

# Glacier FAQ

## **Does my new employee need to use Glacier?**

If your new employee is a foreign national than they probably do need to use Glacier. There are some protected statuses that will not go through Glacier though and these are: DA (Deferred Action), AS (Asylee), RF (Refugee), TP (Temporarily Protected), and PR (Permanent Resident).

## **How do I get my new employee entered into the Glacier system?**

You must email Cara Diggs at [cdiggs78@umd.edu](mailto:cdiggs78@umd.edu) with your employee's name, email address, and UID number. In cases where you don't have a UID number for the individual, such as honorarium payments, you should send their name and email address.

## **How long will it take for my new employee to be entered into Glacier?**

It may take as much as 24-48 hours depending on volume of requests at that time. If you need a faster turnaround on your request, please contact Cara Diggs directly so that your needs can be addressed if possible.

## **What do I do if my new employee is a Permanent Resident or is here under one of the protected statuses?**

There are CSFs on the UHR website under NRA resources for these individuals. There is one for Permanent Residents and one for protected statuses. There are also tip sheets attached to these CSFs that will let you know what else will be required from these individuals.

## **Does my new employee have to be present in the US to complete their Glacier profile?**

No. Glacier can be accessed from any computer with an internet connection so a profile can be completed before someone arrives in the United States. It's not necessary that they complete it before they arrive though, they may wait until they are here to finish it.

## **What do I do if my new employee does not have a permanent US social security number?**

These employees should still complete their Glacier profile. When asked for a social security number they should indicate that they don't have one and are either going to apply for one or have applied already and just haven't received it yet. Temporary social security numbers should not be entered into Glacier.

## **What if my new employee doesn't want to indicate that they are going to apply for a social security number? Is there a way around this step?**

No. A selection must be indicated to proceed through the rest of their profile.

## **What do I do once I have received my employee's completed Glacier packet?**

First, you should check to make sure that all of the required documents are there by comparing what you are given to what the Tax Summary Report indicates should have been submitted. You will also want to make sure that the W4 they are submitting is the Maryland State Government Employee W4 as the one that Glacier generates is not accepted by Central Payroll. Second, you should make sure that all documents have been signed by the employee. Finally, make sure that a copy of all required documents are also attached to the Glacier packet. The required documents that need to be copied can be found on the Tax Summary Report under Required Document Copies. Once these steps have been completed, you can attach everything together and send it to the NRA Office in Payroll Services.

**I received a Glacier packet back with a note indicating that corrections need to be made, what do I do?**

The memo attached to the front of the Glacier packet should indicate what specifically is missing or needs to be corrected in the Glacier packet. If this happens, you should contact your employee to figure out the best way to get this corrected. In most cases, the employee will need to log back in to Glacier to make changes to information they have entered and then reprint their corrected forms for you to resubmit.

**Glacier has indicated that my employee is not eligible to claim a tax treaty benefit but the employee is insisting that they are eligible. What do I do?**

Glacier's determinations on tax treaty benefits are based on each individual's specific information and situation. They are also based on the most up to date versions of tax treaties. Because of this, all determinations made by Glacier regarding tax treaties are final. If an employee believes that they are entitled to a tax treaty benefit, they are encouraged to consult with a tax professional when they file their taxes so that they can find out what their options are for claiming the tax treaty at that time.