

**TAX**  
**Telefile**  
**Information Guide**

*Visit EDD's Internet site: [www.edd.ca.gov](http://www.edd.ca.gov)*

## What is Telefile and how does it work?

The Employment Development Department's (EDD) Telefile Program is an automated system for employers of household workers, and other employers with a small number of employees, to file tax and wage reports and pay employment taxes by telephone. The Telefile System is accessed with a toll-free number and a unique Personal Identification Number (PIN) to electronically file selected reports with the EDD.

## Features and benefits of the Telefile System

- Available 24 hours a day, 7 days a week.
- Toll-free numbers for Telefile access and customer service.
- No cost to the employer.
- Available in English and Spanish.
- Quickly updates your account.
- Eliminates mailing reports or checks.
- Reports, supplemental reports, and payments may be filed for the current and five previous quarters. Annual reports for household employers may be filed for the current and one prior year.
- Telefile automatically calculates Unemployment Insurance (UI) contributions. Employment Tax, and State Disability Insurance (SDI) contributions when you enter UI and SDI taxable wages.
- Entries are verified by the caller.
- Previously reported employees are maintained in the Telefile System for easy wage and withholding reporting.
- Telefile is voluntary and Telefile Customers still receive paper reports in the mail.

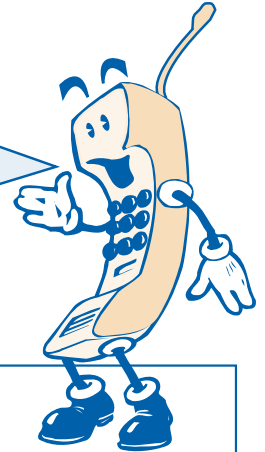
## Electronic Payment of Amounts Due

You may elect to pay applicable taxes through the Electronic Funds Transfer (EFT) option of the Telefile System. EFT eliminates mailing a Payroll Tax Deposit (DE 88) form and a check for payment. Employers of household workers who are authorized to pay on an annual basis may Telefile report information and authorize payment for the *Employer of Household Worker(s) Annual Payroll Tax Return* (DE 3HW).

## Access the Telefile System with your phone

A touch-tone phone is the fastest, easiest method to access the Telefile System. Rotary dial phone users are required to stay on the line at the beginning of the phone call to use the Telefile Voice Recognition feature. (English only).

Here is some important Telefile contact information for you!



### TELEFILE CUSTOMER SERVICE

**1-800-796-3524**

Business hours: 8 a.m.-5 p.m., Monday through Friday (excluding holidays)

Message service available 24 hours a day.

Calls returned during business hours.

Use this number to request:

- Telefile Registration package with temporary PIN
  - *Telefile Remittance Authorization Agreement* (DE 26T) for EFT.
  - Telefile worksheets
  - PIN reset for lost PIN
- ...or ask questions about Telefile

### TELEFILE SYSTEM ACCESS NUMBER

**1-800-796-9330**

(24 hours a day, 7 days a week)

Use this number to:

- Register for Telefile
- Change your permanent PIN
- File wage and withholding reports as a registered Telefile customer
- Make EFT payments as a registered Telefile customer and an authorized EFT customer

# THE TELEFILE

Telly says:



Telefile Registration  
is quick and easy!

## STEP



## TELEFILE REGISTRATION & PIN INSTRUCTIONS

1. If you received a Telefile Invitation package, locate your **temporary** four-digit Personal Identification Number (PIN) on the right side of the address card. (If you have not received a package, but want one, call Telefile Customer Service at **1-800-796-3524**.)
2. Be ready with your Employer Account Number (EAN), temporary PIN, and a new permanent four-digit PIN **of your choice**.
3. Call the Telefile access number, **1-800-796-9330**, and choose the Registration Option.
4. Enter as prompted:
  - Your eight-digit EAN.
  - The four-digit **temporary** PIN from the Telefile Registration package.
  - The new **permanent** 4-digit PIN of your choice. Keep it in your records for future Telefile access.
  - Your daytime phone number, including area code.
  - The number of employees in your business.
  - Option to request EFT information.

