

# **Unemployment Insurance Tax System (UITS) Frequently Asked Questions**

**General Information**

**Filing Requirements**

**System/Browser Requirements**

**Account ID & Passwords**

**Contribution & Payroll Report**

**Wage File Import**

**Payment Options for UI Contributions**

**Wage Records**

**Power of Attorney (POA)/Authorized Representative**

**Forms**

**Troubleshooting**

**Security Features**

**UITS Contacts**

## General Information

**Q.** I'm a government agency. Can I use the UITS?

**A.** Yes, there is no difference in the reporting requirements for government agencies.

**Q.** I am an employer with more than 100 employees. Can I utilize UITS for reporting?

**A.** Yes, UITS provides several methods for you to report your employee wage detail, regardless of the number of employees:

- **Manual entry** -- This option pre-populates the employees' Social Security Numbers and location codes (if applicable) from the last filed and processed payroll and contribution report. Each consecutive time you enter UITS for online reporting, additional employee information, such as Last Name, First Name, Middle Initial (if available), will pre-populate into the system, thus reducing manual entry of employee data.
- **Import a file online** – Users create a file or modify an existing file in Excel, Quatro Pro, or other payroll software in the acceptable comma-delimited format (.csv) and import the file into UITS, eliminating manual entry. Instructions can be found at <http://www.iowaworkforce.org/ui/wagefileimport.htm>.
- **Magnetic Media** -- Users filing their reports online may choose to submit their wage detail through CDs in the ICESA format. Additional instructions can be found at <http://www.iowaworkforce.org/ui/stawrs/magmedia1006.pdf>.

**Q.** On the Account Access and Verification screen, I must provide the total rate (State Experience Rate plus the Reserve Rate). Do I use the tax rate from the previously filed quarterly report or do I use the tax rate for the quarter I am about to file?

**A.** In order to validate your authority, first time users of this system must enter the required information as it relates to the Unemployment Insurance tax account. You must use the information from the last filed and processed quarterly Employer's Contribution & Payroll Report to complete the registration process.

**Q.** I pressed the "enter" key on my keyboard and I was logged out of UITS, why?

**A.** The "enter" key's functionality varies throughout the application and should be used with caution. Use the "Back" and "Next" buttons in UITS to navigate through the application.

## Filing Requirements

- Q.** Is filing the quarterly Employer's Contribution & Payroll Report online mandatory?
- A.** No, Iowa Workforce Development encourages Iowa employers to file their quarterly reports and pay contributions through the Unemployment Insurance Tax System (UIITS).
- Q.** I do not have an email address. Can I use this system?
- A.** No, to obtain an Account ID you need a valid email address. If you do not have an email account, one can be established using a free email service, such as yahoo.com or hotmail.com.
- Q.** I'm ready to use this new system. How do I begin?
- A.** UIITS is available for reporting wages for the current quarter and the four previous quarters. Reports must be filed and processed in the order due. First time users of the Unemployment Insurance Tax System (UIITS) must register for an Account ID and password that will be associated with the employer's Unemployment Insurance tax account number. Upon entering the UIITS web site, <http://uits.iowaworkforce.org>, new users must click the "State of Iowa Enterprise A & A" icon. The screens in this process will assist the user in establishing their Account ID and password. **Please note: When creating the Account ID and password, you must complete the entire process from the same computer and browser. Do not close the browser during the registration process.**
- Q.** Do I need a Federal Employer's Identification Number (FEIN) to use this system? If so, who do I contact?
- A.** A FEIN is required to authenticate your identity to access UIITS. Click this link for additional information on acquiring a FEIN from the IRS: <http://www.irs.gov/businesses/index.html> (Select "Employer Identification Number" under Starting a Business).
- Q.** I am a new employer and do not have an Iowa Unemployment Insurance Tax account number. Can I access UIITS to file my quarterly report without a tax account number?
- A.** No, users must have an established Iowa Unemployment Insurance Tax account number to file their reports through UIITS. To establish an Unemployment Insurance Tax account, you must complete a Report to Determine Liability Form, 60-0126. This form can be found at [www.iowaworkforce.org/ui/stawrs/aux2stawrs.htm](http://www.iowaworkforce.org/ui/stawrs/aux2stawrs.htm)
- Q.** I am a new employer and have received an Iowa Unemployment Insurance Tax account number. How can I file my quarterly Employer's Contribution & Payroll Report?
- A.** The first time you file your quarterly report you must submit it by paper and allow time for it to be processed (usually 3-6 weeks), before filing any subsequent reports through UIITS.
- Q.** I plan to report my employee wage detail by Magnetic Media. Can I still file my quarterly Employer's Contribution & Payroll report through UIITS?
- A.** Yes, you may file the quarterly Employer's Contribution & Payroll Report and pay Unemployment Insurance contributions (if applicable) using UIITS. Once users have completed and processed their report through UIITS, it is important to mail the CD with

