



UNEMPLOYMENT INSURANCE MODERNIZATION UPDATE

Presentation to Employers

March 2016

Background

- Currently utilizing a 45+ year old COBOL mainframe system
- Maintaining several silo systems for specific program needs
- Expensive to maintain, inefficient, becoming very unreliable

Solution?

- New UI benefit system
- Joined with 3 other states to begin developing a new system
- In June, 2013, decided to proceed alone
- New RFP, contract signed May, 2014
- Two-year implementation phase
- Go-live date: April 25, 2016
- Phase 2: Replace the UI tax system

Tennessee's New UI Benefit System

The screenshot displays the homepage of the JOBS4TNONLINE website. At the top left is the logo "JOBS4TNONLINE" with a Tennessee state flag icon. To the right are social media icons for Twitter and Facebook under the heading "Follow Us On". Further right is a "Take our Survey" button with a checklist icon, and the text "Department of Labor & Workforce Development". The main banner features a welder in a blue shirt and protective gear, with a login form overlaid on the bottom right. The login form includes fields for "Username" and "Password", a "Sign In" button, and links for "Not Registered Yet?", "Forgot Username/Password?", and "En Español". Below the banner is a red "SEARCH FOR A JOB" section with a search bar and a "Search" button. The bottom of the page has a blue "LATEST NEWS AND ANNOUNCEMENTS" header and five grey navigation buttons: "JOB SEEKER SOLUTIONS", "BUSINESS SOLUTIONS", "LABOR MARKET INFORMATION", "SPECIAL SERVICES", and "RESOURCES".

JOBS4TNONLINE

Follow Us On

Take our Survey

Department of Labor & Workforce Development

Username Password Sign In

Not Registered Yet? En Español

Forgot Username/Password?

SEARCH FOR A JOB Enter a keyword, employer name and/or city or ZIP code and radius to search for jobs in your area. Quick Register

Enter Keyword Enter Employer Name Enter City 34683 10 miles Search

LATEST NEWS AND ANNOUNCEMENTS

JOB SEEKER SOLUTIONS BUSINESS SOLUTIONS LABOR MARKET INFORMATION SPECIAL SERVICES RESOURCES

Welcome to the New JOBS4TN

- The advantages of the new system include:
- Integration of Charges, Claimant Response, Protests and Appeal Management all in one system
- Real time quarterly UI information
- Alternative methods for assistance from UI staff
- Reduction and alert of overpayments

Discussion Highlights

Getting Started

Employer Charges

Registration

Claimant Verification

Employer Features

Determinations

Employer Profiles

Appeals

Communication Tools

Mass Layoffs

Document Scan and Upload

Conclusions

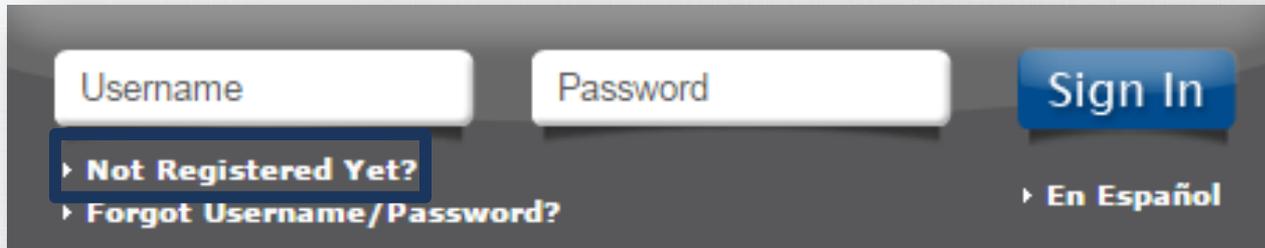
Getting Started

- All your UI claimant responsibilities will be channeled through JOBS4TN ONLINE. To access the site, go to www.Jobs4TN.gov

The screenshot displays the homepage of the JOBS4TN ONLINE website. At the top, the logo "JOBS4TN ONLINE" is prominently featured, accompanied by social media icons for Twitter and Facebook under the heading "Follow Us On". To the right, there is a "Take our Survey" button and the text "Department of Labor & Workforce Development". The main visual is a large image of a welder in a blue shirt and protective gear, with bright sparks emanating from the welding process. Overlaid on this image is a login form with fields for "Username" and "Password", a "Sign In" button, and links for "Not Registered Yet?", "Forgot Username/Password?", and "En Español". Below the image is a red search bar titled "SEARCH FOR A JOB" with the instruction "Enter a keyword, employer name and/or city or ZIP code and radius to search for jobs in your area." and a "Quick Register" link. The search bar contains input fields for "Enter Keyword", "Enter Employer Name", "Enter City", a ZIP code field with "34683", a radius dropdown menu set to "10 miles", and a "Search" button. Below the search bar is a blue banner for "LATEST NEWS AND ANNOUNCEMENTS". At the bottom, there are five grey buttons with white text: "JOB SEEKER SOLUTIONS", "BUSINESS SOLUTIONS", "LABOR MARKET INFORMATION", "SPECIAL SERVICES", and "RESOURCES".

Getting Started

- Registration on JOBS4TN is easy! Click the **Not Registered Yet?** link to get started.
- After you register, you will come back to this location to enter your Username and Password, and then click the **Sign In** button.
- Forget your Username, Password or both? Click that link to retrieve it.



The screenshot shows a dark grey login form with the following elements:

- A white input field labeled "Username".
- A white input field labeled "Password".
- A blue button labeled "Sign In".
- A link labeled "▶ Not Registered Yet?" which is highlighted with a blue border.
- A link labeled "▶ Forgot Username/Password?".
- A link labeled "▶ En Español" located at the bottom right.

Getting Started

- On the next screen, go to Option 3, and click the **Employer** link to begin the registration process.

Option 3 - Create a User Account

To become a JOBS4TN.GOV user with access to our online services, select one of the following account types. If you are not sure about registering, visit the [Why Register?](#) page.

Register and create a user name and password if you would like your information choices to be saved as you go through JOBS4TN.GOV. Saving these choices will help you move quickly as you use the system this time and in the future.

Individual - Register as this account type if you are an individual and wish to search for the latest job openings, file or manage your unemployment claim, post a resumé online, find career guidance, search for training and education programs, find information on local employers, etc.

Employer - Register as this account type if you represent an employer and want to post jobs, search for qualified candidates, or use other employment services including managing your unemployment claim activity (including filing and managing appeals, reviewing potential charges, filing benefit charge protests and responding to information requests.)

Analyst - Register as this account type if you are a labor market information or economic development professional looking to analyze area, occupation, and industry data over different geographical regions and time periods.

Provider - Register as this account type if you are a training provider who wishes to enter or update your available courses for use in the system. Once a new account request is approved, you will be able to enter information about your courses, such as costs, schedules, credentials, etc. You can also request that a training program be approved as eligible under the Workforce Innovation and Opportunity Act.

Getting Started

- Next, the system will want to know what type of employer registration you wish to do. Check the box for Unemployment Services, then check a small box below that section for verification. Click the **Continue Registration** button to continue.

