DEPARTMENT OF EMPLOYMENT SERVICES

The DC Department of Employment Services (DOES) *introduces* the **Employer Self-Service Portal (ESSP)** – an online system designed to facilitate the filing of unemployment insurance wage reports and paying unemployment insurance taxes. This new system will offer immediate account accessibility and streamlined business processing.

Customized account management tools provide employers and third party agents (TPAs) with the capability to:

- Submit online registrations and changes to obtain a liability determination.
- Utilize online tools (e.g., file upload, data entry) to file reports and submit tax payments.
- Access account history information.
- Update account information.
- Facilitate communication between agency and employers/agents.

Starting October 1, 2014, *Employers and TPAs will be able to access a variety of online services:*

- Employer - TPA Registration
- Employer - TPA Wage Submission
- Employer - TPA Account Maintenance
- Employer - TPA Relationship Assignment and Maintenance
- UI Tax Payment Processing

For detailed information and implementation schedule, visit us at http://does.dc.gov/page/ui-taxes
Or
Submit any additional questions or concerns to essp.info@dc.gov

STRATEGIC GOALS

DOES recognizes the need to replace the current UI Tax and Benefits system with a fully integrated system that addresses the need for employers and TPAs to interact with the agency in a customer-driven, self-service environment that is secure and easy to navigate. The system provides employers and their agents with the functionality to customize their access at the account level.

The new self-service portal will:
- *Improve* service to employers through the use of a web-based, self-service system.
- *Engage* the employer community by utilizing a wide range of active communication channels.
- *Streamline* operations by eliminating the processing of paper filings (e.g., operating costs, including administrative costs associated with administering a paper-based service delivery system).
- *Expand* customer service by granting employers the flexibility to transact business with the agency on their schedule.
- *Provide* a safe and secure application environment; improve account maintenance quality and processing reliability.

SYSTEM HIGHLIGHTS

Employer Registration and Account Maintenance

Employers will be able to:
- Create the Employer Self-Service account with a username and password that allows direct maintenance of the employer's profile.
- Apply for an unemployment insurance account number.
- Correctly identify your business using the North American Industry Classification System (NAICS).
- Utilize real-time maintenance capabilities for updating addresses, power of attorney agreements, owner/officer data, company status, merger or acquisition information, or other high-frequency business functions.
- Reduce staff intervention on employer registrations and reactivations.
- Validate account information, view experience rate information, and submit documents for liability determinations.
- Register assignment to an agent and manage power of attorney and agent's roles.
- Review historical activity and determine the users who performed updates using the audit tracking features.
- Route account and processing alerts and messages to appropriate parties.
- Increase the quality of the data captured for labor market information and statistical research.

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Third Party Agent (TPA) Registration and Account Maintenance

TPAs will be able to:
- Submit state unemployment account registration information for clients and assign a unique agent account number to each client account.
- Facilitate the following: submission of power of attorney documents to define agent's roles, client searches, account reviews, and client data uploads.
- Manage multiple client accounts with a single sign-on, submit bulk wage detail and payment data, or simply manage individual employer accounts through self-service.
- Provide bulk processing through file uploads and receive error and confirmation alerts.
- Eliminate the submission of magnetic media tapes, CDs, or paper files.
- Route account and processing alerts and messages to appropriate parties.
- Increase the quality of the data captured for labor market information and statistical reporting.

Wage Records and Tax Reports Processing

Employers/Agents will be able to:
- Enter and submit data for individual wage records.
- Perform online data edits and validations.
- Choose among several file formats to upload wages.
- Track taxable wages based on Social Security number (SSN).
- Submit wage data in a timely fashion.
- Accurately calculate taxes.
- Improve data integrity for wage data used for benefits processing.
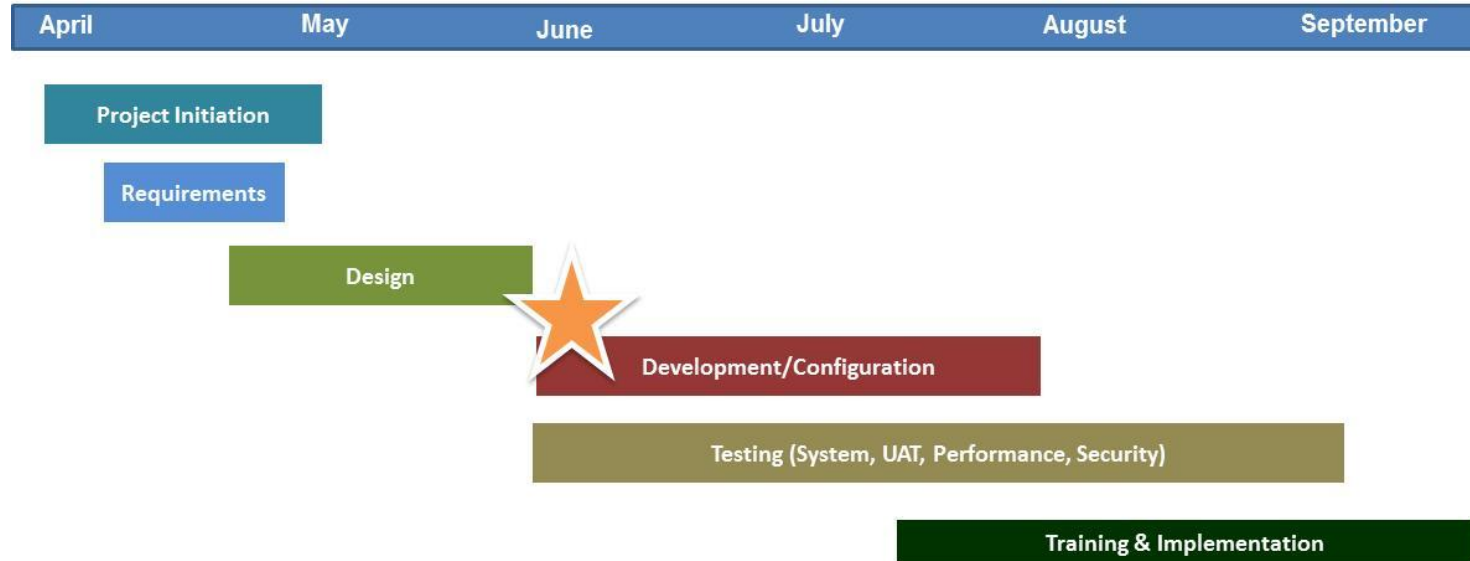- Schedule and submit ACH debit processing for UI Tax payments.

Notes

- *Only wage reports submitted via ESSP will be accessible for review.*
- *Employers who desire to submit wages via FTP must be granted access and must use the prescribed file formats. We will provide FTP filing instructions in the coming weeks.*

Coming Soon -- Required File Format Specifications

IMPLEMENTATION PHASES

Full System Implementation Slated For October 1, 2014

April	May	June	July	August	September

Project Initiation

Requirements

Design

Development/Configuration

Testing (System, UAT, Performance, Security)

Training & Implementation

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