



STATE OF TENNESSEE  
**DEPARTMENT OF LABOR & WORKFORCE DEVELOPMENT**  
**Automated Partial Claims Coordinator**

**TO:** Employers Using the Automated Partial System

**FROM:** Rob Waggoner, Chris Royer, Mike Mitchell  
e-mail: [account.partials@tn.gov](mailto:account.partials@tn.gov)

**SUBJECT:** Installation of **APS** Version 2.0.1 & Instruction Guide

To install the APS program, please click on the [Click Here](#) button (To download the APS and its components) and follow the prompts.

Included in this information packet is an instruction sheet, a poster, a notice and memos detailing address specificatons and employee earning/maximum weekly benefit amount. The poster and the notice should be placed in a conspicuous location to be read by all employees who are subject to layoffs. A help sheet, describing each screen, is provided. A copy of each of the reports the program prints-out is included.

After installation you must do the following before you can create partial claims:

- Set Up Short-cut Icon
- Set Up Employer Information
- Add Employee(s) to Database

Please install the APS software as soon as possible and prepare for any upcoming layoffs you may be expecting.

If you have any questions, please email and we'll respond as soon as possible:

[email: account.partials@tn.gov](mailto:account.partials@tn.gov)

## TN Dept of Labor and Workforce Development Automated Partial System (APS)

### APS Employer:

In the past, your partial unemployment files have been sent for processing by attaching to an email. A new method of sending your file(s) has been developed using the employer portal listed below. This portal will allow you to access TNPAWS, TNAPS and other employer services currently under development.

**Effective 02/27/2009,**

**Partial claim files are no longer accepted via email.**

**In order for your partial claims files to be processed, please follow the steps below.**

1. Go to: <http://tnpaws.tnui.net> (*This is the same site you use to send your wage reports*)

You will need a copy of your TDLWD Premium Report which contains your Access Code (*see example on next page*).

2. Select the link: [TN Automated Partial Claims Reporting System \(TNAPS\)](#)

If you have not been using **TNPAWS** to send your wage reports, you will need to **REGISTER** first so you will be able to login when you have APS files to send. Follow the prompts to complete the registration and login process.

If you have **problems logging in** or **access code** issues, the number to call is on your **Premium Report** (Employer Accounts: 615.741-2346) .

3. Once you are successfully logged in, **upload your file** using the box located at the bottom of the page (*scroll all the way down*).

**Use the first "Browse" button** for regular Partial Claims. Do not use the Convert to Total "Browse" button until you have obtained authorization from the automated Partial ([account.partials@tn.gov](mailto:account.partials@tn.gov)) group!

4. After you have successfully uploaded your file(s), **send an email to [account.partials@tn.gov](mailto:account.partials@tn.gov)** with the following information:

Place in SUBJECT Line: **the EmployerID & latest WED of the file**  
Please include (*for each weekend date file*) in the body of your email:

**Employer Name:**  
**Employer ID#: (8 digits)**  
**WED: MM/DD/YYYY**  
**# Submitted:**  
**Contact Name & Phone:**  
**City/Location:**

**PLEASE - Do not attach the file nor fax the report!**

**TN Dept of Labor and Workforce Development Automated Partial System (APS)**

Example of Premium Report

(*State Account Number & Access Code box are pointed out below*)

## AFTER INSTALLATION:

### TO ACCESS APS, CREATE A SHORTCUT ICON ON YOUR DESKTOP:

*Click on WINDOWS EXPLORER*  
*Find the C:\\_DES folder*  
*Double-Click on \_DES folder*  
*Find the APS.EXE file – if your file extensions are not displayed*  
*Click on VIEW*  
*Select OPTIONS*  
*Select SHOW FILE EXTENSIONS*  
*Right Click on APS.EXE to create a shortcut*  
*Drag your shortcut to your desktop*  
*Double-Click on THE FOX (Shortcut Icon) to start the program*