**You are now registered for Telefile!**

**Wait at least two business days** before using the Telefile System to file reports.

## STEP



## TELEFILE WAGE & WITHHOLDING REPORTS

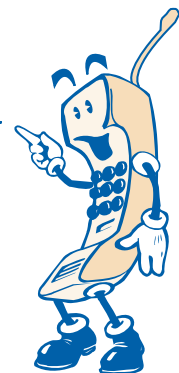
After waiting at least two business days after Telefile registration, you may Telefile the wage and withholding report that applies to you:

- **DE 6 - Quarterly Wage and Withholding Report**
- **DE 3BHW - Quarterly Report of Wages and Withholding for Employers of Household Workers**

**To use the Telefile wage and withholding reporting option:**

1. Gather your tax wage and withholding information as if you were preparing to file a paper report. (See inside this brochure for worksheet information.)
2. Call the Telefile access number **1-800-796-9330** and select File Tax and Returns Option.
3. Enter your EAN and permanent PIN.
4. Select Quarterly Wage Report Option.
5. Enter and verify wage and withholding information.
6. **Do not hang up** until you hear and record the 10-digit Confirmation Number for your transaction.
7. Hang up or return to the Main Menu to file other reports or payments.

Use  
Telefile's easy  
and convenient  
electronic payment  
option!



# PROCESS



## TELEFILE ELECTRONIC FUNDS TRANSFER (EFT) OPTION

Telefile provides a voluntary option to pay employer taxes electronically over the phone. When initiated by the caller, EFT payments are electronically transferred from the employer's bank account to the State's bank account. Telefile EFT can be initiated for forms:

- **DE 88 - Payroll Tax Deposit**
- **DE 3HW - Employer of Household Worker(s) Annual Payroll Tax Return.**

### To obtain Telefile EFT authorization:

1. You must first register as a Telefile customer (see Step 1)
2. Included in the Telefile Invitation package is a *Telefile Remittance Authorization Agreement* (DE 26T). Mail it with your voided check to the address on the form or fax to 1-916-654-7441.
3. EDD sets up the bank transfer option and mails you an EFT authorization confirmation with Telefile EFT start date.

**Note:** Current Automated Clearing House (ACH) Debit customers with EDD do not have to submit a new authorization for Telefile EFT. For questions about EFT eligibility, contact Telefile Customer Service.

### To use the Telefile EFT payment option:

1. Determine taxable wage and payment data.
2. For DE 88s, determine type of deposit - Quarterly, Monthly, Semiweekly, or Next Banking Day.
3. Call the Telefile System and select the Tax and Wage Returns Option.
4. Enter EAN and permanent PIN.
5. Select Tax Payment option - select either DE 88 or DE 3HW, and enter data as prompted.
6. Do not hang up until you hear and record the Confirmation Number for your transaction.
7. Hang up or return to the Main Menu to file other payments or reports.

If appropriate, Telefile calculates quarterly UI, ETT, and SDI taxes and provides the total dollar amount to be transferred from your bank account. You may opt to include applicable penalty and interest (P&I) in the payment, or be billed later.

## Frequently Asked Questions About Telefile

### Am I required to use the Telefile Program?

No. Telefile is a voluntary program that gives employers with a small number of employees an electronic method to file reports. Many employers also take advantage of the electronic payment option.

### Will I still get my paper wage report every quarter?

Yes. Telefile is voluntary so paper reports will still be mailed. Remember to not mail the tax and wage reports, deposit coupons, or checks if you use Telefile.

### Is there a limit on the number of employees I can report through Telefile?

No. However, employers with more than six or seven employees, or who have high employee turnover, may find Telefile cumbersome. For questions about the practicality of using Telefile, call Telefile Customer Service.

### Are there restrictions on the type of business that can use Telefile?

Yes. Employer accounts coded as Sole Stockholder, Religious Exemption, or Third-Party Sick Pay, cannot use the Telefile System.

