



# Interested in Streamlining UI Information Exchanges?

*Learn How by Using an Electronic Standardized System that will Save Time and Money*

Employers are all too familiar with the challenges associated with responding to paper-based unemployment insurance (UI) information requests. Ensuring that responses are complete, accurate and submitted within tight deadlines is a significant and costly administrative burden that puts a strain on a company's bottom line. The problem is only compounded when companies operate in multiple states, since – until recently – no single national standard existed to easily and electronically exchange key information about UI claims.

Today, there is a solution to help businesses efficiently and accurately respond to UI information requests.

Developed through a strategic partnership between the U.S. Department of Labor (USDOL) and state unemployment insurance agencies, the State Information Data Exchange System (SIDES) and SIDES E-Response offer employers – *free of charge* – a secure, electronic and nationally-standardized format to better anticipate and supply the data needed to respond to UI information requests, reduce follow-up phone calls and streamline UI response processes.

Both systems are designed to meet the unique needs of businesses large and small. For employers with a limited number of UI claims, the SIDES E-Response website provides an easy and efficient way to respond to information requests from state UI agencies. For employers and third party administrators (TPAs) that handle a large volume of UI information requests, SIDES provides an automated, computer-to-computer interface between employers' and TPA's IT systems and state agency networks.

SIDES and SIDES E-Response offer many benefits that will help your company simplify and streamline responses to UI information requests:

1. **Free of charge.** Both systems are offered *free of charge* to employers and TPAs, although there will be internal IT system development costs to integrate SIDES.
2. **Secure.** Both systems have multiple layers of security that are implemented to the highest standard to protect the sensitive data exchanged between the state UI agency and employers and TPAs.
3. **Ensure accurate information exchanges.** Both systems ensure that complete information is provided through standard edits, validations and business rules.
4. **Reduce administrative costs.** Both systems reduce the volume of time-consuming follow-up phone calls, unnecessary appeals, postage costs, paper work and staff resources.
5. **Save time.** Both systems are electronic, eliminating delays related to paper mail delivery, reducing paper handling, and ensuring information requests are fully completed.
6. **Minimize UI rates.** Both systems will help employers and TPAs keep UI rates as low as possible by providing accurate, quality and timely information to the state UI agency, preventing payments to former workers who don't meet eligibility requirements.

7. **Address two of the largest causes of UI overpayments: incorrect initial eligibility decisions (job separation issues) and working while receiving UI benefits.** Both systems ensure employers and the state UI agency exchange timely and accurate information, reducing UI overpayments, which 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 – a fact that created an unnecessary financial and administrative burden on employers and state UI agencies. SIDES and SIDES E-Response have the potential to significantly reduce these improper payments, improve the UI information exchange process, and save your company time and money.

To learn more about SIDES and SIDES E-Response and assess which system is best for your company, visit <http://info.uisides.org> or visit <http://www.vidol.gov>. You can also call or mail the Virgin Islands Department of Labor for information at the following addresses:

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St. Croix Office  
4401 Sion Farm  
Christiansted, St. Croix 00820  
Tel: (340) 773-1994 Fax (340) 773 1515**

**Virgin Islands Department of Labor  
St. Thomas Office  
2353 Kronsprindsen Gade  
St. Thomas 00802  
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