GLACIER

Access and Data Entry Screens

 When Service Center opens employee account in GLACIER, employee receives an e-mail from <u>support@online-tax.net</u>

• Employee will also receive an email from <u>UWHRAdministration@ohr.wisc.edu</u>. This email will identify the relationship and income type the employee must select in Glacier.

Employee may access GLACIER through the link, User ID, and password included in the e-mail from support@online-tax.net

Payments from University of Wisconsin System - Message (Plain Text)	<u>_ 8</u>
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From: support@online-tax.net Sent: 5	5un 7/17/2011 8:22 PM
To: Payroll,	
Cc: Van Genoeren, Ieri Subject: Payments from University of Wisconsin System	
Dear Bucky Badger,	
The Internal Revenue Service (IRS), the U.S. government tax authority, requires University of Wisconsin System to collect information fr citizens and non-permanent resident aliens to determine the appropriate rate of tax withholding and reporting for any payments that may individuals.	rom all non-U.S. be made to such
You have received this email because you may receive payments from University of Wisconsin System. For your convenience, University of U allows you to provide the required information and complete the necessary forms via the Internet from any web-accessed computer using th Tax Compliance System. The information and forms must be provided prior to any payment so that the correct tax withholding and reporting made; failure to do so may result in the maximum rate of tax withholding and/or delayed payment. Information provided to GLACIER is tran- securely and will only be used by University of Wisconsin System for purposes of tax withholding and reporting.	Wisconsin System he GLACIER Online g decisions are nsmitted and stored
You must access GLACIER and provide the requested information within 7 days of receiving this message. If you do not provide the request within 7 days, the maximum amount of U.S. tax will be withheld from any payments made to you and no tax refunds will be allowed for non	ted information compliance.
Before you log in, be sure to have with you all current and prior immigration-related documents and your passport as you will need spect current and prior stays in the U.S. You also must have access to a printer, as you will be required to print the tax forms.	ific dates of your
To login to GLACIER, follow the steps below:	
Click on the following web link: <u>http://www.online-tax.net</u> ; if the link does not automatically open, simply open your Internet Browser Internet Explorer) and enter the website address <u>http://www.online-tax.net</u> .	(preferably
Click on the GLACIER logo to enter the website.	
At the login screen, enter your temporary access information from below; you will be required to select a new UserID and Password at the access to GLACIER.	e time of first
UserID: 8V9H8L6L Password: WDREHXRH	
Be sure to write down your own login as you will need it if you have to return to update your information. You will need to update your time you leave the United States or change your immigration status or any of your personal information in Glacier.	r information every
If you have any questions, please review a self-help document at <u>http://www.kb.wisc.edu/hrs/page.php?id=17409</u> first and if you need add: about why you have been asked to use GLACIER, please contact me.	itional information
Thank you and have a great day.	
Teri Van Genderen University of Wisconsin System tvangenderen@ohr.wisc.edu or 1-608-261-1904.	

The information in this email message is confidential and may be legally	
privileged. It is intended solely for the addressee. Access to this email by average also is unsuperfortered	

Glacier Log-In: http://www.online-tax.net





Click on the Image Above to Enter GLACIER or Login Now

GLACIER supports Internet Explorer, FireFox (On Windows or MAC platforms), and Apple Safari. Javascript must be enabled to use GLACIER.

> GeoTrust dick to verify 19-Jul-11 18:07 GMT

Please direct any questions about using GLACIER to: support@online-tax.net

GLACIER is a product of Arctic International LLC. For more information about other Nonresident Alien Tax Compliance Products and Services visit <u>www.arcticintl.com</u>

Employee enters the User ID and password from the Glacier-generated email

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GLACIER	Nonresident Alien Tax Compliance		
	Welcome to GLACIER Nonresident Alien Tax Compliance		
	To access GLACIER, please enter the following information:		
	UserID:		
Password:			
	<u>Forgot Login?</u> If you have forgotten your UserID and/or Password, please select F orgot Login? An email will be sent t	to the email address in your GLACIER Individual Record.	
	GLACIER supports Internet Explorer, FireFox (On Windows or MAC platforms), and Apple Safari. Javasc GLACIER to: <u>support@online-tax.net</u> GLACIER is a product of Arctic International LLC	ript must be enabled to use GLACIER . Please direct any questions about using	
	Submit		

Employee must change UserID and password and remember it for future access. Any time information changes, employee must update Glacier record and deliver a new Tax Summary Report and any treaty forms/attachments.

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GLACIER Online Tax		
GLACIER	Nonresident Alien Tax Compliance	RCTIC INTERNATIONAL LLC
	Update GLACIER Login Information	
	Individual Record Account Creation Successful!	
	Please create your own new UserID and Password for all future logins to GL	ACIER.
	UserID: (Must be 8-30 alphanumeric characters)	
	Password: (Must be 8-20 alphanumeric characters)	
	re-enter password	
	Submit	

After changing the pre-assigned password, GLACIER requires the employee to enter their new User ID and password in order to access the data entry screens

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GLACIER Online Tax	*	
GLACIER	Nonresident Alien Tax Compliance	RCTIC INTERNATIONAL LLC
	Update GLACIER Login Information	
	Individual Record Account Creation Successful!	
	Please create your own new UserID and Password for all future logins to GL	ACIER.
	UserID: (Must be 8-30 alphanumeric characters) My chosen ID	
	Password: (Must be 8-20 alphanumeric characters)	
	•••••	
	re-enter password	
	Submit	

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GLACIER	Nonresident Alien Tax Compliance	RCTIC INTERNATIONAL LLC
	Welcome to GLACIER Nonresident Alien Tax Compliance	
(To access GLACIER, please enter the following information:	
	UserID:	
	8V9H8L6L Password:	
	•••••	
	<u>Forgot Login?</u> If you have forgotten your UserID and/or Password, please select Forgot Login? An email will be sent :	to the email address in your GLACIER Individual Record.
	GLACIER supports Internet Explorer, FireFox (On Windows or MAC platforms), and Apple Safari. Javasc GLACIER to: <u>support@online-tax.net</u> GLACIER is a product of Arctic International LLC	ript must be enabled to use GLACIER . Please direct any questions about using
	Submit	

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GLACIER Online Tax	*	
GLACIER	Nonresident Alien Tax Compliance	
	Enter the email address associated with your GLACIER Individual Record. An e login information will be sent	email message from the GLACIER Support Center containing your t to you shortly.
	Email Address:	
	<u>Return to Login</u>	
	Submit	

After successfully logging in, employee must read and accept the User Agreement before proceeding.

