Montana Department of
LABOR & INDUSTRY

SIDES Broker Handbook

Instructions and Specifications

Unemployment Insurance Division (UID)

Contributions Bureau

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Introduction

The State Information Data Exchange System (SIDES) is a convenient and secure way for employers (or their agents) to electronically receive and respond to requests for information regarding unemployment insurance (UI) benefit claims. Developed by the U.S. Department of Labor and the National Association of State Workforce Agencies (NASWA), SIDES provides a nationally standardized format for responding to UI information requests.

SIDES for brokers is a method for large employers and/or third-party administrator to receive and respond to benefit claim information requests via server-to-server file transfers.

This handbook outlines the process and requirements for implementing a broker exchange relationship with Montana Unemployment Insurance.

Participation

To participate, Brokers will need to be a registered SIDES Broker and set up to participate with Montana UID (testing will be required).

In addition, Montana requires Brokers to enter into a Memorandum of Understanding (MOU) with the Montana Department of Labor and Industry, Unemployment Insurance Division (UID) attesting you have on file a signed authorization form for each client you represent authorizing you to receive and respond to confidential unemployment insurance (UI) benefit claim information requests. We will not require you to provide us a copy of the authorization form for each client; however, if at any time we do request a copy of the authorization, you must provide it.

To request an MOU, contact our office at uiservices@mt.gov or (406) 444-3834, option 2. When returning the MOU, please be sure to include the following:

- Legal Name of your Organization
- FEIN
- Mailing Address
- Contact Information (Name, email, and phone number)

The signed MOU may be submitted via fax at (406) 444-0629 or email uieservices@mt.gov

Linking Your Clients

Process Overview

In order to know which Montana employers you will be responsible for, we must link your clients to your broker id. We have built into our existing employer portal, UI eServices for Employers (eServices), the ability for brokers to import and submit a list of active clients.

Brokers can import/update client lists as frequently as needed. Once processed (nightly) a link is created between the employer and the broker, ensuring SIDES requests for information are directed to the appropriate broker.

Access to UI eServices

If you have never used eServices, follow the instructions below to set up access.

> **Note:** If you are not a Montana employer with your own UI account, you will need to register as a third-party administrator (TPA) customer before you can set up eServices access. Click here for instructions on how to register as a TPA before completing the access request.

To request access:

1. Go to uieservices.mt.gov
2. Click **Sign Up Here** under Log In to UI eServices
3. On step one, select the option Third Party Administrator (TPA)
4. Complete the remaining steps of the access request to create your Username and Password for eServices.

Client List Submission

To submit a SIDES Broker Client List Submission Request:

1. Log in to eServices
2. Click on the Bulk Services tab
3. Click on SIDES Broker Client List link
4. Key or import the client data
5. Click Submit

The next day, you will receive an email notifying you of a web message within eServices. This is your indication the SIDES Broker Client List Submission was completed. Check the web message for a return file listing any errors.

To retrieve the return SIDES Broker Client List file:

1. Log in to eServices
2. Click the Messages tab and your Unread messages
3. View Broker Client List web message
4. Click the blue Broker Client List link to download the file

NOTE: Once a successful Broker to Client link occurs, we will NOT print and mail benefit claims notices to the employer, they will be sent through SIDES to the broker. It is the responsibility of the Broker to ensure a timely response is completed on behalf of their client.

Important Web Pages

- UI eServices for Employers
- Help Information
- FAQ Information
- Contact Information

SIDES Broker Client List Submission Import Record Layout

The SIDES Broker Client List submission can be imported into *eServices* using one of two file formats: Microsoft Excel or delimited text file.

The Broker should generate one record occurrence for each client.

Microsoft Excel Import Record Layout

Your Excel file should follow the format below:

First line – Can contain header information or be left blank
Repeating Rows - Repeated for each client whom the TPA is subject to Montana UI Tax.
- First Column – "A" (Add Client) or "R" (Remove Client)
- Second Column – 7 digit UI account number
- Third Column – 9 digit FEIN
- Fourth Column – Business Name (Optional field)

The tab containing the information <u>MUST</u> be named Sheet1 and saved with an .xls or.xlsx file extension.

