

Administrator 3 View

General Information and Getting Started

Administrator is the term Glacier uses to describe departmental level access. The Payroll Office will provide Administrator 3 access to the person designated by the department.

The Administrator 3 should be the person handling foreign national tax compliance.

Administrator 3 access includes add new individual records, review and update records, and use of the tax calculator.

How to obtain access:

Email pr-tax@uw.edu with the subject line "Glacier access". Provide the name, title, phone number, campus box number PUC and email address of the person receiving access. They will be contacted by the Payroll Office to attend a training

Note: Glacier access should only be requested for staff who work with non-resident aliens on a constant basis.

Note: At this time, only one person per department will be given access due to the sensitive nature of the information in Glacier.

Website access:

Administrators use a different website than the non-resident aliens and visitors:

Administrators: www.arcticintl.com

Non-resident aliens: www.online-tax.net

Who Uses Glacier:

Glacier is for all **non-resident aliens** who are a non-resident alien for *immigration* purposes. It is for all non-resident alien employees, stipend recipients, fellows, post doc fellows, and short term international visitors. It is not used for those receiving tuition only. It is not for those in process for residency.

Glacier can be accessed by anyone from a computer, anywhere in the world.

Employees: Employees may only access and complete Glacier after their arrival in the US.

Administrators:

- Employees must have an EID and distribution line in OPUS.
- Glacier invites may be completed up to 30 days prior the foreign national's arrival in the US.

- **NOTE:** Completing Glacier does not alleviate the need for the I-9 or any I-9 reverification requirements.
- Glacier will provide the foreign national with completed paperwork (Tax Summary report, W-4, 8233, W-8Ben, etc).

Note: Administrators should never complete Glacier on behalf of the foreign national.

- If the foreign national has problems, the step by step Employee Training Guide can be found here:
<https://f2.washington.edu/fm/payroll/sites/default/files/Glacier-Employee-Training-Guide.docx>
- You may also consider having the foreign national visit you, log in under their own user name, and you can provide guidance while they do the actual input.

Time Frame:

Employee: An employee may not update Glacier until after they have arrived in the United States.

Scholarship/Fellowship: A scholarship or fellowship holder may not update Glacier until after they have arrived in the United States.

Adding Staff into Glacier

Log in: <http://www.arcticintl.com/>

Verify if the foreign national is a new hire or already has a Glacier record:

- Select “Review/Update Individual/Entity Record(s)”
- Check by name, social security number, EID and email. Glacier will only catch a duplicate record if the social security number or email address matches
Note: Glacier will NOT catch duplicate names. Always check by all available fields.
- Proceed to Adding a New Record only if non-resident alien is not found on Glacier.

If record exists, direct the person to update their existing Glacier record.

If they have forgotten their password/user ID, see the Quick Reference section, Forgotten Passwords

If record exists, but is in “terminated” status, see Adding a Record – A Record Already Exists.

Adding a New Record

Choose Add New Individual Record

Click Next

File Edit View Favorites Tools Help

GLACIER

Nonresident Alien Tax Compliance



Welcome to GLACIER for University of Washington

What Would You Like To Do Today?

- Add New Individual Record**
- Review/Update Individual/Entity Record(s)**
- Create/View/Print Report(s)**
- Resend Individual Access Information**
- GLACIER Administration**
- Tax Calculator**
- Return to Arctic Client Portal**
- Exit GLACIER**

Next>

[Support Center](#)

- Name: Enter the name (first, middle, last). Please do not use all capitals or all lower case.
- Employee Identification Number: Enter their UW Employee ID number (EID). Do not use dashes
 - **Note:** This is a required field for the UW for identification purposes.
- Password Notification: Choose Email
- Email Address: Enter the email address that the employee will use to receive the password notification.
 - The email address can be anywhere in the world but the @uw.edu address is preferred.
 - **Note:** If the email address already exists, Glacier will provide a warning message. See instructions below
- Re-enter Email Address: Enter the same email address.
- Pay Period: Choose Employee-Semi-Monthly
- Click Submit.