wage detail immediately to Iowa Workforce Development Attn: Tax Bureau P.O. Box 4846  
Des Moines, IA, 50306-4846.

### **System/Browser Requirements**

- Q.** What are the browser requirements for filing through UITS?
- A.** UITS works best with Microsoft Internet Explorer 6.0.29 or higher or Firefox 1.5.0.7 or higher. If you have an older version installed on your computer, Iowa Workforce Development recommends upgrading your browser at either [www.microsoft.com](http://www.microsoft.com) or [www.mozilla.com](http://www.mozilla.com). Other browsers, such as AOL, Apple Safari, Opera, Camino, Netscape, WebTV, WAP, Internet Explorer for Macintosh and SeaMonkey, are not recommended at this time. JavaScript and Cookies must be enabled.
- Q.** Are there other system/software requirements I need?
- A.** Screen resolution of 1024 X 768 is recommended. Adobe Reader 7.0.8 or higher must be installed on the computer. Older versions of reader will prevent the user from displaying and printing forms. Please visit Adobe at <http://www.adobe.com> for a free download.
- Q.** Does UITS support Apple Macintosh?
- A.** Yes, Macintosh OSX 10.4.6 or higher is supported.

## Account ID & Passwords

- Q.** How do I obtain an Account ID and password?
- A.** First time users must register for an Account ID and password by entering UITS at <http://uits.iowaworkforce.org> and selecting the “State of Iowa Enterprise A&A” icon under “New Users”. This process will assist you in establishing the Account ID and password.  
**Please note: When creating the Account ID and password, you must complete the entire process from the same computer and browser. Keep the browser open throughout the entire registration process.**
- Q.** Upon creating my Account ID, the system asks for my First and Last name. Do I have to enter my name?
- A.** Yes, part of the authentication process requests the user to enter their First and Last name. This information assists Iowa Workforce Development in managing user identity.
- Q.** Are there specific criteria for establishing an Account ID and password?
- A.** The Account ID will default to the First and Last name entered. The Account ID may be changed by the user. There are only four special characters (!, @, #, \$) allowed in the Account ID. A combination of numbers and letters can be used and spaces are NOT allowed. Passwords must contain 8-12 alphanumeric characters (a mix of upper and lower case) and include at least one special character. These special characters include symbols such as: !, @, #, \$, etc. Additional information on creating an Account ID and password can be found at <http://www.iowaworkforce.org/ui/uiemployers.htm>, select “UITS Help Manual”.
- Q.** I forgot my Account ID and password. What do I do?
- A.** You must enter UITS as an established user and select the “Forgot ID” tab. You will be prompted to enter the email address used in creating this account. The Account ID will be immediately emailed to you. If you forgot your password, click the “Forgot Password” tab, enter your Account ID, and click “Retrieve Password”. You will be directed to the Identity Baseline questions that were established when the account was created. Answer all three baseline questions and click “Continue”. The system will instruct you to enter and confirm a new password that will be associated with your Account ID. Click “Save New Password”.  
Reminder: Baseline answers are case sensitive.
- Q.** When does my password expire?
- A.** To ensure your data is protected, passwords expire every sixty days. If an attempt is made to log in and the password has expired, the system will notify you and provide a screen to change your password.
- Q.** I file reports for many employers. Do I have to create a new Account ID and password for each employer?
- A.** Only one email address and Account ID can be associated to one Unemployment Insurance tax account number. The ability to associate an email address and Account ID with multiple Unemployment Insurance tax accounts is not available at this time.
- To create an Account ID and password for additional employers, you will need to create a different email account for each Unemployment Insurance Tax account. These emails can be established using free email services such as yahoo.com, aol.com, etc.

