



# **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.

**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.

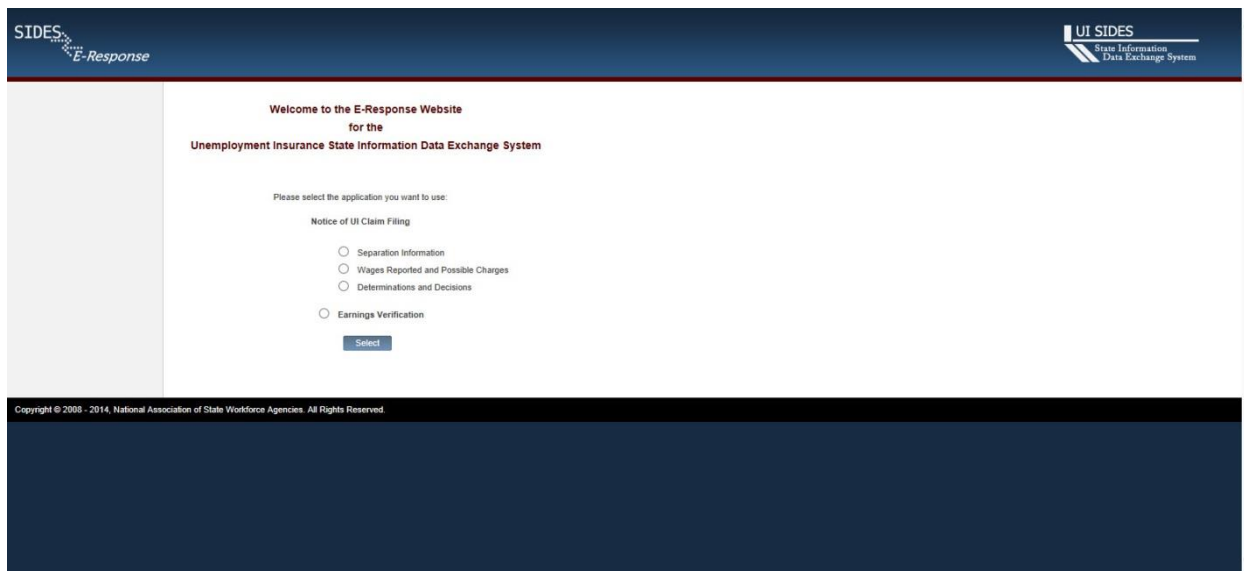
**SMALL CAPS:** Screen titles are shown in SMALL CAPS.

### 3 Logging In

To log-in to SIDES E-Response:

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

The screen shown below will appear.



The screenshot shows the SIDES E-Response website. The header includes the SIDES E-Response logo on the left and the UI SIDES State Information Data Exchange System logo on the right. The main content area displays a welcome message: "Welcome to the E-Response Website for the Unemployment Insurance State Information Data Exchange System". Below this, it prompts the user to "Please select the application you want to use:" and lists four options under the heading "Notice of UI Claim Filing": "Separation Information", "Wages Reported and Possible Charges", "Determinations and Decisions", and "Earnings Verification". A "Select" button is positioned below the "Earnings Verification" option. The footer contains the copyright notice: "Copyright © 2008 - 2014, National Association of State Workforce Agencies. All Rights Reserved."

Select “Earnings Verification” and click the [Select] button. The LOGIN SCREEN shown below will appear.

**Earnings Verification Application  
Response Entry**

To respond to your earnings verification request(s), please login using the instructions provided by the State Agency.

State  ?

Federal Employer Identification Number  ?

Identification Number/Access Code  ?

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

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UI SIDES - Build 15000

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.

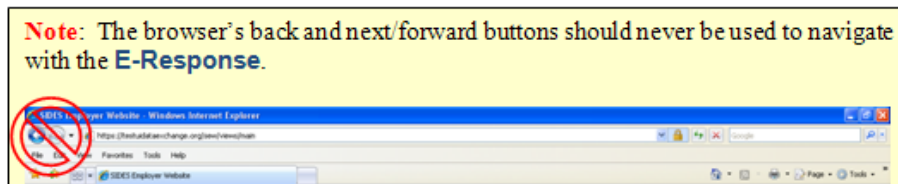
If the login is unsuccessful, first try again, being very careful with your key strokes. If you continue to have a problem, either your credentials are incorrect or there are no earnings verification requests pending at this time. Contact the requesting State UI agency if you received a notice that an 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:
  - [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 Separation Information Requests 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 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, 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 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.

