INTERNET FILING INSTRUCTIONS

FOR

HAWAII UNEMPLOYMENT INSURANCE EXPRESS

STATE OF HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
UNEMPLOYMENT INSURANCE DIVISION

SEPTEMBER 2013
TABLE OF CONTENTS

I. INTRODUCTION ......................................................................................................................... 1

II. APPLY FOR ONLINE FILING .................................................................................................... 1
   A. Go to HUI Express website ........................................................................................................ 1
      1. Welcome to the Hawaii Unemployment Insurance (HUI) Express Page ................................ 1
      2. eHawaii.gov Account, Account Services, “Create an Account” Page ..................................... 2
      3. “Account Created!” Page ......................................................................................................... 3
      4. At the “Welcome to the Hawaii Unemployment Insurance (HUI) Express” page ................... 4
      5. Login Page .............................................................................................................................. 4
      6. My Account Page ................................................................................................................... 5
      7. “Create a Hawaii Unemployment Insurance Express Account” Page (Accept) ....................... 5
      8. Create a Hawaii Unemployment Insurance Express Account page (Submit) ........................... 6
      9. “Your application has been submitted” page .......................................................................... 7
     10. My Account Page (waiting for approval of account) ............................................................. 9
     11. Approved Accounts - Welcome to the Hawaii Unemployment Insurance (HUI) Express ......... 9
     12. Login Page .......................................................................................................................... 10
     13. My Account Page (after approval) ....................................................................................... 10
   B. Using the QWRS software program to register ......................................................................... 10
      1. Do you have a Hawaii Unemployment Insurance (HUI) Express account? Page .................... 11

III. I ALREADY HAVE AN EHAWAII.GOV ACCOUNT .................................................................. 11

IV. HOW TO FILE REPORTS AND MAKE PAYMENT .................................................................... 12
   A. Log on to HUI Express .............................................................................................................. 12
      Using the QWRS software to file reports and make payment .................................................... 12
      B. Do you have a Hawaii Unemployment Insurance (HUI) Express account? Page .................... 12
      C. Login Page ............................................................................................................................ 13
     D. Submit Wage Report ............................................................................................................. 13
     E. Upload Contribution Report (UC-B6) ..................................................................................... 14
     F. Submit Contribution Report (UC-B6) and Make Payment ....................................................... 15

V. ACCOUNT MAINTENANCE AND NAVIGATION ......................................................................... 19
   A. My Account ............................................................................................................................. 19
   B. Payment Reports ..................................................................................................................... 20
   C. View History .......................................................................................................................... 21
      1. Received Date (From/To) ......................................................................................................... 21
      2. Status: ................................................................................................................................. 21
      3. Type of Activity: ................................................................................................................... 21
   D. Update Account ....................................................................................................................... 23
   E. Download Software ................................................................................................................. 24
   F. HUI Express User’s Guide ....................................................................................................... 24
   G. Frequently Asked Questions ................................................................................................... 25
   H. Recover Password ................................................................................................................... 25
I. INTRODUCTION

The Hawaii Unemployment Insurance (HUI) Express is a secure and easy way for businesses to file their Unemployment Insurance (UI) reports and pay contributions (ACH-Debit) through the state's official website at http://hui.ehawaii.gov/hui/app/welcome.html. Employers and Authorized Transmitters (accountants, service providers, etc.) must apply to file Quarterly Wage and Contribution and Employment and Training Assessment Report-Form UC-B6 and pay contributions online.

Through the Internet, employers and authorized transmitters may send the wage file with the employee detail data, send the contribution report and pay contributions online. Payments can only be made with a contribution report. Users can download the free QWRS software program from the HUI Express to create the reports. The program allows a single employer and accountants or service providers with multiple employer accounts to file online.

Some users may want to create the record layout for the wage report and the contribution report. Both layouts require the submittal of an application and a test file to UI. Once the application is approved, the wage and contribution report can be sent online. The contribution record layout is only accepted online via HUI Express with payment, if payment is due.

Single filers need a Department of Labor (DOL) number, Federal Employer Identification Number (FEIN) and an email address. Multiple filers who are not employers in Hawaii need an email address.

