issuing agency to stop or amend the withholding amount. Employers should refer their employee(s) to the issuing agency or office specified on the employee's copy of the withholding form under Contact Information on page 3.

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11. What do I do if I receive an Order for a person who no longer works here or has never worked here?

You must notify the Child Support Enforcement agency immediately or no later than the next pay day, this person has never worked for you, or this person no longer works for you.

If your Notice Delivery Method is **online via portal**, you will have the benefit of notifying us electronically by accessing the “Notices” tab from the home page and click on the “View or Respond to Income Withholding” link. Then “Select” this person from the employee list and under the “Response” sub-heading click on the appropriate option and click “Submit.”

If your Notice Delivery Method is **regular mail**, complete the section titled “Notification of Employment Termination or Income Status” on page 3 of the Order and either mail this page back to **Employer Services, 4600 25th Ave NE, Suite 180, Salem, OR 97301**, or fax this page to 1-877-877-7416.

You may contact the Employer Services Monday – Friday, 8:00 am - 5:00 pm, at 1-866-907-2857, or 503-378-2868 locally to notify us this person has never worked for you or no longer works for you.

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12. How can I verify the balance owing on my employee’s child support case?

The employer may contact the issuing agency or if the Order is from an Oregon entity, Employer Services, Monday – Friday, 8:00 am - 5:00 pm at 1-866-907-2857, or 503-378-2868 locally for assistance.

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13. If I receive an Order from another state which state’s withholding laws apply?

Follow the withholding laws of the state in which the employee works with regard to:

- Employer Fee (maximum allowed)
- Employer Fee frequency
- Disposable earnings exclusion
- Exceptions to Federal CCPA limits
- Allocation of multiple orders
- Exception to seven business day remittance -- Order retention when employee terminates
- Maximum withholding amounts

If your employee works in different states, follow the laws of the state that you report quarterly payroll earnings to.

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14. Does an Order always come from the Oregon Division of Child Support or District Attorney’s office?

No. The law allows every state to send Orders to employers outside their own state; therefore, an Order to withhold may also come directly from another state, a private attorney, or a custodial parent.

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15. Will Order(s) from different states vary?

Yes. Although the Income Withholding Order for Child Support should be the same from every state because it is a standardized federal form, each state has different forms that will accompany the Order.

Oregon sends the Income Withholding for Support Address Cover Letter (CSF 11 0210A) with the Income Withholding Order for Support.

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16. Can an employer discipline, discharge, or refuse to hire an employee who has an Order?

No. An employer commits an unlawful employment practice if the employer discharges, refuses to hire, or in any other manner discriminates, retaliates or takes disciplinary action against the employee, because of the entry of or service of an Order to withhold or because of the obligations the Order imposes on the employer.

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17. What if an employer does not comply?

The employer may be liable for the full amount of support not withheld from the employee's pay, and may also be subject to a fine and be required to pay reasonable costs of a civil action to recover the amounts subject to withholding, including attorney fees.

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18. When does the State of Oregon send out Orders to Withhold?

The State may initiate an Order to Withhold Income for Child Support to the employer within two (2) days of learning about a non-custodial parent's employment. An amended Order to Withhold Income for Child Support may also be issued whenever a change occurs on an existing child support case.

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19. When an employer receives an Order, what documents are included?

The Oregon Child Support Program issues the federal form, Order to Withhold Income for Child Support, the Oregon Information for Withholder. These forms provide a summary of all the information the employer needs to comply with income withholding.

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20. What should I do if an employee wants to make a voluntary deduction for his/her child support, or increase the amount withheld in excess of Order?

The employee would need to contact the assigned child support agency. The employer is required to withhold the amount noted on the Order. An employee can make additional payments by personal check or money order to the issuing agency.

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21. Who should I contact if I have questions about payment processing issues or the Order?

You may contact the authorized representative of the issuing agency as noted on the Order or Employer Services, Monday – Friday, 8:00 am - 5:00 pm, at 1-866-907-2857 or locally 503-378-2868.

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22. Why am I not able to view my Order(s) on the portal?

You will need to have a PDF Reader installed on your system in order to open and view your notices.

If you do not have a PDF Reader installed on your system, you may download one from the portal by clicking on the hyperlink at the bottom of each page.

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