

# Employers

## **NMDWS Vision:**

The New Mexico Department of Workforce Solutions will be a leader in and a facilitator of a competitive workforce for the benefit of all New Mexicans.

## **How Employers Can Prepare for the New UI Tax & Claims System**

## **NMDWS Mission:**

Educate, Empower, and Employ.



The New Mexico Department of Workforce Solutions (NMDWS) launched the new, fully-integrated Unemployment Insurance (UI) System and became the first state in the country to simultaneously launch a tax and claims system. States have launched claims systems as quickly as 51 months, and others have launched separate tax systems within 24 months.

## **How Does the New System Benefit Employers?**

New Mexico's fully integrated UI Tax and Claims System enables employers to register online and directly manage their own UI accounts without NMDWS staff assistance. It allows them to initiate complex processes and respond quickly to claims and benefit issues that are presented to them. The integrated UI functionality across UI Claims, Tax, and Adjudication/Appeals updates employers' wage records at the same time it updates their UI account.

### **The new UI system provides a full suite of online services for employers including:**

- Electronic submission of quarterly wage reports, wage adjustments and appeals
- Automatic calculation of taxable and excess wages, amounts due, interest, and penalties
- Account maintenance, including address changes and preferred communication methods
- Immediate validation of file formats and submission errors
- Ability to view and respond to notices of claim filings, requests for separation and other fact-finding information, and appeals to eligible determinations
- Access to current and historical documents, reports, client accounts, calculations and rates
- Electronic payments of UI taxes and fees with ACH credit and debit
- Ability to add multiple reporting units and assign third party administrators
- Submission of bulk wage and tax reports

## **How Can You begin to use the New UI Tax & Claims System?**

It only takes a few minutes to activate your account if you are an existing employer or to register your business if you are a new employer. You can log in to the new system by visiting [www.dws.state.nm.us](http://www.dws.state.nm.us), and under the "Business" heading, clicking on "Unemployment Insurance Tax."

### **If you are an existing employer:**

Click on the "Account Activation" button. You will need to enter the first six digits of your Employer Account Number (EAN) with this agency along with your "Activation Password" which were mailed to you to begin your account activation. If you do not have your "Activation Password," please call the UI Tax Customer Service Line at (505) 841-8576 or email [uitax.support@state.nm.us](mailto:uitax.support@state.nm.us).

### **If you are a new employer:**

Click on "Employer Login" and then click on "Employer Registration" on the left-hand side of the screen. To begin the registration, you will need information including general wage information and your Federal Employer Identification Number (FEIN). New employers subject to Unemployment Insurance taxes must register with NMDWS. After you successfully complete your registration, you will immediately receive your Employer Account Number (EAN) and will be issued a NMDWS UI Tax and Claims System user ID and temporary password. You must log in to your account to create a permanent password in order to begin maintaining your employer account and processing your own wage records and tax payments.

### **If you are a third party administrator (TPA):**

Click on "Agent Login." Please note: TPAs must provide their TPA ID (provided by NMDWS) to their clients so that they can authorize functionality. For questions, please call the UI Tax Customer Service Line at (505) 841-8576 or email [uitax.support@state.nm.us](mailto:uitax.support@state.nm.us).

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## What Happens After My Account is Activated?

Once your account has been activated, you can take advantage of the account maintenance features and authorize access for an agent who does business on your behalf. All employers will need to update their profiles and provide a valid email address. The email address is critical to maintaining your inbox and receiving electronic communication about tax and claims issues.

## How Can I Grant Agents and TPAs Access to My Account?

After you activate your account, you can assign agents and third party administrators (TPA) through the secure online portal.

Employer agents and TPAs can also register and create self-service accounts in the new system. The agent's self-service accounts will allow them to manage all their employer clients through one single sign-on.

Please note: TPAs must provide their TPA ID (provided by NMDWS) to their clients so that they can authorize functionality. For questions, please call the UI Tax Customer Service Line at (505) 841-8576 or email [uitax.support@state.nm.us](mailto:uitax.support@state.nm.us).

## What Is the New Electronic Filing Requirement?

Per the recent New Mexico state regulations effective November 15, 2012, all employers must file their quarterly wage and contribution reports electronically. If you have questions, please visit our website at [www.dws.state.nm.us](http://www.dws.state.nm.us) or call the UI Tax Customer Service Line at (505) 841-8576, or email [uitax.support@state.nm.us](mailto:uitax.support@state.nm.us).

## How Do I Receive More Information about the New UI Tax & Claims System?

More information, system updates, and announcements are available on the New Mexico Department of Workforce Solutions website at [www.dws.state.nm.us](http://www.dws.state.nm.us). For the latest announcements and updates, follow us on Twitter ([twitter.com/NMDWS](http://twitter.com/NMDWS)).

A screenshot of the New Mexico Department of Workforce Solutions Employer Login page. The page is titled "Logon" and includes a navigation menu on the left with links for "Employer Registration", "System Availability", "User Guide", "Returning Employer", and "Account Activation". The main content area features a "WARNING" section with text about system security and a "New Mexico Department of Workforce Solutions : Employer Login" section. Below the warning, there is a login form with fields for "User ID:" and "Password:", both marked with a red asterisk to indicate they are required. There are "Login" and "Forgot Password" buttons below the form. A red message states: "Your account will be locked after 3 unsuccessful attempts. If you are having problems logging in, select the 'Forgot Password' button to reset your password." At the bottom, there is a "Helpful Resources Home" section with links for "Employer Registration", "System Availability", "User Guide", and "Returning Employer". The page also includes a date and time stamp in the top right corner: "Thursday, April 18, 2013 4:14 PM" and an "Accessibility | Privacy Statement | Viewing Tips" link at the bottom right.