This publication will provide you with step-by-step instructions to apply for online filing and demonstrate how to transmit your Quarterly Wage and Contribution and Employment and Training Assessment Reports and pay contributions online. Once your online application is approved, you can use the HUI Express website to file wage and contribution reports, pay contributions online, file amended reports, view a history of reports filed and update account information.

II. APPLY FOR ONLINE FILING

A. Go to HUI Express website

The first step is to access http://hui.ehawaii.gov/hui/app/welcome.html website to “Create a eHawaii.gov account.” Second, complete the HUI application to “Link your account” to HUI Express. You will receive an email notifying you that the application was submitted. Your application will be reviewed and another email will be sent to notify you of the status of the application. Once your application is approved, you may file reports and make payments online.

There are several ways to access the website to register for online filing. Log on to http://hui.ehawaii.gov/hui/app/welcome.html. The “Welcome to the Hawaii Unemployment Insurance (HUI) Express” page will be displayed. Employers can also log onto the http://labor.hawaii.gov/oui/ and click on the “Employer Information” link to access the HUI Express. The user will be directed to the “Welcome to the Hawaii Unemployment Insurance (HUI) Express” page.

1. Welcome to the Hawaii Unemployment Insurance (HUI) Express Page

Click on “Create a eHawaii.gov portal account” or in the Menu box click on” Create an account”. If you already have an account, click on Login to access your online account.
2. eHawaii.gov Account, Account Services, “Create an Account” Page

At the “Create an Account” page, complete the application to create a user login (email address) and password. Enter the name of the individual who will submit the reports and make payment online. Later you will be asked for the employer’s company name or authorized transmitter’s company name, the 10-digit Department of Labor (DOL) number and Federal Employer Identification Number (FEIN).

Click on Create Account button to continue.
3. “Account Created!” Page
Click on “here” to continue
4. At the “Welcome to the Hawaii Unemployment Insurance (HUI) Express” page

Click on “Login”

5. Login Page

At the Login page, enter your email address and password. Click on the **Login** button to continue.
6. **My Account Page**

At the **My Account** page, click on “**Link your account**” to complete the HUI Express registration.

7. **“Create a Hawaii Unemployment Insurance Express Account” Page (Accept)**

Complete the application.

   a. **Type of Filer**: Enter Single or Multiple. Select Single filer to report for one employer. Select Multiple for multiple employer account reporting such as accountants, service providers and parent companies.

   b. **Employer Name or Authorized Transmitter**: Enter the employer’s name. If the applicant is a Multiple Filer, enter the Authorized Transmitter’s Name.

   c. **Federal Employer Identification Number (FEIN)**: Enter the 9-digit FEIN. Multiple filers without employees in Hawaii enter NA.

   d. **DOL Account Number**: Enter the 10-digit DOL number. Multiple filers with no employees in Hawaii enter “NA”.
e. **Service Company Number**: (For Multiple Filers only) Enter your Service Company number if you have been assigned one. If not assigned a Service Company number, enter “NA” and one will be assigned when the application is reviewed and approved.

f. **Title**: Enter the Title of the contact person. (i.e.: Owner, President, Partner, etc.)

Click the **Accept** button to continue. Click **Reset Form** to delete all information. Click the **Back** button to return to the My Account page.

---

8. **Create a Hawaii Unemployment Insurance Express Account page (Submit)**

Make sure the information on the application is accurate and then click on the **Submit** button at the bottom of the page to submit the application for HUI Express online filing. Click on the **Edit** button to return to the application to make changes. Click on the **Cancel** button to cancel the application and return to a blank application.
9. “Your application has been submitted” page

A copy of the submitted application may be viewed or you may print a PDF version. You will receive an email that your application has been submitted. Once your application has been reviewed, you will receive another email notifying you of the status of your application.

a. Approved Applications: Approved applications will include a link to return to HUI Express Welcome page to login to send reports and pay contributions online.

b. Pending Applications: If your application is marked as “Pending”, the email will include the reasons for the pending status and a link to return to the Login page to make changes.

c. Disapproved Applications: The email for Disapproved applications will include the reasons for disapproval.
Your application has been submitted

Aloha!

