Income and Wage Information Return E-Services

Frequently Asked Questions and Troubleshooting

Contact us

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Note: We recommend using the FIND feature (CTRL-F, usually) in your PDF reader to navigate through this document.

Oregon now requires that ALL employers submit W-2 information electronically. If you are a small employer that needs to submit a small number of W-2s, you can manually enter them in iWire Direct. You do not need to purchase or upgrade software to submit those W-2s to us directly. If you have more W-2s than you care to enter manually and choose to use software, then you can submit a file of W-2s to us using the iWire file upload. If you use software, the software must follow the file specifications for W-2 information that the Social Security Administration (SSA) publishes, with additional Oregon specifications for including “RS” and “RV” records. If you are unsure whether your software supports Oregon iWire, contact your vendor.

Below is information that will assist you in submitting this information correctly. General instructions for submitting W-2s are as follows:

1. Review the SSA website at http://www.ssa.gov/employer/pub.htm to obtain the correct specifications for submitting the federal records on your Oregon employees: “RA”, “RE”, “RW”, “RO” (optional), “RU” (optional), “RT”, and the “RF” record.
2. Next, go to the link for the Oregon specifications for the “RS” and “RV” records at http://www.oregon.gov/dor/forms/business/iwire-income-wage-w2-specifications.pdf. Although these are optional for federal submissions, they are required for Oregon.
3. Once you have completed your file, you then must save it as a text file (with a .txt extension) for proper submission.
4. Go to the top of the iWire page, https://secure.dor.state.or.us/iWire/, complete the information, and then upload the text file for submission.

General instructions for submitting 1099s are as follows:

1. Review the IRS website at http://www.irs.gov/pub/irs-pdf/p1220.pdf to obtain the correct specifications for submitting the federal records on your payees: “T”, “A”, “B”, “C”, and “F” records.

2.Next, go to the link for the Oregon specifications for the special data entries on the “B” records at http://www.oregon.gov/dor/BUS/docs/publication-1220-oregon.pdf. These specifications constitute modifications to the federal records.
3. Once you have completed your file, you then must save it as a text file (with a .txt extension) for proper submission.
4. Go to the top of the iWire page, https://secure.dor.state.or.us/iWire/, complete the information, and then upload the text file for submission.

Tips

1. All dollar fields must contain only numbers: no dollar signs or decimal points. The two rightmost digits in the field represent the trailing decimals.
2. Do not round off to the nearest dollar.
3. All numeric fields need to be right justified, with additional places for digits filled with zeroes.
4. Do not include punctuation in the business name, address, or telephone number.

Background information

1. In the past, Oregon has not required employers to file W-2/W-3 or 1099/1096 with the Department of Revenue (DOR). Has that changed?
Yes. In 2009, the law changed. Please refer to the iWire website for full details and links to the Oregon Administrative Rules.

2. Is this something new?
The requirement has been phased in over the past several years, starting in 2009. The DOR has the authority to assess penalties for non-filing or late filing beginning in 2015.

3. I am required to file W-2s and 1099s with the federal government. Do I really need to send them to Oregon too?
Yes, Oregon law [ORS 314.360] requires you to do so. The SSA does not transfer or require the State Wage Record (RS Record) data or the State Total Record (RV Record) data. The IRS does not transfer or require the state information in the B record [OAR 150-316.202(3)] or [OAR 150-314.360].

4. Did you send a letter advising businesses of the requirement to file electronically? If not, how were they supposed to know about it?
Due to budgetary constraints, letters specifically discussing the W-2 and 1099 electronic filing requirement were not sent to individual businesses. The DOR has done the following things to inform the public:
• We began communication with potentially affected parties in the summer of 2008 including: Oregon Society of CPAs, Oregon State Bar, the Board of Accountancy, and the Board of Tax Practitioners. Information was also sent to our list of interested parties for the administrative rules process.
• Tax software vendors were notified of the change and given the necessary information so they could make their software compatible with our requirements.
• Our Payroll-Tax News listserv (sign up at http://www.oregon.gov/DOR/BUS/payrolltaxnews.shtml) and the Revenews listserv for tax practitioners have included information about this requirement for the last several years. (sign up at http://www.oregon.gov/DOR/TAXPRO/revenews.shtml)
• Oregon specific information has been shared through the NACTP listserv (National Association of Computerized Tax Processors).

