

# MICHIGAN EMPLOYER ADVISOR

Special



**MiWAM** Edition

MICHIGAN WEB ACCOUNT MANAGER

## EWAM has Changed to MiWAM

### *Managing Your UIA Tax Accounts Made Easier with Upgraded System*

As part of the Unemployment Insurance Agency's (UIA) initiative to upgrade and improve services, on August 14, 2012, the Michigan Web Account Manager (MiWAM) will make its public debut.

MiWAM replaces the old Employer Web Account Manager (EWAM) as the UIA's new and improved system for managing unemployment tax accounts electronically. The system has been retooled to offer more efficient, expedient and secure business transactions between the agency and Michigan employers.

EWAM, which was first introduced in April 2002, gave employers the ability to file quarterly wage reports online, view account information, file bulk wage reports, change contact information and more. In April of 2006, EWAM was upgraded to include quarterly tax/payroll filing options, make tax payments, and amend tax reports.

MiWAM displays a new look, and boasts new enhancements that simplify and improve functionality for both employers and service providers, while continuing all the current benefits of EWAM. The new enhancements provide for updated and simplified navigation, and allow users to:

- ❖ File tax reports and make payments the same day a MiWAM account is established,
- ❖ Establish a MiWAM account for service providers to perform services for their clients on-line,
- ❖ Respond to fact finding questions,
- ❖ Receive notices and letters,
- ❖ Schedule recurring payments or multiple payments,
- ❖ File quarterly wage/tax/payroll reports,
- ❖ Report discontinuance or transfer of business,
- ❖ File a UIA tax protest,
- ❖ ... and more.



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## THE MICHIGAN EMPLOYER ADVISOR

is an **Unemployment Insurance Agency** publication for Michigan employers about unemployment insurance. Submissions should be related to UIA programs and services.

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# Managing Your UIA Tax Accounts Made Easier with Upgraded System *cont'd from page 1*

MiWAM makes doing business with the UIA faster, more efficient and more user-friendly. It allows employers and service providers to perform routine transactions such as filing reports, paying taxes, viewing statements and updating unemployment tax account information online with 24-hour access.

For employers, managing accounts with MiWAM is secure, it's more accurate, processing is quicker, and it allows for more real-time interaction with UIA staff. For the UIA, MiWAM helps reduce the costs of processing certifications, lowers paper and scanning costs and lessens keypunching and other errors.

Visit the UIA website at [michigan.gov/uia](http://michigan.gov/uia) for an instructional online "Toolkit" that includes information to help ensure an easy transition to MiWAM. In the toolkit you'll find logon instructions, bulk filing formats, contact information for technical support, and much more.

MiWAM also makes applying for Work Opportunity Tax Credits easier. Visit [michigan.gov/uia](http://michigan.gov/uia) to view or download the MiWAM for WOTC Toolkit or for more information about WOTC.

## Frequently Asked Questions About MiWAM

### Q. What happens when I register for MiWAM?

A. When you register for MiWAM you will receive a 10-day temporary password granting you limited access to your account within minutes. The temporary password allows you to make payments, file reports, update your user profile and even view the UIA employer handbook. You will receive your permanent authorization code in the mail within 10 days of sign up.

### Q. What happens if I lost or never received my authorization code?

A. If you do not have an authorization code after your 10-day password expires, you must request a new authorization code be mailed to you. You will not be able to log on to MiWAM without an authorization code.

### Q. If I am currently registered with EWAM, do I have to re-register with MiWAM?

A. Most employers will not be required to re-register. However, service providers must re-register. Service providers will receive a call from UIA to assist them with conversion to MiWAM.

### Q. Will I be able to protest a determination or respond to Agency correspondence through MiWAM?

A. Yes. Click on the account services tab to either protest a determination or respond to any open fact finding issues.



## Frequently Asked Questions *cont'd from page 2*

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**Q.** Will Service Providers be able to access their client's account and perform functions on their behalf?

**A.** Yes. When registering for MiWAM, there is the option to establish an Employer Representative web account.

**Q.** Where can I find out more about how to use MiWAM?

**A.** You can find a [MiWAM Toolkit](#) on the UIA website at [michigan.gov/uia](http://michigan.gov/uia). The toolkit will provide you with the information you need to successfully navigate MiWAM including step-by-step instructions for logging on to MiWAM, specs for setting up new bulk filing formats for companies with 25 or more employees, and much more.

