

## TELEFILE REGISTRATION INSTRUCTIONS

Telefile System Access: 1-800-796-9330

### Before you call to register for Telefile be ready with:

- Your eight-digit Employer Account Number (EAN).
- The temporary four-digit Personal Identification Number (PIN) that is located on the address card included in this package.
- A permanent four-digit PIN (of your choice). Be sure it is different than your temporary PIN.
- A pencil.

### To register for Telefile, call 1-800-796-9330 and follow the easy instructions.

- Language selection for touch-tone phone use: "1" for English, "2" for Spanish. If you are using a rotary dial phone, please stay on the line for the Voice Recognition option.
- Listen to General Instructions.
- Select "3" for the Registration option.

### Enter when prompted:

- Your eight-digit employer account number.
- Your temporary Personal Identification Number (PIN) that assures your tax information is secure.
- A new, permanent, four-digit PIN of your choice.  
**NOTE:** When registering for Telefile, you must change the temporary PIN that was provided to you in this package to a different four-digit PIN of your choice. Record the permanent PIN in a safe place in your records. You will need it to access the Telefile System in the future.
- Your ten-digit telephone number that includes area code.
- The number of employees in your business.
- Information about the Electronic Funds Transfer (EFT) option.

Now you have successfully registered for Telefile! Please wait at least two days before you access the Telefile System to file your tax and wage reports. See instructions for Electronic Funds Transfer (EFT) authorization and waiting time in the Telefile information letter (DE 707A).

The Telefile System is available 24 hours a day, seven days a week at 1-800-796-9330.

If you need additional information, call a Telefile Customer Service Representative at 1-800-796-3524, 8 a.m. to 5 p.m., Monday through Friday, or leave a message 24 hours a day, seven days a week. Your call will be returned during regular business hours.

### NOTE:

- You must be a registered California employer with an Employer Account Number (EAN) to use the Telefile System. If you are not a registered employer, please call EDD's employer registration line, "TeleReg" at (916) 654-8706.
- The temporary Personal Identification Number (PIN) to access the Telefile System is included in this package and is intended for use only by the business that received the package. A business with a different employer account number must have a unique temporary PIN, which can be requested by calling Telefile Customer Service at 1-800-796-3524.

**\*\*\*See page 2 of this form for Frequently Asked Questions About Telefile\*\*\***

## FREQUENTLY ASKED QUESTIONS ABOUT TELEFILE

**Q. Do I have to register each quarter before I Telefile a report?**

A. No. You only have to register one time as a Telefile customer. If you own more than one business, you must register separately for any additional businesses that have different employer account numbers.

**Q. Do I have to re-enter my employees each time I use the Telefile System?**

A. No. Once you have reported an individual as an employee, the Telefile System retains that employee until you delete them when Telefiling your wage report. The Telefile System automatically deletes the information for individuals who have not had reported wages for five consecutive quarters and were not previously deleted by the employer while Telefiling.

**Q. How do I enter a new employee on the Telefile System?**

A. Review the sample below to add a new employee using the alpha characters on your touch-tone key pad (there is a sample key pad in the enclosed brochure). These same number combinations are spoken into the phone if you use the Voice Recognition option. If the individual does not have a middle initial, press the pound sign (#) when you are prompted to enter a middle initial.

Name Example: **Telly Z. Filer** (First Name, Middle Initial, Last Name)

<b>T</b> = 8,1	<b>E</b> = 3,2	<b>L</b> = 5,3	<b>L</b> = 5,3	<b>Y</b> = 9,3
<b>Z</b> = 1,2				
<b>F</b> = 3,3	<b>I</b> = 4,3	<b>L</b> = 5,3	<b>E</b> = 3,2	<b>R</b> = 7,2

**Q. How do I know my reports were successfully filed?**

A. After all information is entered and verified by you, the Telefile System provides a “Confirmation Number” for your records. To ensure successful filing, do not hang up until you receive and record this number.

**Q. What if I make an error in reporting?**

A. The Telefile System allows confirmation or correction of each numeric entry. Otherwise, errors are corrected by submitting a completed and signed Tax and Wage Adjustment Form (DE 678) to the address on the form. To obtain a form, call your local EDD Customer Service Office listed in the government section of your telephone book, or download it from EDD’s website: [www.edd.cahwnet.gov](http://www.edd.cahwnet.gov).

**Q. What if I need to report additional information, such as an employee who was not originally reported?**

A. Access the Telefile System again to add information for the current quarter and/or up to five prior quarters. Choose the appropriate quarter and the Telefile System prompts you through Telefiling a supplemental report.

**Q. If I am already using EDD’s Electronic Funds Transfer (EFT) system to pay my tax deposits, can I choose to use the Telefile EFT option?**

A. Yes. If you are an authorized Automated Clearing House (ACH) Debit customer with EDD’s EFT Program and choose to use the Telefile EFT option, you may automatically start using the Telefile EFT option after you register as a Telefile customer. If you are an authorized Authomated Clearing House (ACH) Credit customer with EDD’s EFT Program, you must submit a completed and signed Telefile Remittance Authorization Agreement (DE 26T). See instructions for EFT authorization in the cover letter of this package.

**Q. What if I need additional copies of Telefile instructions and worksheets?**

A. Additional copies may be requested by calling Telefile Customer Service at 1-800-796-3524 or by downloading them from EDD’s website: [www.edd.cahwnet.gov](http://www.edd.cahwnet.gov).