Registration Type

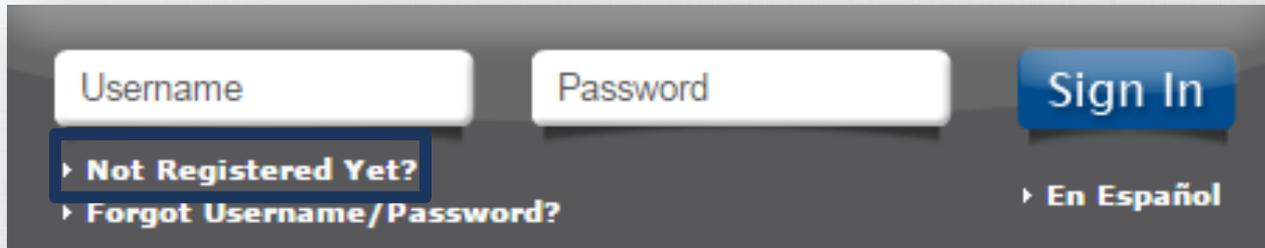
 [Recruiting Registration](#)
Create an account to provide access to labor exchange functions such a recruiting talent, posting jobs, online resume search, automated correspondence and applicant tracking.

 [Unemployment Services - Managing Claim Activity](#)
Users with Unemployment Services privileges are authorized by their employer to submit separation notices, view and respond to statements of potential charges, file and manage appeals, view and protest benefit charges, and submit requested documentation regarding unemployment claims made by former workers.

[Continue Registration](#)

Getting Started

- Please Note: If you have already registered with JOBS4TN as an employer that posts jobs and searches for prospective candidates (AKA a Recruiting Employer), you will need to contact a UI staff member to modify your account type to include UI claim information. It is an easy process, but does require initial information to make the account change.



A screenshot of a login interface. It features two white input fields labeled 'Username' and 'Password'. To the right is a blue 'Sign In' button. Below the 'Username' field, there are two links: '▶ Not Registered Yet?' and '▶ Forgot Username/Password?'. To the right of the 'Sign In' button, there is a link '▶ En Español'.

Registration

- You can provide your FEIN and/or your UI Employer Account number. Either number must be typed twice for confirmation. Click the **Next** button.

Employer Identification

Type of Identification:

Federal Employer Identification Number
 Social Security Number

Federal Employer ID Number (EIN) / Federal Tax ID (FEID) or Social Security Number:
Do not enter dashes. Example 999001111

Confirm Federal ID Number:

UI Employer Account Number:
Do not enter dashes. Example 999001111

Confirm UI Employer Account Number:

Registration

- If you provided your FEIN number, additional fields in the registration form pre-populate. Review your company name that appears. If the information is correct, click **Update Company Name**.

Employer Identification

[Update Company Name](#)

Type of Identification: Federal Employer Identification Number

Federal Employer ID Number (EIN) 620528733
/ Federal Tax ID (FEID) or Social Security Number:

UI Employer Account Number: 0000940

Verify Company Name

Company Name: GIBSON PAVING INC

DBA: GIBSON PAVING INC

Please verify that the company name information is correct.

If you feel you have entered incorrect identification numbers click 'Retry' to correct them.
Click 'Continue' if you wish to register under this company name.

Registration

- Next, create a unique User Name, following blue text guidelines.
- Create a Password.
- In case you forget this information, select a Security Question and an answer you can remember.
- *Note that questions with a red asterisk are required.*

Login Information

* User Name:

Enter a unique user name (8 - 16 characters, and must include characters, letters or numbers. Allowable characters are + @ _ . Spaces are not allowed.)

* Password:

Very strong!

Enter Password (8 - 18 characters and must include characters, letters or numbers).

* Confirm Password:

* Security Question:

The response to the security question will be required if you forget your user name or password.

* Security Question Response:

Employer Identification

Company Name:

Trade name / Doing Business As: GIBSON PAVING INC

[Update Company Name](#)

State Withholding ID:

Registration

- Next, provide contact information, including email, notification methods, and company website.

Contact Information

* Job Title:

* First Name:

Middle Initial:

* Last Name:

* Primary Phone: - - Ext

Alternative Phone: - -

Contact Text Message Phone Number: - -

Fax: - -

* Primary Contact Email Address:

* Confirm Contact Email Address:

The e-mail address entered has been verified as being from a valid e-mail provider.
[Read Our Email Security Policy](#)

* Please select a method in which you prefer to receive your notifications:

Please note that by making this selection you will receive all future notifications and requests for information regarding unemployment claims via email and/or internal message only. You will be responsible for responding timely to these notifications. Failure to respond may result in loss of your appeal rights regarding unemployment claims.

Registration

- The last registration question asks whether you wish to opt-in to SIDES (Separating Information Data Exchange System). A link is available to learn more about SIDES.

SIDES (Separating Information Data Exchange System)

Opt-in to SIDES e-Response [Learn about SIDES](#)

Please do not use any personal identification information as your user name (e.g. Social Security Number or FEIN). You will need your User Name and Password for all future activities in this system. Please write this information down and keep it in a secure place.

SIDES (Separating Information Data Exchange System)

SIDES Account Type: SIDES SEW PIN

Current SIDES Website

The screenshot shows a web browser window with the URL <https://uisides.org/>. The browser tabs include "SIDES & SIDES E-Response - T..." and "EResponse Switchboard". The website header features the "SIDES E-Response" logo on the left and the "UI SIDES State Information Data Exchange System" logo on the right. The main content area is titled "Welcome to the E-Response Website for the Unemployment Insurance State Information Data Exchange System". Below the title, it asks the user to "Please select the application you want to use:" and lists four options under the heading "Notice of UI Claim Filing":

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

A "Select" button is located below the list. On the left side of the page, there is a sidebar with the text "SIDES E-Response supports the following browsers:" followed by a list of supported browsers:

- IE 9 and above
- Chrome V44 and higher
- Firefox V37 and higher

Registration

What is SIDES?

- Electronic tool to help employers respond to state unemployment insurance requests quickly, easily, and accurately.
- Offers two options: integrated computer-to-computer SIDES interface or the SIDES e-response website where employers can post responses to information requests from state UI agencies.
- The interface is beneficial for employers and TPAs who deal with large numbers of UI requests.
- The e-response website is for employers with a limited number of UI claims throughout the year and only allows internet access.

Registration

- Congratulations! After clicking **Save**, your registration is complete! It's that fast and easy! Click **Continue** to begin using the many site features available.

Please do not use any personal identification information as your user name (e.g. Social Security Number or FEIN). You will need your User Name and Password for all future activities in this system. Please write this information down and keep it in a secure place.

Save

Cancel

Registration Complete

A new UI employer registration has been completed.
A verification email has been sent to the email address that you provided.
A notification has also been sent to the primary email address in the tax records for this company.

You must click on the link in the email to verify your email address. The contact that was sent the notification will also need to validate your information.

Once the email that was entered during registration is verified, AND the information is validated by the contact on record, you will be given access to the system using the login information that you provided during registration.

Continue

Employer Features

- Here is your employer dashboard! This is the screen you'll see every time you log into JOBS4TN Online. There are dozens of features available at your fingertips!



The screenshot shows the "My Employer Workspace" for user Jeremy Piven. The page includes a navigation sidebar on the left with sections: "My Employer Workspace" (containing "My Employer Dashboard" and "Directory of Services"), "Quick Menu" (containing "Employer Resources" and "Employer Portfolio"), and "Other Services" (containing "Communication Center", "Appointment Center", and "Assistance Center"). The main content area features a welcome message and several widget panels: "My Messages" (2 Unread Messages, 0 Read Messages), "My Correspondence" (0 Letters, 0 Correspondence Templates), and "Unemployment Services" (with links for Claimant Separation Form, View & Protest Employer Charges, and Separation Notice Alleging Disqualification). A "My Calendar" widget on the right shows a calendar for February with dates 31, 1, 2, 7, 8, 9, 14, 15, 16, 21, 22, 23, 28, 29, 1, 6, 7, 8. Below the calendar are links for "New Appointments" and "Upcoming Events".

