



**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 viewing and responding to monetary and potential charges notifications, including samples of the screens that you will see when you log-in to E-Response and enter information related to a specific notice. 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 11.0 or higher.
- Chrome V44 or higher.
- Firefox V37 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.

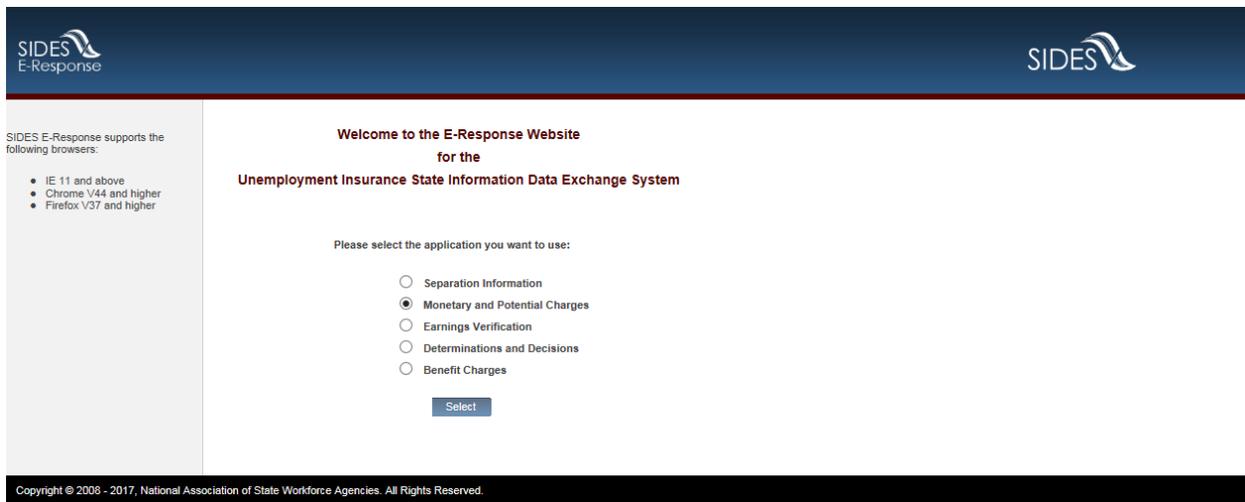
- Hyperlink:** All hyperlinks in the screen will be indicated with a bold underline.
- “Area of screen”:** Double quotes indicate headers or some other specific area of a particular screen.
- SMALL CAPS:** Screen titles are shown in SMALL CAPS.

### 3 Logging In

To log-in to SIDES E-Response:

- Launch an Internet Browser (Internet Explorer, version 11.0 or higher required)
- Go to <http://uisides.org>

The screen shown below will appear.



The screenshot shows the SIDES E-Response website. The header features the SIDES E-Response logo on the left and the SIDES logo on the right. The main content area is titled "Welcome to the E-Response Website for the Unemployment Insurance State Information Data Exchange System". Below the title, it asks the user to "Please select the application you want to use:" and provides five radio button options: "Separation Information", "Monetary and Potential Charges" (which is selected), "Earnings Verification", "Determinations and Decisions", and "Benefit Charges". A "Select" button is located below the options. On the left side, there is a sidebar with the text "SIDES E-Response supports the following browsers:" followed by a list: "IE 11 and above", "Chrome V44 and higher", and "Firefox V37 and higher". The footer contains the copyright notice: "Copyright © 2008 - 2017, National Association of State Workforce Agencies. All Rights Reserved."

On the WELCOME screen, select Monetary and Potential Charges, and click the [Select] button.

The screen shown below will appear.

Users Guide

Help with E-Response

\* Indicates a Required Field

All values entered into the FEIN/SEIN/PIN fields are case SenSitive

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

Monetary and Potential Charges

To respond to your Monetary and Potential Charges, please login using the instructions provided by the State Agency.

\* State: Select One

\* Federal Employer Identification Number:

\* State Employer Identification Number:

\* Identification Number/Access Code (PIN):

Cancel Login

Return to the Main E-Response Selection Page

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3-2018-000000001

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

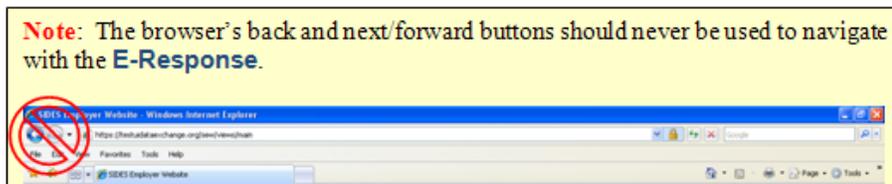
- Click the [Login] button.