### BEFORE FILING PARTIAL CLAIMS USING YOUR NEW SYSTEM; YOU MUST:

*Input employer information*  
*Input employee information*

### YOU ARE READY TO FILE PARTIAL CLAIMS FOR YOUR EMPLOYEES.

Use the same techniques to navigate the APS program that you use in other WINDOWS programs.  
*Use TAB ----- to move from input box to input box*  
*Use SHIFT TAB ----- to move in reverse from input box to input box*  
*Use MOUSE POINTER & CLICK ----- to select a field to input data or to select a command*

### HOW TO SEND YOUR FILE:

Login to <http://tnpaws.tnui.net> select **TN Automated Partial Claims Reporting System (TNAPS)**, follow the prompts. :You will need your employer state ID number and an access code.

**PREVIOUS USERS NOTE:** If you've used a previous version of the APS software, you must save your employee demographic information to a **safe folder or other backup mechanism** before proceeding to **steps 1 – 4 of the install process**.

### To copy/save your employee information:

1. select c:\\_des\aps\employee.dbf & \employee.cdx
2. copy these two files to a temporary folder of your choice
3. delete the c:\\_des folder which will rid your hard drive of the APS program
4. proceed with the install process (**follow steps 1 – 4 above**)
5. after the install process is complete - check by opening the program and right clicking over the circle with 3 stars - the new version (**2.0.1**) should appear
5. re-enter your **employer** information
6. **Exit** out of the program
7. copy the **employee.dbf** and **employee.cdx** from the temporary location back into the **APS** folder  
**c:\\_deslaps\** (this will overwrite the empty employee.dbf and employee.cdx which were downloaded with program \*\*\*\*\* (When you start the program again, you will be given a message about re-establishing a link, answer **YES** and you should be able to begin again.)
8. you should be ready to file partial claims again

# AUTOMATED PARTIAL CLAIMS FILING SYSTEM SCREENS APS

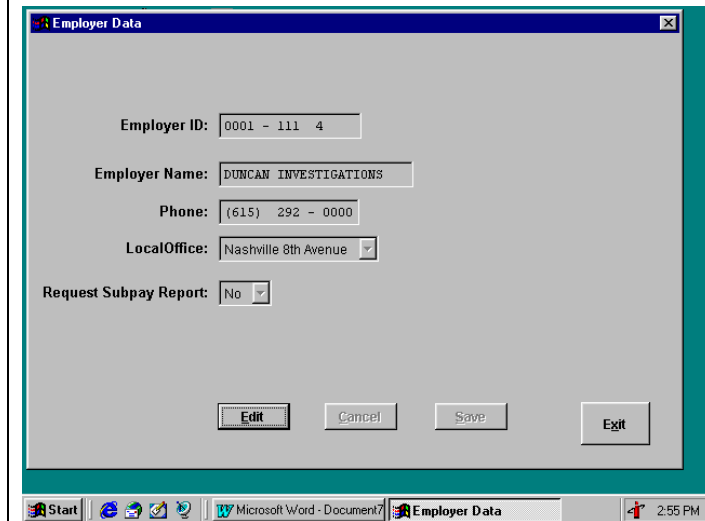


After installation of APS -  
Set up a shortcut icon on your desktop to access the mainmenu.

Click on the Shortcut icon

By Clicking on

**EMPLOYER INFORMATION**  
you may input your employer data and exit...



The employer data consists of  
Employer ID  
Employer Name  
Phone  
Local Office

The employer ID requires 7 digits plus a "check-digit". This is the number on the Wage Report supplied by Employer Accounts to all employers across the state.  
Example: 0001-111 4



After entering the

**EMPLOYER INFORMATION** the **EMPLOYEE INFORMATION** option becomes available. This option is used to input personal information for each employee, which provides a database to draw on each time a partial week is filed.

