



Reemployment Assistance Benefits



Reemployment Assistance

Reemployment Assistance provides temporary, partial wage replacement benefits to qualified workers who are unemployed through no fault of their own.

How it Works

A separated worker files a claim



The worker's eligibility is determined



The affected party can file an appeal

How Does This Affect You?

- Reemployment Assistance benefits are paid for by the employer
- Improper benefit payments can be a major burden
- Responding electronically is the best way to ensure timely reporting and avoid any improper benefit charges

What is CONNECT?

- CONNECT is a web-based claims maintenance system that provides 24/7 access to claimants and employers.
- It was introduced in 2013 to replace previous system



Who can use CONNECT?

CONNECT can be accessed by six types of users:

- Claimants – apply for benefits, file an appeal and view and send correspondence
- Employers – file appeals, protest benefit charges and view and send correspondence
- DEO Staff – evaluate information, authorize payments, adjudicate issues and maintain data
- TPRs (Third Party Representative) – access CONNECT on behalf of the claimant
- TPAs (Third Party Administrator) – access CONNECT on behalf of the employer
- Other State and Federal Agencies – perform contracts that outline the information that they can access in CONNECT

CONNECT Benefits

- Access account 24/7
- Respond to all claimant inquiries
- File benefit charge protests
- Submit files or forms electronically
- View claim and appeal information in one place
- Faster response times
- Fraud prevention

CONNECT Support

- CONNECT can operate under the following browsers:
- Internet Explorer 11
- Chrome
- Firefox 16 or 17
- Safari 4 or 5
- Tablets, Phones and other mobile devices are not currently supported by CONNECT

Where Can You Access CONNECT?

Employers can access CONNECT by typing or copying the following link into the address bar:

<https://employers.connect.myflorida.com>

CONNECT can also be accessed from the DEO website: <http://www.floridajobs.org>

Employer User Guide

http://www.floridajobs.org/unemployment/connect/External_Guide_Employer.pdf

SIDES

The **State Information Data Exchange System (SIDES)** is a national program that allows employers to easily respond to requests for separation information. It is an alternative to responding to UCB-412's and Fact-Finding questionnaires in CONNECT and is especially helpful to employers and TPA's who operate in multiple states.

There are two versions of SIDES:

1. UI SIDES
2. SIDES E-Response

UI SIDES

UI SIDES is beneficial to large employers or TPA's who normally deal with a high volume of requests. These employers are able to integrate their current system with SIDES which allows for customization and automation. This option requires programming on the employer's side.

The text "UI SIDES" is written in a bold, red, sans-serif font. A red line starts at the top left of the text, goes vertically down, then horizontally across the bottom of the text, and then diagonally down and to the left, ending below the first letter 'U'.

SIDES E-Response

Employers with a smaller number of employees can choose to use the **SIDES E-Response** web portal which allows them to respond to multiple UCB-412's, Fact Findings or weekly wage verifications from different states all in the same place. All responses made through E-Response will be attached to an issue in CONNECT.



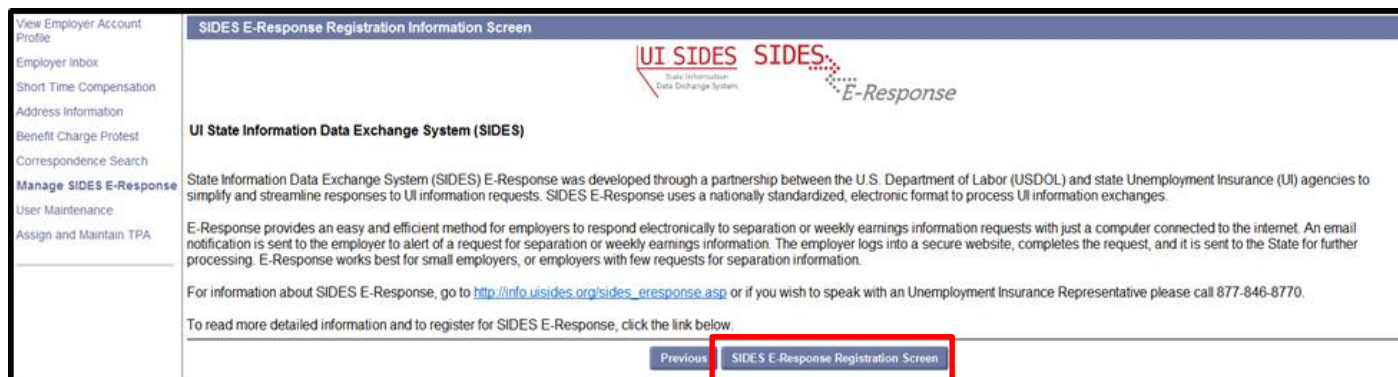
SIDES E-Response

Click on 'Manage SIDES E-Response' (only staff with Administrator role will see it)



The screenshot shows the 'Employer Home' page. On the left sidebar, 'Manage SIDES E-Response' is highlighted with a red box. The main content area contains several links: 'View Employer Account Profile', 'Short Time Compensation', 'Benefit Charge Protest', 'Employer Inbox', 'Address Information', 'Correspondence Search', and 'User Maintenance'. 'Manage SIDES E-Response' is also highlighted with a red box at the bottom of the main content area.

Click on 'SIDES E-Response Registration Screen'



The screenshot shows the 'SIDES E-Response Registration Information Screen'. The left sidebar contains a list of navigation options, with 'Manage SIDES E-Response' highlighted in red. The main content area features the 'UI SIDES SIDES E-Response' logo and text explaining the system. At the bottom, a navigation bar contains 'Previous' and 'SIDES E-Response Registration Screen', with the latter highlighted in red.

SIDES E-Response

Check the box to register for SIDES E-Response and click 'Submit'

SIDES E-Response Registration



E-Response provides an easy and efficient method for employers to respond electronically to separation or weekly earnings information requests with just a computer connected to the internet. An email notification is sent to the employer to alert of a request for separation or weekly earnings information. The employer logs into a secure website, completes the request, and it is sent to the State for further processing. E-Response works best for small employers, or employers with few requests for separation information.

If you choose to participate in the SIDES E-Response System:

- The SIDES E-Response Web Portal will allow you to receive, manage, respond, and return certain correspondence in reference to former employees.
 - Through SIDES you will be able to respond to:
 - Determination Notice of Claim Filed
 - Fact Finding for issues identified during the initial or reopen claim process
 - Requests for weekly earnings for Claimants who may have been paid benefits while working as identified from:
 - State or National New Hire reports from employers
 - Quarterly Post Wage Audits
 - Through your Connect Employer Portal all other correspondence reviews, responses or actions will be performed, including the examples listed below:
 - Additional fact-finding requests
 - Responding to requests for quarterly wage information due to claimants requests for monetary reconsideration
 - Reviewing non-monetary determinations
 - Filing appeals to non-monetary determinations
 - Reviewing Appeals decisions
 - Filing higher level appeals
 - Contesting benefit charges

I understand the above information and choose to use the SIDES E-Response System to respond to the requests for information that will be sent through the SIDES E-Response web site. I understand that I will also need to respond to requests for information, review determinations and decisions and perform certain actions through the Connect Employer Portal, as indicated above.

Verify Email Address

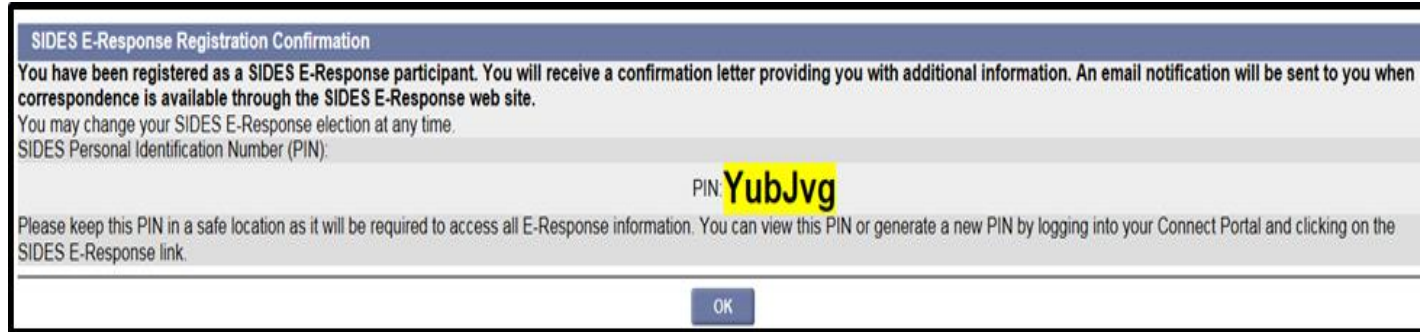
In order to use the SIDES E-Response System, an email address is required so that you can be advised when correspondence has been posted.

Email address:

[Return to Previous Screen](#) [Return to Connect Home](#)

SIDES E-Response

Registration confirmation and PIN will populate



The image shows a screenshot of a web-based registration confirmation dialog box. The title bar at the top reads "SIDES E-Response Registration Confirmation". The main text area contains the following information: "You have been registered as a SIDES E-Response participant. You will receive a confirmation letter providing you with additional information. An email notification will be sent to you when correspondence is available through the SIDES E-Response web site." Below this, it states "You may change your SIDES E-Response election at any time." The "SIDES Personal Identification Number (PIN):" is displayed as "PIN: YubJvg", with the PIN itself highlighted in yellow. A note at the bottom of the text area says "Please keep this PIN in a safe location as it will be required to access all E-Response information. You can view this PIN or generate a new PIN by logging into your Connect Portal and clicking on the SIDES E-Response link." At the bottom center of the dialog box is a blue button labeled "OK".

To access SIDES E-Response go to uisides.org

Employer Support Unit

Employers can contact the support unit for questions by following these prompts:

1. Appeals
2. Benefit Charging
3. Wage updates
4. Benefit Payment Control
 - New Hires
 - Wage Audits
5. SIDES

1-877-846-8770

Login to CONNECT

Access CONNECT by typing or copying the following link into a browser address bar: <https://employers.connect.myflorida.com>

Florida Department of Economic Opportunity: Employer Login

Message to current SIDES E-Response Employers: To respond to a SIDES Separation Request, go to <https://uidataexchange.org/>.

TO OBTAIN SIDES PIN#: Login to Connect Employer Portal, select 'Manage SIDES E-Response', select 'SIDES E-Response Registration Screen' and without making any changes on the Registration screen, click 'Submit'. The PIN# will then display on the 'Registration Confirmation' screen. Next, click 'Print Preview' at top of screen to clarify PIN characters. For additional assistance, call the DEO RA Employer Information line at 877-846-8770, option 5.

- Form 1099-G for calendar year 2016 will be mailed between January 15 and January 31, 2017. At this time, you now have the option to change your correspondence preference to "electronic" instead of "U.S. mail" in order to receive your 1099-G sooner. For more information please visit <http://www.floridajobs.org>
- This weekend, Employ Florida Marketplace (EFM) is getting a new look with a cleaner, easier-to-use interface for jobseekers like you. To implement this change, EFM will be down from 5 p.m. Friday, January 13 until 8 a.m. Monday, January 16.

For Reemployment Assistance (RA) claimants who need to register for work or to apply for work through EFM, please do so before or after the downtime shown above. Please allow approximately an hour to complete the full work registration process. Accessing EFM through your CONNECT account via the 'Workforce Registration Information' link or at the end of your Reemployment Assistance application will lead you through the RA path for a better experience.

- The Department of Economic Opportunity will be closed on Monday, January 16, 2017, in observance of Martin Luther King Jr. Day. Therefore, no payments will be processed during this time. The department will reopen on Tuesday, January 17, 2017 at 8:00am Eastern Standard Time.

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID:

Password:

Your account will be locked after 3 attempts. If you are having problems logging in, enter your User ID and select the "Forgot Password" button to reset your password.

The Employer should have received a user ID and set up the password earlier. If you did not, please contact us after the presentation.

Home Page

This page contains the hyperlinks needed to maintain your employer account. Hyperlinks can be accessed on the left-hand side or in the center of the page.

Change Password | Logoff

Employer Home

View Employer Account Profile

Employer Inbox

Short Time Compensation

Address Information

Benefit Charge Protest

Correspondence Search

Manage SIDES E-Response

User Maintenance

Assign and Maintain TPA

Employer Information

Employer Account Number: _____ Employer Name: _____ FEIN: **590324412**

Important Items Requiring Your Attention

For additional employer resources, please click on the link below. You will be provided with information on how to change/modify your address, submit requests for Power of Attorney, report New Hires, access Florida Statutes, Employ Florida Marketplace, and other employer/TPA resources.
<http://www.floridajobs.org/job-seekers-community-services/reemployment-assistance-center/employers>

The Florida Department of Economic Opportunity is coming to a city near you! If you would like to learn some useful information for your business, come to one of the Town Hall meetings.
http://floridajobs.org/docs/default-source/employers/townhall_flyer_jan2017.pdf?sfvrsn=2

Employer Home

[Employer Home](#)
Employer Home

[View Employer Account Profile](#)
View Account Information

[Short Time Compensation](#)
Click here to Add, Modify, View, or Request Benefits for a Short Time Compensation (STC) Plan.

[Benefit Charge Protest](#)
Protest benefits charged against your account

[Manage SIDES E-Response](#)
If you are a small or medium sized employers, click the link above for information regarding the National State Information Data Exchange System (SIDES).

[Assign and Maintain TPA](#)
Used for Assigning and Maintaining TPA roles for a particular Employer

[Employer Inbox](#)
View and maintain your inbox.

[Address Information](#)
View addresses and phone numbers. Maintain email address and update correspondence preference.

[Correspondence Search](#)
Search for Correspondence

[User Maintenance](#)
Assign or Update user access to Employer account information.

Employer Functions in CONNECT

From the Home Page you can:

1. View the 'Notice of Important items requiring your attention'.
2. Select 'Logoff' to log off.
3. Select 'Employer Inbox' to view your Employer Actions Items.
4. Select 'Address Information' to maintain your account address.
5. Select 'Benefit Charge Protest' benefit charges made against your employer account.
6. Select 'Correspondence Search' to search for completed correspondence.
7. Select 'User Maintenance' to maintain users associated with your Employer Account.
8. Select 'Assign and Maintain TPA' to assign or maintain a TPA that you have contracted with to handle with your account.

Important Items Requiring Your Attention

A new link has been added so that Employers will now receive an alert on their home page for items that need their attention. It can contain general information about their account or notification that correspondence has been returned as 'undeliverable'.

Employer Information

Employer Account Number: _____ Employer Name: _____ FEIN: _____

Important Items Requiring Your Attention

For additional employer resources, please click on the link below. You will be provided with information on how to change/modify your address, submit requests for Power of Attorney, report New Hires, access Florida Statutes, Employ Florida Marketplace, and other employer/TPA resources.
<http://www.floridajobs.org/job-seekers-community-services/reemployment-assistance-center/employers>

Employer Home

[Employer Home](#)
Employer Home

[View Employer Account Profile](#)
View Account Information

[Short Time Compensation](#)
Click here to Add, Modify, View, or Request Benefits for a Short Time Compensation (STC) Plan.

[Benefit Charge Protest](#)
Protest benefits charged against your account

[Manage SIDES E-Response](#)
If you are a small or medium sized employers, click the link above for information regarding the National State Information Data Exchange System (SIDES).

[Assign and Maintain TPA](#)
Used for Assigning and Maintaining TPA roles for a particular Employer

[Employer Inbox](#)
View and maintain your inbox.

[Address Information](#)
View addresses and phone numbers. Maintain email address and update correspondence preference.

[Correspondence Search](#)
Search for Correspondence

[User Maintenance](#)
Assign or Update user access to Employer account information.

Access Employers Inbox

The “Employer Inbox” screen will be used by the Employer to view the action items that require their attention.

To navigate there, select the ‘Employer Inbox’ hyperlink.

The screenshot shows the 'Employer Home' interface. On the left sidebar, the 'Employer Inbox' link is highlighted with a red box and a red arrow pointing to it. In the main content area, under the 'Employer Home' section, the 'Employer Inbox' link is also highlighted with a red box and a red arrow pointing to it. The main content area includes sections for 'Employer Information', 'Important Items Requiring Your Attention', and 'Employer Home' with various links and descriptions.

Change Password | Logoff

Employer Home

Employer Information
Employer Account Number: _____ Employer Name: _____ FEIN: _____

Important Items Requiring Your Attention
For additional employer resources, please click on the link below. You will be provided with information on how to change/modify your address, submit requests for Power of Attorney, report New Hires, access Florida Statutes, Employ Florida Marketplace, and other employer/TPA resources.
<https://www.floridajobs.org/job-seekers-community-services/reemployment-assistance-center/employers>

Employer Home

[Employer Home](#)
Employer Home

[View Employer Account Profile](#)
View Account Information

[Short Time Compensation](#)
Click here to Add, Modify, View, or Request Benefits for a Short Time Compensation (STC) Plan.