## Contribution & Payroll Report

- Q.** Will I be able to print a copy of my Employer's Contribution & Payroll Report?
- A.** Yes, you will have the option to view a copy of the submitted quarterly report. Select "Print/Save Report for your Records" and print a copy of the PDF for your records.
- Q.** I was unable to print out a copy of my quarterly report. What happened? How do I get a copy?
- A.** At this time, users cannot re-enter the system to view their submitted reports. To print the report, Adobe Reader 7.0.8 or higher must be installed on your computer. Older versions of Adobe Reader will prevent the user from displaying and printing the forms. Visit Adobe at <http://www.adobe.com/download> to download the most updated version at no cost. Users can contact the UITS Help Desk at 888-UIITS4IA (888-848-7442) or email: [iwduiatax@iwd.iowa.gov](mailto:iwduiatax@iwd.iowa.gov) to be faxed a copy of the submitted quarterly report or Payment Voucher.
- Q.** I filed using UITS last quarter; however, I received a delinquency notice. Who should I contact?
- A.** Contact the UITS Help Desk at 888-UIITS4IA (888-848-7442) or email: [iwduiatax@iwd.iowa.gov](mailto:iwduiatax@iwd.iowa.gov) to research the problem. Help Desk representatives will verify the report's status and give you further instructions.
- Q.** UITS requests a social security number for each employee. Can I use this system if I do not have an employee's Social Security Number?
- A.** No, Iowa Code requires the payroll reporting of individual employees by Social Security Number and name.
- Q.** Why does the Contribution & Payroll Report appear blank (MAC users)?
- A.** First you must ensure you are using Adobe Reader to open the report. If you are using the Firefox browser, Click the "Open with" button and select "Adobe Acrobat Reader" to open the file and select "OK". **Please note: The Contribution & Payroll Report will not work properly in UITS if you "Open with Preview (default)". If Acrobat is not available in the list click "Save to Disk" and save the report to your desktop. In order to bring up the menu where you can select the program to "Open with", press CTRL key and mouse click at the same time. Then select Adobe Acrobat Reader from the list.**
- Q.** I mailed my previous Contribution & Payroll Report to Iowa Workforce Development. Can I begin using UITS?
- A.** UITS may be used only after the previously filed report has been processed which may take 3-6 weeks. After that time, you can enter UITS to file the next quarterly report due.

- Q.** How do I correct an error on a report that I have already filed?
- A.** Corrections to previously filed quarterly reports must be completed on the Employer's Wage Adjustment Report, form #68-0061. The blank Employer's Wage Adjustment Report can be found on UI Tax Forms and Publications web site at [www.iowaworkforce.org/ui/stawrs/aux2stawrs.htm](http://www.iowaworkforce.org/ui/stawrs/aux2stawrs.htm) or contact your field auditor or UI Tax at (515) 281-5339 or 800-972-2024. The completed form must be mailed to Iowa Workforce Development Tax Bureau (Attn: Tax Bureau, 1000 E. Grand Ave., Des Moines, IA 50319-0209) or to your local field auditor.
- Q.** The Social Security Numbers in UITS do not match the ones on my previously filed report, what should I do?
- A.** Contact the UITS Help Desk at 888-UIITS4IA (888-848-7442) or email: [iwduitax@iwd.iowa.gov](mailto:iwduitax@iwd.iowa.gov). **Do not delete the incorrect information or continue the online filing process until after you have contacted the UITS Help Desk.** Record the incorrect Social Security Numbers and the corresponding correct information to report to the UITS Help Desk.
- Q.** Will UITS calculate the total and taxable wages due?
- A.** Yes, UITS will compute the taxable wages and contributions due (if any) based upon the information provided.
- Q.** UITS calculated my total and taxable wages incorrectly. What do I do?
- A.** If you find an error in the calculation of your taxable wages, contact the UITS Help Desk at 888-UIITS4IA (888-848-7442) or email: [iwduitax@iwd.iowa.gov](mailto:iwduitax@iwd.iowa.gov) to determine where the error has occurred and the best method to correct it.

