

1. **Do I have to install OTTER 2017 to file 2017 payroll tax reports?**

Yes, it is required if you are going to use OTTER for quarterly tax filing.

2. **How do I know what version of OTTER I have installed?**

You can determine your version by going to the menu bar and selecting "Help," then select "About OTTER." The version number will be to the right of the photo. You can also see the version number in the lower right hand corner of your OTTER window.

3. **Some of my OTTER program is distorted or hard to see. What's wrong?**

Improvements for screen distortion have been made in OTTER 2017; however there are some high resolution monitors that are still having problems. You can try adjusting your Screen Resolution to change the appearance of your display.

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

No, you do not. Select the quarter you are trying to copy the preparer information to. Select the **Copy Preparer Information** button, select the **Business ID number**, type in the **year** (copying from), select the **quarter** (copying from), and then select **Ok**.

5. **My preparer's information did not get prefilled when I added a quarter. Do I have to manually type/copy Preparer's information each quarter?**

No, you do not. The preparer's information should be added to the default preparer's information page. Once you have added this information, the preparer's information will be added to all future created quarters. Verify you have completed the default preparer information: Select **FILE**, then **Options**, fill out the preparer information, and then select **OK**.

6. **How do I add a quarter?**

Select the **Year**, select **File**, select **Add quarter**, and then select the **quarter**.

7. **OTTER is not calculating excess wages correctly. What's wrong?**

There are circumstances where the calculations may seem incorrect, these include:

- a. Inconsistent or incorrect SSN's
- b. Wages earned in a state other than Oregon
- c. Missing prior quarters data

OTTER does allow for manual entry of excess wages in cases where a user deems it necessary. Users may bypass the **WARNING** message in these cases.

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

Generally, if the import functions is not working properly is because of the file format. The "Import Instructions" provides step-by-step instructions. These instructions are located in the OTTER home page, Resource Center.

9. **What is the “No Payroll” button used for?**

The “No Payroll” button is used if you do not have wages to report for the quarter. The No Payroll button adds zeroes “0” to all necessary fields. You may also manually type in zeroes “0” in each field that you are subject to on your Form OQ.

10. **After I download OTTER, one of the following occurs. What do I do?**

- 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 installed OTTER 2017. If you have not, you can access the step-by-step instructions on the OTTER home page, Resource center at

<http://www.oregon.gov/EMPLOY/Businesses/Tax/Pages/OTTER.aspx>

If you have OTTER 2017, contact the OTTER technical support team at (503) 947-1544 or via email at OED_Taxinfo_User@oregon.gov

11. **After I submit my transfer file, I receive an email stating I have already sent a report that was previously processed. What am I doing wrong?**

Most likely an old transfer file was attached after selecting "Browse" on the secure server page. 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.

12. **How do I delete employees from the Form 132 Wage Detail Report?**

To delete an employee from the Form 132:

- a. Select the **Form 132** 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 select this box, the entire line will change color, which means it is selected. To select multiple employee records, hold the **Ctrl** key and select the gray boxes next to the other employee records you want to delete.
- c. Select **Delete** in your keyboard.
- d. Select **Save** on the toolbar, or select **Save** under the **File** menu.

13. **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 wages. Please note this sort will only be seen while you are working on the screen display of the form. The sort cannot be saved. The default view is established in the same order the records were initially entered in OTTER.

To sort in ascending order, select the Heading of the column you wish sort. To sort in descending order, select the same Column Heading as previously used.

For example, if you select the **Last Name** column, it will sort in ascending order (alphabetically A to Z) by last name, rather than by SSN. If you select the **Last Name** column again, the column will sort in descending order (alphabetically Z to A) by last name.

14. **What if I find 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/Pages/Forms.aspx>

Or select "Forms" in the menu bar at the top of the OTTER home page. Completed forms should be sent to the Oregon Employment Department at fax number (503) 947-1700, or mailed to:

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

b. Next, correct the report(s) in OTTER for your records.

c. **DO NOT SEND the reports again through OTTER.** If the only correction needed is a Social Security Number, then use the SSN correction form found on the Forms page.

http://www.oregon.gov/EMPLOY/Documents/ssn_correction.pdf

15. **I am getting the error "File path is not recognized" when I try to open OTTER. What do I do?**

This error occurs if you have a 32-bit operating system. To use OTTER on a 32-bit operating system, you must create and move the OTTER files to a new folder. Follow these steps to fix this issue:

a. Go to your C:\ drive or This PC.

b. Right mouse click anywhere in C:\ and create a new folder named "Program Files (x86)".

 Program Files (x86)

c. Then go to "Program Files" folder and look for the Otter32 folder. Right mouse click and 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 anywhere and select Paste.

e. Now you should be able to open OTTER.

16. **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 OTTER onto your new computer.

d. Insert the flash drive into the new computer where you want to move the data to.

e. Open OTTER.

f. Click on File, then 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.

i. On the left side, select the business(es) you want to merge into your database.

j. Click Ok to start the process.

k. After the process is complete, click Cancel to close the utility.

17. **When I print the Form 132, it only prints 20 employees per page. Why isn't it printing as many names as it takes to fill the entire page?**

Form 132 in OTTER has been updated to match the layout of the paper form; which may be used if reports are not filed electronically.