



MONETARY AND POTENTIAL CHARGES E-RESPONSE WEB SITE

USER GUIDE

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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 monetary and potential claims, 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 6.0 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 requesting information will provide your PIN either with the notice that requests separation 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 request.

2.3 Conventions.

This guide uses the following conventions:

[Button]: Brackets indicate a button and the button label you will see on the screen.

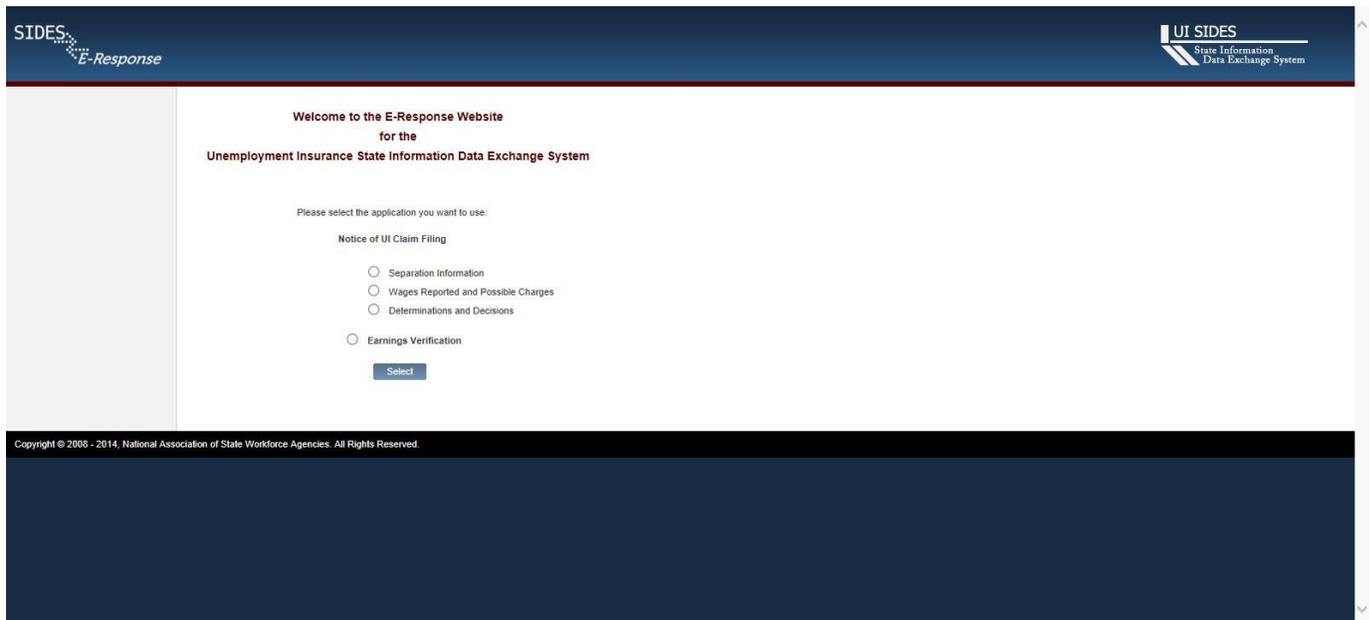
- Hyperlink:** All hyperlinks in the screen will be indicated with a bold underline.
- “Area of screen”:
Double quotes indicate headers or some other specific area of a particular screen.
- SMALL CAPS:
Screen titles are shown in SMALL CAPS.

3 Logging In

To log-in to SIDES E-Response:

- Launch an Internet Browser (Internet Explorer, version 6.0 or higher required)
- Go to <http://uisides.org>
- Select the Notice of UI Claim Wages Reported and Possible Charges radio button
- Choose [Select]

The screen shown below will appear.



On the WELCOME screen, select Notice of UI Claim Wages Reported and Possible Charges, and click the [Select] button.

The screen shown below will appear.

