



SIDES E-Response Fact Sheet

Developed through a strategic partnership between the U.S. Department of Labor and state unemployment insurance (UI) agencies, the National Association of State Workforce Agencies' (NASWA) SIDES E-Response website is accessible **free of charge** to any employer or third-party administrator (TPA) with internet access. SIDES E-Response provides a **nationally-standardized format**, in which employers and TPAs can easily respond to UI

information requests, **attach documentation** when needed, and receive a **date-stamped confirmation** of receipt.

As of March 31st 2017, 50 states are using SIDES and SIDES E-Response.

Employers and TPAs who use SIDES E-Response are better able to:

- Anticipate and supply the data needed for UI information requests;
- Prevent improper payments;
- Reduce follow-up phone calls and paper work; and,
- And streamline UI response processes ultimately saving time and money.

Given the sensitive data exchanged between state UI agencies and employers and TPAs, SIDES has multiple layers of security and uses secure communication protocols.

How it Works	<p>SIDES E-Response is a free website through which employers and TPAs may submit electronic responses to UI information requests.</p> <p>Employers and TPAs participating in SIDES E-Response will receive a request for UI information from the participating state UI agency by mail or secure email. The request will include a PIN that permits the employer or TPA to log on to SIDES E-Response and enter the requested information in a standard format.</p>
What it Requires	<p>SIDES E-Response only requires a working internet connection and an employee who will enter the requested UI information. There is no cost to use SIDES E-Response.</p>
Best Suited For	<p>SIDES E-Response is ideal for employers and TPAs with a limited number of UI claims. No programming is required.</p>

Using SIDES E-Response

Because information needs to be entered manually, SIDES E-Response is designed for employers and TPAs that receive a limited number of UI information requests.

SIDES E-Response uses business rules, edit checks, and validations to reduce follow-up calls and paper work, saving both the employer and the state valuable time and effort.

Additional information is available at <http://info.uisides.org>.



To enroll in or register for SIDES E-Response, please contact des.tax.customerservice@ncommerce.com or call 919-707-1150