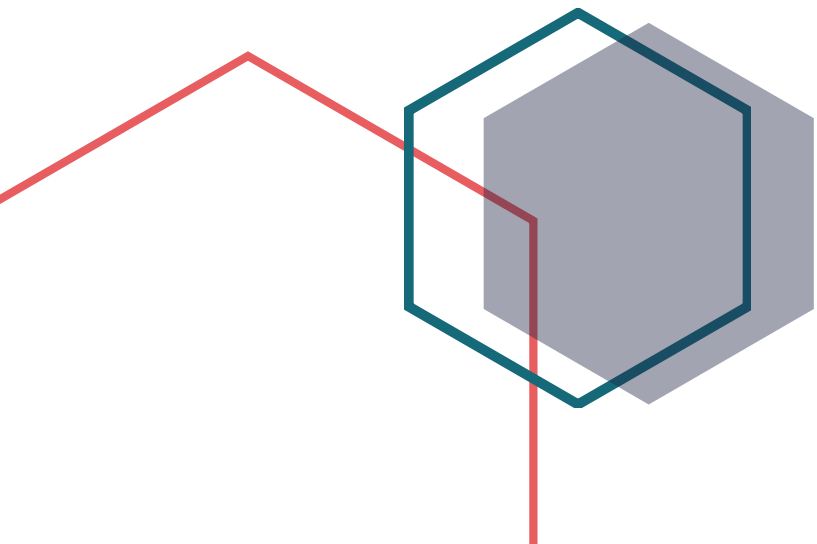


Separation Information E-Response Users Guide



What is SIDES?

SIDES stands for the State Information Data Exchange System. It's a software tool that empowers states, employers, Third Party Administrators (TPAs) and Professional Employer Organizations (PEOs) to quickly, accurately, and securely respond to unemployment insurance requests.

How it Works

SIDES E-Response is a free website where employers and their representatives submit UI responses directly to state unemployment agencies.

In Montana, SIDES E-Response is accessed through [UI eServices for Employers](#). When you receive a request, simply log into [eServices](#) to connect and complete responses. Once completed, a confirmation number and downloadable PDF will immediately be available for your records.

Benefits

- Lost responses are a thing of the past. With direct online communication, feel confident knowing information was transmitted correctly and securely.
- Nationally consistent format for any size business. Eliminate submission errors with SIDES' consistent and intuitive format.
- Handles details so employers can focus on business. The innovative digital process reduces personnel time and effort.
- Enhances the integrity of the UI system. SIDES reduces UI tax rates and waste in the system.

How to Register

Go to uieservices.mt.gov to sign up. If you do not currently use **UI eServices for Employers**, when you sign up for access, you will be asked to provide SIDES contact information during the online access request process. Providing the SIDES contact name, phone number, and email address is all it takes. If you are already an eServices user, simply log in, navigate to the Benefits tab, and submit a SIDES Contact request. For assistance email uieservices@mt.gov or call (406) 444-3834 (option 2).

SIDES E-Response



SIDES E-Response is an online tool for employers to quickly, accurately, and securely respond to state unemployment insurance requests. Built specifically for ease of use, employers can log into the website and submit responses easily anytime, anywhere.

Requirements



SIDES E-Response only requires an internet connection. There is no cost to use SIDES E-Response.



Separation Information Exchange

The SIDES Separation Information exchange is used by employers to process over 31% of UI claims nationwide. The separation information request is triggered by the states when a worker files an initial claim or reopens an existing claim. Since the request is sent electronically, employers do not need to wait for the request to arrive by mail. This allows for more time to complete a detailed and timely response.

Preparing to Respond to a Request for Separation Information

Gather detailed, pertinent information about the claimant's separation and payments made after the separation.

- Employer contact information
- Dates of employment
- Details of separation
- Relevant prior incidents and warnings
- Supporting documentation
- Monies paid after separation

Supported Browsers

Chrome V44 and higher
Firefox V37 and higher

Access the SIDES Separation Information Exchange

Log into uiervices.mt.gov, navigate to the Benefits tab (click on your UI account number around the middle of the screen to find the Benefits Tab), go to the SIDES Requests tab and click on any of the requests waiting for you. Selecting a request will connect you to the SIDES E-Response site (no additional log on required).

