

# Frequently Asked Questions

1. **I am not able to perform copy quarter.**

2. **I am getting a Schedule B error.**

3. **I am getting a Form 132 error.**

**Solution for 1-3 above is: Upgrade OTTER to most current version.**

a. To check the version, click on **Help** (right above 'Copy qtr') > **About Otter**

b. Then follow instruction on Otter home page for Uninstall/Reinstall to upgrade Otter

4. **How do I copy preparer's information? Do I have to manually type in every time?**

a. No, click on the quarter you are trying to copy preparer's information to => Click on '**Copy Preparer Information**' button => Select **Business ID number** => type in **year**(copying from) => Select **quarter**(Copying from) => **ok**

5. **How do I add quarter?**

a. Click on Year => File => **Add quarter** => Select **quarter**

6. **OTTER is not calculating excess wages correctly?**

The OTTER wage calculator does calculate wages correctly. Circumstances where it may seem like the calculations are incorrect may include:

a. Inconsistent or incorrect SSNs may produce a wage outcome that is not desired.

b. Wages earned in a state other than Oregon may produce a wage outcome different than expected.

c. OTTER does allow for manual entry in the case where a user deems it necessary. Users may by pass the **WARNING** message as this is not a hard stop **ERROR**.

7. **I am not able to Import.**

a. Follow Importing instruction on OTTER Home page to make sure the file format is correct.

8. **No Payroll button is not working on OTTER.**

a. This should work in the most current version

b. If the No Payroll button continues to not work then please delete the Quarter, Add the Quarter back, Click on the No Payroll button, Save.

9. **Do I need to upgrade my OTTER if the one I have is working for me?**

a. It is recommended to upgrade to the most current version.

10. **When viewing the screen I am not able to see the whole screen.**

- a. This issue may be due to your view settings. You may have your screen view settings set at higher than 100%.

**11. After downloading OTTER, one of the following Tax Rate issues 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.

**What do I do?**

Ensure you have the most current version of OTTER. If you are using the most current version then please contact the Oregon Employment Department.

- e. If you are not using the most current version of OTTER:
- f. You must first uninstall the older version of OTTER
- g. Download and install the most current version of OTTER.
- h. Step-by-step instructions for the uninstall and install process can be found in the Resource Center section of the OTTER web page, the press the Download OTTER press bar.
- i. <http://www.oregon.gov/EMPLOY/Businesses/Tax/Pages/OTTER.aspx>

**12. The icons across the top do not directly align with their descriptive words.**

What do I do?

- a. Adjust the monitor settings as appropriate.

**13. After submitting my transfer file, I receive an email message saying I sent a report that was previously processed. What am I doing wrong?**

Most likely, an old transfer file was attached after clicking "Browse" on the secure server page. Follow these steps to resubmit the correct file:

- a. Go to "**Computer**" or "**This PC**", C:\OTTERData
- b. **DELETE** the transfer file named OTTERTRF.ZIP.
- c. Go through the '**Make Transfer File Wizard**,' and upload normally.

**14. How do I know if I have the newest version of OTTER?**

Each update of OTTER has a version number. You may determine your current version number by going to the menu bar and selecting "Help," then select "About OTTER." The current version number will be to the right of the photo of the otter. You can also see the version number in the bottom right hand corner of your OTTER window.

**15. How do I delete employees from the Form 132 screen?**

To delete an employee from the Form 132 screen follow the instructions below:

- a. Select the **Form 132** in the outline on the left hand side of the main OTTER screen which contains the employees you would like to delete.
- b. There is a gray box next to each Social Security Number in the list. If you click this box, the entire line will change color, which means it is selected. To select multiple lines, hold the **Ctrl** key while using the mouse to click on the gray box next to the other employees you wish to delete, they will also be selected.
- c. Press the **Delete** key on your keyboard.
- d. Click the **Save** button on the toolbar or select **Save** under the **File** menu.

#### **16.Can I sort the Form 132 - Wage Detail Report?**

You can sort Ascending or Descending on any of the columns on the Form 132, i.e. by last name, first name, or even wages.

To sort in ascending order, click your mouse pointer on the Heading of the column you wish to use for the sort. To sort in descending order, click your mouse pointer on the same Column Heading as previously used.

For example, put the pointer in the heading box that says "**Last Name**," single click on it, and it will sort ascending (alphabetically A to Z) by last name, rather than by Social Security Number. If you click on the heading box "Last Name" again the column will be sorted in descending order (alphabetically Z to A) by last name.

#### **17.What if I find a mistake on a previous quarter's report(s)? Do I just send the report(s) again?**

- a. No. First, correct the report(s) in OTTER for your records.
- b. Next, fill out the necessary amended report forms (<http://www.oregon.gov/EMPLOY/Pages/Forms.aspx> or click "Forms" in the menu bar at the top of this page) and complete the appropriate Amended Report form(s) and send these to the Employment Department at fax number (503) 947-1700, or mail to:

**Oregon Employment Department  
Unemployment Insurance Tax  
875 Union St NE Rm 107  
Salem, OR 97311-0030**

- c. **DO NOT attempt to send the reports again via OTTER.** If only a Social Security Number correction needs to be made, the SSN correction form may also be used.

#### **18.The Save button in the application is not working.**

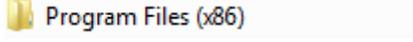
The Save function button in the application will only work if you access the forms data from the left side navigation bar and not from the tabs menu.

#### **19.Why is OTTER 2016 not compatible with Vista and XP operating system?**

Because Microsoft does not provide mainstream support for these two operating systems. Windows XP mainstream support ended on April 14, 2009 and Windows Vista ended on April 10, 2012. Learn more at <http://windows.microsoft.com/en-us/windows/lifecycle>

**20. I am getting error “File path is not recognized” when I try to open OTTER 2016. What do I do?**

This error occurs if you have a 32-bit operating systems. To be able to use OTTER in the 32-bit operating system you must create and copy the OTTER files to the new folder. Follow these steps to fix this issue:

- a. Go to your C:\ drive
- b. Right click your mouse anywhere in C:\ and create a new folder named “Program Files (x86)”. 
- c. Then go to “Program Files” folder and look for Otter32 folder. Right click your mouse and select Copy or Cut.
- d. Go back to the newly created “Program Files (x86)” folder. Double click on the folder name. That folder should be empty.” Right click” your mouse anywhere and select Paste.
- e. Now you should be able to open OTTER.