BENEFIT CHARGES
E-RESPONSE WEB SITE

USER GUIDE

Version: 1.0

Date: September 2016

1 Introduction

SIDES E-Response makes it possible for employers to respond electronically to requests for information from participating State Unemployment Insurance agencies. This guide provides step-by-step guidance for responding to Benefit Charges, including samples of the screens that you will see when you log-in to E-Response and enter information related to a specific claim/individual. The E-Response system performs a comprehensive check of the information to ensure that it is complete before it is submitted. When a response is submitted, E-Response provides a confirmation number for your records.

2 Getting Started

2.1 Minimum Requirements, Credentials, and Conventions

Minimum Requirements.
The minimum system requirements to use SIDES E-Response are:

- Internet Explorer version 11.0 or higher.
- Chrome V44 or higher.
- Firefox V37 or higher.
- Javascript must be turned on.
- A minimum screen resolution of 1024 x 768.

2.2 Credentials.

Before logging into SIDES E-Response, you will need the following credentials:

- Federal Employer Identification Number (FEIN)
- State Employer Identification Number (SEIN) if used by requesting State.
- Personal Identification Number (PIN) / Access Code

The State Unemployment Insurance (UI) agency posting information for review and necessary action will provide your PIN either with the notice that requests information or through another avenue. Some States may assign a business one PIN for access to all requests sent to it; other states may assign a separate PIN for access to each request. If you have questions regarding credentials for logging in to E-Response, please contact the State UI agency from which you have received a notice.

2.3 Conventions.

This guide uses the following conventions:

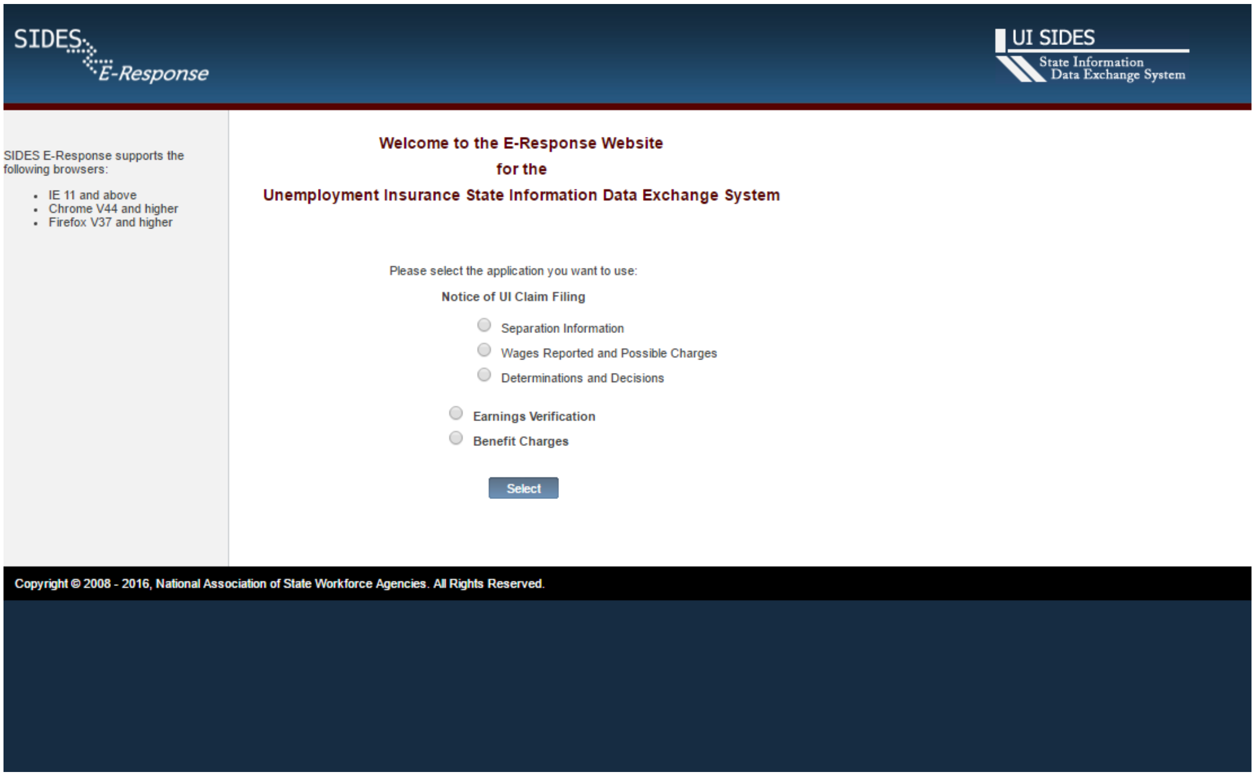
[Button]:	Brackets indicate a button and the button label you will see on the screen.
Hyperlink:	All hyperlinks in the screen will be indicated with a bold underline.
"Area of screen":	Double quotes indicate headers or some other specific area of a particular screen.
SMALL CAPS:	Screen titles are shown in SMALL CAPS.