UI SIDES
E-Response

UI SIDES
State Information
Data Exchange System

Notice of UI Claim, Wages Reported and Possible Charges

To respond to your Notice of UI Claim, Wages Reported and Possible Charges, please login using the instructions provided by the State Agency.

[Users Guide](#)

Note: Dashes and/or other punctuation should be omitted from the Federal/State Employer Identification Numbers.

* State ?

* Federal Employer Identification Number ?

* State Employer Identification Number ?

* Identification Number/Access Code ?

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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;
- Enter the PIN / Access Code provided to you by the requesting State UI agency, and
- Note:** PINs are case SenSitive
- Click the [Login] button.

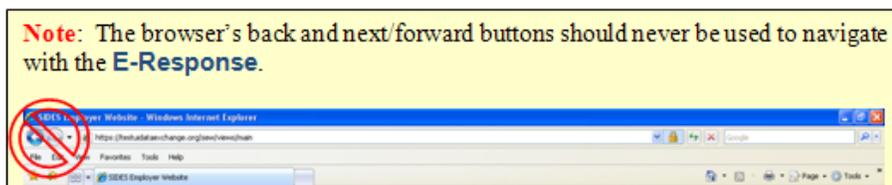
If the login is unsuccessful, first try again, being very careful with your key strokes. If you continue to have a problem, either your credentials are incorrect or there are no Notice of UI

Claim Wages Reported and Possible Charges pending at this time. Contact the requesting State UI agency if you received a notice that a request 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 (if used) 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 Notice of UI Claim, Wages Reported and Possible 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 UI Claim Wages Reported and Possible Charges Requests Screen

After logging in to E-Response you will see the Notice of UI Claim Wages Reported and Possible Charges request or requests that are associated with the PIN that you entered. A sample screen is shown below.

The screenshot shows the SIDES E-Response interface. At the top left is a search box labeled "Search by SSN: (Omit Dashes)" with a "Search" button. The top right contains the "STATE OF WISCONSIN DWD" logo, the "Department of Workforce Development Unemployment Insurance" text, and FEIN/SEIN numbers. A "Sign out" button is also present.

The main content area displays an announcement: "Welcome to UI SIDES E-Response." Below this is a section titled "Notice of UI Claim, Wages Reported and Possible Charges". It states: "You have the following notices based on the PIN entered:". This is followed by a table of four notices:

SSN	Name	Date Due	Response Status	Actions
123-00-0000	Doe, Jane A, Jr	04/01/2012	Not Started	View/Print, Create Response
123-00-0001	Doe, Jerry A, Jr	04/01/2012	Not Started	View/Print, Create Response
123-00-0010	Doe, Jason A, Jr	04/01/2012	Not Started	View/Print, Create Response
123-00-0011	Doe, Jennifer A, Jr	04/01/2012	Not Started	View/Print, Create Response

Below the table, it states: "You have the following notices based on other PINs: No notices found for other PINs."

The left sidebar contains instructions: "Select an Notice of UI Claim, Wages Reported and Possible Charges Request to create a response and/or view/print. Or, select an Notice of UI Claim, Wages Reported and Possible Charges Response to edit, delete or view/print." It lists actions: "Create Response", "Edit Response", "Delete Response", "Create Amendment", and "Delete Amended Response". A note at the bottom says: "Note: Requests remain on the SIDES E-Response Website for 30 days." A "Users Guide" link is also present.

The footer contains copyright information: "Copyright © 2008 - 2011, National Association of State Workforce Agencies. All Rights Reserved." and a page number "2".

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.

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 [Create Response]
- 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 [Create Response]. You will then see the **CLAIMANT AND EMPLOYER IDENTIFICATION** page. A sample is shown below.

* indicates a Required Field

Response for: SSN: 123-00-0000 Date Due: 04/01/2012 Name: Doe, Jane A, Jr

**Notice of UI Claim, Wages Reported and Possible Charges
Claimant and Employer Information**

Please review Claimant and Employer Identification information and enter any corrections.