See below

GLACIER

Nonresident Alien Tax Compliance



Add a New Individual Record

Please enter the following information

* Indicates Required Field

Name(First or Personal)*:

TestJ1

Middle:

(Last or Family)*:

Payroll

Employee Identification Number:

555005556

Password Notification*:

Email

No Automatic Notification

Email Address:

cmanekia@uw.edu

Re-enter Email Address:

cmanekia@uw.edu

Pay Period*:

- Please Select
- Employee - Weekly (W)
- Employee - Bi-Weekly (B)
- Employee - Semi-Monthly (S)
- Employee - Monthly (M)
- Non-Employee-Other (N)

Test Record:

Record

NOTE: Once created, Test Record Status may not be changed.

Admin Activities Menu

Submit

Done! The Department portion of Non-resident Alien Tax Compliance has been completed.

An email will be sent to your foreign national from 'support@online-tax.net' with the Subject line of "Payments from University of Washington"

Email will have login information with a temporary user id and temporary password.

Employee instructions can be found at the following link: <https://f2.washington.edu/fm/payroll/sites/default/files/Glacier-Employee-Training-Guide.docx>

GLACIER

Nonresident Alien Tax Compliance



Thanks!

Information Received!

The information entered has been sent to the GLACIER Support Center. Your client database is now being updated.
If you have any questions or need additional assistance, please contact the GLACIER Support Center at support@online-tax.net

Have a Fabulous Day!

Admin Activities Menu

Exit

Adding a Record – A record already exists

The message below will appear if an email address already exists in glacier.

Review/Modify Duplicate Individual Record(s)

Please select the Duplicate Individual to Review/Modify:

The Individual Record you are trying to add:

Last Name: Husky
First Name: Dubs
Department Name: Payroll
Email Address: notareal@test.edu

GLACIER detected the following possible duplicate Individual Record(s):

Last Name	First Name	SSN/ITIN	UDF	Email	Tax File Status	Ind Rec Status	Process
Husky	Dubs	999999999	Payroll Services	notareal@test.edu	I	A	

Solution: The employee already has a current record on Glacier. Go 'back' and access that record.

If that existing record is in Terminated status

Review/Update Individual Record(s)

Please select the Individual Record to Review/Update:

Last Name				First Name	SSN/ITIN	Tax File Status	Ind Record Status	Hold Status	Record Status	Record Data	Payment Data
01-adm-update-ir	usc33-losca	UserBC3EEAA9-	{1FF75BB5-E90C	Ima	55555555	C	Terminated		Review	Update	Input
	{1FF75BB5-E90C		Husky II								

Under "Record Status, Select 'review'

Test Record: THIS IS A TEST RECORD

Name (Last, First MI): Husky II, Ima

SSN or ITIN: 55555555

Recipient Type: Individual

Individual Record Status:

Terminated (T) ▼

Use the drop down menu to change the record to "active" and enter submit.

If you have entered an email for a non-resident alien who terminated in a prior calendar year:

When a non-resident alien is terminated from Workday, their record on Glacier is also marked Terminated and deleted each December 31. The terminated record still exists within the Glacier data base but *is not visible* to any Glacier Administrator, including the Central Payroll Office.

Solution: If you start to create a new individual record, and a prior year terminated record already exists with the same email address, you will be asked if you "*wish to connect the two individual records*". Please note that the link is determined only if email addresses match, not 'name'.

See example below. A 'new individual record' for rehire "Forever Husky" is input into Glacier in this current tax year. When the "submit" button is clicked, the following displays because Glacier found a record for a person with the same email address in a prior tax years database.

Review/Modify Duplicate Individual Record(s)

Please select the Duplicate Individual to Review/Modify:

The Individual Record you are trying to add:

Last Name: Husky
First Name: Forever
Department Name: Payroll
Email Address: notreal@uw.edu

GLACIER detected the following Terminated Individual Record in the 2010 GLACIER database:

Last Name	First Name	SSN/ITIN	UDF*	Email
<p>Husky</p> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">01-adm-duplicate</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">usc33-losca</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">User39CFADC4-I</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;">{3CE9A073-892C</div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; padding: 2px;">{3CE9A073-892C</div>	Forever	ApplyForITIN	888-88-8888	notreal@uw.edu

If you wish to CREATE a NEW Individual Record in the 2011 GLACIER Database AND CONNECT the 2010 TERMINATED Individual Record to it, select "Create New and Connect Previous Individual Records". Please note that the NEW Individual Record will only contain the name, UDF, and email address; all other data must be re-entered. The NEW Individual Record will retain the previous login information, any 2010 Forms 1042-S, and the ability to access **CINTAX** via **GLACIER**, if applicable.