3 Logging In

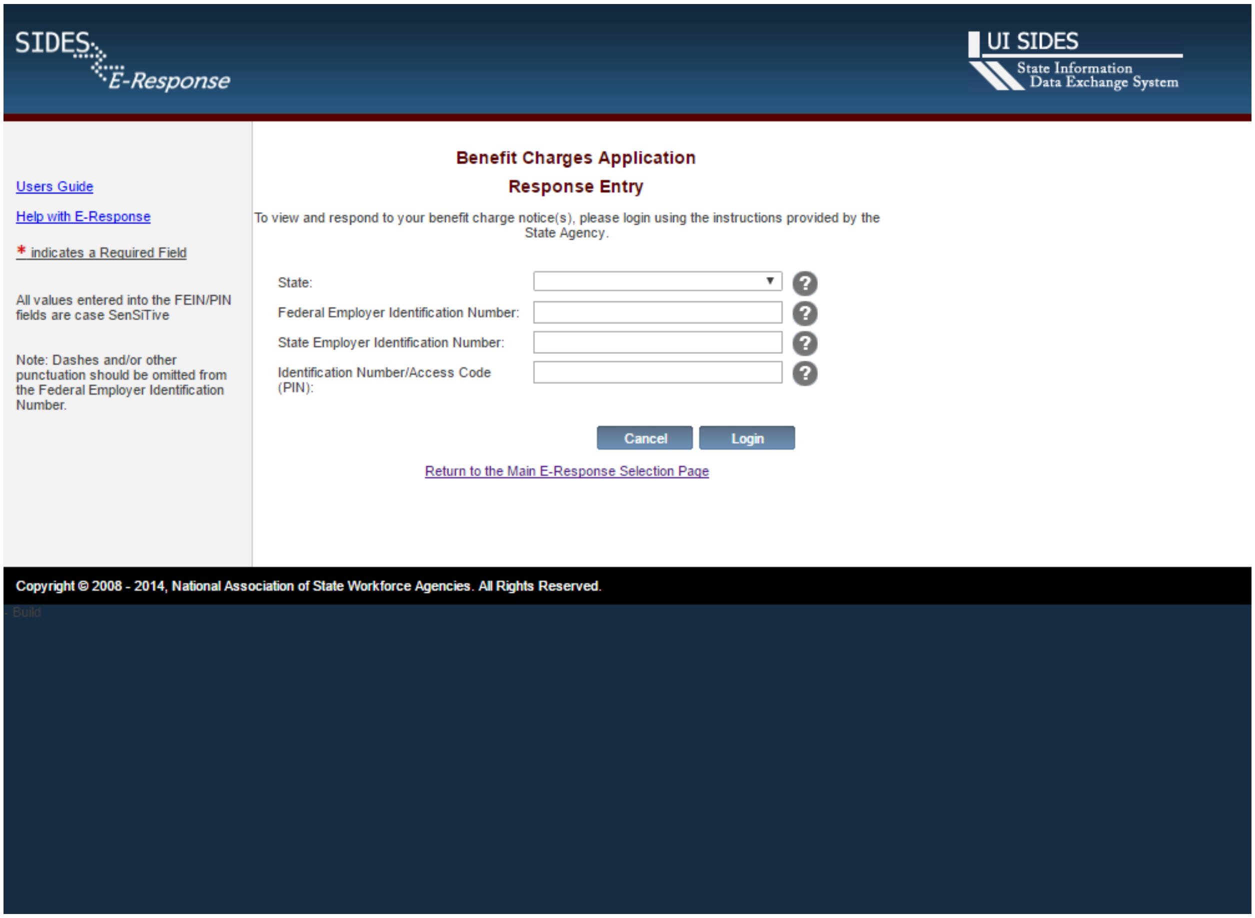
To log-in to SIDES E-Response:

- Launch an Internet Browser (See Section 2.1, Minimum Requirements, Credentials, and Conventions)
- Go to http://uisides.org

The screen shown below will appear.



On the WELCOME screen, select Benefit Charges, and click the [Select] button.
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;
- Enter the PIN / Access Code provided to you by the requesting State UI agency, and

  Note: PINs are case SenSitive

- 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 Benefit Charges pending at this time. Contact the requesting State UI agency if you received correspondence that a notice is pending and you cannot log into the system to enter your response.

4 Features Included in Multiple Screens

- Identifying Information. Your FEIN and SEIN will be displayed in the upper right portion of the screens.

- Information Bar. A vertical section on the left side of the screen provides specific instructions to help you navigate specific pages.

- Site Navigation Buttons. At the bottom of most pages you will find the following buttons:

    - [Back]—saves your work and takes you to the previous page.

    - [Cancel]—deletes data from the screen, and you remain on the same page.

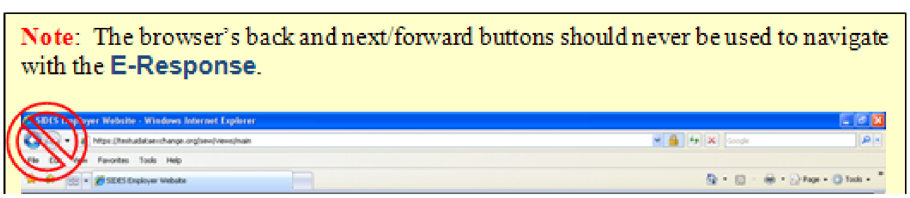
    - [Save]—saves data entered and runs validations, but you remain on the same page.

    - [Main Menu]—does not save data entered, and returns you to the Benefit Charges page.

    - [Next]—saves data entered and moves to the next page.

    - [Go]—a drop down menu allows you to select and jump to a particular page.

  Note: Using the browser navigation button to go back or go forward will **NOT** ensure the proper functioning of the site and could cause you to lose work.



- Sign Out Button. The [Sign Out] button located in the upper far-right portion of each page will log you out of the E-Response website. Be sure you have saved your work before signing out.

- Help Icon. This symbol indicates help is available for the particular field where it is found. Simply hover over the icon to open a help screen.

- Screen Identification Number. The number in the bottom right corner of each screen identifies it. Should you have questions or problems with a particular screen/page, please refer to this screen number when contacting your State UI agency.

- Standard Web Interface Features. Many pages include navigation and functions that are common on most websites, including clickable radio buttons, check boxes, drop-down menus, and text fields. Remember to use only the navigation features built into the site. Using browser navigation features to go back, forward, or print could cause you to lose your work.

5 Notice of Benefit Charges Screen

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

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

The list shows the date that the Benefit Charges response was sent and, if included, the date due to the requesting state. It is important that each response be submitted by its due date to ensure that if you question, appeal, or protest the charges the information is returned in time for the state UI agency to accept your response. Always submit your question/appeal/protest even if late because a UI agency may still act on it.

Response Status Buttons. The buttons shown for each pending request indicates its status.

