

## OTTER Frequently Asked Questions

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

Go to the toolbar and click on **Help**, then select **About OTTER**. Your version number is to the right of the photo. You can also see the version number in the lower right hand corner of your OTTER window.

**2. Do I have to install the new version of OTTER to file 2018 payroll tax reports?**

Yes. It is required if you are going to use OTTER for 2018 quarterly tax filings.

**3. After I downloaded and installed OTTER, one of the following occurs. What do I do?**

- A message that there are no rates in the system for the year entered.
- No rates exist in the program.

Verify you have the most current version installed. If you are using the most current version, contact OTTER technical support. If you are not using the most current version:

- Download and install the most current version. Step-by-step instructions can be found on the OTTER web page at <http://www.oregon.gov/EMPLOY/Businesses/Tax/Pages/OTTER.aspx>

**4. Some of my OTTER program is distorted or hard to see. How do I fix this?**

- **Windows 7**
  - i. Right mouse click on the .exe or the shortcut that launches OTTER
  - ii. Select **Properties**
  - iii. Click on the **Compatibility** tab
  - iv. Check the box that says **Disable display scaling on high DPI settings**
  - v. Click **OK**
- **Windows 10**
  - i. Right mouse click on the .exe or the shortcut that launches OTTER
  - ii. Select **Properties**
  - iii. Click on the **Compatibility** tab
  - iv. Click on **Change High DPI Settings**
  - v. Check the **Override** box
  - vi. Click **OK**

**5. My Form OQ is not populating and the boxes are grayed out.**

- On the left side of OTTER, select the quarter you are working on and delete it. (Make sure it's the quarter/year you want to delete, **NOT** the business.)
- Click **Save** after the quarter has been deleted.
- Select the business and then click the **CopyQtr** button to create the quarter.
  - If you import Form 132 data, select all employees on the Form 132 and delete them by using the delete key on your keyboard before importing your file.

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

Highlight the **Year**, click on **File**, click on **Add Quarter**, and then select the quarter number to add. Or highlight the **Year** and click the **Add** button on the toolbar and the next quarter will be added.

**7. I get an “Unhandled exception has occurred” error when I click on any of the forms.**

- On the left side of OTTER, select the quarter you are working on and delete it. (Make sure it's the quarter/year you want to delete, **NOT** the business.)
- Click **Save** after the quarter has been deleted.
- Select the business and then click the **CopyQtr** button to create the quarter.
  - If you import Form 132 data, select all employees on the Form 132 and delete them by using the delete key on your keyboard before importing your file.

**8. What is the No Payroll button used for?**

The No Payroll button is used if you have no wages to report for the quarter. You can also type in zeroes “0” in each tax column that you are subject to on the Form OQ. Or you can call the automated No Payroll Reporting phone line at 503-378-3981.

**9. How do I copy preparer’s information? Do I have to type this information in every time?**

No. Click on the quarter you are trying to copy the preparer information to. Click on the **Copy Preparer Information** button. Select the **Business ID number**, type in the **Year** (copying from), select the **Quarter** (copying from), then click **OK**. To avoid this each quarter, see question 10.

**10. My preparer’s information did not prefill when I added a quarter. Do I have to type/copy this information in every time?**

No. The default preparer information must be completed. Once completed, it will be added to all future created quarters. To complete the default preparer information, click on **File**, then **Options**, complete the required boxes, and then click **OK**.

**11. OTTER is not calculating excess wages correctly. What’s wrong?**

There are instances where the calculations are incorrect. These include:

- Inconsistent or incorrect SSN’s
- Wages earned in a state other than Oregon
- You do not have all of the previous quarters data entered in OTTER

OTTER **does** allow for manual entry of excess wages. Users can ignore the **WARNING** message during the report validation process.

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

Read and follow the **Import Instructions** on the OTTER home page Resource Center to make sure your file format is correct.

### 13. How do I delete employees on the Form 132 Wage Detail Report?

To delete an employee from the Form 132:

- Go to **Form 132**.
- Click on the employee you want to delete. The line will change color when selected.
  - To select multiple employees: hold the **Ctrl** key while using your mouse to click on other employees you want to delete.
  - To delete all employees: click on the empty box next to **SSN** to highlight all employees.
- Press the **Delete** key on your keyboard.
- Click the **Save** button on the toolbar, or click on **File** and then **Save**.

### 14. Can I sort the Form 132 Wage Detail Report?

You can sort Ascending or Descending on any columns on the Form 132. This sort will only be seen while you are working on the display of the form and will revert back to the default when you change forms. The default view is the same order the records were entered.

To sort in ascending order, click on the heading of the column you wish to sort. To sort in descending order, click on the same column heading as previously used.

For example: click on the heading box that says **Last Name**. It will sort ascending (alphabetically A to Z) by last name. If you click the heading box **Last Name** again, the column will sort in descending order (alphabetically Z to A) by last name.

If you want the sort to be permanent, you can export the Form 132 to an Excel file, sort and save the file, then import the file into OTTER.

### 15. 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?

If you started filing a report using our Web-Based reporting tool called SETRON and didn't complete it, please call us to delete the file so that you can resubmit your report through OTTER.

If you didn't start a report using SETRON, you likely attached an old transfer file after clicking **Browse** on the secure server page. To resubmit the correct file:

- Go to **Computer** or **This PC**
- Locate and double click on the **C:\OtterData** folder
- **Delete** the transfer file named OTTERTRF.zip
- Go through **Validate**, the **Make Transfer File Wizard**, and then upload normally. (Make sure the Date modified of the transfer file is the current date.)

### 16. What do I do if I find a mistake on a previous quarter's report(s)?

- First, correct the report(s) in OTTER for your records.
- Next, complete and return the appropriate amended report form(s), found at <http://www.oregon.gov/EMPLOY/Businesses/Tax/Pages/Amend-a-Payroll-Report.aspx>
- Then send the completed amended forms to us by Fax at (503) 947-1700.
- **DO NOT send the reports again through OTTER.**

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

- Insert a flash drive into the computer where your OTTER data is stored.
- Locate the file called OTTER32.accdb and copy the file onto your flash drive.
- Download and install OTTER onto your new computer.
- Open OTTER and if you haven't done so earlier, go through the Startup Wizard.
- Insert the flash drive into the new computer where you want to move the data to.
- Click on **File**, then **Backup/Restore**.
- When the Backup Utilities box displays, click on the radio button next to **Restore**.
- Click **Browse** and locate the OTTER32.accdb file that you saved on your flash drive.
- On the left side, select the business(es) you want to merge into your database.
- Click **Ok** to start the process.
- After the process is complete, click **Cancel** to close the utility

**18. When I print the Form 132 Wage Detail Report, it only prints 20 employees per page. Why doesn't it print as many names as it takes to fill the entire page?**

The printed copy matches the original paper forms.