Requesting State

State: CA
Agency: CA UIOfficeName
Phone: 2101234567
Fax: 2101234568
E-mail: UIOfficeEmailAddress@asdf.gov

Employer Information

Employer Name:	Test Employer	Corrected Employer Information:	<input type="text"/> ?
State Employer Account Number:	0123456789		<input type="text"/> ?
Predecessor Employer Account Number:	0123456789		
Federal Employer Identification Number:	999999999		<input type="text"/> ?

Employer Status

Check here if claimant did NOT work for this employer ?

Check here if TPA receiving this request does NOT represent this employer ?

TPA = Third Party Administrator
[Users Guide](#)

Claimant Information

SSN: 123-00-0000

Did the claimant work under any other Social Security Number (SSN)? ?

Name: Doe, Jane A, Jr

Other Last Name Used by Claimant: ?

State Claim Number: 123456789012345678

Initial Claim Date: 01/01/2011

Benefit Year Beginning Date: 01/01/2011

Informational Attachments

Document Name	Document Extension	Size	
Test Request Attachment	RTF	1	Download

[Cancel](#) [Save](#) [Main Menu](#) [Next >](#)

Go to Page [Go](#)

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

“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.

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.

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

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

* indicates a Required Field

Base Period - The time period established by state law during which claimants must meet certain requirements for wages earned or time worked in order to establish eligibility for UI benefits. For this claim, it is the four quarters shown.

Please review wages from this employer and enter any corrections.

[Users Guide](#)

Response for: SSN: 123-00-0000 Date Due: 04/01/2012 Name: Doe, Jane A, Jr

**Notice of UI Claim, Wages Reported and Possible Charges
Eligibility and Charge Information**

Base Period

	Information of Record	Corrected Employer Information:
Base Period Start Date:	01/01/2011	
Base Period End Date:	01/01/2012	
Number of Employers in the Base Period:	1	
Wages from All Employers in the Base Period:	\$42,000.00	

Wages from this Employer

First Quarter (01/01/2011 - 03/31/2011) Wages:	\$9,000.00	<input type="text"/> ?
Second Quarter (04/01/2011 - 06/30/2011) Wages:	\$9,000.00	<input type="text"/> ?
Third Quarter (07/01/2011 - 09/30/2011) Wages:	\$9,000.00	<input type="text"/> ?
Fourth Quarter (10/01/2011 - 12/31/2011) Wages:	\$9,000.00	<input type="text"/> ?
Wages from This Employer in the Base Period:	\$36,000.00	<input type="text"/> ?

Benefits

Number of Dependents Claimed:	2	<input type="text"/> ?
Weekly Unemployment Benefit Amount:	\$1,000.00	
Maximum Unemployment Benefit Amount:	\$10,000.00	
Total Weeks of Unemployment Benefits:	52	
Percentage of Payment being charged to This Employer:	100%	
The Total dollar amount of Unemployment Benefits that may be potentially charged to this employer:	\$50,000.00	

Employer Charge:

Begin Week Number	End Week Number	Total Weekly Charge	Potential Charge over the entire range
1	5	\$1,000.00	\$10,000.00

< Back

Cancel

Save

Main Menu

Next >

Go to Page Eligibility and Charge Information

Go

On this page you are asked to provide any corrected wage information or employee dependents claimed.

After reviewing/completing this page, click [Next]. Depending on the responses to previous questions and the state requirements, you will find yourself on one of a couple of screens.

One of these screens may be the **SEPARATION INFORMATION, PROTEST AND ATTACHMENTS** page.

STATE OF WISCONSIN
DWD

Department of Workforce Development
Unemployment Insurance

FEIN: 199999999
SEIN: 123456789

Sign out

* indicates a Required Field

Enter all applicable information in the space provided.

[Users Guide](#)

Response for: SSN: 123-00-0111 Date Due: 04/01/2012 Name: Doe, Joshua A, Jr

Notice of UI Claim, Wages Reported and Possible Charges Separation Information, Protest and Attachments

Separation Information

* Reason for Separation: **1 = Temporary Layoff** ?