Employee Data

Record #: 1

SSN: 999-88-7777

Name: XAZIER (First) GOULET (Last)

Address: 123 PALMETTO DR  
NASHVILLE TN 37212  
City State Zip

Phone: (615) 385-0000  
County: Davidson

Birthdate: 02/05/1963 Race: Hispanic Sex: Male

Retired: No U.S. Citizen: Yes

Buttons: Add, Edit, Cancel, Save, Delete, Top, Previous, Next, Bottom, Exit

Taskbar: Start, Employee Data, 7:47 AM

All necessary employee information must be input from this screen.

Main Menu

Tennessee Department of Labor and Workforce Development  
Automated Partial Claims Filing System

Buttons: Employer Information, Employee Information, Partial Claims, Reports, Utilities, Exit

Taskbar: Start, Main Menu, 8:37 AM

All options are now available. You are ready to:

- file claims for a partial week
- run reports
- create a partial week file

Claim Data

3 records updated and ready for processing.

The data below will be applied to ALL selected items.

Available	Selected
999-88-7777	
999-77-8877	
999-66-7777	
999-55-6666	
896-54-1233	
625-18-4444	
456-32-1897	

Buttons: Remove Old Partials, Clear Selected List, Apply, Review Partials, Exit

Item Count: 7 (Available), 0 (Selected)

Add SSN to SELECTED box: [ ]

Data Input Fields:

- Week Ending Date: [ ]
- Last Day Worked: [ ]
- Return to Work Date: [ ]
- Hours Worked: [0.0]
- Gross Pay: [0.00]
- Holiday Pay: [0.00]
- Vacation Pay: [0.00]
- Other Employer Earnings: [0.00]
- Voluntary Loss: [0.00]

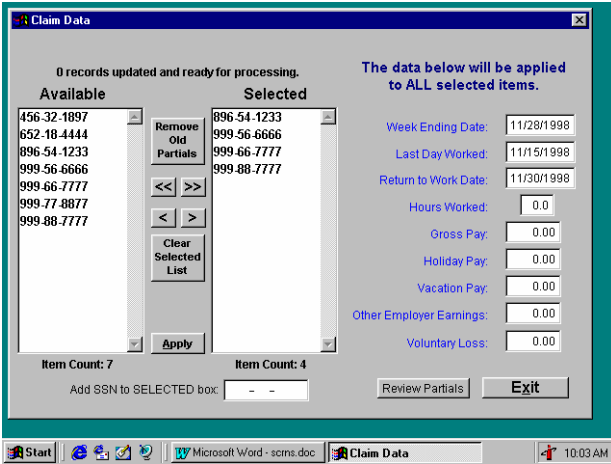
Taskbar: Start, Microsoft Word - Document7, Claim Data, 2:56 PM

By Clicking on **PARTIAL CLAIMS** you may begin setting up partial claims for your employees.

After data input:

Click on **Apply** to save

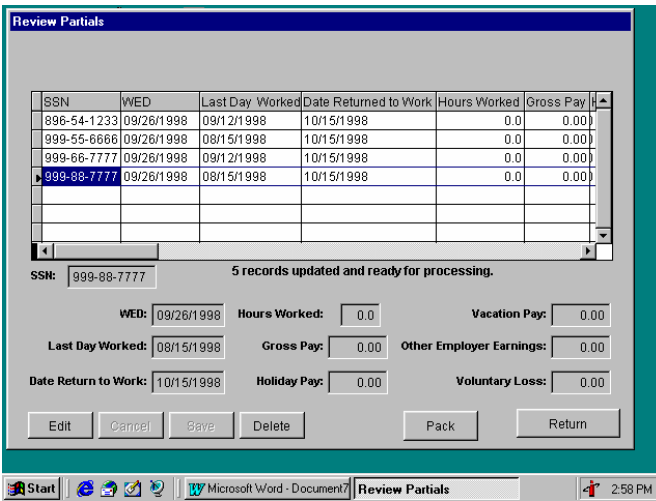
(When the background color in a field is blue, the data in that field is incorrect - place your cursor in the field to read a description at the top of the screen)



You may select SSNs to file claims by:

- double *Clicking on* the SSN
- Clicking on* a SSN and using the arrow keys or
- entering a SSN to the ADD SSN to SELECTED box.