### Why is a Personal Identification Number (PIN) used for Telefile?

A combination of your Employer Account Number (EAN) and a PIN provides secure access to the Telefile System. The Telefile Registration package provides a temporary PIN to access the Telefile System for Telefile Registration. During registration, change the temporary PIN to a permanent PIN of your choice. If you lose your permanent PIN, call Telefile Customer Service.

### What if I have questions while trying to Telefile my reports?

Press "9" during the Telefile phone call to hear an explanation of the current process step. To speak to a Customer Service Representative, hang up and call **1-800-796-3524**.

### What if I hang up before receiving the Confirmation Number?

Your transaction will not process. Access the system again to Telefile reports or payments.

**For additional questions, call Telefile Customer Service at 1-800-796-3524.**

# Important details about Telefile...

## General Information

- California employer filing requirements must be met. Read all information in this guide and, if necessary, refer to the *California Employer's Guide* (DE 44) or call the EDD Taxpayer Assistance Center at 1-888-745-3886.
- If a representative, such as a bookkeeper, will Telefile on your behalf, provide him/her Telefile instructions and PIN.
- Entries are repeated to the caller for verification.
- Do not mail documents associated with Telefile transactions to EDD (reports, deposit coupons, or checks).
- Either use your EDD forms as Telefile worksheets, request worksheet copies from Telefile Customer Service, or download worksheets from the EDD Web site [www.edd.ca.gov](http://www.edd.ca.gov), Forms and Publications, Employer Tax Forms. Worksheets to request or download are:
  - DE 707B - Telefile Registration Instructions**
  - DE 707C - Instructions for EDD's Telefile System**
  - DE 707D - Worksheet to Telefile Quarterly Wage Reports (DE 6 or DE 3BHW)**
  - DE 707E - Worksheet to Telefile a Payroll Tax Deposit Form (DE 88)**
  - DE 707F - Worksheet to Telefile Employer of Household Worker(s) Annual Payroll Tax Return (DE 3HW)**
- You can telefile DE 6 or DE 3BHW reports and DE 88 payments for the current and five previous quarters. You can also telefile a DE 3HW for the current and one prior year.
- You may file multiple report or payment transactions in the same phone call by returning to the Main Menu. Employers' agents may file for multiple employers in the same phone call.
- You are asked to agree that report or payment data is true, correct, and complete to the best of your knowledge. This is your **Telefile Agreement** and the electronic signature for each Telefile transaction.
- The *Annual Reconciliation Statement* (DE 7) cannot be Telefiled.

## Telefile Registration

- Invited employers receive a temporary PIN and an instruction packet that they use to register for Telefile.
- A California Employer Account Number (EAN) is required to use the Telefile System.
- Select the Registration Option from the Telefile Main Menu.
- If you cannot locate your temporary four-digit PIN on the Telefile Invitation package address card, call Telefile Customer Service.
- The temporary PIN is used only by the business that received the Telefile Invitation Package. To request packages for other businesses, call Telefile Customer Service.
- The permanent PIN may be changed at any time after Telefile Registration by using the Telefile System, Change PIN Option.

## Telefile Quarterly Wage and Withholding Report (DE 6) or Quarterly Report of Wages and Withholdings for Employers of Household Workers (DE 3BHW)

- Select the File Tax and Wage Returns Option from the Telefile Main Menu.
- The Telefile System provides the totals for wages and Personal Income Tax (PIT) entered.
- Your previously reported employees are in the Telefile System. Names and social security numbers (SSN) are provided for wage and tax entry. Skip employees that received no wages in the quarter and delete employees no longer employed by you.
- Telefile supplemental reports (additional wages) for previously filed quarterly reports. Correct erroneously reported data by mailing a *Tax and Wage Adjustment Form* (DE 678) to the address on the form.
- If you are not subject to Unemployment Insurance (UI), Employment Training Tax (ETT), or State Disability Insurance (SDI), enter "0" for total subject wages. Enter the PIT when prompted.
- Add an employee: Enter name and SSN using telephone keypad. Press two keys for each letter of employee name. Following is a chart showing number combinations for each letter and a worksheet for adding an employee. The *Worksheet to Telefile Quarterly Wage Reports* (DE 707D) provides additional name spaces.

