

Q. When will the new system go live?

A. The target for go live is 2020, however, we do not have a confirmed date at this time. It will not be before the first quarter of 2020 filing deadline. You will continue to use ERIC for your first quarter filing. It is our intention to notify employers and agents at least one quarter before the go live date.

Q. We have a few questions about fourth quarter of 2019. They wanted to know if they would still be able to do that in ERIC.

A. Yes. For fourth quarter 2019, you will still be using ERIC. We do not have a go-live date yet for The SOURCE. It is slated to go live in 2020. As soon as we have a solidified go-live date, we will be sharing that with all employers and agents. One thing that I will state is that the rate exchange process that we currently do in ERIC, we will still be doing that until we go live with The SOURCE. So you will be able to get the 2020 rates through that file exchange process. If you do that today, you will still be able to do that until The SOURCE goes live.

Q. Can employers have more than one agent on file?

A. The answer is yes, but they cannot have more than one agent on the same service function/service role. So, there are four service functions, so you could technically have four agents, one for each role, but you can't have multiple agents on the same role.

Q. When is go-live?

A. We don't have a firm date yet, once we do, we'll make sure that we get that out to you. We won't be letting you know "Hey, we're going live next week." We'll definitely give you more time. So, we just want to make sure we have a firm go-live date before we get that out to everyone. But until go-live, everything remains the same, you're still using ERIC, we're still processing the exact same.

Q. Is there a special registration for ACH Credit tax default?

A. A special registration—I'm not sure I understand that exact question, but there is a process to be able to pay by ACH Credit. That is all detailed out in the file specifications document, and we'll provide that link to you after the webinar. So, you'll have to work with the bank and you'll have to create an allocation file, either you'll create an allocation file, or you'll use the one that we create, and then you'll have to work with your bank on the ACH process. There's no special registration process to be able to pay by ACH credit.

Q. For authorization, is the same form going to be used?

A. It will not. It will be an updated form, because the roles are changing, the names of the roles are changing, so there will be a new form that will be created.

Q. Will anything change with those that use QuickBooks?

A. We have been in conversations with QuickBooks and what I would say is you need to reach out to Intuit to see how it's going to change. I don't want to speak for Intuit, there probably will be changes, but you'll have to work with Intuit on those.

Q. Do we need an ACH credit authorization before we switch a client to ACH credit?

A. No, I don't believe so. Typically, for ACH credit that's usually for larger clients, or agents who are filing on behalf of multiple clients. Typically, one employer is not going to use ACH credit to make their payment, but they will have the opportunity and they'll be able to if they want to.

Q. I think this may be the same question from a different individual: Will there be an authorization form for paying by ACH credit that we will need to submit for each of our clients?

A. Not to us. You will need to work with your bank on that process.

Q. Is anything changing with Gateway or will we be able to continue to use that to file through 2020 and beyond?

A. You will still be able to use the Ohio Business Gateway.

Q. Will we still be required to submit two POAs; one for benefits/claims and one for reporting quarterly returns?

A. Yes. The tax system is slated to go live in 2020 and benefits is not slated to go live until 2021. The goal would be that, once benefits goes live, that there would be one form, but we're not able to give you final answer on that right now, but that would be our goal.

Q. When it goes live, will they have to register for the site?

A. If you're already logged into ERIC, you already have a user account, there will be a credentialing process to go through to get into The SOURCE, but as long as you go through that credentialing process, everything will move over from ERIC to The SOURCE.

Q. What are the four service roles?

A. There is an appeals service role, a wage submission, a payment submission, and account maintenance.

Q. How will agents handle individual employee claims (i.e., separation requests, determination hearings)?

A. I don't know, because we're really focused on this webinar on the tax side, because we're going to be going live with the tax system in 2020. So, until benefits goes live you would continue doing the same thing you do today with claims. There will be future webinars for employers and agents when we get closer to go-live for the benefits side of The SOURCE.

Q. When making ACH credit, will the exact amount due be required to be paid?

A. No. But through the allocations, we will allocate based on the allocation file that's provided, and the allocation file and the ACH credit amounts need to match. If those don't, then we won't process the payment.

Q. Will they now be transferred over to the third party representative forms?

A. If you currently have authorization in ERIC for clients, those authorizations will be converted over into The SOURCE.

Q. Are you seeking feedback for the improvements about OJI for The SOURCE?

A. At this point in time we are not seeking feedback, but we do have an email account. You're more than welcome to provide information if you'd like. It's actually up right now. You can email TheSOURCE@jfs.ohio.gov. If you have any further questions after the webinar ends, you can definitely use that email address to submit questions and we'll get answers back to you.

Q. On the authorization, will there still be two—one for claims and one for tax?

A. We'll have a new authorization form when The SOURCE goes live for tax. The current authorization form for benefits won't change until the benefits portion of The SOURCE goes live, and then once the benefits portion goes live, we will have, most likely, one form for authorizations for both benefits and tax.

Q. What was the new information required on employee files?

A. There are two pieces. Let's say an employer's filing and they have five employees. For each one of those five employees, they're going to have to let us know, are they an employee or are they an owner-officer. So, there are two choices. In addition to that, an employer can go into their account and they can set up locations. So, let's say that I'm an employer and I have five McDonald's, but they're all under one account, I can create five different locations and then I can select which location the employee works at. But typically employers aren't going to use locations, they're just going to default to the primary location, and even in the example that I gave, they may have five locations but it's only one account, so it may not matter to them, and it doesn't change their taxable wage base or anything like that, so most employers will just default to the primary location.

Q. How will an employer representative be able to tell if one of their clients is a reimbursing employer when the account numbers change?

A. If you have authorization, you put in the account number, it takes you to the employer portal. There'll be a designation whether they are reimbursable or contributory.