Be sure to *Click on* **APPLY** after you have entered all necessary data



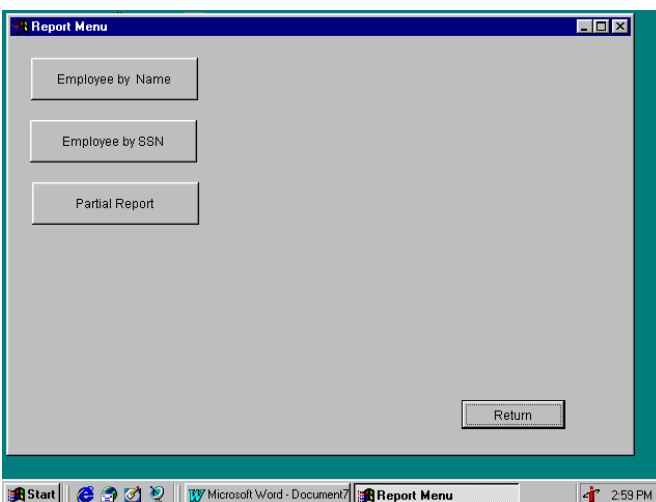
To review partial claim data for individuals you have selected - *Click on*

**REVIEW PARTIALS.**

If you need to delete a claim be sure to **PACK**.

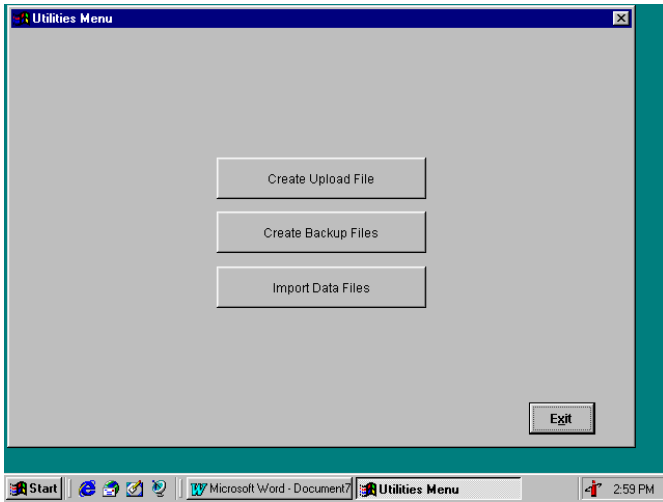
If you need to make change/correction

- Select* SSN
- Click on* EDIT
- Enter* correct data.



By *Clicking on* **REPORTS** you may select one of three options:

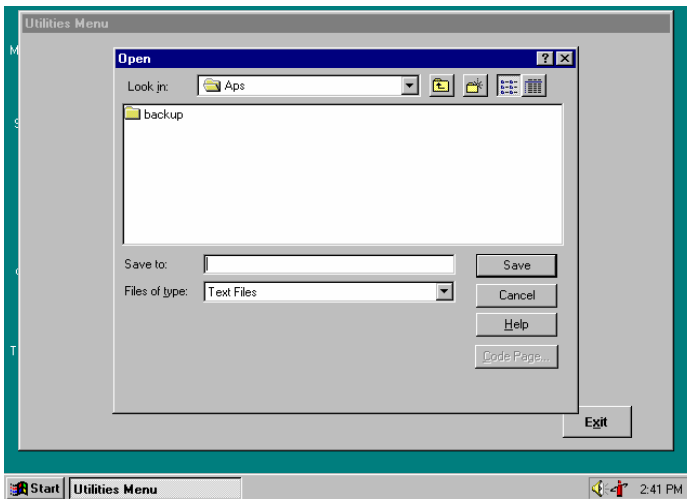
- Employee by Name** will give you a list of all employees sorted by last name
- Employee by SSN** will give you a list of all employee sorted by SSN
- Partial Report** will give a spreadsheet of partial week data for all employees which have a partial week filed



By Clicking on **UTILITIES**

you may:

- create a partial file
- create a backup file - in case your system crashes
- import a data file from an old version of the APS.