Thank you for registering to use the Hawaii Unemployment Insurance Express. Your application is being reviewed.

You will be receiving another email notifying you of the status of your application.

Contact Information:
Email: dlir.ui.qwrs@hawaii.gov

Email - Submitted Application

Aloha!

Your application for "Lei's Flower Shop LLC" was reviewed and approved.

Now you are able to submit Hawaii Unemployment Insurance Quarterly Wage, Contribution and Employment and Training Assessment Reports (UC-B6) and pay contributions online!

See you on https://hui.hawaii.gov/hui

Contact Information:
Email: dlir.ui.qwrs@hawaii.gov

Email - Approved Application

Aloha!

Your application for "Lei's Flower Shop Inc." was reviewed and marked as pending.

Click on the following link to update your application: https://test-hui.hawaii.gov/hui/app/link_account.html?accountid=221

Reason: Your FEIN does not match our records. Return to HUI Express to update your FEIN.

Contact Information:
Email: dlir.ui.qwrs@hawaii.gov

Email - Pending Application
10. My Account Page (waiting for approval of account)

This is the “My Account” page when your application has been submitted and you are waiting for approval.

11. Approved Accounts - Welcome to the Hawaii Unemployment Insurance (HUI) Express

Once the account has been approved, use the link in your email or log onto https://hui.eHawaii.gov to access the Welcome page. You will see the “Welcome to the Hawaii Unemployment Insurance (HUI) Express” page. Click on Login to continue.
12. Login Page

Enter your Email address and Password and click on Login to continue.

![Login Page Screenshot](image)

13. My Account Page (after approval)

After you login, the “My Account” page opens. Choose an activity from the Menu box to continue. You may Submit Wage Reports, Upload Contribution Report and Submit Contribution Report/Make Payment. You may also view a history of all online activities, update your account information, download the free QWRS software program and view the frequently asked questions.

![My Account Page Screenshot](image)

B. Using the QWRS software program to register

Employers can access the website by using the QWRS software program. Open the QWRS software program and chose File then Setup from the Main QWRS page. Change the File Destination selection to Internet. Prepare your quarterly report as usual. Click on Prepare Transmit File and enter your covered worker counts, the name, title and phone number of the individual certifying the Form UC-B6 and the date. The Form UC-B6 will print and the transmit file will be created. The QWRS program will access your Internet connection and a message box will display, “To complete the filing process, you are being directed to https://hui.ewhawaii.gov/hui/app/welcome.html to file your Wage Report, Contribution and E&T
Assessment Report and pay your contributions online.” Click OK. The “Do you have a Hawaii Unemployment Insurance (HUI) Express account?” page opens.

For Multiple Filers, enter quarterly wage data for all employers. When you are ready to transmit the reports, select **File and Merge Transmit Files.** The Transmittal Report prints and the transmit file is created. The QWRS program will access your Internet connection and a message box will display, “To complete the filing process, you are being directed to [https://hui.ehawaii.gov/hui/app/welcome.html](https://hui.ehawaii.gov/hui/app/welcome.html) to file your Wage Report, Contribution and E&T Assessment Report and pay your contributions online.” Click OK. The “Do you have a Hawaii Unemployment Insurance (HUI) Express account?” page opens. See the QWRS User’s Manual located on the QWRS software program for detailed instructions on using the program.

1. **Do you have a Hawaii Unemployment Insurance (HUI) Express account? Page**

   After “Transmitting” from the QWRS software program, the “Do you have a Hawaii Unemployment Insurance (HUI) Express account?” page opens. If you already have a Hawaii Unemployment Insurance (HUI) Express account, click “Yes”. The Login page opens. Enter your Email address and Password. You will be taken to the “Submit Wage Reports” page to submit your quarterly wage file.

   If you do not have a HUI Express account, click “No” and the “Welcome to the Hawaii Unemployment Insurance (HUI) Express” page will display. Follow the instructions in the “Getting Started” section to “Create a eHawaii.gov portal account.” See Section A1 to A14 above.