**Q.** Who do I contact if I have questions or need help with the system?

**A.** Contact the Office of Employer Ombudsman at 1-855-4UIAEO or (313) 456-2300 or by email at [OEO@michigan.gov](mailto:OEO@michigan.gov). For technical support, please contact (313) 456-2188 or [MiWAMsupport@michigan.gov](mailto:MiWAMsupport@michigan.gov).

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# MiWAM

## Manage Your Account Your Way

The new upgraded functionality of MiWAM provides three different options for managing your UIA tax account. If you're an employer who performs management tasks yourself; if you have a representative in your company who does it; or if you employ the services of a professional employer organization (PEO), MiWAM will work for you.

When registering for MiWAM, there are three different types of sign-up options for employers:

- ❖ Standard employer – this option allows employers who are currently registered with the State of Michigan for Michigan unemployment taxes to manage their UIA Tax account through MiWAM.
- ❖ Added user – employers may select this option to grant access to a representative (usually an employee of the company) to view, change or submit information relating to the MiWAM account(s).
- ❖ Employer representative – this option is for employers who employ the services of someone outside of their company (a professional employer organization, or an accountant) to manage their UIA tax accounts on their behalf. This option requires a Power of Attorney.

Once a new user has completed the registration process for MiWAM, they will receive a 10-day temporary password granting limited access to their account. The temporary password allows the user to make payments, file reports, update the user profile, and view the UIA employer handbook. The user will receive their permanent authorization code in the mail within 10 days of signing up. For more information on sign up options, or registering for MiWAM, refer to Logon Instructions found in the [MiWAM toolkit](#) on the UIA website at [michigan.gov/uia](http://michigan.gov/uia).

# MiWAM Cuts the Paperwork

With the advent of MiWAM comes the elimination of manual data entry and the multiple forms employers must complete. Separate processes for the tax/payroll and wage detail reports have been consolidated into just one form.

Currently, it takes at least six forms to report quarterly wage information to the UIA, but beginning with the 3rd quarter of 2012 (July 1 – September 30), employers will be relieved of six forms. The new Form UIA 1028–Employer’s Quarterly Wage/Tax Report, eliminates manual data entry by allowing you to import wage data from a text file.

## The new Form UIA 1028– replaces:

- ❖ Form UIA 1017 –Quarterly Wage Detail Report
- ❖ Form UIA 1019 – Amended Wage Detail Report
- ❖ Form UIA 1020 – Employer’s Quarterly Tax Report
- ❖ Form UIA 1020-R – Reimbursing Employer’s Quarterly Payroll Report
- ❖ Form UIA 1021 – Amended Quarterly Tax Report
- ❖ Form UIA 1021-R – Amended Reimbursing Employer’s Quarterly Payroll Report

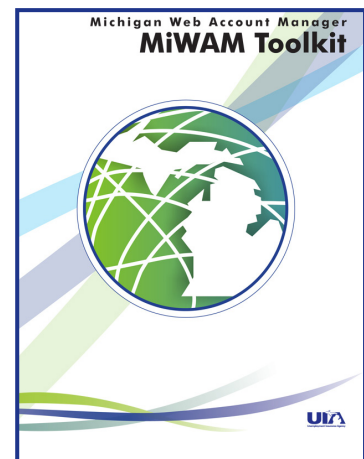
Form UIA 1028- Employer's Quarterly Wage/Tax Report. The form includes header information for the State of Michigan, Department of Licensing and Regulatory Affairs, and the Unemployment Insurance Agency. It contains sections for Employer Information, Reporting Period, and a table for listing employees with columns for Family Name, Social Security No., Employees Last Name, Employees First Name, Employees Middle Initial, and Gross Wages Paid This Quarter. A barcode is located at the bottom left of the form.

# MiWAM Toolkit Now Available Online!

The MiWAM toolkit, now available on the UIA web site will provide you with the information you need to successfully navigate MiWAM including:

- ❖ Step-by-step instructions for logging on to MiWAM
- ❖ How to navigate through MiWAM
- ❖ Specs for setting up new bulk filing formats (for companies with 25 or more employees)
- ❖ Information for service providers and Professional Employer Organizations (PEO's)
- ❖ Frequently Asked Questions
- ❖ And much more ...

[Click here to view or download the MiWAM toolkit.](#)



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Please direct questions, suggestions and comments to: [employeradvisor@michigan.gov](mailto:employeradvisor@michigan.gov)