Click on

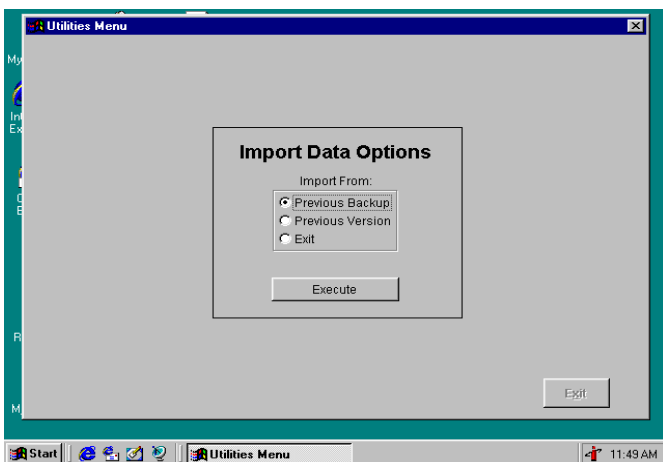
**CREATE UPLOAD FILE** to create a file to send for processing.

Choose your drive and path in the Look in:  box. You may want to make a folder for your upload files on your C:

Decide what to name the file (Ex: use your company's initials & the weekending date--**ABC0619**) and enter name in the

Save to:  box

Click on **Save**



Import Data Options enable you to:

- import from a Previous Version
- import from a Backup Version (in case of loss of data )
- Exit

You must select an option and Click on **Execute**

**UPLOAD YOUR FILE & NOTIFY**

After you have successfully uploaded your file(s), via <http://tnpaws.tnui.net>, please include in an email to [account.partials@tn.gov](mailto:account.partials@tn.gov) with the following information:

Place in *SUBJECT Line*: **the EmployerID & latest WED of the file**  
Please include (*for each weekending date file*) in the body of your email:

- Employer Name:**
- Employer ID#: (8 digits)**
- WED: MM/DD/YYYYY**
- # Submitted:**
- Contact Name & Phone:**
- City/Location:**

***This is an EXAMPLE of the report generated when the file is created***

**Tennessee Department of Labor & Workforce Development  
Automated Partial Claim Filing System**

V 2.0.1

Employer Name: DUNCAN INVESTIGATIONS	Employer ID: 0001-111 4
Contact: _____	Phone: (615) 292-0000
City: _____	Local Office #: 308

Week Ending	Number Submitted
04/25/2009	7

I certify that the data sent is complete and accurate information and enables the Tennessee Department of Labor and Workforce Development, Division of Employment Security, to file partial claims for each individual included in the electronic file. I further certify that each individual:

1. Worked less than four customarily scheduled full-time days because of lack of work during the payroll week(s) ending above.
2. Has been asked to report any earnings from another employer, and that these earnings from any other employer have been recorded.
3. Has been asked to report if they are not U.S. Citizens, and if they are receiving a pension from an employer for whom they have worked within the past two years, and that this information has been recorded.

Certification Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## EXAMPLES OF PRINTOUTS

### FROM REPORT MENU EXAMPLE FOR PARTIAL REPORT

DUNCAN INVESTIGATIONS  
TDES ID #: 0001-111 4

SSN	Name	WED	Last Day	DRTW	Hrs	Gross	Holiday	Vacation	Other	Vol Loss
456-32-1897	GRAFTON, SUE	08/29/1998	08/27/1998	09/09/1998	16.0	124.00	0.00	0.00	0.00	0.00
	09/05/1998	08/15/1998	09/29/1998	00.0	000.00	0.00	0.00	0.00	0.00	0.00
625-18-4444	FRANCIS, DICK	08/29/1998	08/27/1998	09/09/1998	24.0	144.00	0.00	0.00	0.00	0.00
		09/05/1998	08/15/1998	09/29/1998	00.0	000.00	0.00	0.00	0.00	0.00
896-54-1233	CONROY, PAT	08/29/1998	08/27/1998	09/09/1998	24.0	144.00	0.00	0.00	0.00	0.00
		09/05/1998	08/31/1998	09/29/1998	08.0	080.00	0.00	0.00	0.00	0.00
999-55-6666	HILLERMAN, TONY	08/29/1998	08/25/1998	09/09/1998	08.0	084.00	0.00	0.00	0.00	0.00
999-77-8877	ROSS, DIANA	08/29/1998	08/25/1998	09/09/1998	16.0	096.00	0.00	0.00	0.00	0.00

