

SEPARATION INFORMATION E-RESPONSE WEB SITE

THE BENEFITS

- As of September 30, 2013, 46 states will be using SIDES and SIDES E-Response. Both systems offer an impressive array of benefits and have the potential to significantly improve the UI information exchange process. SIDES and SIDES E-Response give employers and TPAs an electronic way to simplify and streamline responses to UI information requests, saving time and money by:
 - eliminating delays related to paper mail delivery, and allowing more time to gather information and respond;
 - ensuring more complete information is provided through standard edits, validations and business rules, reducing time-consuming follow up phone calls;
 - reducing paper handling, staff time and postage costs; and
 - keeping UI tax rates lower by reducing improper payments. In addition to the significant administrative cost savings offered by SIDES and SIDES E-Response, both options address two of the largest causes of UI overpayments: incorrect initial eligibility decisions (job separation issues) and working while receiving UI benefits.
- Many UI overpayments, which could be prevented by receiving timely and accurate information, negatively impact employers' bottom lines. With this in mind, using SIDES or SIDES E-Response will help employers keep UI rates as low as possible by providing accurate, quality and timely information to state UI agencies.

Benefits of SIDES and SIDES E-Response

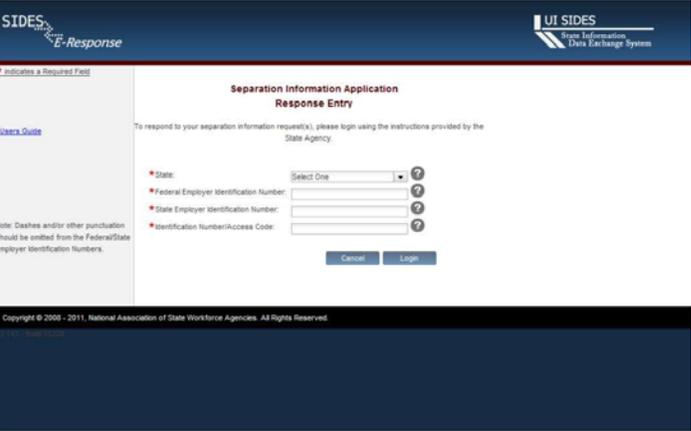
- Available for FREE
- Saves time and money
- Reduces staff time
- Reduces paperwork
- Helps keep UI tax rates as low as possible
- Helps reduce overpayments
- Provides an electronic, nationally standardized data format
- Includes data checks to ensure the exchange of complete and valid information
- Reduces follow-up requests and phone calls



LOGGING IN

- To log-in to SIDES E-Response:
 - ✓ Launch an Internet Browser (Internet Explorer, version 7.0 or higher required)
- Go to <http://uisides.org>
- On the WELCOME screen, select Separation Information, and click the [Select] button.

SEPARATION INFORMATION APPLICATION

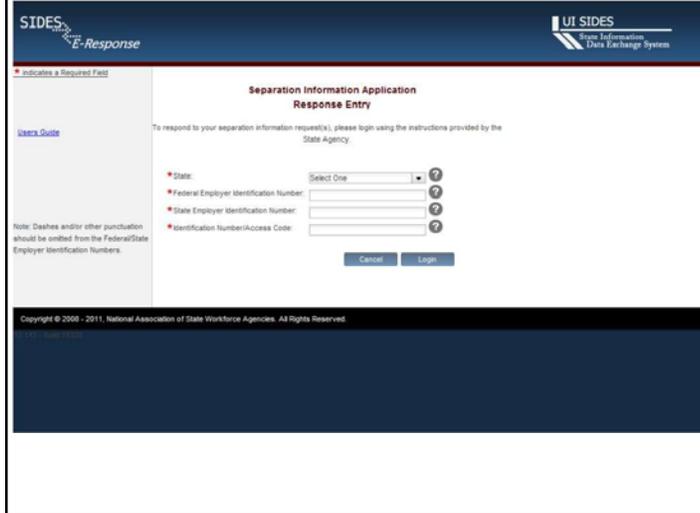


The screen shown below will appear. On the LOGIN screen, do the following:

- Select the appropriate State from the drop-down list;
- Enter your Federal Employer Identification Number (FEIN) without dashes or other punctuation;
- Enter your State Employer Identification Number (SEIN) without dashes or other punctuation;

Note: If a State UI agency does not use a State Employer Identification Number, the SEIN is not required and no SEIN box will be displayed on the Login screen;