Welcome to My Employer Workspace Jeremy Piven.
This page introduces you to features available in the system, lets you customize the content you are interested in, and provides suggestions to you. Please make a selection from the items below.

My Employer Dashboard | Directory of Services

My Messages (0 X)

- 2 Unread Messages
- 0 Read Messages

[Enter the Message Center](#)

My Correspondence (0 X)

- 0 Letters
- 0 Correspondence Templates

[Enter the Correspondence Center](#)

Unemployment Services (0 X)

- [Claimant Separation Form](#)
The Statement of Potential Charges and Separation Request can be completed and submitted here.
- [View & Protest Employer Charges](#)
You can see the most recent benefit charges to your account. The charges will be arranged by employee.
- [Separation Notice Alleging Disqualification](#)
This should be completed for all employment separations that are...

My Calendar (Feb)

S	M	T
31	1	2
7	8	9
14	15	16
21	22	23
28	29	1
6	7	8

[0 New Appointments](#)
[0 Upcoming Events](#)

[Enter the Appointments Center](#)

Employer Features

- In the center of the screen are movable widgets. These are links to popular employer features throughout the system.

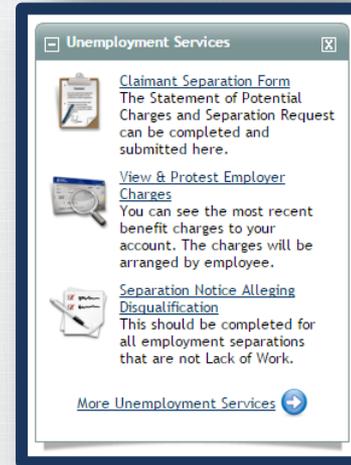
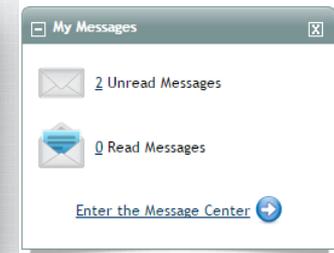
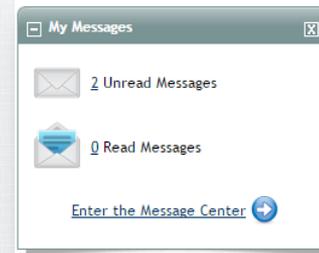
The screenshot displays the 'My Employer Dashboard' with a 'Directory of Services' tab. It features several movable widgets:

- My Messages:** Shows 2 unread messages and 0 read messages. Includes a link to 'Enter the Message Center'.
- My Correspondence:** Shows 0 letters and 0 correspondence templates. Includes a link to 'Enter the Correspondence Center'.
- Unemployment Services:** Contains three links: 'Claimant Separation Form' (with a description), 'View & Protest Employer Charges' (with a description), and 'Separation Notice Alleging Disqualification' (with a description). Includes a link to 'More Unemployment Services'.
- My Calendar:** Displays a calendar for February 2016. Below the calendar, it shows 0 new appointments and 0 upcoming events, with a link to 'Enter the Appointment Center'.

February 2016						
S	M	T	W	T	F	S
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	1	2	3	4	5
6	7	8	9	10	11	12

Employer Features

- The movable widgets may be customized to appear as you wish.
- The Unemployment Services widget includes quick access links to viewing and protesting employer charges, claimant separation forms, and completing separation notices alleging disqualification.

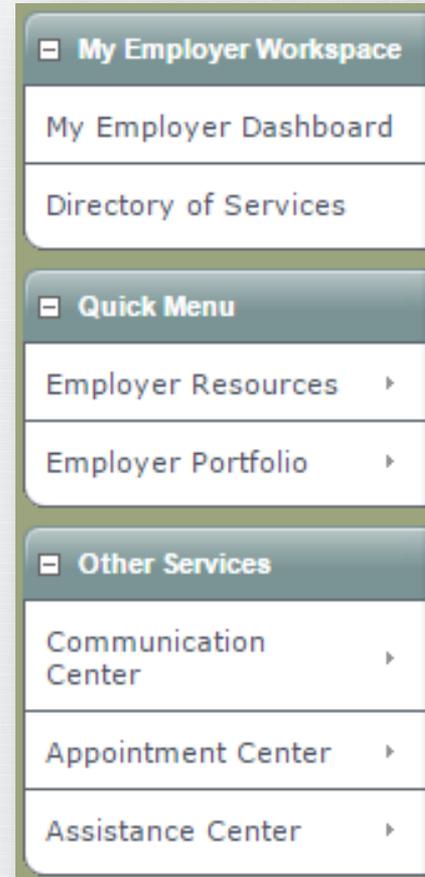


Employer Features

- Your primary navigation tool is the **Left Navigation Menu**. This is available on every screen, and it allows you to go from one feature to another with ease.

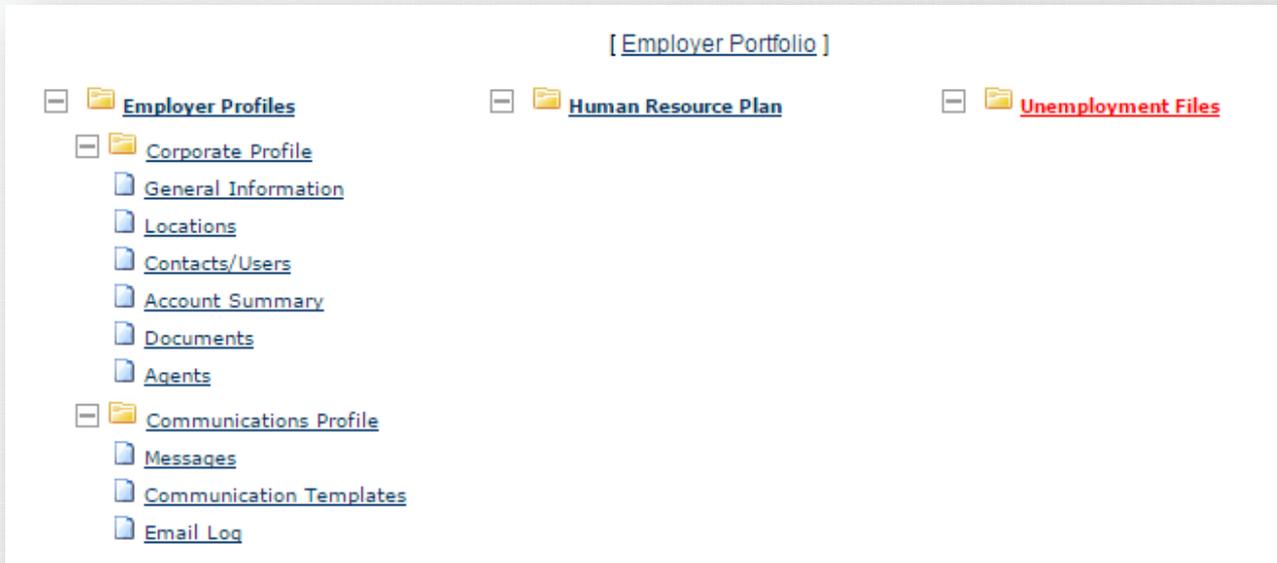
Employer features are divided into:

- My Employer Workspace
- Quick Menu
- Other Services



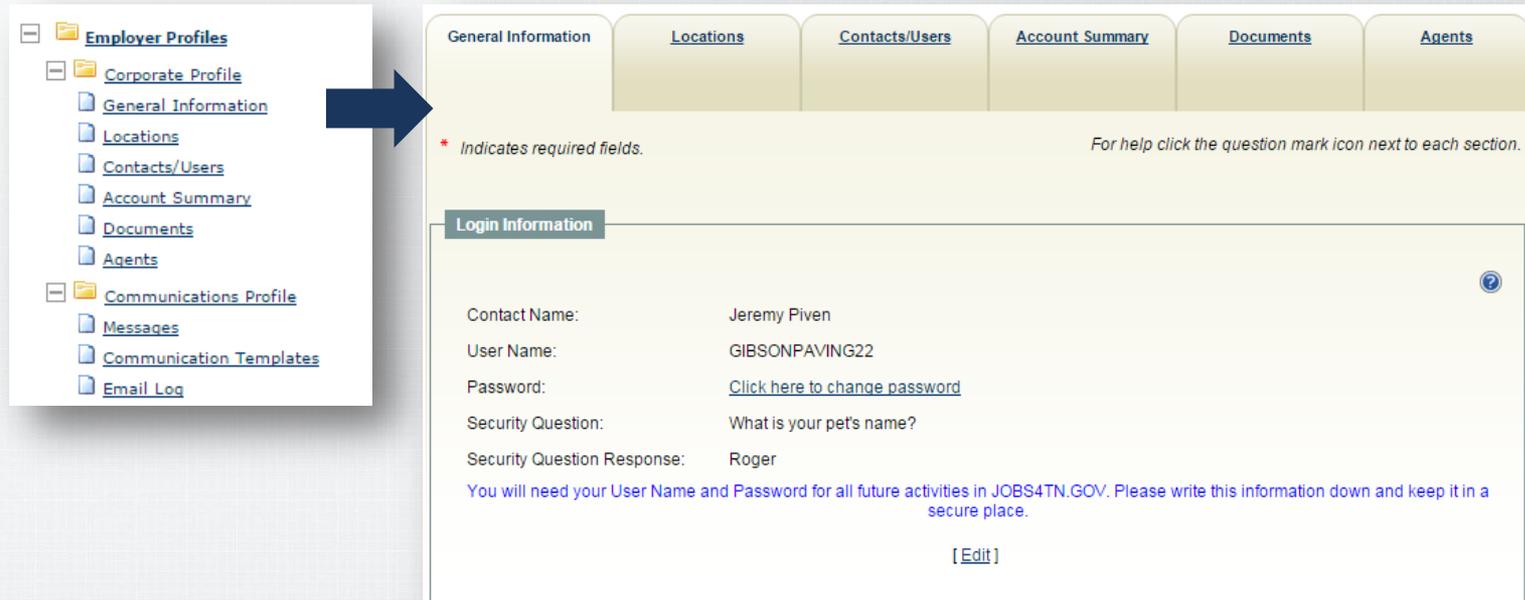
Employer Features

- Your **Employer Portfolio** contains folders and tabs that will take you anywhere in the system. Expand the links at the top to navigate from one location to another. The location you are currently accessing will be highlighted in red.



Employer Profiles

- The Employer Profiles contain several folders and tabs of basic employer features. The **General Information** Tab is where employers go to modify information from registration.



The screenshot displays the 'Employer Profiles' interface. On the left is a navigation menu with the following items:

- Employer Profiles
 - Corporate Profile
 - General Information
 - Locations
 - Contacts/Users
 - Account Summary
 - Documents
 - Agents
 - Communications Profile
 - Messages
 - Communication Templates
 - Email Log

A blue arrow points from the 'General Information' link in the menu to the main content area. The main content area has a tabbed interface with the following tabs: General Information (selected), Locations, Contacts/Users, Account Summary, Documents, and Agents. Below the tabs, there is a note: '* Indicates required fields.' and 'For help click the question mark icon next to each section.' The 'Login Information' section is highlighted and contains the following details:

Contact Name:	Jeremy Piven
User Name:	GIBSONPAVING22
Password:	Click here to change password
Security Question:	What is your pet's name?
Security Question Response:	Roger

Below the table, there is a note: 'You will need your User Name and Password for all future activities in JOBS4TN.GOV. Please write this information down and keep it in a secure place.' and an [Edit] link.

Employer Profiles

- The **Locations** Tab allows you to identify other work sites within your same profile. This way you can manage all locations with one simple log-in!

The screenshot shows the 'Locations' tab selected in a navigation bar. Below the navigation bar, there is a help icon and the text 'For help click the question mark icon.' A '+ Show Filter Criteria' link is also present. Below this, a sorting instruction reads 'To sort on any column, click a column title.' The main content is a table with the following data:

Location	Primary Address	Contacts	Action
GIBSON PAVING INC (Primary Location)	10056 HIGHWAY 70 LAKELAND, TN 38002	Active Contacts Jeremy Piven (Primary Contact) Inactive Contacts None Listed	Edit Location <hr/> View Contacts <hr/> Inactivate

At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and a 'Rows: 100' dropdown. Below the table, a summary bar indicates '1 Records Found'. At the very bottom, there is a green 'Add Location' button.

Employer Profiles

- Information is easily entered and saved. Then you can manage employee charges and other information from all your worksites together.



Location ?

This location belongs to an external employer: Yes No

* Location Name:

* Street Address 1:

Street Address 2:

Street Address 3:

* City:

* State:

* County:

* Country:

* Zip code: [Find Zip Code](#)
99999 or 99999-9999

UI Employer Account Number:

* Phone: - - Ext.

Employer Profiles

- Additional contacts can be registered with their own unique User Names and Passwords to access and manage your employer UI data.

General Information Locations **Contacts/Users** Account Summary Documents Agents

[Show Filter Criteria](#) [For help click the question mark icon](#)

To sort on any column, click a column title.

Contact Name	Username	Location	Job Title	Phone Number	Sign in capable	Action
Jeremy Piven <i>(Primary Contact)</i> <i>(UI Primary Contact)</i>	GIBSONPAVI NG22 <i>Last Successful Login: 2/3/2016 9:38:18 AM</i>	GIBSON PAVING INC	Manager	(344) 243-2443	Yes	Edit Delete Inactivate

Page 1 of 1 Rows: 100

1 Records Found

[Add Contact](#)

Contact Information Contact Designations Sign In Information User Privileges Other Information

Contact Information

* First Name:

Middle Initial:

* Last Name:

* Job Title:

* Phone: - - Ext:

Fax: - -

Alternate Phone: - -

Text Message Cell Phone Number: - -
For receiving virtual recruiter job alerts

* Email Address:

* Confirm Email Address:

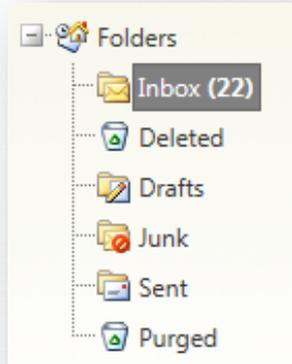
Communication Tools

- Internal communication between staff and employers has never been easier. The new JOBS4TN site has an **internal message center**, where you receive a variety of system alerts, messages from UI staff, and other notifications quickly and easily. With Outlook-like tools, it will quickly become a common destination when you log in.