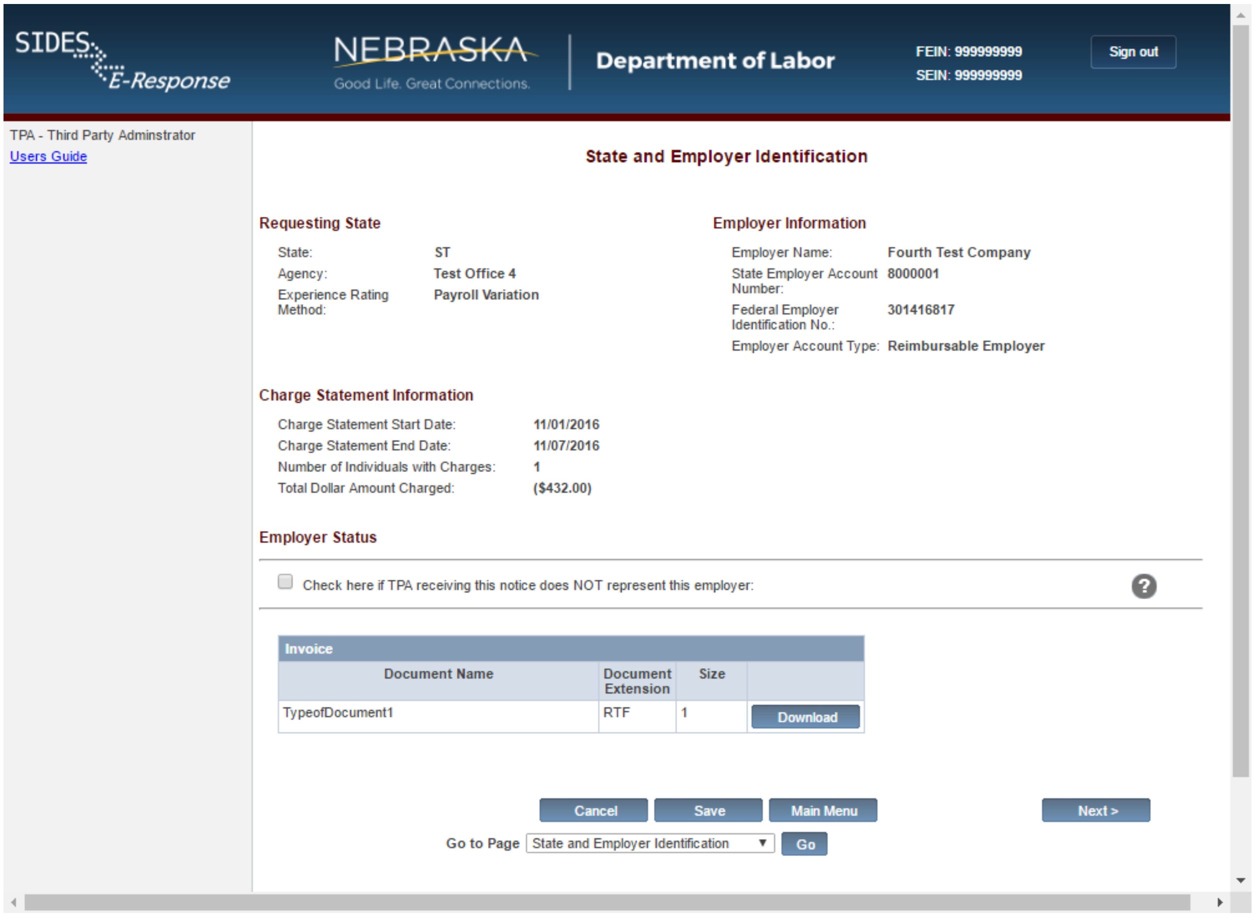
- If the response has not yet been started, the button will show [View Notice]
- If the response is in progress, you can choose the buttons [Edit Response] or [Delete Response]
- If the response has been submitted, the button will show [Create Amendment].

6 Creating a Response

This section takes you step-by-step in the process of creating and submitting a response. At any point in the process, you can save your work and come back to it later. When you login to work on it later, click the [Edit Response] button which will take you back to the beginning of the response pages. You also have the option of deleting all of the information that you have entered and starting fresh by clicking the [Delete Response] button.

Note: Only a limited character set (numbers and letters) may be keyed into text fields. Use care when cutting and pasting from other applications, such as Microsoft Word. Invisible characters such as a paragraph symbol may be pasted into the text field that will cause an error message to be displayed.

To begin work on a response, click [View/Respond]. You will then see the **STATE AND EMPLOYER IDENTIFICATION** page. A sample is shown below.

