

Client Training HQ

Documentation Best Practices

Documentation is your best defense against paying out unnecessary unemployment benefits as well as protecting your tax account from a rate increase and even UI Integrity fees, fines, or penalties.

UI Integrity

UI Integrity mandated that the states establish legislation that would impose strict fines and penalties on employers who fail to provide adequate and/or timely responses to the state and if the employer has established a pattern of not responding timely and adequately. All states were required to be in compliance by October 21, 2013 or face the loss of federal tax credit.

SIDES

SIDES is an abbreviation for States Information Data Exchange Systems. This refers to the method of receiving claims electronically to and from state unemployment offices as opposed to hard copy via mail. Having SIDES claims aids in providing lead time to gather required separation information.

Documentation for Voluntary Quit Cases

For a voluntary quit case the claimant has the Burden of Proof. The claimant must show that a compelling and necessitous reason existed, that every reasonable attempt was made to preserve the employer/employee relationship, and that there was no other alternative, but to quit.

- Get all resignations in writing with the claimant's signature
- Preserve a copy of message if employee resigns via text message
- If verbal resignation and unable to get employee to put it in writing, have the person who the employee resigned to document the resignation
- Capture the intended last day of employment
- Understand why the claimant is quitting

Documentation for Discharge Cases

In the case of a discharge, the employer has the Burden of Proof to show you have a reasonable policy of which the claimant was aware and that the claimant demonstrated a willful and wanton disregard of that policy or expectation as an employee.

- Document the final incident
- Provide the policy that was violated
- Provide the claimant's acknowledgement of the violated policy
- Include consequences and action plans when issuing warnings
- Get warnings signed by the claimant or witness if possible

More Training is Available!

More Unemployment Compensation training is available on [Connections](#).

The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.