[Benefit Charge Protest](#)
Protest benefits charged against your account

[Manage SIDES E-Response](#)
If you are a small or medium sized employers, click the link above for information regarding the National State Information Data Exchange System (SIDES).

[Assign and Maintain TPA](#)
Used for Assigning and Maintaining TPA roles for a particular Employer

[Employer Inbox](#)
View and maintain your inbox

[Address Information](#)
View addresses and phone numbers. Maintain email address and update correspondence preference.

[Correspondence Search](#)
Search for Correspondence

[User Maintenance](#)
Assign or Update user access to Employer account information.

Employer Inbox

The Employer Inbox acts as a hub for Employer correspondence and will open with the Notice of Hearings displayed directly under Employer Information.

Employer Information

Employer Account Number	Employer Name:	FEIN: 590324412
-------------------------	----------------	------------------------

Notice of Hearing

The Action Due Date below refers to any hearing(s) scheduled through the present date. To access Notice of Hearing documents for past hearing dates, search through Correspondence Search.

Correspondence Number	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created On Date	Predecessor
58221657	Notice of Hearing	XXX-XX-XXXX	BROWN	JULIE	01/25/2017	01/13/2017	
58586767	Notice of Hearing	XXX-XX-XXXX	GREEN	Cynthia	02/01/2017	01/19/2017	
58643832	Notice of Hearing	XXX-XX-XXXX	RED	MAKENDY	02/01/2017	01/20/2017	
58709333	Notice of Hearing	XXX-XX-XXXX	PURPLE	Konstantinos	02/06/2017	01/25/2017	
58685076	Notice of Hearing	XXX-XX-XXXX	PERMSIMMON	John	02/06/2017	01/24/2017	
58691855	Notice of Hearing	XXX-XX-XXXX	LIME	Stephanie	02/06/2017	01/24/2017	
58712664	Notice of Hearing	XXX-XX-XXXX	LEMON	Courtney	02/08/2017	01/25/2017	
58710563	Notice of Hearing	XXX-XX-XXXX	APPLE	brandy	02/16/2017	01/25/2017	

Employer Inbox

NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.

Action Due Date:	From: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)	To: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)		
Created on Date:	From: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)	To: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)		
Claimant Social Security Number:	<input type="text"/> <input type="text"/> <input type="text"/>	Claimant ID:	<input type="text"/>	
Claimant Last Name:	<input type="text"/>		Document ID:	<input type="text"/>
Claimant First Name:	<input type="text"/>		Original Employer:	<input type="text"/>
Subject:	Select One <input type="text"/>			

Search for Action Items

To view other action items, the search must be filtered. You can filter by:

1. Action Due Date
2. Created on Date
3. SSN
4. First & Last Name
5. Claimant ID
6. Document ID
7. Subject (Correspondence Type)

58164243	Notice of Hearing	XXX-XX-XXXX		Jamy	01/25/2017	01/11/2017	
58586767	Notice of Hearing	XXX-XX-XXXX		Cynthia	02/01/2017	01/19/2017	
58643832	Notice of Hearing	XXX-XX-XXXX		MAKENDY	02/01/2017	01/20/2017	
58584376	Notice of Hearing	XXX-XX-XXXX		John	02/02/2017	01/19/2017	

Employer Inbox

NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.

Action Due Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Claimant Social Security Number: --

Claimant Last Name:

Claimant First Name:

Subject: Select One

- ALL
- Appeal Decision
- Appeal Information
- Eligibility Determination
- Employer Notification
- Fact Finding
- Initial Re-determined Statement of Charges (Monetary)
- Notice of Claim Filed - UCB-412
- Other
- Protest of Benefit Charges
- SIDES E-Response Confirmation
- SIDES UC02
- TPA Role Assignment Notification Correspondence
- UCB 412 SIDES MON
- Weekly-Earnings Wage Verification (UCO-2)

To locate documents no longer available in your inbox, click the 'Move to Correspondence Search' column and click the 'Send to Correspondence Search' button. The ability to move documents to Correspondence Search applies to all documents.

Failure to respond by the specified deadline will result in a denial of benefits. If you have any questions, please contact your employer. Also, your account could be charged for benefits paid to the claimant even if such payments are later determined to be erroneous.

Search Results

Move To Correspondence Search	Item	Employer Name	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created on Date	Predecessor
<input type="checkbox"/>	58645879		Notice of Claim Filed - UCB-412	XXX-XX-XXXX	Parker		02/09/2017	01/20/2017	
<input type="checkbox"/>	58645837		Notice of Claim Filed - UCB-412	XXX-XX-XXXX	vargas		02/09/2017	01/20/2017	
<input type="checkbox"/>	58643507		Notice of Claim Filed - UCB-412	XXX-XX-XXXX	marin		02/09/2017	01/20/2017	

Search by Correspondence Type

To search for a specific type of correspondence, click on the **Subject** drop down arrow and select one of the following:

1. All
2. Appeal Information
3. Eligibility Determinations
4. Employer Notification
5. Fact Finding
6. Notice of Claim Filed – UCB-412
7. Other
8. Protest Benefit Charges
9. SIDES E-Response Confirmation
10. SIDES UCO2
11. UCB 412 SIDES Mon
12. Weekly-Earnings Wage Verification (UCO2)

NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.

Action Due Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Claimant Social Security Number: Claimant ID:

Claimant Last Name: Document ID:

Claimant First Name: Original Employer:

Subject:

To locate documents no longer available in your inbox, To move documents to your Correspondence Search, select documents to Correspondence Search applies to all documents.

Failure to respond by the specified deadline will result in even if such payments are later determined to be erroneous. available information. Also, your account could be charged for benefits paid to the claimant

Search Results

Select All

Move To Correspondence Search	Item	Employer Name	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created on Date	Predecessor
<input type="checkbox"/>	58645879		Notice of Claim Filed - UCB-412	xxx-xx-xxxx	Parker		02/09/2017	01/20/2017	
<input type="checkbox"/>	58645837		Notice of Claim Filed - UCB-412	xxx-xx-xxxx	vargas		02/09/2017	01/20/2017	
<input type="checkbox"/>	58643507		Notice of Claim Filed - UCB-412	xxx-xx-xxxx	marin		02/09/2017	01/20/2017	

In the example above, all outstanding Notice of Claims Filed – UCB-412 have been selected.

Inbox Workflow

1. After selecting the type of correspondence you want to view, click on the Search button.
2. To open the document click on the item hyperlink and the system displays the item selected.
3. After the User completes and submits an action item, such as Notice of Claimed file or other fact finding, the System removes the action item from the Employer Inbox and moves it to employer correspondence.

58164243	Notice of Hearing	XXX-XX-XXXX		Jamy	01/25/2017	01/11/2017	
58586767	Notice of Hearing	XXX-XX-XXXX		Cynthia	02/01/2017	01/19/2017	
58643832	Notice of Hearing	XXX-XX-XXXX		MAKENDY	02/01/2017	01/20/2017	
58584376	Notice of Hearing	XXX-XX-XXXX		John	02/02/2017	01/19/2017	

Employer Inbox

NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.

Action Due Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Claimant Social Security Number:

Claimant Last Name:

Claimant First Name:

Subject:

Claimant ID:

Document ID:

Original Employer:

Select One

- ALL
- Appeal Decision
- Appeal Information
- Eligibility Determination
- Employer Notification
- Fact Finding
- Initial Re-determined Statement of Charges (Monetary)
- Notice of Claim Filed - UCB-412
- Other
- Protest of Benefit Charges
- SIDES E-Response Confirmation
- SIDES UC02
- TPA Role Assignment Notification Correspondence
- UCB 412 SIDES MON
- Weekly-Earnings Wage Verification (UCO-2)

To locate documents no longer available in your inbox, click on the 'Send to Correspondence Search' column and click the 'Send to Correspondence Search' button. The ability to move documents to Correspondence Search applies to all documents.

Failure to respond by the specified deadline will result in a denial of benefits. Also, your account could be charged for benefits paid to the claimant even if such payments are later determined to be erroneous.

Search Results

Move To Correspondence Search	Item	Employer Name	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created on Date	Predecessor
<input type="checkbox"/>	58645879		Notice of Claim Filed - UCB-412	xxx-xx-xxxx	Parker		02/09/2017	01/20/2017	
<input type="checkbox"/>	58645837		Notice of Claim Filed - UCB-412	xxx-xx-xxxx	vargas		02/09/2017	01/20/2017	
<input type="checkbox"/>	58643507		Notice of Claim Filed - UCB-412	xxx-xx-xxxx	marin		02/09/2017	01/20/2017	

Inbox Workflow

- Documents that don't require a response, e.g. Employer Action Item notices, will need to be moved to correspondence.
- To move documents to your Correspondence Search, select the checkboxes in the 'Move to Correspondence Search' column and click the 'Move to Correspondence Search' button.

Employer Inbox

NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.

Action Due Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Claimant Social Security Number: -- Claimant ID:

Claimant Last Name: Document ID:

Claimant First Name: Original Employer:

Subject:

To locate documents no longer available in your inbox, click on the 'Correspondence Search' hyperlink.

To move documents to your Correspondence Search, select the checkboxes in the 'Move to Correspondence Search' column and click the 'Send to Correspondence Search' button. The ability to move documents to Correspondence Search applies to all documents, except Notice of Hearing.

Failure to respond by the specified deadline will result in a determination being issued with the available information. Also, your account could be charged for benefits paid to the claimant even if such payments are later determined to be erroneous.

Search Results

Move To Correspondence Search	Item	Employer Name	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created on Date	Predecessor*
<input checked="" type="checkbox"/>	57830660		Employer Protest Charges	XXX-XX-XXXX	OAK	JAMESSON		12/27/2016	
<input type="checkbox"/>	57827613		Employer Protest Charges	XXX-XX-XXXX	PINE	Delma		12/27/2016	
<input type="checkbox"/>	57820605		Employer Protest Charges	XXX-XX-XXXX	MAPLE	Angela		12/27/2016	
<input type="checkbox"/>	57825674		Employer Protest Charges	XXX-XX-XXXX	FIR	SCOTT		12/27/2016	

* If the Predecessor field is populated, then the item has arrived in your inbox because you either fully succeeded the employer, or partially succeeded the employer for the claimant's SSN.

Address Information Hyperlink

The Address Information Hyperlink page displays the employer's current Legal, Mailing, and Benefits address as designated by the employer with the Florida Department of Revenue site.

Available hyperlinks on the page are:

- Update Correspondence Preference
- View Address History

Change Password
Logoff

Employer Home

View Employer Account Profile

Employer Inbox

Short Time Compensation

Address Information

Benefit Charge Protest

Correspondence Search

Manage SIDES E-Response

User Maintenance

Assign and Maintain TPA

Employer Information

Employer Account Number: XXXXXXXX Employer Name: TOY TOWN OF TALLAHASSEE FEIN: 59-XXXXXXX

Address Information

Address Type	Address	Address2	City	State	Zip Code	Bad Addr Source DEO	Bad Addr Source DOR
Legal	4852 N. MONROE STREET		TALLAHASSEE	FL		N	N
Mailing	PO BOX 593		TALLAHASSEE	FL		N	N
Benefits	ATTN PERSONNEL, PO BOX 593		TALLAHASSEE	FL		N	N

[Update Correspondence Preference](#)

[View Address History](#)

Role Information

Role	Method	Recipient
Benefit Charges Protest Submission	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
Benefit Charges View Only	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
File Appeals on Employer's Behalf	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
Manage STC Plan	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
Respond to Fact Finding Request	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
Respond to Notice of Claim Filed (UCB-412)	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
Respond to Request for Wage Information	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
View Non-monetary Determinations	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303

Correspondence Preference Link

Selecting the Update Correspondence Preference hyperlink will display your Correspondence Preference, 'US Mail' or 'Electronic'.



Per the Employer Mandate, as of April 25, 2016 all employers are required to respond to Correspondence Electronically in CONNECT.

Employer Information		
Employer Account Number: XXXXXXX	Employer Name: TOY TOWN OF TALLAHASSEE	FEIN: 59 XXXXXXX
Correspondence Preference		
Select the method by which you want to receive correspondence related to Reemployment Assistance claims. If you select electronic, you must enter your email address.		
Correspondence Preference:	<input type="radio"/> US Mail <input checked="" type="radio"/> Electronic*	
Email:	TOYTOWN@GMAIL.COM	
If you select 'Electronic', you will receive an email when new correspondence is posted to your inbox. You must log in to the system to view the correspondence.		
Previous Next		

Choosing US Mail still requires you to correspondence electronically and not via mail. It does however give you 7 days to respond to a questionnaire instead of the 48 hours that choosing electronic preference gives you.

Note: A response to the UCB-412 is still 20 days regardless of correspondence preference.

Important Note

When viewing the Address History, a notice will generate if correspondence has been returned to the agency. This will advise the Employer that all address changes must be completed through the Department of Revenue (DOR) by completing and submitting the Employer Account Change Form. You can access it here: <http://dor.myflorida.com/dor/forms/current/rts3.pdf>

Change Password | Logoff

Employer Home

View Employer Account Profile

Employer Inbox

Short Time Compensation

Address Information

Benefit Charge Protest

Correspondence Search

Manage SIDES E-Response

User Maintenance

Assign and Maintain TPA

Employer Information

Employer Account Number: XXXXXXXX Employer Name: TOY TOWN OF TALLAHASSEE FEIN: 59-XXXXXX

Address Information

Address Type	Address	Address2	City	State	Zip Code	Bad Addr Source DEO	Bad Addr Source DOR
Legal	4852 N. MONROE STREET		TALLAHASSEE	FL		N	N
Mailing	PO BOX 593		TALLAHASSEE	FL		N	N
Benefits	ATTN PERSONNEL, PO BOX 593		TALLAHASSEE	FL		N	N

[Update Correspondence Preference](#)

[View Address History](#)

You Are Required To Update Your Address Through The Department Of Revenue (DOR) <http://dor.myflorida.com/dor/forms/current/rts3.pdf>. The Department of Economic Opportunity (DEO) receives updates from the Department of Revenue weekly. For questions call the Employer Call Center @ 1-800-352-3671.

Role Information

Role	Method	Recipient
Benefit Charges Protest Submission	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
Benefit Charges View Only	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
File Appeals on Employer's Behalf	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
Manage STC Plan	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
Respond to Fact Finding Request	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
Respond to Notice of Claim Filed (UCB-412)	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
Respond to Request for Wage Information	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303
View Non-monetary Determinations	Electronic	ATTN PERSONNEL, PO BOX 593 TALLAHASSEE, FL 32303

Benefit Charge Protest

If you have received an RT-1 or RT-29 and noticed a charge you disagree with, you can Protest the Benefit Charges by following the steps below:



An RT-1 is a Notice of Benefits Paid by Contributory Employers and an RT-29 is an Invoice sent to Reimbursable Employers. These documents are mailed directly from the Florida Department of Revenue (DOR) and DEO does not have access.

1. Select the 'Benefit Charge Protest' link from the left-hand
2. Select 'Benefit Charge Protest' to protest benefit charges.

The screenshot displays the DEO portal interface. On the left, a navigation menu includes 'Benefit Charge Protest' (highlighted with a red box and a red circle with the number '1'). The main content area shows 'Benefit Charge Activities' with 'Protest Benefit Charges' (highlighted with a red box and a red circle with the number '2'). Below the link, it says 'Protest Benefit Charges by indicating specific charges to protest, claimant information and reasons for protest.'

Benefit Charge Protest

Protest Benefit Charge

4 Statement Mail Date: / / (mm/dd/yyyy) *

Claimant SSN: - - *

Claimant Last Name: *

Claimant's Last Day of Work:

Reasons for Protest

Select all reasons that apply:*

<input type="checkbox"/> Claimant Never Worked for Me	<input type="checkbox"/> Workers Compensation
<input type="checkbox"/> Discharge	<input type="checkbox"/> Claimant is Self Employed
<input type="checkbox"/> Part Time/On Call	<input type="checkbox"/> Currently Employed (Comments Required)
<input type="checkbox"/> Suspension	<input type="checkbox"/> Reasonable Assurance to Return to Work (School Employees Only)
<input type="checkbox"/> Voluntary Quit	<input type="checkbox"/> Reduced Hours
<input type="checkbox"/> Union	<input type="checkbox"/> Received Other Pay (severance pay, pay in lieu of notice)
<input type="checkbox"/> Predecessor/Succession Employment	<input type="checkbox"/> Refusal of Work
<input type="checkbox"/> Wages earned while working as a student at an educational institute	<input type="checkbox"/> Vacation Pay/Holiday Pay with Recall Date
<input type="checkbox"/> On a Leave of Absence	<input type="checkbox"/> Other (Comments Required)

Please provide additional comments.