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GLACIER Nonresident Alien Tax Compliance		
User Agreement	_	
 GLACIER is an online tax compliance software system designed to assist Univ information necessary to determine your U.S. tax residency status. 	versity of Wisconsin System to quickly, efficiently and securely collect	
GLACIER will ask you a series of questions - all of which are necessary to de	termine whether tax must be withheld from payments made to you.	
 The entire process should take approximately 15-20 minutes, depending on yo documents available before you begin. 	our individual situation. Please have your passport and immigration	
 When you have finished entering all of the required information into GLACIER the instruction document accompanying your forms; it will provide the addres 	, you will be prompted to print, sign and submit your forms. Please read s to which your forms must be submitted.	
 All information entered into GLACIER is securely transmitted via ssl and is securely maintained. Your information will be used only by University of Wisconsin System in connection with U.S. tax rules, regulations, and laws. 		
• Form 1042-S is issued to certain individuals to report certain types of income; you may or may not be eligible to receive a Form 1042-S. If a Form 1042-S is applicable to you, University of Wisconsin System may choose to provide Form 1042-S to you electronically and notify you via email with instructions to log into your GLACIER Individual Record to view and print the form. Because providing the form to you electronically is more convenient for you and administratively efficient for University of Wisconsin System, individuals who are eligible to receive Form 1042-S may do so via GLACIER. If you cannot or will not accept Form 1042-S may do so via GLACIER, please uncheck the box below; the form will be printed and mailed to you.		
Iniversity of Wisconsin System may provide my Form 1042-S (if any) to me electronically via the GLACIER Online Tax Compliance System.		
GLACIER is the property of Arctic Internation protected by copyright and other intellectur 2004, 2005, 2006, 2007, 2008, 2009, 2010, 20 All rights reserved. GLACIER is licensed to and may not be used by individuals who are is University of Wisconsin System (e.g., stude national payees).	onal LLC ("Arctic") and is al property laws. © 2002, 2003, 011 Arctic International LLC. University of Wisconsin System not directly associated with nts, employees, and/or foreign	
The GLACIER software, Online Help, and any GLACIER may not, in whole or in part, be co translated, or reduced to any electronic me without prior consent in writing from Arcti	other materials related to pied, photocopied, reproduced, dium or machine-readable format c.	
IDecline Accept		

If employee has a question for GLACIER support, they contact them through this link found on several screens



Selecting "Contact GLACIER Support" opens an e-mail for communication with GLACIER

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Employee access to Glacier data entry screens



The Service Center email to employees (UWHRAdministration@ohr.wisc.edu) identifies the relationship(s) and income type(s) the payee must select in Glacier.

Most individuals should only select the Employee / Staff / Faculty / Student / Research Assistant relationship.

The ONLY individuals who should select either the fellow, scholar or trainee categories are those with one of the following specific appointment titles and title codes:

Fellow (Y21NN) / Post Doc Fellow (X10NN) / Advanced Opportunity Fellow (Y26NN)

Scholar (Y22NN) / Post Doc Scholar (Y22NN)

Trainan (V22NIN) / Poot Doctoral Trainan (V20NIN) / Graduate Intern (V75NIN) / Graduate Trainan (V75NIN)

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GLACIEI	R Nonresident Alien Tax Compliance	
	Relationship	
	What is your relationship with University of Wisconsin System?	
	Please check all that apply:	
	Employee/Staff/Faculty/Student/Research Assistant	
	 Fellow/Post Doc Fellow/Adv Opp Fellow Scholar/Post Doc Scholar Trainee/Post Doc Trainee/Grad Intern/Grad Trainee 	
	Not Applicable	
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Further description of payee's relationship with the University – based only on the individual's **PAID** relationship with the University

