

# 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 Missouri Quarterly 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 credit)], by check, or by credit card.
- Request a refund, if eligible.

### Account Changes:

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

Access USTAR at: [www.ustar.labor.mo.gov](http://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 CW Report that is 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 or credit). This option is an alternative 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 CW Report(s).
- Provides confirmation page that the CW Report has been filed.
- Allows payments by check, credit card, or electronic funds transfer (ACH debit or credit).
- Permits postdating of ACH payment. (*Submit the CW 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 CW Reports for previous and current quarters.

For other advantages and updates, visit: [www.labor.mo.gov](http://www.labor.mo.gov).

## 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 CW Report on USTAR but cannot complete it?** Click the Save & Quit button. The CW Report status will be Started. After the CW 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 credit), check, or credit card. A pre-note is required for ACH credit but it is not required for an ACH debit. If paying by check, USTAR will display a voucher to print and mail with your check. If paying by credit card, you will be directed to a third party secure website for Collector Solutions. A convenience fee is charged to your account by the third party.

**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 CW 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 CW Report and payment determined?** USTAR records the date and time the CW 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 CW Report due may be filed on USTAR. If filing multiple CW 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 or ACH credit?** The file specifications are available at: [www.labor.mo.gov/DES/Forms/M-INF-368-AI.pdf](http://www.labor.mo.gov/DES/Forms/M-INF-368-AI.pdf) & [www.labor.mo.gov/DES/Forms/4799-AI.pdf](http://www.labor.mo.gov/DES/Forms/4799-AI.pdf), or you may call the DES. CW reports may be transmitted using the ICESA format and wages may be transmitted using the ICESA, Missouri, and Social Security (Federal/MMREF/ERW2) formats.

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

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 determines the contributions due!

Call 573-751-1995 for questions, or go to the agency website at: [www.ustar.labor.mo.gov](http://www.ustar.labor.mo.gov).

**IMPORTANT:** *If needed, call 573-751-1995 for assistance in the translation and understanding of the information in this document.*

**¡IMPORTANTE!** *Si es necesario, llame al 573-751-1995 para asistencia en la traducción y entendimiento de la información en este documento.*

*Missouri Division of Employment Security is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.*