Comments are required if you select "Currently Employed" or "Other"

7

Benefit Charge Protest

3. The Protest Benefit Charge screen will populate.
4. Enter the required information in the 'Protest Benefit Charge' section, including:
 - Statement Mail Date (UCB-412/Notice of Claim Filed) The date the document was mailed.
 - Claimant SSN – Social is now redacted – The employer will have to now look it up.
 - Claimant's Last Name
 - Claimant's Last Day of Work
5. In the 'Reasons for Protest' section, select the radio button next to the reason(s) for entering a protest to the UCB-412/Notice of Claim Filed – you may select all reasons that apply.
6. If you selected 'Currently Employed' or 'Other' for your rationale, you must enter comments.
7. Select 'Submit' to complete the benefit charge protest.



Be sure to upload any supporting documentation before submitting the Benefit Charge Protest.

Correspondence Search Hyperlink

To search for any completed correspondence, click on the Correspondence Search Hyperlink and the Employer Correspondence page will display.

You can search from correspondence by entering data in any of the following:

1. Created on Date
2. Document ID
3. Social Security number
4. First and last name
5. Select Correspondence type by clicking on the down arrow on the Subject line and choosing a type.

Next, click on the Search button and all relevant correspondence will populate in the 'Search Results' section.

Change Password | Logoff

Employer Home

View Employer Account Profile

Employer Inbox

Short Time Compensation

Address Information

Benefit Change Request

Correspondence Search

Manage SIDES E-Response

User Maintenance

Assign and Maintain TPA

Employer Information

Employer Account Number: XXXXXXXX Employer Name: TOY TOWN OF TALLAHASSEE FEIN:

The following information concerns your submission:

Notices

Your search returned more than 100 results. Only the first 100 results will be displayed. Please select 'Reset' and refine the search criteria for specific results.

Employer Correspondence

Created On Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Document ID:

Social Security Number:

Last Name:

First Name:

Subject: ▼

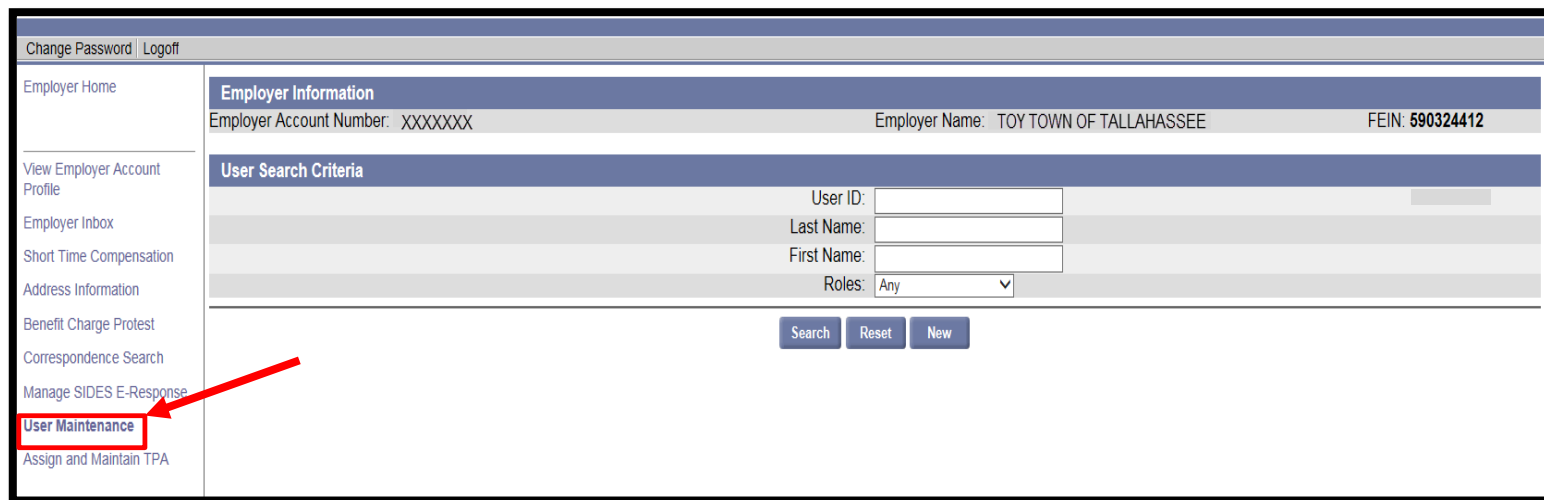
Search Results

Rows 1-10 of 100 < 1 2 3 4 5 6 7 8 9 10 > Page 1 of 10

Document ID	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Created Date	Predecessor
51598107	Employer Action Item Notice				04/26/2016	
51629884	Employer Action Item Notice				04/27/2016	
51662114	Employer Action Item Notice				04/28/2016	
51693728	Employer Action Item Notice				04/29/2016	

User Maintenance Hyperlink

- Search users
- Update user information
- View roles
- Add or inactivate users



The screenshot shows a web application interface for user maintenance. On the left is a navigation menu with the following items: Change Password, Logoff, Employer Home, View Employer Account Profile, Employer Inbox, Short Time Compensation, Address Information, Benefit Charge Protest, Correspondence Search, Manage SIDES E-Response, **User Maintenance** (highlighted with a red box and a red arrow), and Assign and Maintain TPA. The main content area is divided into two sections: 'Employer Information' and 'User Search Criteria'. The 'Employer Information' section displays: Employer Account Number: XXXXXXXX, Employer Name: TOY TOWN OF TALLAHASSEE, and FEIN: 590324412. The 'User Search Criteria' section contains input fields for User ID, Last Name, and First Name, and a dropdown menu for Roles set to 'Any'. Below these fields are three buttons: Search, Reset, and New.

Search for or Update Employer Account Users

1. Enter information into the 'User Search Criteria' fields
2. Click on the 'Search'

Change Password | Logoff

Employer Home

Employer Information

Employer Account Number: XXXXXXXX Employer Name: TOY TOW LAHASSEE FEIN:

User Search Criteria

User ID: psaucier02

Last Name: Saucier

First Name:

Roles: Any

Search Reset New

3. The User Search Results field displays

User Search Criteria

User ID:

Last Name:

First Name:

Roles: Any

Search Reset New

User Search Results

User ID	Last Name	First Name	Eff. Start	Eff. End
psaucier02	Saucier	Patrice	11/10/2016	

Modify or Update Employer Account Users

1. To modify user information, select the 'Modify'

Change Password | Logoff

Employer Home

Employer Information
Employer Account Number: XXXXXXXX Employer Name: TALLAHASSEE TOY TOWN FEIN: XX-XXXXXXX

- Employee ID: The Employee ID is a numeric entry containing a maximum of 8 characters. The Employee ID is an alternate "User" credential which is manually assigned/created by the administrator of the users account. This information is requested for authentication purposes when the user indicates they have forgotten their password.

User Details

User Type: **Employer**
User ID: **team02**
First Name: **Training**
Middle Initial:
Last Name: **Team**
Telephone: **()--**
eMail: **training.team@gmail.com**
Employee ID: **23456**
Effective Start Date: **11/10/2016**
Effective End Date:
Date user last Logged On: **1/30/2017 9:54:01 AM**
Incorrect Password Attempts: **0**
Status: **Active**

Modify User Attributes

Modify Update the basic information for this user.
[Reset Password](#) View/Edit security roles for which this user is assigned.
[Inactivate](#) Reset the user's password by sending a "password reset" eMail.
 Inactivate the user's access to the system.

Previous

2. User details page displays, edit information & add comments.
3. Select the 'Save'

Employer Inbox

Short Time Compensation

Address Information

Benefit Charge Protest

Correspondence Search

Manage SIDES E-Response

User Maintenance

Assign and Maintain TPA

User Details

User Type: **Employer**
User ID: **team02**
First Name: *
Middle Initial: *
Last Name: *
Telephone: ext: *
eMail: *
Employee ID: *
Effective Start Date:
Effective End Date:
Last Logged On: **1/30/2017 9:54:01 AM**
Incorrect Password Attempts: **0**
Status: **Active**

Previous Comments

New Comments

Save **Cancel**

Reset Passwords for Employer Account Users

1. To reset a user's password, select 'Reset Password'

Change Password | Logoff

Employer Home

View Employer Account Profile

Employer Inbox

Short Time Compensation

Address Information

Benefit Charge Protest

Correspondence Search

Manage SIDES E-Response

User Maintenance

Assign and Maintain TPA

Employer Information

Employer Account Number: XXXXXXXX Employer Name: TALLAHASSEE TOY TOWN FEIN: XX-XXXXXXX

- Employee ID: The Employee ID is a numeric entry containing a maximum of 8 characters. The Employee ID is an alternate "User" credential which is manually assigned/created by the administrator of the users account. This information is requested for authentication purposes when the user indicates they have forgotten their password.

User Details

User Type: **Employer**
User ID: **tteam02**
First Name: **Training**
Middle Initial:
Last Name: **Team**
Telephone: **()--**
eMail: **training.team@gmail.com**
Employee ID: **23456**
Effective Start Date: **11/10/2016**
Effective End Date:
Date user last Logged On: **1/30/2017 9:54:01 AM**
Incorrect Password Attempts: **0**
Status: **Active**

Modify User Attributes

[Modify](#) Update the basic information for this user.
[Roles](#) View/Edit security roles for which this user is assigned.
[Reset Password](#) Reset the user's password by sending a "password reset" eMail.
[Inactivate](#) Inactivate the user's access to the system.

[Previous](#)

2. Reset password screen displays. Select 'Confirm' and an email is sent to the user.

View Employer Account Profile

Employer Inbox

Short Time Compensation

Address Information

Benefit Charge Protest

Correspondence Search

Manage SIDES E-Response

User Maintenance

Assign and Maintain TPA

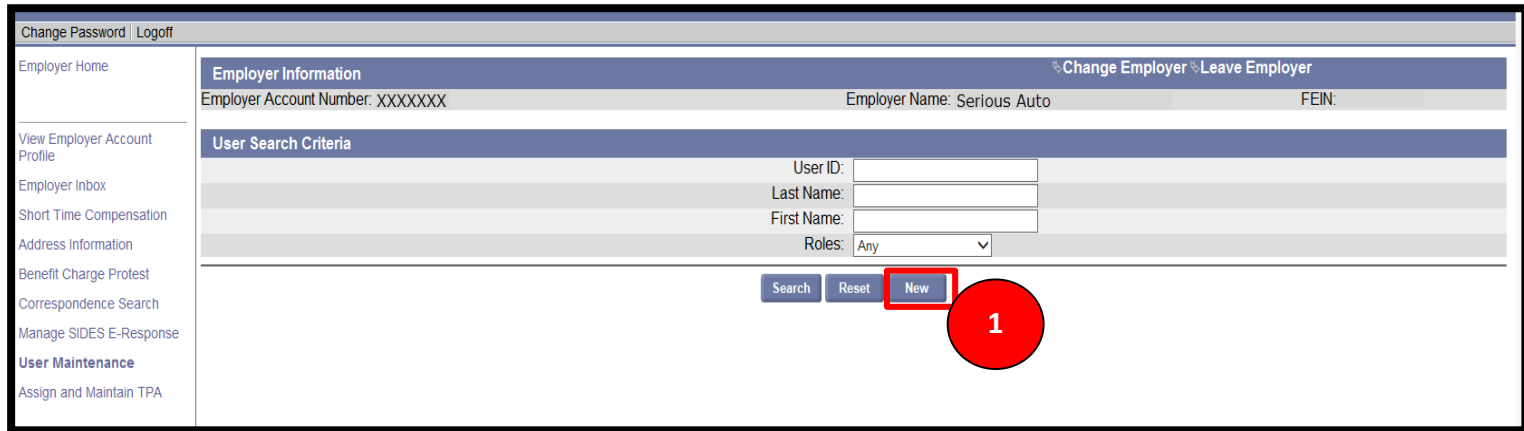
Reset Password

By selecting "Confirm" you will reset the password for the following user: tteam02, training.team@deo.myflorida.com
This action will cause the system to send a secure link to the user's Email address for the user to click and create a new password.

2 [Confirm](#) [Cancel](#)

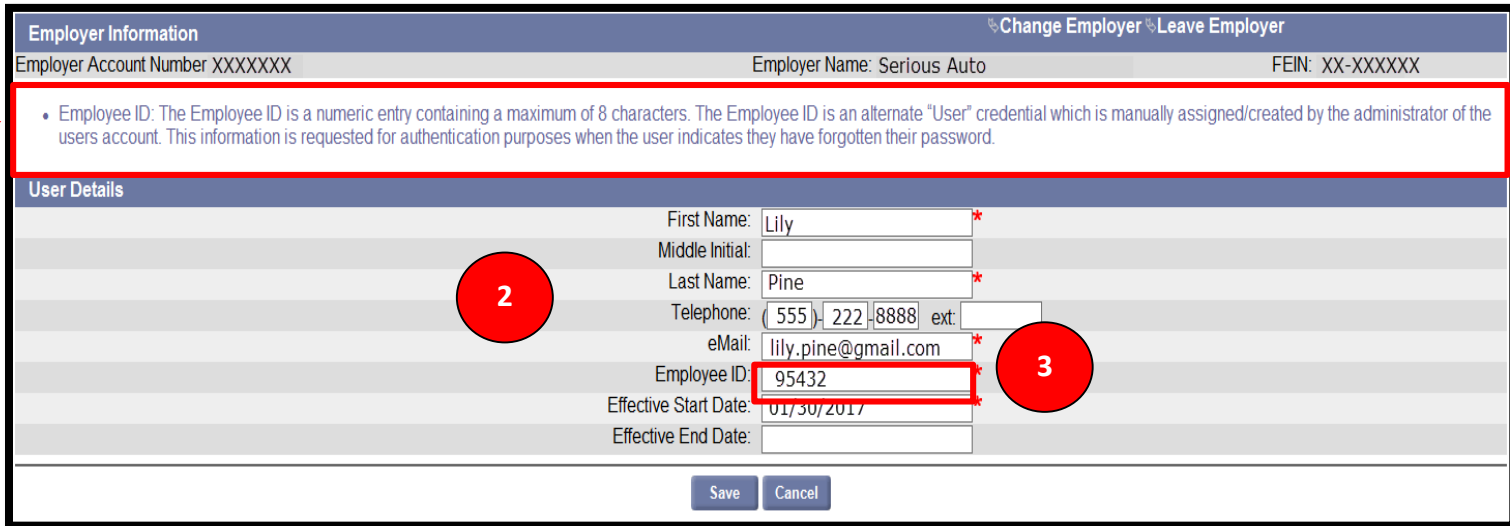
Create New User

1. To create a new user, select 'New'.



The screenshot shows a web application interface for user management. At the top, there are links for 'Change Password' and 'Logoff'. Below that is a navigation menu on the left with options like 'Employer Home', 'View Employer Account Profile', 'Employer Inbox', 'Short Time Compensation', 'Address Information', 'Benefit Charge Protest', 'Correspondence Search', 'Manage SIDES E-Response', 'User Maintenance', and 'Assign and Maintain TPA'. The main content area is titled 'Employer Information' and includes fields for 'Employer Account Number: XXXXXXXX', 'Employer Name: Serious Auto', and 'FEIN:'. Below this is a 'User Search Criteria' section with input fields for 'User ID:', 'Last Name:', 'First Name:', and a 'Roles:' dropdown menu set to 'Any'. At the bottom of the search criteria section are three buttons: 'Search', 'Reset', and 'New'. The 'New' button is highlighted with a red box and a red circle containing the number '1'.

