Department of Labor Division of Unemployment Insurance

ONLINE EMPLOYER PORTAL INSTRUCTIONS

https://oes.delawareworks.com
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INTRODUCTION

The Division of Unemployment Insurance is pleased to introduce the new employer portal. Employers are encouraged to file their quarterly Unemployment Insurance UC8/8A tax reports using this portal. Only reports for the most recently completed and future calendar quarters may be filed using this Internet application.

To file your company's quarterly Contribution and Employment reports, you should have the following information available:

1. The account number assigned to you by the Department of Labor. This is a six digit number and specific to your federal identification number.
2. The total number of employees your company employed for each month of the quarter.
3. Each employee's Social Security Number (SSN), Name, and Total Gross Wages for the quarter.

If you do not have an unemployment insurance account number, please use the following website to register for your account:

https://onestop.delaware.gov/osbrlpublic/

After you complete the report online, you may pay your tax bill by ACH or by submitting a check by mail. The ACH option is provided at the end of your filing. There is a dollar limit of $50,000.00 in payments per day. The address to which you may mail a payment is PO Box 9953, Wilmington, DE 19809. Please make the check payable to DUCF.

Note: Training Tax is a separate tax due to the State and cannot be paid using this portal.
INSTRUCTIONS

In order to gain access to this site, the employer should register and assign an administrator. The email used to register will be considered the user ID. A password will be emailed once you register successfully. Once access has been granted, the administrator may allow other individuals access to the account by granting permission. Access should be limited to those individuals who are authorized to file reports and/or make payment on behalf of the employer. The employer is responsible for anyone to whom access is granted.

An employer can access multiple tax accounts using the same email address. Once you log in click the Users tab to bring up a list of the employer users. In the line that contains the user information hover over the Actions link and select Add/Remove Employer Access. Once you have added the employer accounts you want to access, you may choose the option to Change View. Choosing an account under this view will allow you to perform all tasks available to you through the portal for this employer. Once you have chosen an employer, you can only move between accounts by using the Change View option.

Do not enter alpha format characters when you enter data into this application:

- Employee social security numbers should be entered as 9 numbers EX: 998989876
- Do not use a dash when entering account numbers EX: 123456
- Do not use dollar signs or commas entering amounts EX: 12400
- Telephone numbers should not contain dashes or parenthesis EX: 3015555555
- E-Mail address fields must contain the @ sign EX: jdoe@md.net

There are buttons at the end of the pages throughout the application that must be selected to submit information and continue to the next page. Depending on the amount of processing, you may experience a short delay before the next page displays. This is perfectly normal. To ensure that you do not cause unexpected results, please do not click on the button twice or on any other areas of the application while you wait.

After successfully entering the information for the Employment report, the Quarterly Contribution form will be calculated and displayed for review. If you click the button on this page to submit the report, the portal will advance to a confirmation page where payment information may be entered. Partial payments will be accepted even if no report is filed. If you exit before completing the final form, the application will save the information. The quarterly unemployment insurance report will not be filed until the process is complete.
If the report is filed after the due date, applicable interest will be applied. Online Reporting will automatically calculate penalties and interest. The four (4) due dates are:

- Quarter 1 due April 30
- Quarter 2 due July 31
- Quarter 3 due October 31
- Quarter 4 due January 31.

**FEDERAL EMPLOYER IDENTIFICATION NUMBER**

If you do not have a Federal Employer Identification Number (FEIN), you may apply for one on-line with the IRS by clicking the link Application For Employer Identification Number or by accessing the website:


Key in “FEIN” into the Search box at the top right of the page. Once you complete the application, you will immediately receive your Federal Employer Identification Number.

**CASE SENSITIVE**

The PIN you create to access the portal is case sensitive. Case refers to the usage of Capital (Uppercase) and Small (Lowercase) letters within your PIN. You may use either case or a combination of cases when you create your PIN. Each subsequent time you enter your PIN you must use the exact same case for every character.

