e-Services
FOR BUSINESS

REGISTER
FILE
PAY
UPDATE

User Guide

Business e-Services
Employment Development Department

EDD
Employment
Development
Department
State of California

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Online. Anytime.
www.edd.ca.gov/e-Services_for_Business

What is e-Services for Business?

e-Services for Business is a fast, easy, and secure way for employers, employer representatives, and payroll agents to manage an employer payroll tax account online 24 hours a day, 7 days a week, at no cost.

Employers are encouraged to use e-Services for Business to monitor and manage their employer payroll tax account online, even if they use an employer representative/payroll agent to submit their returns, reports, and payments.

Fast, easy, and secure!

Features:

- Register for an employer payroll tax acount number.
- File employment tax returns/wage reports.
- Make payments.
- View, adjust, and print tax returns/wage reports.
- View and update account information.
- View current and past three years payroll tax rates.
- Close or reopen an employer payroll tax account.
- Subscribe to the State Information Data Exchange System (SIDES) to electronically receive and respond to the *Notice of Unemployment Insurance Claim Filed*, DE 1101CZ.

Advantages:

- Simple one-time enrollment.
- No cost to enroll and use.
- Fast, easy, and secure way to manage your payroll taxes.
- Available 24 hours a day, 7 days a week.
- Provides confirmation when a return, report, or payment is received.
- Saves time by saving basic account information for future transactions.

www.edd.ca.gov/e-Services_for_Business

Log In   Enroll

Create a Username and Password

1. Visit **www.edd.ca.gov/e-Services_for_Business**.

2. Select **Enroll**.

3. Complete required fields.
    - Username
    Username cannot be the same as your password and must include:
        - *8-15 characters*
        - *At least one letter*
        - *At least one number*
    - Password
    Password cannot be the same as your username and must include:
        - *8-12 characters*
        - *At least one uppercase letter*
        - *At least one lowercase letter*
        - *At least one number*
        - *At least one special character: !, @, #, $, %, ^, &, *, (,)*
    - Re-Enter Password
    - First Name
    - Last Name
    - Last 4 of SSN or create a 4-digit PIN
    Your Username and last 4 of your Social Security number or a PIN that you create are required to reset your password.
    - Email
    An email address may only be used once. A message will be sent to this email address to complete the enrollment process.
    - Re-Enter Email
    - Phone Number (XXX-XXX-XXXX) (optional)
    - Enter the characters and spaces shown in the security check box.
    - Select **Continue**.
    - Complete all security questions then select **Continue**.
    These security questions are a part of your account recovery options should you forget your username and/or password. Please print or make a note of the answers for your records.

4. Review enrollment summary then select **Enroll**.
    You may use the card on page 15 of this guide to write down your enrollment information. Please keep this information secure.

5. Check your email inbox for a message from the EDD and select the hyperlink to confirm your email address. *You must respond within 24 hours or the enrollment process will need to be repeated.*

6. View the displayed enrollment verification on the EDD website.

Log In	Enroll

Enroll as an Employer

1. After creating a username and password, select **Log In** from the e-Services for Business web page.

2. Enter username and password.

3. Select **Existing Employer**, then select **Next**.

4. Review the information on the "Getting Started" screen, then select **Next**.

5. Select **Yes** on the "Enrollment Type – Employer" screen, then select **Next**.

6. Select your Account Type from the drop-down menu (e.g., Employment Tax).

7. Enter your 8-digit employer payroll tax account number.

8. Select the Country from the drop-down menu (e.g., USA).

9. Enter the 5-digit ZIP Code associated with your employer payroll tax account.

10. Security Questions:
    - Select a security question to answer:
        - Total Subject Wages Reported
          The Total Subject Wages from one of the last three Quarterly Contribution Return and Report of Wages (Continuation), DE 9C, filed.
        - Reserve Account Balance
          The Unemployment Insurance (UI) Reserve Account balance from the most recent Notice of Contribution Rates and Statement of UI Reserve Account, DE 2088.
        - Payment Amount
          One of the last five payments received by the EDD.
        - New Employer
          If you have never filed a return or made a payment, select New Employer.
    - Enter the answer to the security question you selected.

11. Select **Next**.

12. Review Enrollment Request, then select **Submit**.

13. Select **Ok** to submit your request.

14. Review the information on the "Confirmation" screen, then select **Ok**.

YOU NOW HAVE ACCESS TO YOUR ACCOUNT!

To add access to an additional employer payroll tax account, refer to "Add Account Access" on page 7 of this guide.

