

# An overview of the new online Wyoming unemployment tax system

## UI History in Wyoming

When it became clear in 2009 that several states needed to update their unemployment insurance systems, AWIN was started as a four-state consortium including Arizona, Wyoming, Idaho and North Dakota. The consortium gathered together all of the requirements for all of the states and began the pursuit of building the new system.

When it was determined that the consortium would be required to hire an outside vendor, Idaho dropped from the project. Colorado joined the consortium, which then spawned the creation of WyCAN. The consortium chose a vendor and began the development of the new system.

Part of the way into the development, North Dakota chose to leave the project, leaving Wyoming, Colorado and Arizona on the project. When difficulties arose with the project, the decision was made to release the vendor from the contract.

Colorado chose to leave the consortium, leaving only Wyoming and Arizona. Wyoming decided to enter into an agreement with TCS and acquire the UIInteract code from the Missouri

system. Arizona chose to go a different direction, which left Wyoming and the concept of WYUI.

Due to time and funding constraints, the Benefits (Claimant) side of WYUI went live first in June of 2018 and continues today to be hosted in Microsoft's Azure Cloud. The Tax (Employer) side of WYUI was set to go live in June of 2019. On May 23, 2019 (more than one month early), the WYUI Tax access was made available to the public through the same site that housed the Benefits access. This finalized the entire WYUI system for all of the Wyoming Unemployment Insurance program including Benefits, Tax, Appeals and Fiscal.

Currently the Benefits portion is in the "Maintenance" stage. DWS has a contractual agreement with the vendor to continue to implement "fixes" as well as "enhancements" to the system.

The Tax portion is in the "Warranty" stage (still part of the original contract). We are continuing to work through issues that have arisen as well as introduce enhancements into the system.

Beginning May 23, 2020, Tax will also move into the maintenance stage.

## Looking into the future

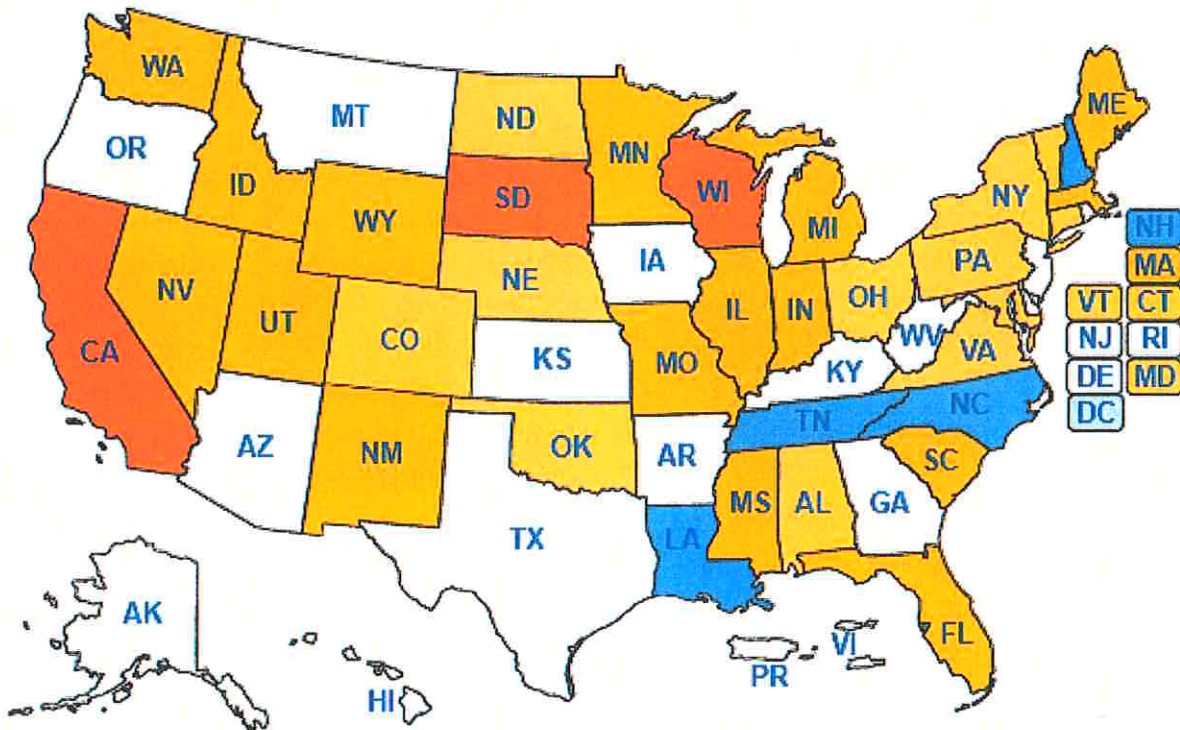
Wyoming has joined a five-state consortium (Missouri, Mississippi, Connecticut, Rhode Island and Wyoming) with a goal to facilitate continuous improvement in the information technology systems and processes supporting the administration of the UI Program. The modernized IT systems in each of these states is from the same base code. The hope is that this consortium will be able to share resources at a cost savings for all of the states involved.

# Where does Wyoming fit?

How does our state compare with other states in the nation when it comes to UI IT Modernization?

