

GLACIER EMAIL EXAMPLE

-----Original Message-----

From: support@online-tax.net <support@online-tax.net>

Sent: Tuesday, April 29, 2025 11:37 AM

Subject: Payments from Ohio State University

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This Message Is From an External Sender

This message came from outside your organization.

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Dear Brutus Buckeye,

You have received this email because Ohio State University may make payments to you. All individuals who are not U.S. citizens or permanent residents must provide additional information to determine how much, if any, tax must be withheld from payments made to you or on your behalf.

All required information will be collected from you using GLACIER, an online tax compliance system, which will then determine your U.S. tax status and complete any required forms. The necessary information, documents and forms must be submitted as soon as possible and prior to any payments - failure to do so may result in the maximum rate of tax withholding and/or delayed payment. The data you enter into GLACIER is transmitted and stored securely and will only be used by Ohio State University for purposes of tax withholding and reporting.

To complete your GLACIER record, go to (INSERT WEBSITE LINK)

Temporary UserID: _____

Temporary Password: _____

You must submit all forms that Glacier provides you and the REQUIRED COPIES OF THE DOCUMENTS TO THE APPROPRIATE E-MAIL ADDRESS LISTED ON THE SECOND PAGE OF THE TAX SUMMARY REPORT. PLEASE DO NOT PRINT THE FORMS DOUBLE SIDED. YOU CAN SUBMIT ALL THE FORMS BY E-MAIL. SINCE OUR OFFICE IS WORKING REMOTELY 100% OF TIME, WE RECOMMEND THAT YOU E-MAIL THE FORMS. DO NOT SEND THE FORMS IN A JPG FORMAT OR WINZIP FORMAT AND PEG FORMAT. PLEASE SEND THE

FORMS IN A PDF FORMAT. THE E-MAIL ADDRESS IS ON THE SECOND PAGE OF THE TAX SUMMARY REPORT. PLEASE COMPLETE YOUR GLACIER RECORD AND SUBMIT THE FORMS WITHIN 10 DAYS OF RECEIVING YOUR GLACIER LOG-IN CREDENTIALS. If any form is missing we will NOT PROCESS your information. If any of the forms that Glacier provides you are not signed, we will NOT PROCESS your information. If you don't have a permanent SSN or ITIN yet, DO NOT enter the temporary SSN that Ohio State University provides you into the Glacier system. Please select "will apply for an SSN (ITIN)" or "has applied for an SSN (ITIN)" whichever one applies to your situation. If Glacier provides you a W-7 form, that form is to be sent to the IRS not Ohio State University.

In the future if you have any changes in your position/title, visa type or immigration expiration date while at Ohio State University please update Glacier with the new information. After updating the information, please submit the new Glacier forms to the appropriate e-mail address listed on the second page of Tax Summary Report.

*Please note that your immigration expiration date is the date stated on your I-20(F-1 visa holders), your DS-2019(J-1 visa holders) or your I-797(H-1 visa holders) not the date stated on your visa page in your passport.

IF YOU ARE NOT RECEIVING ANY PAYMENT FROM OHIO STATE UNIVERSITY YOU CAN IGNORE THIS E-MAIL AND DO NOT COMPLETE GLACIER. BUT PLEASE LET US KNOW SO WE CAN DELETE YOUR RECORD.

IF YOU ARE A PERMANENT RESIDENT, YOU DO NOT HAVE TO COMPLETE GLACIER. BUT YOU WILL NEED TO UPDATE YOUR CITIZENSHIP STATUS ON WORKDAY.

IF YOU ALREADY HAVE A GLACIER RECORD WITH OHIO STATE UNIVERSITY DO NOT SET UP A NEW ONE. YOU CAN IGNORE THIS E-MAIL BUT PLEASE NOTIFY THE PAYROLL OFFICE SO WE CAN CORRECT THE SYSTEM.

YOU CAN SUBMIT ALL THE FORMS BY E-MAIL IF YOU WISH. DO NOT SEND THE FORMS IN A JPG FORMAT OR A WIN.ZIP FORMAT. THE E-MAIL ADDRESS IS ON THE SECOND PAGE OF THE TAX SUMMARY REPORT.

Thank you and have a great day.

PLEASE COMPLETE YOUR GLACIER RECORD AND SUBMIT THE FORMS WITHIN 10 DAYS

OF RECEIVING YOUR GLACIER LOG-IN CREDENTIALS. FAILURE TO SUBMIT THE FORMS WITHIN THIS TIME FRAME MAY RESULT IN THE PAYMENTS SUBJECT TO THE HIGHEST TAX RATE.

OUR OFFICE IS WORKING REMOTELY 100% OF THE TIME. YOU CAN SUBMIT ALL THE FORMS BY E-MAIL. DO NOT SEND THE FORMS IN A JPG FORMAT OR A WIN.ZIP FORMAT. THE E-MAIL ADDRESS IS ON THE SECOND PAGE OF THE TAX SUMMARY REPORT.

If you have any questions or need additional information about why you have been asked to use GLACIER, please contact me.

Chaunice Thomas
Ohio State University
thomas.4824@osu.edu or 1-614-292-9445

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If you believe you have received this message in error, please contact your Institution Administrator.

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