• Representatives from the DOR have been present at meetings for Tax Practitioners and multiple small business fairs over the last several years to spread the word about the new law that requires the electronic filing.
• Information has been published in nationwide payroll association newsletters.
• An announcement and link were placed on the front page of the DOR website.
• Information was included in the Oregon Combined Payroll Tax Report Instructions booklet mailed to every business that files by paper. Businesses that file electronically had access to this document on our website.

5. Are there penalties for non-filers or late filing?
Yes. Please check our website for additional information on the penalties. Businesses that "unknowingly" fail to file with iWire will be penalized $50 for every return, up to a maximum of $2,500. Businesses that "knowingly" fail to file with iWire will be penalized $250 for every return, up to a maximum of $25,000. The chart below describes what the penalties would be based on a given number of records that were not filed or filed incorrectly:

Number of Returns	**"Unknowingly"**	**"Knowingly"**
1	$50	$250
10	$500	$2,500
30	$1,500	$7,500
60	$2,500	$15,000
100	$2,500	$25,000
Maximum	$2,500	$25,000

In addition, employers that file after the deadline will be penalized $100 for late filing.

General Information

6. What options do I have for electronically submitting my W-2 or 1099 information?
Many software vendors have updated their programs to support Oregon iWire. If your software does not support Oregon iWire, submit your file using the specifications provided on our website.

7. The SSA has a W-2 online service that allows small businesses to key in their W-2s instead of uploading a file. Does Oregon have this service?
Yes. The DOR has a program called iWire Direct that allows small businesses to manually enter W-2 or 1099 information for electronic submission.

8. As a small business employer, the federal government does not require me to file W-2s electronically. Does Oregon still expect me to submit them?

Yes. Small employers in Oregon are required to submit them electronically; all W-2s must be reported. Forms 1099 and W-2G are required to be electronically filed if you have more than 10 to report.

9. If I complete my filing electronically, do I need to submit paper forms just to make sure you received my information?
No. We only accept electronic information.

10. Will you work with me to ensure my information is submitted correctly and on time?
Yes. If you don't find the answer you are looking for within this document or on our website, please e-mail iWire.DOR@oregon.gov, or call us at 503-945-8127.

11. How do I sign up to file electronically?
You don't need to sign up. You simply go to the iWire website and click on "Begin Using iWire."

Is it necessary to file for a personal identification number (PIN) or other ID for web filing for Oregon purposes?
No. If you don't have an SSA filer ID, use the submitter's Oregon Business Identification Number (BIN) or the first 8 digits of the submitter's Federal Employer Identification Number (FEIN).

12. I use OTTER for e-filing the OQ/132; can W-2s and 1099s be e-filed through OTTER also?
No. OTTER cannot be used to file your W-2 information or 1099 information and is strictly for the OQ/132 filing process.

13. Is it acceptable to use valid employer/employee data to test with or do we need to obtain test employer/employee data from you for our testing?
We do not look at your test file to see if the data is live data. After you pass testing, we delete the file from storage. We will not be providing test files for businesses attempting to file.

14. Is there a way to upload or e-file the *Oregon Annual Withholding Tax Reconciliation Report* form (Form WR)?
At this time we are unable to accept the WR electronically. Please file the paper WR as required by law.

15. Which 1099 information returns are required to be filed with Oregon?
At this time, the 1099s that have a requirement to be filed electronically are:
1099-Misc, 1099-G, 1099-R and W-2G. As of 2014, the state of Oregon does *not* require other forms 1099, including form 1099-DIV and 1099-INT. 1099s should be reported if either the payer or the payee is based in Oregon.