2. User Details will display. Add information specific to the user.

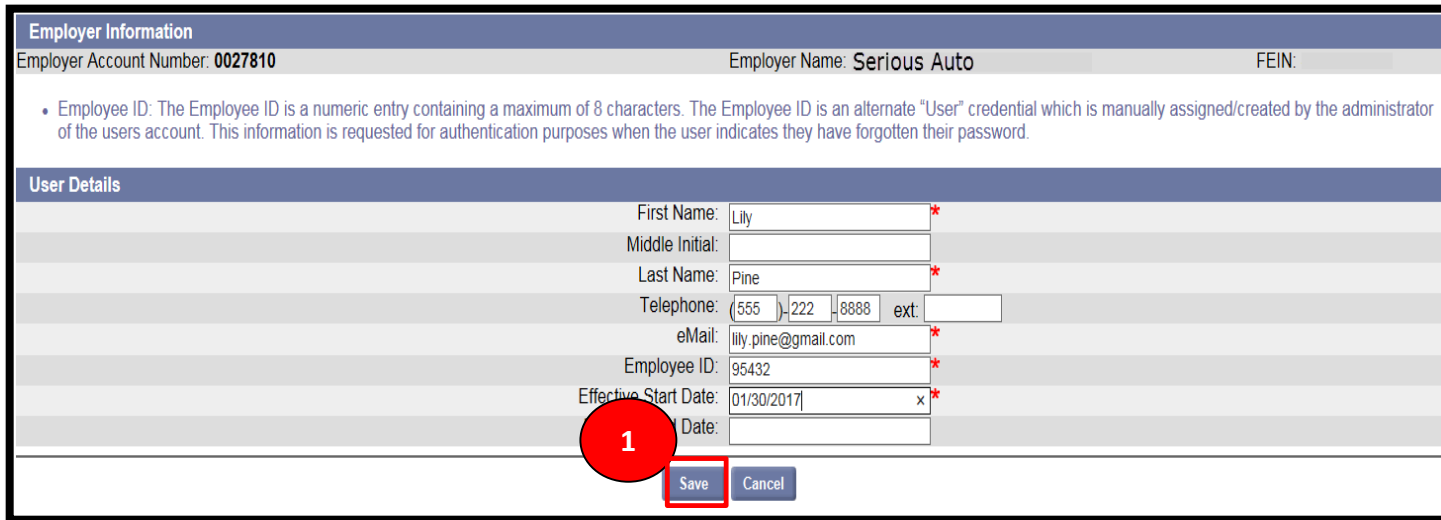


The screenshot shows the 'User Details' form. At the top, there are links for 'Change Employer' and 'Leave Employer'. Below that is a section for 'Employer Information' with fields for 'Employer Account Number XXXXXXXX', 'Employer Name: Serious Auto', and 'FEIN: XX-XXXXXX'. A red box highlights a note: 'Employee ID: The Employee ID is a numeric entry containing a maximum of 8 characters. The Employee ID is an alternate "User" credential which is manually assigned/created by the administrator of the users account. This information is requested for authentication purposes when the user indicates they have forgotten their password.' Below this is the 'User Details' section with input fields for 'First Name: Lily', 'Middle Initial:', 'Last Name: Pine', 'Telephone: (555) 222-8888 ext.', 'eMail: lily.pine@gmail.com', 'Employee ID: 95432', 'Effective Start Date: 01/30/2017', and 'Effective End Date:'. The 'Employee ID' field is highlighted with a red box and a red circle containing the number '3'. A red circle containing the number '2' is placed to the left of the form fields. At the bottom are 'Save' and 'Cancel' buttons.

3. Note that the Employee ID should not be the EAN of the employer.

Add Roles for New User

1. Select 'Save'.



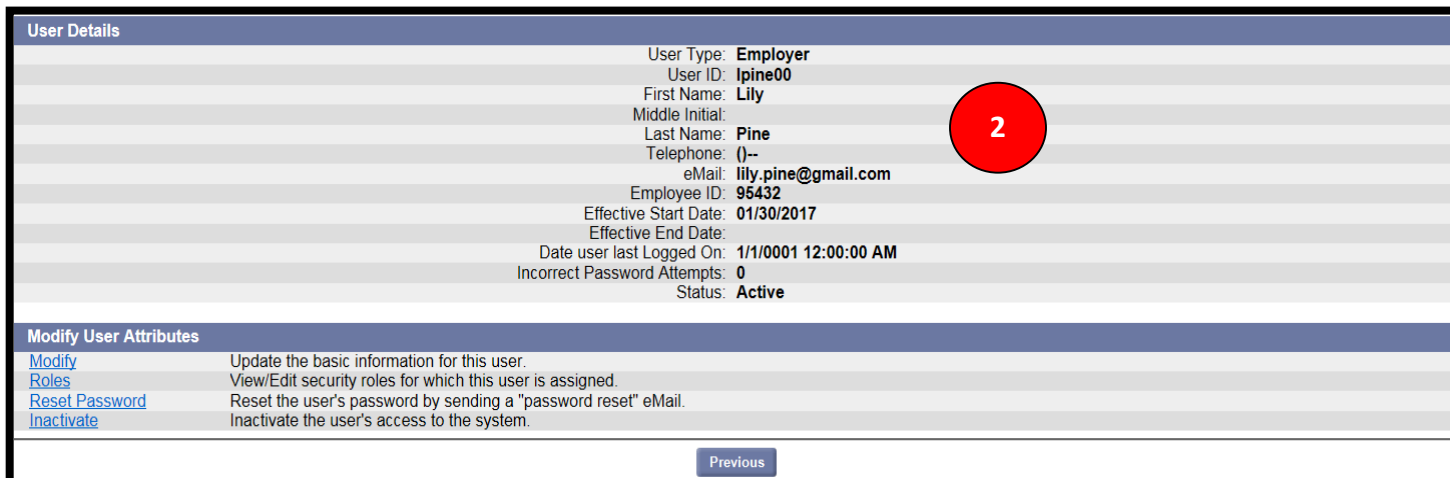
Employer Information
Employer Account Number: 0027810 Employer Name: Serious Auto FEIN:

- Employee ID: The Employee ID is a numeric entry containing a maximum of 8 characters. The Employee ID is an alternate "User" credential which is manually assigned/created by the administrator of the users account. This information is requested for authentication purposes when the user indicates they have forgotten their password.

User Details

First Name: Lily *
Middle Initial:
Last Name: Pine *
Telephone: (555)-222 -8888 ext:
eMail: lily.pine@gmail.com *
Employee ID: 95432 *
Effective Start Date: 01/30/2017 x *
Date:
1 Save Cancel

2. The User Detail will display with the newly added employee. Select 'Roles'.



User Details

User Type: **Employer**
User ID: **lpine00**
First Name: **Lily** **2**
Middle Initial:
Last Name: **Pine**
Telephone: ()--
eMail: **lily.pine@gmail.com**
Employee ID: **95432**
Effective Start Date: **01/30/2017**
Effective End Date:
Date user last Logged On: **11/1/0001 12:00:00 AM**
Incorrect Password Attempts: **0**
Status: **Active**

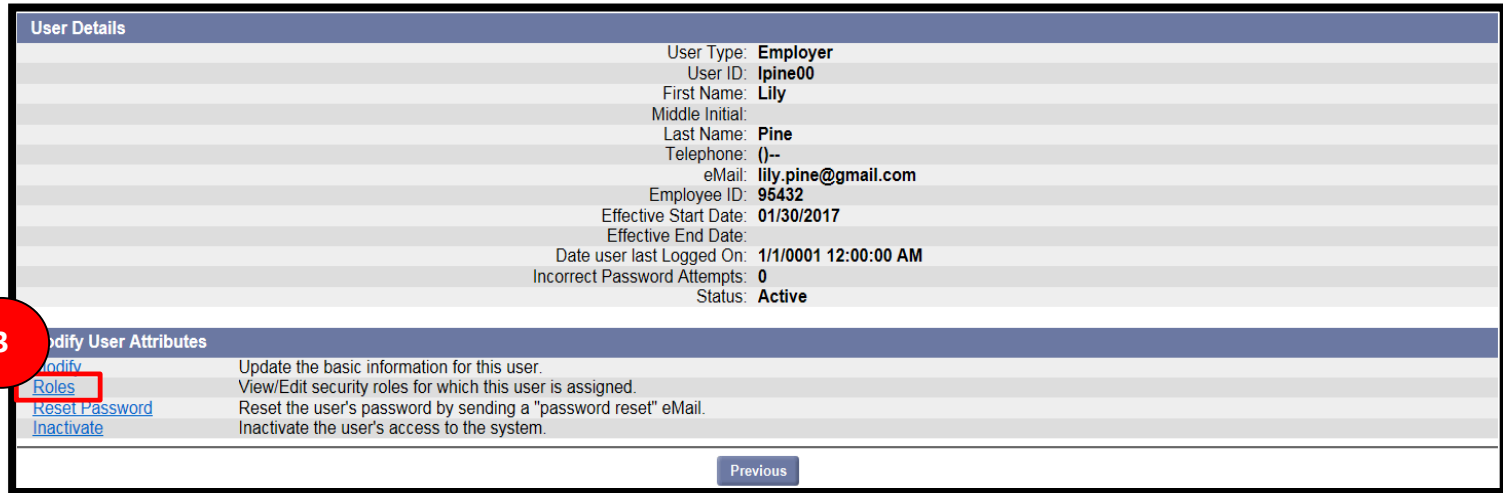
Modify User Attributes

[Modify](#) Update the basic information for this user.
[Roles](#) View/Edit security roles for which this user is assigned.
[Reset Password](#) Reset the user's password by sending a "password reset" eMail.
[Inactivate](#) Inactivate the user's access to the system.

Previous

Add Roles for New User

3. Select 'Roles'.



User Details

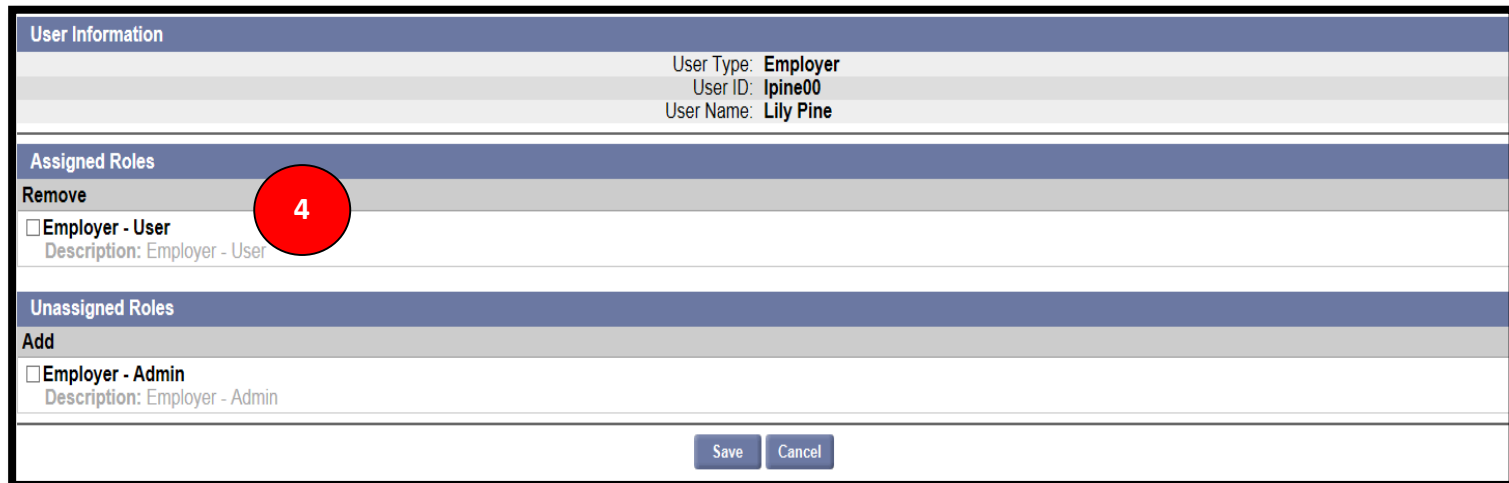
User Type: **Employer**
User ID: **lpine00**
First Name: **Lily**
Middle Initial:
Last Name: **Pine**
Telephone: **()--**
eMail: **lily.pine@gmail.com**
Employee ID: **95432**
Effective Start Date: **01/30/2017**
Effective End Date:
Date user last Logged On: **1/1/0001 12:00:00 AM**
Incorrect Password Attempts: **0**
Status: **Active**

3 **Modify User Attributes**

[Modify](#) Update the basic information for this user.
Roles View/Edit security roles for which this user is assigned.
[Reset Password](#) Reset the user's password by sending a "password reset" eMail.
[Inactivate](#) Inactivate the user's access to the system.

[Previous](#)

4. The Assigned Roles page will display.



User Information

User Type: **Employer**
User ID: **lpine00**
User Name: **Lily Pine**

Assigned Roles

Remove

Employer - User
Description: Employer - User

Unassigned Roles

Add

Employer - Admin
Description: Employer - Admin

[Save](#) [Cancel](#)

Please note: It is important to have more than one employee with the Employer – Admin role.

Third Party Administrator Login

TPAs (Third Party Administrators) must register with Connect by clicking on the TPA Registration hyperlink and following the Registration steps or by contacting the Agency for help. Upon registration the TPA will establish a TPA ID number, a User ID, and a password so that they can log into CONNECT on behalf of an employer.

TPAs can access CONNECT by typing or copying the following link into a browser address bar: <https://connect.myflorida.com/Agent/Core/Login.ASPX>

TPA Registration

Florida Division of Reemployment Assistance Program: Third Party Administrator Account (TPA) Login

Welcome to CONNECT, Florida's Online Reemployment Assistance System

NOTE: Tablets, phones, and other mobile devices are not currently supported by CONNECT and may result in errors. Supported browsers are - Internet Explorer version 11, Chrome, Mozilla Firefox versions 16 or 17, or Apple Safari versions 4 or 5.

- Form 1099-G for calendar year 2016 will be mailed between January 15 and January 31, 2017. At this time, you now have the option to change your correspondence preference to "electronic" instead of "U.S. mail" in order to receive your 1099-G sooner. For more information please visit <http://www.floridajobs.org>

To access Third Party Administrator (TPA) account information, enter your User Name and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID: *

Password: *

Login Forgot Password

Your account will be locked after 3 attempts. If you are having problems logging in, enter your User ID and select the "Forgot Password" button to reset your password.

Helpful Resources Home

[TPA Registration](#)

For Agents/TPA Only: Create a new account to obtain a Third Party Administrator (TPA) Identification number.

Third Party Administrator

The TPA Home page displays the TPA Functions in CONNECT. The hyperlinks associated with these functions are:

1. TPA inbox – View and Maintain documents requiring attention
2. User Maintenance- Assign or Update user access
3. Employer Search – Search for employers for which the TPA has been assigned access
4. Correspondence – Search for completed correspondence

Change Password | Logoff

TPA Home
View TPA Account Profile
TPA Inbox
User Maintenance
Employer Search
Correspondence
Maintain TPA Address

Third Party Administrator
TPA ID: 2018 TPA Name: Toy & Company

Important Items Requiring Your Attention
For additional employer resources, please click on the link below. You will be provided with information on how to change/modify your address, submit requests for Power of Attorney, report New Hires, access Florida Statutes, Employ Florida Marketplace, and other employer/TPA resources.
<http://www.floridajobs.org/job-seekers-community-services/reemployment-assistance-center/employers>

The Florida Department of Economic Opportunity is coming to a city near you! If you would like to learn some useful information for your business, come to one of the Town Hall meetings.
http://floridajobs.org/docs/default-source/employers/townhall_flyer_jan2017.pdf?sfvrsn=2

TPA Home

TPA Home TPA Home	View TPA Account Profile View Account Information
TPA Inbox View and maintain TPA Inbox.	User Maintenance Assign or Update user access to TPA Information.
Employer Search Search for employers for which the TPA has been assigned account access.	Correspondence Search Search for Correspondence.
Maintain TPA Address View or Update address types. Maintain phone numbers and e-mail addresses.	

Access the TPA Inbox

Click on the 'TPA inbox' hyperlink. The TPA inbox will open and display the Notice of Hearing items.

The screenshot shows a web application interface for a Third Party Administrator (TPA). The top navigation bar includes links for 'TPA Home', 'View TPA Account Profile', 'TPA Inbox' (highlighted with a red box), 'User Maintenance', 'Employer Search', 'Correspondence', and 'Maintain TPA Address'. The main content area displays the following information:

- Third Party Administrator:** TPA ID: 2018, TPA Name: Toy & Company, SIDES Type: UI SIDES, BR00000015
- Notices:** Your search returned more than 100 results. Only the first 100 results will be displayed. Please select 'Reset' and refine the search criteria for specific results.
- Notice of Hearing:** The Action Due Date below refers to any hearing(s) scheduled through the present date. To access Notice of Hearing documents for past hearing dates, search through Correspondence Search.

