ARIZONA DEPARTMENT OF REVENUE

03/21/11

Payroll Service Provider User Guide to Online Withholding Tax Filing

This Guide walks you through the steps of completing the Registration process which is required before you to File and Pay Withholding Returns electronically. General user information and File Formatting for the Web Upload process are also included.

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AZ WEB FILE

Payroll Service Provider Guide to Online Withholding Tax Filing

1.1. What is AZ Web File?

AZ Web File is an online service which allows a registered Payroll Service Provider (PAYROLL SERVICE PROVIDER) to file and pay Employer Withholding returns electronically…eliminating the need to file anything paper again. Payroll Service Providers who want to submit withholding returns and payments for multiple clients at the same can now do so. Using AZ Web File does not require you to make changes to your computer systems or existing computer settings.

PAYROLL SERVICE PROVIDERS CURRENTLY USING THE ACH CREDIT PROCESS MAY CONTINUE TO USE THE ACH CREDIT PROCESS TO SUBMIT PAYMENTS FOR ALL THEIR CLIENTS AND USE ONE OF THE TWO ELECTRONIC SERVICES TO SUBMIT THE QUARTERLY/ANNUAL RETURNS.

PAYROLL SERVICE PROVIDERS THAT WANT TO USE THE ACH CREDIT PROCESS FOR PAYING ELECTRONICALLY NEED TO CONTACT THE AZDOR TAXPAYER INFORMATION & ASSISTANCE (TIA) GROUP AT 602.255.2060 FOR DETAILS ON ENROLLMENT PROCEDURES.

AZ Web Filer currently supports the following Withholding Forms:

- A1-QRT
- A1-APR
- A1-R
- A1-WP
- Client List submissions

ALL Payroll Service Providers and Transmitters must register at **https://www.aztaxes.gov**

Once registered, there are two options to file/pay electronically:

1. Web Upload (create a CSV file from your current software, specify the format of the file and submit via the AZ Web File site)

2. Web Service – see the IMPLEMENTATION GUIDE for details. To request a copy of this document send an email to **efile@azdor.gov**

A $25.00 penalty is assessed on the Payroll Service Provider per client, per return, for every client whose withholding tax is not filed electronically. A $25.00 penalty is assessed on the Payroll Service Provider per payment, for each withholding tax payment not made electronically. These changes become effective for withholding tax returns due to be filed after May 31, 2011.

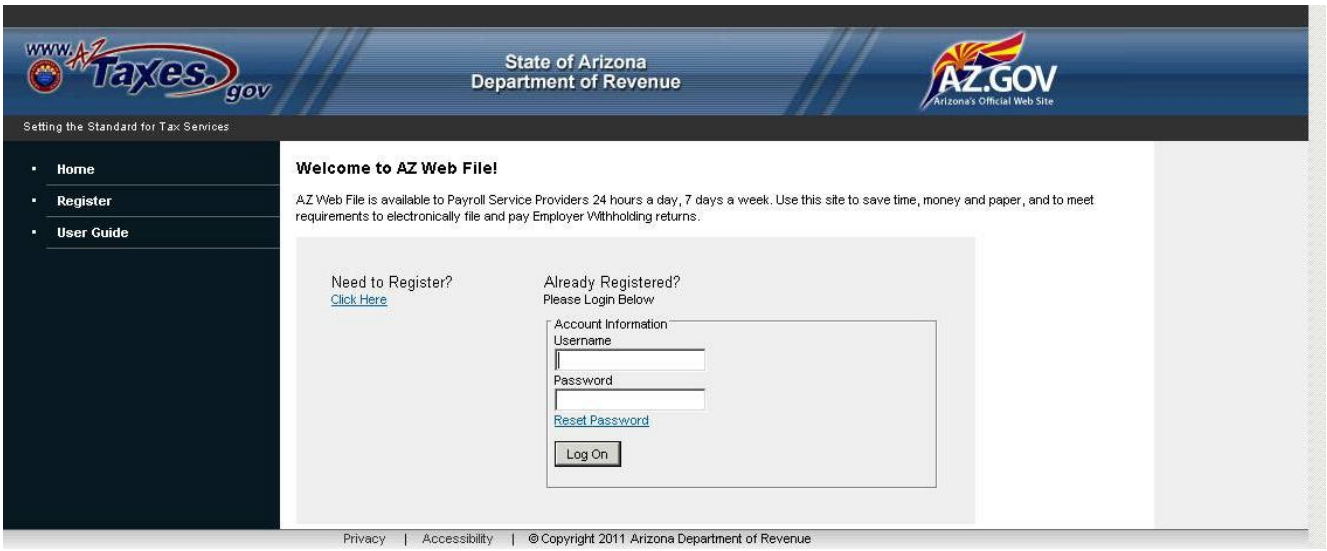
REGISTRATION

First time users of AZ Web File are required to register prior to using either of the services. Your Email address will be your user ID. An Email confirmation will be sent to this address to complete the registration process.

