

Glacier User FAQs

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1. I received an e-mail from support@online-tax.net instructing me to log in to Glacier. What is Glacier? Why have I been asked to complete a Glacier record?

Glacier is a secure web-based Nonresident Alien (NRA) Tax Compliance System that is used to collect tax-related information, and to make tax residency and income tax treaty determinations. You have been identified by UCSD as someone who is receiving funds and/or benefits from the University. You have been asked to complete a Glacier record to ensure that the University is in compliance with applicable tax regulations and that you are being taxed and classified correctly.

2. I can't access Glacier. How do I obtain Glacier access?

Access to Glacier is granted through an email from support@online-tax.net containing a link to Glacier as well as a temporary UserID and password. If you haven't received an e-mail, please contact your department. They will determine whether you need to use Glacier.

3. I forgot my login information? How can I obtain this?

Visit www.online-tax.net and select "Login Now". Within the logon page, select "Forgot Login Information?" You will be prompted to enter your e-mail address as shown on your Initial Glacier Information Form. An e-mail will be sent with instructions for logging in and creating a new password. See screen prints below



4. *Is it mandatory that I complete Glacier?*

Yes. Glacier is mandatory for foreign individuals receiving payments. Glacier replaces the previous paper-based process.

5. *How long will it take to complete Glacier?*

It takes 20 to 60 minutes to answer all of the Glacier screens, print and sign the forms Glacier generates, make the required document copies, and mail the paperwork to Disbursements.

6. *Can I stop and save my work at anytime and return later to complete the process?*

Currently there is no function that allows you to save a partially completed record and return to Glacier later. You must complete the entire process once you begin. You may also edit your record.

7. *How many days do I have to complete the Glacier process?*

Users must complete and submit all documents within ten (10) days to avoid disbursement delays.

8. *I've been given access to Glacier, however I have yet to arrive in the United States. Can I still complete Glacier?*

Glacier screens up to 30 days prior to your arrival, though you can't mail in the paperwork until you arrive in the U.S. because we need a copy of your Form I-94 (in passport) stamped with your date of arrival you can still fill out your Glacier record online.

9. *Can I complete a Glacier record if I don't have a social security number (SSN) or ITIN?*

Yes. Please complete your record and submit your paperwork even if you don't yet have a SSN or ITIN. Go back into Glacier to update this field when you have one. Some types of payments cannot be made unless UCSD has a SSN or ITIN on file

10. *Who can I contact if I need help?*

Glacier has an "Online Help" button for most screens which may provide the information you need to resolve your issue. If the information provided hasn't solved your problem, you can contact Glacier User Support via e-mail support@online-tax.net for assistance. If Glacier User Support is unable to resolve your problem, contact one of the UCSD Glacier Administrators listed at the end of this document.

11. *When I am asked to identify my Relationship and Income Type, what should I select?*

Refer to the Glacier Record Request Form or Glacier Information Form provided to you by your department.

12. *Glacier asks for the "Date Permission to stay in the U.S. Expires". Where do I find this date?*

*** Do not use the Date of Expiration from your Visa Sticker or Stamp in your passport***

Visa Type	Expiration Date
F	Form I-20, Line Item #5
J	Form DS-2019, Line Item #3
Other	Form I-94, Date Stamp

13. What is State Tax Withholding and what do these questions refer to?

The California Franchise Tax Board (FTB) is the taxing authority for the State of California. The FTB does not make a distinction between foreign individuals and U.S. citizens when it comes to withholding. Nonresident aliens are subject to the same state tax withholding rules as citizens.

Regardless of your *Federal* income tax status, you are subject to California State tax on all income earned in this State. The California Franchise Tax Board does not honor tax treaties with other countries.

14. When I'm asked by Glacier my "Original (or anticipated) Date of Entry in the U.S.", what date should I enter?

The date entered should be based on the very FIRST day you entered the U.S. on your current immigration status to begin the study, teaching, research, or other activities, regardless of whether you changed institutions, transferred, received a new visa sticker in your passport, or returned to the U.S. from vacation, holiday or summer break

15. Glacier did not acknowledge a tax treaty. Why?

Several factors may cause this to happen. Glacier may have determined that:

- A treaty does not exist.
- The treaty's expired

Also

- Glacier will not offer a tax treaty to anyone who does not enter a Social Security Number (SSN) or Individual Tax Identification Number (ITIN).
- You chose the wrong "Relationship" or "Income Type"

If you still have questions about a tax treaty, please contact one of the Glacier Administrators listed at the end of this document

16. I've completed my Glacier record. What do I do if there's an error, or I need to update it to accurately reflect my current situation. What should I do?

Log into Glacier and make the appropriate corrections or changes. You'll need to submit new paperwork to the Disbursements by reprinting the Glacier-generated forms, and following the instructions on page 2 of the Tax Summary Report

17. What is the Tax Summary Report and what is it used for?

The Tax Summary Report is a one-page document summarizing your tax status for payments received in the current calendar year. Additionally, the report displays relevant immigration information. The Tax Summary Report that you submit as part of your Glacier paperwork is used to apply the proper withholding, taxation and classification of funding you are receiving

18. The Tax Summary Report states that I am a resident or nonresident for tax purposes. What does this mean?

The Internal Revenue Service (IRS) classifies all foreign nationals as either resident aliens or nonresident aliens for tax purposes. This is not related to your immigration status. Resident aliens are, for the most part, taxed in the same manner as U.S. citizens. They are subject to retirement and Medicare withholding, and their worldwide income is taxable in the U.S. Nonresident aliens are taxed only on their U.S.-sourced income. In addition, different income tax withholding and reporting requirements are imposed on payments made to nonresident aliens.

