



Quarterly News



SIDES E-Response will be unavailable on Wednesday, March 23, 2022, from 12:00 p.m. to 4:30 p.m. (mountain time) as we update the system. **Due dates will not be extended**, so plan your work in the system accordingly to ensure you respond on time.

Changes include:

- Fraud indicators alerting the state that immediate action is needed
- Intuitive flows with dynamic questions specifically related to the separation reason
- Process to collect employment details from temporary staffing agencies, including questions pertaining to recent job assignments, contacting the staffing agency for further work, and refusal of a new assignment
- Ability to upload supporting information documentation in relevant areas

View the new [Separation Information E-Response Users Guide](#) for a preview of the changes.

Not a SIDES participant yet? Why not?

Over 50% of Montana employers are utilizing SIDES E-Response to receive and respond to requests for information regarding UI benefit claims. Using SIDES E-Response is FREE and saves both employers and the state time and money.

Benefits of using SIDES E-Response include:

- Quicker notification of claims filed and potential charges to your employer account.
- Greatly reduces the chance of forfeiture of rights to protest due to lost or late responses.
- Enhances the integrity of the UI system. Better responses in a shorter time frame help to reduce waste within the UI program and prevent fraud.

How do I start participating in SIDES E-Response?

It's as easy as providing us with the name, email address, and phone number of the person(s) responsible for responding to benefit claims related requests.

SIDES E-Response is accessed via *UI eServices for Employers* at uieservices.mt.gov.

If you are already an eServices user, simply log in, navigate to the BENEFITS tab and SIDES CONTACT sub-tab and complete the request to add SIDES Contact information to your UI account.

If you are not an eServices user yet, on the eServices home page click SIGN UP HERE (under the Log In button) and set up your login credentials. When setting up your access, it's helpful to have a copy of the last quarterly report filed for your organization available to answer security questions. While you are creating your credentials for eServices, if your organization is not already a SIDES participant, you'll be asked to provide SIDES contact information.

Once my business is set up as a participant, how does SIDES E-Response work?

Once we have your SIDES contact information, if/when a UI claim is filed by a current or former employee, you'll receive an email from us letting you know we need information from you. Add our email address, DoNotReply@mt.gov, to your safe sender list to prevent emails from being stopped by spam filters.

To respond, you'll need to log into uieservices.mt.gov and navigate to the BENEFITS tab and SIDES REQUESTS sub-tab. From there you can click on the status of any request listed and you'll be directed into SIDES E-Response (no additional logon required).

Completed responses are securely transmitted back to our claims processing team daily.

Want more SIDES information or need help?

For more information on SIDES, view our [SIDES FAQ](#) on uieservices.mt.gov or contact our Montana SIDES Coordinator, Jennifer Bertrand, at jbertrand@mt.gov or (406) 255-1138.

Need assistance accessing eServices or adding your SIDES contact information, contact our eServices Customer Support Team, (406) 444-3834 (option 2).



Electronic Filing Requirement

By now, most of you have heard of Montana’s electronic filing requirement. All third-party agents (payroll services, accounting firms, etc.) preparing quarterly reports on behalf of employers and employers with 20 or more employees in any quarter are required to electronically file quarterly UI reports.

Most employers and third-party agents have complied with the requirement, and we thank you! Electronic filing of quarterly reports is a win-win. It expedites the processing of the reports and improves overall data integrity.

It is important that all employers and third-party agents, who are required to, are filing electronically. For those who have not yet complied, you may have recently received a statement of account reflecting a penalty for continuing to file paper reports.

A variety of options are available to electronically file quarterly reports including:

- Upload or manual entry of individual reports into *UI eServices for Employers*, uieservices.mt.gov,
- Upload of properly formatted ICESA or FSET bulk files (for one or more quarterly reports) into eServices,
- Software direct electronic filing (QuickBooks Enhanced Payroll Users only), and
- Secure file-to-file web-service (programming required).

For more information on options available, review our [Montana UI Contributions e-Filing Handbook](#) available on uieservices.mt.gov under the Handbooks, Forms, & More Helpful Link or contact our eServices Customer Support Team at (406) 444-3834 (option 2).

For those filing quarterly reports (and payments if applicable) using the ICESA or FSET file formats, please double check your file is properly formatted to Montana’s specifications! Incorrect file formats can lead to errors and delays in posting reports and payments. Review the [Montana UI Contributions e-Filing Handbook](#) for details on the specifications required.

Check Your Rate!

Using the wrong rate to pay UI taxes is the most common mistake we see every year. Before you file your quarterly report, make sure you update any software you may be using with the correct rate for 2022. Software companies will not update the rate for you!

Not sure what your current rate is? Go online to uieservices.mt.gov or call (406) 444-3834 (option 3) to find out.

Payroll providers- Sign-up for our rate exchange and download a file of the correct rates for all your clients. Review our [Fiscal Rate Exchange Handbook](#) for more information.

Don’t forget to update your accounting software with the taxable wage base for 2022 too! It’s **\$38,100**.

SafetyFestMT

Mark your calendars to attend a SafetyFestMT in 2022. Both in-person and virtual sessions are being planned.

Missoula

- May 17th – 19th (in person)
- May 23rd – 27th (virtual sessions)

Billings

- September 19th – 23rd (in person)

Visit safetyfestmt.dli.mt.gov for more information and registration as it becomes available.



ASSISTANCE for BUSINESS CLINIC

Planning for 2022 Assistance for Business Clinics is underway. The full agenda is a work in progress, but the first clinic for 2022 will be held in May in conjunction with SafetyFestMT in Missoula.

As it becomes available, more information can be found at dli.mt.gov/resources/abc-clinics or contact Andy Shirliff at andy.shirliff@mt.gov or (406) 444-6171.

Questions about Benefit Charges on your account?

Call the Employer Charging Phone Line at 406-444-0399. We are here to help! Hours 8 am – 4 pm (closed for lunch 12 – 1).