

## New Mexico Announcement: Timeliness, Online Payment Process, and Expansion of Online Correspondence

For further information go to [www.dws.state.nm.us/UI-Tax-Information](http://www.dws.state.nm.us/UI-Tax-Information) or call (877) 664-6984

### I. Timeliness

The state of NM has issued a reminder that an employer is required to respond to a request for information (wage or separation) within 10 days of the request and can lose rights to appeal if the employer demonstrates a pattern of responding to claims untimely. The pattern of untimely responses to claims is defined as "failure to timely or adequately respond to five or more claims within a calendar year." An inadequate response is defined as "when an employer fails to provide relevant information or documentation that was reasonably available at the time the response was requested."

### II. Online Payment Process

**What?** A new feature which will allow payments to be credited directly to employer accounts.

**How?** Once wage details have been submitted, the employer or TPA may use the Wage Detail Report to generate a payment file.

How to Create a Payment File and Make Payment:

Follow the steps below to create your Payment File and make payment:

1. Click on Payment Information
2. Click on Payment Option
3. Click on Download payment due file
4. Open and save the payment file
5. Click on browse
6. Search and select the saved payment file
7. Click on Submit
8. If there are any rejections the system will give you a list of Employer Account Numbers that were rejected and the reason.
9. The File Upload Complete screen will come up and you will select Make Payment
10. Select Payment Method, click Next, and enter banking information or print the payment voucher if paper check was selected.

### III. Expansion of Online Correspondence

Beginning January 1, 2019, employers can now view, or file appeals, to tax determinations, online. They can also view, or appeal rate assessments, audit findings, or chargeability determinations. Also, at this time, employers can submit documentation and exhibits through their online account to be used in an appeal hearing.

**These announcements will not change the service provided to customers in New Mexico.**

If you have any additional questions, please contact your Account Executive.