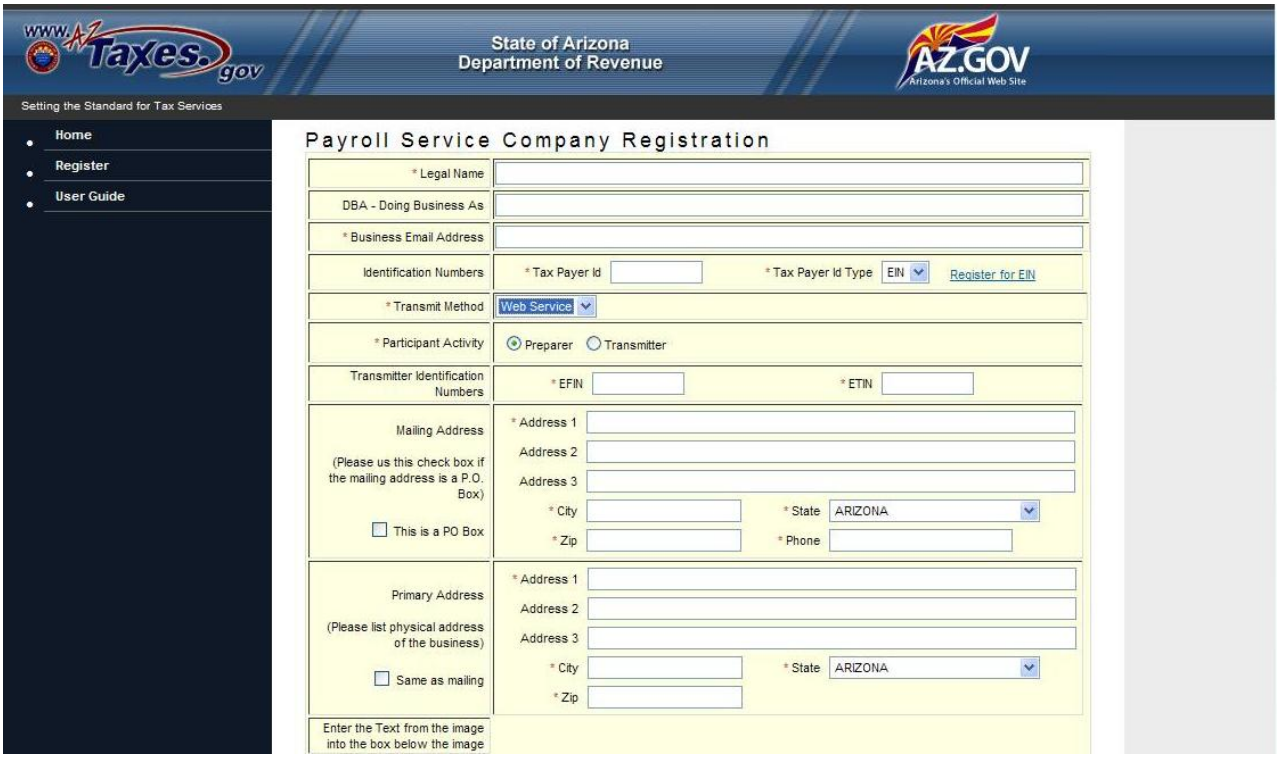
Once registered, you will then be able to Log On to the site to submit withholding payments and returns information using the Web Upload function, add Authorized Contacts to allow AZDOR to discuss details and questions with representatives within your company, and to find helpful information such as user guides or key announcements made to entities using the service.

Get Registered! – AZ Web File Registration

To get started, click "Register" in the left navigation menu or within the Home page.



You will immediately be navigated to the "Payroll Service Company Registration" online form to complete.

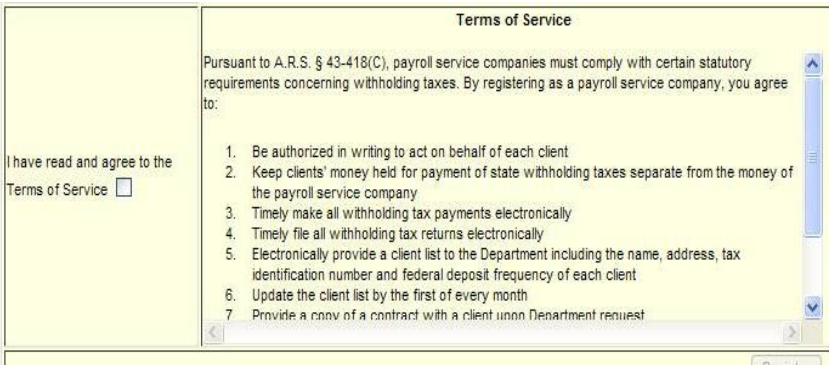


To register, complete the required fields:

1. Legal Name - Legal Business Name of the Payroll Service Provider.
2. DBA – The Name the Payroll Service Provider operates under.
3. Business Email Address – Valid Email address for all confirmations and your user ID for logging on.
4. Taxpayer ID – 9 Digit EIN of the Payroll Service Provider (If you do not have an EIN, Click on "Register for EIN").
5. Transmit Method - Web Upload or Web Service.
    a. Web Upload
    b. Web Service
6. Participant Activity – Displayed only if "Web Service" is selected as Transmit Method. This field allows you to choose whether you are acting as a Preparer or Transmitter.
7. Transmitter Identification Numbers (EFIN & ETIN if registering as Transmitter). These will only be displayed if 'Transmitter' is selected as the Participant Activity.
8. Mailing and Physical Addresses (Domestic Addresses Only; PO Box cannot be used for Physical Address).
9. Captcha Validation – Please enter the words as instructed.

10. Terms of Service - You must read and agree to the Terms of Service before the "Register" button becomes available.

11. Click the check box next to the Terms of Service to submit your Registration.



Registration Confirmation Email

After completing and submitting all required fields on the Registration form, you will receive a Registration Confirmation Email. The Email is sent automatically to the Email Address provided during the Registration process.

From: noreply@azdor.gov [mailto:noreply@azdor.gov]
Sent: Monday, August 02, 2010 3:31 PM
To: Last Name, First Name
Subject: AZDOR - Payroll Service Provider Registration Intent Email

This is your email message confirming your intent to register as a Payroll Service Company or Transmitter.

In order to complete the registration process please complete, print, sign, date and return the signature card to the address on the form.

NOTE: An original signature is required; no email or fax transmission is allowed.

Please do not reply to this email. This is an auto-generate response.

NOTICE: This e-mail (and any attachments) may contain PRIVILEGED OR CONFIDENTIAL information and is intended only for the use of the specific individual(s) to whom it is addressed. It may contain information that is privileged and confidential under state and federal law. This information may be used or disclosed only in accordance with law, and you may be subject to penalties under law for improper use or further disclosure of the information in this e-mail (and any attachments). If you have received this e-mail in error, please immediately notify the person named above by reply e-mail, and then delete the original e-mail. Thank you. Fri Feb 11 2011 13:45:16

A signature card will be attached to this email. In order to complete the registration process you will need to complete, print, sign, date and mail the signature card to the address on the form. When the signature card is received by the Department of Revenue a second email will be sent to the email address of record with instructions to select a hyperlink to complete the registration process.