ATTENTION: Before Connecting the two Individual Records, PLEASE ENSURE THAT THE TWO INDIVIDUAL RECORDS ARE IN FACT FOR THE SAME PERSON AS THIS ACTION CANNOT BE UNDONE.

Otherwise, click on <Back to correct the information entered.

	01-adm-duplicate	01-adm-add-ind-1	usc33-losca	{3CE9A073-892C	{3CE9A073-892C	Trojan
Tanya		Payroll		notreal@usc.xxu	2-B	1-Email
	{3CE9A073-892C					1

* (“UDF” stands for ‘user defined field’, which in our data base is the EID field).

IMPORTANT:

- Before you say “yes” to connecting the records, be **very sure** they apply to the same person. Many people have both names and email addresses that can be similar. Once two records are connected, the action **cannot be undone**. **If in doubt the foreign national desk at pr-tax@uw.edu.**
- If ‘yes’ is selected only the name, email address, and department field will load.
- This applies only to records with University of Washington data bases – Glacier will never link records from another university.

Foreign National Responsibility

The foreign national is responsible for maintaining their record on Glacier, especially when changes must be made to the following:

Name	Social Security Number
Immigration Status	Expected Departure Date
Work Authorization Expiration Date	Tax Treaty Information
Entry and Exit History	

When the foreign national changes any of these critical fields, **he or she must then print out and submit all new documents** to the UW Payroll Office, Foreign National Desk, Campus Box 359555. If the foreign national has questions or problems, please see the Glacier-Employee Training Guide <https://f2.washington.edu/fm/payroll/sites/default/files/Glacier-Employee-Training-Guide.docx> or have them contact Glacier directly.

Documents:

Glacier will instruct the foreign national to print out documents. Copies need to be single-sided. The documents issued will be tailored to each individual’s situation. The foreign national is instructed to send these documents along with copies of the passport, I-94 form, etc., to the UW Payroll Office, Foreign National Desk, Campus Box 359555.

Tax Summary: A summary of all information. This will show arrival date, departure date, immigration expiration date; treaty eligibility; tax status, and when FICA taxes become applicable. If your non-resident marked “no payments”, a Tax Summary will not generate.

Information Sheet: An information sheet for your Foreign National to keep. **Do not submit to Payroll.**

W-4: Glacier will ensure proper completion of the W-4. A W-4 form will not be created if your non-resident marked either “no payments” or a non-employee status (Scholarship).

W-7: Only issued if person checked the box “apply for ITIN”. **Do not submit to Payroll.** Contact the International Students/Scholars Office to initiate the ITIN request.

W-8BEN: Will only print for students from a tax treaty country who ask for the treaty, whether or not they are receiving a scholarship. Please submit to Payroll.

8233: Issued if individual is non-resident alien for tax purposes, and requests treaty.
Note: In November and December, Glacier will provide an 8233 for both the current and coming years. Submit both.

Treaty Attachment: A letter required to accompany the 8233 on most (but not all) treaties.

Restrictive Clause Statement: A letter required to accompany the 8233 on a small number of treaties. It will ONLY print if the specific treaty has such a clause.

W-9: Issued if individual is a ‘resident alien for tax purposes’, and requests treaty.

Treaty Statement: A letter required to accompany the W-9 on most (but not all) treaties.

NOTE: If the non-resident alien will become a resident alien for tax purposes in the current year, both the 8233 / Treaty Attachment, and the W-9/W-9 Attachment will print. Submit both.

