State Information Data Exchange System (SIDES) Web Service

Supplemental User Guide

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Contents

I. Introduction

The State Information Data Exchange System (SIDES) is a secure and timely way for employers and third party administrators (TPAs) to electronically receive and respond to the Employment Development Department's (EDD) *Notice of Unemployment Insurance Claim Filed* (DE 1101CZ).

SIDES was developed through a strategic partnership between the U.S. Department of Labor (USDOL), the National Association of State Workforce Agencies (NASWA), and state Unemployment Insurance (UI) agencies to streamline communication between employers/TPAs and the EDD, reduce errors that are common with paper forms, and provide employers with a standardized format to ensure that the required information is communicated to the EDD.

SIDES Web Service is designed for employers and TPAs with a higher volume of UI claims or those who operate in multiple states. This option requires the employer or TPA to coordinate with the EDD and NASWA to implement special programming for a computer-to-computer interface. To learn more about SIDES, visit **www.edd.ca.gov/SIDES.**

California only participates in the exchange of separation information. Employers and TPAs will be able to respond electronically to the DE 1101CZ. Other exchanges, including earnings verification and monetary and potential charges, may become available in the future.

SIDES does not eliminate paper notices, *Notice of Unemployment Insurance Claim Filed* (DE 1101CZ and DE 1101ER). If new or reopened claims are processed through ways that are not connected to the SIDES database, a paper form, DE 1101CZ or DE 1101ER, will be mailed out. This request will not be available in SIDES Web Service. You will need to complete and mail the paper form within 10 days from the mail date.

Note: This guide provides information specific to the EDD's SIDES Web Service and is meant as a supplement to the SIDES user guide that is available on the national UI SIDES website at **http://www.itsc.org/Pages/UISIDES.aspx**.

II. How to Participate in SIDES Web Service

Follow the steps below to participate in SIDES Web Service.

Step 1: File a Power of Attorney with the EDD

Before a TPA can participate in SIDES Web Service, they must be registered as a counseling service agent with the EDD and have a current Power of Attorney Declaration on file with the EDD for each of the businesses they represent.

For more information, review the *Counseling Service Agent Information Sheet* (DE 231CSA).

Note: This step is not required for employers.

Step 2: Sign a Participation Agreement with NASWA

You will need to complete a participation agreement and obtain a broker ID by contacting NASWA at **http://www.itsc.org/Pages/ui_SIDES_home.aspx**.

Step 3: Participate in SIDES Web Service with the EDD

Once you have completed your participation agreement with NASWA, the EDD and NASWA will contact you to finalize your SIDES Web Service participation.

Step 4: Perform System Testing

In order to use SIDES Web Service, you must complete two rounds of testing. The first round is SIDES certification testing to validate that your connector can communicate with the national SIDES Broker. The second round of testing is end-to-end testing with the EDD to ensure that you are able to connect to the national SIDES Broker, receive your requests, and retrieve and respond to requests for information.

Step 5: Start Using SIDES Web Service

You have now successfully completed all the necessary steps to participate in SIDES Web Service. Participating in SIDES will reduce but not eliminate DE 1101CZ paper notices. If you receive a paper form, *Notice of Unemployment Insurance Claim Filed* (DE 1101CZ or DE 1101ER), continue to complete and mail the paper form within 10 days from the mail date.

Keep Your Client List Up-to-Date

If you have multiple businesses or manage many client accounts, it is your responsibility to keep your client list up-to-date with the EDD to continue receiving the benefits of SIDES Web Service. If the EDD cannot determine your relationship with the client, the client will receive a paper *Notice of Unemployment Insurance Claim Filed* (DE 1101CZ).

III.   Technical Support

If you are having technical difficulties with SIDES Web Service, contact NASWA at **http://www.itsc.org/Pages/ui_SIDES_home.aspx**.

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling 866-490-8879 (voice). TTY users, please call the California Relay Service at 711.