**SIDES E-Response** SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE FEIN: 111999999 Sign out

Search by SSN: (Omit Dashes)

Announcement: Welcome to UI SIDES E-Response.

### Earnings Verification Requests

Earnings Verification Requests for the login PIN entered:

SSN: 211-12-1314 Name: Lastname, Firstname M, JR Date Due: 11:59 PM Eastern on 10/28/2010	Response Status: Not Started <input type="button" value="Create Response"/>	<a href="#">View/Print</a>	<a href="#">?</a>
SSN: 222-22-2324 Name: Lastname, Firstname M, JR Date Due: 11:59 PM Eastern on 10/28/2010	Response Status: In Progress <input type="button" value="Edit Response"/> <input type="button" value="Delete Response"/>	<a href="#">View/Print</a>	<a href="#">?</a>
SSN: 311-11-1334 Name: Lastname, Firstname M, JR Date Due: 11:59 PM Eastern on 10/28/2010	Response Status: Submitted <input type="button" value="Create Amendment"/>	<a href="#">View/Print</a> <a href="#">View/Print - Submitted 03/06/2012</a>	<a href="#">?</a>
SSN: 444-11-1144 Name: Lastname, Firstname M, JR Date Due: 11:59 PM Eastern on 10/28/2010	Response Status: Amendment In Progress <input type="button" value="Edit Amendment"/> <input type="button" value="Delete Amendment"/>	<a href="#">View/Print</a> <a href="#">View/Print - Submitted 03/06/2012</a>	<a href="#">?</a>

Earnings Verification Requests for other PINs for this FEIN:  
No Earnings Verification requests found for other PINs.

*Note: Requests remain on the SIDES E-Response Website for 30 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 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.

**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: 211-12-1314 Date Due: 10/28/2010 Name: Lastname, Firstname M, JR

**Claimant and Employer Identification**

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

**Requesting State**

State: ST  
 Agency: Office Name  
 Phone: 5555555555  
 Fax: 5555555554  
 E-mail: james.madison@state.gov

**Claimant Provided Information**

SSN: 211-12-1314  
 Name: Lastname, Firstname M, JR

**Corrected Claimant Information:**

Other Full Name Used by Claimant:  ?

**Employer Information**

**Information of Record**

Employer Name: ACME  
 State Employer Account Number: 1234567890  
 Federal Employer Identification Number: 123456789

**Corrected Employer Information:**

?  
 ?

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

**Preparer Information**

**\*Who is providing this response?**

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

**Enter Information:**

Employer  TPA ?

**\*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)

?

Cancel

Save

Main Menu

Next >

Go to Page Claimant and Employer Identification

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.

The screenshot shows the SIDES E-Response interface. At the top, there is a header with the SIDES logo, the South Carolina Department of Employment and Workforce logo, and the FEIN: 999999999. Below the header, there is a navigation bar with a "Sign out" button. The main content area is titled "Earnings Information" and displays the following information: "Response for: SSN: 211-12-1314 Date Due: 10/28/2010 Name: Lastname, Firstname M, JR". The page is titled "Earnings Information" and states "The State is requesting 5 weeks for this Earnings Verification, from 08/01/2010 to 09/04/2010." Below this, there is a section for "State Comments on the Earnings Verification:" with a text area. A dropdown menu asks "Did this claimant work for you between 08/01/2010 and 09/04/2010?". At the bottom of the page, there are navigation buttons: "< Back", "Cancel", "Save", "Main Menu", and "Next >". There is also a "Go to Page" dropdown menu set to "Earnings Information" and a "Go" button. The footer contains the text "Copyright © 2008 - 2011, National Association of State Workforce Agencies. All Rights Reserved." and "3.143 - Build 15302".