   ![QWRS](image)

   ![Hawaii.gov/Labor](image)

III. **I ALREADY HAVE AN EHAWAIL.GOV ACCOUNT**

If you registered for another eHawaii.gov service, such as Hawaii Business Express (HBE) or Hawaii Compliance Express (HCE), log on to [https://hui.eHawaii.gov](https://hui.eHawaii.gov). The “Welcome to the Hawaii Unemployment Insurance (HUI) Express” page will display. Click on **Login** and enter your Email address and Password. The “My Account” page will display. Click on **Link your Account** and complete the HUI Express application. Follow Steps A6 thru A14.
IV. HOW TO FILE REPORTS AND MAKE PAYMENT

A. Log on to HUI Express

Log on to http://hui.ehawaii.gov/hui/app/welcome.html to access the “Welcome to Hawaii Unemployment Insurance (HUI) Express” page. You must already have an eHawaii.gov account that has been linked to the HUI Express.

Using the QWRS software to file reports and make payment

The HUI Express can be accessed by using the QWRS software program. Open the QWRS software program and choose File then Setup from the Main QWRS page. Change the File Destination selection to Internet. Prepare your quarterly report as usual. Click on Prepare Transmit File and enter your covered worker counts, the name, title and phone number of the individual certifying the Form UC-B6 and the date. The Form UC-B6 will print and the transmit file will be created. The QWRS program will access your Internet connection and a message box will display, “To complete the filing process, you are being directed to http://hui.ehawaii.gov/hui/app/welcome.html to file your Wage Report, Contribution and E&T Assessment Report and pay your contributions online.” Click OK. The “Do you have a Hawaii Unemployment Insurance (HUI) Express account?” page opens.

For Multiple Filers, enter quarterly wage data for all employers. When you are ready to transmit the reports, select File and Merge Transmit Files. The Transmittal Report prints and the transmit file is created. The QWRS program will access your Internet connection and a message box will display, “To complete the filing process, you are being directed to http://hui.ehawaii.gov/hui/app/welcome.html to file your Wage Report, Contribution and E&T Assessment Report and pay your contributions online.” Click OK. The “Do you have a Hawaii Unemployment Insurance (HUI) Express account?” page opens.

B. Do you have a Hawaii Unemployment Insurance (HUI) Express account? Page

The “Do you have a Hawaii Unemployment Insurance (HUI) Express account?” page opens. If you already have a Hawaii Unemployment Insurance (HUI) Express account, click Yes. Then enter your Email address and Password. You will be taken to the “Submit Wage Reports” page to submit your quarterly wage file. Otherwise, click No and follow the instructions in the “Getting Started” section to “Create a eHawaii.gov portal account.” Follow Steps A1 thru A14.
C. Login Page
Enter your Email address and Password to continue. If you need to register, click on Return to return to the “Welcome to Hawaii Unemployment Insurance (HUI) Express” page.

D. Submit Wage Report

At the Submit Wage Report page, click on the Browse button to locate the wage file to be submitted. The Choose file box opens. Locate the QWRS Transmit directory. The directory can be located by opening the QWRS program and clicking on File, then Setup to verify the location of the QWRS Transmit directory. Open the QWRS Transmit directory and click on the filename to be submitted. Click on the Open button and the directory and filename are populated in the File box. If the report is an amended report, check the Amended Report box. Click on Submit Wage Report button to send the file. The file has been sent if you receive a successfully transmitted message. An email will be sent to confirm receipt of the submitted wage file.

Examples of filenames in the QWRS Transmit directory:
Single filer:  0001234567_2009_Q1.zip
Multiple filers:  SV12345678_2009_Q1.zip

Next, you will be prompted to submit your Quarterly Contribution and E&T Assessment Report. If you are not making contribution payment online, do not submit your Quarterly Contribution and E&T Assessment Report online. You must mail the Form UC-B6, Quarterly Wage, Contribution and Employment and Training Assessment Report which was printed by the QWRS program with your contribution payment.

If you do not owe any contributions (zero rate, no payroll, meet excess wage limit, reimbursable, etc) you may submit your report without making payment online.

