

## Results of the Online Surcharge Payment Customer Satisfaction Survey

We would like to thank everyone who responded to the Online Surcharge Payment Engine Customer Satisfaction Survey sent on March 20, 2015. Your comments and suggestions are very much appreciated. We would like to share them with everyone with the hope that it will encourage others to use the payment engine in the future. If you have any questions or concerns please contact Revenue Assessment Officer Brenda Carrillo, at 303 318-8767. She will be happy to respond and walk you through the process step by step.

Below are the some of the comments and questions we received:

***I kept getting an error that payments could not be taken at this time. My confirmation number kept failing. It was not a good experience for me. It has yet to work for either of our companies.***

**Response:** Please accept our apology for the experience you had and give us a second chance to assist you with the payment engine. I will be happy to walk you through the process when you are ready to prepare your next surcharge filing. I can also help you before the next filing – give me a call and we will create a practice surcharge file to use. My number is 303-318-8767. (Brenda Carrillo)

***We have no WC writings in Colorado***

***Our company does not actively write workers compensation coverage in the state of Colorado; therefore we will not be utilizing the payment engine.***

***No surcharge payment to be paid.***

**Response:** All insurers licensed to underwrite workers' compensation insurance in Colorado are required to file—even during periods where coverage is not written. The surcharge application is the easiest way to file a *zero-amount-due* return and to obtain confirmation of that filing. Just go to the website, fill out your company information, enter zeros on the next page and print out the form with the confirmation number. This becomes the Surcharge Form which is required to be signed and notarized. The signed and notarized form should be saved as a PDF file. Then, by logging onto the website as a "Return User" and following the instructions, you can upload the document. In a few easy steps—your filing will be complete!

***We would need to set up an account with our treasury department in order to pay online. We would also want to know if there is a fee for the use of this service if so we would not use this service.***

**Response:** You are not required to pay online but if you do, there are no fees for the service. If you elect to mail your surcharge payment, you can still use the surcharge calculator. Since the rates are hard coded, the calculations are always correct. Your printed document includes your calculations and a confirmation number. This is the *Surcharge Form* which should then be signed, notarized and included with your check for mailing. Again, there are no fees for any of these services.

***Make the access to the electronic notary more understandable and easier to access. I had to print out the form and go through the standard process to complete the submission. Nothing would keep me from using the payment engine it works very well with only the minor issue above.***

**Response:** The ability to use an electronic notary was an added feature to the payment engine, but is not required. Most users of the payment engine complete and print the Surcharge Form in order to have it signed and notarized. Once the signatures and notarization are complete, the user will save the file as a PDF, log in as a "Return User," upload the saved PDF form on the notary page, and proceed to file the Surcharge Form electronically.

***Give us the ability to add or remove classification codes. We are a Professional Employer Organization and our listed classifications will vary depending on our client base. Having new classification added this year kept us from using the payment engine.***

***The number of class codes we utilize and having to re-enter over and over is not convenient why can't you pull in/carry forward all class codes from previous self-insured filing?***

**Response:** Our suggestion is to set up the classification codes in a .csv format using Excel. The step by step directions can be found at [Surcharge Collection](#). Once this is done, just click *File & Pay Surcharge*. The file can then be uploaded on the "Enter Class Codes" page which will prevent the user from having to re-enter each class code with every filing. You can add or delete classification codes as needed. If you have a question as to which classification an employee would come under, please give us a call and we'll be happy to provide guidance. Then, future updates to the .csv file will be limited to the number of employees, payroll, and any classification codes that are added or deleted.

Once the file is uploaded, all of the calculations will be automatically performed. The calculator will also provide a report of your return including totals and the classification rates utilized in your filing.