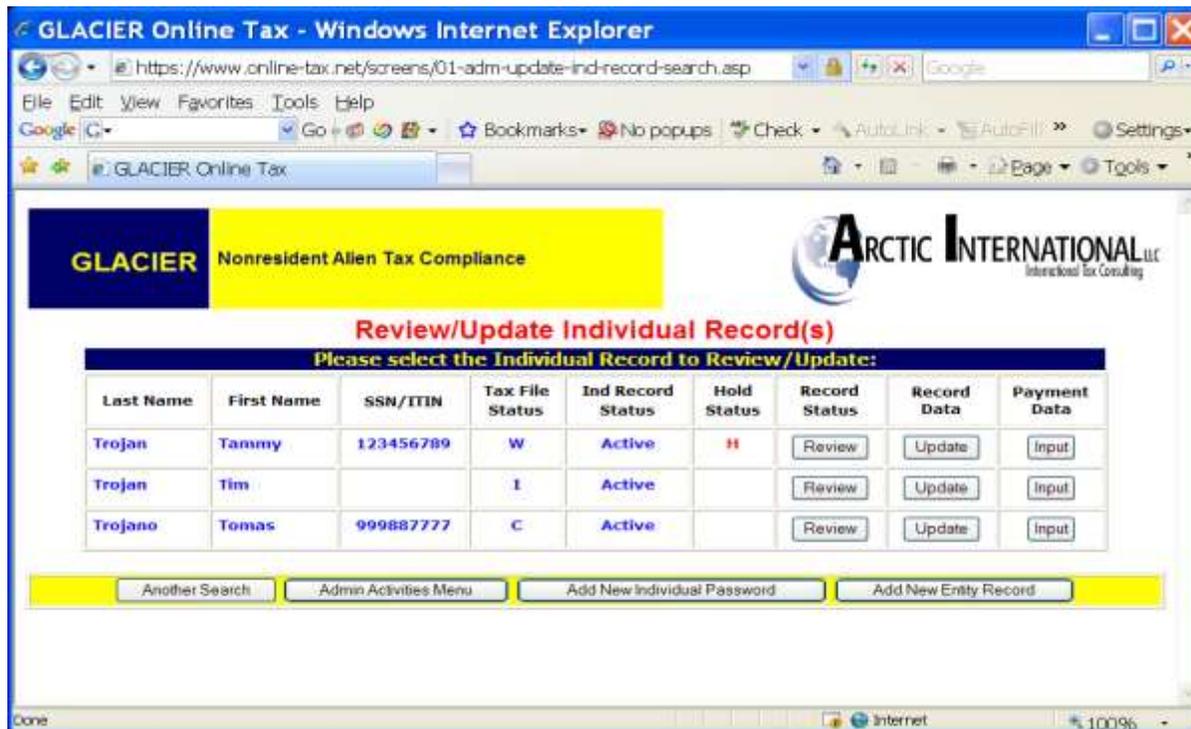
ADMINISTRATOR INFORMATION

1. Menu options

The following options are available from the Administrator menu:

- Add new Individual Password: Select this to send a password to the foreign national. Always check Glacier by name and Social Security number or email first, to ensure person is not already on Glacier.
- Review/Update Individual/Entity Records(s): Select this when you want to view the foreign national's file.
- Tax Calculator: Glacier has a tax calculator, which will allow you to see the federal withholding only, and which will also perform a "gross-up" calculation if you desire.

Review/Update Individual Record Menu



a. Tax File Status:

- | | | |
|---|-------------|--|
| I | Incomplete: | The foreign national has not yet completed their initial Glacier input. |
| W | Waiting: | The foreign national completed the Glacier input, but either the paperwork has not yet reached the Payroll Office; or the finished paperwork is incorrect. |
| C | Complete | The foreign national completed the Glacier input and the paperwork was received and accepted by the Payroll Office.
Note: Do not change the tax file status to “C” – this is a Payroll function. |
| R | Recalculate | The foreign national accessed Glacier and changed critical fields (SS#, visa type, etc.) but closed their browser without completely going through all Glacier screens. The foreign national will receive emails prompting them to complete the process. |
| L | Lock | If an administrator believes a visitor is attempting to manipulate the Glacier screens inappropriately, the Admin may “lock” the record so only an Administrator may make changes until the lock is removed. |

b. Ind Record Status (“Individual Record Status”): Active, Inactive, Terminated, or Delete will display.

Payroll will change a foreign national to ‘terminated’ upon termination from the UW or upon change of immigration status from non-resident alien to resident alien.

Note: An alien in terminated status will be removed from Glacier at calendar year end.

Rehires: You must update ‘terminated’ to ‘active’ for a rehired Foreign National to be able to access their Glacier record.