## Status of State Unemployment Insurance Information Technology Modernization Projects

 Status of State UI IT Modernization Projects | Updated: September 2019



*Click or Hover over a state for more information.  
Click a state with a specific color to view all the states with the same color.*

COMPLETED	IN DEVELOPMENT	
4	1	Benefits System Only
3	0	Tax System Only
16	12	Benefits and Tax System
	17	Planning

### Consortium States

**ReEmployUSA:** Mississippi, Maine, Rhode Island, Oklahoma, and Connecticut

**MW:** Maryland and West Virginia

**iUS:** Idaho, Vermont, and North Dakota. iUS 2.0 in development.

**SCUBI:** North Carolina, South Carolina, and Georgia

**WyCAN:** Wyoming (former Colorado, Arizona, and North Dakota)

## Items brought to our attention

**Design of entry of wage details** – the information required for this task is used by several different areas of DWS. Because of that each employee's details make up a long line. When deciding how to make this work we followed the same paper form that most employers used at one time and many employers are still using. Our thought was to have some "commonality" in the new system. Because of the length of the line, users are required to "scroll" across to see the entire line. This has been a common concern expressed to the agency. We are in the process of identifying the feasibility of eliminating the need to scroll somehow.

**"Timeout period"** – many users have expressed a concern with the amount of time that they have when they are entering information on a screen. We are currently in the process of providing a warning message to the user that the system is going to time out. This will allow them the opportunity to continue work or save their work so that it is not lost.

**"Saving" wage detail data** – there have been some issues with the system saving the data that the user has entered. Often times this is also relative to the "deletion" of wage records. We have had some code changes made and this seems to be resolved.

**Issues with the WC payment portion** – we have made some updates to this and are continually monitoring the functionality here. We will continue to make adjustments as needed.

**Ease when entering joint UI/WC wages** has been expressed as a concern. We are still working

on this and trying to improve this prior to Q3 due date of 10/31/19.

**"Sorting" of wage records** – the system has been limiting the sort capability to only the current page. When there are multiple pages this process is not working properly. We have logged a defect on this and will have it corrected soon.

**WYUI is very "mouse" friendly and not "tab" friendly.** This has been an issue for many users. Unfortunately, the base code was designed this way at the time that we acquired it. For us to change this at this point would be a major code change and probably not feasible.

**Certain web browsers work better than others.** Currently users (including internal) have the best luck with Chrome, Firefox and Edge. We are trying to convey this message as much as possible.

**Some users in rural areas of the state struggle with internet connections.** Unfortunately this is due to the speed of their internet connection and therefore there is not a lot that our agency can do.

**Users have expressed concerns with receiving "blank screens."** Quite often this has to do with the settings in the browser. We work with the users to "clear cookies and cache" and most of the time resolves the issue.

**"Benefit Charging" issues** – when WYUI went live with Benefits, we were required to create a "bridging" process between the WYUI Benefits system and Mainframe Tax system. Benefit Charging information was being sent through this bridging process. Once Tax went live in WYUI there were some issues. We have worked on this and resolved the issues we had.

## User concerns and how they have been addressed

After the WYUI system went live with the Tax side, issues and concerns came in to the agency by external users. Many of the issues that were identified as true defects have been repaired and are no longer a concern. If they have not already been repaired, they are in the process of being repaired and should be available for Q3 filing due October 31, 2019.

A large majority of the concerns are simply cosmetic design issues that we will be determining as feasible to implement or not. All users have their own opinion of how things should function so many of the suggestions are based on their own personal preference.

## WYUI Tax System is available to:

- Internal DWS users
- Employers
- Third Party Providers (CPAs, Accounts, Bookkeepers)
- Payroll Services (ADP, Ceridian, etc.)
- CDS Vendors (Financial Managers contracted by the State of Wyoming to manage payroll taxes for caregivers of individuals on State of Wyoming disability waiver programs)
- Limited access to users outside of DWS for wage and UI claims information based on MOUs



## WYUI is still a new system

The vast majority of the concern has been the "newness" of the system. Since go-live we have made many changes to the system to help guide employers. We have added instructional videos within the system to help them with some functionality. "Cheat sheets" were created and are provided to users to assist them with certain functions in the system. When users call in we work with them one-on-one to help them attain whatever goal it was that they had when they called in. The hope is that many of these issues were relative

## Added features

- Users can access their own online account and see more extensive information and account history than the previous system
- Users can see any outstanding balances or missing reports
- Users can request a 940 Recertification online if the IRS has required that they provide one
- Users can view all correspondence that has been sent to them
- Users can request changes to their account profile or request a closure of their account
- Previously users could file their reports and pay in the old system, however in WYUI they are able to amend their reports online
- Users can file an appeal online
- Employer accounts can have up to five different users
- Third Party accounts can have 10 different users

to the first-time of setting up the login and filing the first report. However whatever support is needed going forward we will continue to provide.

As part of the project, Tax continues in the "warranty" phase of the project until 5/22/20. We will have monthly "sprints" with code updates between now and then. These sprints are an opportunity to not only repair defects but also provide better service to external users. All suggestions of "enhancements" are welcomed and will be considered going forward.