	From	Subject	Msg Date	Select
	POSTMASTER	Weekly Certification Overpayment Offset	01/21/2016 11:57 AM	<input type="checkbox"/>
	POSTMASTER	Weekly Certification Overpayment Offset	01/21/2016 11:57 AM	<input type="checkbox"/>
	POSTMASTER	Weekly Certification Overpayment Offset	01/21/2016 11:57 AM	<input type="checkbox"/>
	POSTMASTER	Weekly Certification Overpayment Offset	01/21/2016 11:57 AM	<input type="checkbox"/>

Communication Tools

- The Message Center has an Inbox, Deleted folder, Drafts folder, Junk folder, Sent Folder, and a Purged Folder.



Gusclaim TwoEightyThree

FROM: POSTMASTER
CREATED BY: POSTMASTER
SENT: Thursday, January 21, 2016 11:57:00 AM

TO: Gusclaim TwoEightyThree
SUBJECT: Weekly Certification Overpayment Offset

There is an important document attached. Please review and take the appropriate action needed.

Current Attachment(s): [WeeklyCertificationOverpaymentOffset_2400-586201601215715.pdf](#)

Delete

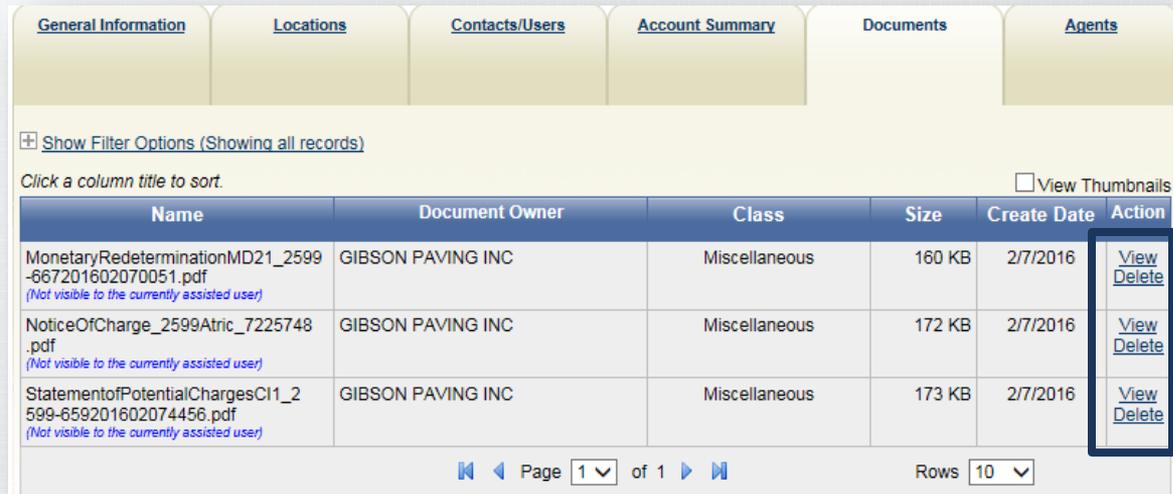
Reply

Cancel

[ [Print Message](#)]

Document Scanning and Uploading

- The new JOBS4TN allows you to upload or scan supportive documentation directly into the system for archival storage. The **Documents** Tab is a central storage place for all UI documents you need to upload. You can View a document from the Action column on the right, or even delete a document.



The screenshot displays the 'Documents' tab in the JOBS4TN system. At the top, there are navigation tabs: 'General Information', 'Locations', 'Contacts/Users', 'Account Summary', 'Documents', and 'Agents'. Below the tabs, there is a filter option 'Show Filter Options (Showing all records)' and a sorting instruction 'Click a column title to sort.' with a 'View Thumbnails' checkbox. The main content is a table with the following data:

Name	Document Owner	Class	Size	Create Date	Action
MonetaryRedeterminationMD21_2599-667201602070051.pdf <small>(Not visible to the currently assisted user)</small>	GIBSON PAVING INC	Miscellaneous	160 KB	2/7/2016	View Delete
NoticeOfCharge_2599Atric_7225748.pdf <small>(Not visible to the currently assisted user)</small>	GIBSON PAVING INC	Miscellaneous	172 KB	2/7/2016	View Delete
StatementofPotentialChargesCI1_2599-659201602074456.pdf <small>(Not visible to the currently assisted user)</small>	GIBSON PAVING INC	Miscellaneous	173 KB	2/7/2016	View Delete

At the bottom of the interface, there is a pagination control showing 'Page 1 of 1' and a 'Rows 10' dropdown menu.

Document Scanning and Uploading

- Identify characteristics of the document, like Program and Verification Type. Add Document Tags, and then upload by clicking the **Browse** button. Many different file formats are supported.

Document Association

If you would like to categorize the associated document to a specific program, application or verification document, please use the controls in this section to do so.

Program:

Application:

Verification Item:

Verification Type:

Document Information

* Document Tags:
Keywords that will be indexed with this attachment.

User Accessible: Yes No

Attach Document

Location:

[Supported File Format](#)

Documents	
.pdf	application/pdf
.doc	application/msword
.dot	application/msword
.htm	text/html
.html	text/html
.htmls	text/html
.word	application/msword
.wp	application/wordperfect
.wp5	application/wordperfect
.wp5	application/wordperfect6.0
.wp6	application/wordperfect
.wpd	application/wordperfect
.xml	application/xml
.xml	text/xml
.docx	application/vnd.openxmlformats-officedocument.wordprocessingml.document

Document Scanning and Uploading

- A variety of redactions and annotations are available to hide or highlight sensitive information.

* Indicates required fields. ? For help click the question mark icon.

Zoom	Mouse Tools	Rotate	Create Annotations

Thumbnails



Selected Image

TENNESSEE DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
DIVISION OF EMPLOYMENT SECURITY
BENEFIT CHARGE UNIT
P.O. BOX 24827
NASHVILLE, TN 37202-4827
(615) 741-2223

Gibson Paving Inc
10056 Highway 70
Lakeland, TN 38002-0000

Monetary Redetermination

Employer Name: GIBSON PAVING INC
Employer ID Number: 0000940
Claimant Name: Jerry Aste
Claimant ID Number: 0003468428

IMPORTANT INFORMATION ABOUT AN UNEMPLOYMENT CLAIM AGAINST YOUR COMPANY

Mail Date: 02/08/2016

Dear GIBSON PAVING INC,

This is in reference to your notice advising us that you have no record of employing the above-named claimant. Our records indicate that your company reported earnings for this individual under the employer account number and in the amounts that are listed below.

Employer Account Number: 0000940 / GIBSON PAVING INC

Oct - Dec 2014,	\$7000.00
Jan - Mar 2015,	\$7000.00
Apr - Jun 2015,	\$7000.00
Jul - Sep 2015,	\$6500.00

If your response to this notice is not received in this office by 02/16/2016, our decision must be made based on available information. Please be sure to attach this message to your response.

Refer questions to:

Fax to: 225-346-6063 OR Postal mail to: Tennessee Workforce Commission (TWC)
Benefits Analysis Team
P.O. Box 24827
Baton Rouge, LA 70821-6253

We appreciate the opportunity to serve you.

The Tennessee Department of Labor & Workforce Development

Unemployment Features

- Unemployment Data can be accessed from the **Unemployment Files** Profile. Here you can review Employer Charges, Claimant information, Determinations, Appeals, and Mass Layoffs.



Employer Charges

- You can review your Employer Charges by quarter. Filter by Quarter, Claimant SSN, or Name. Once the screen refreshes, the table will display Employer Charge information.