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 Monetary and Potential 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.
- 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 Monetary and Potential Charges Requests Screen

After logging in to E-Response you will see the Monetary and Potential Charges request(s) associated with the PIN that you entered. A sample screen is shown below.

**SIDES E-Response** FEIN: 99-9999999 SEIN: 999999999 [Sign out](#)

**Search by SSN: (Omit Dashes)**  
  
[Search](#)

**Announcement:** Welcome to UI SIDES E-Response. SIDES E-Response supports the following browsers:

- IE 11 and above
- Chrome V44 and higher
- Firefox V37 and higher

Please Note: The system has regularly scheduled maintenance from 12:00:01 AM ET Sunday - 04:00:00 AM ET Sunday. You should not work on your responses during this window as the system may go down unexpectedly.

### Monetary and Potential Charges

You have the following notices based on the PIN entered:

Order by: [Due Date](#) [Ascending](#)

SSN: 222-22-2222 Name: Doe, Relief-N Sep-Y A, Jr Date Due: 11:59 PM Eastern on 05/05/2019	Response Status: <b>Submitted</b> <a href="#">Create Amendment</a>	<a href="#">View/Print</a> <a href="#">View/Print - Submitted 02/15/2019</a>
SSN: 222-22-2222 Name: Mikey, Relief-Y Sep-N A, Jr Date Due: 11:59 PM Eastern on 05/05/2019	Response Status: <b>Not Started</b> <a href="#">Create Response</a>	<a href="#">View/Print</a>
SSN: 222-22-2222 Name: Doe, Relief-N Sep-Y A, Jr Date Due: 11:59 PM Eastern on 05/05/2019	Response Status: <b>Not Started</b> <a href="#">Create Response</a>	<a href="#">View/Print</a>
SSN: 222-22-2222 Name: Mikey, Relief-Y Sep-N A, Jr Date Due: 11:59 PM Eastern on 05/05/2019	Response Status: <b>Not Started</b> <a href="#">Create Response</a>	<a href="#">View/Print</a>
SSN: 222-22-2222 Name: Mikey, Relief-Y Sep-N A, Jr Date Due: 11:59 PM Eastern on 05/05/2019	Response Status: <b>Not Started</b> <a href="#">Create Response</a>	<a href="#">View/Print</a>
SSN: 222-22-2222 Name: Doe, Relief-N Sep-Y A, Jr Date Due: 11:59 PM Eastern on 05/05/2019	Response Status: <b>Not Started</b> <a href="#">Create Response</a>	<a href="#">View/Print</a>

**Note:** Requests remain on the SIDES E-Response Website for 40 days.

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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 click [Search].

The list shows each claimant’s SSN, name, and the date and time that the 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 by the Unemployment Insurance (UI) agency and any requests for relief

of charges may be acted upon by the UI agency. Not responding by the due date may adversely affect your account.

**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 through 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 to the page last viewed in the response. You also have the option of deleting all information that you previously entered and start 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.

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

TPA = Third Party Administrator

Response for: SSN: 444-44-4444 Request Date: 04/10/2019 Date Due: 05/05/2019 Name: Snow, Relief-N Sep-N A, Jr

Claimant and Employer Information

Requesting State

State: CA  
Agency: CA UIOfficeName  
Phone: (210) 123-4567  
Fax: (210) 123-4568  
E-mail: UIOfficeEmailAddress@asdf.gov

Claimant Information

SSN: 444-44-4444  
Name: Snow, Relief-N Sep-N A, Jr  
Other Last Name Used by Claimant: White

Employer Information

Employer Name: Relief-N Sep-N  
Federal Employer Identification Number: 22-2222221  
State Employer Account Number: 0123456789

Information of Record

- Check here if employer Information is incorrect
- Check here if the claimant worked under any other SSN or Name

Employer Status

- Check here if claimant did NOT work for this employer
- Check here if TPA receiving this request does NOT represent this employer

State Claim Number: 123456789012345678  
Initial Claim Date: 11/12/2018  
Benefit Year Beginning Date: 07/23/2013

Informational Attachments			
Document Name	Document Extension	Size	
Test Request Attachment	RTF	1	Download

Cancel Save Main Menu Next >

Go to Page Claimant and Employer Information Go

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

However, if any of the Claimant or Employer information is incorrect, you can choose to correct it on the response by selecting one or both of the check boxes immediately below the informational sections. See image directly below.