SEPARATION INFORMATION APPLICATION



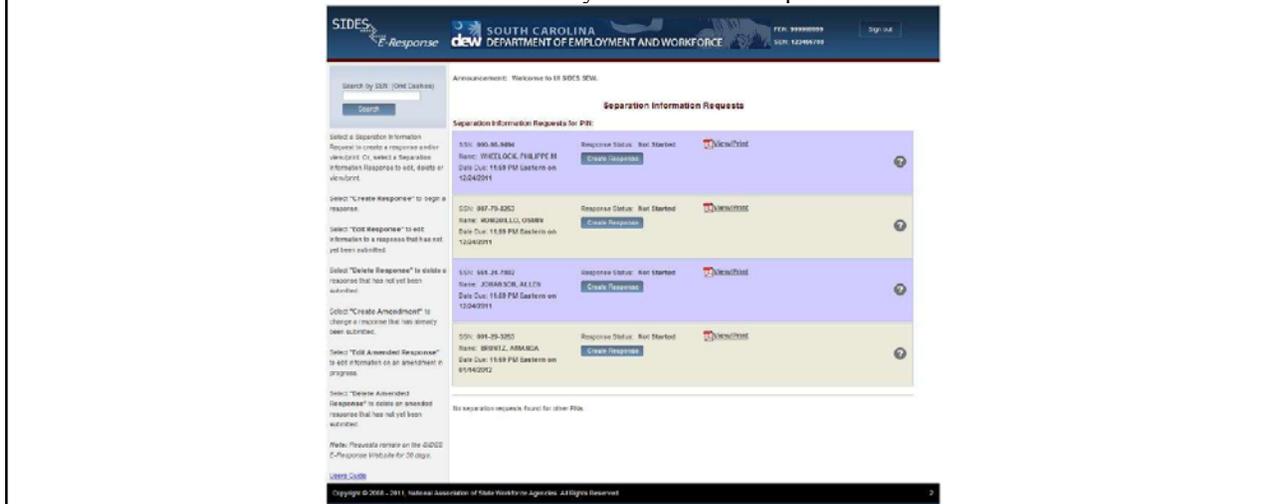
- Enter the PIN provided to you by the requesting State UI agency, and

Note: PINs are case SenSitive4
 • Click the [Login] button.

If the login is unsuccessful, first try again, being very careful with your key strokes. If you continue to have a problem, either your credentials are incorrect or there are no separation information requests pending at this time. Contact the requesting State UI agency if you received a notice that a separation request is pending and you cannot log into the system to enter your response.

SEPARATION INFORMATION REQUESTS SCREEN

After logging in to E-Response you will see the pending separation information request or requests that are associated with the PIN that you entered. A sample screen is shown below.



SEPARATION INFORMATION REQUESTS SCREEN

At the top left is a “Search by SSN” box. If the list of pending requests is lengthy, you can locate a specific request by entering the SSN to which it relates in this box and clicking [Search].

The list shows each claimant’s name, SSN, and the date and time that the separation information response is due to the requesting state. It is important that each response be submitted by its due date to ensure that the information can be used to determine whether the individual is eligible for unemployment benefits.

CREATING A RESPONSE

To begin work on a response, click [Create Response]. You will then see the **CLAIMANT AND EMPLOYER IDENTIFICATION** page.

This page includes a series of pre-populated fields including “Requesting State” information and “Claimant Information.” This information cannot be changed. 9

“Employer Information” is also pre-filled; however, should this information be incorrect, you may provide corrected information. If you enter information into the “Corrected Employer Information” fields, the changed data will be routed to the appropriate State UI agency for review and handling.

CREATING A RESPONSE

Immediately below this section, there is an opportunity to check a box indicating that the request has been sent to you in error either because the individual did not work for your business or, if you are a TPA, that you do not represent the employer for whom the individual worked. If you check one of these boxes, click [Next] which will give you the opportunity to provide comments and submit the response.

In the "Preparer Information" section you will enter information about the entity and person preparing the response.

CREATING A RESPONSE

After completing the required information on the Claimant and Employer Identification page, click [Next]. This will take you to the **ADDITIONAL CLAIMANT INFORMATION REQUEST** page. A sample is shown below.

On this page you are asked to provide any other SSN or name used by the claimant and to download any documents that the requesting state agency has attached to the request. Please download any attachments, review, and complete any that must be returned with your response.

Document Name	Document Extension	Size	
ExampleDocument1.tif	TIF	3922	Download
ExampleDocument2.pdf	PDF	80340	Download
ExampleDocument3.txt	TXT	25	Download
ExampleDocument4.tif	TIF	83302	Download
ExampleDocument5.csv	CSV	324	Download

CREATING A RESPONSE

After reviewing/completing this page, click [Next] which takes you to the **EMPLOYMENT INFORMATION** page. You will enter information about the claimant's employment and earnings with your business on this page, a sample of which is shown below.

Response for: SSN: 000-00-0000 Case Number: 0000 Name: WHITELOCK, PHILIP M

Employment Information

Claimant's Job Title: SKI PATROL

Was this seasonal employment? Yes No

First day of work: 11/25/2005

Last day of work: 04/10/2011

If the date the claimant was separated from employment is different than the actual last day of work, what was the date of separation?