Filter charge results

Search Filter Results

Employer Charges [Claimants](#) [Determinations](#) [Appeals](#) [Mass Layoffs](#)

Employer Charges Summary

To view a prior quarter, select prior quarter from dropdown menu then click "Filter" to see charges for selected quarter. Within a quarter, you may filter by claimant name and social security number.

View Prior Quarters: Claimant SSN (Last 4):

First Name: Last Name:

[[Filter](#) | [Reset Filter\(s\)](#)]

The selected charge data view cannot be considered the official record of transactions to the account. The displayed data may not include all recent or pending activities such as appeal decisions, reversing charge decisions, pending protests, requests for non-charge, and any other related activities.

Quarter: 03/31/2016 Number of claimants: 1 Grand total net charged amount: **\$1,380.00**

Qtr	Claimant	SSN	Employer Type	Employer Liability Percentage	Claimant Paid Amount	Charged Amount	Credited Amount	Net Charged Amount	Action
Qtr 1 2016	Weekcert Test	9999	Contributory	100%	\$1,380.0000	\$1,380.0000	\$0.0000	\$1,380.0000	File Protest

Page 1 of 1 Rows: 10

*Note: Charged amounts will be rounded to the nearest cent on your quarterly billing statement.

Employer Charges

- Information includes the filtered quarter, Claimant (which is a link to additional information), Last 4 Digits of the SSN, Employer Type, Employer Liability Percentage, Claimant Paid Amount, Charged Amount, Credited Amount, Net Charged Amount, and an Action column where you can file a protest. Amounts are always rounded to the nearest cent.

The selected charge data view cannot be considered the official record of transactions to the account. The displayed data may not include all recent or pending activities such as appeal decisions, reversing charge decisions, pending protests, requests for non-charge, and any other related activities.

Quarter: 03/31/2016 Number of claimants: 1 Grand total net charged amount: **\$1,380.00**

Qtr	Claimant	SSN	Employer Type	Employer Liability Percentage	Claimant Paid Amount	Charged Amount	Credited Amount	Net Charged Amount	Action
Qtr 1 2016	Weekcert, Test	9999	Contributory	100%	\$1,380.0000	\$1,380.0000	\$0.0000	\$1,380.0000	File Protest

Page 1 of 1

Rows: 10

*Note: Charged amounts will be rounded to the nearest cent on your quarterly billing statement.

Employer Charges

- Click on the Claimant Name, which is a link. This will provide additional employer charge details. Keep up with claimant information here.

Claim Summary Monetary Non Monetary Payments Overpayments Employer Charges

Weekcert Test SSN: ###-##-9999 Phone: (343) 434-3434

Show Claims Summary Table

Claim Details

UI / UI Claim #2952; Effective Date 11/30/2014; BYE Date 11/28/2015

Claimant Claim Employment Employer Communication Interfaces Other

Employer Charging

Base Period Employer Charges Summary

Below is a listing of employer charges by claimant. Click on a claimant name to view a quarterly charge statement.

Claim benefit year begin date is 11/30/2014.

Qtr	Employer	Employer Type	Employer Liability Percentage	Claimant Paid Amount	Charges
Qtr 1 2016	JHT/CJT PARTNERS LLC (0453814)	Contributory	100%	\$1,610.0000	\$1,380.00

Employer Predecessor / Successor

Partial Predecessor / Successor Relationships

The table below shows any partial predecessor and successor relationships if they exist for this claimant and base period employers and when the acquisition occurred.

No records found

Full Predecessor / Successor Relationships

The table below shows any full predecessor and successor relationships if they exist for this claimant and base period employers and when the acquisition occurred.

No records found

Employer Master Account Association

Employer Master and Subsidiary Accounts

The table below displays Master/Subsidiary relationship for base period employers that are subsidiary accounts.

No records found

Employer Charge Protest

Employer Charge Protest

Staff can select a quarter to file a protest on the employer's behalf. Protests must be filed within thirty days of the date the quarterly charge statement is mailed or delivered electronically.

Quarter	Employer Account Number	Employer	Employer Liability Percentage	Charges	Protest Received	Protest Result	Action
3/31/2016	0453814	JHT/CJT PARTNERS LLC	100%	\$1,380.00			File Protest

*Note: Charged amounts will be rounded to the nearest cent on your quarterly billing statement.

Employer Charges

- Click the **File Protest** link to initiate a dispute over a quarterly charge.

Quarter: 03/31/2016 Number of claimants: 1 Grand total net charged amount: \$1,380.00									
Qtr	Claimant	SSN	Employer Type	Employer Liability Percentage	Claimant Paid Amount	Charged Amount	Credited Amount	Net Charged Amount	Action
Qtr 1 2016	Weekcert Test	9999	Contributory	100%	\$1,380.0000	\$1,380.0000	\$0.0000	\$1,380.0000	File Protest

Employer Charges

- Simply provide the protest reason from a drop-down. A textbox allows for additional description of your reason to protest charges. Immediately after clicking the Save button, your protest will be available for review by UI staff.

Employer Charge Protest

Quarter:	3/31/2016
Employer Account Number:	0797646
Employer:	SHUTTERS & SHUTTLES
Claimant Name:	Test ADfifteenforms
Claimant Last 4:	1111
Employer Liability Percentage:	100%
Charges:	\$918.00
• Employer's Protest Reason:	Claimant Quit
Description:	Test Letter : Claimant Quit I

Employer Charges

- When returning to the table, the **Action** column changes now to **View Protest** instead of **File Protest**.

The selected charge data view cannot be considered the official record of transactions to the account. The displayed data may not include all recent or pending activities such as appeal decisions, reversing charge decisions, pending protests, requests for non-charge, and any other related activities.

Quarter: **03/31/2016** Number of claimants: **1** Grand total net charged amount: **\$918.00**

Qtr	Claimant	SSN	Employer Type	Employer Liability Percentage	Claimant Paid Amount	Charged Amount	Credited Amount	Net Charged Amount	Action
Qtr 1 2016	ADfifteenforms_Test	1111	Contributory	100%	\$918.0000	\$918.0000	\$0.0000	\$918.0000	View Protest

Page 1 of 1

Rows: 10

*Note: Charged amounts will be rounded to the nearest cent on your quarterly billing statement.

Claimant Verification

- In the Claimants Tab, you can get a list of individuals that listed your company as a layoff employer.
- The table includes benefit dates, name, last four of their SSN, their Weekly Benefit Amount, and Benefit Balance.
- You can respond and verify the information provided by clicking **Needs Response**.

The screenshot shows a web application interface with a navigation bar at the top containing tabs for 'Employer Charges', 'Claimants', 'Determinations', 'Appeals', and 'Mass Layoffs'. The 'Claimants' tab is selected. Below the navigation bar is a 'Show Filter Options' button. The main content area is titled 'Claimants' and contains a table with the following data:

Benefit Year Begin	Benefit Year End	Claimant	Claimant SSN (Last 4)	Weekly Benefit Amount	Benefit Balance	Action
01/03/2016	12/31/2016	Henderson, Rosalie	7251	\$0.00	\$0.00	Needs Response
01/03/2016	12/31/2016	Claim, Trade	7640	\$0.00	\$0.00	Needs Response
12/20/2015	12/17/2016	Rios, Ellen	4288	\$275.00	\$7,150.00	Needs Response
11/30/2014	11/28/2015	Weekcert, Test	9999	\$230.00	\$5,269.00	Needs Response
11/29/2015	11/26/2016	Trascriptshots, Test	6666	\$96.00	\$2,496.00	Needs Response

At the bottom of the table, there is a pagination control showing 'Page 1 of 2' and a 'Rows: 5' dropdown menu.

