



Income and Wage Information Return E-Services Frequently Asked Questions and Troubleshooting

Contact us

Website: <http://www.oregon.gov/DOR/BUS/iwire-income-wage-information-return-eservices.shtml>

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Phone: 503-945-8127

Oregon now requires that ALL employers must submit W2 information electronically.

If you are a small employer that needs to submit a small number of W-2s, you can manually enter them in iWire Direct. You do not need to purchase or upgrade software to submit those few W-2s to us.

If you have more W-2s than you care to enter manually and choose to use software, then you can submit a file of W-2s to us using iWire. If you use software, the software must follow the same file specifications for W2 information as the Social Security Administration, with additional Oregon specifications for the RS and RV files. If you are unsure whether your software supports Oregon e-file, contact your vendor.

Below is information that will assist you in submitting this information correctly.

General instructions:

1. Review the SSA website at <http://www.ssa.gov/employer/pub.htm> to obtain the correct specifications for submitting the federal records on your Oregon employees: "RA" "RE", "RW", "RO" (optional), "RU" (optional) and the "RF" record.
2. Next, go to the link for the Oregon specific specifications for the "RS" and "RV" records at http://www.oregon.gov/DOR/BUS/docs/iwire_specs.pdf. Although these are optional for federal, they are required for Oregon.
3. Once you have completed your file, you then must save it as a text file for proper submission.
4. Go to the top of the iWire page, <https://secure.dor.state.or.us/iWire/>, complete the information, and then upload the text file for submission.

Tips

1. All dollar fields must contain only numbers: no dollar signs or decimal points
2. Do not round off to the nearest dollar.
3. All numeric fields need to be "right justified and additional spaces filled with "0"s.
4. Do not include punctuation in the business name, address, or telephone number.

Background information

1. In the past, Oregon has not required employers to file W-2/W-3 or 1099/1096 with the Department of Revenue (DOR). Has that changed?

Yes, in 2009 the law changed. Please refer to the iWire website for full details and links to the Oregon Administrative Rules.

2. Is this something new for 2011?

No, this has been phased in over the past three years.

3. I am required to file Forms W-2 with the federal government. Do I really need to send them to Oregon too?

Yes, Oregon law requires you to do so. [OAR 150-316.202(3)]

4. If I submit my W2 information to the Social Security Administration (SSA)/Internal Revenue Service (IRS), do I still need to submit an electronic copy to the DOR?

Yes. SSA and IRS do not transfer or process the State Wage Record (RS Record) data or the State Total Record (RV Record) data

5. Did you send a letter advising businesses of the requirement to file electronically? If not, how were they supposed to know about it?

Due to budgetary constraints, letters specifically discussing the W2 electronic filing requirement were not sent to individual businesses. DOR has done the following things to inform the public:

- We began communication with potentially affected parties in the summer of 2008 including: Oregon Society of CPAs, Oregon State Bar, the Board of Accountancy, and the Board of Tax Practitioners. Information was also sent to our list of interested parties for the administrative rules process.
- Tax software vendors were notified of the change and given the necessary information so they could make their software compatible with our requirements.
- Our Payroll-Tax News listserv (sign up at www.oregon.gov/DOR/BUS/payrolltaxnews.shtml) and the Revenews listserv for tax practitioners (sign up at <http://www.oregon.gov/DOR/TAXPRO/revenews.shtml>) have included information about this requirement for the last two years.
- Information was shared through the NACTP listserv (National Association of Computerized Tax Processors).
- Representatives from DOR have been present at meetings for Tax Practitioners and multiple small business fairs over the last two years to spread the word about the new law that requires the electronic filing.
- Information was published in nationwide payroll association newsletters.
- An announcement and link were placed on the front page of the DOR homepage.
- Information was included in the 2010 Oregon Combined Payroll Tax Report Instructions booklet mailed to every business and will also be included in the 2011 edition.