Additional Separation Information - Required if Separation Reason is "19 - Other" (2000 characters):

Is this work Seasonal according to State Law? Yes No ?

* Last Day Worked: ?

Protest

* Do you want to protest the charges or wages used for this claim? Yes No ?

If Yes, why do you want to protest the charge to this employer? (2000 characters):

Attachments

You may attach up to 5 documents which support your statement regarding the Notice of UI Claim, Wages Reported and Possible Charges. (Acceptable file formats are csv, pdf, rtf, tiff, txt).

> Attachment File Name: Browse... ?

> Describe the document being attached (e.g. Warning documents, Notice of Separation): ?

Document Description	Attachment Name	Size	Select
No Records Found.			

Go to Page

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Below are the separation reasons available to you from the “Reason for 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.

- | | |
|--|---|
| <p>1 = Temporary Layoff</p> <p>2 = Laid Off/Lack of Work</p> <p>3 = Fired/Discharged</p> | <p>11 = Still Employed, Hours Reduced by Employer</p> <p>12 = On Call or Temporary Status</p> |
|--|---|

- 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
- 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

After completing all the questions related to the reason for separation you may be asked protest information and for attachments.

If you have attachments that support the notice 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

After selecting the information from the screen above, you will be directed to enter the Preparer Information.



 Department of Workforce Development
 Unemployment Insurance

 FEIN: 199999999
 SEIN: 123456789
 Sign out

* indicates a Required Field

Response for: SSN: 123-00-0111 Date Due: 04/01/2012 Name: Doe, Joshua A, Jr

Notice of UI Claim, Wages Reported and Possible Charges

Preparer Information

Preparer Information

* Who is providing this response?
 Enter Information: Employer TPA ?

If the preparer is a TPA, what is the TPA company name?
 ?

* Name of the person preparing this response:
 ?

* Job title of the person preparing this response:
 ?

* Preparer's telephone number plus extension: (Only digits, omit parenthesis, dashes or spaces)
 ?

Preparer's e-mail address:
 ?

Preparer's Fax number: (Only digits, omit parenthesis, dashes or spaces)
 ?

< Back
Cancel
Save
Main Menu
Next >

Go to Page Go

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After attaching any supporting documents 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 Separation 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.

The screenshot shows the SIDES E-Response interface. At the top, the header includes the SIDES E-Response logo, the State of Wisconsin DWD logo, and the Department of Workforce Development Unemployment Insurance information. A 'Sign out' button is in the top right. The main content area displays the response details for SSN: 123-00-0001, dated 04/01/2012, for Jerry A. Doe, Jr. The status is 'Submission'. A 'View/Print' link is available. A red warning message states: 'Please correct the following errors: Separation Information, Protest and Attachments - Protest Comments is required.' Below this are buttons for '< Back', 'Main Menu', and 'Submit to State'. A 'Users Guide' link is in the left sidebar. The footer contains copyright information for the National Association of State Workforce Agencies.

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.

SIDES E-Response
 STATE OF WISCONSIN DWD
 Department of Workforce Development Unemployment Insurance
 FEIN: 199999999
 SEIN: 123456789
 Sign out

* indicates a Required Field
 Response for: SSN: 123-00-0001 Date Due: 04/01/2012 Name: Doe, Jerry A, Jr
Confirmation
 Your response has been accepted. Your confirmation number is:
 C1F3 1AE3 0DE8 2FE0 0397 B777 CF8C 147E
Please print or download this pdf and keep with your records.
[View/Print](#)
[Main Menu](#)

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7 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.**

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.

* indicates a Required Field

Enter all applicable information in the space provided.

[Users Guide](#)

Response for: SSN: 123-00-0001 Date Due: 04/01/2012 Name: Doe, Jerry A, Jr

Notice of UI Claim, Wages Reported and Possible Charges Amended Response

Amended Response Number: 1

* Please describe why you are making this amendment: (2000 characters) ?

< Back

Cancel

Save

Main Menu

Next >

Go to Page Amended Response ▼ Go