## Number Combinations for Each Letter

<b>A</b> = 2, 1	<b>E</b> = 3, 2	<b>I</b> = 4, 3	<b>M</b> = 6, 1	<b>Q</b> = 1, 1	<b>U</b> = 8, 2	<b>Y</b> = 9, 3
<b>B</b> = 2, 2	<b>F</b> = 3, 3	<b>J</b> = 5, 1	<b>N</b> = 6, 2	<b>R</b> = 7, 2	<b>V</b> = 8, 3	<b>Z</b> = 1, 2
<b>C</b> = 2, 3	<b>G</b> = 4, 1	<b>K</b> = 5, 2	<b>O</b> = 6, 3	<b>S</b> = 7, 3	<b>W</b> = 9, 1	
<b>D</b> = 3, 1	<b>H</b> = 4, 2	<b>L</b> = 5, 3	<b>P</b> = 7, 1	<b>T</b> = 8, 1	<b>X</b> = 9, 2	

**Example: "Jon Q. Kranzine"**

First Name:

5	1	6	3	6	2															
J		O		N																

Middle Initial

1	1
Q	

Last Name:

5	2	7	2	2	1	6	2	1	2	4	3	6	2	3	2						
K		R		A		N		Z		I		N		E							
Social Security No.				Total Subject Wages				PIT Wages				PIT Withheld									

### Worksheet

First Name:


Middle Initial:


Last Name:

Social Security No.				Total Subject Wages				PIT Wages				PIT Withheld									

## Telefile Electronic Funds Transfer (EFT) Payments

- You must already be registered to use the Telefile System.
- It takes approximately five business days to process ACH Debit authorizations. You will receive a confirmation letter of your Telefile EFT eligibility, including the date you may begin using Telefile EFT.
- Select the File Tax and Wage Returns Option from the Telefile Main Menu, then select the Tax Payment Option.
- The payment Settlement Date is the date the payment is transferred into the State's bank account and the effective date of the payment. Telefile EFT payments authorized:
  - Before 2 p.m. (Pacific time) will settle on the next banking day after payment authorization.
  - After 2 p.m. (Pacific time) will settle on the second banking day after payment authorization.

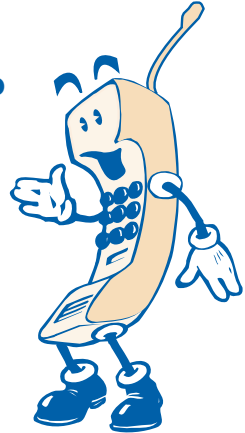
**NOTE: A timely Telefile EFT payment must be initiated before 2 p.m. (Pacific time) on the due date. Payments Telefiled after 2 p.m. on the due date will be delinquent and subject to 10 percent penalty, plus interest.**

- To change your EFT banking institution or account number, call EDD's EFT Unit at 1-916-654-9130, at least five days prior to your next payment due date.

# TELE-QUICK CHART

Please read all instructions in this guide, then use the chart below to become familiar with the Telefile System and determine the route to:

- Register as a Telefile customer.
- Telefile your reports and payments.