General Information

6. What options do I have for electronically submitting my W-2 information?

Many software vendors have updated their programs to support Oregon iWire. If your software does not support Oregon iWire, submit your file using the specifications provided on our website.

7. The SSA has a W-2 online service that allows small businesses to key in their W-2s instead of uploading a file, does Oregon have this service?

At this time, Oregon does not have a similar service available. The only option is to upload a text file that meets our specifications. We hope to have this option available by March 1, 2012.

8. What is the definition of "Payroll Service Provider"?

Payroll service providers are any individual or business that prepares the payroll for another company.

9. As a small business employer, the federal government does not require me to file Forms W-2 electronically. Does Oregon still expect me to submit them?

Beginning with 2011 forms due in 2012, small employers in Oregon are required to submit them electronically. [OAR 150-316.202(3)]

10. We have less than 5 employees requiring an Oregon W-2 but over 50 employees company wide. Do we still need to file our W-2s electronically with Oregon?

The Oregon law requiring that W2s be filed does not distinguish between foreign or domestic employer. [OAR 150-316.202(3)] If you have over 50 employees company-wide, you would be required to file electronically starting with the 2010 tax year. However, you would only need to submit to us the W2s for the Oregon employees.

11. If I complete my filing electronically, do I need to submit paper forms just to make sure you received my information?

No, we only accept electronic information.

12. Will you work with me to ensure my information is submitted correctly and on time?

Yes. If you don't find the answer you are looking for within this document or our website, please e-mail or call us.

13. How do I sign up to file electronically?

You don't need to sign up, however you should be registered to file with the SSA before filing with Oregon. You will need to use your SSA filer ID when submitting W-2 information. Your SSA filer ID is an 8-digit ID made up of letters and numbers. If you don't have an SSA filer ID, use the submitter's Oregon business identification number (BIN) or the first 8 digits of the submitter's federal employer identification number (FEIN).

14. Is it necessary to file for a personal identification number (PIN) or other ID for web filing for Oregon purposes?

No. General contact information is requested at the time of submission, including your SSA filer ID number.

15. I use OTTER for e-filing the OQ/132; can W-2's be e-filed through OTTER also?

OTTER cannot be used to file your W-2 information and is strictly for the OQ/132 filing process.

16. Is it acceptable to use valid employer/employee data to test with or do we need to obtain test employer/employee data from you for our testing?

We do not look at your test file to see if the data is live data and not test. After you pass testing, we delete the file from storage. We will not be providing test files.

17. Is there a way to upload or e-file the annual Form WR?

At this time we are unable to accept the WR electronically, please file the paper WR as required by law.

18. Are there any special reporting requirements due to the "HIRE Act" released by the IRS earlier this year?

There are no specific Oregon requirements regarding the "HIRE Act".

Due Dates, Extensions

19. What is the due date to file the W-2 information?

The deadline for electronic filing is March 31 following the close of the calendar year.. This is the same as the Federal due date.

20. What is the due date for the Annual Reconciliation (Form WR)?

The WR is due on or before March 31st.

21. What if I can't file by the deadline? Are extensions available?

Yes, Oregon may grant an extension request if you can show hardship.

To be considered for an extension from electronically filing W-2's for the Oregon Department of Revenue, please answer the questions below and email to **iwire.DOR@state.or.us**, 45 days prior to the due date.

1. Your business name, address, phone number, BIN
2. Reason you need an extension
3. Date by which you intend to file the W-2s
4. Number of W-2s filing (broken down by BIN number if filing for more than one business)

You will receive a response on the status of the extension request.

Specifications

22. Does Oregon follow federal specifications for W-2s?

Oregon follows the specifications for SSA with special rules for the state record (the "RS" and "RV" records). These specifications are listed under 2011 iWire file specifications for Form W-2 (updated 09/12/11). These specifications are different than the federal.