### FROM REPORT MENU EXAMPLE FOR EMPLOYEE BY NAME

DUNCAN INVESTIGATIONS  
TDES ID #: 0001-111 4

896-54-1233	CONROY, PAT 5588 S CAROLINA LN NASHVILLE, TN 37211	DOB: 11/23/1956 Phone: (615) 883-9977 County Code: 47037	Sex: M Race: C Citizenship: Y	Retired: N
625-18-4444	FRANCIS, DICK 5648 NEWMARKET WAY NASHVILLE, TN 37212	DOB: 10/08/1940 Phone: (615) 753-2654 County Code: 47037	Sex: M Race: C Citizenship: Y	Retired: N
999-88-7777	GOULET, XAZIER 123 PALMETTO DR NASHVILLE, TN 37212	DOB: 02/05/1963 Phone: (615) 385-0000 County Code: 47037	Sex: M Race: H Citizenship: Y	Retired: N
456-32-1897	GRAFTON, SUE 21 LAGUNA BEACH BLVD NASHVILLE, TN 37205	DOB: 09/25/1952 Phone: (615) 254-3121 County Code: 47037	Sex: F Race: A Citizenship: Y	Retired: N
999-55-6666	HILLERMAN, TONY 159 SOUTHWEST PASS NASHVILLE, TN 37212	DOB: 07/08/1952 Phone: (615) 298-1122 County Code: 47037	Sex: M Race: I Citizenship: Y	Retired: N
999-66-7777	ROGERS, KENNY 789 TEXAS BLVD NASHVILLE, TN 37215	DOB: 07/07/1957 Phone: (615) 383-9999 County Code: 47037	Sex: M Race: C Citizenship: Y	Retired: N
999-77-8877	ROSS, DIANA 456 DETROIT AVE NASHVILLE, TN 37215	DOB: 06/06/1945 Phone: (615) 297-8888 County Code: 47037	Sex: F Race: B Citizenship: Y	Retired: N

TN DEPARTMENT OF LABOR & WORKFORCE DEVELOPMENT  
DIVISION OF EMPLOYMENT SECURITY  
AUTOMATED PARTIAL CLAIMS SYSTEM

**EARNINGS REQUIREMENT FOR FILING CLAIMS**

When filing an automated partial claim for your employees, it is important to know that under Tennessee law, TCA 50-7-211, an individual is not considered to be unemployed during any week of less than full time work if wages payable to the individual with respect to such week equal or exceed the individual's unemployment weekly benefit amount.

**Effective August 8, 2001**, employers filing automated partial claims are **not** required to submit a partial claim on any individual whose total earnings for a given week equal or exceed **\$275**, which is currently the maximum weekly benefit amount (WBA) in Tennessee. Total earnings may include wages, holiday, vacation pay, voluntary loss, or any combination thereof.

**NOTE:** If an employee has gross earnings of \$275 (which is the maximum benefit amount any claimant can draw) for the week, it is not necessary to submit a partial claim for this individual. If you do file for an employee who makes more than \$275, a benefit year will be established; however a waiting period week must be served at a later date. Prematurely establishing a benefit year may have negative effects on an employee's future claims.

**U.S. POSTAL SERVICE REQUIREMENTS**

The U.S. Postal Service has format specifications for addressing mail that are required for certain mailing rates. We have been notified by the postal service that there has been a change in the specification for using "COUNTY ROAD" in an address. Using the abbreviation "CO RD" for "COUNTY RD" is no longer accepted by the post office. "COUNTY RD" must be used in all mailing address situations.