What was the claimant's average weekly wage?

What was the average number of hours the claimant worked per week?

What were the total wages earned by the claimant after 10/27/2011?

What were the total hours worked by the claimant after 10/27/2011?

Buttons: < Back, Cancel, Save, Main Menu, Next >

Go to Page: Employment Information

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After entering this information, click [Next] which will take you to the **REASON FOR SEPARATION** page.

CREATING A RESPONSE

Below are the separation reasons available to you from the "Employer's Reason for Claimant's Separation" drop-down list. If you know the specific number associated with your reason, you may simply type the number of your choice to jump to that reason in the list.

- 1 = Temporary Layoff
- 2 = Laid Off/Lack of Work
- 3 = Fired/Discharged
- 4 = Vacation/Holiday Shutdown
- 5 = Asked to Resign
- 6 = Voluntary Quit/Separation
- 7 = School Employee Between Semesters or Terms, Likely to Return
- 8 = School Employee Between Semesters or Terms, Not Likely to Return
- 9 = Still Employed, Full Time
- 10 = Still Employed, Part Time
- 11 = Still Employed, Hours Reduced by Employer
- 12 = On Call or Temporary Status
- 13 = Leave of Absence
- 14 = Retirement
- 15 = Disciplinary Suspension
- 16 = Labor Dispute
- 17 = Professional Athlete Between Sports Seasons
- 18 = Disaster Related Suspension
- 19 = Other
- 99 = Not Provided

Response for: SSN: 000-00-0000 Case Number: 0000 Name: WHITELOCK, PHILIP M

Reason for Separation

Claimant Provided Reason for Separation: Temporary Layoff

Employer's Reason for Claimant's Separation: [Temporary Layoff]

If the reason for separation is a Labor Dispute, is the claimant not working due to a strike or a lockout? Yes Lockout

Does the claimant have reasonable assurance of returning to work? Yes No

If yes, what date do you expect the claimant to return to work?

If the claimant is still doing some work, is the claimant working all available hours? Yes No N/A

If no, why isn't the claimant working all available hours?

Buttons: < Back, Cancel, Save, Main Menu, Next >

Go to Page: Reason for Separation

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After selecting one of the reasons from the list above, you will be directed to additional pages and asked a series of questions related to that particular reason.

CREATING A RESPONSE

If after you begin answering the questions, you decide that another reason may be more accurate, you may go back and change the reason selected. If you do so, you will see a screen asking you to confirm the change and warning that your answers to the questions related to the prior reason will be deleted.

The screenshot shows the 'Change Reason For Separation' screen. At the top, there is a header with the SIDES E-Response logo, the South Carolina Department of Employment and Workforce (DEW) logo, and contact information (FEN: 999991000, SEN: 123456789) along with a 'Sign out' button. The main content area is titled 'Change Reason For Separation' and contains a warning message: 'Warning: If you change the reason for separation previously entered for this claimant, all of the information you entered pertaining to the original reason for separation will be deleted. However, all general information entered on screens that preceded the reason for separation screen shall remain.' Below the warning, there is a question 'Do you want to continue?' with 'Cancel' and 'Continue' buttons. A footer contains copyright information: 'Copyright © 2005 - 2011, National Association of State Workforce Agencies. All Rights Reserved.' and a page number '6.1'.

CREATING A RESPONSE

After completing all the questions related to the reason for separation, click [Next] which will take you to the ATTACHMENTS page.

The screenshot shows the 'Attachments' screen. The header is identical to the previous screen. The main content area is titled 'Attachments' and contains instructions: 'Do you have any attachments (up to 10 documents) which support your statement regarding the Reason for Separation? Acceptable file formats are: CSV, XLS, RT, HT, TXT. If Yes, go to Step 1 and enter each attachment separately (See HELP on the left side of this screen). If No, click on the NEXT page.' Below this, there are two steps: 'Step 1: Add Attachments' and 'Step 2: Review/Edit Entries'. Step 1 includes a table for adding attachments with columns for 'Attachment File Name' and 'Description'. Step 2 shows a table with columns for 'Attachment ID', 'Document Description', 'Document Type', 'File Name', and 'Attachment'. At the bottom, there are navigation buttons: 'Back', 'Next', and 'Go to Page Attachments'.

CREATING A RESPONSE

After attaching any supporting documents click [Next] to go to the **SUBMISSION** page. A sample is shown below.