## Wage File Import

- Q.** What is the wage “file import” option?
- A.** This option allows you to import your employee wage records directly into UITS using a spreadsheet application such as Excel, Quatro Pro or other payroll software in a comma-delimited file format (.csv). Instructions for the creation of the wage file import can be found at [www.iowaworkforce.org/ui/wagefileimport.htm](http://www.iowaworkforce.org/ui/wagefileimport.htm). **Please note: All files MUST have a ‘.csv’ extension and must be formatted correctly. Files imported without this extension will be rejected.**
- Q.** I received an error message when importing the wage file into UITS. What happened?
- A.** The wage file must be in the required format. Refer to the wage file import instructions: [www.iowaworkforce.org/ui/wagefileimport.htm](http://www.iowaworkforce.org/ui/wagefileimport.htm). The web site also provides an Excel template with columns formatted correctly.
- Q.** After importing my employee wage detail file into UITS, will I be able to modify any of the wage information before submitting my report?
- A.** Users who select the wage file import option should not make any changes to their employee wage information on the UITS payroll listing screen. IWD recommends you make the necessary changes to your employee wage detail file, resave your ‘.csv’ file and import your revised wage file into the system. Changes made in the system will not correct your employee wage file.

## Payment Options for UI Contributions

**Q.** What online payment methods are accepted?

**A.** You can pay online by eCheck or MasterCard. Credit card payments will be processed immediately and marked as “received” on the date submitted. You also have the option to print a Payment Voucher to mail in with your paper check/money order. If you mail your paper check with a Payment Voucher, your “postmark” date will be used as the date received.

**Q.** Can I schedule my eCheck payment?

**A.** Yes, enhancements have been made which allow you to schedule your payment for a future date, not to exceed the quarter due date. However, if you are filing past the quarter due date, your account is delinquent, or your account has past due contributions, you will be unable to schedule your eCheck payment.

**Q.** Can I modify my scheduled eCheck payment?

**A.** Yes, you can modify your scheduled eCheck payment. UITS will allow you to modify your scheduled eCheck payment up to the previously scheduled eCheck payment date. You have the option to: cancel or modify the payment date, payment amount or the financial information.

**Q.** Are there fees associated with electronic payments?

**A.** Yes, for credit card payments, but not for eCheck payments. There is a 4% service delivery fee associated with Credit Card payments. These fees are being charged by the service delivery provider. IWD does not receive any benefit from collecting these fees. The fee is based on the transaction amount; i.e., the tax amount due. Electronic payments are being provided as a convenience to Iowa Employers. You will no longer incur the service delivery fee associated with eCheck payments.

**Q.** My Credit Card keeps failing. Why?

**A.** Make sure to enter your credit card number with no spaces, double-check the numbers entered, including your expiration date, and make sure the billing address entered is the same as it appears on your credit card statement.

**Q.** I think my MasterCard has been double-charged. How do I get my money back?

**A.** Contact your credit card vendor for further instructions.

**Q.** Will I receive a receipt for ePayment?

**A.** Yes, a confirmation page will verify the ePayment has been submitted. Iowa Workforce Development suggests printing a copy of the receipt for your records.

**Q.** Can I make one ePayment for all my employers or do I have to ePay each account separately?

**A.** The ability to eFile and ePay for multiple accounts is not available at this time.

- Q.** Can I make a partial payment on my Unemployment Insurance contributions due?
- A.** Yes, if you are unable to make payments in full; however, UITS does not allow additional payments to be made until the next report is filed. Interest will accrue on any unpaid contribution beginning after the due date. Remember, there is never a penalty on a timely filed report.
- Q.** Does this system accept ACH Credit?
- A.** No, at this time the ePayment system only supports ACH Debit transactions.
- Q.** Will credit card or checking account information be saved or stored in UITS?
- A.** No, for security reasons, UITS does not store ePayment information. Each time the system is accessed, this information must be re-entered.

## **Wage Records**

**Q.** How are employee wages reported on UITS?

**A.** The wage detail must include each employee's Social Security Number, name (last, first, and middle initial), total wages for the quarter and location code (if applicable). Employers can file employee wage detail information using the wage file import or the manual entry options. Please refer to [www.iowaworkforce.org/ui/wagefileimport.htm](http://www.iowaworkforce.org/ui/wagefileimport.htm) for detailed instructions on wage file import.

**Q.** Do I have to enter dollars and cents or does this new system allow for rounding?

**A.** Wage records must be entered in dollars and cents.

**Q.** Does the system sort records? Can you sort the records to keep employees in alphabetical order?

**A.** Yes, UITS enables users to sort their employee wage information alphabetically by Last Name or numerically by Social Security Number or location code (if applicable).

**Q.** Can we view the taxable wages for each employee?

**A.** Yes, UITS calculates the taxable wages per employee. The employee taxable wages can be viewed on the Payroll Listing Screen, the Form Summary Screen, and on the submitted copy of the quarterly Employer's Contribution & Payroll Report (end of the online filing process).