16. Are there any alternatives to filing these documents myself?
You may choose to outsource the function to a payroll service provider. Payroll service provdiers are any individual or business that prepares the payroll for another company.

Due Dates, Extensions, and Waivers

17. What is the deadline for filing the W-2 and 1099 information?
The deadline for electronic filing is March 31 following the close of the calendar year. This is the same as the Federal due date.

18. What is the due date for the Form WR?
Form WR is due on or before March 31. Note that the WR is a separate, mailed-in form.

19. What if I can't file the W-2s or 1099s by the deadline? Are extensions available?
To be considered for an extension for electronically filing W-2s or 1099s, please contact the DOR by email at iwire.DOR@oregon.gov or by mail to Department of Revenue, PO Box 14800, Salem, OR 97309, and include the following information:

1. Your business name, address, phone number, BIN
2. Reason you need an extension
3. Date by which you intend to file the W-2s/1099s
4. Number of W-2s/1099s filing (broken down by BIN number if filing for more than one business).
5. The name of the owner/officers of the business, or an individual with power of attorney.

You will receive a response on the status of the extension request.

20. What if I have a hardship and cannot file W-2s or 1099s electronically?
Oregon may waive the filing requirement if you show hardship. To be considered for an hardship waiver for electronically filing W-2s or 1099s, please contact the DOR by email at iwire.DOR@oregon.gov or by mail to Department of Revenue, PO Box 14800, Salem, OR 97309, and include the following information:

1. Your business name, address, phone number.
2. Why you can't comply
3. Name of software you are using and contact information.
4. Cost to comply with the law.
5. Number of employers filing on behalf of (include their BIN numbers)
6. Number of W-2s/1099s filing (by BIN number).
7. The name of the owner/officers of the business, or an individual with power of attorney.

You will receive a response on the status of the waiver request.

Specifications (for file uploads, not manual entry)

21. Does Oregon follow SSA specifications for W-2s?
Oregon follows the specifications for SSA with special rules for the state records (the "RS" and "RV" records). These specifications are listed on our website, and differ in some ways from the federal specifications.

22. Does Oregon follow IRS specifications for 1099s and W-2Gs?
Oregon follows the specifications spelled out in IRS publication 1220, with special rules for the state record (the "B" records). These specifications are listed on our website, and differ in some ways from the federal specifications.

23. What rules should I follow for rounding dollars and cents?
All money fields follow SSA record specification rules:
• Must contain only numbers.
• No punctuation.
• No signed amounts (high order signed or low order signed).

• Include both dollars and cents with the decimal point assumed (example: $59.60 = 00000005960; $54.00 = 000000005400).
• Do not round to the nearest dollar (example: $5,500.99 = 00000550099, NOT 00000005501).
• Right-justify numerical values and zero-fill to the left.
• *Any* money field that has no amount to be reported must be filled with zeros, not blanks.

24. What are considered as "valid" ASCII characters by the verification/validation logic within the iWire system? Are 0-127 on the ASCII Standard Table acceptable? What about 128-255?
Alphanumeric a-z and 0-9 characters will all be accepted. Certain non-alphanumeric characters, such as @, #, and _, will also be accepted. The best guidance here would be to avoid any non-alphanumeric characters other than the ones that you might find in an e-mail address.
In particular, the system has difficulties with characters that include diacritics or accent marks. If the report in question is for an individual named Raymond Poincaré, please enter it as Raymond Poincare. The system will not accept ç, é, è, ñ, etc.

25. If an employer has not yet received their state employer account number (BIN), what are the instructions for filing W-2s?
If there is no BIN, enter zeros instead. If an employer does not do withholding and is submitting forms 1099, please use the number 10101010 to signify to our system that there is no associated withholding account.