Example File Layout:

A	2057574	981651321	COMMON COUNTY
A	2056633	651398765	SMITHS DENTAL PRACTICE
A	2057795	815321321	JOES COFFEE SHOP
R	2057796	816351321	BONNIES DOG RESCUE

Delimited Text File Import Record Layout

Location	Field	Length	Type	Descriptions and Remarks
1	Action Code	1	A/N	Enter "A" to add the client. Enter "R" to remove the client. Required field
2-8	Client UI Account Number	7	A/N	Enter the 7 digit UI account number for each client. Enter only numeric characters. Omit hyphens, prefixes, suffixes or any spaces within the number. Required field.
9-17	Client Federal Employer Identification Number	9	A/N	Federal Employer ID number. Enter only numeric characters. Omit hyphen, prefixes, suffixes or any spaces within the number. Required field
18-59	Client Business Name	41	A/N	Enter client's business name. Option field, if not used, fill with blanks.

SIDES Broker Client List Submission Export Record Layout

For each record occurrence received from a Broker, we will generate one record occurrence for return.

Location	Field	Length	Type	Descriptions and Remarks
1	Action Code	1	A/N	Enter "A" to add the client. Enter "R" to remove the client. Required field
2-8	Client UI Account Number	7	A/N	Enter the 7 digit UI account number for each client. Enter only numeric characters. Omit hyphens, prefixes, suffixes or any spaces within the number. Required field.
9-17	Client Federal Employer Identification Number	9	A/N	Federal Employer ID number. Enter only numeric characters. Omit hyphen, prefixes, suffixes or any spaces within the number. Required field
18-59	Client Business Name	41	A/N	Enter client's business name. Option field, if not used, fill with blanks.

60-196	Message	136	A/N	A message is returned for each client occurrence sent in the original file Success – The client was added successfully Warning – The client was successful but something with the record is incorrect Error – The client was not added

Appendix A: File Message Descriptions

The following message descriptions are to notify the Broker of the success or failure of the SIDES Broker Client List Submission Request.

Success: The client information was accurate and a successful link between the Broker and Client has been established. Nothing else needs to be completed. If the Client terminates the relationship with the Broker, please submit a SIDES Broker Client List Submission Request removing the client.

Warning – Client Already Linked: Message is received when information is submitted to Add a client and the client is already linked to the Broker. Remove the client from the file unless the client terminates the relationship with the Broker. If the Client terminates the relationship with the Broker, please submit a SIDES Broker Client List Submission Request removing the client.

Warning – Client Not Linked: Message is received when information is submitted to Remove a client and the client is not linked to the Broker.

Error – Multiple Recs Match to Emplr: Message is received when duplicate information is submitted for a client within the same file. If the UI account number, FEIN, and Business Name match the records on our tax system, the first entry on the file for this client will be accepted and each following record containing the same information will receive this error message.

Error – No Match: Message is received when the UI account number and FEIN submitted from the Broker does NOT match the information in our tax system. Please update the records and

submit the client again. If the client information isn't valid in respect to Unemployment Insurance, remove the client from the file.

Error – Client Linked to Other Broker: Message received if more than one Broker has claimed they are responding to Unemployment Benefit information in Montana for a particular client. Because we are unsure which Broker has the authority to file for this client, the new Broker will not be linked to this client. The client must notify any Broker if they are no longer participating in their services. The Broker who is no longer responsible for submitting Unemployment Benefit information for the client needs to submit a new file removing the client.

Error – FEIN Discrepancy Please Verify: Message received if the UI account number submitted matches our tax system, but the FEIN does NOT match our records. Verify the FEIN with the client and either update the file or contact our office to update the FEIN.

Error – Found FEIN Verify State UI Num: Message received if the FEIN submitted match the records on our tax system, but the UI account number does NOT match our records. Update the UI account number on the file.