

# EMPLOYER QUICK GUIDE

## UNEMPLOYMENT COMPENSATION

**UC Service Center: 833-728-2367**

Our Employer Service Center Line provides help on using the [UC System](#), general UC-related questions, eligibility issues, separation, how to complete forms, claimant earning reporting, wage and credit issues.



### Option 1

- **UC System:** Assists with login issues and navigating the system.
- **Relief from Charges (RFC)** – Explains the process of filing for RFC via the UC system, provides the status/outcome of RFCs filed, appeals, and other RFC-related questions.
- **Monthly Notice of Compensation Charged (UC-640)** – Explains and answers questions regarding the process, charges, credits, etc. on the UC-640. Explains how an employer can review the claim in the UC system to determine whether the correct percentage and amount of compensation is correctly charged to the employer's account.
- **Power of Attorney (POA) forms, rescinds and address changes** – Explains this process and how to use the UC system to make updates to employers and third-party representatives.
- **Labor Law Posters** – Provides information on where to locate and print posters on [uc.pa.gov](http://uc.pa.gov), which is required by the Bureau of Labor Law Compliance to display at their place of business. Posters provided upon request.
- **Shared Work program** – Answers general employer questions pertaining to the Shared Work program.

#### Additional contacts

- UC System: [www.benefits.uc.pa.gov](http://www.benefits.uc.pa.gov)
- Questions about Workplace Posters: Labor Law Compliance: **800-932-0665**
- Email address to send POAs: [ADDRESSCHANGEPOA@PA.GOV](mailto:ADDRESSCHANGEPOA@PA.GOV)
- Email address to send RFCs: [UIEMPCHARGE@PA.GOV](mailto:UIEMPCHARGE@PA.GOV)



### Option 2

- General UC-related questions.
- Questions pertaining to eligibility issues and separations from employment. Examples: discharges, voluntary quits, reasonable assurance, refusal of suitable work, able & available, self-employment, not totally unemployed, etc.
- How to complete questionnaires using the UC System, such as separation forms, UC- 45s (Employers Notice of Application), Post Audit forms (756s), etc.
- Un-reported or under-reported claimant earnings that are being reported by the employer (this is a potential claimant overpayment).
- Wage and credit week issues.

#### Additional contacts

- Contact the Office of Unemployment Compensation Policy (OUCBP), Continued Claims Unit for confidential information requests:

**Disclosure Officer OUCBP | 717-783-3733**

Room 610 L&I Bldg, 651 Boas St, Harrisburg, PA 17121

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## UNEMPLOYMENT COMPENSATION

UC Tax Employer Contact Center: 866-403-6163



### Option 1



- **UCMS** - setting up a user ID, logging in, navigating UCMS, address changes, deactivating an account, etc.
- **PA 100 initial registration** – Answer questions relating to registering for UC taxes.
- **Transfers** - Questions relating to employers closing their business or change of ownership.
- **Contribution Rates** - rate appeals, rate calculation questions.
- **Statement of Account / Amounts due.**
- **Lien Questions, Payoff information.**
- **Employer refund requests.**
- **Solvency fees for reimbursable employers.** Copies of UC-150's, "Notice of Amount Due."
- **Third Party Administrator registration.**



### Option 2



- **UC-2/2A** - Quarterly report filing and/or payment.
- **Quarterly report amendments**
- **Electronic payments**
- **Electronic filing, uploads**
- **Clearance certificates**



**File Quarterly UC Tax Reports.** All employers must use our Unemployment Compensation Management System (UCMS) to electronically file tax and wage reports.

Use our UCMS Electronic Reporting Manual for guidance on how to file quarterly UC wage and tax data. File online through the employer portal at [www.uctax.pa.gov](http://www.uctax.pa.gov).

For more information on Employer UC Services, visit [www.uc.pa.gov](http://www.uc.pa.gov).