23. What rules should I follow for rounding dollars and cents?

All money fields follow SSA record specification rules:

- Must contain only numbers.
- No punctuation.
- No signed amounts (high order signed or low order signed).
- Include both dollars and cents with the decimal point assumed (example: \$59.60 = 00000005960).
- Do not round to the nearest dollar (example: \$5,500.99 = 00000550099).
- Right-justify and zero-fill to the left.
- Any money field that has no amount to be reported must be filled with zeros, not blanks.

24. Will you also be following the SSA definitions for the data sent in the fields (for example, name and SSN)?

Yes, the RA, RE, RW RT and RF remain unchanged from the SSA file specifications. The RS and RV records are modified for state purposes.

25. What are considered as "valid" ASCII characters by the verification/validation logic within the iWire system? Are 0-127 on the ASCII Standard Table acceptable? What about 128-255?

Only alphanumeric a-z and 0-9 and white space are acceptable

26. If an employer has not yet received their state employer account number (BIN), what are the instructions for filing W-2s?

If there is no BIN, enter zeros instead.

27. If I don't have the employee's date of hire and/or date of separation, should I leave the field blank or enter zeros?

It is a numeric field, please enter zeros.

28. Will the Terminating Business indicator on the "RE" record be recognized/utilized by the iWire system?

Yes.

29. Will the Third-Party Sick Pay indicator on the "RE" record be recognized/utilized by the iWire system?

Yes

30. An Employer has employees in 10 different States earning wages. There are individual RS Records for each employee for each State submitted in the W2 electronic file. Should it be assumed there would be one (1) RV Record, containing the TOTALS for ALL States, since there is NO "State Code" in the RV Record, versus the RS Record?

An RS record that contains something other than "41" in field 3-4 will cause the file to be rejected. You should only include W2s that are meant to be filed with Oregon. Thus, the RV record would sum only the Oregon RS records.

31. Does the file need to have a carriage return/line feed at the end of each record, or would this be optional?

We prefer files without record delimiters. If record delimiters are used (CR - Carriage Return followed by LF -Line Feed), they must follow character position 512 of each record. This requirement is optional for the RF Record.

If you use record delimiters in your file, the following requirements apply:

- Each record must be followed immediately by a single record delimiter.
- Each record delimiter must consist of a carriage-return/line feed (CR/LF) and placed immediately following position 512. Typically, this is accomplished by pressing the "Enter" key at the end of each record (i.e., after position 512).
- The ASCII-1 hexadecimal value for the carriage return character is 0D (zero and letter D); the ASCII-1 hexadecimal value for the line feed is 0A (zero and letter A). The ASCII-1 decimal values for the two characters are 13 and 10, respectively.
- Do not place a record delimiter before the first record of the file.
- Do not place record delimiters after a field within a record.

Filing

32. I don't have an SSA filer ID. We are a software company that sells the product and just want to test through you before we sell our package. Do you have a number we can use for test?

Contact us at iWire.DOR@state.or.us and send us a "Letter of Intent" found on our website and ask for a test filer ID. We will assign an alphanumeric number that you can use to test with us.

33. Can I submit my reports on magnetic media?

No, we only accept submissions electronically via the DOR website.

34. I don't have an SSA filer ID because I have not submitted W2 information electronically before. Do I have to register on the SSA site before I can file my W2's?

No, the system allows you to use one of the following for your submitter ID number:

- SSA Filer ID
- Social Security Number,
- Business Identification Number (BIN)

- Federal Identification Number (FEIN)
- Secretary of State Registry Number

35. Is the website secure?

This website is digitally secured by Entrust. This site transmits data using Secure Socket Layer (SSL) technology, encrypting data passed between your browser and this website.

36. What method is used to transmit the files? Is it an FTP process?

No. It is a web-based interface that will allow upload of a text.

37. Is there a size restriction on the files that can be transmitted?

File size is limited to 150MB and may be sent as either a .txt.

38. Can the files be compressed to minimize transmission time?

No.

39. Can the files be encrypted?

The file itself cannot be encrypted, but the transmission will be sent using an encrypted website.