From: noreply@azdor.gov [mailto:noreply@azdor.gov]
Sent: Monday, August 02, 2010 3:31 PM
To: Starr, Chris
Subject: AZDOR - Payroll Service Company Registration Email Verification

Please use the following link to verify your registration:

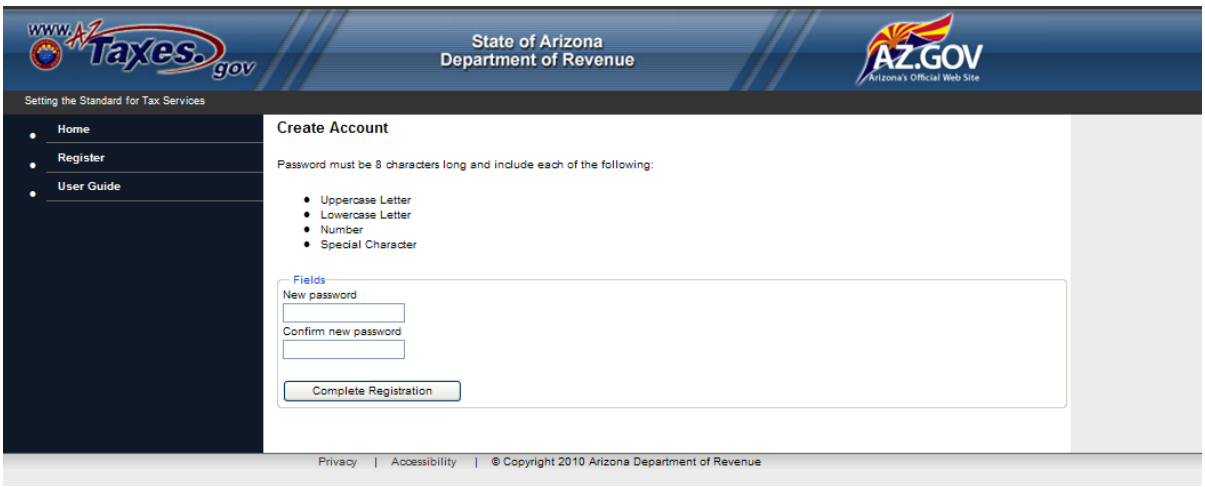
http://quatazfset/PayrollRegistration/Account/RegistrationVerification?id=MTU2

Please do not reply to this email. This is an auto-generate response.

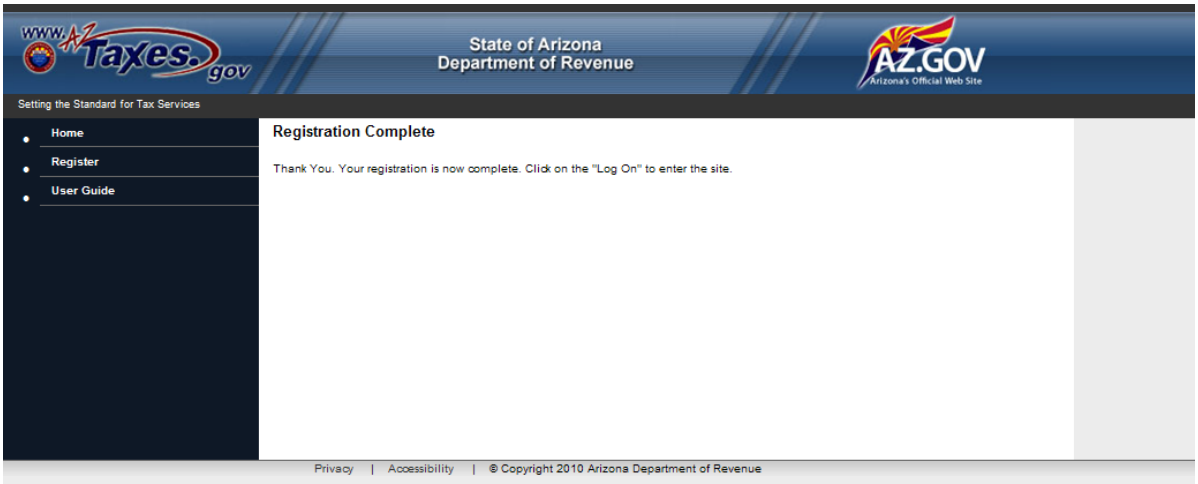
NOTICE: This e-mail (and any attachments) may contain PRIVILEGED OR CONFIDENTIAL information and is intended only for the use of the specific individual(s) to whom it is addressed. It may contain information that is privileged and confidential under state and federal law. This information may be used or disclosed only in accordance with law, and you may be subject to penalties under law for improper use or further disclosure of the information in this e-mail (and any attachments). If you have received this e-mail in error, please immediately notify the person named above by reply e-mail, and then delete the original e-mail. Thank you. Fri Feb 11 2011 13:45:16

Upon selecting the "verification" link from the "Registration Confirmation Email", you will be navigated to the "Complete Registration" page. Here, you will create a Password for your Payroll Service Provider account.

Note: Your password must be at least eight characters long and contain one uppercase letter, one number, and one special character…Password example = Test101*)



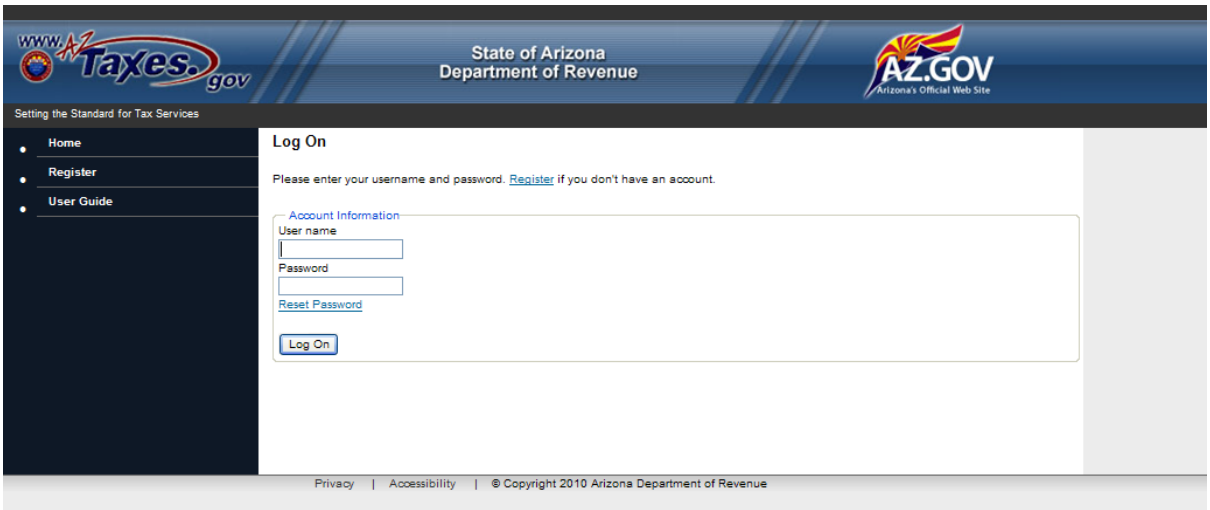
Once you have created and confirmed the new Password, press the "Complete Registration" button. You will then receive a "Thank You" message for completing the Registration process. You will be able to log on to the site.



