



How DES can Help your Business

DES can help you with compliance, job postings, pre-screening, hiring, diversity and more. Services are free to employers doing business in Arizona.

Job Posting Assistance

The Arizona Job Connection (AJC) website connects thousands of Arizona job seekers to hiring employers. Let us help you to:

- Create / Enter a new registration
- Conduct site visits when appropriate
- Validate that your job posting is accurate

Recruitment Assistance

We can help you fill open positions:

- Job matching/ referrals of qualified candidates
- Hiring / Recruitment events

www.arizonaatwork.com or ESAW@azdes.gov

Apprenticeship

DES can help you to establish Apprenticeship programs. Advantages to employers:

- Develops skilled and competent workers, trained to company standards
- Reduces turnover rates / increases loyalty
- Results in higher productivity
- Lowers recruitment / training costs
- Helps create a more diverse workforce

www.azapprenticeship.com

Shared Work Program

The Shared Work Unemployment Compensation Program is an alternative for employers faced with a reduction in force. It allows an employer to divide the available work or hours of work among a specified group of affected employees in lieu of a layoff, and it allows the employees to receive a portion of their Unemployment Insurance (UI) benefits while working reduced hours.

Email: UISharedwork@azdes.gov

Phone: (602) 771-8956 or (602) 253-4102

Work Opportunity Tax Credit (WOTC)

WOTC can save you \$2,400 in federal tax liability with each qualified employee hired:

- Qualified Veterans
- Recipients of Temporary Assistance for Needy Families (TANF) or Supplemental Nutrition Program (SNAP)
- Disabled individuals receiving Vocational Rehabilitation Services
- Qualified Ex-Felons
- Recipients of Supplemental Security Income (SSI)

Email: WOTC@azdes.gov

Phone: (602) 771-0899

Vocational Rehabilitation Services

Vocational Rehabilitation services are available to individuals with disabilities, who want to go to work, keep a job, return to work, or run their own business.

- Enhance your reputation as an inclusive company
- Provide disability awareness training to staff and management
- Assist with special accommodations
- Information on financial incentives for hiring individuals with disabilities

Email: TStump@azdes.gov

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. Auxiliary aids and services are available upon request to individuals with disabilities. To request this document in alternative format or for further information about this policy, Contact the UI Tax Office at 602-771-6606; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request.

Arizona Unemployment Insurance Employer Information



Helping Employers Navigate the Program

Primary Responsibilities

As an employer, your primary responsibilities regarding the Unemployment Insurance (UI) Program are twofold:

#1 Quarterly Tax and Wage Reporting

- First, you must ensure that you promptly and accurately report your employees' wage information each quarter, and pay all taxes owed.

#2 Notice to Employer

- Second, you must respond to all "Notice to Employer" requests that you receive. These forms advise you of claims filed by former employees, and allow you the opportunity to provide information regarding their separation and any potential eligibility issues.
- Responding to these notices allows you to partake in any decision made, and may decrease charges to your UI Tax account.

Appealing Decisions

If you disagree with any Determination that you receive, you may file an appeal. Please review the letter that you received for instructions and deadlines for filing appeals.

Reporting Business Changes

To report changes such as:

Address, phone number or email
Business operations changes
Ownership changes

- Log on to the Tax and Wage System (TWS) or download a Report of Changes (UC-514) form on our website: www.azuitax.gov
 - Or contact our Employer Registration Unit at:
UITStatus@azdes.gov / (602) 771-6602

CONTACT THE UNEMPLOYMENT PROGRAM

For questions about a
benefit claim:

(602) 364-2722 or
(877) 600-2722

For questions about
Unemployment Tax:

(602) 771-6606

To schedule an Outreach / Education Session:

UIOutreach@azdes.gov

File Reports & Pay Taxes Electronically



Tax and Wage System

Use TWS for up to 999 employees to:

- File a Quarterly Tax and Wage Report
- Make a payment (ACH Debit)
- View / print copies of documents previously filed via internet
- File a Report of Changes



Arizona UI Reporting for Employers

AZURE is a bulk file upload "system to system" upload process using a Secure File Transfer Protocol (SFTP).

Use AZURE to:

- Electronically transmit Tax & Wage Reports
- Make a payment (ACH Credit)

UITAccounting@azdes.gov / (602) 771-6601

Respond To Benefit Notices Electronically



UI State Information Data Exchange

SIDES E-Response allows you to respond to "Notice to Employer" forms (UB-110s) regarding a prior employee's separation electronically.

- Reduce mailing costs / increase response timeliness.
- Provide accurate and complete information initially to reduce additional requests for more information, and decrease overpayments.

UIAClientAdvocate@azdes.gov / (602) 542-5954



Internet Response Module for Employers

Respond to UI Wage / Earnings Audit Notices (WANs) electronically through IRME.

