



# SIDES and SIDES E-Response Overview

## The Problem

Responding to paper-based unemployment insurance (UI) information requests fully and within tight state deadlines creates a significant and costly administrative burden on companies, putting a strain on the bottom line.

This problem is compounded for employers and third-party administrators (TPAs) with operations in multiple states, since – until recently – no single national standard existed to help states and employers easily and electronically exchange key information about UI claims.

## The Solution

Developed through a strategic partnership between the U.S. Department of Labor (USDOL) and state UI agencies, the National Association of State Workforce Agencies' (NASWA) **State Information Data Exchange System (SIDES)** and **SIDES E-Response** offer employers and TPAs – **free of charge** – a secure, electronic and nationally-standardized format in which they can easily respond to UI information requests, attach documentation when needed and receive a date-stamped confirmation of receipt.

Now, employers and TPAs in states implementing the SIDES and SIDES E-Response systems can:

- adopt an electronic standardized format to better anticipate,
- supply the data needed for UI information requests,
- reduce follow-up phone calls,
- streamline their UI response processes,
- reduce paperwork while saving time and money.

**SIDES is especially helpful to employers and TPAs who operate in multiple states.**

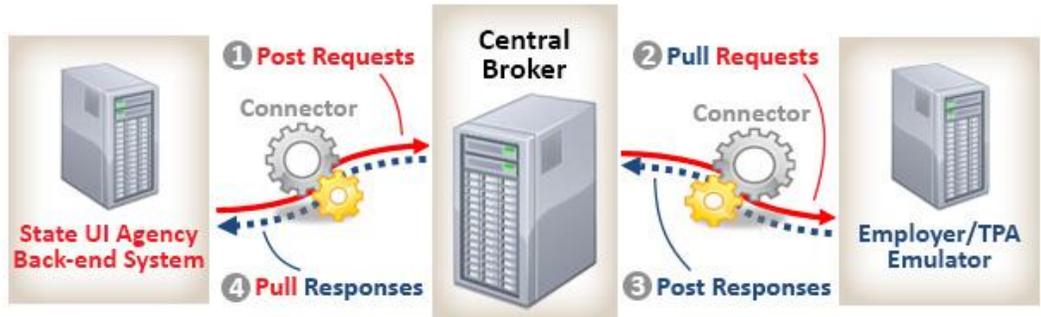
## The Options

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 agencies. SIDES E-Response is available in participating states to any employer or TPA with internet access.

**SIDES** provides an integrated, automated data-sharing and file-tracking interface between employers' IT systems and state agency networks. SIDES is designed to handle high volume UI information requests.

The screenshot displays the SIDES E-Response website interface. At the top, there are logos for 'SIDES E-Response' and 'SIDES'. Below the logos, there are links for 'Users Guide' and 'Help with E-Response'. A note indicates that an asterisk (\*) denotes a required field. The main content area is titled 'Separation Information Application Response Entry' and includes instructions: 'To respond to your separation information request(s), please login using the instructions provided by the State Agency.' The form contains several input fields: a dropdown menu for '\* State:' with a help icon, and three text input fields for '\* Federal Employer Identification Number:', '\* State Employer Identification Number:', and '\* Identification Number/Access Code (PIN):', each with a help icon. At the bottom of the form are 'Cancel' and 'Login' buttons, and a link to 'Return to the Main E-Response Selection Page'. A footer at the bottom of the page reads 'Copyright © 2008 - 2014, National Association of State Workforce Agencies. All Rights Reserved.'

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Both SIDES and SIDES E-Response are completely *free of charge* for employers and TPAs, although there will be internal IT system integration costs for SIDES. To protect the highly sensitive data being exchanged, both options have multiple layers of security implemented to the highest standards.

## The Benefits

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

In addition to offering significant administrative cost savings, both SIDES and SIDES E-Response address two of the largest causes of UI overpayments: incorrect initial eligibility decisions (job separation issues) and working while receiving UI benefits. For fiscal year 2015, the USDOL estimates that 10.3 percent of the \$32.9 billion in UI benefits were paid improperly.

UI overpayments negatively impact employers' bottom lines. **Many overpayments can be prevented by receiving timely and accurate information using SIDES or SIDES E-Response.**

### SIDES and SIDES E-Response

- Save time and money
- Provided for FREE
- Reduce staff time
- Reduce paperwork
- Reduce overpayments
- Help keep UI tax rates as low as possible
- Provide an electronic, nationally standardized data format
- Include data checks
- Provide tools for a healthier bottom line
- Reduce follow-up requests and phone calls

Additional information is available at

<http://info.usides.org> or contact:

[des.tax.customerservice@ncommerce.com](mailto:des.tax.customerservice@ncommerce.com)

or call 919-707-1150

Follow us on Twitter @UI\_SIDES