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:

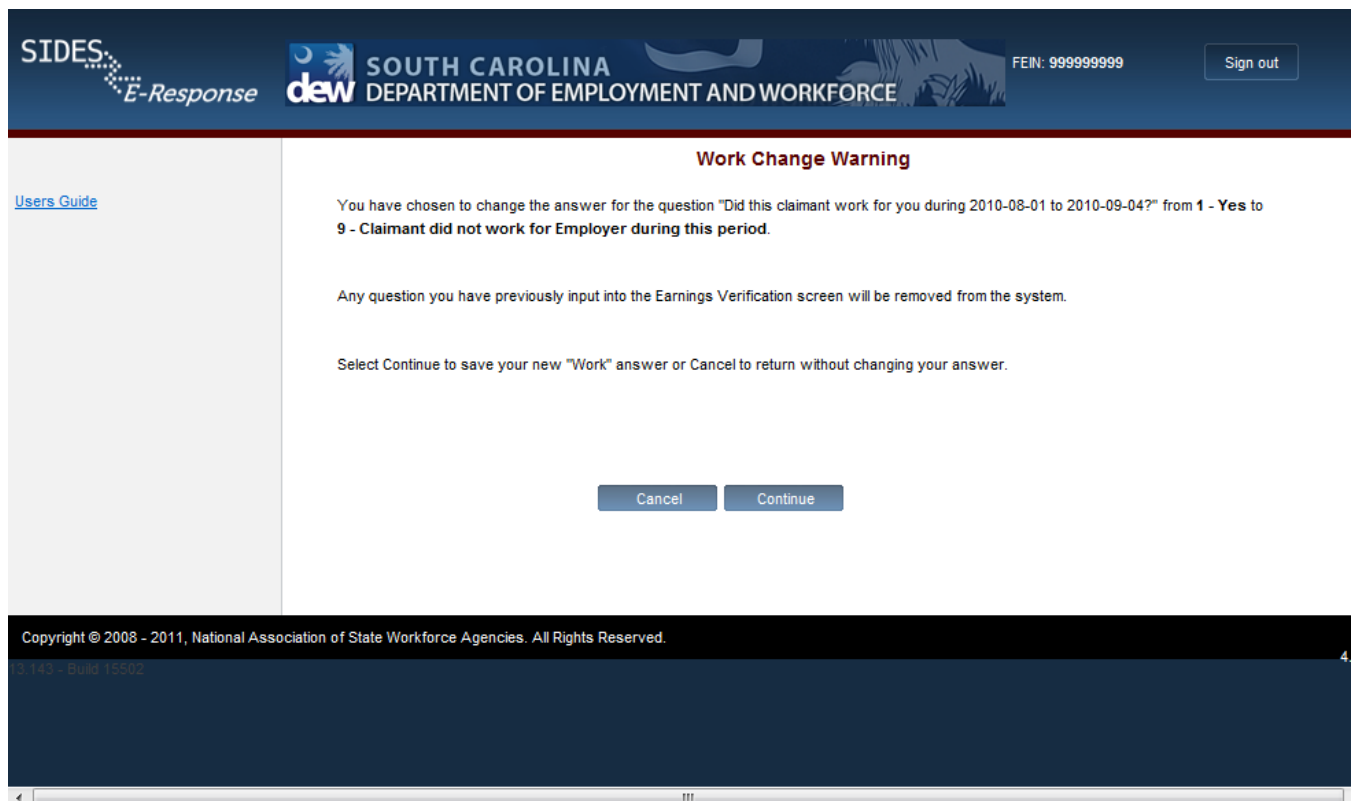
- Yes, this individual had earnings during the time period requested.

- 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.

\* indicates a Required Field

Enter all applicable information in the space provided.

[Users Guide](#)

Response for: SSN: 211-12-1314 Date Due: 10/28/2010 Name: Lastname, Firstname M, JR

### Working Information

\*What was the first day the individual actually worked during 08/01/2010 to 09/04/2010?



\*Is the individual still working?

Yes  No



< Back

Cancel

Save

Main Menu

Next >

Go to Page Working Information

Go

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3.143 - Build 15502

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

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### No Longer Working Information Change Warning

You have chosen to change the answer for the question "Is the individual still working?" from No to Yes.

Any information you have previously input into the No Longer Working Information screen will be removed from the system.

Select Continue to save your new answer or Cancel to return without changing your answer.

Cancel

Continue

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3.143 - Build 15592

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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.

\* indicates a Required Field

Response for: SSN: 222-22-2324 Date Due: 10/28/2010 Name: Lastname, Firstname M, JR

**Weekly Earnings Verification : 08/01/2010 - 09/04/2010**

This page may have a large amount of data associated with it. Please be patient while it loads.

For each week listed in the table to the right, please enter the number of Hours Worked and the Earnings. If relevant, please enter any Tips, Commission, Bonus, Vacation, Sick Leave Pay, Holiday, Severance and/or Wages in Lieu for the week.

If requested, enter the Date Paid or Date Allocated. If the dollar amount is \$0.00, the Date Paid or Allocated is not required.

