

Client Training HQ

Responding to the Employers Edge Questionnaire

This document is intended to provide instructions for responding to the questionnaire with separation information.

Claim Information Section

Upon entering the questionnaire, the claim information, such as the due date, potential liability, claimant's name, state, and benefit year beginning date (the date the claimant filed for unemployment) will be listed at the top. After reading the instructions, continue down the page to review the **Claim Profile**.

 **Unemployment Questionnaire** [Problems?](#)
Claimant One (due 5/31/20XX)

Modify user info

* indicates a required field

Claim Information	
Due Date: 5/31/20XX	Business Unit: Example Location
Potential Liability:	Business Unit Description: Example Description
Claimant Name: Claimant, One	SUI Tax Account:
State: Colorado	Claims Specialist:
BYB: 1/31/20XX	

Instructions

For the claimant named above, please complete the following questionnaire. Start with the claim profile, followed by the questions relating to the separation.

Important: If we do not receive a response by the deadline specified, it will be interpreted that your choice is not to appeal any unfavorable decision. Our goal is to be an essential business partner and help protect your account from unwarranted changes. The FUTA regulations require employers and/or third-Party Administrators to provide complete and accurate information regarding the final incident that caused the separation.

Images are examples and for information purposes only. It may vary across platforms and is subject to change.

Claim Profile Section

In the **Claim Profile** section, you can review the separation information and make any necessary edits.

The screenshot shows the 'Claim Profile' section of a form. At the top, the title 'Claim Profile' is followed by the instruction 'Review, edit, or complete as appropriate'. Below this, there are four input fields: 'Job Title', 'Pay Rate', 'Hire Date', and 'Termination Date'. Each field has a calendar icon and a placeholder 'MM/DD/YYYY'. Below these fields is a grey box with the heading 'Confirm the Last Day Worked with the appropriate selection below' and a note: 'The last physical day worked is required, even if the claimant is still active. Please provide the last day the claimant physically performed work for you.' Below this note is a 'Last Physical Day Worked' field with a calendar icon and a placeholder 'MM/DD/YYYY'. To the right of this field is a 'Confirm' label with a red asterisk, followed by two radio button options: 'LDW Confirmed' and 'LDW Unknown'.

Note: The last day worked must be confirmed in this section. If you attempt to re-submit the questionnaire without confirming the last day worked, you will be prompted to do so (a case cannot be resubmitted without confirming the last day worked).

Claimant Statement Section

The **Claimant Statement** section will display any claimant statement as received from the claim form along with a place for you to provide a rebuttal. Please note that if no claimant statement is listed on the claim form, this section will not be displayed on the questionnaire.

The screenshot shows the 'Claimant Statement' section of a form. At the top, the title 'Claimant Statement' is followed by the instruction 'The statement provided by the claimant regarding the separation'. Below this is a large text area containing the text 'Fired/Discharged: Discharged'. Below this text area is a grey box with the instruction 'If you would like to include a rebuttal to the claimant statement do so below:'. Below this instruction is another large text area for providing a rebuttal.

Questions Section

In the **Questions** section, answer Yes/No questions followed by a drop-down menu where you can select the reason for separation.

Questions

Do you believe that someone other than the claimant filed this UI Claim?

☐ Yes

☒ No

Please provide the claimant's average weekly wage:

\$

Please provide the claimant's average weekly hours:

Please provide the claimant's weekly work schedule:

Did the claimant receive additional pay other than regular wages at the time of separation?

☐ Yes

☐ No

Is or will the claimant receive a company pension and/or 401k disbursement?

Is or was the claimant receiving workers' compensation?

☐ Yes

☐ No

Did the claimant work less than 10 weeks either consecutively or non-consecutively?

☐ Yes

☐ No

What was the reason for the claimant's job separation?

Note: When you select a reason for separation, depending on the separation selected, additional questions may appear.

Uploading Documents

After answering the separation questions, the next section will allow you to upload documentation that supports your case. Here, you can find a list of suggested documentation to upload, as it pertains to the separation reason chosen.

Documents

Based on your answers please upload information for the following

Please provide copies of prior warnings.

Please provide a copy of the policy. (If we do not already have it on file)

Please provide a copy of the signed acknowledgement.

Please provide a copy of the letter the claimant was given at the time of termination.

Please provide a copy of the job description.



Browse files to upload or drag them here

ATTENTION:
Frequently, the State Agency requests copies of documentation from the employer to support a claim. If there is documentation you are providing that you would prefer to remain confidential, please let us know which documents should remain private.

