

OTTER Frequently Asked Questions

- 1. Why is the Form OQ not populating and the boxes grayed out?**

Highlight the quarter you are working on and delete it. Then use the **Copy Quarter** button to recreate the quarter. If you are importing data into Form 132, highlight all employees listed and use the **delete** button on your keyboard to remove them before importing your data.
- 2. Do I have to install the new version of OTTER to file 2017 payroll tax reports?**

Yes. It is required to file 2017 quarterly payroll tax reports.
- 3. How do I know what version of OTTER is installed?**

Click **Help** on the menu bar and select **About Otter**. The version number is to the right of the photo. The version number is also displayed in the the lower right hand corner of OTTER.
- 4. An “Unhandled exception error has occurred” message displays when I click on any of the forms in Quarter 1 of 2017. How do I correct this?**

Highlight the year 2017 on the left side of OTTER and delete the year. Click on the **Business**, click on **File**, click on **Add Year**, type in the year 2017, and then click **OK**.
- 5. Some of my OTTER program is distorted or hard to see. How do I correct this?**

Improvements for screen distortion have been made in OTTER 2017. You can try adjusting the screen resolution of your monitor to change the appearance of your display; however some high resolution monitors still have problems.
- 6. How do I copy the preparer information?**

Click on the quarter you are trying to copy the preparer information to. Click the **Copy Preparer Information** button, select the **Business** you want to copy, type in the **year** (copying from), select the **Quarter** (copying from), then click **Ok**.
- 7. Why did my preparer information not prefill when I added a quarter?**

The preparer information must be added to the default preparer information section. The information will then prefill to all future created quarters. Verify you have completed the information by selecting **File**, then **Options**. Complete the **default preparer information**, and then click **OK**.
- 8. How do I add a quarter?**

Click on a **Year**, click on **File**, click **Add Quarter**, and then select the quarter to add.

9. **Why does OTTER not calculate the excess wages correctly?**

The **Calculate Excess Wages** button does calculate excess wages correctly. There are circumstances where the calculations may seem incorrect. These include:

- a. Inconsistent or incorrect SSN's entered in Form 132
- b. Wages earned in a state other than Oregon
- c. If you do not have all of the previous quarters data entered into OTTER

*OTTER **does** allow for manual entry of excess wages.

10. **I am having trouble importing data. How do I correct this?**

Read and follow the **Import Instructions** on the OTTER home page Resource Center (at the bottom of the page) to verify the file is in correct format.

11. **What is the 'No Payroll' button used for?**

The **No Payroll** button is used if you do not have any wages to report for the quarter. You can also manually type in zeroes ('0') in each tax column that you are subject to on the Form OQ.

12. **After I downloaded and installed OTTER, one of the following occurs:**

- a. A message that there are no rates in the system for the year entered.
- b. No rates exist in the program.
- c. I cannot add the current year.
- d. Transit District and WBF rates show as N/A.

Verify you have the most current version installed. If you have the current version, contact OTTER Technical Support. If you don't have the most current version:

- a. Download and install the most current version. Step-by-step instructions are on the OTTER home page Resource Center at:
<http://www.oregon.gov/EMPLOY/Businesses/Tax/Pages/OTTER.aspx>

13. **After I submitted my transfer file, I received an email stating I sent a report that was previously processed. What did I do wrong?**

An old transfer file was attached after clicking Browse on the secure server page. To submit the correct file:

- a. Go to **Computer** or **This PC**
- b. Locate and go to the folder C:\OTTERData
- c. **Delete** the file named OTTERTRF.zip in the folder
- d. Go through the **Make Transfer File Wizard** in OTTER and upload normally

14. **How do I delete employees on the Form 132 Employee Detail Report?**

- a. Click the row of the employee you want to delete.
- b. To select multiple rows; hold the **Ctrl** key while using the mouse and click other employees you want to delete.
- c. Press the **Delete** key on your keyboard.
- d. Click the **Save** button on the toolbar, or select **Save** under the **File** menu.

15. Can I sort the Form 132 Employee Detail Report?

You can sort ascending or descending on any column. Please note this sort reverts back to the default when you change forms. The default view is the order that the records were entered.

To sort ascending, click the column heading you wish to sort. To sort descending, click the same column heading previously selected.

For example: Single click the **Last Name** heading to sort the column ascending (alphabetically A to Z). If you click the heading box again, the column will sort in descending order (alphabetically Z to A).

16. I found a mistake on a previous quarter's report(s). Do I send the report(s) again?

- a. No. First complete the appropriate amended report form(s) found at:
<http://www.oregon.gov/EMPLOY/Businesses/Tax/Pages/Amend-a-Payroll-Report.aspx>
Completed forms should be faxed to the Oregon Employment Department at (503) 947-1700.
- b. Next, correct the report(s) in OTTER for your records.
- c. **DO NOT SEND the reports again through OTTER.** If the only issue is a Social Security Number change, use the Notice of SSN Change or Correction form found at:
<http://www.oregon.gov/EMPLOY/Businesses/Tax/Pages/Amend-a-Payroll-Report.aspx>

17. How do I fix the error "File path is not recognized" when I try to open OTTER?

This error occurs if you have a 32-bit operating system. To fix the error:

- a. Go to **Computer** or **This PC**.
- b. Right mouse click anywhere in C:\ and create a new folder called Program Files (x86).

- c. Go to the Program Files folder and locate the Otter32 folder. Right mouse click on the folder, then select Cut.
- d. Go back to the newly created Program Files (x86) folder. Double click on the folder name. That folder should be empty. Right mouse click inside the folder, then select Paste.
- e. You will now be able to open OTTER.

18. How do I move my OTTER data from one computer to another?

- a. Insert a flash drive into the computer where your OTTER data is stored.
- b. Locate the file called OTTER32.accdb and copy the file onto your flash drive.
- c. Download and install OTTER onto your new computer.
- d. Insert the flash drive in the new computer where you want the data moved to.
- e. Open OTTER.
- f. Click on **File**, then select **Backup/Restore**.
- g. When the Backup Utilities box displays, click on the radio button next to Restore.
- h. Click **Browse** and locate the OTTER32.accdb file that you saved on your flash drive. Click **Open**.
- i. On the left side, select the business(es) you want to merge into your database.
- j. Click **Ok**, then **Restore** to complete the process.
- k. After the process is complete, click **Cancel** to close the utility.

19. Why does the Form 132 only print 20 employees per page?

The printed copy matches the agency paper form that may be used if reports are not filed electronically.