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GLACIER	Nonresident Alien Tax Compliance	
	GLACIER Online Help	
	Do you need assistance?	
	Select the choice that best describes the Relationship you have with your Institution. The ch- applies to your Relationship, select the choice that you believe BEST describes your Relatio apply. Based on your selection, GLACIER will determine how you should be taxed with respo institution, please contact your Institution Administrator to discuss.	bices are grouped by category. If there is more than one choice per CATEGORY that nship. If there is more than one choice in different categories, please check all that act to the payments you receive. If you are unsure of your Relationship with your
	If you have additional questio ns about how to respond to the questions on the prev Institution Administrator CANNOT provide tax advice or tax consulting; he or she Instituti	ious screens, please <u>contact your Institution</u> Administrator. Please note that the <u>can only assist with questions regarding the payments made to you by your</u> on.
	If you need additional assistance with how to operate GL/	ACIER, please contact the GLACIER Support Center at:
	<u>support@onli</u>	ne-tax.net
	Please note that the GLACIER Support Center CANNOT provide tax advice or tax	consulting services; we can only assist with technical problems or questions.
	Click on <back re<="" th="" to=""><th>turn to GLACIER.</th></back>	turn to GLACIER.
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GLACIEF	Nonresident Alien Tax Compliance	RCTIC	NTERNATIONAL International Tax Consulting
	Relationship		
	What is your relationship with University of Wisconsin System?		
	Please check all that apply:		
	Employee/Staff/Faculty/Student/Research Assistant		
	 Fellow/Post Doc Fellow/Adv Opp Fellow Scholar/Post Doc Scholar Trainee/Post Doc Trainee/Grad Intern/Grad Trainee 		
	□ Not Applicable		
	Not Applicable		
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	Іпсоте Туре	
	What type of payment(s) will you receive from University of Wisco	onsin System?
	Please check all that apply:	
	Compensation/Wages/Salary	
	\square No Income (I DO NOT currently receive payments from University of Wiscons	sin System)
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GLACIER	Nonresident Alien Tax Compliance	International Luc
	GLACIER Online Help	
	Do you need assistance?	
	If you have additional questions about how to respond to the questions on the prev Institution Administrator CANNOT provide tax advice or tax consulting; he or she Institut	ious screens, please contact your Institution Administrator. Please note that the e can only assist with questions regarding the payments made to you by your ion.
	If you need additional assistance with how to operate GL	ACIER, please contact the GLACIER Support Center at:
	<u>support@onli</u>	<u>ne-tax.net</u>
	Please note that the GLACIER Support Center CANNOT provide tax advice or tax	consulting services; we can only assist with technical problems or questions.
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	Іпсоте Туре			
	What type of payment(s) will you receive	from University of Wisco	nsin System?	
	Please check all that apply:			
	Compensation/Wages/Salary			
	□ No Income (I DO NOT currently receive payment	nts from University of Wiscons	in System)	
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GLACIER	Nonresident Alien Tax Compliance		
	Personal Information		
	Please Enter and/or Verify the Following Information		
	* Indicates Required Field First Name/Personal Name * : Bucky Middle Name: Last Name/Surname/Family Name * : Badger Email Address: payroll@ohr.wisc.edu U.SIssued Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) 9999999999	OR	(Employees and Student Workers) I do NOT have a U.Sissued SSN or ITIN; I would like to apply for an SSN I have applied for an SSN, and I have not yet received the number (Guest Speakers, Consultants, Non-Service Scholarship/Fellowship and Royalty Recipients) I do NOT have a U.Sissued SSN or ITIN; I would like to apply for an ITIN I have applied for an ITIN, and I have not yet received the number
	Foreign Tax Identification Number, if any:		
	Employee ID: 00000001		
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GLACIER	Nonresident Alien Tax Compliance	RCTIC INTERNATIONAL LLC
	U.S. Address	
	Please enter your U.S. mailing address and telephone numbers	
	Street Address 1:	
	Street Address 2:	
	City:	
	State: Please Select	
	(xxxxx or xxxxx-xxxx)	
	Home Phone Number: (xxx-xxx-xxxx)	
	Work/Department Phone Number:	
	I DO NOT currently live in the U.S. / I DO NOT have a U.S. mailing address	
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GLACIER	Nonresident Alien Tax Compliance	RCTIC INTERNATIONAL LLC
	GLACIER Online Help	
Do you need assistance?		
(Enter your mailing address in the U.S.; if you do not live in the U.S., check the applicable box.	
If you have additional questions about how to respond to the questions on the previous screens, please contact your Institution Administrator. Please note Institution Administrator CANNOT provide tax advice or tax consulting; he or she can only assist with questions regarding the payments made to you b Institution.		rious screens, please contact your Institution Administrator. Please note that the e can only assist with questions regarding the payments made to you by your ion.
	If you need additional assistance with how to operate GL	ACIER, please contact the GLACIER Support Center at:
	<u>support@onli</u>	<u>ne-tax.net</u>
	Please note that the GLACIER Support Center CANNOT provide tax advice or tax	consulting services; we can only assist with technical problems or questions.
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GLACIER	Nonresident Alien Tax Compliance	NTERNATIONAL LLC
	U.S. Address	
	Please enter your U.S. mailing address and telephone numbers	
	Street Address 1: 21 N. Campus Lane Street Address 2:	
	City: Madison State:	
	Visconsin Zip/Postal Code: (xxxxx or xxxxx-xxxx) 53703	
	Home Phone Number: (xxx-xxx-xxxx) 608-xxx-xxx	
	(xxx-xxx-xxxx) 608-xxx-xxxx	
	\square I DO NOT currently live in the U.S. / I DO NOT have a U.S. mailing address	
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GLACIER	Nonresident Alien Tax Compliance	RCTIC INTERNATIONAL LLC
	Permanent Foreign Address	
	Please enter your permanent foreign mailing address:	
	* Indicates Required Field Street Address 1*:	Enter your Permanent Foreign Address. All individuals present in the U.S. under a nonimmigrant immigration status (e.g., F, J, M, Q, H-1B,
	Street Address 2: (Do Not enter a P.O. Box number)	TN, B, A, G) MUST include an address OUTSIDE the U.S. for which they consider to be their Permanent Foreign Address. You may wish use the address of a parent or relative, if applicable. If you are a
	City*: Postal Code:	Permanent Resident Alien from China, please include your last known address in China.
	Country*:	
	Please Select Province: (Canada only)	
	Back Next	Online Help



