



# **BENEFIT CHARGES E-RESPONSE WEB SITE**

## **USER GUIDE**

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1	Introduction .....	1
2	Getting Started.....	1
2.1	Minimum Requirements, Credentials, and Conventions .....	1
2.2	Credentials.....	1
2.3	Conventions.....	2
3	Logging In .....	2
4	Features Included in Multiple Screens .....	5
5	Benefit Charges Requests Screen .....	6
6	Creating a Response .....	7
7	Deleting a Response .....	17
8	Amending a Submitted Response.....	18

# 1 Introduction

SIDES E-Response makes it possible for employers to respond electronically to requests for information from participating State Unemployment Insurance agencies. This guide provides step-by-step guidance for responding to Benefit Charges, including samples of the screens that you will see when you log-in to E-Response and enter information related to a specific claim/individual. The E-Response system performs a comprehensive check of the information to ensure that it is complete before it is submitted. When a response is submitted, E-Response provides a confirmation number for your records.

## 2 Getting Started

### 2.1 Minimum Requirements, Credentials, and Conventions

#### **Minimum Requirements.**

The minimum system requirements to use SIDES E-Response are:

- Internet Explorer version 11.0 or higher.
- Chrome V44 or higher.
- Firefox V37 or higher.
- Javascript must be turned on.
- A minimum screen resolution of 1024 x 768.

#### **2.2 Credentials.**

Before logging into SIDES E-Response, you will need the following credentials:

- Federal Employer Identification Number (FEIN)
- State Employer Identification Number (SEIN) if used by requesting State.
- Personal Identification Number (PIN) / Access Code

The State Unemployment Insurance (UI) agency posting information for review and necessary action will provide your PIN either with the notice that requests information or through another avenue. Some States may assign a business one PIN for access to all requests sent to it; other states may assign a separate PIN for access to each request. If you have questions regarding credentials for logging in to E-Response, please contact the State UI agency from which you have received a notice.

## 2.3 Conventions.

This guide uses the following conventions:

[Button]: Brackets indicate a button and the button label you will see on the screen.

Hyperlink: All hyperlinks in the screen will be indicated with a bold underline.

“Area of screen”:  
Double quotes indicate headers or some other specific area of a particular screen.

SMALL CAPS: Screen titles are shown in SMALL CAPS.

## 3 Logging In

To log-in to SIDES E-Response:

- Launch an Internet Browser (See Section 2.1, Minimum Requirements, Credentials, and Conventions)
- Go to <http://uisides.org>

The screen shown below will appear.

SIDES E-Response supports the following browsers:

- IE 11 and above
- Chrome V44 and higher
- Firefox V37 and higher

**Welcome to the E-Response Website  
for the  
Unemployment Insurance State Information Data Exchange System**

Please select the application you want to use:

Notice of UI Claim Filing

- Separation Information
- Wages Reported and Possible Charges
- Determinations and Decisions

- Earnings Verification
- Benefit Charges

Select

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On the WELCOME screen, select Benefit Charges, and click the [Select] button.  
The screen shown below will appear.

[Users Guide](#)

[Help with E-Response](#)

\* indicates a Required Field

All values entered into the FEIN/PIN fields are case SenSiTive

Note: Dashes and/or other punctuation should be omitted from the Federal Employer Identification Number.

### Benefit Charges Application Response Entry

To view and respond to your benefit charge notice(s), please login using the instructions provided by the State Agency.

State:  ?

Federal Employer Identification Number:  ?

State Employer Identification Number:  ?

Identification Number/Access Code (PIN):  ?

Cancel

Login

[Return to the Main E-Response Selection Page](#)

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On the LOGIN screen, do the following:

- Select the appropriate State from the drop-down list;
- Enter your Federal Employer Identification Number (FEIN) without dashes or other punctuation;
- Enter your State Employer Identification Number (SEIN) without dashes or other punctuation;
- Enter the PIN / Access Code provided to you by the requesting State UI agency, and

**Note:** PINs are case SenSiTive

- Click the [Login] button.

