



# Frequently Asked Questions

## Online Monthly Self-Reporting for Workers' Compensation

### **I exited the reporting process and returned later to enter my payroll. Now it won't allow me, what do I do?**

Since you already made one attempt today to enter payroll, you'll have to log in tomorrow to submit payroll.

### **I want to add a class code. Can I do that online?**

No. Contact your agent prior to submitting your reports.

### **Why are some reporting periods in red and others in green?**

Red indicates that the report is due today or overdue. Green indicates that the report is not yet due.

### **I reported my payroll and need to make an update. Can I do that online?**

You can use a blank report to submit the correct payroll and mark the form "Revised." Send the corrected report to [premiumaccounting@bmico.com](mailto:premiumaccounting@bmico.com).

### **When I submit my payroll, I don't see my rates. How can I see my rates?**

Login to BOB and view your worksheet in Policy Documents or ask your agent for your rates.

### **I submitted my payroll online, but I continue to receive my monthly self-reporting worksheet in the mail. Why?**

Your monthly self-reporting worksheet will continue to be mailed unless you enroll in Go Paperless.

### **I reported my payroll online and the website is requiring a payment. I don't want to pay online. Was my payroll submitted?**

To submit payroll online, you must also make payment. If you do not complete the payment process, your payroll will not be submitted.

### **The monthly self-reporting worksheet I received in the mail does not match the balance I see online. Which is correct?**

After your worksheet was printed and mailed, the balance changed most likely due to rating changes or recent payment activity. The online balance is the most current version.

### **I had my agent add a location (site) to my policy and now I have a lot of outstanding payroll. What should I do?**

A newly added location (site) was added back to the inception of the policy and all periods must be completed. For each payroll period for which you did not have payroll, select 'Zero Payroll'. For all other reporting periods, enter the corresponding payroll amount.

### **I switched my policy to MSR from another pay plan and now I have a lot of outstanding payroll. What should I do?**

When you switch to MSR, you must catch up on payroll reporting. An easy way to do this is report 'Zero Payroll' for all payroll periods except the last. Put YTD payroll in the final reporting period to catch things up. After that, report payroll monthly.

### **I was on a different installment plan and I already paid some installments. What happens to the payments I made previously before switching to MSR?**

The payments you made previously act as a policy credit against payroll you report. The payroll you report will use up the previous payments and any remaining credit can be used for future reporting.