## **Power of Attorney (POA)/Authorized Representative**

- Q.** Can I use any POA form (Internal Revenue Service or Iowa Department of Revenue)?
- A.** No, only the agency approved POA/Authorized Representative form can be used at this time.
- Q.** Where do I get a copy of Iowa Workforce Development's POA/Authorized Representative form?
- A.** The POA/Authorized Representative form can be found on Iowa Workforce Development's website at [www.iowaworkforce.org/ui/stawrs/aux2stawrs.htm](http://www.iowaworkforce.org/ui/stawrs/aux2stawrs.htm).
- Q.** Can I report my POA/Authorized Representative online?
- A.** No, not at this time. The POA/Authorized Representative form can be mailed to Iowa Workforce Development, Tax Bureau, 1000 E Grand Avenue, Des Moines, Iowa 50319 or faxed to (515) 242-6301.

## Forms

**Q.** Will other forms be available on line?

**A.** Currently the quarterly Employer's Contribution & Payroll Report is the only form available for online submission. Other Unemployment Insurance Tax forms can be found on Iowa Workforce Development's web site at [www.iowaworkforce.org/ui/stawrs/aux2stawrs.htm](http://www.iowaworkforce.org/ui/stawrs/aux2stawrs.htm).

**Q.** Can I create my own version of the UI Tax forms?

**A.** No, only agency approved forms can be used. If your organization is interested in using non-agency forms, you must contact the Unemployment Insurance Tax Bureau at (515) 281-5339 or (800) 972-2024 to receive agency approval.

## Troubleshooting

- Q.** I am in the process of filing my report and cannot finish. What do I do?
- A.** UITS has a built-in save and return feature that lets you save your work and return at a later time. Click the “Save” button to save your information then “Logout” to exit the system.
- Q.** Will the system timeout?
- A.** Yes, you will be prompted on the payroll listing page by a warning button that advises you to hit the “Save” button. To avoid timing out and losing the entered information, you **must** click either the “Save”, “Next”, or “Back” button every 10-15 minutes. This is especially important when entering large amounts of data.
- Q.** I have established my Account ID and Password. I've logged into UITS before, but now it isn't working. What do I do?
- A.** Check to ensure you are using the correct Account ID and password. If you receive error messages regarding your Account ID or password, refer to the “Account ID & Password” section.
- Q.** I lost my internet connection during the middle of my session. Did I lose everything worked on?
- A.** Any data entered after the last “Save” will be lost.
- Q.** My screen looks funny. The fields aren't lining up and I'm having trouble moving from one page to another. Help!
- A.** Ensure your screen is maximized. The UITS system works best with Microsoft Internet Explorer 6.0.29 and Firefox 1.5.0.7. If your browser is less than the recommended version or not displaying UITS properly, you should upgrade your browser then try using the system again.

## Security Features

- Q.** What safeguards are in place to protect employers and employer data?
- A.** UITS is a modern computing architecture, supporting web based clients and information retrieval. UITS will use the highest standard of security encryption at every stage, from log-in and authentication of users to the transmittal of data to IWD. The site will utilize Secure Socket Layer transmittal with 128 bit-encryption which is industry standard.
- Q.** Will there be security questions to validate the user?
- A.** You will be directed to three identity baseline questions. Questions 1 and 2 require the user to choose one question from the drop down list and enter/confirm their answer. Question 3 is intentionally left blank for the user to create a question and answer that is unique to them. **Please note: These questions and answers will assist the user in resetting their password in case they should forget their password. IWD suggests printing a copy of this screen for future reference.**

## **UITS Contacts**

### **Unemployment Insurance Tax System:**

**Q.** Who do I contact for additional questions about filing online in UITS?

**A.** Call the UITS Help Desk at 888-UIITS4IA (888-848-7442) and select option 3, or email [iwduitax@iwd.iowa.gov](mailto:iwduitax@iwd.iowa.gov).

**Q.** Who do I contact for web registration, password, or technical UITS issues?

**A.** Call 888-UIITS4IA (888-848-7442), select option 2.

### **General UI Tax Contacts:**

**Q.** Who do I contact for general UI Tax questions?

**A.** Call the UI Tax Bureau at (515) 281-5339 or 800-972-2024.