Click Yes to file your Contribution and E&T Assessment Report online. Click No and a message will display to mail your report with payment.
E. Upload Contribution Report (UC-B6)

The Upload Quarterly Contribution and E&T Assessment Report page opens. Click on the **Browse** button to locate the file to be uploaded. The Choose file box opens. Locate the QWRS Transmit directory. The directory can be found by opening the QWRS software program and clicking on **File**, then **Setup** to verify the location of the QWRS Transmit directory. Click on the file to be uploaded. Click on **Open** and the directory and filename are populated in the File box. Click on the **Upload File** button. An email will be sent to confirm receipt of the uploaded file. Next, the Submit Contribution Report(s) (UC-B6) page opens.
F. Submit Contribution Report (UC-B6) and Make Payment

Click on **Submit Contribution Report/Make Payment** from the Menu and the Submit Contribution Report(s) (UC-B6) page opens. This page is used to preview the contribution data and select the report to be submitted. Your payment amount can be changed in the Remittance Amount box. A summary of the contribution report is displayed. To preview the contribution data details, click on the magnifying glass (🔍) symbol and the Contribution Data page will open. Click on the **Back** button to return to the Submit Contribution Report(s) (UC-B6) page.

Click on the check box to left of your account number to submit your UC-B6 and/or payment. The remittance amount is pre-filled with the amount due. Change remittance amount by entering the amount in the Remittance Amount field. Enter 0.00 remittance for any account you are not making payment for. You are allowed to make payments using multiple eCheck or credit card accounts. Select the accounts for your initial transaction and then click on the **Submit** button. If no payment is being made, the Thank You page opens and summarizes the reports that were successfully transmitted. An email will be sent to confirm receipt of the submitted contribution file.

If making payment, the Submit Payment page opens with a summary of the report(s) being filed and remittance amount. To change the remittance amount or account selected, click on the **Back** button. Select payment type (eCheck or Credit Card). Click **Make Payment** button. Enter the payment information and then click on **Continue**. The Confirmation Payment page opens. Click on the **Pay Now** button to make payment. The Payment Complete page opens. Print a copy for your records. An email confirmation will be sent to confirm receipt of payment. Click on **Continue** and the Thank You page opens and summarizes the reports and payments that were
successfully transmitted. If you have more reports to submit, click on **Submit** to submit more contribution reports.

If you decide **not** to send your Contribution Report online, use the trash can icon (🗑️) to delete the report or use the **Delete All** button to delete all contribution reports listed. The Submit Contribution Report(s) (UC-B6) page displays the number of contribution files, the total payment due and the total remittance amount for the reports that have been uploaded and are waiting to be submitted. Use the Number of Records to view 10, 20, 50, 100 or All records by clicking on the down arrow and selecting an amount. Use the **Select All** button to select all reports. Use the **Deselect All** button to unselect all reports.
Thank You

You have successfully submitted the following reports:

<table>
<thead>
<tr>
<th>Account Number</th>
<th>Employer</th>
<th>Year</th>
<th>Payment Due</th>
<th>Total Wages</th>
<th>Taxable Wages</th>
<th>Remittance Amount</th>
<th>Date Entered</th>
</tr>
</thead>
<tbody>
<tr>
<td>0123456789</td>
<td>XYZ LLC</td>
<td>2006</td>
<td>$13003.50</td>
<td>$13003.50</td>
<td>$13003.50</td>
<td>$315.31</td>
<td>11/22/2006</td>
</tr>
</tbody>
</table>

Total: $315.31 $13003.50 $13003.50 $315.31

Submit more contribution reports.
V. ACCOUNT MAINTENANCE AND NAVIGATION

Login at http://hui.ehawaii.gov/hui/app/welcome.html, the “My Account” page opens. You can submit quarterly wage and contribution reports and pay contributions, view a history of online activities, update your account information, download the free QWRS software program and view frequently asked questions.

A. My Account
Login and choose an activity from the Menu box to continue.
B. Payment Reports

Use the Payment Reports page to view a list of contribution payments. Enter search criteria to define the search or leave search criteria blank to display all contribution payments. Based on the search criteria, the number of payments received and total remittance amount is displayed on the top of search results page. Click on View to list the search results.

The search results page lists all the records that meet the search criteria. The Contribution Data page can be viewed by clicking on the magnifying glass icon (🔍) under the Review column.