- Check here if employer Information is incorrect
- Check here if the claimant worked under any other SSN or Name

Below the two check boxes is the “Employer Status” section where there is the 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 preparer information and submit the response.

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

After completing the required information on the Claimant and Employer Identification page, click [Next]. If you had checked one or both of the boxes to correct employer or claimant information, this will take you to the **CLAIMANT AND EMPLOYER IDENTIFICATION CHANGE** page.

The screenshot displays the 'Claimant and Employer Identification Change' page in the SIDES E-Response system. The page header includes the SIDES E-Response logo, FEIN: 99-9999999, SEIN: 999999999, and a Sign out button. The main content area is divided into two sections: Claimant Information and Employer Information. Each section has three columns: Information of Record, Corrections (if different), and a corresponding input field. The Claimant Information section shows SSN: 222-22-2222, Claimant Name used to file claim: Mikey, Relief-Y Sep-N A, Jr, and Other Name Used: Mouse. The Employer Information section shows Employer Name: Relief-Y Sep-N, State Employer Account Number: 0123456789, and Federal Employer Identification Number: 22-222221. Navigation buttons include < Back, Cancel, Save, Main Menu, and Next >. A 'Go to Page' dropdown menu is set to 'Claimant and Employer Identification Change' with a Go button. The footer contains copyright information: Copyright © 2008 - 2018, National Association of State Workforce Agencies. All Rights Reserved. and the page number 3.2.

Clicking [Next] on this page without filling in corrected information, will cause an error message to be displayed. To continue, fill in any corrections and click [Next] and the **ELIGIBILITY AND CHARGE INFORMATION** page is displayed.

If there are no changes to be made, click the [Back] button and uncheck the boxes to correct employer information and claimant information. Click [Next] and the **ELIGIBILITY AND CHARGE INFORMATION** page is displayed.

A sample of the **ELIGIBILITY AND CHARGE INFORMATION** page is shown below.


FEIN: 99-9999999    [Sign out](#)
SEIN: 999999999

Response for: SSN: 444-44-4444    Request Date: 04/10/2019    Date Due: 05/05/2019    Name: Snow, Relief-N Sep-N A, Jr

[Users Guide](#)

\* 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.

### Eligibility and Charge Information

**Base Period**

	Information of Record	Corrected Employer Information:
Base Period Start Date:	07/24/2010	
Base Period End Date:	07/23/2011	
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 ( Jul 2010 - Sep 2010 ) Wages:	\$9,000.00	<input type="text"/>
Second Quarter ( Oct 2010 - Dec 2010 ) Wages:	\$9,000.00	<input type="text"/>
Third Quarter ( Jan 2011 - Mar 2011 ) Wages:	\$9,000.00	<input type="text"/>
Fourth Quarter ( Apr 2011 - Jun 2011 ) Wages:	\$9,000.00	<input type="text"/>
Wages from This Employer in the Base Period:		<input type="text"/>

**Benefits**

Number of Dependents Claimed:	2	<input type="text"/>
Weekly Unemployment Benefit Amount:	\$1,000.00	
Maximum Unemployment Benefit Amount:	\$60,000.00	
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	1	\$1,000.00	\$10,000.00
2	2	\$1,200.00	\$12,000.00
3	3	\$1,000.00	\$10,000.00

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

Go to Page Eligibility and Charge Information [Go](#)

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

After reviewing/completing this page, click [Next]. Depending on the responses to previous questions and the state requirements, the system will display the appropriate screens appropriate for your response path.

One of these screens may be the **REQUEST RELIEF AND SEPARATION INFORMATION** page.

Enter your description why the wages or potential charges need to be changed and select the check box (yes) or (no) to indicate if you have already responded to a Separation Information request on this claimant.

If you select (no), indicating you have not provided a Separation Information response, then fill out the Separation Information listed below. This information helps the UI Agency determine the potential charges to your account.

#### Separation Information

\* Have you already responded to a Separation Information request on this claimant?  Yes  No

\* Reason for Separation: **2 = Laid Off/Lack of Work**

Is this work Seasonal according to State Law?  Yes  No

Last Day Worked:

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.