Delete status: A record will be marked ‘delete’ when it was added in error, such as a duplicate error. Records in delete status will be purged periodically by Payroll Services. If you added a record in error, please notify your payroll contact.

c. Hold Status

Glacier uses the term “Hold” when Glacier cannot determine whether or not the foreign national is eligible for a treaty.

Glacier will default to *not* granting the treaty.

Please do not override the hold status. The Payroll Office is the only office that may override a hold in a rare/special circumstance.

Hold Treaty Status Definitions:

Hold 1: The non-resident alien does not have a Social Security Number or ITIN number.

Note: IRS will not allow the treaty until the foreign national updates their number. When the individual notifies you they have the number, have them access glacier and proceed through all steps of Glacier. The ‘hold’ will be removed automatically, and treaty offered.

Important: A copy of the SSN or ITIN must also be submitted to Payroll to be updated in OPUS.

Hold 2: The non-resident alien’s “country of citizenship” and “country of tax residence” are different.

To grant the treaty, UW and Glacier would have to be fully versed in the foreign country’s tax laws. Since we are not, and since the UW could be held liable for the non-resident alien’s taxes, the UW will not grant the treaty in most situations. The individual may apply to the IRS for the treaty when filing their 1040.

Hold 3: The non-resident alien changed immigration status while in the US. The treaty cannot be granted in these cases. The non-resident alien may apply to the IRS for the treaty when filing their 1040.

Hold 4: The sponsor of the non-resident alien’s immigration status is not the UW. The treaty cannot be granted in these cases. The non-resident alien may apply to the IRS for the treaty when filing their 1040.

d. **Record Status:** Clicking the Review button will display the following screen.

GLACIER Nonresident Alien Tax Compliance

ARCTIC INTERNATIONAL
International Tax Consulting

Review/Update Status of Individual Record

Please select the appropriate status:

Test Record: THIS IS A TEST RECORD

Name (Last, First MI): Trojan, Tammy
SSN or ITIN: AppliedForSSN

Recipient Type: Individual

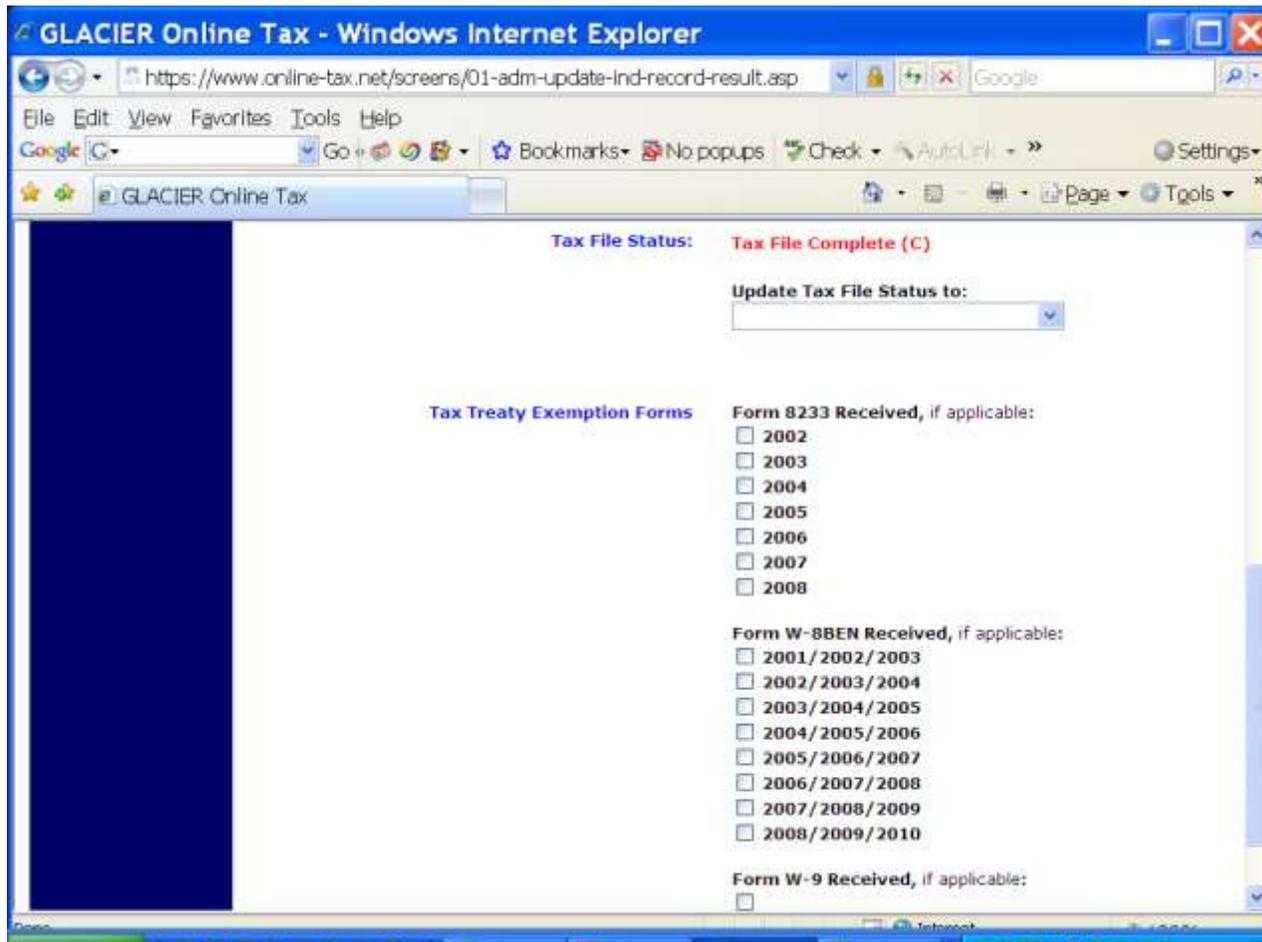
Individual Record Status: Active (A)