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GLACIER	Nonresident Alien Tax Compliance	RCTIC INTERNATIONAL LLC
	Permanent Foreign Address	
	Please enter your permanent foreign mailing address:	
	* Indicates Required Field Street Address 1*: 21 Rue de Campus (Do Not enter a P.O. Box number) Street Address 2: (Do Not enter a P.O. Box number) City*: Paris Postal Code: 000000 Country*: France Province: (Canada anku)	Enter your Permanent Foreign Address. All individuals present in the U.S. under a nonimmigrant immigration status (e.g., F, J, M, Q, H-1B, TN, B, A, G) MUST include an address OUTSIDE the U.S. for which they consider to be their Permanent Foreign Address. You may wish to use the address of a parent or relative, if applicable. If you are a Permanent Resident Alien from China, please include your last known address in China.
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GLACIER	Nonresident Alien Tax Compliance		
	Country of Citizenship / Tax Res	idence	
	Please select the appropriate country:		
	Country of Citizenship: Please Select	×	If you are a citizen of two countries, please select the country under whose documents you entered the U.S. If you are a dual citizen of the U.S. and another country, for U.S. tax purposes, you are treated as a citizen of the U.S. Please contact the Institution Administrator as soon as possible.
	Country of Tax Residence: Please Select	×	Although you may pay tax in the U.S., your Country of Tax Residence CANNOT be the U.S. Your Country of Tax Residence is generally the country to which you owe tax on your "worldwide" income. Typically, your Country of Tax Residence is the same as your Country of Permanent Residence; however, if you have lived in a country other than your Country of Permanent Residence immediately before coming to the U.S. to study/work, you may have established Tax Residency in that country.
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GLACIER	Nonresident Alien Tax Compliance		
	GLACIER Online Help		
	Do you need assistance?		
	From the list, please select your Country of Citizenship. If you are a citizen of two countrie	es, please select the country under whose documents you entered the U.S.	
	For example, assume you are a dual citizen of France and Italy. When you entered the U.S., you presented your Italian passport and completed your immigration documents ar INS interview using your Italian passport. Therefore, for this question, you should select Italy as your country of citizenship. If you are a dual citizen of the U.S. and another country, for U.S. tax purposes, you are treated as a citizen of the U.S. Please contact the Institution Administrator as soon as possible. From the list, please select your Country of Tax Residence . Although you may pay tax in the U.S., unless you are a Resident Alien or Permanent Resident Alien, your Count Tax Residence is the country to which you owe tax on your "worldwide" income. Typically, your Country of Tax Residence is the same as you Country of Permanent Residence however, if you have lived in a country other than your Country of Permanent Residence immediately before coming to the U.S. to study/work, you may have established Tax Residency in that country.		
	If you have additional questions about how to respond to the questions on the prev Institution Administrator CANNOT provide tax advice or tax consulting; he or sh Institut	rious screens, please contact your Institution Administrator. Please note that the e can only assist with questions regarding the payments made to you by your ion.	
	If you need additional assistance with how to operate GL	ACIER, please contact the GLACIER Support Center at:	
	support@onl	ne-tax.net	
	Please note that the GLACIER Support Center CANNOT provide tax advice or tax	consulting services; we can only assist with technical problems or questions.	
	Click on <back re<="" th="" to=""><th>turn to GLACIER.</th></back>	turn to GLACIER.	
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GLACIER	Nonresident Alien Tax Compliance	
	Country of Citizenship / Tax Residence	
	Please select the appropriate country:	
	Country of Citizenship: France	If you are a citizen of two countries, please select the country under whose documents you entered the U.S. If you are a dual citizen of the U.S. and another country, for U.S. tax purposes, you are treated as a citizen of the U.S. Please contact the Institution Administrator as soon as possible.
	Country of Tax Residence: France	Although you may pay tax in the U.S., your Country of Tax Residence CANNOT be the U.S. Your Country of Tax Residence is generally the country to which you owe tax on your "worldwide" income. Typically, your Country of Tax Residence is the same as your Country of Permanent Residence; however, if you have lived in a country other than your Country of Permanent Residence immediately before coming to the U.S. to study/work, you may have established Tax Residency in that country.
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GLACIER	Nonresident Alien Tax Compliance			IONAL LLC al Tax Consulting
	Immigration Status			
	What is the sponsoring institution?			
	Please indicate the Institution that sponsore documentation).	d (or will sponsor) your current U.S	. immigration status (as indicated on your official immigrat	ion
	 O University of Wisconsin System O Other Institution O No Sponsoring Institution Required (e.g., 	B-1, B-2, WB, WT, etc)		
	What is your current U.S. immigration	status?		
	Please indicate your current U.S. immigration have already returned to your home country,	n status. If you have not yet arrive , indicate the immigration status o	d in the U.S., indicate your anticipated immigration stat n which you were last present in the U.S.	us; if you
	Current Immigration Status	Please Select		
	If you are in J status, select the primary purpose If you are from Canada and do NOT have a visa If your immigration status is not listed, select "Of	e as indicated in Section 4 of Form DS or Form I-94, select "B-1 Visitor". ther Immigration Status or Purpose".	-2019.	
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GLACIER	Nonresident Alien Tax Compliance			
	Immigration Status			
	What is the sponsoring institution?			
	Please indicate the Institution that sponsored (or will sponsor) your current U.S. immigration status (as indicated on your official immigration documentation).			
	 University of Wisconsin System Other Institution No Sponsoring Institution Required (e.g., Institution	B-1, B-2, WB, WT, etc)		
	What is your current U.S. immigration	status?		
	Please indicate your current U.S. immigration have already returned to your home country,	n status. If you have not yet arrive , indicate the immigration status o	d in the U.S., indicate your anticipated immigration status; if you n which you were last present in the U.S.	
	Current Immigration Status	J-1 Research Scholar		
	If you are in J status, select the primary purpose If you are from Canada and do NOT have a visa (If your immigration status is not listed, select "Of	as indicated in Section 4 of Form DS or Form I-94, select "B-1 Visitor". ther Immigration Status or Purpose".	-2019.	
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GLACIER Nonresident Alien Tax Compliance



GLACIER Online Help

Do you need assistance?

Enter your Original Date of Entry to the U.S. for purposes of this visit. If you have not yet entered the U.S., indicate your anticipated date of arrival to the U.S. You may enter and leave the U.S. many times during the period of your overall visit to the U.S. (e.g., for vacation, holidays or summer break). The original date of entry to the U.S. on your current immigration status is the first date that you arrived in the U.S. to begin your studying, teaching, researching, or other activity. For example, if you are a Junior (third year) at Elite University, you may have left the U.S. each summer to return to your home country; however, the Original Date of Entry to the U.S. is NOT the last date you entered, rather the first date you entered for purposes of going to school in the U.S.

Enter the Expiration Date of your Current Immigration Status. You must use the date from Form I-20 (If F status), Form DS-2019 (if J status) or Form I-94 (if other status) - DO NOT use the Date of Expiration from your Visa Sticker or Stamp in your passport.

Enter the Estimated Date of Departure from the U.S. Simply estimate the date of which you currently plan to leave the U.S. If your plans change, there is no need to re-enter this information UNLESS you are from a country that has a Retroactive Time Limit in its Income Tax Treaty - see information on a later screen.

If you have additional questions about how to respond to the questions on the previous screens, please contact your Institution Administrator. Please note that the Institution Administrator CANNOT provide tax advice or tax consulting; he or she can only assist with questions regarding the payments made to you by your Institution.

If you need additional assistance with how to operate GLACIER, please contact the GLACIER Support Center at:

support@online-tax.net

Please note that the GLACIER Support Center CANNOT provide tax advice or tax consulting services; we can only assist with technical problems or questions.

Click on <Back to return to GLACIER.