- |                               |  |
|-------------------------------|--|
| 1 = Temporary Layoff          | 11 = Still Employed, Hours Reduced by Employer |
| 2 = Laid Off/Lack of Work     | 12 = On Call or Temporary Status               |
| 3 = Fired/Discharged          | 13 = Leave of Absence                          |
| 4 = Vacation/Holiday Shutdown | 14 = Retirement                                |
| 5 = Asked to Resign           | 15 = Disciplinary Suspension                   |
| 6 = Voluntary Quit/Separation | 16 = Labor Dispute                             |

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

17 = Professional Athlete Between Sports Seasons  
 18 = Disaster Related Suspension  
 19 = Other  
 99 = Not Provided

After completing all the questions related to the request for relief and reason for separation, click [Next] to get to the **ATTACHMENTS** page.

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, TIF	A tiff image file	Graphical tools and picture tools
CSV	A comma-separated values file	Most spreadsheet programs and database management systems

After you have completed entering attachments or if you chose not to add attachments, press the [Next] button and you will be directed to enter the Preparer Information.

Response for: SSN: 333-33-3333 Request Date: 04/10/2019 Date Due: 05/05/2019 Name: Cinderella, Relief-Y Sep-Y A, Jr  
Preparer Information  
Save completed successfully.

\* indicates a Required Field

TPA = Third Party Administrator

Who is providing this response?  
 Employer  TPA/Employer Representative

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: Preparer Information Go

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Enter the preparer information by providing either the Employer or TPA/Employer Representative contact information and click [Next] to go to the **SUBMISSION** page. A sample is shown below.

Response for: SSN: 123-00-0000 Request Date: 12/15/2018 Date Due: 12/30/2018 Name: Sep Y, Req Y A, Jr  
Submission

View/Print

< Back Main Menu Submit to State

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The [Submit to State] button will be grayed out until the system has determined that the 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 the **SUBMISSION** page (see below) displaying the screen(s) and field name(s) in question. Simply click on the error link and you will be directed to the page where you may make the correction.

The screenshot shows the SIDES E-Response interface. At the top left is the SIDES E-Response logo. At the top right, it displays 'FEIN: 99-9999999' and 'SEIN: 999999999' next to a 'Sign out' button. Below the header, the page title is 'Submission'. The main content area shows a 'View/Print' link with a printer icon. Below this, a message reads: 'Please correct the following errors: Preparer Information - Preparer Contact Name is required.' At the bottom of the main area are three buttons: '< Back', 'Main Menu', and 'Submit to State'. On the left side, there is a 'Users Guide' section with instructions on how to submit and correct responses. At the very bottom, a copyright notice reads: 'Copyright © 2008 - 2018, National Association of State Workforce Agencies. All Rights Reserved.'

Next, navigate back to the **SUBMISSION PAGE** to submit the response. If there are still errors, repeat the error correction process. 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, see screen shot 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.

## 7 Amending a Submitted Response

After you submit a response, it remains on the SIDES E-Response website for 35 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 considered depending on state policy.**

To amend a response, identify the case on the **MONETARY AND POTENTIAL CHARGES** 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.

## 8 Thank You Page

Depending on your UI State Agency requirements, if you did not update any information on the response pages, (specifically, you did not select the **CLAIMANT AND EMPLOYER IDENTIFICATION CHANGE**, do not fill in any corrected information on the **ELIGIBILITY AND CHARGE INFORMATION** page, selected to not request relief of charges (in those States that allow that option), have already submitted a Separation Information response (in those States that allow that option), and have no attachments), you will be taken to the **THANK YOU** page.

**SIDES E-Response** FEIN: 99-9999999 Sign out  
SEIN: 999999999

Response for: SSN: 333-33-3333 Request Date: 04/10/2019 Date Due: 05/05/2019 Name: Cinderella, Relief-Y Sep-Y A, Jr  
**Thank You**

[View/Print](#)

Since you have not initiated any action, no information will be sent to the state unemployment agency.

[< Back](#) [Main Menu](#) [Complete](#)

**Users Guide**  
Please view your Monetary and Potential Charges Response. If correct, click on the Submit button to send the Monetary and Potential Charges to the State Unemployment Insurance office. You will receive a confirmation number on successful submission.

If you need to make a correction prior to submission, press the BACK button until you reach the appropriate screen to amend, or click on the error message and you will be taken to the page where the correction needs to be made.

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This signifies that you did not have any information for the State UI Agency and therefore your response is ‘Complete’. Nothing will be sent to the State UI Agency in this case. When you return to the main menu, you will notice that the status of the response is “Completed”. This indicates that you have reviewed the request and have nothing to add. If the response status indicates “Submitted” then response data was sent to the State UI Agency. If you decide that this was done in error and you do have information for the State UI Agency, you can click [Create Amendment].