

Glacier Process

Glacier is needed when the recipient marks “Non-Resident Alien or Foreign Entity” along with visa information on the Payee Certification. In order to start this process please see below:

1. Send an email to BUSPROC@purdue.edu to request Glacier documentation and give full legal name along with an email for the recipient.
2. A confirmation will be sent back that either Glacier has been submitted **OR** they already have a Glacier account.
3. Once confirmation is received the requestor will need to email the recipient with the following email templates, select the correct text and remove the red font:
 - **For recipient who DOES NOT have a Glacier account already:**

“Recipient Name”, you should receive an email from support@online-tax.net (please be sure to check your spam/junk mail if you do not receive it in your regular email). The email will contain a temporary log in and password along with the information you need on how to log in.

You will need to select:

- Sch Liv Allow/Non-empl. Reimb/Prize/Award/HumSubj
- When you get to the screen regarding SSN, if you do not have one please select “I do NOT have a US-issued SSN or ITIN; I would like to apply for an SSN”
 - By selecting this it will allow you to continue. You do not need to apply for an SSN for this payment.

(For Purdue Students)

Please complete Glacier online, and you DO NOT need to submit any documents.

(For Non-Purdue Students and Guests)

Please submit all required documents to “Admin Asst.’s Name” via Filelocker. DO NOT MAIL. An email from the Filelocker system will come shortly after this email. If you do not receive within the next half hour, please let me know and I can send you the link and password.

- **For recipient who ALREADY HAS a Glacier account:**

“Recipient Name”, It appears that you currently have a glacier account, so you will need to go in and complete a new document. If you do not remember your account information you will need to go to www.online-tax.net and click on “FORGOT Login”. You’ll want to select the following:

- Welcome: select “Create/update/view my Individual Record”
- Relationship: select “Sch. Liv Allow/Non-empl. Reimb/Prize/Award/HumSubj”
- Income Type: select “Scholar Liv Allow or Non-empl. Reimbursement”

(For Purdue Students)

Please complete Glacier online, and you DO NOT need to submit any documents.

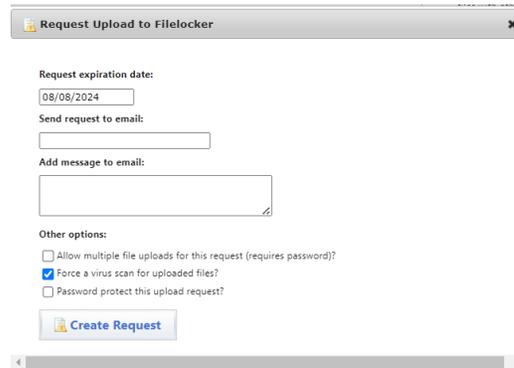
(For Non-Purdue Students and Guests)

Please submit all required documents to “Admin Asst.’s Name” via Filelocker. DO NOT MAIL. An email from the Filelocker system will come shortly after this email. If you do not receive within the next half hour, please let me know and I can send you the link and password.

Admin Assistants – How to Set up Filelocker

For a single upload, you can enter the email address of the person receiving the link and click “create request”.

For multiple uploads, you can click on all the boxes, create a password, and then click “create request”. (Password tip: you can use the same password every time, use something simple, ex. BOILERUP). You can add the password in the message box before you send the link.



The screenshot shows a web form titled "Request Upload to Filelocker". It includes a "Request expiration date" field with the value "08/08/2024", a "Send request to email:" text input field, and an "Add message to email:" text area. Under "Other options:", there are three checkboxes: "Allow multiple file uploads for this request (requires password?)" (unchecked), "Force a virus scan for uploaded files?" (checked), and "Password protect this upload request?" (unchecked). A "Create Request" button is at the bottom.

The person will receive an email with the Filelocker link (and a message including the password if that option is chosen).

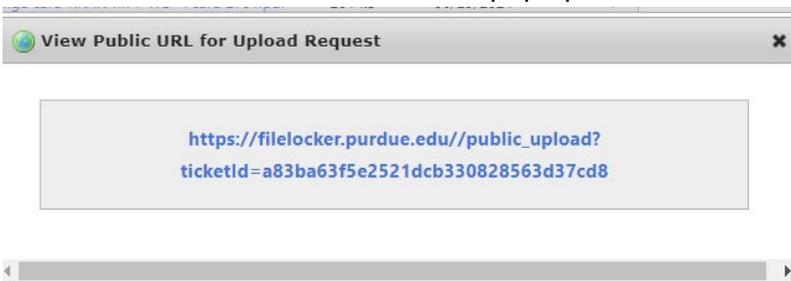
- If for some reason they don't get the email from Filelocker, you can email them the link and include the password. Sometimes the Filelocker emails go into their spam folder. There is a tab at the bottom of the Filelocker page labeled (Upload Requests). This is your list of sent upload requests.



The screenshot shows a table titled "Upload Requests (1)". The table has columns for "Link", "Single/Multi use", "Virus Scan?", "Expires", and "Actions".

Link	Single/Multi use	Virus Scan?	Expires	Actions
 View Link	Single	Yes	07/14/2024	

- Click on “View Link” and a screen will pop up with the link.



The screenshot shows a dialog box titled "View Public URL for Upload Request". It displays a URL: https://filelocker.purdue.edu//public_upload?ticketId=a83ba63f5e2521dcb330828563d37cd8

- Copy link and send that, with the password if applicable, to them in an email.