Prompt response to these notices reduces improper payments, decreasing charges to your UI account to stabilize future tax rates.

WageAuditUnit@azdes.gov / (602) 364-4300

For more information about all electronic options visit:
www.azuitax.gov



Innovative Workforce Solutions

Arizona Unemployment Shared Work Program for Employers

Advantages

✓ Production and quality levels are maintained and rapid recovery to full capacity is possible through retention of an experienced workforce	✓ The impact of a recession is more equitably distributed because most recently hired workers who would have been most susceptible to layoff are retained
✓ When the economy recovers, administrative and training costs of hiring new employees are eliminated	✓ Employee may work part time with other employer and not required to report their earnings
✓ Affirmative action gains are protected	✓ Employee morale remains high
✓ Employees retain their skills and advancement opportunities	✓ Public Assistance expenditures are lessened
✓ Employee may refuse work offers from other employers	✓ Consumer spending patterns remain more stable, which could result in a milder recession

What is the Shared Work Program?

✓ The Shared Work program is an alternative to employers who are facing a reduction in the work force	✓ Allows employers to divide the available work hours among affected employees in lieu of a lay off
✓ Allows employers to cut regular working hours by 10% to 40% (4 hours to 16 hours per week)	✓ Allows employees to receive a portion of the Shared Work benefits while working reduced hours
✓ A maximum of 26 weeks can be paid during the 52 week period	✓ An Unemployment claim is established for a 52 week period
✓ If the weekly benefit amount is \$240, the hours not worked under this program will be paid at a rate of \$6 per hour (i.e. \$48 a day up to \$96 for two days or 8 to 16 hours of no work for each week claimed)	

Employer Requirements

✓ Two or more employees must participate in the Shared Work (SW) program	✓ Submit an application 10 working days prior to the effective date of the plan
✓ Certify that the employees have been employed with the SW employer for at least 6 months and have received wages of \$1500 or more	✓ Must continue to provide health or retirement benefits to SW employees under a defined plan

Employee Requirements

✓ File an Unemployment claim and meet the eligibility requirements for regular Arizona benefits.	✓ Have their normal weekly work hours reduced by 10% to 40% (but not more than 40% for each week)
✓ Reduced hours must be for lack of work with the SW employer	✓ Must be authorized to work in the U.S.
✓ Cannot refuse work from the SW employer	✓ Has not exceeded the maximum benefit amount that is payable in a benefit year
✓ Not required to conduct a work search until after two consecutive weeks of total unemployment	

For more information, call the Shared Work Program directly at **602-771-8956** or email them at Uisharedwork@azdes.gov; Also please visit www.azuitax.gov under "What you Need to Know", click "Useful Links for UI Tax", then select "Shared Work Program"



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

Unemployment Insurance Program

Defining Terms

The Unemployment Insurance Program has many terms, of which you should be familiar to better understand our program.

These terms correspond to the initial Notice:

Adjudication/Adjudicator
Adjudication is the process the Unemployment Insurance Program uses to resolve issues. The individual who completes the fact gathering which involves interviewing the claimant and possibly their employer is called an adjudicator.
Claimant
A person who makes a claim for benefits.
Notice to Employer of Benefit Claim Filing
The notice issued to the last employer and all base period employers for a specific claimant advising that a claim has been filed. The notice asks the employer for details regarding the separation from employment.
Separation
Any termination of employment. It is most frequently classifiable as a layoff for lack of work, voluntary quit, or discharge.

These terms correspond specifically to the type of employer notice you will receive:

Base Period
The Base Period is the first four of the last five completed calendar quarters before an application for benefits is filed.
Base Period Employer
All employers by which wages were reported for the claimant during the base period. Each base period employer is potentially liable for their proportionate share of charges specific to the individual claim, depending on the reason for separation and the employer's timely response to the Notice to Employer. Note: there is no relief of charges to a reimbursable employer for base period charging.
Last Employer
The employer for which the claimant worked immediately prior to filing an initial claim which meets any one of the following conditions (A.A.C. R6-3-5495): <ul style="list-style-type: none">• At least two consecutive work days in which the individual worked the normal full-time hours• At least two days in the same calendar week in which the individual worked the normal full-time hours• A job from which the individual voluntarily left or from which the individual was discharged Or the most recent work in which the claimant earned wages in a calendar week in excess of the weekly benefit amount

These terms correspond to the response to the initial notice, or other:

Appeal
The formal request by an Unemployment Insurance claimant or employer to have a decision, determination, or notice reconsidered by the next higher level of authority.
Determination
A formal decision issued to all interested parties regarding the outcome of an adjudication review.
Interested Party
Those individuals and/or employers who have an interest/stake in the outcome of a decision. In the case of a benefit claim, employers are interested parties only when they return the response to the Notice to Employer (UB-110) timely and completely. <i>10-days</i>

Wage Audit Notice (WAN)

Each week and on a quarterly basis, the department cross-checks wage and new hire databases with the unemployment benefit recipient records in order to identify individuals who may have improperly received benefits while being employed. When a match occurs, a Wage Audit Notice is mailed to the employer for verification of wages. The employer's cooperation in these audits could help reduce fraud and may assist employers to better control the charges from a claim.