A table displays the first 100 results (rows 1-10 shown):

Correspondence Number	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created On Date	Predecessor
58618700	Notice of Hearing	XXX-XX-XXXX	Oak	Lakevia	01/30/2017	01/20/2017	
58589682	Notice of Hearing	XXX-XX-XXXX	Pine	TANISHIA	01/30/2017	01/19/2017	
58585567	Notice of Hearing	XXX-XX-XXXX	Elm	SCOTT	01/30/2017	01/19/2017	
58537798	Notice of Hearing	XXX-XX-XXXX	Magnolia	Cheryl	01/30/2017	01/18/2017	
58589975	Notice of Hearing	XXX-XX-XXXX	Coconut	JANEL	01/30/2017	01/19/2017	
58609438	Notice of Hearing	XXX-XX-XXXX	Pecan	Tanika	01/30/2017	01/20/2017	
58615733	Notice of Hearing	XXX-XX-XXXX	Laurel	Demetria	01/31/2017	01/20/2017	
58570675	Notice of Hearing	XXX-XX-XXXX	Beech	irramir	01/31/2017	01/19/2017	
58600106	Notice of Hearing	XXX-XX-XXXX	Sequoia	Latrese	01/31/2017	01/20/2017	
58576521	Notice of Hearing	XXX-XX-XXXX	Birch	Stephanie	01/31/2017	01/19/2017	

Below the table is a search filter section titled 'TPA Inbox' with the following fields:

- NOTE:** Search criteria is required. Please be as specific as possible when entering search criteria.
- EAN:** Select One
- Employer Legal Name:** [Text Field]
- Action Due Date:** From: [mm/dd/yyyy] To: [mm/dd/yyyy]
- Created on Date:** From: [mm/dd/yyyy] To: [mm/dd/yyyy]
- Claimant Social Security Number:** [Text Field]
- Claimant Last Name:** [Text Field]
- Claimant First Name:** [Text Field]
- Claimant ID:** [Text Field]
- Document ID:** [Text Field]
- Original Employer:** [Dropdown Menu]
- Subject:** Select One
- Show Adverse Only

Buttons for 'Reset' and 'Search' are located at the bottom of the search filter section.

Search for TPA Action Items

To view other action items, you will need to filter your search. You can filter by:

1. **EAN**
2. **Employer Legal Name**
3. Action Due Date
4. Created on Date
5. Claimant SSN
6. First & Last Name
7. Claimant ID
8. Document ID
9. Subject

The screenshot displays the 'Third Party Administrator' interface for TPA ID 2018, associated with 'Toy & Company'. It shows search results for 'Notice of Hearing' with the following table:

Correspondence Number	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created On Date	Predecessor
58618700	Notice of Hearing	XXX-XX-XXXX	Oak	Lakevia	01/30/2017	01/20/2017	
58589682	Notice of Hearing	XXX-XX-XXXX	Pine	TANISHIA	01/30/2017	01/19/2017	
58585567	Notice of Hearing	XXX-XX-XXXX	Elm	SCOTT	01/30/2017	01/19/2017	
58537798	Notice of Hearing	XXX-XX-XXXX	Magnolia	Cheryl	01/30/2017	01/18/2017	
58589975	Notice of Hearing	XXX-XX-XXXX	Coconut	JANEL	01/30/2017	01/19/2017	
58609438	Notice of Hearing	XXX-XX-XXXX	Pecan	Tanika	01/30/2017	01/20/2017	
58615733	Notice of Hearing	XXX-XX-XXXX	Laurel	Demetria	01/31/2017	01/20/2017	
58570675	Notice of Hearing	XXX-XX-XXXX	Beech	irramir	01/31/2017	01/19/2017	
58600106	Notice of Hearing	XXX-XX-XXXX	Sequoia	Latrese	01/31/2017	01/20/2017	
58576521	Notice of Hearing	XXX-XX-XXXX	Birch	Stephanie	01/31/2017	01/19/2017	

Below the table is the 'TPA Inbox' search filter form:

NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.

EAN:
 Employer Legal Name:
 Action Due Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

 Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

 Claimant Social Security Number:
 Claimant ID:
 Claimant Last Name:
 Document ID:
 Claimant First Name:
 Original Employer:
 Subject:
 Show Adverse Only

Buttons:

TPA User Maintenance Hyperlink

Click on 'User Maintenance' hyperlink and the Third Party Administrator Roles/ User Search Criteria page displays. From this page you can:

- Search for an existing user by User ID and/ or First and Last Name and clicking on the 'Search' button or
- Create a new user by clicking on the 'New' button

The screenshot displays a web application interface for TPA User Maintenance. On the left is a vertical navigation menu with the following items: 'Change Password | Logoff', 'TPA Home', 'View TPA Account Profile', 'TPA Inbox', 'User Maintenance', 'Third Party Administrator Roles' (highlighted with a red box), 'Employer Search', 'Correspondence', and 'Maintain TPA Address'. The main content area is titled 'Third Party Administrator' and shows 'TPA ID: 95' and 'TPA Name: Toy & Company'. Below this is a 'User Search Criteria' section (highlighted with a red box) containing input fields for 'User ID:', 'Last Name:', and 'First Name:', and a 'Roles:' dropdown menu set to 'Any'. At the bottom of the search section are three buttons: 'Search', 'Reset', and 'New'. A red double-headed arrow points from the 'Third Party Administrator Roles' menu item to the 'User Search Criteria' section.

TPA User Maintenance Hyperlink

The 'User Details' page displays. From this page you can:

- Modify - Update the basic information for the User
- Roles - View or Edit security roles for the user
- Reset Password – Send a password reset email.
- Inactivate - End the user's access to the system
- Employer Roles – View/Edit roles that the user is assigned to for an employer

The screenshot displays the 'User Details' page for a Third Party Administrator. The page includes a navigation menu on the left with options like 'Change Password', 'Logoff', 'TPA Home', and 'User Maintenance'. The main content area shows the user's details for 'Toys of Tallahassee'.

Third Party Administrator
TPA ID: 29 TPA Name: Toys of Tallahassee

- Employee ID: The Employee ID is a numeric entry containing a maximum of 8 characters. The Employee ID is an alternate "User" credential which is manually assigned/created by the administrator of the users account. This information is requested for authentication purposes when the user indicates they have forgotten their password.

User Details

User Type:	Agent
User ID:	ttoy0002
First Name:	Thomas
Middle Initial:	
Last Name:	TOY
Telephone:	()--
eMail:	Thomas.Toy@gmail.com
Employee ID:	45678
Effective Start Date:	11/10/2016
Effective End Date:	
Date user last Logged On:	2/21/2017 10:46:06 AM
Incorrect Password Attempts:	0
Status:	Active

Modify User Attributes

Modify	Update the basic information for this user.
Roles	View/Edit security roles for which this user is assigned.
Reset Password	Reset the user's password by sending a "password reset" eMail.
Inactivate	Inactivate the user's access to the system.
Employer Roles	View/Edit the roles that this user is assigned to for an employer.

[Previous](#)

TPA User Maintenance Hyperlink

The Employer Roles Hyperlink is specific to the TPA User Maintenance and allows the Administrator to assign employer and role access to a user. It is important to note when creating a new TPA User not to only add User roles but to add Employer and Employer Roles to the user.

Click on the Employer Roles Hyperlink

The screenshot displays the TPA User Maintenance interface. The left sidebar contains navigation links: Change Password, Logoff, TPA Home, View TPA Account Profile, TPA Inbox, User Maintenance, Third Party Administrator Roles (highlighted), Employer Search, Correspondence, and Maintain TPA Address. The main content area is titled 'Third Party Administrator' and shows 'TPA ID: 29' and 'TPA Name: Toys of Tallahassee'. A bullet point explains the Employee ID. Below this is the 'User Details' section with the following information: User Type: Agent, User ID: tt0y0002, First Name: Thomas, Middle Initial: (blank), Last Name: TOY, Telephone: ()-- (blank), eMail: Thomas.Toy@gmail.com, Employee ID: 45678, Effective Start Date: 11/10/2016, Effective End Date: (blank), Date user last Logged On: 2/21/2017 10:46:06 AM, Incorrect Password Attempts: 0, and Status: Active. The 'Modify User Attributes' section includes links for Modify, Roles, Reset Password, Inactivate, and Employer Roles (highlighted with a red box). A 'Previous' button is located at the bottom right of the main content area.

TPA User Maintenance Hyperlink

The Employer Roles Hyperlink page displays with the following:

1. User information of the selected User.
2. Employer Search Section
3. Assign All Employers Section
4. Employer Search Results Section

The screenshot displays the TPA User Maintenance Hyperlink page. The page is titled "Third Party Administrator" and shows the user's profile for "Thomas & Company" (TPA ID: 21). The user's information is as follows:

- Type: Agent
- User ID: ttoy0002
- Name: Thomas Toy

The Employer Search section includes the following filters:

- Employer Name: [Text Input]
- Employer Account Number: [Text Input]
- FEIN: [Text Input]
- Role: All (Dropdown)
- Assigned: All (Dropdown)

Buttons for "Search" and "Reset" are located below the search filters.

The Assign All Employers section includes the following options:

- Assign all roles for all employers:
- Save (Button)

The Employer Search Results section shows a table with the following data:

Assigned	Employer Name	FEIN	EAN	
<input type="checkbox"/>	Toys of Tampa			File Ap
<input type="checkbox"/>	Toys of Ft. Lauderdale			Benefit
<input type="checkbox"/>	Toys of Orlando			Benefit
<input type="checkbox"/>	Toys of Panama City			View N
<input type="checkbox"/>				Benefit

A dropdown menu is open, showing the following options:

- All
- Benefit Charges Protest Submission
- Benefit Charges View Only
- Respond to Fact Finding Request
- Respond to Notice of Claim Filed (UCB-412)
- View Non-monetary Determinations
- File Appeals on Employer's Behalf
- Respond to Request for Wage Information
- Manage STC Plans

TPA User Maintenance Hyperlink

- To add a specific employer to the chosen user, you can search by:
 - Employer Name or
 - Employer Account Number or
 - FEINAfter entering specific search criteria then select the drop down arrow next to Role and select the roles you want the user to have.
- To add all employers to the user, click on the box next to Assign all roles for all employers.

The screenshot displays the TPA User Maintenance interface. At the top, it shows the user's profile: Third Party Administrator, TPA ID: 21, TPA Name: Thomas & Company. Below this, there is a section for User Information with fields for Type (Agent), User ID (ttoy0002), and Name (Thomas Toy). The Employer Search section includes input fields for Employer Name, Employer Account Number, FEIN, Role (set to All), and Assigned (set to All). A red arrow points to the Role dropdown menu, which is expanded to show a list of roles: All, Benefit Charges Protest Submission, Benefit Charges View Only, Respond to Fact Finding Request, Respond to Notice of Claim Filed (UCB-412), View Non-monetary Determinations, File Appeals on Employer's Behalf, Respond to Request for Wage Information, and Manage STC Plans. Below the search section, there is a checkbox for 'Assign All Employers' and a 'Save' button. The bottom section shows 'Employer Search Results' with a table listing employers: Toys of Tampa, Toys of Ft. Lauderdale, Toys of Orlando, and Toys of Panama City. A red arrow points to the 'Assign All Employers' checkbox.

Assigned	Employer Name	FEIN	EAN
<input type="checkbox"/>	Toys of Tampa		
<input type="checkbox"/>	Toys of Ft. Lauderdale		
<input type="checkbox"/>	Toys of Orlando		
<input type="checkbox"/>	Toys of Panama City		

TPA Employer Search

After clicking on the Employer Search Hyperlink, the Employer Search displays and the TPA can search for a single employer or all employers.

[Change Password](#) | [Logoff](#)

TPA Home

[View TPA Account Profile](#)

TPA Inbox

[User Maintenance](#)

[Employer Search](#)

[Correspondence](#)

[Maintain TPA Address](#)

Last Searches:

- ▶ [Employer: 3071487](#)
- ▶ [Claimant: 572085](#)
- ▶ [Claimant: 694674](#)
- ▶ [Employer: 2458812](#)
- ▶ [Claimant: 2424197](#)
- ▶ [Claimant: 1803101](#)
- ▶ [Claimant: 4668794](#)
- ▶ [Claimant: 4829281](#)
- ▶ [Claimant: 1170955](#)

Third Party Administrator Change Agent Leave Agent

TPA ID: 2016
TPA Name: Madison & Company
SIDES Type: UI SIDES, BR000000015

Employer Search

Employer Name:

EAN:

FEIN:

Role: All

Search Results

Rows 1-1033 of 10324
1 2 3 4 5 6 7 8 9 10 ▶
Page 1 of 10

Employer Name	FEIN	EAN	Role	Services Begin Date	Services End Date
CENTURY OF CARS	XXXXXXXX	1111111	Benefit Charges View Only	10/25/2013	
			Respond to Fact Finding Request	10/25/2013	
DAVID'S POOL SUPPLY	XXXXXXXX	1111111	Respond to Fact Finding Request	10/25/2013	
ELF MECHANICS	XXXXXXXX	1111111	Benefit Charges View Only	10/24/2013	
			Respond to Fact Finding Request	10/24/2013	
FRANKIE'S BOWLING ALLY	XXXXXXXX	1111111	Respond to Notice of Claim Filed (UCB-412)	10/25/2013	
			Respond to Request for Wage Information	10/25/2013	
TOM'S CURB STORE	XXXXXXXX	1111111	Manage STC Plans	10/25/2013	
HOUSE OF SANDWICH	XXXXXXXX	1111111	Benefit Charges Protest Submission	10/25/2013	
			View Non-monetary Determinations	10/25/2013	

View the Employer Roles

The search results will populate with employers that match the search fields entered. Next to the employer name, you will see the Role(s) that the employer assigned to the TPA. Select an employer from the search results by clicking on the Employer Name hyperlink.

The screenshot displays the TPA interface with a search results table. The table has columns for Employer Name, FEIN, EAN, Role, Services Begin Date, and Services End Date. A red box highlights the first three rows of the table, and a red arrow points from the bottom-left corner of the table to the 'Role Definitions' link in the footer.

Employer Name	FEIN	EAN	Role	Services Begin Date	Services End Date
CENTURY OF CARS	XXXXXXXXXX	11111	Benefit Charges View Only	10/25/2013	
			Respond to Fact Finding Request	10/25/2013	
DAVID'S POOL SUPPLY	XXXXXXXXXX	11111	Respond to Fact Finding Request	10/25/2013	
ELF MECHANICS	XXXXXXXXXX	11111	Benefit Charges View Only	10/24/2013	
			Respond to Fact Finding Request	10/24/2013	
FRANKIE'S BOWLING ALLY	XXXXXXXXXX	11111	Respond to Notice of Claim Filed (UCB-412)	10/25/2013	
			Respond to Request for Wage Information	10/25/2013	
TOM'S CURB STORE	XXXXXXXXXX	11111	Manage STC Plans	10/25/2013	

Select Link for [Role Definitions](#)®

For Role Definitions describing what each role allows, select the 'Role Definitions' hyperlink in the lower left-hand corner of the screen.

View the Employer Information Screen

The Employer Information page will display. This page contains:

1. Address Information
2. **Benefit Charge Protest**
3. Correspondence Search

The screenshot displays the Employer Information page. At the top, there are links for 'Change Password' and 'Logoff'. The main content area is divided into a left sidebar with navigation options and a main content area. The sidebar includes 'Employer Home', 'View Employer Account Profile', 'Short Time Compensation', 'Address Information', 'Benefit Charge Protest', and 'Correspondence Search'. The main content area features a 'Third Party Administrator' section with 'TPA ID: 2018' and 'TPA Name: Toy & Company'. Below this is an 'Employer Information' section with 'Employer Account Number: XXXXXX', 'Employer Name: Century of Cars', and 'FEIN: XX-XXXXXX'. There are also links for '% Change Employer' and '% Leave Employer'. A section titled 'Important Items Requiring Your Attention' provides additional resources and a link to 'http://www.floridajobs.org/job-seekers-community-services/reemployment-assistance-center/employers'. At the bottom, there are four links: 'View Employer Account Profile' (View Account Information), 'Short Time Compensation' (Click here to Add, Modify, View, or Request Benefits for a Short Time Compensation (STC) Plan), 'Address Information' (View addresses and phone numbers. Maintain email address and update correspondence preference), and 'Benefit Charge Protest' (Protest benefits charged against your account).

Chargeability

Base period Employers can potentially be charged for Reemployment Assistance paid to employees based on the following categories:

- **Contributory Employers** are charged a reemployment assistance tax rate based on their experience rating
 - The experience rating can go up or down depending on the amount of benefits paid to an employee
 - To be eligible for non-charging a Contributory employer must respond to a notice of claim filed within 20 days and meet other requirements
- **Reimbursable Employers** (Non-Profit, State and Local Government) are charged on a dollar-for-dollar basis.

Notice of Claim Filed (UCB-412)

Paper version of 412 – Top Section

NOTICE OF UNEMPLOYMENT COMPENSATION CLAIM FILED

50271967

***** Respond to this form by 03/31/2016*****

*****You can respond online at our website: <https://employers.connect.myflorida.com> *****

Claimant Name:	Employer Number:
Social Security #:	% Chargeable: 100%
Effective Date of Claim: 03/06/2016	Date Mailed/Posted: 03/08/2016
Max Benefit Amount: 3204	Response Due Date: 03/31/2016
Weekly Benefit Amount: 267	Base Period: 10/01/2014 - 09/30/2015
Claimant ID:	BarCode : 50271967

As a reimbursable employer you cannot be relieved of charges. Your response is needed to determine this Claimant's eligibility.

