

CHILD SUPPORT EMPLOYER ELECTRONIC FUNDS TRANSFER PROCESS AND PROCEDURES

Note: Please DO NOT use your browser's back and forward options to navigate this application. Use the buttons provided in the application.

Step #1 - COMPLETE EMPLOYEE "DETAILS"

From the Main Menu select the 'Employee' link. Your **employee's social security number and 'case identifier' are required**. This information may be obtained from the Order/Notice to Withhold Income for Child Support (Income Withholding Order) that was issued to your business.

The number that displays on the first page of the income withholding order above the wording 'employee/obligor's case identifier' is the number to be used. North Dakota's case identifier is always a number, and at the current time does not exceed 6 digits. Each person known to the Child Support computer system has been assigned a specific number that is used to distinguish one 'Jeff Olson' from another 'Jeff Olson'. For the purpose of non-custodial parents who are under income withholding, this is referred to as the 'case identifier' when remitting a payment to North Dakota's SDU. If you are unable to determine the correct number, contact the Employer EFT Administrator at one of the numbers provided at the bottom of this document.

The Child Support computer system maintains the current and all known alias names for all individuals involved in a child support case. The name that displays is the current name known to the computer system. It is possible that your employee has married and changed names, or divorced and gone back to a former name. You may know of a more current name than the child support computer system. If you have any questions, call the Employer EFT Administrator to verify that you are adding the correct individual.

The **amount to be withheld each pay period** is calculated for you on the first page of the income withholding order. If you withhold a lower amount, the website will provide a page to record the reason for the difference, and forward that information to the worker assigned to the case. If you receive an amended income withholding order for child support, you may select the Edit link under the Action column to update the amount ordered to be withheld.

The **Health Insurance Provided** field should be marked as yes if the employee has dependent or family health insurance coverage available through the employer's plan. If the availability of health insurance changes, you may update using the Edit link.

Once an **employee is no longer employed** with your business, you may change the **Status** to inactive. This option was created to help employers search for only active employees. The Edit link may also be used to change the Status.

You may mark **employee as terminated**, when first adding employee or by using the Edit link. When marking an employee as 'terminated,' 'State law at NDCC 14-09-09.16(9) provides that "The income payer shall notify the public authority in writing of the termination of a duty to pay income to the obligor within seven business days of the termination. The notification must include the name and address of the obligor's subsequent income payer, if known." Page 4 of the income withholding order that is issued to the employer provides in #5 "TERMINATION NOTIFICATION: You must promptly notify the payee when the employee/obligor is no longer working for you. Please provide the information requested and return a copy of this order/notice to the agency listed below." As stated on this page of the website, you have a choice whether to provide the termination information via the web page by using the 'Edit' option or by sending it in another manner, such as by mail, email, or fax. Upon receipt of the information you provide, the assigned worker will look for another employer for the obligor, or will issue an income withholding order to the obligor's new employer.

If an employee was added in error or is no longer employed with your business, you may delete that employee using the delete link listed below the employee information.

Step #2 - CREATING PAYMENTS

Your bank account must be in ACTIVE status to create payments.

You must remit the income withholding payment within 7 business days of the pay date of withholding.

Use the '**Add**' under Payment Information link to create payments.

- A.** Click on the 'select' button of the bank account you are requesting to be debited.
- B.** Enter in the payroll date that pertains to this payment
- C.** Enter the process date
 - (1.) The payment will be processed after 9:00pm on business days
 - Changes or cancellations to payments may be done until 9:00 PM on the designated process date.
 - (2.) The date cannot be prior to today's date
- D.** Select the 'Continue' button
- E.** Select 'Add Employees to Payment' Button
 - (1.) Click 'Select' box to choose employee(s)
 - (2.) Click 'Continue' button
 - (3.) If you need to change the withheld amount, click the 'Edit' button under the action column
 - Make necessary changes if needed and click 'Update'
 - (4.) Click 'Authorize Payment' button
 - (5.) Review payment information and click 'Return' button
 - (6.) Review the payment to ensure the payment status is authorized, not unauthorized

(7.) Search Payments click 'View, Edit or Delete' to view a payment or to make the necessary changes to payment that was created that day.