LOGGING ON

To Log On to the AZ Web File site follow these steps:

1. Select "Log On" from the upper-right corner of the page. The Log On page opens requiring a Username and Password.
2. Enter the Username (Email address used at the time of Registration) and Password (newly created password).
3. Click "Log On".



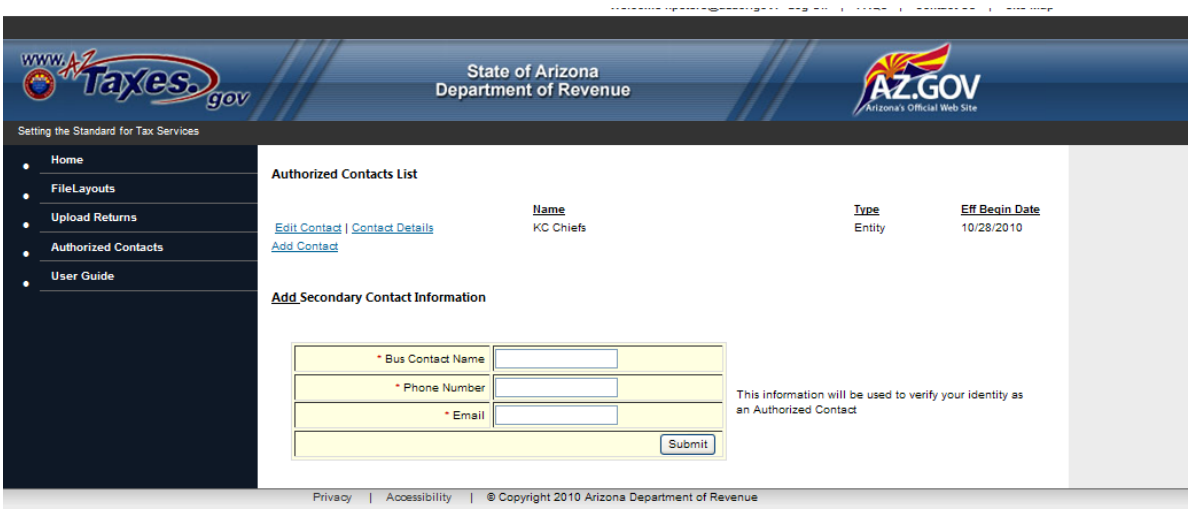
If Username/Password credentials are accurate, the screen will refresh to reflect the user name and user menu.

AUTHORIZED CONTACTS

The purpose of the "Authorized Contacts" page is to allow the Authorized Contact (representative who has the username and password for the PAYROLL SERVICE PROVIDER) to log on and designate additional "contacts" who will also have the authorization to make and receive phone calls from AZDOR for the purpose of discussing details on their clients or any technical questions that need resolution.

To view the Authorized Contacts click the Authorized Contacts link in the Left Navigation Menu.

To create/add a new contact for your company click the "Add Contact" link.



From here, the Add Secondary Contact fields will be displayed, allowing you to add the details about the additional authorized contact. Required fields include:

1. Bus Contact Name: The Authorized Contacts name.
2. Phone Number: Enter telephone number for the new Contact.

3. Email: If different than the Email address for the Primary PAYROLL SERVICE PROVIDER, please enter the Email address for the new Contact.

4. Click "Submit" to create the new Contact.

Once the new Contact is created, he/she will appear in the list on the Authorized Contact page.

Edit/Details/Delete Contact

Once logged on to the site, you can edit, view details about, or delete a contact by selecting the respective links from the "Authorized Contacts" page.

1.2. Edit:

This link allows you to edit details about an existing Contact.

1.3. Details:

This link allows you to view details about an existing Contact.

1.4. Delete:

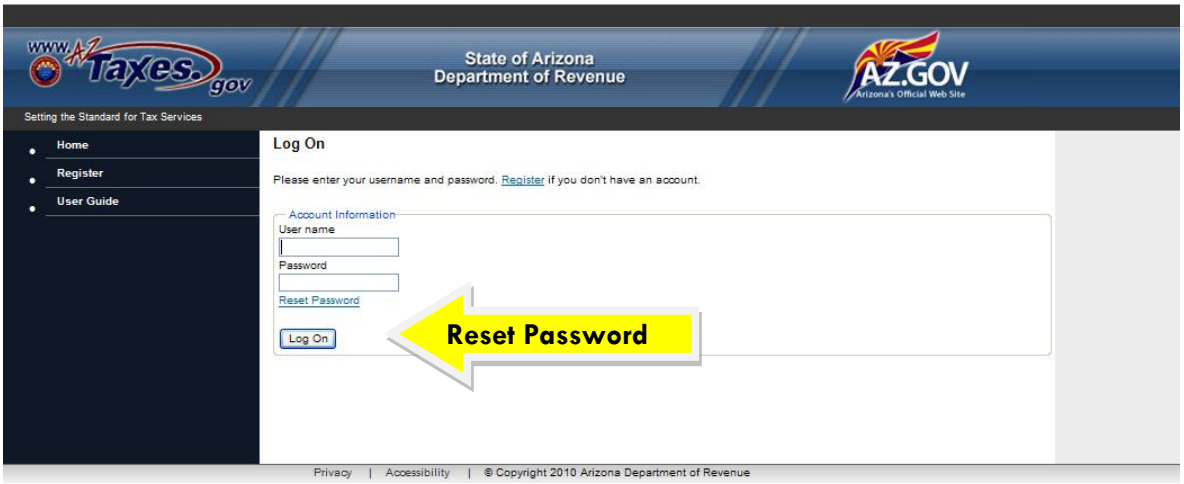
If an existing Secondary Contact is no longer an authorized Contact, simply select the "Delete" link and choose "Yes" on the validation message. This will allow you to remove the designated Secondary Contact from the list.

Note: Only Secondary Contacts may be deleted.

As a reminder, only those logged into the PAYROLL SERVICE PROVIDER entity via the username and password created solely for the PAYROLL SERVICE PROVIDER during the Registration Process are able to log on and Add, View, Edit, or Delete additional Authorized Contacts.

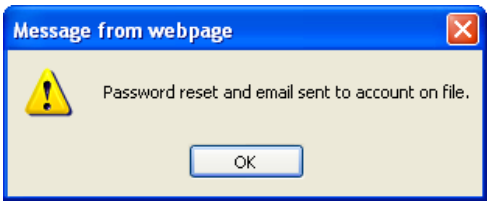
Forgot Password/Password Reset

If you have forgotten your password, you can reset it from the main Log On page.