Claimant Verification

- Employers can review basic information provided by the claimant.

Summary			
Effective Date of Claim:	12/20/2015	Employer's Rate Percentage:	100.000%
Employer Name: JHT/CJT PARTNERS LLC		Employer Account Number:	0453814
Address:	215 CIRCLE DR	Address 2:	
City:	GATLINBURG	State:	TN
Zip:	37738	Date Notice Sent:	01/05/2016
Claimant Name:	Ellen Rios	Claimant SSN:	310-75-4268
Job Seeker's WBA:	\$275.00	Job Seeker's MBA:	\$7,150.00

Work History (Claimant's Statement)			
Employment Start Date:	01/01/2012	Employment End Date:	12/19/2015
Reason for Separation: Layoff / Lack of Work / RIF		Total Wages Earned:	\$36,000.00
Reason for Separation Description:			

Claimant Verification

- The rest of the form allows you to respond and confirm information, such as start and last day worked, reason for separation, earnings, rehire information, any benefit payments, pension and retirement information, and fact-finding forms.

Employer's Separation Reason	Benefit Payments
<p>* Job Seeker's Start Date: <input type="text"/></p> <p>* Job Seeker's Last Day Worked: <input type="text"/></p> <p>* Reason for Separation: <input type="text" value="None Selected"/></p> <p>* Explain Reason for Separation: <input type="text"/></p> <p>* Did the claimant earn \$2,750.00 or more during their (most recent) employment? <input type="radio"/> Yes <input type="radio"/> No</p>	<p>* Did you pay out any Severance Pay? <input type="radio"/> Yes <input type="radio"/> No</p> <p>* Did you pay out any Vacation Pay? <input type="radio"/> Yes <input type="radio"/> No</p> <p>* Did you pay out any Holiday Pay? <input type="radio"/> Yes <input type="radio"/> No</p> <p>* Did you pay out any WARN Payment? <input type="radio"/> Yes <input type="radio"/> No</p> <p>* Did you pay out any Wages in Lieu of Notice? <input type="radio"/> Yes <input type="radio"/> No</p> <p>* Has the Claimant filed for or are they receiving Workers' Compensation? <input type="radio"/> Yes <input type="radio"/> No</p>
Rehire Information	Pension / Retirement Information
<p>* Does Job Seeker have Definite Return Date? <input type="radio"/> Yes <input type="radio"/> No</p> <p>* Did the worker refuse an offer to work? <input type="radio"/> Yes <input type="radio"/> No</p> <p>* Was the worker employed by an educational institution? <input type="radio"/> Yes <input type="radio"/> No</p>	<p>Please indicate if you have made, or will make within the next 26 weeks, payments to this individual for any of the following.</p> <p>* Pension / retirement benefits: <input type="radio"/> Yes <input type="radio"/> No</p> <p>* 401K / 403B / Personal IRA / KEOGH: <input type="radio"/> Yes <input type="radio"/> No</p> <p>* Military service connected disability compensation: <input type="radio"/> Yes <input type="radio"/> No</p>

Claimant Verification

- Employer response time is critical in assisting laid off workers eligible for unemployment benefits. This form makes the task easy, quick and efficient. It can also create issues where the information provided by the worker differs from your response.

Work History (Claimant's Statement)

Employment Start Date: 01/01/2010 **Employment End Date:**

Reason for Separation: Layoff / Lack of Work / RIF **Total Wages Earned:**

Reason for Separation Description:

Employer's Separation Reason

* Job Seeker's Start Date:

* Job Seeker's Last Day Worked:

* Reason for Separation:

* Explain Reason for Separation:

* Did the claimant earn \$2,750.00 or more during

Rehire Information

* Does Job Seeker have Definite Return Date? Yes No

* Did the worker refuse an offer to work? Yes No

* Was the worker employed by an educational institution? Yes No

Benefit Payments

* Did you pay out any Severance Pay? Yes No

* Did you pay out any Vacation Pay? Yes No

* Did you pay out any Holiday Pay? Yes No

* Did you pay out any WARN Payment? Yes No

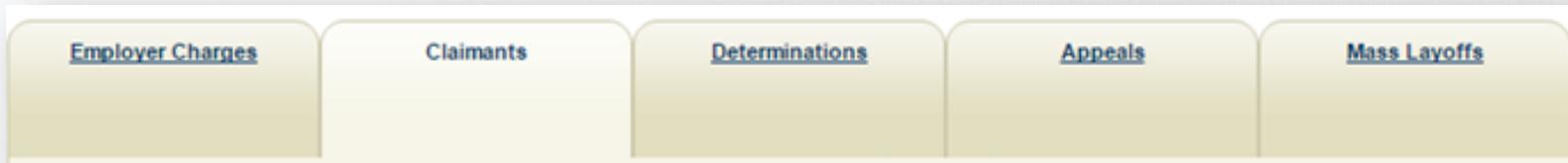
* Did you pay out any Wages in Lieu of Notice? Yes No

* Has the Claimant filed for or are they receiving Workers' Compensation? Yes No



Claimant Verification

- This simple process will assist in expediting claim information or begin any issue or dispute necessary on the claim.



Determinations

- The Determinations Tab is a great place to review UI compensation determinations related to Non-Monetary issues, Charges, and other claim information. You can view the actual determination through the **View Determination** link. If you wish to Appeal a decision, click the **File Appeal** link to initiate the process.

Employer Charges Claimants Determinations Appeals Mass Layoffs

Show Filter Options

Non-Monetary Determinations

No records found

Chargeability Determinations

These notices have determined your eligibility or ineligibility for benefits. They may be appealed by you or your employer. Before filing the appeal, you should select the "View Determination" link to ensure you are appealing the correct one. Once you have that assurance, select the "File Appeal" link and follow the directions.

Claimant	Issue Id	View Appeal	Determination Date	Appeal Status	Appeal Filed	Action
Trade TEN NINTYNINE	Issue 2095		1/21/2016			File Appeal View Determination
Test Trascriptshots	Issue 1505		1/8/2016			File Appeal View Determination
Test Weekcert	Issue 1460		1/5/2016			File Appeal View Determination

[File Appeal](#)

[View Determination](#)

Determinations

- Clicking the link to file an appeal brings you to an information screen. The system will ask if the appeal needs to be backdated. Additional information includes any Witness Contacts, Supporting Documentation to Upload, and whether an Interpreter is necessary. Then, click the **Finish** button.

The screenshot displays a multi-step web form for filing an appeal. The sections are as follows:

- Basic Claim Information:** A form with fields for Claimant Name (Trade TEN NINTYNINE), Claimant Phone ((255) 867-5309), Claimant SSN (***-**-2074), Employer Name (JHT/CJT PARTNERS LLC), Employer Phone, and Employer Contact.
- Backdate Appeal:** A section with a question: "* Does this appeal need to be backdated?" with radio buttons for "No" and "Yes".
- Witness Contacts:** A section with a table for editing contact information. The table has columns for Contact, Phone, Email Address, Contact Type, Select, and Delete. A row is partially visible with "Brie Co..." and "(423) 455-1555".
- Supporting Document Uploads:** A section with a "Choose File" button, the text "No file chosen", and an "Upload" button.
- Interpreter:** A section with the question "Do you need an interpreter?" and radio buttons for "Yes" and "No".

