



# SIDES Fact Sheet

## Overview

Developed through a strategic partnership between the U.S. Department of Labor (USDOL) and state unemployment insurance (UI) agencies, the National Association of State Workforce Agencies (NASWA) SIDES program is an integrated computer-to-computer interface designed for employers and third-party administrators (TPAs) who typically deal with a **large volume of UI information requests**. SIDES is especially helpful to those employers and TPAs who **operate in multiple states**.

SIDES provides a **nationally-standardized format** in which employers and TPAs can receive and easily respond to UI information requests, **attach documentation** when needed and receive a **date-stamped confirmation** of receipt.

As of June 30, 2015, 46 states are using SIDES and SIDES E-Response. By March 2016, Alaska, Connecticut, Indiana, and Virginia will be live.

Employers and TPAs who use SIDES are better able to:

- anticipate and supply the data needed for UI information requests;
- reduce follow-up phone calls;
- help prevent payments to those who don't meet eligibility requirements;
- eliminate unnecessary appeals; and
- streamline UI response processes, which reduces paperwork while saving time and money.

Given the sensitive data exchanged between state UI agencies and employers and TPAs, SIDES has **multiple layers of security** that require authentication certificates and encrypted records and files.

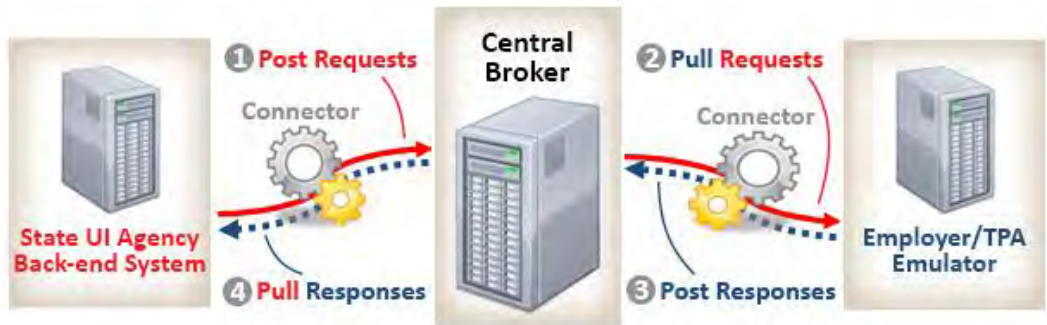
SIDES is available **free of charge**, although there will be internal IT system development costs to integrate with SIDES.

<b>How it Works</b>	<p>UI information requests from participating states as well as the responses from employers and TPAs are all in the same standard format.</p> <p>SIDES produces performance metrics and provides audit controls.</p>
<b>What it Requires</b>	<p>Employers and TPAs need to develop software to connect their internal IT systems to the SIDES Central Broker, which routes requests and responses to the appropriate recipient.</p> <p>SIDES was developed using the open design and following industry standards. However, each employer and/or TPA system is unique, and integrating SIDES will entail changes to current IT systems and processes.</p> <p>Detailed technical information is available at <a href="http://info.uisides.org">http://info.uisides.org</a>.</p>
<b>Best Suited For</b>	<p>SIDES is best suited for employers and TPAs who typically deal with a large volume of UI information requests. While SIDES requires more up-front integration resources, it has the potential to streamline the UI response process, reducing paperwork while saving time and money.</p> <p>Employers and TPAs who implement a direct interface with SIDES may wish to use the SIDES E-Response website in the interim while they complete interface programming.</p>

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## Using SIDES

Once fully integrated, SIDES allows for a secure electronic information exchange between employers and TPAs and a state UI agency. SIDES uses business rules, edit checks and validations that will reduce follow-up calls and paperwork, saving both the employer and the state valuable time and effort. The SIDES team provides written implementation and developers' guides, model software for connecting to the Central Broker, and in-person training to integrate SIDES.



## Resources and Support

The SIDES Team provides support and guidance to employers and TPAs interested in SIDES. Several times a year, NASWA offers in-person SIDES training on request. In addition, the SIDES Team provides resources, such as the Concept of Operations and Implementation Guide, Developers' Guide, and model software for connecting to the Central Broker. Technical staff is also available to answer questions during the integration development process. Additional information is available at <http://info.usides.org>.