The screenshot shows the SIDS E-Response interface. At the top, it displays the SIDS E-Response logo and the South Carolina Department of Employment and Workforce logo. The user's response information is shown: Response for: SSN: 887-78-8253, Claim Number: 1, Name: RONGILLO, OSMN. The page title is 'Submission'. There is a 'View/Print' link and three buttons: '< Back', 'Main Menu', and 'Submit to State'. The 'Submit to State' button is grayed out. On the left, there is a sidebar with instructions: 'Please view your Separation Information Response. If correct, click on the Submit button to send the Separation Information to the State Unemployment Insurance office. You will receive a confirmation number on successful submission.' and 'If you need to make a correction prior to submission, press the BACK button until you reach the appropriate screen to amend.' There is also a 'Users Guide' link. At the bottom, there is a copyright notice: 'Copyright © 2008 - 2011, National Association of State Workforce Agencies. All Rights Reserved.'

The [Submit to State] button will be grayed out until the system has determined that the Separation Response is fully compliant with the data input validation and business rules.

CREATING A RESPONSE

If there are errors with the business or validation rules, you will see links on this screen displaying the screen and field name in question. See SUBMISSION screen with errors below.

Simply click on the link in order to be directed to the screen and error.

The screenshot shows the SIDS E-Response interface with an error message. The user's response information is: Response for: SSN: 001-29-3253, Claim Number: 1, Name: BRUNTZ, AMARICA. The page title is 'Submission'. There is a 'View/Print' link and three buttons: '< Back', 'Main Menu', and 'Submit to State'. The 'Submit to State' button is grayed out. A red error message is displayed: 'Please correct the following errors: Additional Separation Information - Employer Separation Reason Comments is required'. On the left, there is a sidebar with instructions: 'Please view your Separation Information Response. If correct, click on the Submit button to send the Separation Information to the State Unemployment Insurance office. You will receive a confirmation number on successful submission.' and 'If you need to make a correction prior to submission, press the BACK button until you reach the appropriate screen to amend.' There is also a 'Users Guide' link. At the bottom, there is a copyright notice: 'Copyright © 2008 - 2011, National Association of State Workforce Agencies. All Rights Reserved.'

CREATING A RESPONSE

When the Separation Response has been successfully validated, you can submit it to the State UI agency.

You may print the Separation Response at any time by clicking the View/Print link. It will display in Adobe PDF format and can be printed from an Adobe Acrobat reader. You will be able to see all information you entered up to the time of printing as well as the information on the Separation Request.

As with other important steps in the editing of a Separation Response, a warning screen will appear to make sure you are fully prepared to submit to the State.

The screenshot shows the SIDES E-Response interface for the South Carolina Department of Employment and Workforce. The page title is "Submission". It displays the user's response information: "Response for: SSN: 011-29-3253 Claim Number: 1 Name: BRUNTZ, AMANDA". A "View/Print" link is visible. A red error message states: "Please correct the following errors: Additional Separation Information - Employer Separation Reason Comments is required". Navigation buttons include "< Back", "Main Menu", and "Submit to State". A footer contains copyright information: "Copyright © 2008 - 2011, National Association of State Workforce Agencies. All Rights Reserved." and the page number "19".

CREATING A RESPONSE

After you click [Submit] you will see a **CONFIRMATION** page, sample below, which provides your confirmation number. Keep this confirmation number in your files. The confirmation number will also appear at the top of the PDF under the View/Print link. We strongly recommend you print a copy of your submission for your records. You may also save an electronic copy of the PDF document; however the PDF document is deleted from the web site after 30 days.

The screenshot shows the SIDES E-Response interface for the South Carolina Department of Employment and Workforce. The page title is "Confirmation". It displays the user's response information: "Response for: SSN: 001-56-8484 Claim Number: 65073 Name: WHITE, LOCK, PHILIPPE M". A message states: "Your response has been accepted. Your confirmation number is: 8P2C 692A CCE8 2541 E7D6 9A79 247C 6097". A "View/Print" link is visible. A "Main Menu" button is also present. A footer contains copyright information: "Copyright © 2008 - 2011, National Association of State Workforce Agencies. All Rights Reserved." and the page number "21".

AMENDING A SUBMITTED RESPONSE

After you submit a response, it remains on the SIDES E-Response website for 30 days from the date of the request; during that period you can correct the response or add additional information. **However, any changes made to the response after the due date for submission to the requesting state agency may or may not be used in determining the individual's eligibility for unemployment benefits depending on state policy.**

AMENDING A SUBMITTED RESPONSE

To amend a response, log-in to E-Response using the appropriate PIN (either a permanent PIN issued by the state to which the response was submitted or a one-time PIN linked to the request for which the response was submitted.) Identify the case on the SEPARATION INFORMATION REQUESTS page and click [Create Amendment]. You will then see the same series of screens that were presented when you created your submitted response. Make whatever changes are needed on those screens. Before submitting the Amended Response, you will be asked to explain why you are amending your previous submission and what has changed. See sample AMENDED RESPONSE page below.