A. Did this Claimant work for you?

Yes No

If no, provide any additional information in the 'Remarks' section below. Also provide your Contact information.

The claimant has provided the information in sections B, C, and D. Please make any necessary corrections below and return immediately.

B. Period of Employment: 09/27/2014 to 01/19/2016 **If incorrect,** enter correct dates: _____ to _____

C. Earnings: \$15,000.00 **If incorrect,** enter correct earnings: \$ _____

D. Reason for Separation: Quit/Voluntary Layoff

If Incorrect: Discharge / Fired Voluntary Quit Permanent Layoff Temporary Layoff* Leave of Absence*

Suspension* Reduction of Hours Not separated, still working full time

Discharge/Probationary Period (90 days or less) Other (Add Remarks Below)

*Enter Recall Date (If Known) _____

Notice of Claim Filed (UCB-412)

Electronic Version of the UCB-412 – Initial Request for information to the TPA/ Employer from the Agency.

Top Section

Employer Information		Change Employer Leave Employer			
Employer Account Number: 5678910		Employer Name: PARTY VENTURES INC		FEIN:	
Determination Notice of Unemployment Compensation Filed					
Provide all information that is applicable to:					
Document ID	Claimant	Social Security #	Claimant ID	Effective Date of Claim	Response Due Date
54955435	Jay T. Thornton	XXX-XX-XXXX	2429566	08/21/2016	09/19/2016
Date Distributed	Weekly Benefit Amount	Maximum Benefit Amount	% Chargeable	Base Period Begin Date	Base Period End Date
08/29/2016	0	0	0	04/01/2015	03/31/2016
Employer Account Number	Employer Name				
5678910	PARTY VENTURES INC				
Response					
A. Did this claimant work for you? <input type="radio"/> Yes <input type="radio"/> No*					
If no, provide any additional information in the 'Remarks' section below. Also provide your Contact information.					
The claimant has provided the information in section B,C, and D. Make any necessary corrections below.					
Proceed to section E if all information is correct.					
B. Period of Employment		7/14/2016 to 8/24/2016 If incorrect, enter correct dates: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy) to <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)			
C. Earnings		200 If incorrect, enter correct earnings: \$ <input type="text"/>			
D. Reason for Separation :		Hours Reduced by Employer			
If incorrect:					
<input type="radio"/> Discharge/Fired or less					
<input type="radio"/> Discharge/Probationary Period (90 days or less)					
<input type="radio"/> Not separated, still working full time					
<input type="radio"/> Leave of Absence					
<input type="radio"/> Other (Add Remarks Below)					
<input type="radio"/> Permanent Layoff					
<input type="radio"/> Reduction of Hours					
<input type="radio"/> Suspension*					
<input type="radio"/> Temporary Layoff*					
<input type="radio"/> Voluntary Quit					
*Enter Recall Date (if Known) <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)					
Provide details regarding the reason and/or final incident for the claimant's separation under 'Remark' below					
E. Did the claimant receive any of the following payments after employment ended? <input type="radio"/> Yes <input type="radio"/> No					
<input type="checkbox"/> Severance/ Goodwill Pay Amount: \$ <input type="text"/> Start Date: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy) End Date: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)					
<input type="checkbox"/> Wages In Lieu Of Notice Amount: \$ <input type="text"/> Start Date: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy) End Date: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)					
If Yes, indicate which type(s):					
<input type="checkbox"/> Retirement / Disability Pay Amount: \$ <input type="text"/> Start Date: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy) End Date: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)					
<input type="checkbox"/> *Holiday / Vacation Pay* Amount: \$ <input type="text"/> Start Date: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy) End Date: <input type="text"/> / <input type="text"/> / <input type="text"/> (mm/dd/yyyy)					

Notice of Claim Filed (UCB-412)

Bottom section of UCB-412

Upload File

Upload Attachments - Include any attachments you feel will help us make a determination on this claim, including other reasons for discharge and reason for suspension or leave of absence. Use the reverse side of this form if more space is needed. If you have an attachment to upload then choose the file by selecting the 'Browse' button. File cannot be larger than 10 MB. If your attachment is a xls orxlsx file, these types cannot be larger than 1 MB.

No Records Found...

Section 443.071 of the Florida Unemployment Compensation Law provides penalties for making false statements or failing to disclose material facts to prevent or reduce payment of benefits to otherwise entitled individuals.

Contact Person Information :

Contact Name: Job Title: *

Phone Number ()- - Ext Email Address

Job Site Address (if different than mailing address)

Address Line 1:

Address Line 2:

City:

State: ▼

Zip Code:

Responding to UCB-412

- Employer must enter the dates of employment, earnings and reason for separation
- Information entered to the UCB-412 should be as accurate as possible
- CONNECT will be able to read electronic responses and automatically update the claim
- Employers response to the is due in 20 days to be counted as timely.

Employer Questionnaire

Questionnaires are that are sent to Employers contain questions specific to the reason the **Claimant states** was the reason for the separation.

Discharged - 90 Day Probation Freeform - Employer Questionnaire

The following information is needed to determine ; eligibility for reemployment benefits. If a particular question does not apply, you may answer accordingly. There is room at the bottom of the questionnaire to add additional relevant information. In order to protect your rights, you are required to complete and submit this questionnaire no later than 1/24/2017. You may also log into your Employer account at <https://employers.connect.myflorida.com> to respond to this fact finding through your Employer inbox. Failure to respond by the specified deadline will result in a determination being issued with the available information.

Claimant Information

Claimant Name: **Lily Pine**
Claimant SSN: *****-2-9174**
Employer Account Number (EAN): **1597688**
Employer Name: **Serious Auto**
Address: **205 5th Street
Tallahassee, FL 32307**
Employment Start Date: **10/16/2013**
Employment End Date: **2/12/2014**
Work Schedule: **Part Time**
Claimant Job Title:

Was the reason for separation due to the lack of work? Yes No*

Date the claimant was discharged: *

Was the claimant discharged due to his/her inability to meet performance standards for reasons not involving misconduct or violation of company rules or policy? No protest. Yes No*

Was the claimant discharged within first 90 days of an established 90 day probationary period? No protest. Yes No*

Section 1

Include a brief description of the claimant's job duties.

*

Who discharged the claimant? Name(s)/Title(s):

*

What was the primary reason for the claimant's discharge?

*

What was the final incident leading to the claimant's discharge?

*

Employer Action Item Notice

This notice was created to inform employers that there is an item in their inbox that requires their attention.

Important correspondence is waiting for you on the Florida Connect Reemployment Assistance website. It is your responsibility to respond to a request for information or take action as indicated in the correspondence in a timely manner. The Action Due Date will be displayed next to the correspondence shown in your Inbox.

This letter is in reference to important items in your inbox that require your attention. You may retrieve these documents online at <https://employers.connect.myflorida.com>. If you choose to respond, a response may be submitted online at <https://employers.connect.myflorida.com> by the Action Due Date listed in your inbox. **Failure to respond by the specified deadline will result in a determination being issued with the available information. Also, your account could be charged for benefits paid to the claimant even if such payments are later determined to be erroneous.**

To view the correspondence:

- Log into your online account at: <https://employers.connect.myflorida.com>.
- Select Inbox from your Home screen.
- From the list of correspondence, select the 'Item' (number) for the correspondence you wish to view.
- Use the Search option to locate a specific type of correspondence or correspondence issued during a specific period of time.

Employer Action Item Notice from Inbox

The Employer Action item notice can be found in the employer inbox by selecting Employer Notification in the Subject line. The items will display under the Subject line as 'Employer Notice'.

Employer Inbox

NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.

Action Due Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Claimant Social Security Number: -- Claimant ID:

Claimant Last Name: Document ID:

Claimant First Name: Original Employer:

Subject:

To locate documents no longer available in your inbox, click on the 'Correspondence Search' hyperlink.

To move documents to your Correspondence Search, select the checkboxes in the 'Move to Correspondence Search' column and click the 'Send to Correspondence Search' button. The ability to move documents to Correspondence Search applies to all documents, except Notice of Hearing.

Failure to respond by the specified deadline will result in a determination being issued with the available information. Also, your account could be charged for benefits paid to the claimant even if such payments are later determined to be erroneous.

Search Results

Move To Correspondence Search	Item	Employer Name	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created on Date	Predecessor*
<input type="checkbox"/>	56792770	Serious Auto	Employer Notice					11/09/2016	
<input type="checkbox"/>	54772837	Serious Auto	Employer Notice					08/22/2016	
<input type="checkbox"/>	54734483	Serious Auto	Employer Notice					08/18/2016	
<input type="checkbox"/>	54349931	Serious Auto	Employer Notice					08/05/2016	
<input type="checkbox"/>	54075264	Serious Auto	Employer Notice					07/27/2016	

Employer Action Item Notice

The bottom section of the notice contains details about the items that need your attention.

CLAIMS REQUIRING YOUR RESPONSE			
NAME OF DOCUMENT	DOCUMENT ID	CLAIMANT NAME	LAST 5 of SSN
Claim Filed Notice (UCB-412);	52314730	THOMAS	***_*4-9353
Non-Monetary Determination - Claimant & Employer (Includes Amended Version);	52330461	JOSE	***_*6-4315
Non-Monetary Determination - Claimant & Employer (Includes Amended Version);	52331699	NIXON	***_*4-7614
Non-Monetary Determination - Claimant & Employer (Includes Amended Version);	52331707	Quely	***_*2-4150

TPA Action Item Notice

The bottom section of the notice contains details about the items that need your attention.

Notice that the TPA Action Item Notice contains the Employer Name and EAN.

CLAIMS REQUIRING YOUR RESPONSE					
NAME OF DOCUMENT	DOCUMENT ID	CLAIMANT NAME	LAST 5 OF SSN	EMPLOYER NAME	EAN
UCB 412 SIDES MON	59279977	Mary Prairie	***-*3-1582	Looper's Lounge	44730
UCB 412 SIDES MON	59280604	WAYNE PAYNE	***-*8-0181	Looper's Lounge	44730
UCB 412 SIDES MON	59289296	Harry Perry	***-*4-1431	Looper's Lounge	44730
UCB 412 SIDES MON	59276138	Park Clark	***-*3-3552	TOY TOWN	55370

Weekly-Earnings Wage Verification (UCO-2)

Earnings - Weekly wage verification - Employer Questionnaire

FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
R.A. BENEFIT PAYMENT CONTROL
WAGE CREDIT POST AUDIT
P.O. Box 5150
TALLAHASSEE, FL 32314-5150
(800)204-2415

CLAIMANT WAGE CREDIT POST AUDIT

Claimant Name: MELISSA J. SORG
 Audited Quarter: 2015 - 4
 Employer Account#: 2458812
 WBA: 89
 SSN:*** 10-1538
 BYE:10/3/2016

Florida Statute 409.2576 and the Personal Opportunity and Work Opportunity Reconciliation act of 1996, 42 U.S.C. 653A, requires all employers to report newly hired and re-hired employees to a state directory within 20 days of their hire date. Florida employers can obtain new hire reporting information at www.FL-NewHire.com
 As part of our continuing effort to ensure the integrity of the Reemployment Assistance Program and protect employers' tax rates, a routine audit of the Reemployment Assistance claim filed by the claimant above is being conducted. The individual claimed benefits for the weeks listed below. Your tax and wage report indicate the wages were earned by this SSN at some point in the quarter indicated above. SSN at some point in the quarter indicated above. Please record wage information carefully because it may be used in legal action.

1. Did the claimant work for you? (If no, you do not need to complete the remaining questions on this form.)
 Yes No

2. Did the claimant earn wages during the period listed in section 5? (If no, you do not need to complete the remaining questions on this form.)
 Yes No

3. Are the wages reported in section 5, which were reported by the claimant correct? (If yes, you do not need to complete the remaining questions on this form.)
 Yes No

4. Comments

5. Calendar Week Ending	Benefits Paid	Claimant's Reported Earnings	Gross Wages Earned During the Week
10/3/2015	\$0	\$0	
10/10/2015	\$0	\$0	
10/17/2015	\$89	\$0	
10/24/2015	\$89	\$0	
10/31/2015	\$89	\$0	
11/7/2015	\$89	\$0	
11/14/2015	\$0	\$314	
11/21/2015	\$0	\$0	
11/28/2015	\$0	\$0	
12/5/2015	\$0	\$0	
12/12/2015	\$0	\$0	
12/19/2015	\$0	\$0	
12/26/2015	\$89	\$0	

6. Employment start date (not the date of hire)

7. Employment end date (if applicable)

8. What was the claimant's work schedule?
 Full-Time Part-Time

9. What is/was the claimant's rate of pay?
 day hour week bi-weekly monthly

10. At the time of separation, was the claimant given separation pay? Yes No

10a. If yes, indicate the type of separation payment, the total gross(before deductions) amount given, and the period it covered:

<input type="checkbox"/> Severance pay	From:	To:	Recall date (if applicable):
<input type="checkbox"/> Wages in lieu of notice	From:	To:	
<input type="checkbox"/> Vacation/Holiday pay	From:	To:	
<input type="checkbox"/> Delayed commissions	From:	To:	
<input type="checkbox"/> Bonuses	From:	To:	
<input type="checkbox"/> Supplemental (error adjustment)	From:	To:	
<input type="checkbox"/> Other	Explain:		

10b. The claimant was notified on _____ that _____ would be the last day of employment.

10c. Specify the basis for payment(policy, union, contract, length of service, etc)

10d. How is the pay being issued?
 Lump Sum
 Regular pay schedule (weekly, bi-weekly, monthly, etc)
 Other (explain below)

10e. What calculation was used to determine the amount of the separation pay, severance pay, transition pay, pay in lieu of notice and/or continuation pay? (Ex. One week for each year of service).

Section 7

Is there any additional documentation that you would like to send? Yes No

Please describe the documents.

If additional information is needed, who should we contact?

Contact person's telephone number: _____

Name and title of the person completing this request: _____

Telephone number of the person completing this request: _____

I certify that the above information is true and correct.

E-mail Address: _____ Date: _____
 Title: _____ Signature: _____

THANK YOU FOR YOUR ASSISTANCE. PLEASE RETURN THIS INFORMATION WITHIN 30 DAYS

Upload Attachments

If you have an attachment to upload then choose the file by selecting the 'Browse' button. File cannot be larger than 10 MB. If your attachment is a xls or xlsx file, these types cannot be larger than 1 MB.

No attachments

Browse... Add Remove

Skip Previous Save Submit

Weekly-Earnings Wage Verification (UCO-2)

What is the “Weekly-Earnings Wage Verification (UCO-2)?” It’s a request for a breakdown of earnings, in an effort to detect an overpayment of reemployment assistance benefits. Once a quarter, reported earnings in a specific quarter are cross-matched against benefits paid in that same quarter. Only employers who have reported New Hire information in the quarter being examined are excluded from the cross match. The UCO-2 is generated and distributed to the employer when a potential conflict is detected. The documents returned by the employer are received and worked in the CONNECT system by Audit staff.

Examples of conflict:

- Claimant reported wages which reduced his/her weekly benefit amount, but the employer’s records indicate that he/she did not report the wages correctly – may have been over or under reported;
- Claimant did not report any wages but the employer’s records show earnings;
- Claimant was paid wages in lieu of notice or other disqualifying pay.

Response Period:

- Employers have 30 days to complete and submit the UCO-2. The sooner the employer responses are received by Reemployment Assistance, the greater the likelihood that valid overpayments are identified and employers are non-charged.

Why is it Beneficial for you to Respond?