### In Their Own Words

"The online form is a breeze to complete... you can move backwards and forwards and save as you go along. It's far easier than the manual system ever was – no more filling in the tiny little boxes.

Paper reporting of unemployment claims is inefficient; using the online system is efficient, it saves time, it saves money, and that is money that can be put to better purposes."

*Laura Pavalis, Director of Human Resources for CFO Systems in Omaha, NE*

**UI SIDES**

State Information  
Data Exchange System

To enroll in or register for SIDES, please contact your UI agency.

Follow us on Twitter at @UI\_SIDES

# UI SIDES

State Information  
Data Exchange System

## WHAT IS SIDES?

The **S**tate **I**nformation **D**ata **E**xchange **S**ystem is an electronic tool to help employers respond to state unemployment insurance (UI) requests **quickly, easily, and accurately.**

### The Problem



Paper Based



Mailing Costs



Tight Deadlines



Phone Calls



Unprotected  
Data



Different Forms

### The Solution



Electronic



Web Exchange



On Time



Reduced  
Followups



Secure



National  
Standard



*"The real beauty of it is the requests come via email... if I don't have all the information, I can save it, I can stop, I can pause, I can check my records the next day, and I can complete the claim without having to start all over again... **The online form is a breeze to complete.** It's far easier than the manual system ever was.*

*Paper reporting of claims is inefficient; **using the online system is efficient, it saves time, it saves money.**"*

*Director of HR, CFO Systems*

## THE BENEFITS

- ▲ Available for FREE
- ▲ Electronic Exchange
- ▲ National Standard Data Format
- ▲ Quality of Information
- ▲ Timely Responses
- ▲ Staff Productivity
- ▲ Confirmation of Receipt
- ▼ Postage Costs
- ▼ Paper Work
- ▼ Phone Calls
- ▼ UI Tax Rate
- ▼ Overpayments
- ▼ Staff Time
- ▼ UI Appeals

# BOTTOM LINE

<http://info.uisides.org>



# THE OPTIONS

**OPTION 1:** SIDES provides an automated data-sharing and file-tracking interface between employers'/TPAs' IT systems and state UI agency networks. SIDES is an integrated computer-to-computer interface designed for employers and TPAs who typically deal with a **large volume of UI information requests**. SIDES is especially helpful to those who operate in multiple states.



State UI Agency Systems

Central Broker

Employer/TPA Systems

**OPTION 2:** 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 UI agencies. SIDES E-Response is available in participating state to any employer or TPA with internet access.

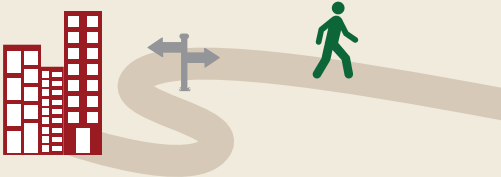
SIDES  
E-Response



## ONE SOLUTION, MANY USES

SIDES streamlines communications between a state UI agency and employers.

HERE ARE SOME EXAMPLES



### SEPARATION INFORMATION

SIDES sends a state's request to a claimant's former employer to provide the reason for job separation. This helps to reduce overpayments and unnecessary appeals by timely obtaining the required information so benefits are properly paid.



### EARNINGS VERIFICATION

SIDES automates the investigation of matches received from the National Directory of New Hires and other types of wage audits. This helps reduce overpayments through verifying earnings and early detection of claimants returning to work.



COMPANY			
Q1	Q2	Q3	Q4
\$	\$	\$	\$
Q1	Q2	Q3	Q4
\$	\$	\$	\$
Q1	Q2	Q3	Q4
\$	\$	\$	\$

### MONETARY AND POTENTIAL CHARGES

SIDES allows a state to notify employers when claims are filed, shows the wages the employer paid that were used to establish a claim, identifies the claimants' potential weekly and total benefits, and calculates the potential charges to the employer.

### DETERMINATION/APEAL FORMAT

Electronically receive decisions regarding claimant eligibility due to separation and non-separation and file protests/appeals to those decisions.

### Coming Soon

### BILLING/CHARGE NOTICE FORMAT

Receive periodic account statements showing the details about all charges to an employer's UI account, including specific claimant information that affect the employer's account.

...and more.



SIDES is developed through a partnership between the U.S. Department of Labor and the National Association of State Workforce Agencies.