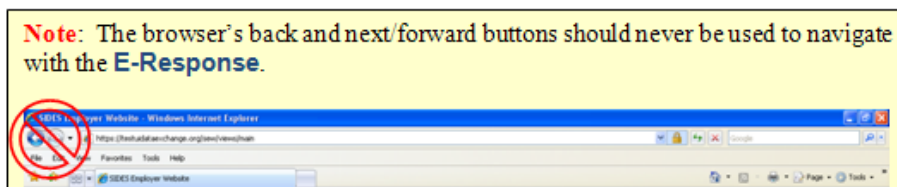
If the login is unsuccessful, first try again, being very careful with your key strokes. If you continue to have a problem, either your credentials are incorrect or there are no Benefit Charges


pending at this time. Contact the requesting State UI agency if you received correspondence that a notice is pending and you cannot log into the system to enter your response.

## 4 Features Included in Multiple Screens

- Identifying Information. Your FEIN and SEIN will be displayed in the upper right portion of the screens.
- Information Bar. A vertical section on the left side of the screen provides specific instructions to help you navigate specific pages.
- Site Navigation Buttons. At the bottom of most pages you will find the following buttons:
  - [Back]—saves your work and takes you to the previous page.
  - [Cancel]—deletes data from the screen, and you remain on the same page.
  - [Save]—saves data entered and runs validations, but you remain on the same page.
  - [Main Menu]—does not save data entered, and returns you to the Benefit Charges page.
  - [Next]—saves data entered and moves to the next page.
  - [Go]—a drop down menu allows you to select and jump to a particular page.

**Note:** Using the browser navigation button to go back or go forward will **NOT** ensure the proper functioning of the site and could cause you to lose work.



- Sign Out Button. The [Sign Out] button located in the upper far-right portion of each page will log you out of the E-Response website. Be sure you have saved your work before signing out.
- Help Icon.  This symbol indicates help is available for the particular field where it is found. Simply hover over the icon to open a help screen.

- Screen Identification Number. The number in the bottom right corner of each screen identifies it. Should you have questions or problems with a particular screen/page, please refer to this screen number when contacting your State UI agency.
- Standard Web Interface Features. Many pages include navigation and functions that are common on most websites, including clickable radio buttons, check boxes, drop-down menus, and text fields. Remember to use only the navigation features built into the site. Using browser navigation features to go back, forward, or print could cause you to lose your work.

## 5 Notice of Benefit Charges Screen

After logging in to E-Response you will see the Benefit Charges request or requests that are associated with the PIN that you entered. A sample screen is shown below.

The screenshot shows the SIDES E-Response interface for Nebraska's Department of Labor. At the top, there is a navigation bar with the SIDES E-Response logo, the Nebraska state logo with the slogan 'Good Life. Great Connections.', the Department of Labor name, and FEIN/SEIN numbers (99999999) along with a 'Sign out' button.

Below the navigation bar, there is an announcement: 'Welcome to UI SIDES E-Response. SIDES E-Response supports the following browsers:' followed by a list:

- IE 11 and above
- Chrome V44 and higher
- Firefox V37 and higher

A 'Please Note' section states: 'The system has regularly scheduled maintenance from 12:00:01 AM ET Sunday - 04:00:00 AM ET Sunday. You should not work on your responses during this window as the system may go down unexpectedly.'

The main content area is titled 'Notice of Benefit Charges' and states 'You have the following notices based on the PIN entered:'. Below this, a light blue box contains a table of notice details:

Date Sent: 11/08/2016	Response Status: Not Started	<a href="#">View/Print</a>
Date Due: 11/29/2016	<a href="#">View Notice</a>	<a href="#">?</a>

Below the notice box, it says 'Benefit Charges Notices for other PINs for this FEIN: No Benefit Charges Notices found on other PINs.'

On the left side of the page, there is a search bar with the text 'Search by Date:' and a 'Search' button. Below the search bar, there are several instructions:

- Select a Benefit Charges Notice to view. Then, if necessary, create a response to the Benefit Charges. Or, select a Benefit Charges Response to edit, delete or view/print.
- Select "View Notice" to view the Benefit Charges.
- Select "Edit Response" to edit information to a response that has not yet been submitted.
- Select "Delete Response" to delete a response that has not yet been submitted.
- Select "Edit Amended Response" to edit information on an amendment in progress.
- Select "Delete Amended Response" to delete an amended response that has not yet been submitted.

A note at the bottom left states: 'Note: Notices remain on the SIDES Employer Website for 75 days.' Below this is a link to 'Users Guide'.

At the very bottom of the page, there is a footer with the text: 'Copyright © 2008 - 2014, National Association of State Workforce Agencies. All Rights Reserved.' and a small number '2' in the bottom right corner.