Q. Will there be another tool like QWRT, that we can use?

A. No, as of right now there will not be. QWRT was really an offline tool where employers could enter their information and then it would generate the ICESA file, and we're not going to support that tool. But we are offering additional file layouts for ICESA and XML, and CSV.

Q. Currently we upload one bulk file for the employee wage records for all our clients, and then mail the first page of the quarterly return, along with the check. Will we still need to mail that paper return, or will everything be filed electronically?

A. You would upload the wage detail for all your clients, and then you have a couple of options: you can either create your own allocation file or an allocation file can be created by the system. Then you would download that, then you would submit the payment and the allocation file. That is what we would prefer, because now you have the allocation file and an electronic payment. If you decide you want to pay by one check, you can do an allocation file, then say that you want to pay by check, you'll get a voucher ID and one voucher. Then you would submit the voucher with the check. I wanted to make sure: The allocation file is something that you upload; it's not something that you mail in. The quarterly summaries that we use today are no longer going to be available or used. So, you go in, you file electronically, then you either create an allocation file and upload that with the payment, or, if you want

to pay by check, you would create a payment voucher. That payment voucher has a voucher ID on it and that voucher ID, when we run it through our system, with the check, knows all of the allocations that you have created.

Q. So our “to-do” for now is to call and give our FEIN and our agent number, correct?

A. Definitely call and provide us your FEIN and if you have your agent ID that would be great, because we have a spreadsheet that we’re housing. That way your FEIN would be on the system at go-live. The other thing is, if you don’t already have authorizations on file for your client, I would suggest that you go ahead and start that process, because the better prepared you are at go-live, the better of you’ll be and better off we will be as well.

Q. What is the appeals role?

A. In the appeals role, the agent would be able to file an appeal on behalf of the employer. So, if you have the appeals role, let’s say you log into the agent portal, type in the account number, you go to the employer’s portal, and from there you would be able to appeal a determination. Again, strictly talking tax, if you don’t have that appeals role, you wouldn’t be able to appeal the determination on behalf of the employer online.

Q. Can we submit individual ACH credit payments for each taxpayer in a file? It sounds like the expectation is that there will only be one ACH payment and an allocation file.

A. I guess technically you could submit an ACH credit for each individual client. They would each have their own allocation file.

Q. I’m logged into ERIC as a TPA, where do I find authorized employers or clients?

A. We’ll get that information to the individual who asked that promptly.

Q. If we only ever filed paper authorizations, did these carry over to ERIC?

A. They’ll carry over to The SOURCE. One thing I did mention is that for agents, we would prefer that the employer log in to their account and give authorization to the agent, but the agent, if they have the paper authorization, they can actually upload multiple authorization forms in The SOURCE, then we will get those and process them. We’re trying to get out of the paper business.

Q. When talking about file uploads, I thought you said that the employer authorization wasn’t required, but then later there was discussion about authorizing for the wage submission role?

A. There’s a wage submission role and if you are authorized for that role, then what you can do is, online from the agent portal, you can go to the employer’s portal and submit the wage report. If you don’t have that role, then you’re not able to do that. To do a file upload, you don’t need that authorization role.

Q. Will the webinar be posted or available if we want to watch again?

A. Yes, it will be posted online and we’ll also send an email out to everybody following this, which will have a link to the video as well, so you’ll be able to watch that on playback.

Q. Mentioned earlier on the oldest tax debt, will there be any interest and penalties if there is a balance due at the end of the current quarter, after paying the oldest debt payment?

A. Interest will accrue as it does today and penalties will be assessed as they are today.

Q. In the case where employers move from one payroll provider to another, will employers be required to remove the current TPA before a new TPA can be added, OR will a new TPA/POA form override the old TPA assignment?

A. The employer will need to end-date the previous agent, then authorize the new agent.

Q. It was mentioned that if we pay by EFT credit, the payment must match exactly. What if there is rounding? Will the ACH Credit file reject?

A. When you create the allocation file, it'll have the total, so there won't be any rounding issues. But if you're creating the allocation file, and your payment doesn't match the total for allocation file, it will reject. But there shouldn't be any rounding issues. It will accept the payment, but it'll suspend and won't post and then we'll work it in here and try to figure out how to fix it. We'll ask you to provide a new allocation file.

Q. What is the phone number to give my agent ID and FEIN requirement?

A. 614-466-2319. When you call just be specific why you're calling and let them know what you're providing, and the person will get the information to the right people.

Q. When creating the allocation file, will the payments have to exactly match what The SOURCE calculates as the amount due? For instance, if our system calculates the amount due for the quarter for one employer as \$100.10, but The SOURCE calculates it as \$100.00 (a difference of 10 cents), will we be able to allocate the \$100.10 amount that we will be sending via ACH credit?

A. There will be two columns in the ACH file, one that we calculated, and there'll be a column for the payment that you're providing. The SOURCE is the system that's going to be calculating the taxable wages and the amounts due for the employer.

Q. Does ERIC currently require an FEIN for an agent?

A. No we do not. So that is a change and that's why we want to get ahead of this and make sure we have your FEIN on file when we go live with The SOURCE.

Q. Will you provide detailed instructions for agents to provide to clients for logging in and authorization?

A. Yes, there's a tutorial that will be provided that can run the employer through on how to authorize an agent. This system is pretty intuitive, so when the employer logs in, they shouldn't have any issue finding how to do that. But again, in The SOURCE they will need to know the agent's ID number to provide the authorizations.

Q. What is the current paper form that can be used to assign an employer to our agent, if the employer can't assign us as their agent online? What is that form number?

A. JFS 20106. And we can provide the link for the form in the email that follows this presentation.

Q. Will the new system accept a Social Security number as well as the FEIN?

A. Yes.