26. If I don't have the employee's date of hire and/or date of separation, should I leave the field blank or enter zeros?
Because it is a numeric field, please enter zeros.

27. Will the Terminating Business indicator on the "RE" record be recognized/utilized by the iWire system?
Yes.

28. Will the Third-Party Sick Pay indicator on the "RE" record be recognized/utilized by the iWire system?
Yes.

29. I have an employee who had withholding in multiple states. How do I address this?
Our system requires that each file submission have an identical number of RW and RS records. If an employee had withholding in multiple states, that employee would require two RS records. For those instances, please handle the situation as follows:

- First, include the full RW record.
- Second, include an RS record for one of the states.
- Third, add a second RW record for the same person, but for all required financial information, report zero dollars.
- Fourth, add a second RS record with information from the other state.

Please note, also, that all RS records in an Oregon submission should have state code 41 in character positions 3-4. An RS record that contains something other than "41" in field 3-4 will cause the file to be rejected. (The second state code field, in character positions 274-275, is how the system determines what state the W-2 references.)

30. If I have employees who have RS records for multiple states, how do I handle the RV record?
Any records with something other than state code 41 in character positions 274-275 (the state code for Oregon) should not be included in the totals generated by the RV record. The RV record should *only* include the totals from the Oregon W-2s.

31. Does the file need to have a carriage return/line feed at the end of each record, or would this be optional?
We prefer files without record delimiters. If record delimiters are used (CR - Carriage Return followed by LF -Line Feed), they must follow character position 512 of each record. This requirement is optional for the RF Record. If you use record delimiters in your file, the following requirements apply:
• Each record must be followed immediately by a single record delimiter.
• Each record delimiter must consist of a carriage-return/line feed (CR/LF) placed immediately following position 512. Typically, this is accomplished by pressing the "Enter" key at the end of each record (i.e., after position 512).
• The ASCII-1 hexadecimal value for the carriage return character is 0D (zero and letter D); the ASCII-1 hexadecimal value for the line feed is 0A (zero and letter A). The ASCII-1 decimal values for the two characters are 13 and 10, respectively.
• Do not place a record delimiter before the first record of the file.
• Do not place record delimiters after a field within a record.

Sometimes, the system has difficulty translating carriage returns and line feeds into characters and will return an error that indicates that the lines were not the required character length. Usually, this can be addressed by adding 1-2 spaces to the end of each line.

Filing

32. I don't have an SSA filer ID. We are a software company that sells the product and just want to test through you before we sell our package. Do you have a number we can use for test?
Contact us at iWire.DOR@oregon.gov and ask for a test filer ID. We will assign an alphanumeric number that you can use to test with us.

33. Can I submit my reports on magnetic media?
No. We only accept submissions electronically via the DOR website.

34. I don't have an SSA filer ID because I have not submitted W-2 information electronically before. Do I have to register on the SSA site before I can file my W-2s?
No. You will not need to register with the SSA to get a filer ID for the DOR's purposes. The "Submitter ID" field on the initial iWire submission page will accept a numerical value that corresponds to your choice of "Submitter ID Type" in the dropdown above the Submitter ID field. For example, if you choose "Employer Identification Number (EIN)" as your Submitter ID Type, you would use your company's federal EIN for your Submitter ID. Likewise, if you choose "Business Identification Number" as your Submitter ID Type, you would use your company's Oregon BIN. The system allows you to use one of the following for your submitter ID number:
• SSA Filer ID
• Social Security Number
• Business Identification Number (BIN)
• Federal Identification Number (FEIN)
• Secretary of State Registry Number

The submitter ID number helps us track down your file if you call us with questions, so it is useful to remember what number you used for that field.

35. On that first page, are you looking for information about my company or about the company that we are submitting for?
The iWire system accepts submissions from third party firms that are filing information returns on behalf of a client. If this represents your situation, we are interested in information about *both* the submitting company *and* the employer or issuer of the W-2 or 1099. Therefore, on that first page, please include information about your company, if it is different from the employer.