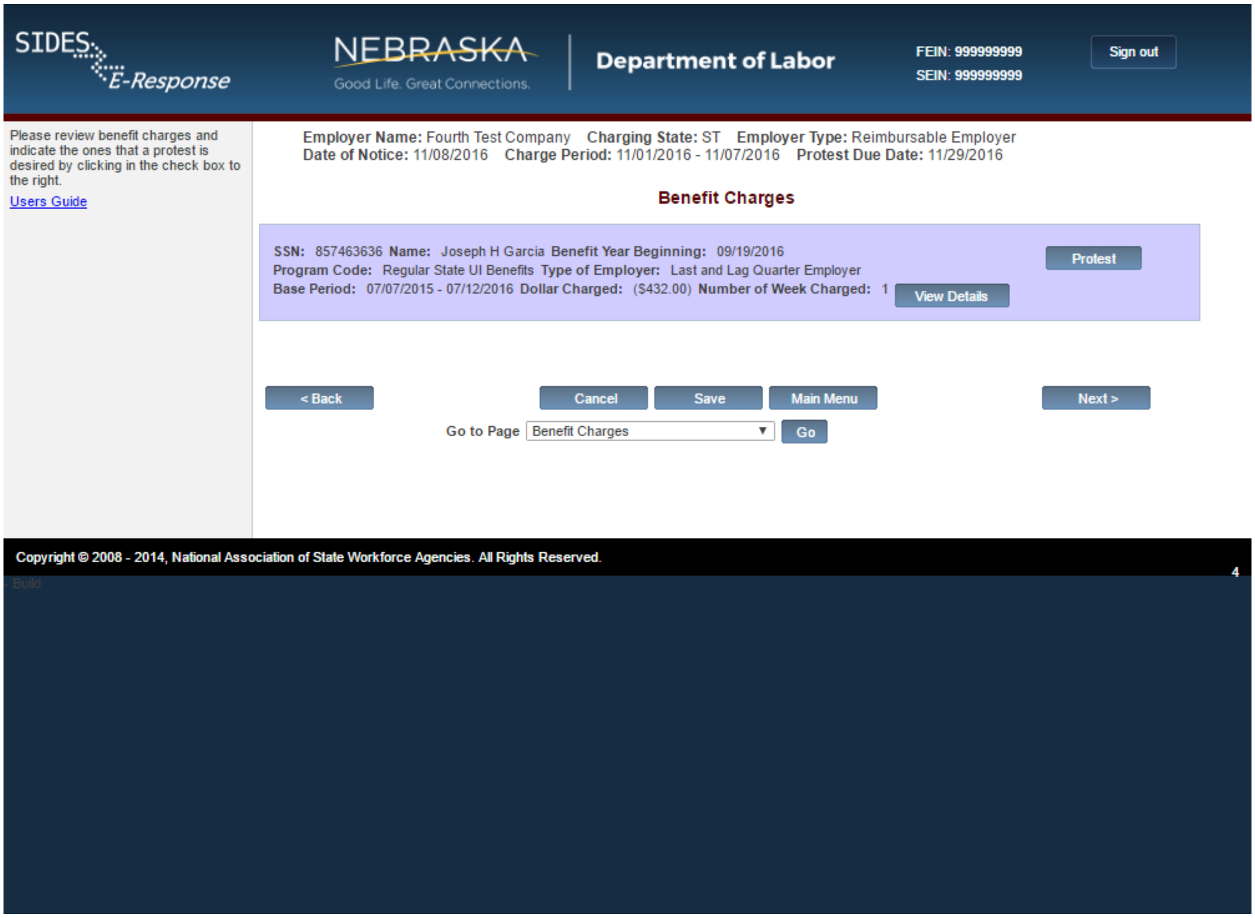


This page includes a series of pre-populated fields including “Requesting State” information and “Employer Information.” This information cannot be changed.

Immediately below this section, there is an opportunity to check a box indicating that the request has been sent to you in error if you are a TPA because you do not represent the employer for whom the individual worked. If you check this box, click [Next] which will ask you to fill in the preparer information and then submit the response.

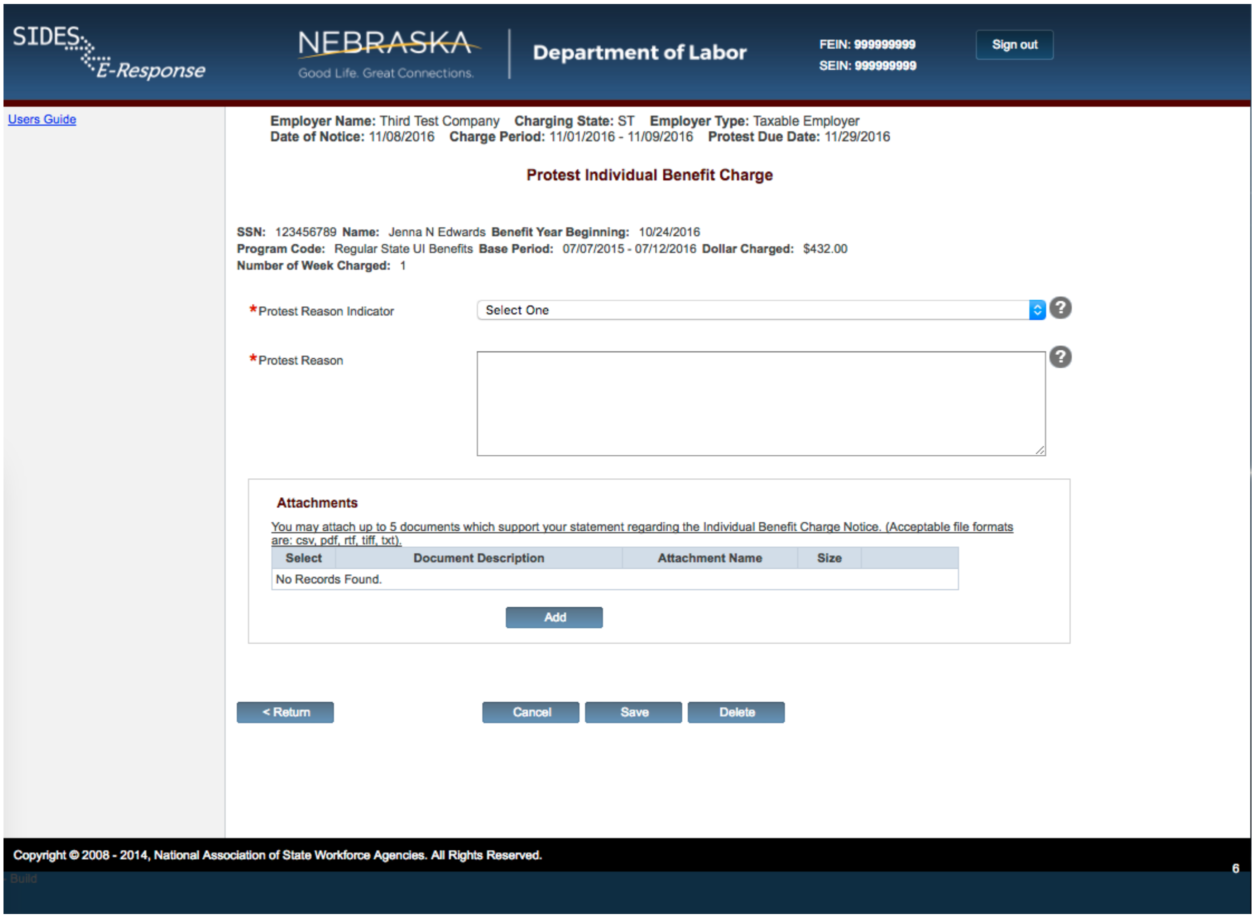
Please download the attachments, review, and complete any that must be returned with your response.