To reset your password:

1. Enter your "Username".
2. Select the "Reset Password" link.
3. An on-screen confirmation message of "Password reset and Email sent to account on file" will display.



4. Click "OK".
5. Check the inbox of the Email address provided during the Payroll Service Provider registration process.
6. An Email including a temporary password will be emailed to the Email Address provided at the time of Registration for the Payroll Service Provider.

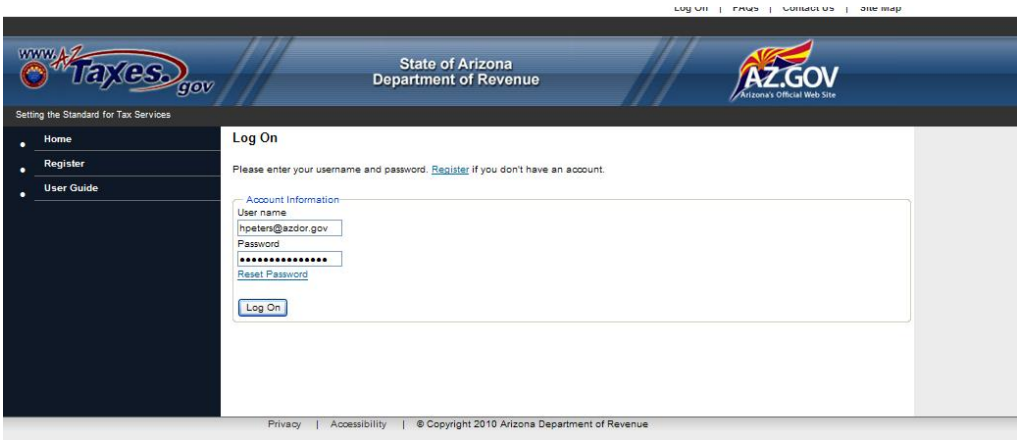
From: noreply@azdor.gov [mailto:noreply@azdor.gov]
Sent: Monday, Sep 27, 2010 4:01 PM
To: Last Name, First Name
Subject: Password Reset

Password is !pCY5E$=MP.>-W

Please do not reply to this email. This is an auto-generate response.

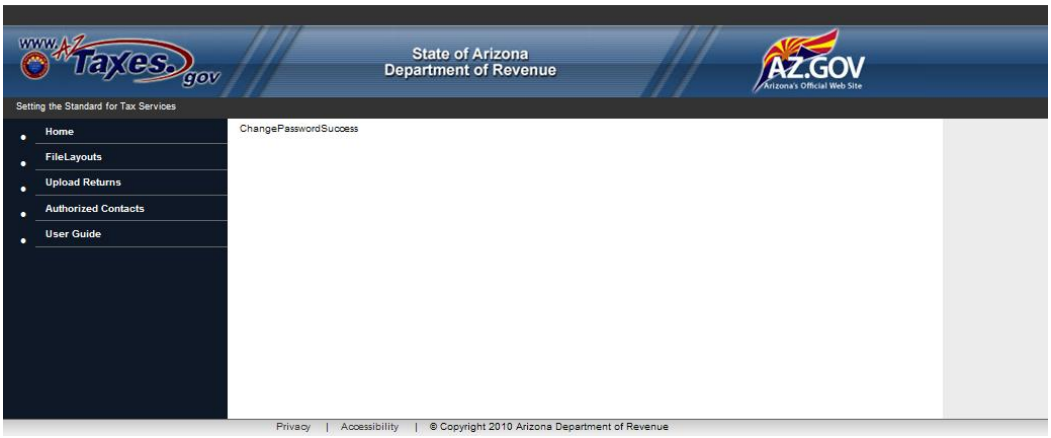
NOTICE: This e-mail (and any attachments) may contain PRIVILEGED OR CONFIDENTIAL information and is intended only for the use of the specific individual(s) to whom it is addressed. It may contain information that is privileged and confidential under state and federal law. This information may be used or disclosed only in accordance with law, and you may be subject to penalties under law for improper use or further disclosure of the information in this e-mail (and any attachments). If you have received this e-mail in error, please immediately notify the person named above by reply e-mail, and then delete the original e-mail. Thank you. Fri Feb 11 2011 13:45:16

Enter your temporary password into the Password field on the Log On page and click "Log On".



You will then be prompted to create a New Password. Enter the Temporary Password (provided in Email), New Password, and then the New Password again and click "Change Password"

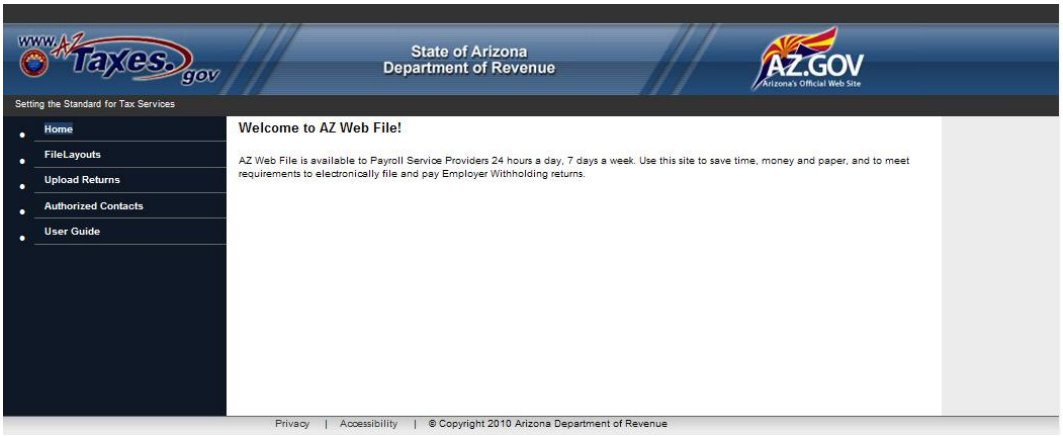
You will then receive a confirmation message that your Password has been successfully changed.



You will now be able to use your newly created Password the next time you Log On.

HOME PAGE

The Home Page is displayed after you validate your registration and log on as a returning user to upload your files. You can always return to this page by clicking on the "Home" link in the Left Navigation Menu.



Creating a File Layout - Overview

The first step in being able to file a return using the Web Upload process is to determine and create the "File Layout" for each form type you will be submitting.