FILE & PAY
RATES
BENEFITS³
REQUESTS
ACTIVITY
MESSAGES⁰
LETTERS⁰
ACCOUNT SERVICES

SIDES CONTACT
SIDES REQUESTS³
BENEFIT CHARGES

STATE INFORMATION DATA EXCHANGE SYSTEM (SIDES) REQUESTS

[SIDES FAQ](#)

Click the blue status links in the table below (Respond or View/Amend) to respond to or edit requests for information. [?](#)


Please note: Clicking the status link will redirect you into the SIDES e-Response portal. If you have multiple requests from multiple exchanges you should see a list of all requests for the respective exchange. You can complete all requests for all exchanges without returning to eServices by using the SIDES e-Response Switchboard and clicking the exchange you'd like to complete. After you have responded to a request, the information will be passed back to Montana UI that evening. The link will be updated in eServices to View/Amend the next day. [?](#)

Exchange	Claimant	Request Date	Respond by Date	Received Date	Status
Separation	ALICE JOHNSON	Mar 11, 2022	Mar 21, 2022		Respond
Separation	BOB ALLEN	Mar 11, 2022	Mar 21, 2022		Respond
Separation	JOHN SMITH	Mar 11, 2022	Mar 21, 2022		Respond
Charging	JOHN SMITH	Mar 11, 2022	Mar 21, 2022		View
Charging	ALICE JOHNSON	Mar 11, 2022	Mar 21, 2022		View
Charging	BOB ALLEN	Mar 11, 2022	Mar 21, 2022		View



Select a Claim


From the UI SIDES E-Response Switchboard, select which exchange you are ready to review.



FEIN: 555555555
 SEIN: 2056459

UI SIDES E-Response Switchboard

Please select an exchange to respond to requests.

Separation Information - 3 requests 

Monetary & Potential Charges - 3 requests


Additional Fact-Finding - 0 requests

Determinations & Decisions - 0 requests

Earnings Verification - 0 requests

The list of requests for information will be displayed. This list can be sorted by any column by selecting the up or down arrow next to the column header.

Select the claim you want to work.



State: MT
 FEIN: 555555555
 SEIN: 2056459

Log Out
Switchboard

[User Guide](#)

Separation Information Requests

Hide submitted records

	Name <small>⌵</small>	SSN <small>⌵</small>	Due Date <small>▲</small>	Response Status <small>⌵</small>
<input type="checkbox"/>	SMITH, JOHN		03/21/2022	Not Started
<input type="checkbox"/>	ALLEN, BOB		03/21/2022	Not Started
<input type="checkbox"/>	JOHNSON, ALICE Q		03/21/2022	Not Started


R1

INTEGRITY TIP: Respond timely to every request for separation information!



Review Claim Details

This screen provides information related to the claim.



State: MT
FEIN: 555555555
SEIN: 2056459

[Log Out](#)

[Switchboard](#)

[User Guide](#)

Claim Details

Name	ALLEN, BOB	SSN	
Claim Number	1629910	Claim Type	Regular UI, New Initial Claim
Claim Effective	02/20/2022	Request	03/11/2022
Benefit Year Begin	02/20/2022	Due	03/21/2022
		Response Status	Not Started
		View	Request - 03/11/2022

[Back](#) [Enter Response](#)


Tip: If you fail to download your response after submitting, you can return to this screen to download your response.

Records are only displayed for 35 days from the request date.



Verify Employer Information

Make any necessary corrections to the employer information.



State: MT
FEIN: 555555555
SEIN: 2056459

Log Out
Switchboard
Requests

[User Guide](#) [Help](#)

Name: ALLEN, BOB
SSN:
Due: 03/21/2022

Employer
Claimant
Separation
Wages/Payments
Documentation
Preparer
Review Response

Employer

Corrected

Employer Name	JOHNS COFFEE	<input style="width: 95%;" type="text"/>
FEIN	555555555	<input style="width: 95%;" type="text"/>
SEIN	2056459	<input style="width: 95%;" type="text"/>
Type of employer	Last and Base Period Employer	

Check if applicable.

TPA/Employer Representative receiving this request DOES NOT represent this employer.

PEO receiving this request DOES NOT represent this employer.