Example 1 for employer XYZ Corporation: 10% response rate

Employer Name:	XYZ Corp.		
Time Period:	2015	all 4 qtrs.	
Count of UC0-2's Mailed:	2,000		
Dollar Value of Potential Overpayments:	\$ 250,000	assumes	\$ 125 average potential overpayment
Count of UC0-2's Received:	200	assumes	10% response rate
Percentage Received:	10%		
Potential Non-charges:	\$ 25,000	200 rec'd UC0-2's times the \$125 avg. potential overpayments	
ACTUAL Non-charges:	\$ 12,500	assumes	50% of rec'd UC0-2's indicate an <u>actual</u> overpayment

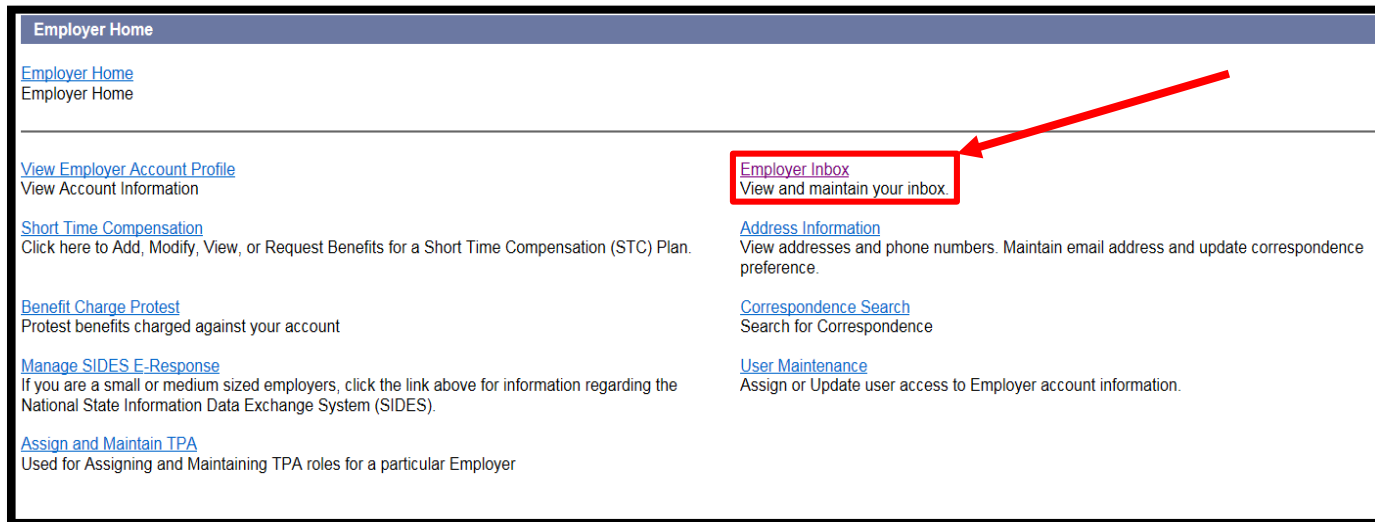
Example 2 for employer XYZ Corporation: 100% response rate

Employer Name:	XYZ Corp.		
Time Period:	2015	all 4 qtrs.	
Count of UC0-2's Mailed:	2,000		
Dollar Value of Potential Overpayments:	\$ 250,000	assumes	\$ 125 average potential overpayment
Count of UC0-2's Received:	2,000	assumes	100% response rate
Percentage Received:	100%		
Potential Non-charges:	\$ 250,000	2,000 rec'd UC0-2's times the \$125 avg. potential overpayments	
ACTUAL Non-charges:	\$ 125,000	assumes	50% of rec'd UC0-2's indicate an <u>actual</u> overpayment

LOST Non-charges Due to Low (10%) Response Rate: \$ 112,500

How To File Electronically

From Employer Home select 'Employer Inbox'



The screenshot shows the 'Employer Home' page with a navigation menu on the left and a main content area on the right. A red box highlights the 'Employer Inbox' link, and a red arrow points to it from the right. The 'Employer Inbox' link is underlined and has a red border around it. The text below the link reads 'View and maintain your inbox.' The other links in the menu are also underlined and have blue text. The text below each link is in black.

Employer Home

[Employer Home](#)
Employer Home

[View Employer Account Profile](#)
View Account Information

[Short Time Compensation](#)
Click here to Add, Modify, View, or Request Benefits for a Short Time Compensation (STC) Plan.

[Benefit Charge Protest](#)
Protest benefits charged against your account

[Manage SIDES E-Response](#)
If you are a small or medium sized employers, click the link above for information regarding the National State Information Data Exchange System (SIDES).

[Assign and Maintain TPA](#)
Used for Assigning and Maintaining TPA roles for a particular Employer

[Employer Inbox](#)
View and maintain your inbox.

[Address Information](#)
View addresses and phone numbers. Maintain email address and update correspondence preference.

[Correspondence Search](#)
Search for Correspondence

[User Maintenance](#)
Assign or Update user access to Employer account information.

How To File Electronically

Filter Subject by 'Weekly-Earnings Wage Verification' and select 'Search'

Employer Inbox

NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.

Action Due Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Claimant Social Security Number: --

Claimant Last Name:

Claimant First Name:

Claimant ID:

Document ID:

Original Employer:

Subject: Weekly-Earnings Wage Verification (UCO-2)

To locate documents no longer available in your inbox, click on the 'Correspondence Search' hyperlink.

To move documents to your Correspondence Search, select the checkboxes in the 'Move to Correspondence Search' column and click the 'Send to Correspondence Search' button. The ability to move documents to Correspondence Search applies to all documents, except Notice of Hearing.

Failure to respond by the specified deadline will result in a determination being issued with the available information. Also, your account could be charged for benefits paid to the claimant even if such payments are later determined to be erroneous.

If searching for a specific UCO-2, search by Claimant/Document ID, Claimant First/Last Name or Claimant Social Security Number and filter by Subject

How To File Electronically

Click the Item Hyperlink next to the Employer Name and Subject 'Earnings-Weekly wage verification'

Search Results								
Rows 1-25 of 94		◀ 1 2 3 4 ▶						
Select All								
Move To Correspondence Search	Item	Employer Name	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created on Date
<input type="checkbox"/>	57648402	THE NIELSEN COMPANY (US) LLC	Earnings - Weekly wage verification		HANDO	VICTOR	01/18/2017	12/19/2016
<input type="checkbox"/>	57648827	THE NIELSEN COMPANY (US) LLC	Earnings - Weekly wage verification		SORG	MELISSA	01/18/2017	12/19/2016
<input type="checkbox"/>	57650546	THE NIELSEN COMPANY (US) LLC	Earnings - Weekly wage verification		CUNNINGHAM	MARY	01/18/2017	12/19/2016
<input type="checkbox"/>	57655322	THE NIELSEN COMPANY (US) LLC	Earnings - Weekly wage verification		HAGEN	JOAN	01/18/2017	12/19/2016
<input type="checkbox"/>	57658368	THE NIELSEN COMPANY (US) LLC	Earnings - Weekly wage verification		VARNER	CYNTHIA	01/18/2017	12/19/2016
<input type="checkbox"/>	57658936	THE NIELSEN COMPANY (US) LLC	Earnings - Weekly wage verification		NORRIS	AUDREY	01/18/2017	12/19/2016
<input type="checkbox"/>	57660829	THE NIELSEN COMPANY	Earnings - Weekly wage		PAGNOTTA	MURIEL	01/18/2017	12/19/2016

How To File Electronically

1. Did the claimant work for you? (If no, you do not need to complete the remaining questions on this form.)
 Yes No*

2. Did the claimant earn wages during the period listed in section 5? (If no, you do not need to complete the remaining questions on this form.)
 Yes No

3. Are the wages reported in section 5, which were reported by the claimant correct? (If yes, you do not need to complete the remaining questions on this form.)
 Yes No

4. Comments

5. Calendar Week Ending	Benefits Paid	Claimant's Reported Earnings	Gross Wages Earned During the Week
10/3/2015	\$0	\$0	0
10/10/2015	\$0	\$0	0
10/17/2015	\$89	\$0	150.00
10/24/2015	\$89	\$0	0
10/31/2015	\$89	\$0	200.00
11/7/2015	\$89	\$0	200.00
11/14/2015	\$0	\$314	0
11/21/2015	\$0	\$0	0
11/28/2015	\$0	\$0	0
12/5/2015	\$0	\$0	0
12/12/2015	\$0	\$0	0
12/19/2015	\$0	\$0	0
12/26/2015	\$89	\$0	200.00

6. Employment start date: (not the date of hire)

7. Employment end date: (if applicable)

8. What was the claimant's work schedule?
 Full-Time Part-Time

9. What is/was the claimant's rate of pay?
 day hour week bi-weekly monthly

10. At the time of separation, was the claimant given separation pay? Yes No

10a. If yes, indicate the type of separation payment, the total gross (before deductions) amount given, and the period it covered. Yes No

Severance pay From: To:
 Wages in lieu of notice From: To:
 Vacation/Holiday pay From: To: Recall date: (if applicable):
 Delayed commissions From: To:
 Bonuses From: To:
 Supplemental (error adjustment) From: To:
 Other: Explain:

10b. The claimant was notified on that would be the last day of employment.

10c. Specify the basis for payment (policy, union, contract, length of service, etc)

10d. How is the pay being issued?
 Lump Sum
 Regular pay schedule (weekly, bi-weekly, monthly, etc)
 Other (explain below)

10e. What calculation was used to determine the amount of the separation pay, severance pay, transition pay, pay in lieu of notice and/or continuation pay? (Ex. One week for each year of service.)

Section 2

Is there any additional documentation that you would like to send? Yes No

Please describe the documents:

If additional information is needed, who should we contact?

Contact person's telephone number:
 (888) ---8888

Name and title of the person completing this request:
 Mrs. Test

Telephone number of the person completing this request:
 (888) ---8888

I certify that the above information is true and correct.*

E-mail Address Date
 Title Signature

THANK YOU FOR YOUR ASSISTANCE. PLEASE RETURN THIS INFORMATION WITHIN 30 DAYS

Upload Attachments

If you have an attachment to upload then choose the file by selecting the 'Browse' button. File cannot be larger than 10 MB. If your attachment is a xis or xlsx file, these types cannot be larger than 1 MB.

No attachments

How To File Electronically

Confirmation Page

Employer Information		Change Employer	Leave Employer
Employer Account Number:	Employer Name		FEIN:
Employer Action Confirmation			
	Employer Name:		
	Employer Account Number:		
	Document Type:		
	Issue ID:		
	Claimant Name:		
	Claimant ID:		
	Last 5 of Claimant's SSN:		
	Date and Time of Submission:	3/11/2016 10:43:12 AM	
Uploaded Documents			
No Attachments			
<p>Your response has been submitted, please print a copy of this confirmation screen for your own records. The same confirmation information will be emailed to you, if you have an email address on file in the Connect system.</p> <p>This screen will time out in 30 minutes, please click Print Preview immediately.</p> <p>To return to your home page, click the Employer Home button</p>			
		Employer Home	Print Preview

Frequently Asked Questions

1. Are employers still allowed to submit the UCO-2 after the due date has passed? *Yes.*
2. If the claimant did not work for me, do I still need to provide a response? *Yes. Select “No” beside “the Claimant did not work for them” on the UCO-2, complete the contact information in Section 2, check the “I certify that the above information is true and correct”, and select “Submit”.*
3. Why would employers receive an UCO-2 on a claimant that didn’t work for them? *There are many factors or scenarios that play a part in you receiving an UCO-2. Below are a few that are more common.*
 - A. *Fraud: an employee used someone else’s social security number at time of hire. I.e. Bob Brown is your employee and used Cynthia Smith’s social on his new hire paperwork.*
 - B. *Human Error: Social Security number was entered or reported wrong to Department of Revenue.*
4. Employer’s pay schedule is different from DEO’s schedule of Sunday-Saturday. How do I calculate wages for that time frame? *Employers can list gross wages for the time frame listed and staff will calculate.*
5. Are employers required to respond to an UCO-2 online or by mail? *If Employers are able to respond electronically, then please do so. Even if you receive an UCO-2 via mail. Only UCO-2’s that should be received via mail are from “Exempt Employers”.*
6. Is there a scheduled time the UCO-2 forms go out to the employer? *They will show up on the “Action Item Notice” when available in your inbox.*

What is an Appeal?

- Any person entitled to notice who is adversely affected by a determination or redetermination may file an appeal, pursuant to Section 443.151(4)(b)1., and in accordance with Rule 73B-20.002, F.A.C.
- An appeal can be submitted electronically, via fax, or by mail.
- An appeal may be filed within 20 calendar days of an adverse determination.

File an Appeal

From the Employer Home Page select 'Employer Inbox.'

The screenshot shows the DEO Employer Home Page. At the top left is the CONNECT logo (Florida Department of Economic Opportunity). At the top center is the DEO logo (Florida Department of Economic Opportunity). At the top right is the date 'Tuesday March 08 2016' and a 'Print Preview' link. Below the header is a navigation bar with 'Change Password | Logoff'. The main content area is divided into two columns. The left column contains a navigation menu with links: 'Employer Home', 'View Employer Account Profile', 'Employer Inbox', 'Short Time Compensation', 'Address Information', 'Benefit Charge Protest', and 'Correspondence Search'. The right column contains the main content, which includes a header 'Employer Information' with fields for 'Employer Account Number', 'Employer Name', and 'FEIN'. Below this is another header 'Employer Home' and a list of links: 'View Employer Account Profile', 'Short Time Compensation', 'Benefit Charge Protest', 'Employer Inbox', 'Address Information', and 'Correspondence Search'. The 'Employer Inbox' link is highlighted with a red box.

CONNECT
FLORIDA DEPARTMENT of
ECONOMIC OPPORTUNITY

DEO
FLORIDA DEPARTMENT of
ECONOMIC OPPORTUNITY

Tuesday March 08 2016
[Print Preview](#)

[Change Password](#) | [Logoff](#)

[Employer Home](#)

Employer Information
Employer Account Number: [REDACTED] Employer Name: [REDACTED] FEIN: [REDACTED]

Employer Home

[Employer Home](#)
Employer Home

[View Employer Account Profile](#)
View Account Information

[Short Time Compensation](#)
Click here to Add, Modify, View, or Request Benefits for a Short Time Compensation (STC) Plan.

[Benefit Charge Protest](#)
Protest benefits charged against your account

Employer Inbox
View and maintain your inbox.

[Address Information](#)
View addresses and phone numbers. Maintain email address and update correspondence preference.

[Correspondence Search](#)
Search for Correspondence

File an Appeal

- All Notices of Hearing will populate at the top of the Employer Inbox.
- To view adverse determinations select 'Eligibility Determination' from the drop down menu and then select the checkbox entitled 'Show Adverse Only'.
- Select 'Search' and all available adverse determinations will populate in the 'Search Results' section below the Notices of Hearing.

Employer Information
Employer Account Number: [REDACTED] Employer Name: [REDACTED] FEIN: [REDACTED]

Notice of Hearing
The Action Due Date below refers to any hearing(s) scheduled through the present date. To access Notice of Hearing documents for past hearing dates, search through Correspondence Search.

Rows 1-10 of 23 Page 1 of 3

Correspondence Number	Subject	Claimant_SSN	Claimant_Last_Name	Claimant_First_Name	Action_Due_Date	Created_On_Date	Predecessor
49769517	Notice of Hearing	[REDACTED]	[REDACTED]	[REDACTED]	03/08/2016	02/13/2016	
49967113	Notice of Hearing	[REDACTED]	[REDACTED]	[REDACTED]	03/08/2016	02/23/2016	
50055985	Notice of Hearing	[REDACTED]	[REDACTED]	[REDACTED]	03/09/2016	02/26/2016	
49993510	Notice of Hearing	[REDACTED]	[REDACTED]	[REDACTED]	03/10/2016	02/24/2016	
49827011	Notice of Hearing	[REDACTED]	[REDACTED]	[REDACTED]	03/10/2016	02/17/2016	
49863188	Notice of Hearing	[REDACTED]	[REDACTED]	[REDACTED]	03/10/2016	02/18/2016	
50144283	Notice of Hearing	[REDACTED]	[REDACTED]	[REDACTED]	03/10/2016	03/02/2016	
50011914	Notice of Hearing	[REDACTED]	[REDACTED]	[REDACTED]	03/10/2016	02/25/2016	
50101900	Notice of Hearing	[REDACTED]	[REDACTED]	[REDACTED]	03/14/2016	03/01/2016	
50122102	Notice of Hearing	[REDACTED]	[REDACTED]	[REDACTED]	03/15/2016	03/01/2016	

Rows 1-10 of 23 Page 1 of 3

Employer Inbox

NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.

Action Due Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)
Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Claimant Social Security Number: Claimant ID:
Claimant Last Name: Document ID:
Claimant First Name: Original Employer:
Subject:

File an Appeal

Select the 'Item' hyperlink to pull up the determination detail screen.

Employer Inbox

NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.

Action Due Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)
Created on Date: From: / / (mm/dd/yyyy) To: / / (mm/dd/yyyy)

Claimant Social Security Number: Claimant ID:
Claimant Last Name: Document ID:
Claimant First Name: Original Employer:

Subject: Eligibility Determination
 Show Adverse Only

To locate documents no longer available in your inbox, click on the 'Correspondence Search' hyperlink.

To move documents to your Correspondence Search, select the checkboxes in the 'Move to Correspondence Search' column and click the 'Send to Correspondence Search' button. The ability to move documents to Correspondence Search applies to all documents, except Notice of Hearing.

Failure to respond by the specified deadline will result in a determination being issued with the available information. Also, your account could be charged for benefits paid to the claimant even if such payments are later determined to be erroneous.

Search Results

Move To Correspondence Search	Item	Employer Name	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created on Date	Predecessor
<input type="checkbox"/>	50251531		Eligibility Determination				03/25/2016	03/05/2016	

* If the Predecessor field is populated, then the item has arrived in your inbox because you either fully succeeded the employer, or partially succeeded the employer for the claimant's SSN.