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GLACIER	Nonresident Alien Tax Compliance	RCTIC INTERNATIONAL LLC			
	Immigration Status				
	Have you changed your immigration status since you arrived in the U.S. for this visit? ^O My current immigration status is the SAME as the immigration status under which I originally entered the U.S. for this visitI have NOT changed my immigration status.				
	O My current immigration status is DIFFERENT than the immigration status under the U.S. for this visit, I changed my immigration status.	which I originally entered the U.S. for this visit <mark>After entering</mark>			
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GLACIER	Nonresident Alien Tax Compliance			
	GLACIER Online Help			
	Do you need assistance?			
	Indicate whether your Current Immigration Status has changed since entering the U.S. For example, if you originally entered the U.S. as an F-2 (Dependent of an F-1), but after several months in the U.S., your immigration status was changed to F-1, you should select "After entering the U.S., I changed my immigration status" and enter the appropriate information on the following screen. If you left the U.S. to change your Immigration Status, you should select, "I have NOT changed my immigration status;" the initial visit to the U.S. is treated as a Prior Visit to the U.S.			
	If you have additional questions about how to respond to the questions on the prev Institution Administrator CANNOT provide tax advice or tax consulting; he or she Instituti	ious screens, please contact your Institution Administrator. Please note that the can only assist with questions regarding the payments made to you by your on.		
	If you need additional assistance with how to operate GL/	CIER, please contact the GLACIER Support Center at:		
	<u>support@onli</u>	ne-tax.net		
	Please note that the GLACIER Support Center CANNOT provide tax advice or tax	consulting services; we can only assist with technical problems or questions.		
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GLACIER	Nonresident Alien ⁻	Tax Compliance		AR	
	Days Present	In the U.S.			
	How long have y	ou been present in the	US?		
	Following is a SUMM the boxes below to i	ARY of the TOTAL NUMBER C indicate any days YOU LEFT	DF DAYS you may have been present i the U.S. to return to your home coun	in the U.S. based on your (try or to visit a third count	date of arrival. Please complete try.
	Calendar Year	Immigration Status Held During Each Calendar Year	Estimated Total Number of Days Present in the U.S. During each Calendar Year	LESS Number of (Enter the number of days)	f Days You Left the U.S. you LEFT the U.S. during this visit)
	2011	J1-Research Scholar	73 Days	Less Da	ays NOT present in U.S.
	Have you ever b	een to the U.S. PRIOR	to this visit?		
	This is the FIRST	time I have ever been to th	e U.S. (for any reason, under any imr	nigration status).	
	C I have previously	y visited the U.S. (informatio	on regarding all PRIOR visits MUST be	entered below).	
	For each CALENDAR and the correspond	YEAR between 1986 and your da ing Immigration Status and Tota	nte of arrival that you were previously pres al Number of Days associated with each Im	ent in the U.S., please select t migration Status. You MUST i	the calendar year of each Prior Visit nclude ALL Prior Visits to the U.S.
		DO NOT include in	the boxes below any information about yo	ur current visit as shown abov	/e
	ENTER Calendar Year (the years do not need to be entered in chronological order)	(If you held more than one Imn	Immigration Status Held During Each Calendar Year nigration Status during the a Calendar year, en separately)	ter each Immigration Status	ENTER the Approximate Total Number of Days Present in the US During each Calendar Year
	Please Select 💌	Please Select			Days
	Please Select 💌	Please Select			Days
	Please Select 💌	Please Select			Days
Done					

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GLACIER	Nonresident Alien Tax Compliance		International Luc		
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	Do you need assistance?				
	If you have additional questions about how to respond to the questions on the previous screens, please contact your Institution Administrator. Please note that the Institution Administrator CANNOT provide tax advice or tax consulting; he or she can only assist with questions regarding the payments made to you by your Institution.				
	If you need additional assistance with I	now to operate GLA	CIER, please contact the GLACIER Support Center at:		
	support@online-tax.net				
	Please note that the GLACIER Support Center CANNOT provide	e tax advice or tax	consulting services; we can only assist with technical problems or questions.		
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GLACIER	Nonresident Alien 1	ax Compliance		(Ar	
	Days Present	In the U.S.			
	How long have ye	bu been present in the	US?		
	Following is a SUMM the boxes below to i	ARY of the TOTAL NUMBER O ndicate any days YOU LEFT	F DAYS you may have been present in the U.S. to return to your home count	n the U.S. based on your ry or to visit a third count	date of arrival. Please complete try.
	Calendar Year	Immigration Status Held During Each Calendar Year	Estimated Total Number of Days Present in the U.S. During each Calendar Year	LESS Number o (Enter the number of days	f Days You Left the U.S. you LEFT the U.S. during this visit)
	2011	J1-Research Scholar	73 Days	Less 15 Da	ays NOT present in U.S.
	Have you ever be	een to the U.S. PRIOR	to this visit?		
	• This is the FIRST	time I have ever been to th	e U.S. (for any reason, under any imm	nigration status).	
	I have previously	y visited the U.S. (informatio	on regarding all PRIOR visits MUST be	entered below).	
	For each CALENDAR) and the correspond	'EAR between 1986 and your da ing Immigration Status and Tota	te of arrival that you were previously prese I Number of Days associated with each Imr	ent in the U.S., please select t nigration Status. You MUST i	the calendar year of each Prior Visit nclude ALL Prior Visits to the U.S.
		DO NOT include in t	he boxes below any information about you	ır current visit as shown abov	/e
	ENTER Calendar Year (the years do not need to be entered in chronological order)	(If you held more than one Imm	Immigration Status Held During Each Calendar Year higration Status during the a Calendar year, ent separately)	er each Immigration Status	ENTER the Approximate Total Number of Days Present in the US During each Calendar Year
	2006 💌	F-1 Student or 0	DPT or CPT		180 Days
	Please Select 💌	Please Select			Days
	Please Select 💌	Please Select			Days
Done	Please Select 💌	Please Select			Davs

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	2011	J1-Research Scholar	73 Days	Less 15	Days NOT present in U.S.
	Have you ever be	een to the U.S. PRIOR to	this visit?		
	• This is the FIRST	time I have ever been to the U	.S. (for any reason, under any immig	ration status).	
	I have previously	y visited the U.S. (information r	regarding all PRIOR visits MUST be en	tered below).	
	For each CALENDAR)	/FAR between 1986 and your date o	of arrival that you were previously present	in the U.S. please selec	t the calendar year of each Prior Visit
	and the correspondi	ing Immigration Status and Total N	umber of Days associated with each Immig	gration Status. You MUST	include ALL Prior Visits to the U.S.
		DO NOT include in the	boxes below any information about your c	current visit as shown ab	ove
	ENTER		Immigration Status Hold		ENTER the Approximate Total
	Calendar Year (the years do not need	(If you hald more than one Immigra	During Each Calendar Year	and Immigration Status	Number of Days Present
	to be entered in chronological order)	(ii you neid more than one immigra	separately)	each immigration Status	Year
	, i i i i i i i i i i i i i i i i i i i				
	2006 💌	F-1 Student or OPT	or CPT		180 Days
	Please Select 💌	Please Select			Days
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GLACIER Nonresident Alien Tax Compliance			RCTIC	RCTIC INTERNATIONAL L		
	Tax Residency Status Summary					
	How long have ye	bu been present in the U.S.?				
	Following is a SUMMARY of the TOTAL Number of Days you have indicated you were present in the U.S. Please ensure that the information below is correct. If you need to add additional Prior Visits and/or subtract days that you left the U.S., click on <back information.<="" or="" re-enter="" th="" the="" to="" update=""></back>					
	Calendar Year	Immigration Status Held During Eac	h Calendar Year Approximate <mark>Total N</mark> umber of Days Present in the Year	U.S. During each Calendar		
	2011	J1 Research Schol	ar 58			
	2006	F1 Student	180			
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CIER	Nonresident Alien Tax Compliance	RCTIC INTERNATIONAL LLC				
	Tax Treaty Exemption Verification					
	To determine whether a tax treaty exemption is applicable, please enter the following information					
	When you were previously present in the U.S. as a Student or Trainee, did you claim an exemption from tax under the U.S France Income Tax Treaty?					
	C Yes C No					
	Please enter the date on which you entered the U.S. for your <mark>previous</mark> visit as a	Student or Trainee.				
	Day 💌 Mo 💌 Year 💌					
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ACIER Nonresident Alien Tax Compliance