At the top left is a “Search by Date” box. If the list of pending requests is lengthy, you can locate a specific request by entering the Date to which it relates in this box and clicking [Search].

The list shows the date that the Benefit Charges response was sent and, if included, the date due to the requesting state. It is important that each response be submitted by its due date to ensure that if you question, appeal, or protest the charges the information is returned in time for the state UI agency to accept your response. Always submit your question/appeal/protest even if late because a UI agency may still act on it.

Response Status Buttons. The buttons shown for each pending request indicates its status.

- If the response has not yet been started, the button will show [View Notice]
- If the response is in progress, you can choose the buttons [Edit Response] or [Delete Response]
- If the response has been submitted, the button will show [Create Amendment].

## 6 Creating a Response

This section takes you step-by-step in the process of creating and submitting a response. At any point in the process, you can save your work and come back to it later. When you login to work on it later, click the [Edit Response] button which will take you back to the beginning of the response pages. You also have the option of deleting all of the information that you have entered and starting fresh by clicking the [Delete Response] button.

**Note:** Only a limited character set (numbers and letters) may be keyed into text fields. Use care when cutting and pasting from other applications, such as Microsoft Word. Invisible characters such as a paragraph symbol may be pasted into the text field that will cause an error message to be displayed.

To begin work on a response, click [View/Respond]. You will then see the **STATE AND EMPLOYER IDENTIFICATION** page. A sample is shown below.

TPA - Third Party Administrator  
[Users Guide](#)

**SIDES**  
E-Response

**NEBRASKA**  
Good Life. Great Connections.

**Department of Labor**

FEIN: 999999999  
 SEIN: 999999999

[Sign out](#)

### State and Employer Identification

**Requesting State**

State: ST  
 Agency: Test Office 4  
 Experience Rating: Payroll Variation  
 Method:

**Employer Information**

Employer Name: Fourth Test Company  
 State Employer Account Number: 8000001  
 Federal Employer Identification No.: 301416817  
 Employer Account Type: Reimbursable Employer

**Charge Statement Information**

Charge Statement Start Date: 11/01/2016  
 Charge Statement End Date: 11/07/2016  
 Number of Individuals with Charges: 1  
 Total Dollar Amount Charged: (\$432.00)

**Employer Status**

Check here if TPA receiving this notice does NOT represent this employer: [?](#)

Invoice			
Document Name	Document Extension	Size	
TypeofDocument1	RTF	1	<a href="#">Download</a>

[Cancel](#) [Save](#) [Main Menu](#) [Next >](#)

Go to Page  [Go](#)

This page includes a series of pre-populated fields including “Requesting State” information and “Employer Information.” This information cannot be changed.

Immediately below this section, there is an opportunity to check a box indicating that the request has been sent to you in error if you are a TPA because you do not represent the employer for whom the individual worked. If you check this box, click [Next] which will ask you to fill in the preparer information and then submit the response.

Please download the attachments, review, and complete any that must be returned with your response.

After reviewing the information on the State and Employer Information page, click [Next]. This will take you to the **BENEFIT CHARGES** page. A sample is shown below.

**SIDES E-Response** | **NEBRASKA** | **Department of Labor** | FEIN: 99999999 | SEIN: 99999999 | [Sign out](#)  
 Good Life. Great Connections.

Please review benefit charges and indicate the ones that a protest is desired by clicking in the check box to the right.  
[Users Guide](#)

**Benefit Charges**  
 Employer Name: Fourth Test Company | Charging State: ST | Employer Type: Reimbursable Employer  
 Date of Notice: 11/08/2016 | Charge Period: 11/01/2016 - 11/07/2016 | Protest Due Date: 11/29/2016

SSN: 857463636 Name: Joseph H Garcia Benefit Year Beginning: 09/19/2016  
 Program Code: Regular State UI Benefits Type of Employer: Last and Lag Quarter Employer  
 Base Period: 07/07/2015 - 07/12/2016 Dollar Charged: (\$432.00) Number of Week Charged: 1

[Protest](#) [View Details](#)

[< Back](#) [Cancel](#) [Save](#) [Main Menu](#) [Next >](#)

Go to Page  [Go](#)

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On this page, you will be asked whether or not you want to protest, appeal or question this claim.