Log In	Enroll

Enroll as a Representative/Agent

1. After creating a username and password, Select **Log In** from the e-Services for Business page.

2. Enter username and password.

3. Select **Existing Employer**, then select **Next**.

4. Review the information on the screen then select **Next**.

5. Select **No** on the "Enrollment Type – Employer" screen, then select **Next**.

6. Select **Yes** on the "Enrollment Type – Representative/Agent" screen, then select **Next**.

7. Enter your information:
   If you are an internal representative (e.g., employee) or an accounts payable clerk, enter your employer's information.
   • Select the type of ID from the drop-down menu (Federal Employer Identification Number [FEIN] or Social Security Number [SSN]).
   • Enter your ID number based on the type of ID you selected.
   • Select Country from the drop-down menu (e.g., USA).
   • Enter 5-digit ZIP Code associated with the FEIN or SSN that was entered above.

8. Select **Next**

9. Enter "Agent Information"
   • Select your organization type from the drop-down menu (if you enrolled using your FEIN).
   • Enter the Business Name if you enrolled using your FEIN, or
   • Enter your First and Last Name if you enrolled with your SSN.
   • Enter your Location Address.
   • Enter your City.
   • Select your State from the drop-down menu.
   • Select **Next**.

10. Review Enrollment Request then select **Submit**.

11. Select **Ok** to submit request.

12. Review the information on the "Confirmation" screen, then select **Ok**.

You are now enrolled in e-Services for Business. You will need to add access to the employer payroll tax account. Refer to "Add Account Access" on page 7 of this guide.

Add Account Access

Log in to e-Services for Business at **www.edd.ca.gov/e-Services_for_Business**.

1. Select **Add Access to Another Account** from the "I Want To" menu.

2. Select the Account Type (e.g., Employment Tax) from the drop-down menu.

3. Enter the 8-digit employer payroll tax account number.

4. Select the Country from the drop-down menu.

5. Enter the 5-digit ZIP Code associated with the employer payroll tax account.

I Want To	Show All
Register a New Account (DE 1)	
Add Access to Another Account	
Upload a Bulk Payment File	
Upload a Bulk Return File	
Make Multiple Payments	
Manage Payment Sources	

6. Security Questions:
    - Select a security question to answer:
        - Total Subject Wages Reported
          The Total Subject Wages from one of the last three Quarterly Contribution Return and Report of Wages (Continuation), DE 9C, filed.
        - Reserve Account Balance
          The Unemployment Insurance (UI) Reserve Account balance from the most recent Notice of Contribution Rates and Statement of UI Reserve Account, DE 2088.
        - Payment Amount
          One of the last five payments received by the EDD.
        - New Employer
          If you have never filed a return or made a payment, select New Employer.
    - Enter the answer to the security question you selected.

7. Select **Validate**
    A message will appear at the bottom of the page informing you that you are trying to add access to the specified account.

8. Select **Submit**.

9. Review the information on the "Confirmation" screen, then select **Ok**.

YOU NOW HAVE ACCOUNT ACCESS!

File a Tax Return

Quarterly Contribution Return and Report of Wages, DE 9
Employer of Household Worker(s) Annual Payroll Tax Return, DE 3HW
Quarterly Contribution Return, DE 3D

Log in to e-Services for Business at **www.edd.ca.gov/e-Services_for_Business**.

Select the account type hyperlink (e.g., Employment Tax).

1. Select the filing period for the period you want to file.

2. Select **File or Adjust a Return or Wage Report** from the "I Want To" menu.

3. Select **File Now** next to "Tax Return."

4. Answer the question, "Do you have payroll to report? by selecting **Yes** or **No**, then select **Next**.

I Want To	Show All
Make a Payment	
File or Adjust a Return or Wage Report	
View My Payments	
Update Account Information	
Close Account	
Get My UI Rate	

   • If you answered **No**, complete the "Declaration," then select **Submit**.

   • If you answered **Yes**, enter the return information:
     • Total Subject Wages Paid this Quarter.
     • UI Wages.
     • SDI Wages.
     • SDI Contribution.
     • Personal Income Tax Withheld.
     • Contributions and Withholdings Paid for the Quarter.
       • Select **Next**.
       • Complete the "Declaration," then select **Submit**.

5. Select **Ok** to submit request.

6. Review the information on the "Confirmation" screen, then select **Ok**.

You may view, print, or edit your tax return after you submit your request.

Tax Returns can be saved and completed later by selecting **Save Draft** on the bottom left of the return. To access a saved return or report, go to "My Activity, Notices & Letters."

File a Wage Report

Quarterly Contribution Return and Report of Wages (Continuation), DE 9C
Employer of Household Worker(s) Quarterly Report of Wages and Withholdings, DE 3BHW

Log in to e-Services for Business at **www.edd.ca.gov/e-Services_for_Business**.