19. I have a Glacier record at another institution. Do I need to complete a new record at UCSD?

Yes. Each institution maintains a separate Glacier database.

20. I've completed Glacier. What documents should I send?

In addition to the Tax Summary Report, please include the "Required Forms and Document Copies" listed on the bottom section of the Tax Summary Report. Make sure that all forms are signed and dated and that every required document copy is included. Copies must be clear black and white without a gray background. Incomplete or illegible paperwork will not be accepted, and will require resubmission of all Glacier paperwork.

GLACIER MANAGEMENT AND TAX COMPLIANCE SYSTEM		Tax Summary Report	
Summary of Information Entered Into GLACIER™:			
Name:	Mickey Mouse	2010 - 217 Days	
SSN / ITIN:	011-11-1111	2009 - 365 Days	
Email Address:	mickymouse@disney.com	2008 - 366 Days	
Country of Tax Residence:	China, People's Republic of	2007 - 121 Days	
Country of Citizenship:	China, People's Republic of		
Current Immigration Status:	F1 Student		
Date of Entry to U.S.:	September 02, 2007	Changed Immigration Status?	No
Immigration Status Expiration:	July 14, 2015	Immigration Status Change Date:	
Original Immigration Status:		Estimated Date of Departure:	August 10, 2015
EID and/or Vendor Number:	654		
Tax Determinations and Results: Based on the data entered, GLACIER has made the following determinations:			
Tax Residency Status: Nonresident Alien for U.S. Tax Purposes			
Residency Status Change Date: July 02, 2012 to Resident Alien			
Residency Status Start Date: January 01, 2012 to Resident Alien			
Residency Status Change Date 2 (if applicable):			
Residency Status Start Date 2 (if applicable):			
Salary/Wages/Bonus			
Applicable Tax Withholding Rate:	Single, 1(B)-Weekly		
(If Tax Treaty Does Not Apply or Form Is Not Submitted)			
Tax Treaty Exemption Status:	Exempt		EX
Tax Treaty Time Limit:	Unlimited Time Period		
Tax Treaty Exemption Period:	September 02, 2007 - unlimited		
Tax Treaty Dollar Limit:	\$5,000 per calendar year		
Scholarship or Fellowship (Non-Service)			
Applicable Tax Withholding Rate:	14 Percent		
(If Tax Treaty Does Not Apply or Form Is Not Submitted)			
Tax Treaty Exemption Status:	Exempt		EX
Tax Treaty Time Limit:	Unlimited Time Period		
Tax Treaty Exemption Period:	September 02, 2007 - unlimited		
Tax Treaty Dollar Limit:	Unlimited Dollar Amount		
FICA Tax Status:	Exempt	FICA Tax Start/Change Date:	January 01, 2012
Required Forms and Document Copies: Attach the following Forms and Documents to the Tax Summary Report			
Please print, sign and submit with Tax Summary Report		Please copy and submit with Tax Summary Report	
Required Forms:		Required Document Copies:	
Form W-4		Form I-20	
Form W-8BEN		Form I-94/I-94W Card	
Form 8233		Visa Sticker/Stamp (in Passport)	
State Tax Form			
Treaty Attachment			

Required Forms and Document Copies Attach the following Forms and Documents to the Tax Summary Report	
<p>Please print, sign and submit with Tax Summary Report</p> <p>Required Forms:</p> <p>Form W-4</p> <p>Form W-8BEN</p> <p>Form 8233</p> <p>State Tax Form</p> <p>Treaty Attachment</p>	<p>Please copy and submit with Tax Summary Report</p> <p>Required Document Copies:</p> <p>Form I-20</p> <p>Form I-94/I-94W Card</p> <p>Visa Sticker/Stamp (in Passport)</p>

Certification
I hereby declare that the information provided in this report is true and correct to the best of my knowledge and belief. I understand that providing false information is a violation of the Internal Revenue Code and may result in criminal penalties and/or my U.S. tax status may be updated.

Signature: _____

21. Where do I mail the signed Glacier forms and “Required Document Copies”?

You may send the paperwork through the free campus mail system to Disbursements, Mail Code 0955. Your department can show you how to use campus mail. You may also send it via U.S. Postal Service to UCSD Disbursements | 9500 Gilman Dr. #0955 | La Jolla, CA 92093-0955 Attn: Tax Advisory Services team.

22. When might I need to go back into Glacier even though I’ve completed Glacier in the current tax year?

You should log back into Glacier anytime there is a change in your information. This includes changes in visa status, immigration status, end date extension, additional payment type, address, new SSN, or new ITIN. Once you have updated the relevant fields, you must submit all new Glacier paperwork, even if you’ve submitted paperwork before. If your address changes, email a Glacier Administrator.

23. Can I submit paper documents in lieu of entering my information online through Glacier?

No. Paper equivalents will no longer be accepted.

24. Who needs to complete a Glacier record?

All non-U.S. citizens receiving eligible payments from UCSD are required to complete a Glacier record.

25. Who is exempt from Glacier?

U.S. Citizens, Permanent Residents, Asylees, and Refugees are exempt.

26. I don’t understand what a Glacier screen is requesting or I’m not sure how to respond. Where can I get help?

Glacier has an “Online Help” button for each screen which reveals more detailed information. If the information provided doesn’t solve your problem, you can contact Glacier User Support via e-mail at support@online-tax.net

Glacier Contacts:

UCSD Disbursements/ Tax Advisory Services | 9500 Gilman Dr., #0955 | La Jolla, CA 92093-0955

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