**From/To Date:** Enter the date (MM/DD/YYYY) from which to begin listing the data. If a “From” date is entered, the report will display payment filed from that date forward. If a "To" date is entered, the report will display payments filed up to that date. If no dates are entered, all payment filed will be displayed.

**Employer Name:** Enter the name of the employer or any part thereof.

**Employer Account Number:** Enter the 10-digit DOL Account number to display the reports for the specified account number.

**Remittance Amount:** Enter the amount of remittance (1234.56).

**Year:** Enter the year (YYYY) to view reports filed for the specified year.

**Quarter:** Enter the quarter (Q) to display all contribution payments sent for the quarter. Entering “1” will display all reports sent for 1st quarter of any year.

**Reference I.D.:** Enter the reference identification from the payment transaction to display the contribution payment report.
C. View History

You can view your online activities for HUI Express by selecting View History form the Menu box. Enter criteria to define your search or leave blank and select Search to view all activities. The history results shows the filename, date and time the file was transmitted and whether the file was successfully transmitted or not and a check box if the user marked the wage file as amended.

1. Received Date (From/To):
Enter the date (MM/DD/YYYY) from which to begin listing the data. If a “From” date is entered, the report will display activities from that date forward. If a "To" date is entered, the report will display activities filed up to that date. If no dates are entered, all activities will be displayed.

2. Status:
Select Success for view successfully transmitted activities or select Failure to display failed activities. Choose Any to view all activities.

3. Type of Activity:
Enter the type of activity or leave blank to view all.

4. Submitted Wage Data:
Select Submitted Wage Data to view a list of wage files submitted. Click on the filename to view the Wage Files Details page which displays the Report File Name, Transmit Date,
Download Date, File Size, whether the report is Amended, the Number of .qwrs files and the name of the individual .qwrs files.

5. Uploaded Contribution Report

Select Upload Contribution Report to view a list of contribution reports uploaded. Click on the file name to view the Contribution Reports page. The Contribution Report can be viewed by clicking on the magnifying glass icon (🔍).

6. Removed Contribution Report

Select Removed Contribution Report to view a list of contribution reports that were uploaded and then deleted by the sender. These reports are not submitted to HUI Express and therefore are not considered received by Unemployment Insurance. Click on the filename to view a facsimile of the Contribution Report that was uploaded and then removed by the sender. If more than one report was deleted, the Contribution Reports page will display with the Account Number, Employer Name, Year/Quarter, Payment Due, Remittance Amount and Date Entered for each removed report. The Contribution Report can be viewed by clicking on the magnifying glass icon (🔍).

7. Submitted Contribution Report

Select Submitted Contribution Report to view a list of all contributions reports submitted. Click on the contribution details to view the Contribution Reports page which lists Account Number, Employer Name, Year/Quarter, Payment Due, Remittance Amount and Date Entered for each payment. The Contribution Report can be viewed by clicking on the magnifying glass icon (🔍).

8. Submitted Payment

Select Submitted Payment to view a list of all payments. Click on the payment details to view the Contribution Reports page which lists Account Number, Employer Name, Year/Quarter, Payment Due, Remittance Amount and Date Entered for each payment. The Contribution Report can be viewed by clicking on the magnifying glass icon (🔍).
D. Update Account

Update Account allows you to update the account information on eHawaii.gov. Change the information you want to update and then click on **Update My Account**. Your current password must also be entered to make any changes. Upon successful update, your eHawaii.gov and your HUI Express account will reflect the new information. Click on **Hawaii Unemployment Insurance (HUI) Express** link to return without updating.
E. Download Software

Choose the Download Software from the Menu box to download the QWRS software program and follow the instructions on the web page to download.

F. HUI Express User’s Guide

Click on HUI Express User’s Guide to view Internet filing instructions.
G. Frequently Asked Questions

Click on FAQ to view the Frequently Asked Questions for “Online Filing of Quarterly Wage, Contribution and Employment and Training Assessment Report (UC-B6) and payment of contributions.”

H. Recover Password

If you forgot your Password, click on Recover Password. Enter your email address and click on Retrieve Password. A new password will be sent to your email address.