EARNINGS VERIFICATION
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 requests to verify the earnings of specific workers for specific periods, including samples of the screens that you will see when you log-in to E-Response and enter information related to a specific 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: Minimum Requirements, Credentials, and Conventions

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

- Internet Explorer version 7.0 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)
- Personal Identification Number (PIN)

The State Unemployment Insurance (UI) agency requesting information will provide your PIN either with the notice that requests earnings verification 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.
3  Logging In

To log-in to SIDES E-Response:

- Launch an Internet Browser (Internet Explorer, version 7.0 or higher required)
- Go to http://uisides.org

The screen shown below will appear.

Select “Earnings Verification” and click the [Select] button. The LOGIN 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 the PIN 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 earnings verification requests pending at this time. Contact the requesting State UI agency if you received a notice that an earnings verification request is pending and you cannot log into the system to enter your response.

### 4 Features Included in Multiple Screens

- **Identifying Information**: Your FEIN 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:
  
  o **[Back]**—saves your work and takes you to the previous page.
  
  o **[Cancel]**—deletes data from the screen, and you remain on the same page.
  
  o **[Save]**—saves data entered and runs validations, but you remain on the same page.
  
  o **[Main Menu]**—does not save data entered, and returns you to the Separation Information Requests page.
  
  o **[Next]**—saves data entered and moves to the next page.
  
  o **[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.

![](image)

• **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 mouse over the icon to see the help text.

• **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, checkboxes, 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  **Earnings Verification Requests Screen**

After logging in to E-Response you will see the pending earnings verification 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 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 received both earnings and UI benefits for the same week or weeks.

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.

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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.
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To begin work on a response, click [Create Response]. You will then see the CLAIMANT AND EMPLOYER IDENTIFICATION page. A sample is shown below.
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.

In the “Preparer Information” section you will enter information about the entity and person preparing the response.

After completing the required information on the Claimant and Employer Identification page, click [Next]. This will take you to the Earnings Information page. A sample is shown below.

On this page you are asked whether the individual worked for your business between the dates requested. From the drop-down list you can chose one of the following responses:

- Yes, this individual had earnings during the time period requested.
• This individual performed work during the time period requested, but had no earnings (100% sales person).
• No, this individual did not work and had no earnings during the time period requested.

You must choose a response to this question before you can proceed. After you have selected your response, click [Next].

Depending on the answer you select, you will be presented with a series of screens containing questions related to your answer.

After you begin answering the questions, if you decide that another response should have been selected, you may go back and change your response. If you do so, you will see a screen asking you to confirm the change and warning that your answers to the questions related to the prior response will be deleted.

If you chose “Yes, the individual had earnings during the time frame requested” or “Claimant performs work and did not have earnings (100% sales person),” the WORKING INFORMATION screen shown below will appear.
On this screen you will be asked for additional information including whether the individual is still working. You must answer this question before you can proceed. After you have completed the questions on this screen, click [Next] and you will be directed to additional screens with questions related to your answer about whether the individual is still working.

After you begin answering these questions, if you find that the answer should have been “Yes” rather than “No” or vice versa, you may go back and change the answer. If you do so, you will see a screen warning that information you entered related to the prior response will be deleted.
After you have completed screens related to whether or not the individual is still working, you will see the **WEEKLY EARNINGS VERIFICATION** screen shown below.
The WEEKLY EARNINGS VERIFICATION screen will ask you to enter the weekly earnings for the individual. The column headings at the top will guide you regarding the type of pay that is defined as earnings in the requesting state’s unemployment compensation law. For example, in addition to wages, some states include tips, commissions, bonuses, vacation, sick, holiday, or severance pay in their definitions of earnings. The column headings that appear on the screen will be the earnings categories required for that response. If the individual had no earnings in one or more of categories shown, (e.g., bonus, vacation), enter “0” in that/those box/boxes.

Please be sure to provide amounts for the week(s) that the individual earned them, not the week(s) in which they were paid; if the date paid is needed it will be requested separately as described below.

In addition to earnings, some states need the number of hours worked and/or the pay date for the earnings. If an “Hours Worked” column heading appears, please enter the number of hours the individual worked in each of the weeks for which information is requested. If “Date Paid” appears at the top of a column under the category of earnings, please also enter the date that the earnings were paid to the individual.
After you have entered the requested information in the appropriate boxes, click [Next]. Your information will be saved, and you will be taken to the SUBMISSION screen.

7 Submitting the Response
When you have completed work on the WEEKLY EARNINGS VERIFICATION screen and click [Next], the SUBMISSION screen shown below will appear.

The E-Response system will check your response for errors/missing information and must validate it before submission. If errors are found, a hyperlink message will appear on the SUBMISSION screen indicating the screen and field which needs attention. Simply click on the link to be directed to the screen and error. A sample SUBMISSION screen with a correction needed is shown below.
After any errors have been corrected, you are ready to submit your response. Click the [Submit to State] button on the SUBMISSION screen. You will then see a message: “You have chosen to submit your Earnings Verification Response to the State Unemployment Insurance Office. Do you want to submit this response?” See sample screen below.
If you click [Yes] you will see a CONFIRMATION screen (shown below) which will contain a confirmation number for your records. You may also print a copy of the request and your response from this screen.
8 Deleting a Response

Should you find that a response is erroneous before you have submitted it to the state agency (for example, you realize that information about two individuals was mixed up), you can delete an un-submitted response and start over. Go to the EARNINGS VERIFICATION REQUESTS screen and click [Delete Response]. Before the data are deleted, you will see the DELETE 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.
9 Amending a Submitted Response

Your Earnings Verification Response remains accessible to you for 30 days from the date of the request. If you find additional information after you have submitted a response, you can correct or update your response during this time.

To create an amended response, go to the EARNINGS VERIFICATION REQUESTS screen and click [Create Amendment]. The system will present the same series of screens and your responses as submitted. Modify any information as needed to change or update your response. When you have completed your amended response, you will be asked to explain the reasons for your amended submission of the AMENDED RESPONSE screen shown below.