After reviewing/completing this page, click [Next] and you will find yourself on the **PROTEST/APPEAL INDIVIDUAL BENEFIT CHARGE** page.

**SIDES E-Response** | **NEBRASKA** Good Life. Great Connections. | **Department of Labor** | FEIN: 999999999 | SEIN: 999999999 | Sign out

[Users Guide](#) | **Employer Name:** Third Test Company | **Charging State:** ST | **Employer Type:** Taxable Employer  
**Date of Notice:** 11/08/2016 | **Charge Period:** 11/01/2016 - 11/09/2016 | **Protest Due Date:** 11/29/2016

**Protest Individual Benefit Charge**

**SSN:** 123456789 | **Name:** Jenna N Edwards | **Benefit Year Beginning:** 10/24/2016  
**Program Code:** Regular State UI Benefits | **Base Period:** 07/07/2015 - 07/12/2016 | **Dollar Charged:** \$432.00  
**Number of Week Charged:** 1

\*Protest Reason Indicator:  ?

\*Protest Reason:  ?

**Attachments**  
 You may attach up to 5 documents which support your statement regarding the Individual Benefit Charge Notice. (Acceptable file formats are: csv, pdf, rtf, tiff, txt).

Select	Document Description	Attachment Name	Size
No Records Found.			

|  |  |

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Below are the appeal reasons available to you from the “Protest Reason Indicator” drop-down list. If you know the specific number associated with your reason, you may simply type the number of your choice to jump to that reason in the list.

- 10 - Claimant was working for this company during this period.
- 11 - Claimant was working for some other employer during this period.
- 20 - Claimant refused to return to work for the Employer when requested.
- 30 - Claimant is not able to or is not available for work.
- 40 - Claimant worked for employer less than the time period or earnings required to be a chargeable employer.
- 41 - Charges are for a period of claimant ineligibility based upon a previously issued determination/decision.
- 42 - A notice of claim was not received.
- 43 - Determination of eligibility not received.
- 44 - Employer is exempt from charges due to circumstances of separation.
- 46 - Credit has been previously identified and approved, but not

received.

50 - Wages reported are incorrect.

51 - Employer has no record of anyone ever having worked for them under this name or social security number.


60 - Charges are being questioned due to a pending protest/appeal of eligibility determination.


70 - Employer questions charges for statutory reasons NOT listed above.

After completing all the questions related to the reason for appeal, you have the option to include attachments (on a protest/appeal/question level). If you have attachments that support a change in the benefit charge you may enter them here. The following file types can be attached to the Response:

Type	Description	Programs to Use to Access
RTF	A rich text format document	Most word processing applications
PDF	An Adobe PDF	Adobe PDF Reader or Adobe PDF
TXT	A text file	All word processing applications and all text editors (Notepad, vi, etc...)
TIFF	A tiff image file	Graphical tools and picture tools
CSV	A comma-separated values file	Most spreadsheet programs and database management systems

When you have attached the desired attachments to the response, click [Return]. You may then protest/appeal/question another charge. When you are done protesting/appealing/questioning all the charges desired, click [Next] on the Benefits Charges screen. You will be brought to a **BENEFIT CHARGES SUMMARY** page that lists all the charges you have protested/appealed/questioned.





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**Department of Labor**

FEIN: 999999999  
SEIN: 999999999

Sign out

Please review benefit charges and indicate the ones that a protest is desired by clicking in the check box to the right.  
[Users Guide](#)

Employer Name: Third Test Company   Charging State: ST   Employer Type: Taxable Employer  
Date of Notice: 11/08/2016   Charge Period: 11/01/2016 - 11/09/2016   Protest Due Date: 11/29/2016

### Protest Benefit Charges Summary

\* Do you have an agent or attorney to represent you at the hearing? No  
You are NOT required to have an attorney or agent representing you.:

These protests will be submitted with this amendment.