If you are filing on behalf of your business or employer, please include information on that business on that first page.

36. Is the website secure?
This website is digitally secured by Entrust. This site transmits data using Secure Socket Layer (SSL) technology, encrypting data passed between your browser and this website.

37. What method is used to transmit the files? Is it an FTP process?
No. It is a web-based interface that will allow upload of a text (.txt) file.

38. Is there a size restriction on the files that can be transmitted?
Yes. File size is limited to 150 MB.

39. Can the files be compressed to minimize transmission time?
No.

40. Can the files be encrypted?
No. The file itself cannot be encrypted, but the transmission will be sent using an encrypted website.

41. Other than the file extension of .txt are there any other file naming conventions that you prefer?
We do not have a preference as long as the extension is correct. We recommend naming the files something easy to remember and locate on your computer.

42. Can I upload more than one file at a time?
No. Although a single .txt file can include multiple employers or payers, the system cannot accept more than one .txt file at a time. Uploading multiple files in sequence, though, is fairly straightforward; you will not need to input the submitter information more than once, and you will get a separate confirmation number for each submission of a .txt file.

43. How can I submit my withholding information if I have software that does not support Oregon iWire?
Currently, some programs do not allow users to easily extract and submit withholding data in a form usable by DOR. Information can often be exported out of these programs and then modified to meet DOR’s specifications. However, you must contact your software vendor for assistance.

44. I am using iWire Direct but I have to leave my computer for a while. Where do I save my progress?
The iWire system does not have user names and passwords or a way to save progress, but information can be submitted at any time after one completes entering a single form. For example, if you have 30 forms 1099-MISC to submit, you can enter the first 10 forms and then submit your records. You would then have to reenter your submitter and payer data, and enter the additional records.

If you are using the iWire Direct system, DOR recommends that you submit forms in batches of no more than 10 or 15. This will reduce the amount of lost information in the case of an unforeseen outage or computer crash. *Note that the system will not retain your information if you close out before submitting.*

There is no limit on the number of submissions you can make. If you so wanted, you could submit 30 1099s from one payer in 30 separate submissions (though this would be inadvisable).

45. When a W-2 file is electronically submitted to the State of Oregon, is there a confirmation number issued back to the submitter indicating that the file has been received and is being processed?
Yes. We will give you a unique 9-digit confirmation number immediately after you submit the file. You will receive the same number in an e-mail several minutes later; the e-mail will indicate if the file was accepted without any errors. During particularly high-volume times, it sometimes takes several hours for the email to be sent. *Note that if you do not receive a confirmation email from us, we may have failed to process your file successfully.*

We recommend checking your e-mail account's spam filter to see if our message got sent there. If it is not there, we suggest resubmitting.

46. Can I close my browser before I receive confirmation?
Yes. A confirmation e-mail will be sent to you at the e-mail address you provided in the initial submission screen.

47. Will the W-2 file be validated before it is accepted or rejected?
Yes, it will be run through all of our validations before sending an acknowledgement.

48. In the event that connectivity is lost before the confirmation number and status is received, is there any way to access/retrieve this data upon logging back in?
The confirmation number is sent via email. In the event that you do not receive confirmation and you believe your file transmitted before the connectivity was lost, contact our iWire coordinator. That person will work with you to identify whether we received the file.

49. When can you start accepting iWire data for the current tax year?
Unfortunately, we cannot accept W-2s for a tax year until after it ends. W-2s and 1099s for tax year 2012 cannot be filed until 2013; W-2s and forms 1099 for tax year 2014 cannot be filed until 2015; etc. Please check our website for updated information regarding when the iWire system will be available.

50. Does the process used to transmit files support availability 24/7 or will there be down time?
Submissions are allowed 24/7, with the exception of periodic scheduled maintenance. The scheduled maintenance usually occurs on weekends. System downtime generally occurs between 6 p.m. on Friday and 8 a.m. on Saturday, Pacific Time.