Tax Treaty Exemption Verification

GLACIER has made the following tax treaty exemption determination

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Review of Income Tax Treaty Exemption for Compensation/Wages/Salary

Based on the information entered, the U.S.- France Income Tax Treaty allows an exemption from tax withholding for your Compensation/Wages /Salary.

Article 20 of the U.S.- France Income Tax Treaty allows an exemption for Two Years From Date of Arrival for the Compensation/Wages/Salary. Therefore, the possible tax treaty exemption period is May 08, 2011 - May 06, 2013.

The possible tax treaty exemption applies to an Unlimited Dollar Amount of your Compensation/Wages/Salary.

The U.S.-France Income Tax Treaty contains a ONCE IN A LIFETIME Clause. If you have ever claimed an exemption from tax for compensation/salary/wages received as a Professor or Researcher, you may not claim another exemption for the same type of income.

You have indicated you DID NOT previously claim an exemption from tax for compensation/salary/wages received as a Professor or Researcher.

The U.S.-France Income Tax Treaty contains a COMBINATION Clause. If you previously claimed an exemption from tax for compensation/salary /wages, an exemption from tax during this visit to the U.S. may be limited.

You have indicated you DID NOT previously claim an exemption from tax for Compensation/Wages/Salary received as a Student or Trainee.

Would you like to claim an exemption from tax withholding?

^C Yes, I would like to claim an exemption from tax withholding for the Compensation/Wages/Salary ; I understand that I must meet any qualifications listed above.

O No, I DO NOT want to claim an exemption from tax withholding; I understand tax will be withhold from the Compensation/Wages/Salary.

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If eligible for treaty, employee must select "yes" to receive treaty form generation



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GLACIER	Nonresident Alien Tax Compliance	RCTIC INTERNATIONAL LLC
	Tax Treaty Exemption Information	
	To claim a tax treaty exemption, please enter the following addition	onal information
	* Indicates Required Field Passport Number*: N1234567	
	Please enter the description of the services provided [*] : (for example, research scholar of advanced macroeconomic analysis or student workin student working in university bookstore	g at university bookstore)
	Please enter the estimated total Compensation/Wages/Salary expected to be \$ 2400 (Please do NOT enter commas)	paid during the calendar year*:
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International Tax Consulting

Nonresident Alien Tax Compliance

Tax Summary Report

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Namo:	-	Badgor Bucku
Tay Pocidoncy Status	_	Nonresident Alien for U.S. Tay Durneses
Tay Posidoncy Status Change Date:	_	July 02, 2012 to Resident Alien
Tay Residency Status Start Date:	_	January 01, 2012 to Resident Alion
Tax Residency status start bate.	-	January 01, 2012 to Resident Anen
Tax Treaty Exemption Status (Compensation):	=	Exempt
Tax Treaty Time Limit (Compensation):	=	Two Years From Date of Arrival
Tax Treaty Exemption Period (Compensation):	=	May 08, 2011 - May 06, 2013
Tax Treaty Dollar Limit (Compensation):	=	Unlimited Dollar Amount
Applicable Tax Withholding Rate		
(If Tax Treaty Not Applicable or Forms Not Submitted)	=	Single, 1(Bi-Weekly)
(compensation):		
FICA Tax Status:	=	Exemnt
FICA Tax Start Date:	=	January 01, 2012
		Sundary ory 2012
Forms Required:		
		Tax Summary Report
		Form W-4
		Form 8233
		Treaty Attachment
		Treaty Statement(s) (Restrictive Clause)
Document Copies Required:		
		I-94 / I-94W Card
		Visa Sticker/Stamn
		(in passport)
		Form DS-2019
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GLACIER	Nonresident Alien Tax Compliance	RCTIC INTERNATIONAL LLC
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	Do you need assistance?	
	If you have additional questions about how to respond to the questions on the prev Institution Administrator CANNOT provide tax advice or tax consulting; he or sh Institut	vious screens, please contact your Institution Administrator. Please note that the e can only assist with questions regarding the payments made to you by your ion.
	If you need additional assistance with how to operate GL	ACIER, please contact the GLACIER Support Center at:
	<u>support@onli</u>	<u>ne-tax.net</u>
	Please note that the GLACIER Support Center CANNOT provide tax advice or tax	consulting services; we can only assist with technical problems or questions.
	Click on <back re<="" th="" to=""><th>turn to GLACIER.</th></back>	turn to GLACIER.
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Select print forms to receive all reports and treaty forms



Employee should not select "Save File" unless they are on a personal computer as the file will contain their social security number and other confidential information.

Opening BadgerBucky7192011TaxDocs.pdf	×
You have chosen to open	
BadgerBucky7192011TaxDocs.pdf which is a: Adobe Acrobat Document from: https://www.opline-tax.pet	
What should Firefox do with this file?	
Open with Adobe Reader 8.3 (default) Save File	
Do this <u>a</u> utomatically for files like this from now on.	
OK Cancel	
	_

Report issued by GLACIER must be signed and delivered to Responsible Administrator. Forms may not be submitted via e-mail or fax, as must contain original signatures.