After reviewing the information on the State and Employer Information page, click [Next]. This will take you to the **BENEFIT CHARGES** page. A sample is shown below.



On this page, you will be asked whether or not you want to protest, appeal or question this claim.

After reviewing/completing this page, click [Next] and you will find yourself on the **PROTEST/APPEAL INDIVIDUAL BENEFIT CHARGE** page.



Below are the appeal reasons available to you from the "Protest Reason Indicator" 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.

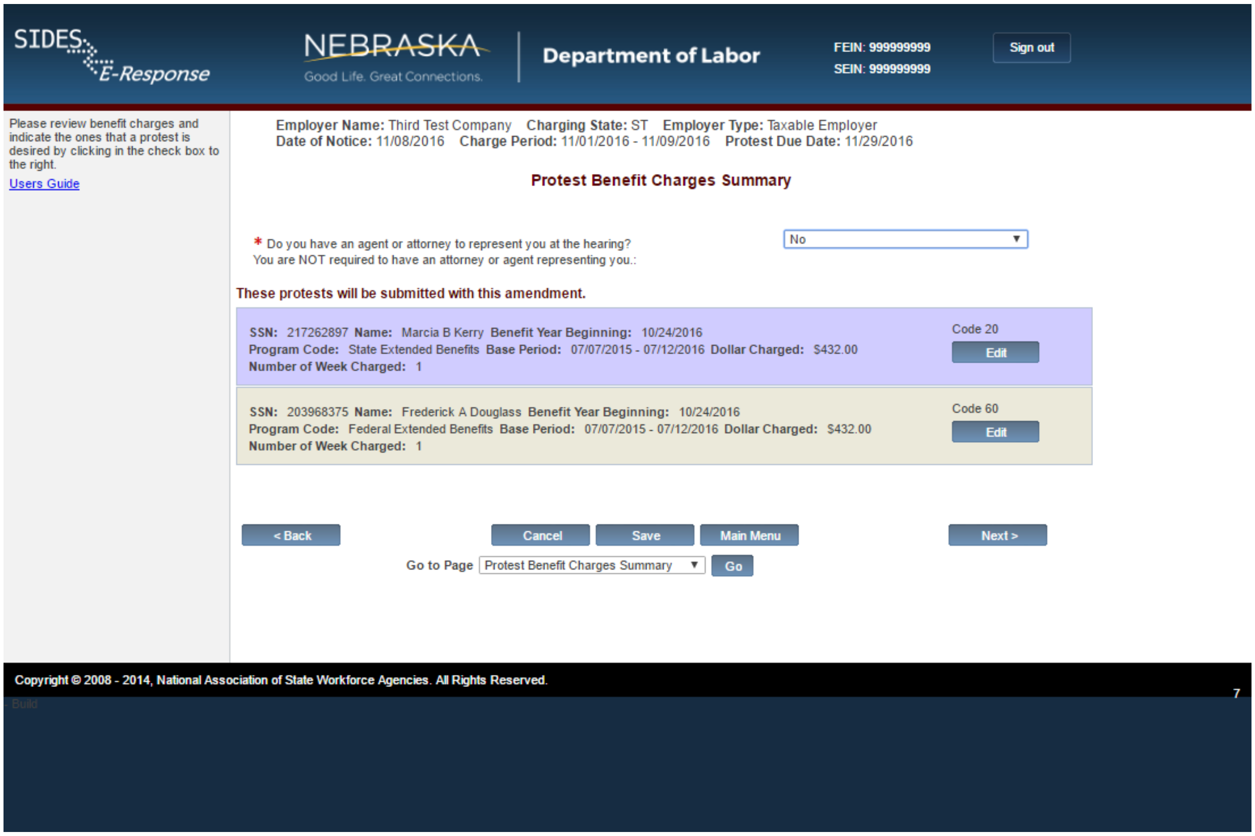
10 - Claimant was working for this company during this period.
11 - Claimant was working for some other employer during this period.
20 - Claimant refused to return to work for the Employer when requested.
30 - Claimant is not able to or is not available for work.
40 - Claimant worked for employer less than the time period or earnings required to be a chargeable employer.
41 - Charges are for a period of claimant ineligibility based upon a previously issued determination/decision.
42 - A notice of claim was not received.
43 - Determination of eligibility not received.
44 - Employer is exempt from charges due to circumstances of separation.
46 - Credit has been previously identified and approved, but not

received.
50 - Wages reported are incorrect.
51 - Employer has no record of anyone ever having worked for them under this name or social security number.
60 - Charges are being questioned due to a pending protest/appeal of eligibility determination.
70 - Employer questions charges for statutory reasons NOT listed above.