SSN: 217262897   Name: Marcia B Kerry   Benefit Year Beginning: 10/24/2016 Program Code: State Extended Benefits   Base Period: 07/07/2015 - 07/12/2016   Dollar Charged: \$432.00 Number of Week Charged: 1	Code 20 <div style="border: 1px solid #ccc; padding: 2px 5px; text-decoration: none; color: #1a3d4d;">Edit</div>
SSN: 203968375   Name: Frederick A Douglass   Benefit Year Beginning: 10/24/2016 Program Code: Federal Extended Benefits   Base Period: 07/07/2015 - 07/12/2016   Dollar Charged: \$432.00 Number of Week Charged: 1	Code 60 <div style="border: 1px solid #ccc; padding: 2px 5px; text-decoration: none; color: #1a3d4d;">Edit</div>

< Back

Cancel

Save

Main Menu

Next >

Go to Page: Protest Benefit Charges Summary Go

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If the State allows an Attorney or Agent this is where you can indicate whether you have one and the type of representation. After reviewing your entries on this page, click [Next]. The **SUPPLEMENTAL PROTEST INFORMATION** page will be displayed if you have selected an agent or attorney on the **BENEFIT CHARGES SUMMARY** page, or if the state has permitted you to provide further information on the worksite address, unavailable date/times for a hearing, interpreter languages required or any other special needs.

[Users Guide](#)

Employer Name: Third Test Company Charging State: ST Employer Type: Taxable Employer  
Date of Notice: 11/08/2016 Charge Period: 11/01/2016 - 11/09/2016 Protest Due Date: 11/29/2016

### Supplemental Protest Information

#### Attorney

\*Attorney Name:  ?  
\*Address 1:  ?  
Address 2:  ?  
\*City:  ?  
\*State:  ?  
\*Zip:  ?  
\*Telephone:  ?

Please list the Date and/or Times that you are unavailable to participate in a hearing: ?

If an interpreter is requested, please list the language(s) needed: ?

Please list any special needs requested: ?

< Back      Cancel      Save      Main Menu      Next >  
Go to Page  Go

After entering the information from the screen above, you will be directed to enter the Preparer Information on the **PREPARER INFORMATION** page.

[Users Guide](#)

Employer Name: Second Test Company Charging State: ST Employer Type: Taxable Employer  
Date of Notice: 11/08/2016 Charge Period: 11/01/2016 - 11/29/2016 Protest Due Date: 11/29/2016

### Preparer Information

**Preparer Information:**

\*Who is providing this response?

If the preparer is a TPA, what is the TPA company name?

\*Name of the person preparing this response?

\*Job title of the person preparing this response?

\*Preparer's telephone number plus extension? (Only digits, omit parenthesis, dashes or spaces)

\*Preparer's e-mail address?

Preparer's Fax number? (Only digits, omit parenthesis, dashes or spaces)

Enter Information:

Employer  TPA



< Back

Cancel

Save

Main Menu

Next >

Go to Page: Preparer Information

Go

After filling in this information, click [Next] to go to the **SUBMISSION** page. A sample is shown below.



**SIDES**  
*E-Response*

**NEBRASKA**  
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**Department of Labor**

FEIN: 999999999  
 SEIN: 999999999

[Sign out](#)

If you need to make a correction prior to submission, press the BACK button until you reach the appropriate screen to amend.

If you need to make a correction prior to submission, press the BACK button until you reach the appropriate screen to amend.

[Users Guide](#)

**Employer Name:** Second Test Company    **Charging State:** ST    **Employer Type:** Taxable Employer  
**Date of Notice:** 11/08/2016    **Charge Period:** 11/01/2016 - 11/29/2016    **Protest Due Date:** 11/29/2016

**Submission**

[View/Print](#)

[< Back](#)    [Main Menu](#)    [Submit to State](#)

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11

The [Submit to State] button will be grayed out until the system has determined that the Benefit Charges Response is fully compliant with the data input validation and business rules.

If there are errors with the business or validation rules, you will see links on this screen displaying the screen and field name in question. See **SUBMISSION** screen with errors below.

Simply click on the link in order to be directed to the screen and error.

SIDES E-Response  
 NEBRASKA Department of Labor  
 Good Life. Great Connections.  
 FEIN: 999999999  
 SEIN: 999999999  
 Sign out

If you need to make a correction prior to submission, press the BACK button until you reach the appropriate screen to amend.  
 If you need to make a correction prior to submission, press the BACK button until you reach the appropriate screen to amend.  
[Users Guide](#)

Employer Name: Third Test Company    Charging State: ST    Employer Type: Taxable Employer  
 Date of Notice: 11/08/2016    Charge Period: 11/01/2016 - 11/09/2016    Protest Due Date: 11/29/2016

**Submission**

[View/Print](#)

Please correct the following errors:

Protest Reason field is required,    Protest Reason field is required,  
 Agent Name field is required when Attorney field is 2 = Agent or 3 = Attorney.  
 Agent Address 1 field is required when Attorney field is 2 = Agent or 3 = Attorney.  
 Agent City field is required when Attorney field is 2 = Agent or 3 = Attorney.  
 Agent State field is required when Attorney field is 2 = Agent or 3 = Attorney.  
 Agent Zip field is required when Attorney field is 2 = Agent or 3 = Attorney.  
 Agent Telephone field is required when Attorney field is 2 = Agent or 3 = Attorney.  
 "Please describe why you are making this amendment" field is required.

