

OTTER Frequently Asked Questions

1. **My Form OQ is not populating and the boxes are greyed out.**

You will need to highlight the quarter that you are working on and delete it. You will then use the copy quarter function to recreate this quarter. If you are importing your Form 132, you will need to highlight all of the employees listed and use the delete button on your keyboard before importing your file.

2. **Do I have to install the new version of OTTER to file 2017 payroll tax reports?**

Yes, it is required if you are going to use OTTER 2017 for quarterly tax filing.

3. **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 current 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.

4. **I am getting an "Unhandled exception has occurred" error when I click on any of the forms in Quarter 1 of 2017.**

You will need to highlight the year 2017 on the left hand side of your OTTER and delete it. You will then highlight the business and click File>Add Year. If you have similar employees from a previous quarter, you can now use the copy quarter function to add in your employees' names and social security numbers.

5. **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.

6. **How do I copy preparer's information? Do I have to manually 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 **Business ID number** => type in **year** (copying from) => Select **quarter** (copying from) => Click **Ok**.

7. **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** => **Options** => Fill out default preparer information => Click **OK**.

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

Highlight the **Year** => **File** => **Add quarter** => Select **quarter**.

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

The OTTER excess wage calculator does calculate excess wages correctly. 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. If you do not have all of the previous quarters data entered into OTTER

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.

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 make sure the file format is correct.

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 field that you are subject to on the Form OQ.

12. **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 the most current version of OTTER installed. If you are using the most current version, contact OTTER technical support. If you are not using the most current version of OTTER:

- a. Download and install the most current version of OTTER.
- b. Step-by-step instructions to install the newest version of OTTER can be found on the OTTER home page Resource Center:
<http://www.oregon.gov/EMPLOY/Businesses/Tax/Pages/OTTER.aspx>

13. **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 clicking "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.

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

To delete an employee from the Form 132 screen:

- 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 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 want 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.

15. 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. Please note this sort will only be seen while you are working on the screen display of the form and will revert back to the default when you change screens or forms. The default view is established in the same order the records were entered.

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 SSN. If you click on the heading box **Last Name** again, the column will sort in descending order (alphabetically Z to A) by last name.

16. 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 click "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

17. 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.

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 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.

19. 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?

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