

# Updates for Employers: Everything You Need to Know



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## Announcement of a New Associate Director



The Office of Unemployment Compensation (OUC) is pleased to announce the arrival of a new Associate Director, Robert J. Thompson, MBA. Mr. Thompson brings his talents to us from the Office of Tax and Revenue where he was the Deputy Chief of the Assessment Services. A seven-year District government executive, Mr. Thompson is known for getting results. As Associate Director of OUC, Mr. Thompson is committed to improving the quality and efficiency of services that we provide for employers and claimants throughout the District of Columbia.

## Initial Employer Registration in ESSP

### *Complete your Registration in 30 Days!*

**Beginning January 1, 2016**, you will have only 30 days to complete an employer registration in the Employer Self-Service Portal (ESSP). Once you begin a registration in ESSP, you must finish the registration within a 30-day period or else the registration will be closed permanently. Visit our "Register for a new Account" link at <https://essp.does.dc.gov> to ensure that you have prepared all documents *prior* to beginning a registration through ESSP. On December 31, 2015, **any pending registrations that have been open for more than 30 days will be closed permanently.**

## Updates on our FREE Electronic Resources!

### *Save your business time AND money!*

DOES encourages you to use our electronic resources in order to simplify your interactions with DOES and in order to save time and money on paper and mailings. The following are free electronic resources available to employers:

#### **SIDES E-Response**

Don't wait another minute to save your business time and money! The State Information Data Exchange System Electronic Response (SIDES E-Response) provides DC employers a secure, nationally standardized, electronic method to receive and submit unemployment insurance "Request for Separation Information" forms. If you have not yet received your PIN in the mail, or you would like more information on how you or your Third Party Administrator (TPA) can use SIDES, please email [SIDES.HELP@dc.gov](mailto:SIDES.HELP@dc.gov), call 202-698-5800, or visit <https://app.does.dc.gov/>.

**Employer Self Service Portal (ESSP)** ESSP launched October 1, 2014. If you have not done so please register at: [essp.does.dc.gov](http://essp.does.dc.gov). This portal allows employers to file their quarterly contribution wage reports and pay quarterly taxes online.

When you log into ESSP, you can do the following:

- View your profile information
- Update your active addresses
- View account balance
- View which quarterly reports are missing
- File Quarterly Reports
- Upload Wage Report files
- Amend filed quarterly reports

For detailed information about the Employer Self-Service Portal (ESSP), please visit our website - <http://does.dc.gov/page/ui-taxes> or contact us via [ESSP.info@dc.gov](mailto:ESSP.info@dc.gov).

### **The Benefit Accuracy Measurement (BAM) Audit**

#### *Help us to ensure the integrity of benefit claims!*

Have you recently received a request for information from the above Unit? Well, the BAM unit audits randomly selected decisions made on unemployment insurance claims. It makes sure that claims are either properly paid or denied.

*How can you help with this?* We ask that you **promptly complete and return the questionnaire sent to you** so the wage and separation information can be analyzed. If corrections are needed, we will facilitate those changes where possible. Responding to this questionnaire helps to ensure that claims associated with your account were handled according to District law and policy and that your account is charged properly for those claims.

### **Understanding Benefit Charges**

#### *How do I contest a charge to my employer account?*

Sometimes you may feel that benefits are paid from your account to someone who is not entitled to them. When your UI account is charged, your experience rating may be negatively affected.

Here's how you can protest those charges:

1. Upon suspecting erroneous charges to your employer account, **email our Benefit Charges Unit** at [benefitroc@does.dc.gov](mailto:benefitroc@does.dc.gov).
2. **Provide your employer account number, the charges that you are protesting, and the reason why you are requesting a relief** of those charges.
3. A **DOES staff member will get back to you within 48 to 72 hours** (or two-three business days) to address your issue.

*OUC wishes you and your business a Happy Holidays!*