**WAGE REPORT VIEW**

To assist the employer in completing the wage information for their employees, this application allows the employer to change the order in which the employees are displayed. You may sort the wage report view by social security number (ascending), last name (ascending), gross covered wage amount (ascending) or taxable wage amount (ascending). Depending on the number of employees displayed, a change to the view may take a couple of minutes to process. During that processing time, please do not click on any other items in the interface.

You also have the option to disregard the pre-filled wage information. You may select the "Add Employees" and enter all the information, in any order that you choose.
Gross Covered Wages

Wages is defined as all remuneration for personal services including commissions, bonuses (excluding any attendance bonus paid during or incidental to any period of unemployment), dismissal payments, holiday pay and the cash value of all remuneration in any medium other than cash. “Wages” also include the employee’s contribution to a retirement or cafeteria plan. This includes but is not limited to Section 401(K) and Section 125 plans.

Notation: The Federal Unemployment Taxable (FUTA) wage base remains unchanged at $7,000.

The following wages are not to be reported:

• Payments toward retirement or a death benefit if the employee has no right to receive cash instead, or to assign his/her rights therein, or to receive a cash payment in lieu thereof on withdrawal from, or termination of such insurance plan or upon termination of his/her employment.

• Customary and reasonable directors' fees.

• Payments for third party sick pay.

• Wages of a sole proprietor, his/her spouse and children of the sole proprietor under 18 years old, and owner's parents.

• Wages of partners (wages of spouses are taxable). For example - If two brothers own a business:
  o Wives work in the business - covered employment, wife is not same relationship to both partners; or,
  o Parents work in the business - exempt, same parent relationship to both partners.

• Wages earned by an individual who is enrolled in a full-time educational program that combines academic instruction with work experience, which is an integral part of the educational program.

If there are questions concerning the inclusions and exclusions listed, please call the Employer Contributions Unit at (302) 761-8484.

EXCESS/TAXABLE WAGES

The taxable wage base is determined by the balance of the Trust Fund every September 30. Currently employers pay taxes on the first $18,500 of wages paid to an employee in the calendar year. An example of excess wages for one individual follows: If an employee earned exactly $18,500 in the first quarter of the calendar year, the employer would have zero excess wages in the first quarter because the entire amount of wages is taxable. If the employee earned $7,000 in the second quarter of the same calendar
year, the amount of excess wages in the second quarter would be $7,000 because the employer had paid taxes on the first $18,500 in the first quarter. This portal automatically calculates the taxable and excess wages for each employee. This calculation begins for the first report filed for each calendar year. Employers have the ability to override this calculation for the following reasons:

- Met taxable wage base in another state
- Multi-State Employment
- Adjustment application previously filed
- Reports filed out of sequence

**PENALTIES**

A penalty of $17.25 will be assessed if an employer enters this application after 12:00:00 midnight on the due date to complete the Quarterly Contribution & Employment Report for the current quarter.

**INTEREST**

Interest accrues at the annual rate of 18%, beginning with the first day after the due date. The formula is: contributions due × the number of months late × 1.5 (monthly interest rate) = interest due.

**ELECTRONIC PAYMENT TERMS AND CONDITIONS**

In order to authorize payment through this portal you must have the nine digit ABA number for your bank as well as the account number of your account. This information is on the bottom of your check. If you are unsure, please contact your financial institution to confirm the correct information.

Satisfactory completion of an electronic check payment is contingent upon both the authorization of the payment by your financial institution and our acceptance of your payment. It is your responsibility to provide us with accurate and legitimate financial information to process your electronic payment. In the event your payment does not deposit to the Delaware Unemployment Insurance Fund, or the payment does not post in a timely manner, you will be subject to all applicable penalties and interest assessed by the Delaware Division of Unemployment Insurance. These payment obligations remain your responsibility.
TO SUBMIT A CORRECTION

Once you have completed the Quarterly Contribution & Employment Report online you cannot return to the online form and correct any errors. If you have detected an error in the data you submitted, you may file an adjustment through the portal. Just click on Services and then adjustments for the quarter that should be changed.
Employee Detail Information

There are three available options to input employee detail. You may import the detail using the excel sheet provided through the portal, you may add employee detail one at a time or you may carry forward information used in the last quarter filed.