## Instructions for using the chart

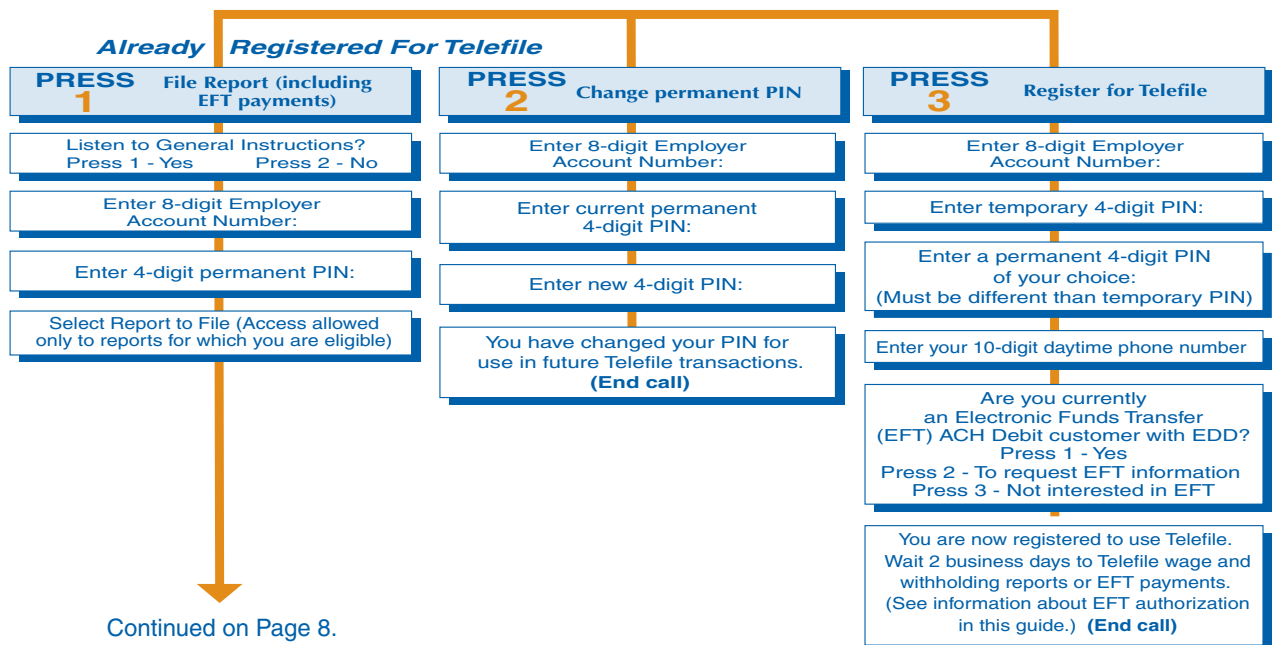
- Enter "0" for zero amounts. For example, if you made no UI/ETT prepayments or SDI/PIT deposits for the quarter, enter "0" for the amount.
- Enter the pound sign (#) after monetary entries.
- Enter monetary amounts, including cents, without a decimal. For example, enter \$63.27 as 6327
- The equal sign (=) next to box indicates that a calculation follows the action and that the Telefile System provides totals to the caller.
- Rotary phone users should clearly speak numbers as prompted.
- Write your EAN, temporary PIN, and permanent PIN on the chart for reference.
- Other abbreviations: Unemployment Insurance (UI), Employment Training Tax (ETT), State Disability Insurance (SDI), Personal Income Tax (PIT), Electronic Funds Transfer (EFT), Penalty and Interest (P&I), Social Security Number (SSN), Automated Clearing House (ACH).