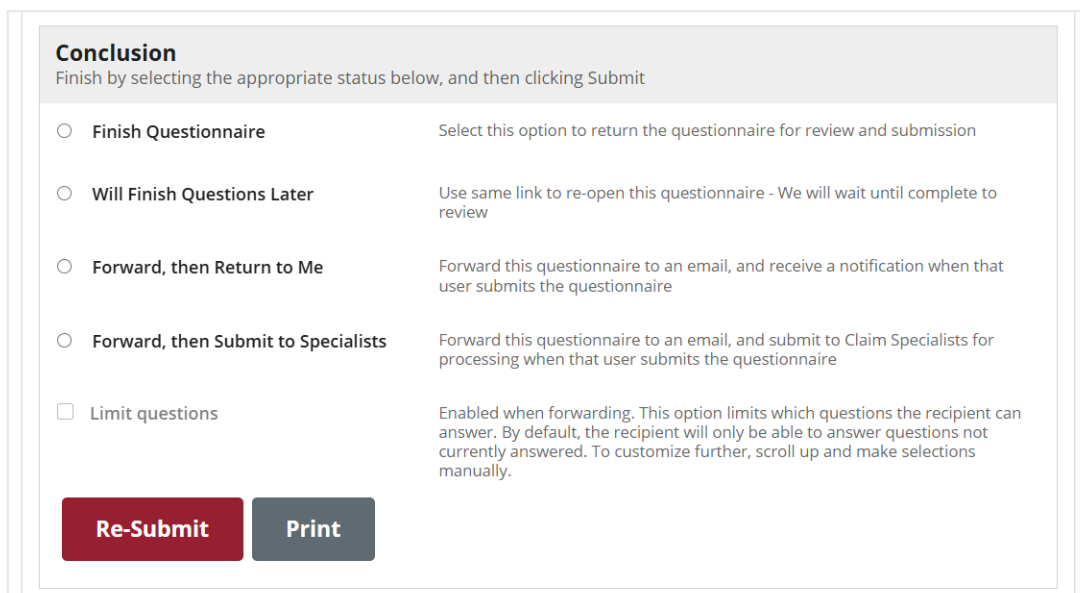
Additional Information

This **Additional Information** section allows you to provide any additional details that you would like for Employers Edge to pass along to the State Agency, if not provided above.

Additional Information
Add any additional information you would like to include

Conclusion Section

When you get to the bottom of the questionnaire, you can choose to finish the questionnaire and submit which will return it for review and submission or choose to finish the questions later for submission at a later time.

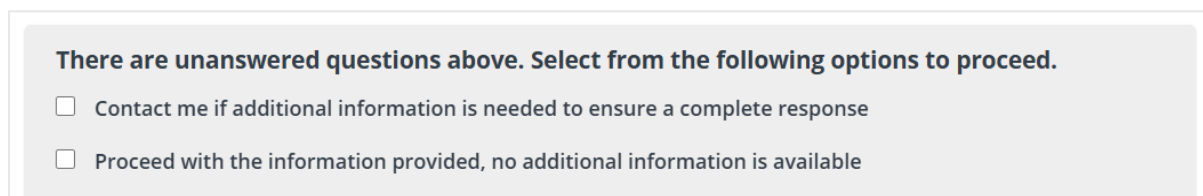


The screenshot shows a 'Conclusion' section with the instruction: 'Finish by selecting the appropriate status below, and then clicking Submit'. There are five radio button options and one checkbox option, each with a description:

- ☐ **Finish Questionnaire**: Select this option to return the questionnaire for review and submission
- ☐ **Will Finish Questions Later**: Use same link to re-open this questionnaire - We will wait until complete to review
- ☐ **Forward, then Return to Me**: Forward this questionnaire to an email, and receive a notification when that user submits the questionnaire
- ☐ **Forward, then Submit to Specialists**: Forward this questionnaire to an email, and submit to Claim Specialists for processing when that user submits the questionnaire
- ☐ **Limit questions**: Enabled when forwarding. This option limits which questions the recipient can answer. By default, the recipient will only be able to answer questions not currently answered. To customize further, scroll up and make selections manually.

At the bottom, there are two buttons: a red 'Re-Submit' button and a grey 'Print' button.

If you choose to finish the questionnaire without answering all of the questions, you will be prompted to select if you would like to be contacted if additional information is needed or if we are to proceed with the information provided as no additional information is available.



The screenshot shows a grey box with the text: 'There are unanswered questions above. Select from the following options to proceed.' Below this text are two checkbox options:

- ☐ **Contact me if additional information is needed to ensure a complete response**
- ☐ **Proceed with the information provided, no additional information is available**

If you need to forward the questionnaire to someone else inside of your organization, you can do so by selecting **Forward, then Return to Me** or **Forward, then Submit to Specialists**. Both options allow you to forward the questionnaire by using an email address. **Forward, then Return to Me** will notify you when the recipient submits the case so that you can have a final review. If you do not want a final review, select **Forward, then Submit to Specialists**. You also have the option to limit questions when forwarding cases to someone else. Once you have made your selection, select the red **Submit** button.

More Training is Available!

More unemployment training is available on our [Connections](#) site.

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. Links to sources may be to third party sites. We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.