

Missouri Unemployment State Tax Automated Reporting (USTAR)

Employer Information for Electronically Conducting Unemployment Insurance Tax Business



Introduction to USTAR

The Division of Employment Security (DES) Unemployment State Tax Automated Reporting (USTAR) system provides employers with a secure, private, and convenient option for conducting unemployment insurance (UI) tax business over the Internet.

USTAR provides employers with the following features and options:

Report Center:

- File Contribution and Wage (CW) Reports.
- Review previous CW Reports (including reports not filed on USTAR).
- Amend CW Reports.
- Download a CW Report.

Account Services:

- View Statement of Account.
- Request a 940 Certification.

Payment Center:

- Make payment by electronic funds transfer [Automated Clearing House (ACH debit)], or by check.
- Request a refund, if eligible.

Account Changes:

- Change the entity name, address, telephone and/or fax number.
- Report employment or ownership changes.

Access USTAR at: www.ustar.labor.mo.gov

USTAR Registration and Passwords

Upon accessing USTAR, take the online tour to become familiar with registration and filing. The “First Time User” heading provides the “Register” link to begin the registration process and includes a link for “Instructions.”

The “administrative” and “user” passwords are the two types of passwords within USTAR. The administrative password is printed on the upper left corner of the Contribution and Wage (CW) Report mailed quarterly to employers. Use the administrative password to register the account. A user identification (ID) and user password will be created in the registration process. Retain the user ID and user password to sign in to USTAR.

If the user password is forgotten, click the “Forgot Password” link for assistance in accessing the account. A user must register again if the user ID is forgotten, or the e-mail address is changed.

User passwords expire every 180 days; the user will be prompted to create a new password.

The owner of the administrative password also can add or authorize other users (including accountants and bookkeepers) to have access to the account and remove users from the account.

Registered users can add multiple accounts to their user ID with the account number and administrative password of other accounts. When users sign in, they then will have access to each account they added.

Payroll services may electronically transmit a file with multiple employer account numbers in the Interstate Conference of Employment Security Agencies (ICESA) format, and pay by electronic funds transfer (ACH debit). This option is an alter-

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native to registering with employers' individual account numbers and administrative passwords. Payroll services do not have access to review employer account information. Contact the DES at 573-751-3422 to register as a payroll service.

USTAR Advantages

- Saves time and effort with secure system.
- Calculates total, excess and taxable wages, and determines the contributions due.
- Transmits and files faster, easier, and more accurately than paper filing.
- Pre-fills employee names and Social Security Numbers from information on prior report(s).
- Sends confirmation that the report has been filed.
- Allows payments by check, or electronic funds transfer (ACH debit).
- Permits postdating of ACH payment. (*Submit the report early, but postdate the ACH payment.*)
- Eliminates the hassle of saving a file on magnetic media, and the cost of expensive packaging and postage with the file transfer option.
- Accepts the filing of reports for previous and current quarters.

For other advantages and updates, visit: www.mouitax.com

Frequently Asked Questions (FAQs)

How secure is it to file and pay online? USTAR uses 128-byte encryption, the standard for Internet security. Data encryption "scrambles" the information sent over the Internet so that only the computer for which it is intended can read it.

Why do I only see three letters of an employee's last name on USTAR? Only the first three letters currently are retained. When a name is completed on USTAR, the data will be retained and the full name will be displayed the next quarter.

What if I start my report on USTAR but cannot complete it? Click the Save & Quit button. The report status will be "Started." After the report is submitted, the status will be "Pending." Allow four business days for the report to process.

Why was I directed to the home page when I clicked on a button? USTAR will log off if you remain on one page over 30 minutes. Click the Save & Quit button to ensure data is saved if you are on the same page for 30 minutes.

How do I pay? Remit payment by electronic transfer of funds (ACH debit), or check. A pre-note is not required for an ACH debit. If paying by check, USTAR will display a voucher to print and mail with your check.

What if I forget to print my voucher? Mail the check to the DES, and include your name, address, account number, and federal identification number (FEIN).

Should I send a paper copy of my report with my payment? No; but include a copy of the voucher printed from USTAR if paying by check.

How is the receipt date for my report and payment determined? USTAR records the date and time the report and payment are received by the server in Jefferson City (Central Time). Payments must be date/time stamped before 12 a.m. (midnight) Central Time on the due date to be considered timely. Do not wait until the due date to submit as network problems may delay transmission and result in interest or penalties.

Can I report multiple quarters through USTAR? Yes; any report due may be filed on USTAR. If filing multiple reports of the same year at once, you must calculate excess wages.

I report my workers' wages on magnetic media. Can I use the file on USTAR? The file may be used on USTAR if it meets specifications. Prior authorization is not required for the file transfer option.

Where do I find the specifications for electronic file transfer? The file specifications are available at: www.labor.mo.gov/es/ui-tax/m368.htm, or you may call the DES. Reports may be transmitted using the ICESA, Missouri, and Social Security [Magnetic Media Reporting and Electronic Filing (MMREF)/federal] formats.

What if I made an error on my report? After a report has been submitted, an amendment should be filed to correct errors. The amendment also may be filed online after the report is processed.

Is USTAR compatible with all browsers and versions? USTAR has been tested with Internet Explorer 5.0, Firefox 1.0, and Netscape 7.1.

View FAQs from the USTAR home page for more information.

Start Using USTAR Today!

Employers, accountants, and payroll services are encouraged to use this online reporting option. It is easy to use, and can save time and money.

Why bother with magnetic media?
Why write, or type a report?

The system automatically calculates total, excess and taxable wages, and the contributions due!

Call 573-751-1995 for questions, or go to the agency Web site at: www.ustar.labor.mo.gov.