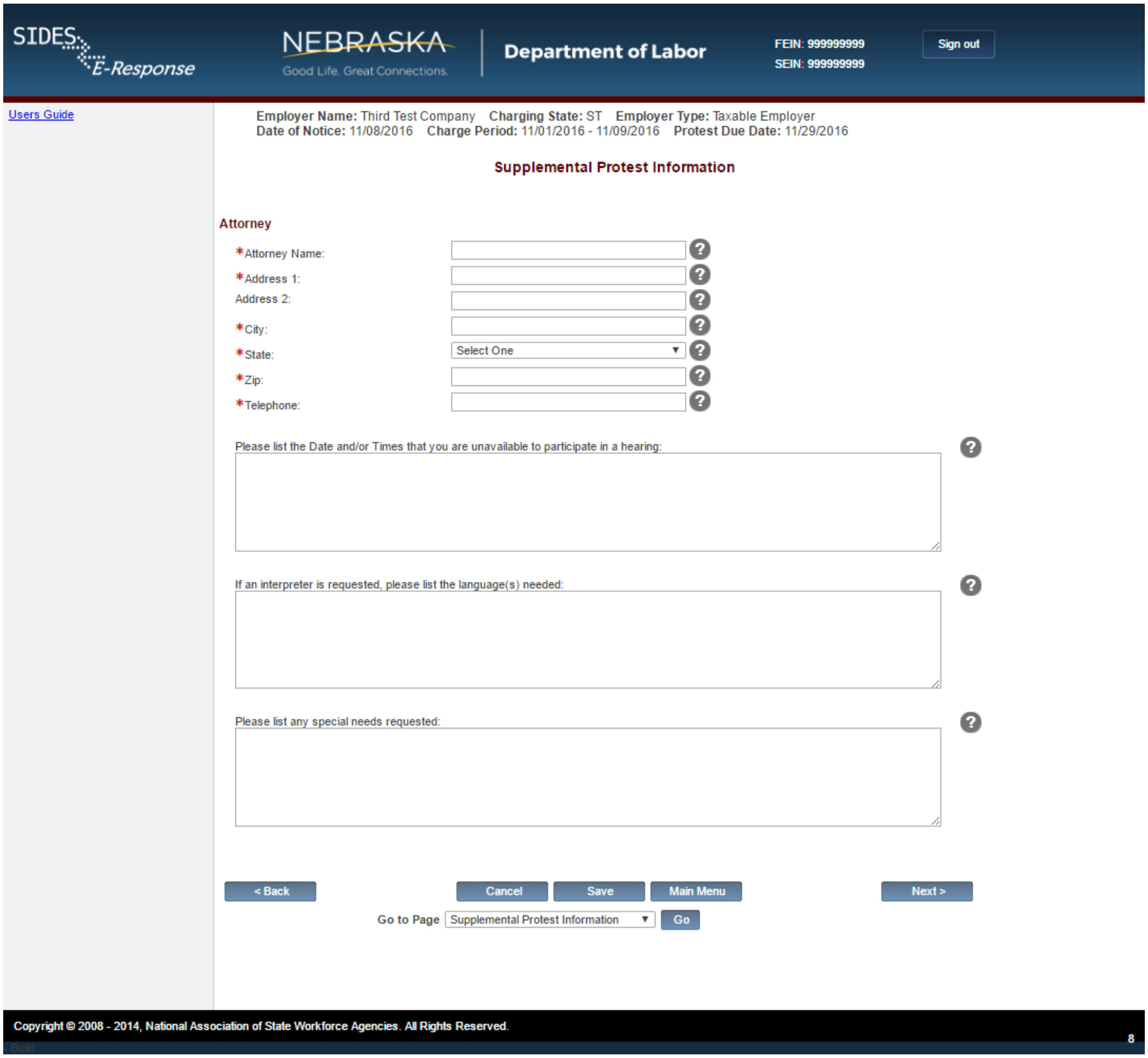
After completing all the questions related to the reason for appeal, you have the option to includes attachments (on a protest/appeal/question level). If you have attachments that support a change in the benefit charge you may enter them here. The following file types can be attached to the Response:

Type	Description	Programs to Use to Access
RTF	A rich text format document	Most word processing applications
PDF	An Adobe PDF	Adobe PDF Reader or Adobe PDF
TXT	A text file	All word processing applications and all text editors (Notepad, vi, etc…)
TIFF	A tiff image file	Graphical tools and picture tools
CSV	A comma-separated values file	Most spreadsheet programs and database management systems

When you have attached the desired attachments to the response, click [Return]. You may then protest/appeal/question another charge. When you are done protesting/appealing/questioning all the charges desired, click [Next] on the Benefits Charges screen. You will be brought to a **BENEFIT CHARGES SUMMARY** page that lists all the charges you have protested/appealed/questioned.



If the State allows an Attorney or Agent this is where you can indicate whether you have one and the type of representation. After reviewing your entries on this page, click [Next]. The **SUPPLEMENTAL PROTEST INFORMATION** page will be displayed if you have selected an agent or attorney on the **BENEFIT CHARGES SUMMARY** page, or if the state has permitted you to provide further information on the worksite address, unavailable date/times for a hearing, interpreter languages required or any other special needs.


SIDES E-Response
NEBRASKA Good Life. Great Connections.
Department of Labor
FEIN: 999999999
SEIN: 999999999
Sign out

Users Guide

Employer Name: Third Test Company **Charging State:** ST **Employer Type:** Taxable Employer
Date of Notice: 11/08/2016 **Charge Period:** 11/01/2016 - 11/09/2016 **Protest Due Date:** 11/29/2016

Supplemental Protest Information

Attorney

*Attorney Name:
*Address 1:
Address 2:
*City:
*State: Select One
*Zip:
*Telephone:

Please list the Date and/or Times that you are unavailable to participate in a hearing:

If an interpreter is requested, please list the language(s) needed:

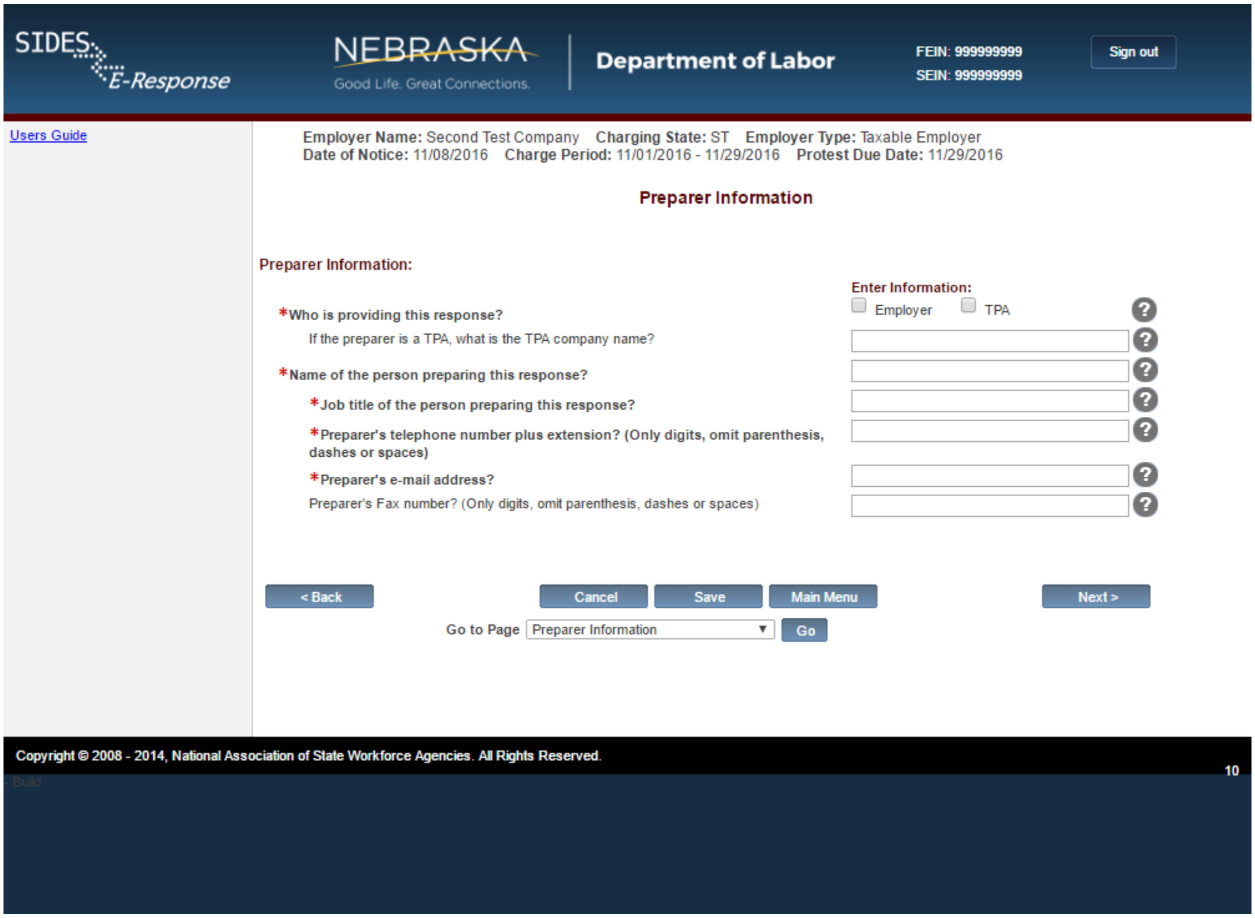
Please list any special needs requested:

< Back | Cancel | Save | Main Menu | Next >

Go to Page Supplemental Protest Information | Go

8

After entering the information from the screen above, you will be directed to enter the Preparer Information on the **PREPARER INFORMATION** page.

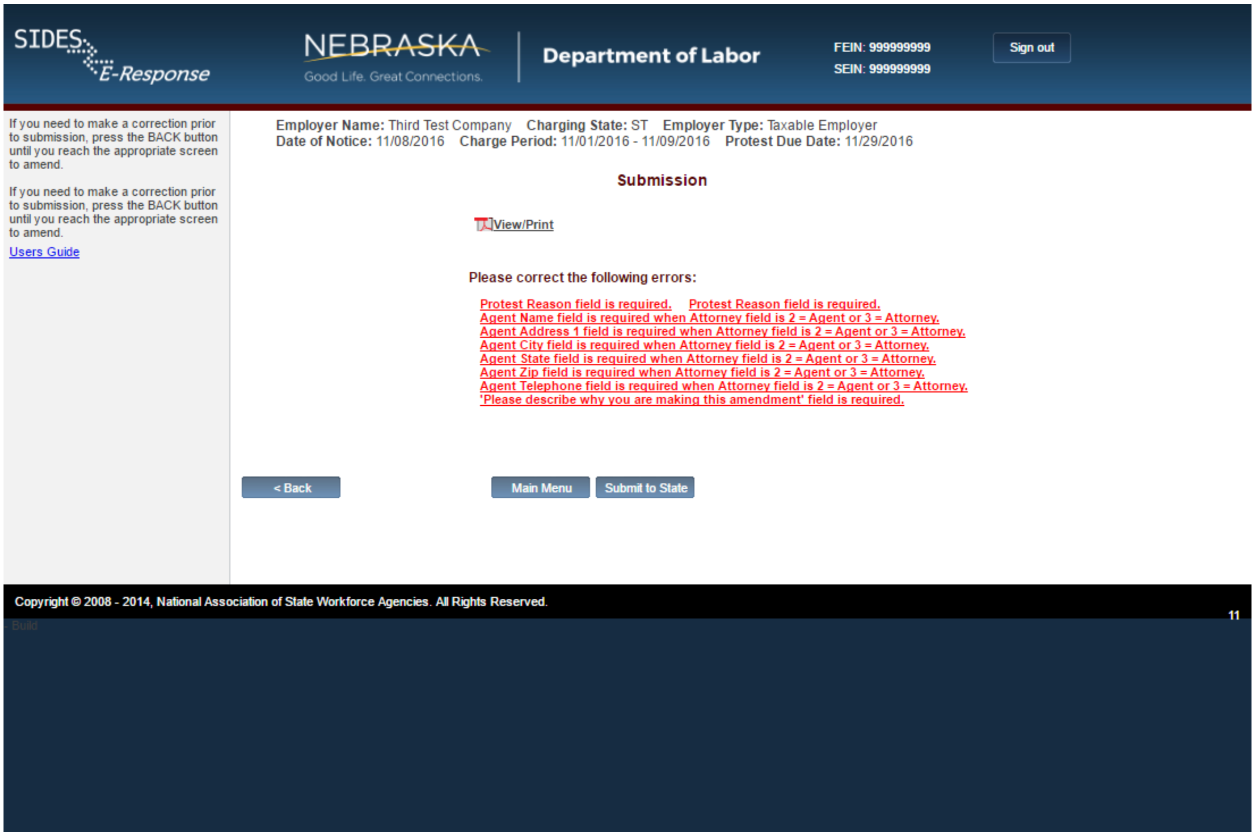


After filling in this information, click [Next] to go to the **Submission** page. A sample is shown below.