Notes Regarding Record (e.g., reason for Override):

HOLD Treaty Status:

HOLD 1	Hold (H)
HOLD 2	Normal (N)
HOLD 3	Normal (N)
HOLD 4	Normal (N)

Processing Status: Normal (N)



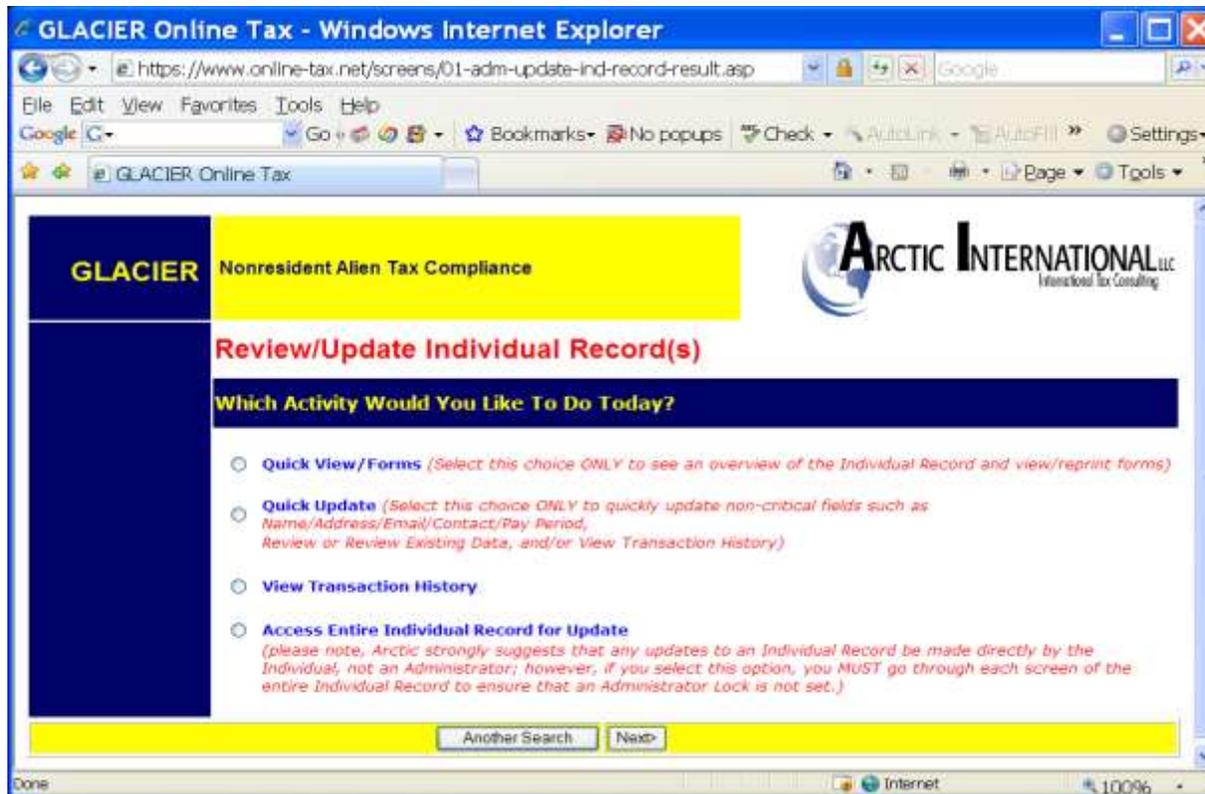
Individual Record Status: (Active, Inactive, Terminated, or Delete)