51. Is there a statute of limitations for sending original W-2s via the iWire system? For example, could you send a W-2 file for tax year 2006 in calendar year 2010 using the iWire system as long as it is filed using the current file specifications?
As long as the file specifications of the submission are up to date, the iWire system will accept older data. Submitting older data, however, would not necessarily result in the suspensions of any penalties accrued for noncompliance.

52. If a W-2 file has been submitted for an employer and it is later discovered that it was not a complete file, does the iWire system allow for "supplemental" W-2 files for an ID or would the additional employees be considered "corrections" to be submitted on a W-2c file?
We would only want to receive the missing W-2s. Do not resend the original file and do not submit previously non-reported W-2s as a W-2c. If you can only send a full file, please contact us and we will remove your previous submission from the system. Note that iWire submissions are *added* to existing records. In theory, one could submit their 100 W-2s across 30 file submissions, though that would be inconvenient for the filer.

53. The EFW2C specifications were removed from the iWire General Information web page and replaced with "NOTE: At this time, W-2cs should be filed via paper." Is this just during this calendar year or does it apply to corrections for all tax years?
W-2c's cannot be filed via iWire and are not expected to be required in the foreseeable future. We are accepting W-2c's via paper only.

54. Can I test my electronic files to ensure they are correctly formatted before I'm required to submit them for processing?
Yes. On the submission form when asked if this is a test file, choose yes. Alternately, on 1099 submissions, character position 28 on the T-record is a "Test File Indicator"; including a capital letter "T" in that position will signify that the file is a test file. The IWIRE system will recognize any file submissions with that T as a test file, regardless of whether the box on the submission page signifying that you are submitting a test file is checked off. (To remove the test file indicator, in the file itself, delete that T and replace it with a single space.)

Troubleshooting/Technical Questions

55. What should I do to correct my file that could not be processed?
Review and correct the errors in your rejected file and resubmit the file. The following are some of the most common errors for W-2s:

• One or more of the records is not the required 512 characters.
• The file is missing the RV or RF record.
• The file contains invalid characters (blanks instead of zeroes or alpha characters in numeric fields, etc)
• The Oregon specifications for the RS and RV files were not used.
• Each employee did not have an "RS" AND "RW" file
• Punctuation was included in the name address, telephone number or numeric fields.

The following are some of the most common errors for 1099s:

• One or more of the records is not the required 750 characters.
• The file contains invalid characters (blanks instead of “0”'s or alpha characters in numeric fields, etc)
• The Oregon-specific information in the “special data entry” fields on the B-records was excluded.
• Punctuation was included in the name address, telephone number or numeric fields.

56. I've received an error that says there was a problem parsing an XML file. I did not receive a confirmation number either. What do I do?
This error might occur if you are using an invalid XML character in the submission form. This is most common when the company name includes an ampersand (e.g. Smith & Jones).

57. Will failing the validation cause the whole file (multiple employers) to fail or will only the specific employers within the file with error conditions fail?
The entire submission will be rejected and you will be notified of the errors shortly after submission. Please note that if you receive validation errors, you will need to submit a modified version of the text file until you get an e-mail saying that the file was accepted.

58. I am trying to file W-2s using iWire. Box 12 on the W-2 contains Code S, but Code S isn't an option on the dropdown. What should I do?
Please use Code D in the Box 12 dropdown, in lieu of Code S.

59. I got an error message saying that there were dashes in my phone number, but your system adds the dashes! Why am I getting this error?
Validation errors that you receive in your e-mail are all related to the .txt file that you uploaded, or to the substantive information you entered on iWire Direct after that first submission page. The dashes on the first page are cosmetic and make it easier for you to read the phone number you have submitted. They do not have an effect on your data submission.

60. Part of the iWire window is cut off on the left, and I cannot enter all of the required information. How do I fix this?
Your screen resolution is probably too low for the program. The minimum resolution is 1024x768. To fix this, change your screen resolution, close out of all open browser windows, and then try the iWire site again.

