



## Quarterly News

### Update Account Information

The first Quarterly Unemployment Insurance (UI) Report filing for 2024 is right around the corner and there is no better time than the present to ensure your UI account information is up to date. Outdated information, including all mailing and/or email addresses, can have unfortunate consequences, including the potential loss of rights as an interested party on benefit claims, if we can't get correspondence to your business due to outdated or incorrect contact information.

Log into [UI eServices for Employers](#) today to review the information we have on file for your UI account/business and make any necessary changes. Under the More... tab, select **Manage Names and Addresses** to review and update the address(es) we have on file. Please remember, the mailing address we have on file for your account should be YOUR businesses mailing address and not the address of a third-party accountant or payroll firm. If you need mail to be sent to a third-party, use the Benefit Separation and Benefit Charge addresses respectively or submit an [Authorization Form](#) indicating what mail should be sent to whom.

For electronic communications, including benefit claim fact-finding, it is critical we have the best email address to reach you. Log into eServices, select the **Manage My Profile** hyperlink in the upper right-hand corner to verify and/or update the email address on record for you.

Finally, review the Responsible Parties (owners, officers, accountants, etc.) we have associated to your account and update them accordingly. Log into eServices, select the More... tab, and under the Names and Addresses panel click **Update Responsible Parties**.

While in eServices, review your UI tax rate for 2024 from the Employer Information panel on the Summary tab, click **View Tax Rates**. Make sure you have updated your accounting software with the correct rate for 2024 and to ensure excess calculations are correct for the year, also double check that you've entered \$43,000 as the taxable wage base for 2024.



## ASSISTANCE *for* **BUSINESS CLINIC**

Assistance for Business Clinics (ABC) hosted statewide aim to provide valuable resources to both new and established businesses, as well as accountants, bookkeepers and human resource experts. We hope you will plan to attend one of the following sessions:

- May 8<sup>th</sup> – Great Falls
- May 9<sup>th</sup> – Helena
- May 22<sup>nd</sup> – Polson
- May 23<sup>rd</sup> – Missoula
- June 5<sup>th</sup> – Miles City
- June 12<sup>th</sup> – Havre
- June 13<sup>th</sup> – Lewistown
- September 10<sup>th</sup> – Hamilton
- September 11<sup>th</sup> – Kalispell
- September 12<sup>th</sup> – Thompson Falls
- September 18<sup>th</sup> – Butte
- September 19<sup>th</sup> – Bozeman
- September 25<sup>th</sup> – Billings

For registration and more information visit our website at [dli.mt.gov/employer/abc-clinics](https://dli.mt.gov/employer/abc-clinics).

## SafetyFestMT

SafetyFestMT – Missoula  
May 14 – 16, 2024  
Missoula College's River Campus

[safetyfestmt.dli.mt.gov/Missoula](https://safetyfestmt.dli.mt.gov/Missoula)

### Report Fraud

If you suspect a person or business is committing UI fraud, go to [uieservices.mt.gov](https://uieservices.mt.gov) and select [Report Unemployment Insurance Fraud](#) under UI Resources. Or contact our fraud investigators at (406) 444-0072 or [mtuifraud@mt.gov](mailto:mtuifraud@mt.gov). You can remain anonymous!



## Fact Finding Options in eServices

With our new integrated UI Tax and Benefits system, we introduced a new way to respond electronically to benefit claim fact-finding through [UI eServices for Employers](#) (eServices). Employers and/or their third-party representatives now have a choice to use either our new fact-finding tool built directly into eServices or SIDES E-Response.

There is no additional sign-up required to utilize the new eServices fact-finding, all you need is appropriate access to [UI eServices for Employers](#). When you log into eServices, if any requests are waiting your response, they'll be available on both on the Summary tab and within the Action Center.

If you had signed up to participate in SIDES E-Response, and prefer to continue using it, once logged into eServices, from the Summary tab, click the *View All Account Services* hyperlink on the Account panel. Under Employer Information, select *View SIDES Requests*. From there, it is much like it was prior to the eServices upgrade. Click the View or Respond links next to any of the respective requests and you'll be redirected into SIDES E-Response. Once you complete and submit a SIDES E-Response request, your response will be transmitted back to our office during nightly processing (not in real time).

It is important to select only **ONE** method for responding. Do not submit multiple responses to the same claim request for information as that may slow processing. Regardless of which method you choose to use, you will receive email notifications if/when there are new requests needing a response. Fact-finding requests are only available online for a short period of time so it's important to log in and respond timely. Failure to respond timely and adequately may waive your rights as an interested party.

So, why both options? We aim to provide effective and efficient tools that fit into how different business do business. SIDES provides a nationally standardized format that works well for many employers and third-party administrators. Our new eServices fact-finding tool allows the flexibility to tailor questions to meet other needs. Both are excellent alternatives to paper and will significantly improve claim processing. Select the method that works the best for you and your business!

## UI eServices for Employers Highlight - View Letters

In addition to being able file quarterly reports, pay UI tax, and respond to benefit claim requests for information, there are many other helpful features within [UI eServices for Employers](#) (eServices). This quarter we are highlighting the ability to view letters or correspondence.

Any correspondence (letters, forms, etc.) mailed to your business can be viewed within eServices. Your access level will determine if you can see tax related correspondence, benefit claim related correspondence, or both.

Navigation to view letters can be done several ways but one of the easiest ways, once logged in, from your customer, select the More... tab, and then under the Correspondence panel select **View Letters**.

On the Inbox tab, you should see any recent letters sent. Once read, you can archive the letters in your inbox individually by selecting the "Archive" link next to any specific letter or select the Archive All link to archive them all at once. Once archived, letters can still be retrieved from the archive tab for up to 12 months. Letters older than 12 months can be retrieved and viewed using the Search tab.

**TIP:** For those with older UI accounts, the first time you log into eServices, the Action Center may show ALL letters sent to you as unread. To clear those, navigate to the Letters Search tab and enter an older "From" date (ex. 01/01/13) and hit Search. Then select "Archive All". Go back to the Action Center and click the "X" the letters panel. That should clear all the old letters and going forward you would see just new letters.

**Want to stop paper mailings for your business?** In eServices, select the Settings tab, and change your Mail Delivery option from Paper to Electronic. Paper mail will no longer be sent but can be viewed in eServices using View Letters.

## 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).