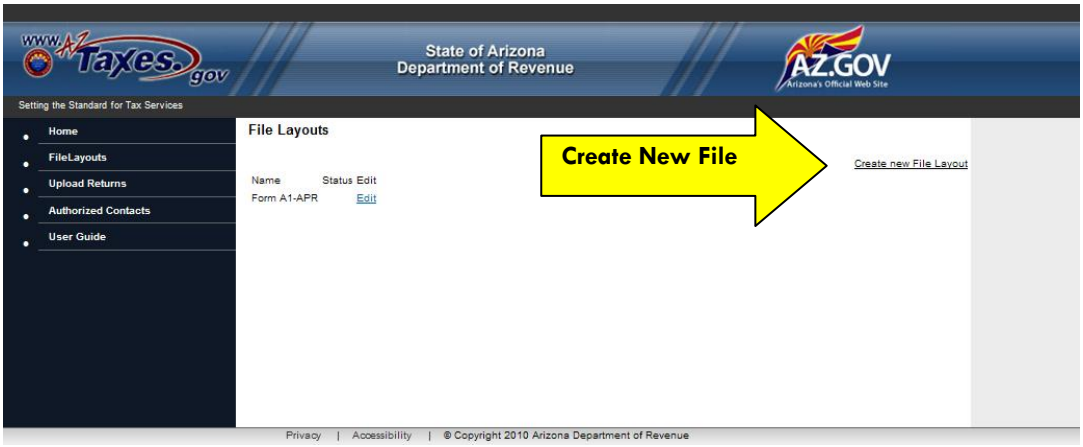
Creating the File Layout allows you to establish the order of the fields for data being sent within the file. "Required" fields must be provided for a file to be accepted. Both Required and Optional fields will be extracted and used by AZDOR.

Additional data can also be sent within the file as long as the "Filler" indicator is checked for the extra fields. For instance, if you need to include "Department", simply add it as a field and make sure "Filler" is checked. Department would then become a field that is allowed to include data within the file with the understanding that the data will be transferred but, will not be extracted or used by AZDOR.

CREATE THE FILE LAYOUT – HOW DO I?

Steps for Creating a File Layout

1. Log On to the AZ Web Upload Site.
2. Click on "File Layouts" from the Left Navigation Menu to open the File Layouts window.
3. Select "Create New File Layout" (located in the upper-right corner of the page).



4. Select the "Form Type" from the "Form Type" drop-down:

   a. A1-QRT

   b. A1-APR

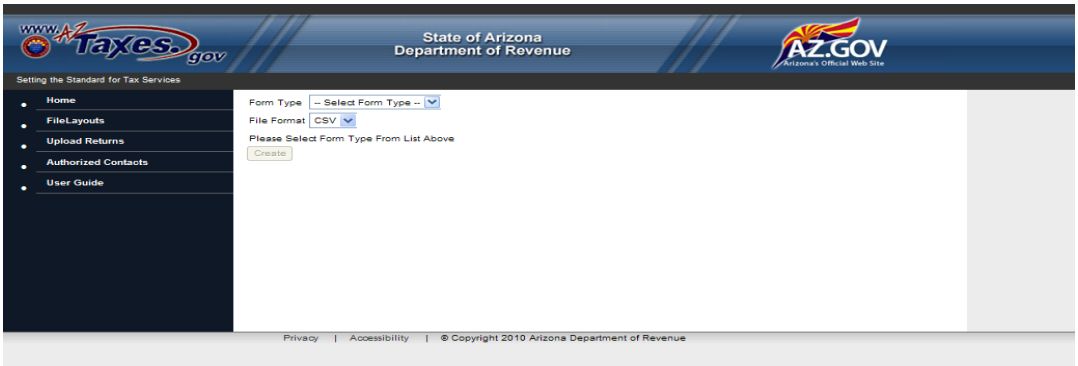
   c. A1-R

   d. A1-WP

   e. Client List

(Note: File format will always be "CSV")

5. Click "Create" to begin formatting.



You are now able to enter the fields you will be supplying data within your file for:

- Position: The "placement" of the field within your file. (Position 1 = Column 1).
- Field: The "field name" for the data column.
- Format: Non Editable Field Showing Format of Data.
  - D = "Date Value"
  - V = "Variable Character" (alphanumeric value)
  - N = "Numeric Value"

Required Include/Exclude

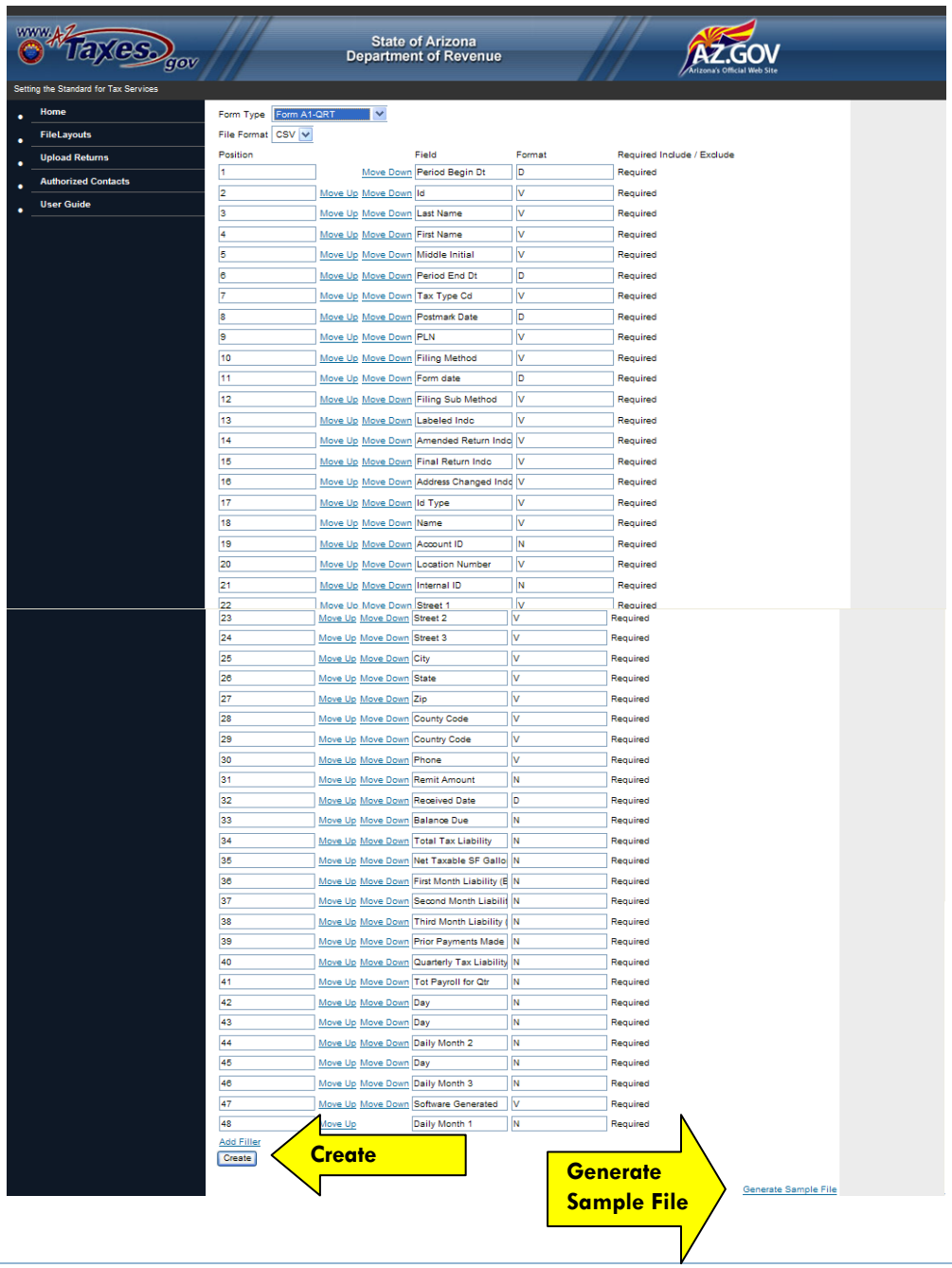
Required Fields will not be "removable". However, the position of them within your file can be changed.