[< Back](#)                      [Main Menu](#)    [Submit to State](#)

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When the Response has been successfully validated, you can submit it to the State UI agency.

You may print the Response at any time by clicking the [View/Print](#) link. It will display in Adobe PDF format and can be printed from an Adobe Acrobat reader. You will be able to see all information you entered up to the time of printing as well as the information on the Request.

As with other important steps in the editing of a Response, a warning screen will appear to make sure you are fully prepared to submit to the State.

After you click [Submit] you will see a **CONFIRMATION** page, sample below, which provides your confirmation number. Keep this confirmation number in your files. The confirmation number will also appear at the top of the PDF under the [View/Print](#) link. We strongly recommend you print a copy of your submission for your records or save an electronic copy of the PDF document.

**SIDES E-Response** | **NEBRASKA** Department of Labor | FEIN: 999999999 | SEIN: 999999999 | Sign out  
 Good Life. Great Connections.

[Users Guide](#)  
 \* indicates a Required Field

**Employer Name:** Second Test Company    **Charging State:** ST    **Employer Type:** Taxable Employer  
**Date of Notice:** 11/08/2016    **Charge Period:** 11/01/2016 - 11/29/2016    **Protest Due Date:** 11/29/2016

**Confirmation**

**Your response has been accepted. Your confirmation number is:**  
 2b48 8c66 0d96 4e98 baa6 ea0d 574b c9eb

[Please print or download this pdf and keep with your records.](#)

View/Print

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## 7 Deleting a Response

Should you find that a response is erroneous before you have submitted it to the state agency, you can delete an un-submitted response and start over. Go to the NOTICE OF BENEFIT CHARGES screen and click [Delete Response]. Before the data are deleted, you will see the DELETE AN IN PROGRESS RESPONSE screen shown below. If you click the [Delete] button, this action will delete all the data you entered for this individual request, and it is not possible to retrieve the data; the screens will be reset as if no data had been entered for that request.

**SIDES E-Response** | **NEBRASKA** Department of Labor | FEIN: 999999999 | SEIN: 999999999 | Sign out  
 Good Life. Great Connections.

[Users Guide](#)  
 Use this screen to delete a response that has NOT yet been submitted.

**Delete an In Progress Response**

You have chosen to delete the Benefit Charges Response for:

Date Sent: 11/08/2016

Please Note: This will NOT impact any responses already submitted to the State Unemployment Insurance Office.

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## 8 Amending a Submitted Response

After you submit a response, it remains on the SIDES E-Response website for 75 days from the date of the request; during that period you can correct the response or add additional information. **However, any changes made to the response after the due date for submission to the requesting state agency may or may not be used in the determination of benefits charged.**

To amend a response, log-in to E-Response using the appropriate PIN (either a permanent PIN issued by the state to which the response was submitted or a one-time PIN linked to the request for which the response was submitted.) Identify the case on the REQUESTS page and click [Create Amendment]. You will then see the same series of screens that were presented when you created your submitted response. Make whatever changes are needed on those screens. Before submitting the Amended Response, you will be asked to explain why you are amending your previous submission and what has changed. See sample AMENDED RESPONSE page below.

SIDES E-Response

NEBRASKA  
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Department of Labor

FEIN: 999999999  
SEIN: 999999999

Sign out

[Users Guide](#)

Employer Name: Fourth Test Company Charging State: ST Employer Type: Reimbursable Employer  
Date of Notice: 11/08/2016 Charge Period: 11/01/2016 - 11/07/2016 Protest Due Date: 11/29/2016

**Amended Response**

Amended Response Number: 1

\* Please describe why you are making this amendment: (2000 characters) (2000 characters) ?

< Back Cancel Save Main Menu Next >

Go to Page Amended Response Go

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