Determinations

- Once you complete the simple Appeal process successfully, a response from the Tennessee Dept. of Labor & Workforce Development occurs, indicating successful completion of the Appeal. You will then receive a “notice of telephone hearing” at least 10 days prior to the date of the hearing.

Basic Claim Information			
Claimant Name:	Trade TEN NINTYNINE	Employer Name:	JHT/CJT PARTNERS LLC
Claimant Phone:	(255) 867-5309	Employer Phone:	
Claimant SSN:	***-**-2074	Employer Contact:	
Benefit Year Beginning Date:	6/28/2015	Benefit Year End Date:	6/25/2016
Program Code:	UI-UI	Application ID:	3406

This message confirms the Tennessee Department of Labor & Workforce Development has received your Unemployment Insurance Appeal. You will be sent a “notice of telephone hearing” at least seven (7) days prior to the date of the hearing. Copies of any statements by the Claimant and/or Employer which were relied upon in making the agency determination will be sent to each party upon request by either party.

[Return to Non Monetary](#)

Appeals

- The Appeals tab also provides information on an employer appeal. A table at the top provides useful links. Here you can **View the Appeal** information, **View the Filing**, View the **Determination**, and **Add Contacts** for the Appeal.



The screenshot displays a web interface with a navigation bar at the top containing five tabs: [Employer Charges](#), [Claimants](#), [Determinations](#), [Appeals](#) (which is the active tab), and [Mass Layoffs](#). Below the navigation bar is a search bar with a plus icon and the text [Show Filter Options](#). The main content area is titled **Appeals** and contains the following text: "Below are the open appeals for your organization. Click on the Claimant's name to view appeal details." Below this text is a table with the following data:

Claimant	File Date	Docket Number	Determination Type	Reviewed Eligible	Status	Action
Trade TEN NINTYNINE	02/03/2016 By Employer	2016000039-U	UI Chargeability Determination	No	New	View Appeal View Filing Determination Add Contacts

Current System for Mass Claims

The screenshot shows a web browser window with two tabs: "Automated Partial System (AP..." and "Automated Partials System". The browser's address bar is empty. The website header features the TN Department of Labor & Workforce Development logo on the left, the title "Automated Partial System" in the center, and a digital clock on the right showing "Central Time: 10:33:15 AM". Below the header is a navigation bar with links for "Welcome", "FAQ", "Privacy Statement", and "Contact Us". A sub-header reads "Welcome to APS".

Welcome to the web-based Automated Partial Claims System (APS). This system will allow you to file APS claims via the Internet.

To view instructions relating to Registration [Click Here](#)

Hours of Operation

Partial Claims for any Week Ending Dates may be submitted between the hours of 7:00 a.m. and 4:30 p.m. CST, Monday through Friday. The only days on which Partial Claims will be processed are Sunday -Thursday.

Convert to Permanent Claims may be submitted for processing between the hours 7:00 a.m. and 4:30 p.m. CST, Monday through Friday, with the exception of Tuesday from 1:00 p.m.-2:00 p.m., CST. There can be no earnings of any kind in the Week Ending Date for which a Convert to Permanent claim is submitted.

Email:

Password:

[Forgot password?](#)

If you don't have an account, you can [register here](#).

New Mass Layoff Process

- The **Mass Layoffs** tab is a quick, easy method for employers to document a list of employees affected by a layoff situation. Here you begin the process by creating a Mass Layoff Notice by clicking the button.



The screenshot displays a navigation bar with five tabs: [Employer Charges](#), [Claimants](#), [Determinations](#), [Appeals](#), and **Mass Layoffs**. Below the tabs, a dark header reads "Mass Layoffs". The main content area contains the following text: "A mass layoff occurs when at least 50 initial claims are filed against an establishment during a consecutive 5-week period. An extended mass layoff occurs when at least 50 initial claims are filed against an establishment during a consecutive 5-week period and at least 50 workers have been separated from jobs for more than 30 days." At the bottom center of this area is a button labeled "Create Mass Layoff Notice".

Mass Layoffs

- First, provide the filing date of the layoff notice. Then, enter the details pertaining to each employee that impacted by the layoff. Information includes the SSN, Date of Birth, Name, Email, and Address. The form takes you step-by-step through the process.

Mass Layoff Details

* Layoff Date: 

Employee Details

* SSN:

* Date of Birth: 

* First Name:

Middle Initial:

* Last Name:

Email:

Are you homeless? Yes No

* Address Line 1:

Address Line 2:

* Zip Code:

* City:

* State:

* County:

Mass Layoffs

- The final saved table is a list of impacted employees.

Mass Layoff Employees

Listed below is a list of employees who you have indicated will be affected by the mass layoff on 02/03/2016. You may add, edit or remove employees from this list.

Last Name	First Name	SSN	Action
Melrose	Jim	8989	Edit Delete

[Add Employee](#)

[<< Back](#) [Finish](#)

Mass Layoffs

- You will be able to upload your mass layoff list directly into the Tennessee UI system database by clicking a button to create a mass employee list. A prompt will appear to upload the mass layoff list. The same information will prefill a data entry form.



The image shows a screenshot of the "Mass Claims Import - Data Entry" form. The form has a blue header bar with the title "Mass Claims Import - Data Entry" and a "First" button. The form contains a list of fields for data entry, including:

- Employee Name:
- Number:
- Number:
- First Name:
- Middle Initial:
- Last Name:
- Mailing Address 1:
- Mailing Address 2:
- Mailing City:
- Mailing State:
- Mail Zip:
- Phone Number:
- Last Day Worked:
- Return To Work Date (Optional):
- Severance Begin Date (Optional):
- Severance End Date:
- Severance Total:
- Pension(Y/N):
- Buyout(Y/N):

On the right side of the form, there are several buttons and controls:

- View Records: 0 of 0
- Import Data
- Export Data
- Initialize Data
- Save and Close
- Add
- Update
- Delete
- Clear Form
- Auto Over Form

At the bottom of the form, there are navigation buttons: "Instructions", "Data Entry", and a plus sign icon.

Mass Layoffs

- Mass Layoff Claimants will look no different from any other claim, except if the claim is without any issues, it will be auto-approved. This will expedite unemployment payments to workers much quicker and more efficiently than ever before.

Claim Details

UI / UI Claim #1325: Effective Date 3/23/2014: BYE Date 3/21/2015

Claimant Claim Employment Employer Communication Other

Non Monetary Issues

Non Monetary Issues

Results View: Summary | Detailed
To sort on any column, click a column title.

ID	Create Date	Issue Code	Issue Description	Employer	Issue Status	Due Date	Disposition	Action
4607	03/25/2014	221	Mass CSV Import Claimant	N/A	New	04/15/2014	Approved	Resolve Issue

View All Issues Active Issues

[[Create Issue](#) | [Create and Resolve Issue](#)]

Mass Claims Process Changes

- Job Attached: 16 weeks (now 10)
- All individuals must file a claim
- All claimants must certify weekly while drawing UI benefits
- Employers may submit 3 or 4 claims or 300 claims
- Benefits of submitting: No additional verification required by the employer

Conclusion

- The new JOBS4TN Unemployment System will greatly assist employers with accurate, updated accounting and streamlined features located at their fingertips.
- Additional information will be provided over the next few weeks at: www.Jobs4TN.gov and www.tn.gov/workforce



QUESTIONS?



THANK YOU