1.5. Add Filler

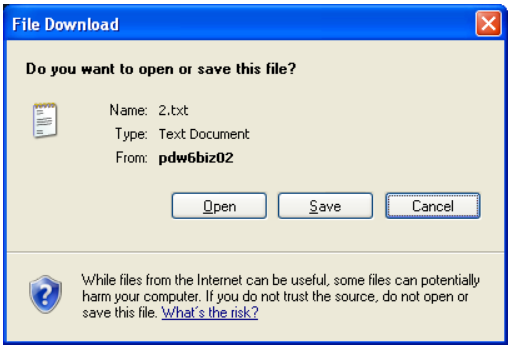
A field that can be provided that may be used internally by your organization. This information can be provided; however, it will not be extracted or used by AZDOR.

1.6. Move Up/Move Down

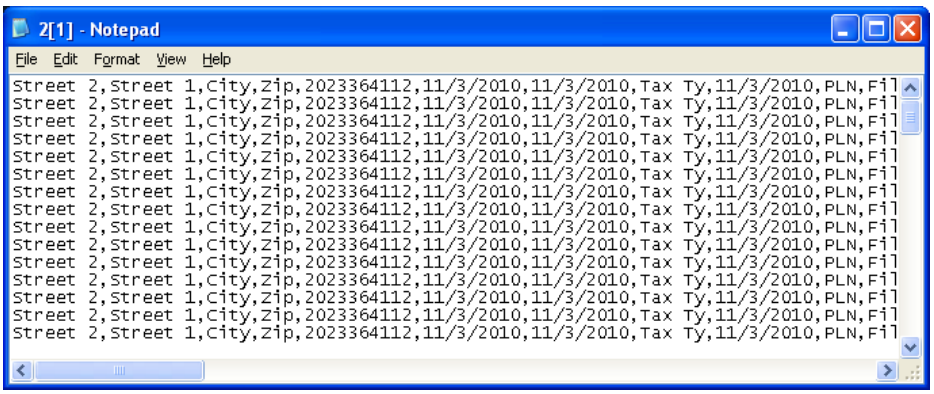
The Move Up and Move Down fields allow you to adjust where the field position lies within the file.



Note: By clicking on Generate Sample File, you are able to Open or Save an example of what the actual layout needs to be:



The following shows an example of what the file will look like if you select "Open":



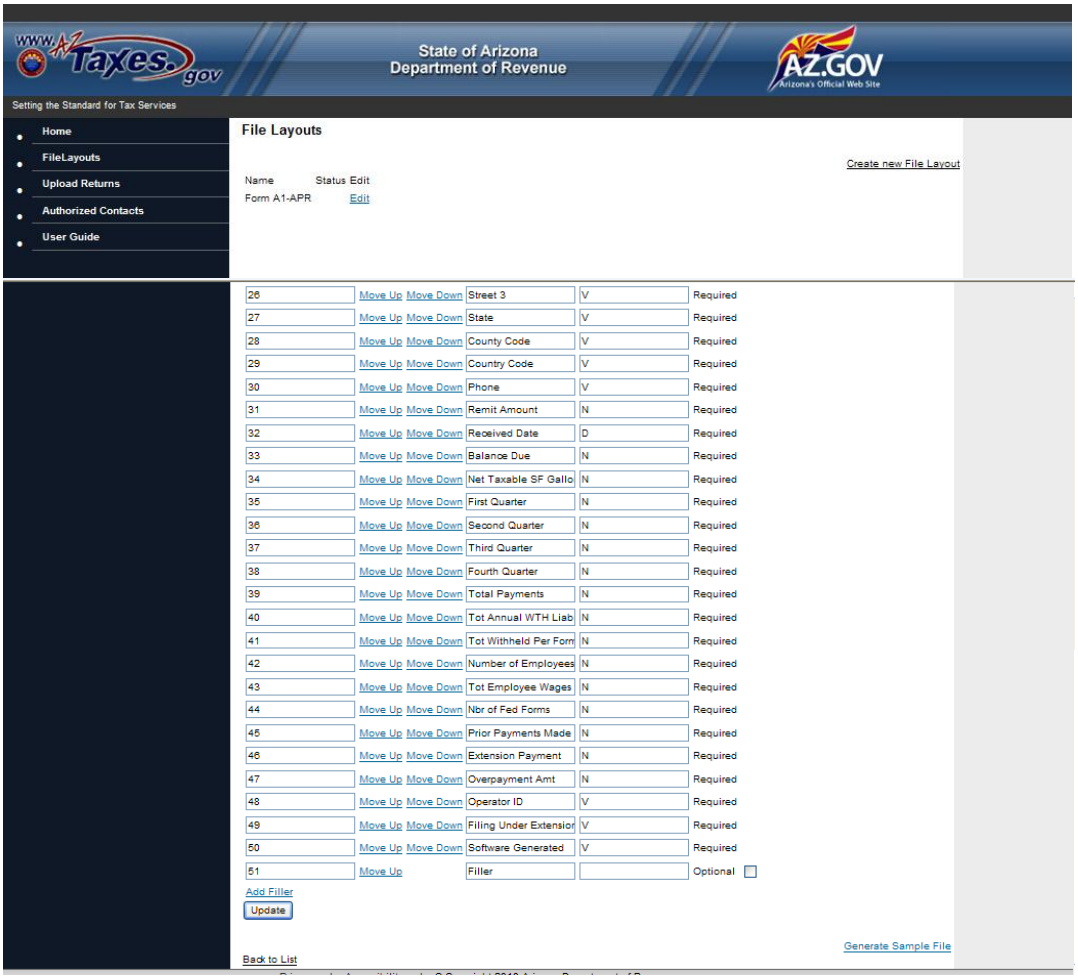
Save this example on your PC to use as a template for how data will be sent to AZDOR.