EXAMPLE:           MARY SMITH  
                          432 COUNTY RD 862  
                          SMITHVILLE TN 37111

Other common format specifications: (see [www.usps.com](http://www.usps.com) for acceptable abbreviations)

- CAPITALIZE EVERYTHING
- OMIT all punctuation in the address
- Use the two-letter state abbreviations
- Use complete and correct ZIP CODES
- Suffix:        Use AVE, ST, DR, RD, PL, CIR
- Directional: Use E (East), NW (Northwest)
- Locator:     Use RM (Room), STE (Suite), APT (Apartment)

Please follow the guidelines above to insure that your employees receive their benefit checks as timely as possible. If you have any questions, please don't hesitate to call me.



**All partial week files must have correct and accurate information.**

- ❑ Claims must be filed in chronological order. After a week is filed, a prior week requires manual input and will delay the claim.
- ❑ Some fields may be blank -- Some fields CANNOT be blank  
All required fields must have correct data to process  
If a field is empty and blue, the system requires data therefore that field cannot be blank.  
If the background of a field is blue when data has been entered; the data is not acceptable and the system will not accept the data until is it corrected.
- ❑ If the last day worked is altered in subsequent filings an error will occur which will delay the claim.
- ❑ The return to work date (DRTW) field is very important to include if you know the date. If unknown, leave blank. If left blank the system reads that to mean it will be over 21 days before the employee is called back to work; therefore if any holiday or vacation pay is reported, that amount **will not be deducted** from UI benefits.
- ❑ If there ARE *hours worked* there MUST BE *gross pay* AND the last day worked must be a date within the week for which you are filing.
- ❑ If there are no hours worked and no gross pay the last day worked must be a date prior to the Sunday of the week for which you are filing.
- ❑ Holiday pay and vacation pay are separate items. Do not include these amounts in gross pay for hours worked.
- ❑ Holiday pay is reported in week in which it occurs, not the week it is paid!
- ❑ *From the Report Menu -The alpha and ssn order employee lists are for your benefit*
- ❑ If an employee has gross earnings of \$275 (which is the maximum benefit amount any claimant can draw) for the week, it is not necessary to submit a partial claim for this individual. If you do file for an employee who makes more than \$275, a benefit year will be established; however a waiting period week must be served at a later date. Prematurely establishing a benefit year may have negative effects on an employee's future claims.
- ❑ Email inquires to [account.partials@tn.gov](mailto:account.partials@tn.gov) with details regarding your inquiry and we will respond as soon as possible.

# GUIDELINES

In order for the “Auto” part of Automated Partial to be effective, we have arrived at some conclusions that will streamline all our efforts. These guidelines are stated with the intention of getting benefit checks into the hands of the affected employees via the quickest, most accurate process.

## CORRECTIONS:

- We do not edit the files you upload to us. If you realize you have uploaded a file containing erroneous data, contact us as soon as possible.
- Do not submit a corrected file before we communicate with you, our procedure for file corrections differs depending on the circumstances.
- Do not re-submit a file previously submitted. If you are curious as to a file's status, e-mail your question to us at [account.partials@tn.gov](mailto:account.partials@tn.gov) with “inquiry” in the subject line.

## WED (Week Ending Date) per file:

- If you include multiple WED's in a file, they need to be the current WED or a previous WED up to 90 days past, no future WED's.
- For submission of files pertaining to **future** WED's, each file should reflect only **one** WED. WED files should not be submitted for more than 2 WED's into the future.

## Upload and E-mail Report:

- There are two components that comprise your auto partial file submission. The file upload through the TNAPS portal and the e-mail report which is required with each file. We must receive both components before we can further process your file.
- The e-mail report is considered your electronic signature, certifying your information is accurate and complete. This component also authorizes us to process the file as provided by you.