Services

This allows an employer to file reports, view reports already filed, change reports, submit a payment, view payment history and access UI SIDES (State Information Data Exchange System).

UI SIDES

SIDES (State Information Data Exchange System) and SIDES E-Response was developed through a strategic partnership between the U.S. Department of Labor (USDOL) and state unemployment insurance agencies.

SIDES and SIDES-E Response provides an easy and efficient way to response to information requests regarding matters of separation. Employers may provide the separation information electronically ensuring timely compliance.

Both SIDES and SIDES E-Response are designed to meet the unique needs of businesses large and small. For employers with a limited number of UI claims, the SIDES E-Response website provides an easy and efficient way to respond to information requests from state unemployment insurance agencies. For employers and third party administrators (TPAs) that handle a large volume of unemployment insurance claim information requests, SIDES provides an automated, computer-to-computer interface between employers' and TPAs' IT systems and state agency networks.

SIDES and SIDES E-Response offer many benefits that will help your company simplify and streamline responses to unemployment insurance claim information requests:

- **Free of charge** - Both systems are offered free of charge to employers and TPAs.
- **Secure** - Both systems have multiple layers of security that are implemented to the highest standard to protect the sensitive data exchanged between the state unemployment insurance agency and employers and TPAs.
- **Reduce administrative costs** - Both systems reduce the volume of time-consuming follow-up phone calls, unnecessary appeals, postage costs, paper work and staff resources.
- **Save time** - Both systems are electronic, eliminating delays related to paper mail delivery, reducing paper handling, and ensuring information requests are fully completed.

The process works like this:
• When a claim for unemployment insurance benefits is filed, the claimant provides the employer's name and the system matches that employer's unemployment insurance account number to the division's Employer Address file. If the employer has elected to participate in the SIDES or SIDES E-Response program, the claimant's information is processed. For SIDES, the employer or the employer's TPA (whichever is applicable) will be notified through their system. For SIDES E-Response, an email is sent to the employer that will contain a link to the SIDES E-Response website along with a password to access the electronic separation information for the employee.
• Upon accessing the SIDES or the SIDES E-Response website, the employer then enters the information requested and electronically submits a response that will be returned to the division.
• The employer has the capability to print their UC-119C responses and/or save them to their computer.

WEB ACCESSIBILITY

Browser specifications:

This site is best viewed in Internet Explorer version 9.0 or higher. If you are having browser related issues, click Browser Specifications for more information on how to update your browser.

Cookies:

This website uses 'temporary cookies' to track user navigation and hold your session information. If you have turned off 'cookies' within your browser options, then you could experience technical difficulties with this site.
PRIVACY STATEMENT

The Division of Unemployment Insurance respects your privacy and the confidentiality of your records. We keep all the information we collect at this site strictly confidential, and we use the latest technology to secure the data on this site.

Passwords, Internet Keys and PINs (Personal Identification Numbers)

Passwords, Keys and PINs are necessary when accessing an online form to protect your information. Sharing your Password, Key or PIN with another is the same as giving that individual authority to use your name or account in a transaction.

Your role in protecting personal information

Remember to sign off of the web site once you have submitted an application or completed a secure online session. If the web site does not have a logon/logoff procedure, then the only truly safe measure to be sure no one else can view your personal data is to close your browser.

CONTACTING US

The Delaware Unemployment Insurance Employers Line

Questions about this service should be directed to Employer Contributions Operations at 302-761-8484 or email us at DOL_UI_EMPLOYER_TAX_Questions@state.de.us

Please allow 24 hours for a response.
DISCLAIMER

The information contained herein is provided to you using the historical information on record with the Delaware Department of Labor. Erroneous statements of identities, payments or data are ultimately the responsibility of you, the employer. It is your responsibility to review and verify the accuracy of the information presented through this application. The amount of tax due is based on the historical information verified by you and the current quarterly information that you have entered into the application. Errors of omission are your responsibility.

LINK TO THE ONLINE EMPLOYER PORTAL

A link to the Online Employer Portal has been provided for your use in this document. Simply press the Ctrl button and at the same time Click on the provided link and you will be taken to the web page.

https://oes.delawareworks.com
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