Employee must deliver documents to address on Tax Summary Report

ed into ti r your re	The form. cords.
1	GLACIER Tax Summary Report Instructions
	To finish this process, please follow the directions below: 1) Review, sign and date each of the Required Forms (listed on previous page and from GLACIER); 2) Photocopy each of the Required Documents (as indicated on previous page of the Tax Summary Report); 3) Submit the Required Forms and Required Documents to the address below; and 4) Properly exit GLACIER and save your Individual Record.
	If any information in your Individual Record changes, you must log in to GLACIER and update your Individual Record as soon as possible. Please submit all Required Forms and Required Documents within 10 days. If all Required Forms and Required Documents are not submitted you may have more tax than required withheld form comments made to you.
	Please submit all Required Forms and Required Documents to the address below: Terl Van Genderen Payroll & Benefits System Coordinator University of Wisconsin System 21 N. Park Street, Suite 3101 Madison, Wis 337151216 Telephone: 608-202-436 (bangenderen@ohr.wisc.edu
	If you have any questione, please contact the Institution Administrator. Thank you for your prompt attention to this matter. Additional Information, if any

The information contained on this statement was generated using GLACIER™ Online Tax Compliance System. © Copyright Arctic International LLC. All rights reserved. W-4 for most nonresident aliens defaults to Single-1. Resident aliens must manually indicate their marital status and number of allowances. Employees without a US address must write their current address into the W4.

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	Please fill out the following form. You cannot save data typed into this form. Please print your completed form if you would like a copy for your records.	Highlight Fields
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?	The information contained on this statement was generated using GLACIER™ Online Tax Compliance System. © Copyright Arctic International LLC. All rights reserved.	
	Form Department of the Treasury Internal Revenue Service Service Service Service by the IRS. Your employer may be required to send a copy of this form to the IRS.	_
	1 Type or print your first name and middle initial. Last name 2 Your social security number	-
	Bucky Badger 999 99 9999	_
	Home address (number and street or rural route) 3 🖌 Single 🗌 Married, but withhold at higher Single rate.	
	City or town state and ZIP code Note. If married, but legally separated, or spouse is a nonresident alien, check the "Single" box	<u>. </u>
	Madison, WI 53703 4 If your last name differs from that shown on your social security card, check here. You must call 1-800-772-1213 for a replacement card. ►	- I
	5 Total number of allowances you are claiming (from line H above or from the applicable worksheet on page 2) 5 1	
	6 Additional amount, if any, you want withheld from each paycheck Nonresident.Alien 6 \$	_
	7 I claim exemption from withholding for 2011, and I certify that I meet both of the following conditions for exemption.	
	Last year I had a right to a refund of all federal income tax withheld because I had no tax liability and The second se	
	• This year 1 expect a refund of all rederal income tax withheld because 1 expect to have no tax into it.	
	Under penalties of periory. I declare that I have examined this certificate and to the best of my knowledge and belief, it is true, correct, and complete.	-
	Employee's signature	
	Berployer's name and address (Employer: Complete lines 8 and 10 only if sending to the IRS.) 9 Office code (optional) 10 Employer identification number (EIN)	
	B	
	For Privacy Act and Paperwork Reduction Act Notice, see page 2. Cat. No. 102200, Form W-4 (201	1)
Ø		
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Example of one type of tax treaty form

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Please fill out the following form. You cannot save data Please print your completed form if you would like a copy	typed into this form. y for your records.					📒 Highlight Field	sk
	Form 8233 (Rev. March 2009) Department of the Treasury	Exemption for Independe Services	From Withholding o ent (and Certain De of a Nonresident A	n Compensation pendent) Personal lien Individual	OMB No. 1545-0795		
?	Who Should Use This Form?	IF you are a nonresider receiving	nt alien individual who is	THEN, if you are the benef income, use this form to cl	ficial owner of that laim		
	Note: For definitions of terms used in this section and detailed instructions on required	Compensation for indep services performed in t	pendent personal he United States	A tax treaty withholding ex (Independent personal serv profits) for part or all of tha and/or to claim the daily pe amount.	emption vices, Business at compensation ersonal exemption		
	withholding forms for each type of income, see Definitions on pages 1 and 2 of	Compensation for depe services performed in t	endent personal he United States	A tax treaty withholding ex all of that compensation. Note: Do not use Form 82 personal exemption amoun	emption for part or 133 to claim the daily 1t.		
	the instructions.	Noncompensatory scho income and personal s the same withholding	olarship or fellowship ervices income from agent	A tax treaty withholding ex all of both types of income	emption for part or a.		
	DO NOT Use	IF you are a beneficial	owner who is	INSTEAD, use			
	This Form	Receiving compensatio personal services perfo States and you are not withholding exemption	n for dependent rmed in the United t claiming a tax treaty for that compensation	Form W-4 (See page 2 of t for Form 8233 for how to o W-4.)	the Instructions complete Form		
		Receiving noncompens fellowship income and any personal services i withholding agent	atory scholarship or you are not receiving ncome from the same	Form W-8BEN or, if elected withholding agent, Form W noncompensatory scholars fellowship income	d by the I-4 for the hip or		
		Claiming only foreign s with respect to income compensation for perso	tatus or treaty benefits that is not onal services	Form W-8BEN			
	This exemption is app and ending	blicable for compensation	n for calendar year 2011	, or other tax year beginning			
	Part I Identific	ation of Beneficial O	wner (See instructions.)		1 22 4 4 1 8		
	Bucky Badger	who is the beneficial owner	2 0.5. taxpayer identifying num 9999999999	ber 3 Foreign tax identifying	number, if any (optional)		
	4 Permanent residence 21 Rue de Campus	e address (street, apt. or sui S	te no., or rural route). Do not use	a P.O. box.			
	City or town, state or Paris, 000000	r province. Include postal o	ode where appropriate.	Country (do not abbrev France	riate)		
	5 Address in the Unite 21 N. Campus Lan	id States (street, apt. or suit i€	e no., or rural route). Do not use	a P.O. box.			
	City or town, state, Madison WI 5370	and ZIP code 3					
	Note: Citizens of	- Canada or Mexico are no	t required to complete lines 7	a and 7b.			
	6 U.S. visa type J1		7a Country issuing passport France	7b Passport number N1234567			
	8 Date of entry into th	e United States	9a Current nonimmigrant status	9b Date your current noni	immigrant status expires		
9	5/8/2011 10 If you are a forcion	stivlant trainaa professorite	J1 Research Scholar	6/11/2014			
	Caution: See the lin	e 10 instructions for the re	quired additional statement you n	nust attach.	· · · · · · · · · · · · · · · · · · ·		
~	For Privacy Act and Pa 071911	perwork Reduction Act N	otice, see separate instructions.	Cat. No. 62292K	Form 8233 (Rev. 3-2009)		