The e-mail report should be provided in the following format:

### Subject Line of the E-mail:

Your 8 digit TN Employer ID # and the latest WED to which your file pertains.

### Body of E-mail:

**Employer Name:**  
**Employer ID#:** (same as in subject line)  
**WED (mm/dd/yyyy):** (see note below)  
**# of records in the file:**  
**Contact name and phone #:** (including any extension)  
**City/location:**

**NOTE:** If your file contains multiple WED's, please break down the number of records for each WED. For example:

WED: 10/03/09 = 2  
10/10/09 = 4  
10/17/09 = 6  
  
TOTAL = 12

If the data in the uploaded file does not reconcile with the data on the e-mail report, we cannot process your file.

#### **Turnaround: (with no outstanding issues)**

- If we receive your file by 1:00 PM Central time, Monday through Thursday, after the WED for which it is filed, checks/letters will issue/mail the following morning.
- If we receive that file after 1:00 PM Central time on those days, add a business day for check/letter issue.
- If we receive your file by 1:00 PM Central time on Friday, the checks/letters will mail the following Monday morning. Those received after 1:00 PM Central time will mail checks/letters on the following Tuesday morning.
- The United States Postal Service insists on 10 business days for all deliveries.

#### **Things You May Not Know**

- We do not require you to provide either of the documents that issue from your printer while you are working in the APS software. Retain these for your records.
- Every time you begin to build a new file, on the Claims Data page, click on "Remove Old Partials" before entering the new WED data.
- When you name an upload file with a unique file name, that name is stripped out by our server. We never see it. If you are inquiring about a particular file, do not refer to it by the name you gave it, again, we never see that name. Refer to it instead, by your 8 digit TN Employer ID #, WED for which it is submitted, the number of claims in the file and the time/date when it was uploaded.
- Due to work load and time constraints will not be able to confirm receipt of your uploaded files. If you upload files through the appropriate portal (TNAPS), you will get a confirmation of the upload on the screen if the upload is successful. If we are missing a component of your submission, we will contact you to request the missing information.
- Your employer name, as filed for to obtain your TN Employer ID #, needs to remain consistent on all communications. The Employer Name in your uploaded file should be the same Employer name used in your e-mail submission.

In conclusion, if we can follow these guidelines, we can eliminate most of the causes for "error reports". These always have to be addressed manually and can delay benefit payments for 3 or 4 weeks.

In this tough economy, where any benefit delay can have serious ramifications for those needing and expecting timely payment, we want to eliminate any foreseeable errors before they become a serious problem for those who depend on us for those benefits.



**Tennessee Department of Labor & Workforce Development**  
Division of Employment Security

## **NOTICE**

If you are temporarily laid off and receiving ***partial unemployment benefits*** you have the option of having federal income tax deducted and withheld from your unemployment benefits check.

The law became effective January 1, 1997 and states that a claimant may elect to have federal income tax deducted and withheld from unemployment benefits at the 10% amount specified in federal law.

A notice/statement detailing the 10% withholding option will be generated and mailed when a partial claim is filed. If you wish to have the 10% withholding deducted from your unemployment benefits, you must sign the notice/statement authorizing the withholding and return it to the local office.

**Automated Partial Claims Filing System**



**Tennessee Department of Labor & Workforce Development  
Division of Employment Security**

# **Temporarily Laid Off?**

**If you are working less than four scheduled full-time days per week you may be considered temporarily laid off.**

**YOUR EMPLOYER HAS ELECTED TO FILE  
PARTIAL CLAIMS ELECTRONICALLY  
FOR YOUR CONVENIENCE.**

**Filing your claims electronically helps the Department of Labor and Workforce Development speed up the payment process for filing an unemployment claim.**

To prevent delays please notify your employer of the following:

- name change
- mailing address
- if you have earnings from another employer

Employers filing automated partial claims are not required to submit a claim on any individual whose earnings for a given week equal or exceed \$275 (effective August 8, 2001), which is currently the maximum weekly benefit amount in Tennessee.

***EMPLOYERS: Please post in a conspicuous place.***