61. I got an error that said, “Your file could not be uploaded. Please include only text (.TXT) formatted files (zip files are not accepted), ensure that the file exists on your system, and that the path to the file (including file name) does not exceed 240 characters.” How do I fix this?
The iWire system is particularly sensitive about file extensions (the last 4 characters in the name of a file). Many programs will produce the file, but will not add the necessary “.txt” to the end of the name. If you right click on the file and add “.txt” to the very end of the name, the system should be able to process it.

If, however, the file you are attempting to upload is a .pdf, .zip, .xls, or some other file format, our system will *not* be able to process it successfully, even if you change the extension to .txt.

62. Editing these files is a real challenge. How can I figure out where the character positions are?
The Windows program Notepad is very useful for making minor changes to the file. For editing, please ensure that “Word Wrap” is turned off (available under the menu that reads “Format”) and that the “Status Bar” is turned on (available under the menu that reads “View”). That will reveal a bar at the bottom that informs you of the specific character position. (Notepad refers to it as “Col.”)

It is worth noting that if you do make any changes to the file, you must keep the character length of each row constant. Therefore, if you remove characters, you will probably need to replace them with either spaces or zeros. Likewise, if you add characters, you will probably need to remove spaces or zeros to compensate for the additional characters.

63. I tried to convert my .PDF file to a .TXT and it didn’t work! What do I do?
Unfortunately, the iWire system cannot process a .PDF that has been saved as a .TXT file. Generally, submitters will need to use specialized software to generate the correct format.

64. I am trying to add the required information in the Special Data Entries section of the B-records in my 1099 submission. You ask for a Social Security Number, but I already gave you the recipient’s Social Security Number in character positions 12-20. Why are you requiring it twice?
The required Social Security Number (SSN) in character positions 671-679 of a B-record on a 1099 submission would be the SSN of the *payer* of the 1099, rather than the recipient. This goes for the BIN in character position 663-670 as well; the BIN we are looking for is that of the payer. For those fields, the submitter can choose to enter either the BIN or the SSN. However, for the purposes of the system, what actually matters is the number used for *withholding* purposes. Normally, with businesses that do withholding on 1099s, we are going to want the BIN rather than the SSN.

Note, too, that we do *not* want the same Social Security Number twice in one B-record.

65. I’m not sure if my payroll software supports iWire. What do I do?
Contact your vendor as they will need to translate to our format. This is true for any software that you may be using. If you are not sure whether your software will produce a file compatible with iWire, contact your vendor to determine if they intend to support iWire.

66. My computer returned a certificate error. Why am I receiving this error? Isn’t your site secure?
It’s actually an issue with the individual’s PC. Depending on when and how a user downloaded Internet Explorer, they may not have received all of the root security certificates that allow their browser to make a secure connection to our website. Following the steps outlined in the article below will download the latest root certificates and resolve the issue. This also affects the Google Chrome browser as it uses the same certificate store. Firefox has its own store and didn’t seem to be affected. When you install any browser (regardless of make, model, or platform), it comes with a default collection of trusted root security certificates. These correspond to site level certificates purchased by websites (for example, the DOR SSL certificate was purchased from Entrust). When you visit an SSL-encrypted website, the browser looks at its root certificate store to find a match for the certificate being presented on that website. If it finds one, it creates a secured connection and presents the user with confirmation (the lock icon) that the connection is secure. When it doesn’t find a match, it informs the user that the site may not be secure as it cannot verify the site’s identity based on certificates

installed on that user's PC. That's what's happening on our site occasionally. Visit http://support.microsoft.com/kb/931125 and download the rootsupd.exe package. That should resolve the issue.

67. Who should I call if I have questions about processing a file?
Please call the iWire Technical Support line at 503-945-8127 or contact us by email at iwire.DOR@oregon.gov.