

# SIDES E-Response Employer Guide

## What is SIDES?

SIDES stands for the State Information Data Exchange System. It's a software tool that empowers states, employers, Third Party Administrators (TPAs) and Professional Employer Organizations (PEOs) to respond to unemployment insurance requests quickly, accurately, and securely. This guide shows employers how to respond to Separation Information requests.

## SIDES E-Response

SIDES E-Response is an online tool for employers to respond to state unemployment insurance requests quickly, accurately, and securely. Built specifically for ease of use, employers can log into the website and submit responses easily anytime, anywhere.

## Requirements

SIDES E-Response only requires an internet connection. There is no cost to use SIDES E-Response.

## Benefits

- Easy to use / consistent format
- Secure transmission of responses
- Reduces personnel time and effort
- Reduces UC contribution rates
- Enhances integrity of the UC program in PA

## Notice of SIDES Separation email

(This email will be sent to employers whenever an individual files an application for UC benefits and indicates that they worked for your business or organization.)

You have a Pennsylvania Unemployment Compensation (UC) SIDES E-Response Request(s) for Separation Information that requires a response. This request concerns an individual who has identified you as his/her separating employer when filing an application for Pennsylvania UC benefits. 34 PA Code §63.53(a) requires that an employer responds to Notices of Application and Requests for Separation Information within 4 business days.

## Logging In

Log on to <https://uisides.org/> to view your SIDES E-Response request(s) and select "Pennsylvania" and "Separation Information" from the two drop-down lists, then enter in the Federal Employer Identification Number (FEIN), which is a nine-digit number, the State Employer Identification Number (SEIN), which is a seven-digit number, and the SIDES E-Response PIN, which is an eight-digit number. Alternatively, log into the UC Benefits system at <https://benefits.uc.pa.gov/> and access SIDES E-Response via Single Sign On. For more information on how to log into the UC Benefits system via Single Sign on contact the UC Resource Center at (833) 728 – 2367 (Option 1) or the SIDES E-Response help desk at (717) 783 – 0612.

### **Start Response**

Once you've logged in, start the response by clicking the box to the left of the claimant's name. This brings up the Claim Details page. Click the "Enter Response" button and click "Next" on the Employer page, then click "Next" on the Claimant page. If the claimant didn't work for you, first click the "Claimant did NOT work for this employer" checkbox, or if you believe this is a fraudulent claim, first click the "Employer believes this is a fraudulent claim" checkbox.

### **Employment/Separation Information**

Select the Employer's Reason for claimant's separation from the drop-down list. There are twenty different options to choose from, and the most common reasons selected are "Laid Off/Lack of Work", "Voluntary Quit", "Fired Discharge", "Temporary Layoff", and "Still Employed, Full Time". If "Voluntary Quit" or "Fired Discharge" are selected, additional questions will be asked on subsequent screens. Enter the claimant's last day of work, and then click the "Next" button. Note that on this screen, and throughout the response, only the questions with a red asterisk to the left need to be completed.

### **Additional Details**

If there is a red asterisk to the left of the statement "Enter any additional information regarding the (reason for separation)", enter in any additional information here, otherwise this text box can be left blank.

### **Weeks and Wages**

On this page two questions must be answered, which are:

- Are total earned wages available for MM/DD/YYYY through MM/DD/YYYY?
- Are total weeks worked available for MM/DD/YYYY through MM/DD/YYYY?

Employers may find it easier to answer, "Wages not currently available" and "Weeks not currently available" in answer to these two questions respectively because then there is no requirement to provide additional information. Answering the two required questions in this way will not have any negative impact on the claimant's monetary/financial eligibility because the claimant's wages will have already been reported by the employer through the UC Tax system via form UC-2A, and a monetary determination will already have been issued using that information.

### **Payment After Separation**

On this page two questions must be answered, which are:

- *Did or will the claimant receive any compensation on or after the last day of work (excluding wages for hours worked)?*
- *Is or will the claimant receive a company pension and/or 401K disbursement?*

If the specific details about any compensation after separation are not known, "Unknown" is an acceptable answer. Also, employers may use the option of typing in additional information about any compensation after separation in the text box on the previous "Additional Details" page.

### **Documentation**

If the employer has any attachments that support their response regarding the claimant's separation, these can be uploaded on this screen. Allowable file formats are csv, jpg, jpeg, pdf, rtf, tiff (tif), txt and the total size of all attachments is limited to 5 megabytes. Most responses submitted by employers do not include any supporting documents. An example of a supporting document that an employer may want to attach to a response would be a claimant resignation letter.

### **Preparer**

On this screen select the "Employer" (rather than TPA) checkbox to the right of the "Info Prepared By" statement, and enter in your name, job title, phone, and email address in the corresponding fields, then click "Next".

### **Review Response**

If needed a preview of the response can be downloaded in pdf format first. Click "Submit" to submit the response.

### **Confirmation**

On this screen you will receive confirmation that your response has been accepted, along with a confirmation number. If needed, you can print or download a copy for your records. Then click "Close" to return to the list of Separation Information requests. The response status for the response just submitted will be "Submitted" and clicking that link will take you to the Claim Details page, where clicking "Submitted" will download a pdf of the response. If needed, an amended response can be completed.

## **Endnotes**

### **Fraudulent claims**

When completing a response on a fraudulent claim use "Still Employed, Full Time" as the reason for separation, and enter the current date in answer to the question "\*What was the last day claimant performed work?"

### **Still Employed**

If the reason for separation is "Still Employed, Full-Time", "Still Employed, Part-Time", or "Still Employed, Hours Reduced", enter the current date in answer to the question "What was the last day claimant performed work?"

### **Separation Issues**

If the reason for separation is "Voluntary Quit", "Leave of Absence", "Fired Discharged", or "Suspension", additional fact-finding may be needed to determine the claimant's eligibility for UC benefits. Also, the employer may want to protest potential benefits / request relief from charges, which can be done online via the UC Benefits system.

### **Contact Information**

For help logging into the UC Benefits system or for other employer UC Benefits questions, call, or email:

UC Resource Center: (833) 728 – 2367 (Option 1)

SIDES E-Response help desk: (717) 783 – 0612

Email: PASIDES@pa.gov