Select the account type hyperlink (e.g., Employment Tax).

1. Select the filing period for the period you want to file.

2. Select **File or Adjust a Return or Wage Report** from the "I Want To" menu.

3. Select **File Now** next to "Wage Report."

4. Answer the question, "Do you have payroll to report?" by selecting **Yes** or **No**, then select **Next**.
   - If you answered **No**, complete the "Declaration," then select **Submit**.

   - If you answered **Yes**, enter the employee(s) wage information*, then select **Next**.

I want to import a wage file
(CSV Instructions)

You may report multiple Wage Plan Codes on the same return if your account is subject to both Unemployment Insurance and Disability Insurance.

Instructions

Wage Detail   Filter

		SSN	First Name	M.I.	Last Name	Subject Wages	PIT Wages	PIT Withheld	Wage Plan Code

Complete Wage Information

| Save | Cancel | | < Previous | Next > |

   - Enter number of employees for the 1st, 2nd, and 3rd months in the quarter then select **Next**.
   - Complete the "Declaration," then select **Submit**.

5. Select **Ok** to submit the request.

6. Review the information on the "Confirmation" screen, then select **Ok**.

Wage items can be imported. For more information, select "CSV instructions" on the "Wage Information" screen.

Wage Reports can be saved and completed later by selecting **Save Draft** on the bottom left of the report. To access a saved return or report go to "My Activity, Notices & Letters."

Adjust a Tax Return

Adjust a previously filed Tax Return

Quarterly Contribution and Wage Adjustment Form, DE 9ADJ
Tax and Wage Adjustment Form, DE 678
Quarterly Adjustment Form for Voluntary Plan Disability Insurance Employers, DE 938

Log in to e-Services for Business at **www.edd.ca.gov/e-Services_for_Business**.

Select the account type hyperlink (e.g., Employment Tax).

Status
Processed
Adjust
View
Print

1. Select the filing period for the period you want to adjust.

2. Select **File or Adjust a Return or Wage Report** from the "I Want To" menu.

3. Select **View Return** next to "Tax Return."

4. Select **Adjust** from the "Status" menu.

5. Complete the required fields with your corrected wage and contribution information, then select **Next**.

6. Enter the "Reason for Adjustment," then select **Next**

    • If no adjustments were made to SDI and PIT, go to step 8.

Amendment Information

Reason for Adjustment   Required

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7. If you made adjustments to SDI and/or PIT, you will need to review and answer the questions regarding SDI and PIT overpayment on the "Additional Information" screen, then select **Next**.

8. Complete the "Declaration," then select **Submit**.

9. Select **Ok** to submit the request.

10. Review the information on the "Confirmation" screen, then select **Ok**.

Adjust a Wage Report

Adjust a previously filed Wage Report

Quarterly Contribution and Wage Adjustment Form, DE 9ADJ
Tax and Wage Adjustment Form, DE 678

Log in to e-Services for Business at **www.edd.ca.gov/e-Services_for_Business**.

Select the account type hyperlink (e.g., Employment Tax).

1. Select the filing period for the period you want to adjust.

2. Select **File or Adjust a Return or Wage Report** from the "I Want To" menu.

3. Select **View Return** next to "Wage Report."

4. Select **Adjust** from the "Status" menu.

5. Select **Edit Wages**.

6. Complete the required fields with your corrected wage information, then select **Next**.

7. Enter corrected number of employees for the 1st, 2nd, and 3rd months in the quarter if applicable.

8. Complete the "Amended Wage Totals" section.
    Report the corrected grand totals for all employees, not just the amended employees.

9. Enter the "Reason for Adjustment," then select **Next**.

Status
Processed
Adjust
View
Print

Amendment Information	
Reason for Adjustment	Required

10. Complete the "Declaration," then select **Submit**.

11. Select **Ok** to submit the request.

12. Review the information on the "Confirmation" screen, then select **Ok**.

Payroll Tax Deposit, DE 88

Log in to e-Services for Business at **www.edd.ca.gov/e-Services_for_Business**.

Select the account type hyperlink (e.g., Employment Tax).

1. Select the filing period for the period you would like to make a payment.

2. Select **Make a Payment** from the "I Want To" menu.

3. Select **ACH Debit**.
   If you choose to pay by credit card, you will be directed to the Official Payments Corporation website to complete your payment.

I Want To
Make a Payment
File or Adjust a Return or Wage Report

4. Complete the following information:
   - Bank Account Type
     *Select **Checking** or **Savings** from the drop-down menu.*

   - Routing Number

   - Account Number
     The bank account number.

   - Confirm Account Number
     Select "Yes" if you want to save this payment source as the default for this account.