Hours Worked must be input as hh:mm with a maximum value of 999:59. Dollar amounts have a maximum of \$99,999.99. Dates are mm/dd/yyyy.

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Week	Hours Worked HHH:MM	Earnings	Tips	Commission	Bonus	Vacation	Sick Leave	Holiday	Severance	Wages In Lieu
								Date Paid mm/dd/yyyy		Date Allocated mm/dd/yyyy
08/01/2010 - 08/07/2010	<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
08/08/2010 - 08/14/2010	<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
08/15/2010 - 08/21/2010	<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
08/22/2010 - 08/28/2010	<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
08/29/2010 - 09/04/2010	<input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>

< Back

Cancel

Save

Main Menu

Next >

Go to Page Weekly Earnings Verification : 08/01/2010 - 09/04/2010 Go

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 screenshot shows the SIDES E-Response interface. At the top, there is a header with the SIDES E-Response logo, the South Carolina Department of Employment and Workforce logo, and a FEIN: 999999999. A 'Sign out' button is located in the top right corner. Below the header, the main content area is divided into two columns. The left column contains instructions: 'Please view your Earnings Verification Response. If correct, click on the Submit button to send the Earnings Verification to the State Unemployment Insurance office. You will receive a confirmation number on successful submission.' and 'If you need to make a correction prior to submission, press the BACK button until you reach the appropriate screen to amend.' Below this is a link for 'Users Guide'. The right column displays 'Response for: SSN: 211-12-1314 Date Due: 10/28/2010 Name: Lastname, Firstname M, JR' and a large 'Submission' button. Below the 'Submission' button is a 'View/Print' link. At the bottom of the main content area, there are three buttons: '< Back', 'Main Menu', and 'Submit to State'. At the very bottom of the page, there is a footer with the text 'Copyright © 2008 - 2011, National Association of State Workforce Agencies. All Rights Reserved.' and a version number '10.143 - Build 15502'.

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.

**SIDES**  
*E-Response*

**dew** SOUTH CAROLINA  
 DEPARTMENT OF EMPLOYMENT AND WORKFORCE

FEIN: 999999999 Sign out

---

Response for: SSN: 000-00-0009 Date Due: 06/28/2011 Name: Lastname, Firstname M, JR

**Submission**

[View/Print](#)

**Please correct the following errors:**

Claimant and Employer Identification - Claimant Employer Work Relationship value must be 1, 20 or 21.

< Back
Main Menu
Submit to State

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 15-143 - Build 15502

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.



\* indicates a Required Field

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Response for: SSN: 211-12-1314 Date Due: 10/28/2010 Name: Lastname, Firstname M, JR

You have chosen to submit your Earnings Verification Response to the State Unemployment Insurance Office.

Do you want to submit this response?

< Back

Yes

After submitting this response, please wait for the confirmation number.

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<https://testuisides.org/sew-ns/views/response>

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.

The screenshot shows the SIDES E-Response interface. At the top left is the SIDES E-Response logo. In the center is the South Carolina Department of Employment and Workforce (dew) logo. At the top right, it displays 'FEIN: 999999999' and a 'Sign out' button. Below the header, a navigation sidebar on the left contains a red asterisk icon with the text '\* indicates a Required Field' and a link for 'Users Guide'. The main content area features the text 'Response for: SSN: 211-12-1314 Date Due: 10/28/2010 Name: Lastname, Firstname M, JR' followed by a bold 'Confirmation' heading. Below this, it states 'Your response has been accepted. Your confirmation number is:' followed by the alphanumeric string '7539 60BB 0B75 C4FA 1230 120D 812F 72D4'. A link reads 'Please print or download this pdf and keep with your records.' Below that is a 'View/Print' button with a printer icon. At the bottom of the main area is a 'Main Menu' button. The footer contains copyright information: 'Copyright © 2008 - 2011, National Association of State Workforce Agencies. All Rights Reserved.' and '3.143 - Build 15502'. The browser address bar shows 'https://testuisides.org/sew-ns/views/response'.

## 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.

\* indicates a Required Field

Enter all applicable information in the space provided.

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Response for: SSN: 211-12-1314 Date Due: 10/28/2010 Name: Lastname, Firstname M, JR

### Amended Response

Amended Response Number:

1

\* Please describe changes made to the last response: (2000 characters)



< Back

Cancel

Save

Main Menu

Next >

Go to Page Amended Response

Go