Sign on "beneficial owner" line

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Please fill out the following form. You cannot save data type Please print your completed form if you would like a copy for	J into this form. /our records.	Highlight Fields
	Form 8233 (Rev. 3-2009) Page 2 Page 2 Page 2 Page 1 Page 1 Page 4	
	11 Compensation for independent (and certain dependent) personal services:	
	a Description of personal services you are providing	
?		
	b Total compensation you expect to be paid for these services in this calendar or tax year \$ 2400	·
	 To comparisation is exempt from which you are basing exemption from withholding	
	U.S Prance income Tax Treaty, Article 20 b Total compensation listed on line 11b above that is exempt from tax under this treaty \$ 2400	
	c Country of permanent residence France	
	Note: Do not complete lines 13a through 13c unless you also received compensation for personal services from the same withholding agent.	
	13 Noncompensatory scholarship or fellowship income:	
	b Tax treaty and treaty article on which you are basing exemption from withholding	
	c Total income listed on line 13a above that is exempt from tax under this treaty \$	
	14 Sufficient facts to justify the exemption from withholding claimed on line 12 and/or line 13 (see instructions)	
	As set forth on this form, I qualify for an exemption from tax withholding under the	
	U.S.: - France Income Tax Treaty, Article - 20	
	J. have, met.all. of the, requirements, set forth, in, the article, as, verified, by, the withholding agent (signature, below)	
	The required additional statement that details the criteria is attached.	
	Note: Lines 15 through 18 are to be completed only for certain independent personal services (see instructions).	
	15 Number of personal exemptions 16 How many days will you perform services in	
	claimed ► development of the United States during this tax year? ► 17 Delly personal exemption amount claimed (see instructions) ►	
	18 Total personal exemption amount claimed. Multiply line 16 by line 17 ► PartIII Certification	
	Under penalties of perjury, I declare that I have examined the information on this form and to the best of my knowledge and belief it is true,	
	correct, and complete. I further certify under penalties of perjury that: • I am the beneficial owner (or am authorized to sign for the beneficial owner) of all the income to which this form relates.	
	• The beneficial owner is not a U.S. person.	
	between the United States and that country.	
	Furthermore, Lauthorize this form to be provided to any withholding agent that has control, receipt, or custody of the income of which I am the beneficial owner or any withholding agent that can disburse or make payments of the income of which I am the beneficial owner.	
	Sign Here	
	Signified Signature of beneficial owner (or individual authorized to sign for beneficial owner) Date	
	Name Employer Josef Theory and an additional Employer Josef Theory and a second s	
	Address (number and street) (Include apt. or suite no. or P.O. box, if applicable.)	
	21 N Park Street, Suite 5101 City, state, and ZIP code	
	Madison, WI 53715-1218 608-261-1904	
<u> </u>	Under penalties of perjury, I certify that I have examined this form and any accompanying statements, that I am satisfied that an exemption from withholding is waranted, and that I do not know or have reason to know that the nonresident alien individual is not entitled to the exemption or that the nonresident alien's eligibility for the exemption cannot be readily determined.	
	Signature of withholding agent Date Date	
	Form 8233 (Rev. 3-2009)	

All treaty form attachments must be signed and delivered



Example of "Once in a Lifetime" Clause. Most treaty recipients will not get this document to sign and deliver.

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Please fill out the following form. You cannot save of Please print your completed form if you would like a	data typed into this form. copy for your records.	Highlight Fields
2	University of Wisconsin System	
0	Statement for Income Tax Treaty Benefits –" Once in a Lifetime" Clause	
	I confirm that I have been notified that the income tax treaty between the U.S. and my country of tax residence, France, contains a "once in a lifetime" clause. I understand that this exemption is available for one time only and may not be claimed again, regardless of whether I leave and later return to the U.S. I confirm that I have not previously claimed this exemption. This is the first time I have claimed an exemption from tax based on the U.S France and it is my choice to claim the tax treaty exemption at this time. Bucky Badger Social Security Number: 999999999 Signature	
Ø		
*		×



If forms don't print properly:

ine Tax	🖾 🖾 GLACIER Online Tax 🛛 🖄
	GLACIER Online Help
	Do you need assistance?
	If you are having trouble viewing forms, the problem is with your browser settings or Acrobat Reader configuration. Please note, the troubleshooting steps below are for Internet Explorer under Windows; Internet Explorer on a MAC will NOT work. However, we have successfully tested the lastest version of Adobe Reader (MAC) on MAC/Safari browser using Mac OSX 10.3.9
	Please follow the steps below for Windows Internet Explorer:
	Adjust Browser Settings
	1)Close your internet browser.
	2)Click on Start, Settings, then Control Panel 3)Select Internet Ontions
	 4)Under the "Temporary Internet Files" section, select the "Settings" button; make sure the "Every visit to the page" option is CHECKED. Select OK. 5)Under the Advanced tab, scroll down to the "Security" section and make sure the "Do not save encrypted pages to disk" is UNCHECKED. Select OK. 6)Under the "Temporary Internet Files" section in the "General" tab, select the "Delete Files" button; delete ALL.
	If you are able to view your forms, but they are blank or you get a "%od" message, please make the following change to your Acrobat Reader settings:
	1) In Arrohat Reader, select Edit.>Preferences
	2) Be sure the following options are selected in the Internet options box:
	Display PDF in Browser
	Allow Fast Webview Allow Speculative Background Downloading
	If neither of the above suggestions work, you must UNINSTALL your current version of Adobe Reader and install the latest version by following the steps below.
	1)Click on this link http://www.adobe.com/products/acrobat/readstep2.html
	2)Select English and the Windows Operating System you are using 3)Download and install
	Then restart your browser, log back into GLACIER and select the menu option to view your forms.
	If this does not fix the problem, you have two choices:
	 Find another computer at a different location (home, a friend's house or Kinkos) Go to the payroll office and have the GLACIER Administrator go through your record and print your forms in their office.
	If you have additional questions about how to respond to the questions on the previous screens, please contact your Institution Administrator. Please note tha Institution Administrator CANNOT provide tax advice or tax consulting; he or she can only assist with questions regarding the payments made to you by you Institution.
	If you need additional assistance with how to operate GLACIER, please contact the GLACIER Support Center at:
	support@online-tax.net
	Please note that the GLACIER Support Center CANNOT provide tax advice or tax consulting services; we can only assist with technical problems or question
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