Once a payment has been processed, both the primary and secondary contact people will receive notification via email.

You may also copy a previously created payment using the '**Copy**' link under the action column on the Search Payment screen. You will be taken to the View Bank Account screen. Here you will need to update the Payroll and Process Dates and click the 'Continue' button. By copying a payment you will be taken to the Authorize Payment screen, where you may make any changes to the employees such as add an employee to the payment or you can go to the Action column to Edit or Delete an employee. If no changes are necessary you may click the 'Authorize Payment' button.

If a **payment is 'unauthorized'**, the primary and secondary contact people will receive an automatic email from the Employer EFT Administrator the morning after the payment's 'process date' if the payment has not been authorized.

Each payment is separately authorized to give the employer the flexibility of having one employee set up the payment, and a different employee, perhaps the supervisor, authorize the payment to be processed. There is nothing in the system; however, that prevents the same employee from both setting up the payment and authorizing it to be picked up by Child support. The 'authorization' feature also allows you to set up **payments for future months**, but only authorize them to be processed when the actual payroll for the business is being processed.

If the **payment is less than the court ordered amount**, you will be presented with a separate web page when setting up a payment. The law at NDCC 14-09-09.16-6 provides that if the payment being withheld from the employee's income is in an amount that is less than the ordered amount, such payment "must be accompanied by a written calculation disclosing any of the obligor's income and disposable income which is payable by the income payer." Providing this information on the separate web page simplifies compliance with the state requirement, and notifies the worker. You have the ability to provide this information via another method, if you choose.

You **control the date of the debit**, as you are required to enter the 'process date' for each payment. At 9:00 PM on the 'process date', the payment information on the website will be uploaded to the Child Support computer system. The following morning the debit transaction will be sent by the Child Support computer system to the Federal Reserve System. The next morning your account will actually be debited. So the debit occurs two days after the 'process date.' As neither the Federal Reserve System nor the Child Support program work on weekends, the 'two days' referred to means two working days. The following chart may be of help in interpreting this information.

Process Date (the date your authorized payment is locked at 9:00 PM by the Child Support program, and uploaded to the Child Support computer system).	Child Support sends the debit file to the Federal Reserve System	Your account is debited
Monday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday
Thursday	Friday	Monday
Friday	Monday	Tuesday
Saturday	Tuesday	Wednesday
Sunday	Tuesday	Wednesday

If you **discover an error after a payment has been processed**, call the Employer EFT Administrator as soon as the error is discovered. The Employer EFT Administrator will determine whether the funds debited from your account can be returned to you via paper check, or whether some other solution must be pursued. You also have the ability to delete an entire payment that has been entered in error, if the deletion is completed before 9 PM on the payment's process date.

The **payment is uploaded to the Child Support computer system** on the same day that it is debited from your account. Following overnight processing, the payment is ready to be forwarded to the custodial parent the following morning. Custodial parents will receive their payments via direct deposit into their bank accounts, or EPC (Electronic Payment Card). The payment will be direct deposited into his/her bank account two business days after it has been deducted from your bank account.

Process date	Your account is debited	Child Support account is credited with the payment	Payment forwarded to the custodial parent
Monday	Wednesday	Wednesday	Thursday
Tuesday	Thursday	Thursday	Friday
Wednesday	Friday	Friday	Monday
Thursday	Monday	Monday	Tuesday
Friday	Tuesday	Tuesday	Wednesday
Saturday	Wednesday	Wednesday	Thursday
Sunday	Wednesday	Wednesday	Thursday

If there **are insufficient funds in your account**, the Child Support program will automatically attempt to debit your account on the next business day. If the second debit is unsuccessful, your account on the website will be suspended. The Employer EFT Administrator will also contact your business concerning resolution of the payment.

The **website retains a history of all payments within the last 180 days**, both those that have already been processed and those for which the 'process date' has not yet been reached. You can inquire on the details of all previously entered payments.

If you have questions regarding Employer EFT, please contact the ND Child Support Enforcement Program's Employer EFT Office. The Employer EFT office is open from 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday.

Phone: (701) 328-3339

Toll Free in ND: (800) 251-8685 ext 2

Nationwide Toll Free: (800) 231-4255

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