

MISSOURI UNEMPLOYMENT STATE TAX AUTOMATED REPORTING



www.ustar.dolir.mo.gov

Missouri Department of Labor and Industrial Relations
DIVISION OF EMPLOYMENT SECURITY

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 tax business over the Internet.

USTAR provides employers with the following features and options:

Report Center:

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

Account Services:

- ◆ View statement of account.
- ◆ Request a 940 certification.

Payment Center:

- ◆ Make payment by electronic funds transfer (ACH debit) or by check.
- ◆ Request a refund, if eligible.

Account Changes:

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

Access USTAR at www.ustar.dolir.mo.gov

Registration & 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."](#)

There are two types of passwords within USTAR, the "administrative" password and the "user" password. The administrative password is printed on the upper left corner of the Contribution and Wage Report mailed to employers quarterly. The administrative password is used to register the account. A user ID and user password will be created in the registration process. Retain the user ID and user password to sign into 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, and the user will be prompted to create a new password.

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

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

Payroll services may electronically transmit a file with multiple employer account numbers in the ICESA format and pay by electronic funds transfer (ACH debit). 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 DES at 573-751-3422 to register as a payroll service.



FAQ's



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

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 it is intended for can read it.

Why do I only see three letters of an employee's last name on USTAR? Only the first three letters are currently retained. When you complete the name 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 status of the report will be "Started." After you *Submit* the report, 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 logoff 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.

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

What if I forget to print my voucher? Mail the check to the Division and include your name, address, account number, and FEIN.

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 that is due may be filed on USTAR. You will have to calculate excess wages if filing multiple reports of the same year at one time.

I report my workers' wages on magnetic media. Can I use the file on USTAR? If the file meets specifications, it may be used on USTAR. 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.dolir.mo.gov/es/ui-tax/m368.htm or you may call the Division. Reports may be transmitted using the ICESA, Missouri, and Social Security (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 may also be filed online after the report is processed.

*For more information, view our **FAQ's** from the USTAR home page.*



Advantages

- ◆ Secure system that saves time and effort.
- ◆ Calculates total, excess, and taxable wages and determines the contributions due.
- ◆ Faster, easier, and more accurate than paper filing.
- ◆ Employee names and social security numbers are pre-filled from information on prior report(s).
- ◆ Receive confirmation that your report has been filed.
- ◆ Pay by check or electronic funds transfer (ACH debit).
- ◆ ACH debit may be postdated. Submit your report early but postdate the ACH payment.
- ◆ File transfer option will eliminate the hassle of saving a file on magnetic media and expensive packaging and postage.
- ◆ File reports for previous and current quarters.

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

Start Using USTAR Today!

We encourage employers, accountants, and payroll services 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!

If you have questions, call 573-751-1995 or go directly to our website at:
www.ustar.dolir.mo.gov