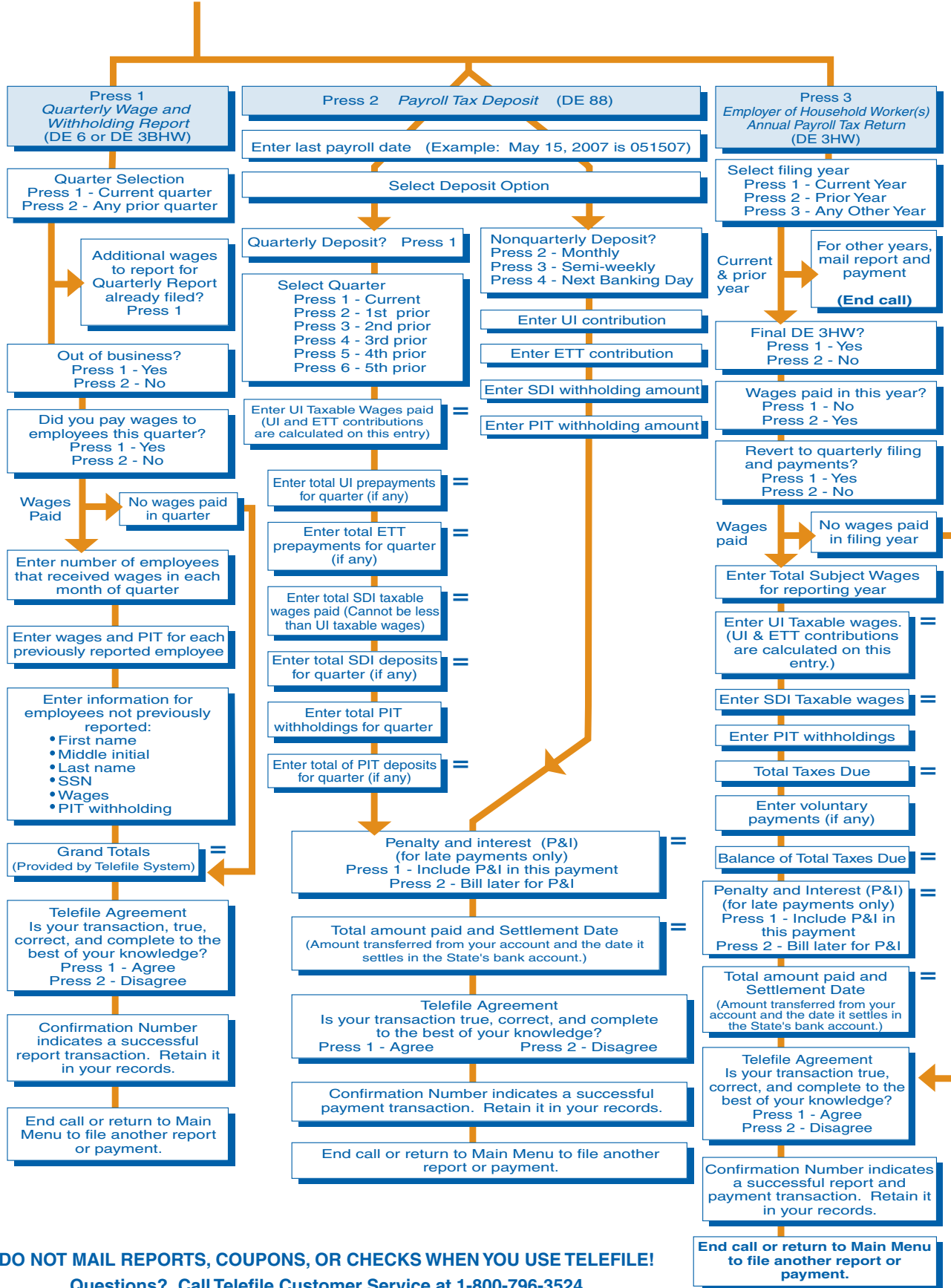
**Dial 1-800-796-9330**

Select a language - PRESS **1** for English - PRESS **2** for Spanish

Stay on the line for Voice Recognition (Rotary dial phone - English only)

## MAIN MENU OPTIONS





**DO NOT MAIL REPORTS, COUPONS, OR CHECKS WHEN YOU USE TELEFILE!**  
 Questions? Call Telefile Customer Service at 1-800-796-3524





State of California

Labor and Workforce and Development Agency

Employment Development Department

EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Request for services, aids, and/or alternate formats need to be made by calling 1-888-745-3886 (voice) or TTY 1-800-547-9565.

**Mailing address:**

Telefile Group  
Employment Development Department  
PO Box 826880, MIC 15  
Sacramento, CA 94280-0001

Telefile e-mail address: [ecom@edd.ca.gov](mailto:ecom@edd.ca.gov)

For on-line copies of publications, forms, and worksheets mentioned in this guide, visit EDD's website at [www.edd.ca.gov](http://www.edd.ca.gov)