

# WHAT IS SIDES?

The **S**tate **I**nformation **D**ata **E**xchange **S**ystem is an electronic tool to help employers respond to state unemployment insurance (UI) requests **quickly, easily, and accurately.**

## The Problem



## The Solution



*“The real beauty of it is the requests come via email... if I don’t have all the information, I can save it, I can stop, I can pause, I can check my records the next day, and I can complete the claim without having to start all over again... **The online form is a breeze to complete.** It’s far easier than the manual system ever was.*

*Paper reporting of claims is inefficient; **using the online system is efficient, it saves time, it saves money.**”*

*Director of HR, CFO Systems*

# THE BENEFITS

- |                                 |                 |
|---------------------------------|-----------------|
| ▲ Available for FREE            | ▼ Postage Costs |
| ▲ Electronic Exchange           | ▼ Paper Work    |
| ▲ National Standard Data Format | ▼ Phone Calls   |
| ▲ Quality of Information        | ▼ UI Tax Rate   |
| ▲ Timely Responses              | ▼ Overpayments  |
| ▲ Staff Productivity            | ▼ Staff Time    |
| ▲ Confirmation of Receipt       | ▼ UI Appeals    |

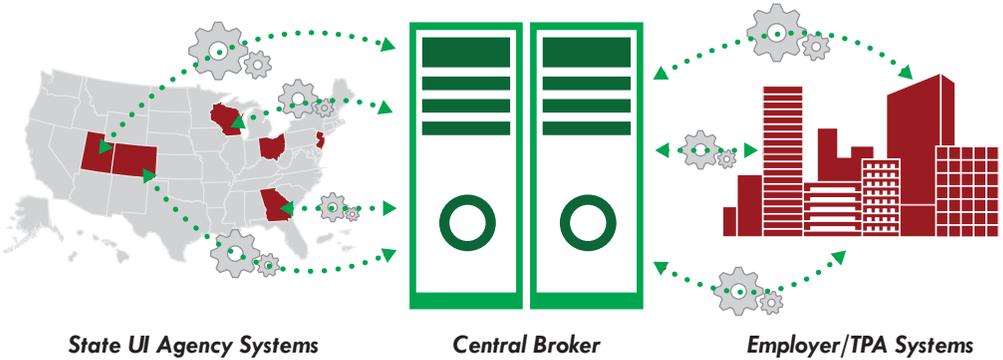
# BOTTOM LINE

<http://info.usides.org>

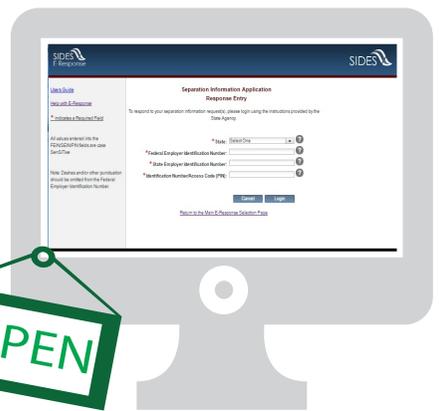


# THE OPTIONS

**OPTION 1:** SIDES provides an automated data-sharing and file-tracking interface between employers'/TPAs' IT systems and state UI agency networks. SIDES is an integrated computer-to-computer interface designed for employers and TPAs who typically deal with a **large volume of UI information requests**. SIDES is especially helpful to those who operate in multiple states.



**OPTION 2:** For employers with a **limited number of UI claims** throughout the year, the SIDES E-Response website provides an easy and efficient portal for electronically posting responses to information requests from state UI agencies. SIDES E-Response is available in participating state to any employer or TPA with internet access.



## ONE SOLUTION, MANY USES

SIDES streamlines communications between a state UI agency and employers.

HERE ARE SOME EXAMPLES



### SEPARATION INFORMATION

SIDES sends a state's request to a claimant's former employer to provide the reason for job separation. This helps to reduce overpayments and unnecessary appeals by timely obtaining the required information so benefits are properly paid.



### EARNINGS VERIFICATION

SIDES automates the investigation of matches received from the National Directory of New Hires and other types of wage audits. This helps reduce overpayments through verifying earnings and early detection of claimants returning to work.



### MONETARY AND POTENTIAL CHARGES

SIDES allows a state to notify employers when claims are filed, shows the wages the employer paid that were used to establish a claim, identifies the claimants' potential weekly and total benefits, and calculates the potential charges to the employer.

### DETERMINATION/APEAL FORMAT

Electronically receive decisions regarding claimant eligibility due to separation and non-separation and file protests/appeals to those decisions.

### BILLING/CHARGE NOTICE FORMAT

Receive periodic account statements showing the details about all charges to an employer's UI account, including specific claimant information that affect the employer's account.

...and more.