40. Other than the file extension of .txt are there any other file naming conventions that you prefer?

We do not have a preference as long as the extension is correct.

41. What options do I have for electronically submitting my W-2 information?

Many software vendors have updated their programs to support Oregon iWire. If your software does not support Oregon iWire, submit your file using the specifications provided on our website.

42. How can I submit my withholding information if I have software that does not support Oregon iWire?

Currently, some programs do not allow users to easily extract and submit withholding data in a form usable by DOR. Information can be exported out of these programs and then modified to meet DOR's specifications. However, you must contact your software vendor for assistance.

43. I use QuickBooks and I've been told they aren't going to support Oregon iWire. What do I do?

Intuit informed us that they do support Oregon iWire for customers with the enhanced payroll subscription in QuickBooks 2007 and later. For more information, visit Intuit's website at www.payroll.intuit.com/support/kb/kbitem/1011851.html.

44. When a W-2 file is electronically submitted to the State of Oregon, is there a confirmation number issued back to the submitter indicating that the file has been received and is being processed?

Yes. We will send you a unique 9-digit confirmation number known as an acknowledgement number via e-mail shortly after submission of your file.

45. Can I close my browser before I receive confirmation?

Yes. A confirmation e-mail will be sent to you at the e-mail address you provided in the initial submission screen. Be sure to enter the correct e-mail address so your confirmation will come through. Also check your spam filters for **iwire.DOR@state.or.us**.

46. Will the W2 file be validated before it is accepted or rejected?

Yes, it will be run through all of our validation before sending an acknowledgement.

47. In the event that connectivity is lost before the acknowledgement number and status is received, is there any way to access/retrieve this data upon logging back in?

The acknowledgement number is sent via email rather than returned in your browser session. In the event that you do not receive confirmation and you believe your file transmitted before the connectivity was lost, contact our iWire coordinator. That person will work with you to identify whether we received the file.

48. What is the timing for iWire to accept W-2 data for a tax year?

Because businesses close throughout the year and the SSA file specs are available mid-June each year, our system should be operational most of the year except when changes are made to the SSA file specifications.

49. Do employers and service providers have access in December or not until January after the tax year closes?

See previous answer.

50. Does the process used to transmit files support availability 24/7 or will there be down time?

Submissions are allowed 24/7, with the exception of scheduled maintenance on weekends.

51. The document states that the iWire system will be available 24/7 except for weekend maintenance. Is the system down the whole weekend or just a specific time frame?

System downtime generally occurs between 6 p.m. on Friday and 8 a.m. on Saturday, Pacific Time.

52. Will there be a specified "down time" each year when the iWire system is updated to accept W-2 reporting for the tax year just ending?

There will not be a specified period of down time. However, depending on the SSA file specifications; there may be a small window of down time, probably during the fall months each year when we update the file specifications. This will be communicated on the iWire site.

53. Is there a statute of limitations for sending original W-2s via the iWire system? For example, could you send a W-2 file for tax year 2006 in calendar year 2010 using the iWire system as long as it is filed using the current file specifications?

No, but in all practicality, because there could be changes to the file specs, W-2s should be filed by May 31st for the current tax year.

54. At that time will the acceptable "past" years be changed to maintain just those years "within statute"?

A W-2 can be filed any year as long as it meets the current file specifications.

55. If a W2 file has been submitted for an employer and it is later discovered that it was not a complete file, does the iWire system allow for "supplemental" W2 files for an ID or would the additional employees be considered "corrections" to be submitted on a W2c file?

We would only want to receive the missing W2s. Do not resend the original file and do not submit previously non-reported W2s as a W2c.

56. The EFW2C specifications were removed from the iWire General Information web page and replaced with "NOTE: At this time, W-2c's should be filed via paper". Is this just during calendar year 2009 or does it apply to corrections for tax year 2009 and forward?

W-2c's are being removed from the project and are not expected to be required in the foreseeable future.