Save
Close
Next

1

Tip: Navigate your response using the buttons on the bottom of the screen.

Close will send you back to the claim list.



Verify Claimant Information

Make any necessary corrections to the claimant information.

Alert the state to special claim situations.

State: MT
FEIN: 555555555
SEIN: 2056459

Log Out
Switchboard
Requests

User Guide Help

Name: ALLEN, BOB SSN: Due: 03/21/2022

Employer **Claimant** Separation Wages/Payments Documentation Preparer Review Response

Claimant

Corrected

SSN

Name ALLEN, BOB

Check if applicable.

Claimant did NOT work for this employer.

Claimant was a 1099 or contract employee.

Employer is a Temporary Staffing Agency, and the claimant was working a temporary assignment.

Employer believes this is a fraudulent claim.

Back Save Close Next

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INTEGRITY TIP: If you feel a claim is potentially fraudulent, alert the state immediately! Select the fraudulent claim checkbox if you have knowledge of:

- Potential identity fraud
- Claimant is still working
- Claimant is deceased
- Claimant is incarcerated



Final Incident

* What was the date of the final incident?



* Describe in detail the final incident that caused the discharge.

Tip: Be detailed when providing the final incident. The burden of proof falls to the employer to show why the claimant is no longer working for claims related to Fired/Discharged and Asked to Resign claims.



Support Your Responses

Upload documents that support your response.

SIDES E-Response

State: MT
FEIN: 555555555
SEIN: 2056459

Log Out
Switchboard
Requests

User Guide Help

Name: ALLEN, BOB SSN: Due: 03/21/2022

Employer Claimant Separation Wages/Payments **Documentation** Preparer Review Response

Documentation

* Do you have any documents supporting your response? Yes No

Allowable file formats are csv, jpg, jpeg, pdf, rtf, tiff (tif), txt. The total size of all attachments is limited to 5 megabytes. Scanned PDFs may be too large. For information on how to reduce the size of a PDF click here.

Add Attachment

Back Save Close Next


Tip: Reduce the size of your attachments. The response cannot be more than 5 MB.

Tip: Keep attachments relevant. For example, there is no need to attach your entire employee handbook. Send the related section.



Tell Us About You

Provide the information for the person who completed the response.



State: MT
FEIN: 555555555
SEIN: 2056459

Log Out
Switchboard
Requests

User Guide Help

Name: ALLEN, BOB SSN: Due: 03/21/2022

Employer Claimant Separation Wages/Payments Documentation **Preparer** Review Response

Preparer

* Info Prepared By Employer TPA

* Name

* Job Title

* Phone

* Email

Fax

Back Save Close Next

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Tip: Verify this information carefully. Follow-up requests will be directed here.



Review the Response for Accuracy

Click 'View Response' to see a copy of the PDF before it is sent to the state workforce agency.

State: MT
FEIN: 55555555
SEIN: 2056459

Log Out
Switchboard
Requests

User Guide Help

Name: ALLEN, BOB SSN: Due: 03/21/2022

Employer Claimant Separation Wages/Payments Documentation Preparer **Review Response**

Review Response

Review your response before submitting:
[View Response](#)

[Back](#) [Close](#) [Submit](#)

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Tip: The response is not submitted until you select the Submit button.



Save the Confirmation

Records are only saved on the website for 35 days after the request is sent. Save your confirmation number and download a copy of your response. **An emailed copy will NOT be sent.**

The screenshot displays the SIDES E-Response interface. At the top left is the SIDES E-Response logo. On the top right, there are three buttons: 'Log Out', 'Switchboard', and 'Requests'. Below these are the user's details: State: MT, FEIN: 555555555, and SEIN: 2056459. A navigation bar contains 'User Guide' and 'Help' links. The main content area shows the user's name (ALLEN, BOB), SSN, and due date (03/21/2022). The central heading is 'Confirmation'. Below it, a message states: 'Your response has been accepted. Your confirmation number is 1041-0186-6a2b-4a86-97ee-89ab-a105-865591.' A bold instruction reads: 'Print or download a copy for your records.' Below this is a 'Response' link and a 'Close' button. A blue tip box on the left contains the text: 'Tip: Print or download a copy of your response for your records.' The page number '71' is located in the bottom right corner.