When you are satisfied with the inclusion of fields and their positioning within your file, press "Create". Your format for the specified File Type will now be saved. You will then be navigated to the File Layouts page where you will see the recently created File Layout.

EDIT FILE LAYOUTS

Steps to Edit a File Layout

1. Log On to the AZ Web Upload Site.
2. Click on "File Layouts" from the Left Navigation Menu to open the Upload Returns window.
3. If you need to make changes to the positioning of a field, Field Name, Format, or Add or Remove Filler, you will simply need to select the "Edit" link for the designated File Layout. You also have the ability to generate a Sample File from the Edit function.
4. Once you are satisfied with your edits, simply click the "Update" button to save the entries. You will then be navigated to the File Layouts page.



UPLOAD RETURNS

Files must be uploaded in the acceptable file format = CSV (Comma Separated Values). To do this, choose 'Save As' from the File menu. Excel will then display the Save As dialog box.

In the 'Save As' Type drop-down list at the bottom of the dialog box, choose the CSV (Comma delimited) option. Use the other controls in the dialog box to specify a file name and location and then click on the Save button.

Excel may display a dialog box telling you that not all Excel features can be maintained in the format you have chosen. Click on Yes to continue saving the information in CSV format. If your file is not a .csv formatted file, it will not upload.

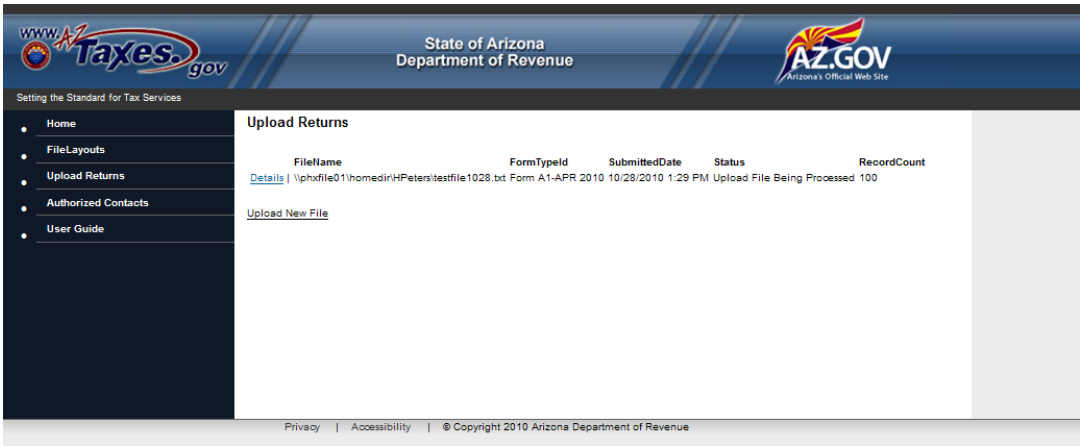
A File Layout need only be created once for each Form Type. There is no need to create "multiple" File Layouts for any given form, however you do have the ability to do so if needed. File Layouts can be modified at any time except when there is a pending file to be processed.

STEPS TO UPLOAD RETURNS

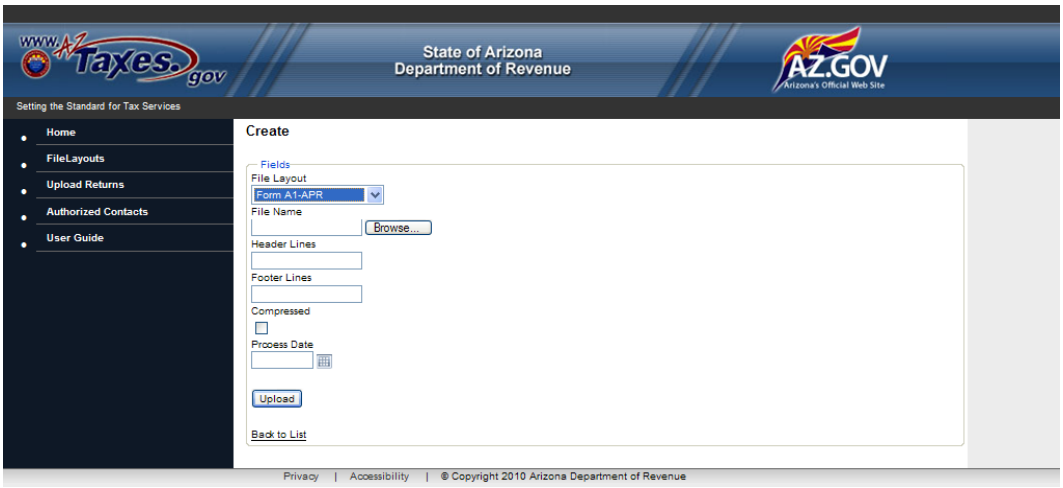
Log On to the AZ Web Upload Site.

Click on "Upload Returns" from the Left Navigation Menu to open the Upload Returns window. The Upload Returns window will open displaying details about any recently uploaded files.

Click the Upload New File link to begin the upload process:



The Create upload page will open:



Next, follow these steps:

1. Select the File Layout you will be uploading.
2. Choose the file you will be uploading by clicking "Browse" to locate the file on your PC.
3. Enter the number of Header Lines (number of columns, rows in header being sent, if any).
4. Enter the number of Footer Lines (number of rows in footer being sent, if any).
5. Click "Upload" to begin your upload to AZDOR. If no errors are received, you are ready to proceed to the next step of "Uploading Returns".

You will then be taken back to the Upload Return page where you have the option of uploading another file or, navigating to another part of the site.

SUPPORTED BROWSER REQUIREMENTS

- Internet Explorer (IE) V8.0 and higher
- FireFox
- Safari

We hope you've found this guide helpful.

If you have further questions, please email efile@azdor.gov