

SIDES E-Response Frequently Asked Questions

How do I register my business with SIDES E-Response?

Registration is simple! Visit <https://webapps.does.dc.gov/eresponse/Account/Register> and enter your SEIN (State Employment Identification Number), FEIN (Federal Employment Identification Number) and email address to register your business. You will be asked to create a password upon registration. Beginning June 16, 2016, you no longer have to wait for your PIN via email; you can register immediately!

What is SIDES E-Response?

The State Information Data Exchange System E-Response (SIDES E-Response) was developed through a strategic partnership between the U.S. Department of Labor (USDOL) and state unemployment insurance (UI) agencies. SIDES E-Response offers employers and third-party administrators (TPAs) – free of charge – a secure, electronic and nationally-standardized format to better anticipate and supply the data needed for responding to UI information requests, reducing follow-up phone calls and streamlining UI response processes.

What is the benefit of using SIDES E-Response?

SIDES E-Response gives employers, TPAs/PEOs an electronic way to simplify and streamline responses to UI information requests, saving time and money by:

- Eliminating delays related to paper mail delivery and allowing more time to gather information and respond timely.
- Ensuring more complete information is provided through standard edits, validations and business rules, reducing time-consuming follow up phone calls.
- Reducing paper handling, staff time and postage costs.

As a result, improper payments are prevented, and employers' UI tax rates are kept as low as possible.

Who can use SIDES E-Response?

SIDES E-Response provides an easy and efficient way to respond to UI information requests from state UI agencies. SIDES E-Response is best suited for employers and TPAs/PEOs with a limited number of annual UI claims. It requires a working internet connection, email address, and connectivity and an employee who will enter the needed information.

What kind of information is exchanged through SIDES E-Response?

Currently, UI information related to job separation is exchanged through SIDES E-Response. Other exchanges, including earnings verification and monetary and potential charges will be available soon.

Who administers SIDES E-Response?

SIDES E-Response for DC employers is administered by the DC Department of Employment Services.

What are the requirements to use SIDES E-Response?

SIDES E-Response requires only a working internet connection and an employee who will enter the needed information. No programming or customization is required.

How much does it cost to use SIDES -Response?

SIDES E-Response is offered free of charge to employers and TPAs.

How secure is SIDES E-Response?

SIDES E-Response has multiple layers of security. SIDES E-Response uses secure communication protocols. The highest standard of security is important given the sensitive data exchanged between state UI agencies and employers and TPAs.

What UI system was in place before SIDES E-Response?

Before SIDES E-Response, state UI agencies requested information from employers and TPAs via a slow, manual, paper-based mail process.

What are the main causes of UI overpayments?

The two largest causes of UI overpayments are incorrect initial eligibility decisions (job separation issues) and working while receiving UI benefits. Many UI overpayments, which could be prevented by receiving timely and accurate information, negatively impact employers' bottom lines. In fiscal year 2011, the UI system paid \$117 billion in federal and state UI benefits to 18.7 million beneficiaries. The USDOL estimates that 12 percent of these benefits were paid improperly.

Is SIDES E-Response expected to reduce UI overpayments?

SIDES E-Response has the potential to reduce UI overpayments while improving the UI information exchange process

If I am already using DC Networks, will the separation information from SIDES E-Response show up in DC Networks?

Yes, initial responses submitted through SIDES E-Response are uploaded in to the DC Unemployment Insurance database, and will be available for you to view through your DC networks employer account. Note SIDES E-Response amendments containing employer's additions or corrections are not displayed using DC Networks.

Will I be able to track or look at historical data through SIDES E-Response?

No, we strongly recommend you print or save a copy of your E-Response submission for your records. You may also save an electronic copy of the PDF document in SIDES E-Response; however, your response and the saved PDF are deleted from E-Response after 30 days.

Will I still receive paper “Request for Separation Information” forms from DOES?

No, when you sign up for SIDES E-Response, you will begin to receive electronic email notifications from DOES. You may enter up to four email addresses in your SIDES E-Response account.