Hold Treaty Status: (Hold or Normal)

Tax File Status (Completed, Waiting, Lock): As noted above, please do not update this field to "C". You may "Lock" a record so the foreign national cannot access or change back to "W".

Tax Treaty Forms: Displays a history of 8233s, W-8BENs, or W-9 Forms received by the Payroll Office. Please do not update these fields.

d. **Record Data:** Clicking the Update button will display the following screen:



Quick View Forms: Select here to view the non-resident alien's input. Print any forms the foreign national may have failed to turn in.

Quick Update: Select here to make a change to a non-critical field. You may make updates and corrections to name, address, department, and so forth. If your foreign national made an error to any of these fields, you may fix. **Note:** We recommend that the foreign national keeps their own information updated

View Transaction History: Select here to see a record of all the changes made to the foreign national's record, showing operator, date, and changes made.

Access Entire Individual Record: Select here to access the entire record. **IMPORTANT:** It is NOT recommended that the Administrator update the record. **Note:** Even if you just look and do not update, your name may show on the transaction history.

Glacier Emails

Payroll will send, via Glacier, emails directly to the non-resident aliens in various situations:

- a) Tax File Status I (Incomplete) The foreign national has not yet completed Glacier.
- b) Tax File Status W (Waiting) The foreign national has not yet turned in Glacier paperwork **or** their paperwork needs corrections. Payroll will send targeted emails to the employee. If no response, then the Administrator will be contacted.
- c) Tax File Status R (Recalculate) The foreign national made critical changes but quit Glacier improperly.
- d) Immigration Status Expiration Date The foreign national's work authorization expiration date in Glacier is past or will soon pass.
Note: I-9 requirements remain the same. Glacier does not do I-9 paperwork
- e) Missing SSN/ITIN The foreign national has not yet reported their Social Security Number or Individual Taxpayer ID Number on Glacier.
- f) FICA tax status change When the foreign national tax status changes to taxable for FICA (Social Security and Medicare). This will be sent in January.
- g) Tax Treaty Time Limit The foreign nationals tax treaty time limit is about to expire.
- h) Tax Residency change The foreign national has been in the US long enough to be considered a 'resident alien for tax purposes'. A non-resident alien in this category may still claim any treaty, but is now potentially subject to FICA tax withholding, and is free to claim any marital status or number of allowances on the W-4. This will be sent about 7 days prior to the effective date of the change.

Quick Reference

a. Resident Alien

When your person becomes in process for US residency, or obtains a Resident Alien card, submit an I-9 re-verification and new W-4. Payroll will mark the foreign national's record "terminated" on Glacier, and the record will drop off at the end of December.

b. Forgotten Passwords

If the foreign national forgets their password, have them select the "Forgot Login Information" option. If that does not work, they should contact you. To reset a password in Glacier, go to your Admin menu, and select "Resend Individual Password". Bring up the employee, and select "review". Verify the email address, check the box, and hit submit.