File an Appeal

- On 'Eligibility Determination' screen, select 'View Determination.'
- After viewing the determination, view available appeals options by clicking the arrow on the 'Select One' menu in the Available Appeals Actions section.
- Select 'File Appeal' from the available actions drop-down menu.
- Select 'Next.'

The screenshot displays a web interface for an 'Eligibility Determination'. It is divided into several sections:

- Employer Information:** Shows fields for Employer Account Number, Employer Name, and FEIN.
- Employer Eligibility Determination:** Contains the instruction 'To view detailed determination, select View Determination' and a list of details: Employer Name, Issue Identification Number, Issue Type (Discharged), Benefit Year Begin Date (02/14/2016), Benefit Year End Date (02/13/2017), Correspondence Issued Date (03/05/2016), and Determination (Eligible).
- Determination:** Includes the instruction 'To take any action, you must view your determination. After your determination has been viewed there will be additional options.' and a link 'View the Determination: [View Determination](#)' with an 'Appeal by Date: 03/25/2016'.
- Available Appeals Actions:** Features a dropdown menu labeled 'Select One' with a red arrow pointing to the downward arrow. Below the dropdown are 'Previous' and 'Next' buttons.

File an Appeal

On the 'File Appeal Screen' select 'Next' to proceed with filing an Appeal.

The screenshot displays a web interface for filing an appeal. At the top, there is a header section titled "Employer Information" with fields for "Employer Account Number", "Employer Name", and "FEIN". Below this is a section titled "File Appeal Message Information – Employer Appeals ONLY". The main content area contains three paragraphs of text explaining the appeal process, including information about telephone hearings, the role of the Appeals Hearing Officer, and the consequences of failing to appear. At the bottom of the content area, there are two buttons: "Previous" and "Next".

Employer Information
Employer Account Number: [REDACTED] Employer Name: [REDACTED] FEIN: [REDACTED]

File Appeal Message Information – Employer Appeals ONLY

To file an appeal on this determination, please complete the following screens. If you wish to appeal another determination, you will need to file a separate appeal on that determination.

A telephone hearing will be scheduled to resolve your appeal. You have the right to be represented by an attorney or representative and you may bring witnesses to help you present your case. If you plan to seek representation, you should do so now. If you obtain an attorney or representative after the filing of your appeal, please update your information through the Update Appeal Participants action on the Eligibility Determination Detail screen.

The hearing is conducted by an Appeals Hearing Officer. The Hearing Officer is responsible for obtaining all information necessary to make a decision that is legally correct. All parties testify under oath. We urge you to read the [appeals pamphlet](#) describing the hearing process and providing information to help you prepare for the hearing. You must appear for your hearing. If you fail to appear for your hearing your appeal will be dismissed and this determination will remain in effect.

After your hearing is complete, you will receive a written decision. If the referee's decision is not in your favor, the decision will contain additional appeal rights.

[Previous](#) [Next](#)

File an Appeal

Enter contact information, the reason for the appeal and hearing details.

Contact Information

Please enter your contact information below.

First Name of individual filing appeal: *

Last Name of individual filing appeal: *

Job title of individual filing appeal: *

First Name of contact person for hearing: *

Last Name of contact person for hearing: *

Job title of contact person for hearing: *

Contact Telephone Number: * ext:

Employer Address

Address Line 1:

Address Line 2:

City:

State:

Zip:

Work Site Address

Name:

Address Line 1:

Address Line 2:

City:

State: FL - Florida

Zip Code:

Reason for Appeal

Please describe the reason for this appeal: *

Hearing Details

Claimant Name:

Will the Employer be represented by an agent or attorney who was not sent a copy of the initial determination?: Yes No Unknown at this time*

Will the Employer present witnesses other than the contact person for this hearing?: Yes No Unknown at this time*

Telephone Number for Hearing: * ext:

Upload File

Do you have any files related to the appeal to upload?: Yes No*

File an Appeal

- Enter information for any representatives and then add any desired witnesses.
- Indicate if documents are going to be uploaded at this time (this can be updated later).

Add Representation - Claimant/Employer

You indicated that you will be represented by an attorney or other representative at the hearing. Please provide the contact information for your attorney or other representative below.

Attorney/Representative's First Name: *

Attorney/Representative's Last Name: *

Firm Name:

Address Line 1: *

Address Line 2:

City: *

State: ▼

Zip Code: *

Contact Telephone Number: * ext:

Telephone Number for Hearing: * ext:

Alternate Appeal Address

Address Line 1:

Address Line 2:

City:

State: ▼

Zip Code:

Who Should Participate?

- Firsthand witnesses
- Records custodians
- Involved supervisors or managers

The screenshot shows a web application interface with two main sections. The top section is titled "Employer Information" and contains three input fields: "Employer Account Number:", "Employer Name:", and "FEIN:". The bottom section is titled "Witness List - Claimant / Employer" and contains a paragraph of text: "You indicated that you will present witnesses to help prove your case. Witnesses should have direct knowledge of the issue(s) to be heard. You are responsible for notifying the witnesses of the date and time of the hearing." Below this text is a table with three columns: "Witness First Name", "Witness Last Name", and "Telephone Number". The "Telephone Number" column has a sub-column for "ext:". There is a checkbox labeled "Select All" to the left of the table. Below the table are five buttons: "Add New", "Save", "Delete", "Previous", and "Next".

Employer Information		
Employer Account Number:	Employer Name:	FEIN:
Witness List - Claimant / Employer		
You indicated that you will present witnesses to help prove your case. Witnesses should have direct knowledge of the issue(s) to be heard. You are responsible for notifying the witnesses of the date and time of the hearing.		
Witness First Name	Witness Last Name	Telephone Number
<input type="text"/>	<input type="text"/>	(<input type="text"/>)- <input type="text"/> - <input type="text"/> ext: <input type="text"/>
<input type="checkbox"/> Select All		
<input type="button" value="Add New"/> <input type="button" value="Save"/> <input type="button" value="Delete"/>		
<input type="button" value="Previous"/> <input type="button" value="Next"/>		

Uploading Document to Appeals Case Folder

1. Select the 'Browse' button and then locate the file from the computer hard drive.



The screenshot displays a web interface for uploading a document. At the top, a dark blue header reads "Upload File Appeal". Below this, a white box contains the text "No Records Found...". A second dark blue header reads "Upload File". Underneath, a light gray box contains the instruction: "If you have an attachment to upload then choose the file by selecting the 'Browse' button. File cannot be larger than 10 MB." Below the instruction is a horizontal bar with a file input field. A red arrow points to the "Browse..." button within this field. To the right of the "Browse..." button is an "Add" button. Below the horizontal bar are three buttons: "Save", "Previous", and "Upload".

Uploading Document to Appeals Case Folder

2. Click open from the hard drive and then click 'Add.'
 - a) You must then enter a brief description in the Description text box.




The screenshot displays a web interface for uploading a file. At the top, a blue header reads "Upload File Appeal". Below it, a message states "No Records Found...". A second blue header reads "Upload File". The main text area contains the instruction: "If you have an attachment to upload then choose the file by selecting the 'Browse' button. File cannot be larger than 10 MB." Below this text is a file path input field containing "C:\... \Capture.png". To the right of the input field is a "Browse..." button. Further right is a blue "Add" button, which is highlighted with a red arrow pointing to it from the right. Below the input field and buttons are three more buttons: "Save", "Previous", and "Upload".

Uploading Document to Appeals Case Folder

3. Once all desired documents have been added select 'Upload.'

Upload File Appeal

	Description	Date Received
 Capture.png	<input type="text"/> *	12/12/2014

Upload File

If you have an attachment to upload then choose the file by selecting the 'Browse' button. File cannot be larger than 10 MB.

Uploading Document to Appeals Case Folder

4. To add more files repeat the previous steps

Upload File Appeal

	Description	Date Received
<input type="checkbox"/>	capture.png proof of earnings *	12/12/2014
<input type="checkbox"/>	termination letter.doc letter to employer *	12/12/2014
<input type="checkbox"/>	letter.png letter to employer *	12/12/2014

Upload File

If you have an attachment to upload then choose the file by selecting the 'Browse' button. File cannot be larger than 10 MB.

Useful Documents to Upload

- Copies of pertinent company policy
- Copies of the claimant's acknowledgment of those policies
- Copies of warnings issued to the claimant

Note: Make sure all copies of documents are clear and legible

Updating Appeal Information

In order to update your appeal information later, navigate to Correspondence Search from the Employer Home Page.

The screenshot displays the 'CONNECT' portal for the Florida Department of Economic Opportunity. At the top, there are logos for 'CONNECT' and 'DEO', along with the date 'Tuesday March 08 2014'. Below the logos is a navigation bar with 'Change Password' and 'Logout'. The main content area is divided into a left sidebar and a main panel. The sidebar contains links for 'Employer Home', 'View Employer Account Profile', 'Employer Inbox', 'Short Time Compensation', 'Address Information', 'Benefit Charge Protest', and 'Correspondence Search'. The main panel shows 'Employer Information' with fields for 'Employer Account Number', 'Employer Name', and 'FEIN'. Below this is the 'Employer Home' section with links for 'View Employer Account Profile', 'View Account Information', 'Short Time Compensation', and 'Benefit Charge Protest'. On the right side of the main panel, there are links for 'Employer Inbox', 'Address Information', and 'Correspondence Search'. A red arrow points to the 'Correspondence Search' link in the sidebar.

Updating Appeal Information

Enter the information for the desired case, set the Subject as 'Eligibility Determination' and select 'Search.' Then select the 'Document ID.'

Employer Information
Employer Account Number: [REDACTED] Employer Name: [REDACTED] FEIN: [REDACTED]

Employer Correspondence
Created On Date: From: []/[]/[] (mm/dd/yyyy) To: []/[]/[] (mm/dd/yyyy)
Document ID: [REDACTED]
Social Security Number: [REDACTED]
Last Name: [REDACTED]
First Name: [REDACTED]
Subject: Eligibility Determination
 Show Adverse Only

Reset Search

Search Results

Document ID	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Created Date	Predecessor
49544477	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	02/10/2016	[REDACTED]

Updating Appeal Information

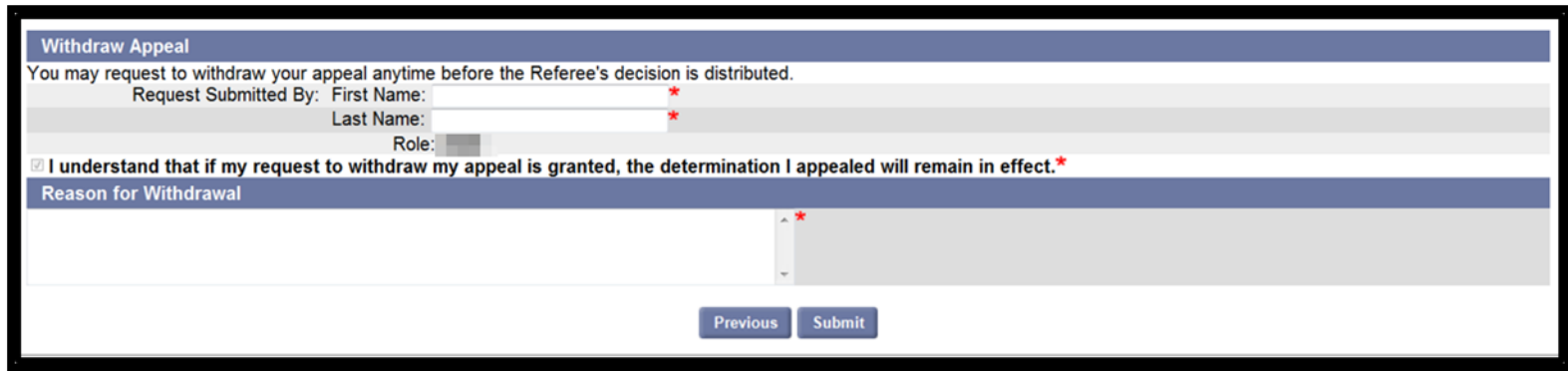
Use the dropdown menu to select View Case Folder or Update Appeal Participants.

The screenshot shows a web form with several sections:

- Employer Information:** Fields for Employer Account Number, Employer Name, and FEIN.
- Employer Eligibility Determination:** A section with a heading and a sub-heading "To view detailed determination, select View Determination". It contains fields for Employer Name, Issue Identification Number (0027 8409 99-04), Issue Type (Quit), Benefit Year Begin Date (01/10/2016), Benefit Year End Date (01/09/2017), Correspondence Issued Date, and Determination.
- Determination:** A section with a heading and a sub-heading "To take any action, you must view your determination. After your determination has been viewed there will be additional options." It contains a link "View the Determination: [View Determination](#)" and a field "Hearing Scheduled: 03/10/2016".
- Available Appeals Actions:** A section with a heading and a dropdown menu labeled "Select One" with a red arrow pointing to it.
- Navigation:** "Previous" and "Next" buttons at the bottom.

Withdrawing an Appeal

- An appeal can also be withdrawn from this screen.
- From 'Eligibility Determination' screen select 'Withdraw Appeal' from the drop-down menu.



The screenshot shows a web form titled "Withdraw Appeal". At the top, a blue header bar contains the title. Below the header, a message states: "You may request to withdraw your appeal anytime before the Referee's decision is distributed." The form includes three input fields: "Request Submitted By: First Name:" with a red asterisk, "Last Name:" with a red asterisk, and "Role:" with a greyed-out field. Below these fields is a checked checkbox with the text: "I understand that if my request to withdraw my appeal is granted, the determination I appealed will remain in effect.*". A blue header bar below the checkbox is labeled "Reason for Withdrawal" and is followed by a large text area with a red asterisk. At the bottom of the form are two buttons: "Previous" and "Submit".

- Enter information required fields and click 'Submit.'
- A continuance can also be requested this way.

Appeal Hearing

The Employer Inbox automatically displays all upcoming Notices of Hearing at the top.

The screenshot displays the 'Employer Information' system interface. At the top, there are fields for 'Employer Account Number', 'Employer Name', and 'FEIN'. Below this is a 'Notice of Hearing' section with a red arrow pointing to the header. A message states: 'The Action Due Date below refers to any hearing(s) scheduled through the present date. To access Notice of Hearing documents for past hearing dates, search through Correspondence Search.' Below this is a table with the following columns: Correspondence Number, Subject, Claimant SSN, Claimant Last Name, Claimant First Name, Action Due Date, Created On Date, and Predecessor. The table contains 10 rows of data. Below the table is an 'Employer Inbox' section with a search form. The search form includes a 'NOTE: Search criteria is required. Please be as specific as possible when entering search criteria.' and fields for 'Action Due Date', 'Created on Date', 'Claimant Social Security Number', 'Claimant Last Name', 'Claimant First Name', 'Subject', 'Claimant ID', 'Document ID', and 'Original Employer'. Below the search form are instructions on how to locate documents no longer available in the inbox and how to move documents to Correspondence Search. At the bottom, there is a 'Search Results' section with a 'Select All' button and a message: 'No Search Executed. * If the Predecessor field is populated, then the item has arrived in your inbox because you either fully succeeded the employer, or partially succeeded the employer for the claimant's SSN.' There are also 'Previous' and 'Move To Correspondence Search' buttons at the bottom.

Correspondence Number	Subject	Claimant SSN	Claimant Last Name	Claimant First Name	Action Due Date	Created On Date	Predecessor
49769517	Notice of Hearing				03/08/2016	02/13/2016	
49967113	Notice of Hearing				03/08/2016	02/23/2016	
50055985	Notice of Hearing				03/09/2016	02/26/2016	
49993510	Notice of Hearing				03/10/2016	02/24/2016	
49827011	Notice of Hearing				03/10/2016	02/17/2016	
49063188	Notice of Hearing				03/10/2016	02/18/2016	
50144283	Notice of Hearing				03/10/2016	03/02/2016	
50011914	Notice of Hearing				03/10/2016	02/25/2016	
50101900	Notice of Hearing				03/14/2016	03/01/2016	
50122102	Notice of Hearing				03/15/2016	03/01/2016	

Appeal Hearing

- Appeal hearings are held telephonically
- Hearings are conducted by an appeals referee
- After the hearing, the decision will be distributed to the parties

Further Appeal Rights

- Referee decisions can be appealed to the **Reemployment Assistance Appeals Commission (RAAC)**
- An appeal may be filed within 20 calendar days of the rendition of the decision
- The RAAC will review the record and either affirm, reverse, or remand the case for further proceeding

Contacts

Contact us at CONNECTTrainingTeam@deo.myflorida.com

Natasha Ward – *Training Coordinator*

Andrew Stanley – *Trainer*

Patrice Saucier – *Trainer*

El'Lise Bethel – *Trainer*

Steele Simpson – *Trainer*

Questions?