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

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.

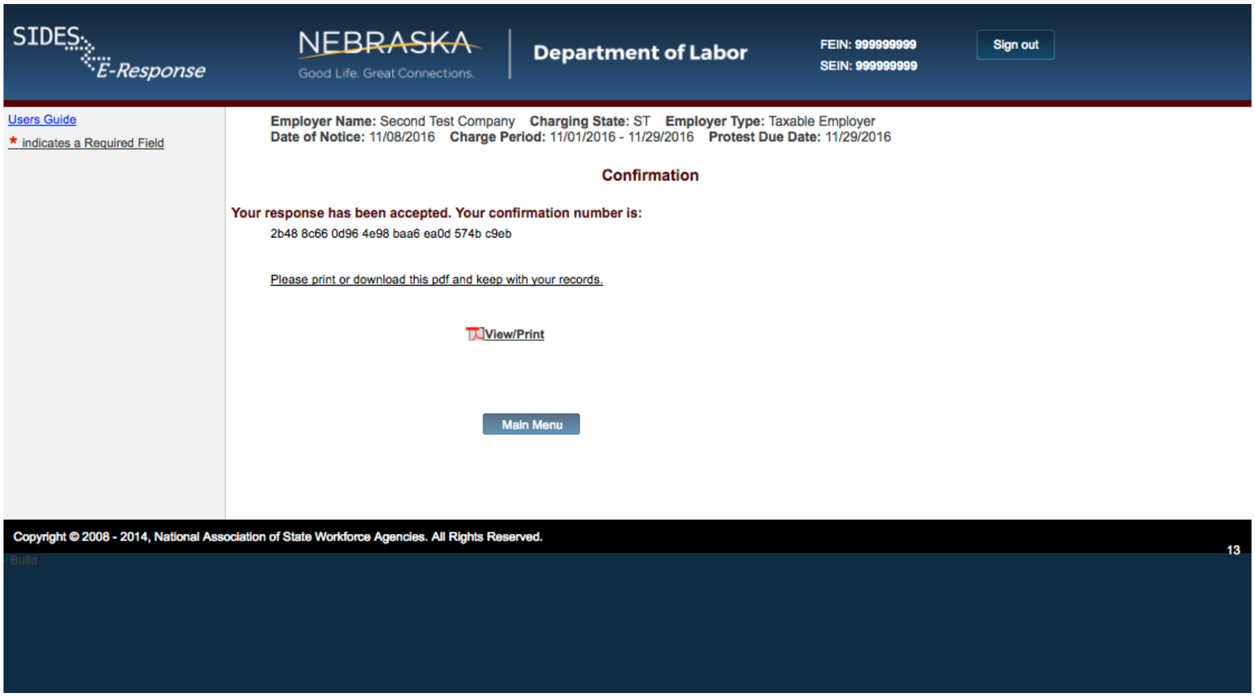


When the Response has been successfully validated, you can submit it to the State UI agency.

You may print the 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 Request.

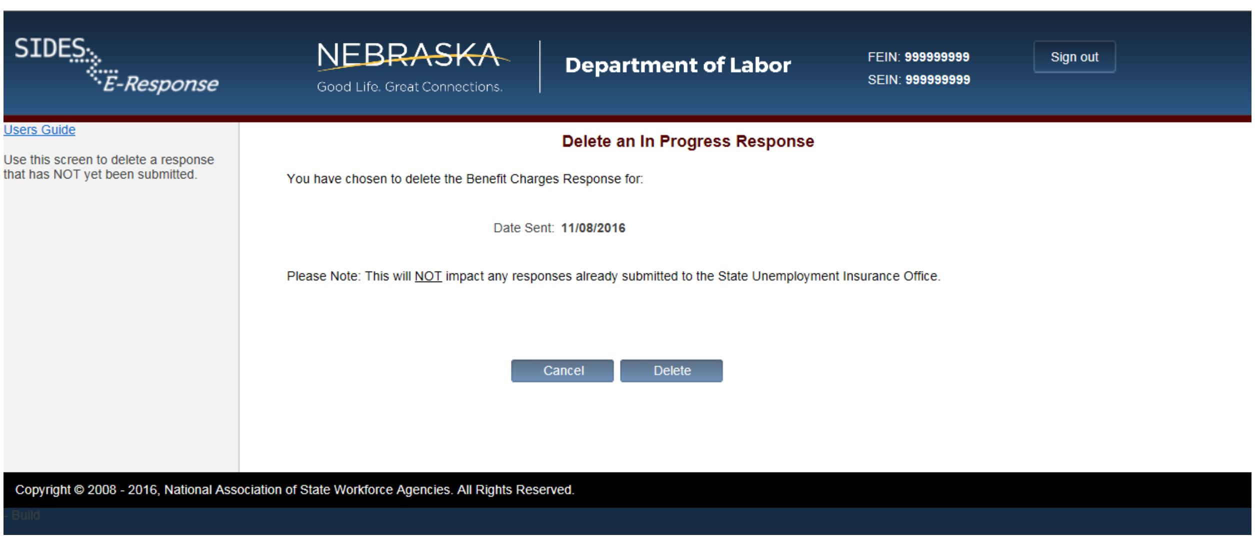
As with other important steps in the editing of a Response, a warning screen will appear to make sure you are fully prepared to submit to the State.

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 or save an electronic copy of the PDF document.



7 Deleting a Response

Should you find that a response is erroneous before you have submitted it to the state agency, you can delete an un-submitted response and start over. Go to the NOTICE OF BENEFIT CHARGES screen and click [Delete Response]. Before the data are deleted, you will see the DELETE AN IN PROGRESS RESPONSE screen shown below. If you click the [Delete] button, this action will delete all the data you entered for this individual request, and it is not possible to retrieve the data; the screens will be reset as if no data had been entered for that request.



8 Amending a Submitted Response

After you submit a response, it remains on the SIDES E-Response website for 75 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 <u>after the due date for submission</u> to the requesting state agency may or may not be used in the determination of benefits charged.**

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 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.