57. Since W-2c's are not to be e-filed what do you see occurring when an employer is making changes to both employee W-2 records that were previously e-filed AND are reporting employees that had been excluded from the prior filing in error? Should "corrections" be sent on paper W-2c forms and the employees not previously filed are sent e-file in the EFW2 format? Is this correct?

Yes. Initial W2s should be filed through iWire. Corrected W2s should be sent to us on paper.

Troubleshooting

58. Can I test my electronic files to ensure they are correctly formatted before I'm required to submit them for processing?

Yes. On the submission form when asked if this is a test file, choose yes.

59. What should I do to correct my file that could not be processed?

Review and correct the unprocessed reports in your rejected file and resubmit the file.

The following are some of the most common errors:

- One or more of the records is not the required 512 characters.
- The file is missing the RV or RF record.
- The file contains invalid characters (blanks instead of "0"s or alpha characters in numeric fields, etc)
- The Oregon specifications for the RS and RV files were not used.
- Each employee did not have an "RS" AND "RW" file
- Including punctuation in name address, telephone number or numeric fields.

60. I've received an error that says there was a problem parsing an XML file. I did not receive a confirmation number either. What do I do?

This error might occur if you are using an invalid XML character in the submission form. This is most common when the company name includes an ampersand (e.g. Smith & Jones).

61. Will failing the validation cause the service provider's whole file (multiple employers) to fail or will only the specific employers within the file with error conditions fail?

The entire submission will be rejected and you will be notified of the errors shortly after submission.

62. I'm not sure if my payroll software supports iWire, what do I do?

Contact your vendor as they will need to translate to our format. This is true for any software that you may be using. If you are not sure whether your software will transmit to Oregon, contact your vendor to determine if they intend to support iWire.

63. My computer returned a certificate error. Why am I receiving this error? Isn't your site secure?

It's actually an issue with the individual's PC. Depending on when and how a user downloaded Internet Explorer, they may not have received all of the root security certificates that allow their browser to make a secure connection to our website. Following the steps outlined in the article below will download the latest root certificates and resolve the issue. This also affects the Google Chrome browser as it uses the same certificate store. Firefox has its own store and didn't seem to be impacted. When you install any browser (regardless of make, model, or platform), it comes with a default collection of trusted root security certificates. These correspond to site level certificates purchased by websites (for example, the DOR SSL certificate was purchased from Entrust). When you visit an SSL-encrypted website, the browser looks at its root certificate store to find a match for the certificate being presented on that website. If it finds one, it creates a secured connection and presents the user with confirmation (the lock icon) that the connection is secure. When it doesn't find

a match, it informs the user that the site may not be secure as it cannot verify the site's identity based on certificates installed on that user's PC. That's what's happening on our site occasionally. Visit <http://support.microsoft.com/kb/931125> and download the rootsupd.exe package. That should resolve the issue.

64. Who should I call if I have questions about processing a file?

Please call the iWire Technical Support line at 503-945-8127 or contact us by email at www.iwire.dor@state.or.us.

Waivers

65. What if I have a hardship and cannot file electronically?

Oregon may waive the filing requirement if you can show hardship.

To be considered for a waiver from electronically filing W-2's for the Oregon Department of Revenue, please answer the questions below and email to iwire.DOR@state.or.us, 45 days prior to the due date.

1. Your business name, address, phone number.
2. Why you can't comply
3. Name of software you are using and contact information.
4. Cost to comply with the law.
5. Number of employers filing on behalf of (include their BIN numbers)
6. Number of W-2's filing (by BIN number).

66. If I submit my 1099 information to the IRS, do I still need to submit an electronic copy to the DOR?

For 2010 Forms, 1099 electronic filing is not required. However, beginning with tax year 2011, filing form 1099 electronically will be required. More information will be posted on our website as it becomes available.

67. Which 1099 information returns will be required to file with Oregon starting in 2011?

At this time, the proposed 1099 electronic filing will be required for the forms 1099-Misc, 1099-G, 1099-R and W-2G. More information on the specifications will be released on this at a future date.