If you, as administrator, forgot your own password, first use the 'forgot login?' option. If that does not work, send an email to support@online-tax.net, but be sure to make it very clear in your email that you are an administrator.

c. Glacier is not accepting passwords

Are you on the right internet site? Administrators use a different web site than the user.

user: www.online-tax.net

admin: www.arcticintl.com

d. Duplicate Record / Record added in error

If you added a record in error, entered a name twice, etc, send an email to pr-tax@uw.edu with the subject line "Glacier" and we will delete the mistaken record.

e. W-8BENs

- Glacier will generate a W-8BEN on *all* students, whether or not they indicate they are receiving a fellowship or scholarship, but **only** if there is a tax treaty with the non-resident alien's home country.
- If your student is receiving a scholarship and there is no treaty, Glacier will not generate a W-8BEN.

f. 8233 vs W-9

Glacier will determine if the foreign national needs to submit an 8233, or a W-9, or both to claim the treaty. Glacier will also determine the appropriate income code based on the foreign national's immigration status (F-1, J-1, etc).

- If an alien is a non-resident alien for ½ of the year, and a resident alien for tax purposes the rest of the year, Glacier will issue both an 8233 and a W-9. Please submit both to the Payroll Office
- In November and December, Glacier will generate an 8233 for the current year, and either an 8233 or W-9 (or both, whichever applies) for the coming year. Please submit both to the Payroll Office.

g. W-4

Glacier will generate a completed W-4 for everyone who qualifies as a foreign national for tax purposes. If the foreign national is a resident alien for tax purposes, Glacier will generate a blank W-4 and the foreign national is free to claim whatever he or she prefers.

h. Quitting mid-stream

When the foreign national hits the 'next' button at the bottom of each page, that page is 'saved' in Glacier. Therefore if the user quits Glacier mid-stream, all prior pages will be saved. The individual must go back into Glacier and complete all fields. The record will stay in "I" (incomplete) or "R" (recalculate) status until this is done.

i. Foreign National needs assistance

At the bottom of each page in Glacier is a "help" button, which will take the user to an explanation page and provide them an email link to Glacier directly. Glacier will attempt to assist the user. We will assist the individual in most situations, or work with you to assist the foreign national if appropriate.

FREQUENTLY ASKED QUESTIONS

My foreign national is having problems completing Glacier. How do I help them?

See the Employee Training Guide for screen by screen instructions and hints:

<https://f2.washington.edu/fm/payroll/sites/default/files/Glacier-Employee-Training-Guide.docx>

We also encourage the foreign national direct their questions to Glacier directly. The Glacier screens have online help buttons

My non-resident alien is having problems completing Glacier. Can I just complete Glacier for them?

No.

The administrator must **never** complete Glacier. All Glacier input must be completed by the non-resident alien. The previous pages are provided to assist you in assisting your non-resident alien with their questions. If your non-resident is having problems, encourage the foreign national direct their questions to Glacier directly. The Glacier screens have online help buttons. You may also consider having the foreign national visit your office, and log in to glacier themselves to complete it with your assistance.

When my employee brought in the Glacier paperwork, why is there no W-4?

Your employee did not check the 'compensation' box under 'income type'. Ask the employee to correct, and submit new paperwork.

My foreign national is from a tax treaty country but Glacier didn't give them the treaty, why?

There could be several reasons. Does your NRA have a hold? Maybe the foreign national has been in the US long enough to exhaust the treaty.

Perhaps the foreign national declined the treaty or they are not eligible.

My foreign national says they already have a Glacier record from another University. Do they have to do this again?

Yes.

The Glacier program is used by many universities across the US, but each University's database is separate and unique. The foreign national must create a separate and distinct login and password in Glacier to distinguish between the databases.

My foreign national was given a blank W-4 by Glacier. Why?

Your foreign national has been in the US long enough to 'pass the substantial presence test' and so is considered a 'resident alien for tax purposes'. While a non-resident alien for tax purposes is usually limited to only claiming 'single' with 'one allowance', a resident alien for tax purposes may claim any marital status or number of allowances, so Glacier gives them a blank W-4.

What is "Glacier Tax Prep"?

The same company (Arctic International) has a program called Glacier Tax Prep, which assists non-resident aliens in completing tax returns. The Office of International Services administers this. If your NRA has questions or problems regarding GTP, please refer them to OIS.