   - Bank Debit Date
     This is the date the funds will be debited from your bank account.

   - Amount
     Enter the amount of your total payment. This amount should match the "Payment Total" at the bottom of the screen.

   - Confirm Amount

   - Deposit Schedule
     *Select **Monthly, Next-Day, Quarterly**, or **Semiweekly** from the drop-down menu.*

   - Pay Date
     This is the date you paid your employees. Select the calendar icon to select a date.

   - Deposit Amounts
     Enter the amount(s) of your contribution(s) and/or withholding(s)
     - Unemployment Insurance
     - Employment Training Tax
     - State Disability Insurance
     - Personal Income Tax

   - Penalty and Interest (if applicable)

5. Verify "Payment Total," then select **Submit**.

6. Select **Ok** to authorize your payment.

7. Review the information on the "Confirmation" screen, then select **Ok**.

Username/Password

Visit **www.edd.ca.gov/e-Services_for_Business**.

1. Select **Log In**.

2. Select **Forgot username?**

3. Enter:
   • First name
   • Last name
   • Email
   • Last 4 of SSN or 4 digit PIN

| Username: | [   ] | Forgot username? |

4. Complete security check box, then select **Submit**.

5. Answer your security questions, then select **Submit**.

6. Check your email inbox for a message from the EDD and select the hyperlink to confirm your email address. *You must respond within 24 hours or the enrollment process will need to be repeated.*

7. Your username will be provided on the screen.

Password Reset

Visit **www.edd.ca.gov/e-Services_for_Business**.

1. Select **Log In**.

2. Select **Forgot password?**

3. Enter:
   • Username
   • First name
   • Last name
   • Email
   • Last 4 of SSN or 4 digit PIN

| Password: | [   ] | Forgot password? |
| | Note: Password is case sensitive | |

4. Complete security check box, then select **Submit**.

5. Answer your security questions, then select **Submit**.

6. Check your email inbox for a message from the EDD and select the hyperlink to confirm your email address. *You must respond within 24 hours or the enrollment process will need to be repeated.*

7. Enter your new password, then select **Update**.

Lockouts

Temporary Lockout

After three failed log in attempts, your account will be temporarily locked. You must close your browser and wait 30 minutes before attempting to log in again.

Adding Account Access Lockout

After three failed attempts to add access to an employer payroll tax account in e-Services for Business, you will be locked-out. You will not be able to add access to that employer payroll tax account in e-Services for Business until the account is unlocked.

To unlock the account you will need to:

- Call the Taxpayer Assistance Center at 888-745-3886, or
- Visit **https://askedd.edd.ca.gov/**
  - Select a category: **Payroll Tax** from the drop down menu.
  - Select a sub-category: **e-Services for Business** from the drop down menu.
  - Select a topic: **Account Lockouts** from the drop down menu.
  - Select **Continue**.
  - Enter your contact information and preferred contact method.
  - Provide additional information including your 8-digit employer payroll tax account number and the answer to one of the security questions.
  - Select **Submit**.

    A representative will contact you when your account has been unlocked using the preferred contact method you selected.

For Your Records

www.edd.ca.gov/e-Services_for_Business

e-Services for Business Enrollment Information

Username: _____

Password: _____

Last 4 of SSN or 4
digit PIN: _____

E-mail: _____

Enrollment Security Questions

	Security Questions	Your Answers
1.		
2.		
3.		
4.		

Resources

The EDD has many resources to help you with using e-Services for Business.

- **EDD e-Services for Business**

  e-Services for Business is your fast, easy, and secure way to file, pay, and manage your employer payroll tax account online. Visit **www.edd.ca.gov/e-Services_for_Business** for more information, direct links to tutorials, FAQs, the *e-Services for Business Brochure*, **DE 159**, and more!

- **Tutorials**

  The EDD has developed tutorials to help guide you through e-Services for Business. The tutorials are available 24 hours a day, 7 days a week. Access these tutorials from the e-Services for Business web page or if you are viewing this user guide online, select any of the links below.

  Some of the tutorials available are:

  - I Want to Enroll for a Username and Password to Use Employer Services Online
  - I Want to Enroll as an Employer in e-Services for Business
  - I Want to Enroll as an Agent and Add Access to Accounts in e-Services for Business
  - I Want to File a Tax Return or Wage Report
  - I Want to Make a *Payroll Tax Deposit* (DE 88) Payment
  - I Want to Adjust a Tax Return or Wage Report
  - I Want to Get my UI Rate or Update My Account Information

- **FAQs - e-Services for Business**

  If you are looking for specific information about e-Services for Business, review the frequently asked questions (FAQs).

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