Additional Information

If you are interested in requesting a representative of our Employer Outreach team to schedule a detailed outreach / discussion of the Unemployment Insurance Program, please send an email to UIOutreach@azdes.gov

If you are interested in receiving more information about

Visit our website www.arizonaatwork.com

Or email PhoenixEmployerServices@azdes.gov



Customized Recruitment Services

- Job Postings and guidance
- Assist with Candidate Selection & Pre-Screening
- Skills and Needs Assessment
- Hiring Events
- Specialized Recruitment Services

Employer Development Programs

- On-the-Job Training (OJT)
- Apprenticeships
- Arizona Job Training Program
- Business expansion consultation

Business Support Services

- Labor Market Information
- Tax Credit Incentives
- Rapid Response Services
- Wage and compensation comparisons
- Employer registration
- Community Outreach assistance
- Distribution of employer information/employment needs

To register for SIDES E-Response, visit our website at www.azuitax.com

- Under the "Online Services for Employers" box at the left/middle of the page
 - Click on the [Electronic Responses for UI Benefit Documents](#) link (third link down)
 - Then click **Responding to Notice to Employer Requests**, and at the bottom, click where it says "For more information, [click here](#)."
 - At the bottom of that page, click the button that says [Click Here to Register for SIDES](#)
- You will need the following information:
 - Federal Identification Number (FEIN)
 - Arizona Unemployment Insurance Employer Account Number
 - Branch Number (if applicable)
 - Email address to which notices shall be sent



To register for IRME, visit our website at www.azuitax.com

- Click on the [Click here to log on to IRME](#) button in the top/middle of the page
- You will need the following information:
 - Arizona Unemployment Insurance Employer Account Number
 - Branch Number (if applicable)
 - Temporary Password
 - This can be provided by our staff today, or by a member of our Help Desk by calling (602) 542-2460
 - Email address to which notices shall be sent



Contact Unemployment Insurance (UI)

The AZ Unemployment Insurance Office hours are currently 8:00 a.m. until 5:00 p.m. (except for official Arizona State holidays).

<p>Contact The Benefits Call Center for questions regarding:</p> <ul style="list-style-type: none"> • Notice to employer (completing, filing, faxing, if received, etc.) • Has a determination been completed? • General questions about benefits • Notifying benefits office if a former employee is collecting benefits and... <ul style="list-style-type: none"> ○ Working Part Time/Full Time ○ Not Able to Work / Not Available for Work ○ Has Refused an Offer for Work. 		<p>Toll Free: 1 (877) 600-2722 Phoenix: (602) 364-2722 Tucson: (520) 791-2722</p> <p>TDD (Telecommunications Device for the Deaf): 1 (877) 877-6226</p> <p>Phoenix Fax (602) 364-1210 (602) 364-1211 TucsonFax (520) 770-3357 (520) 770-3358</p> <p>P. O. Box 29225 Phoenix, Arizona 85038-9225</p>
<p>Contact the Accounting Unit for questions regarding:</p> <ul style="list-style-type: none"> • Amended Reports (Change Social Security Number / Wages) • Electronic Reporting / Payments • FUTA Certification • Magnetic Media Reporting • Refunds • Reporting Wages / Excess Wage Calculations • Quarterly Wage Report (UC-018) <ul style="list-style-type: none"> ○ Adjustments to Quarterly Reports ○ Copies of Quarterly Reports ○ Filing Quarterly Reports • Wage Continuation Form (UC-20) / Wage Detail Completion 		<p>Phone: (602) 771-6601 Fax: (602) 532-5562 Email: uitaccounting@azdes.gov</p>
<p>Contact the Collections Unit for questions regarding:</p> <ul style="list-style-type: none"> • Delinquent Accounts / Judgments • Letter of Good Standing • Liens / Levies – Sheriff/Bank/Wages • Past Due Payments / Payment Scheduling • Statement of Account • Title Company Inquiries • Waiver of Penalties or Interest • Bankruptcies 		<p>Phone: (602) 771-6604 Fax: (602) 532-5536 Email: uitcollections@azdes.gov</p>
<p>Contact the Experience Rating Unit for questions regarding:</p> <ul style="list-style-type: none"> • Benefit Charge Notices • Estimated Wage Letters • Protest UI Benefit Charges • Benefit Wage Protests • Tax Rates / Rate Transfers • Voluntary Payments to Lower Tax Rate 		<p>Phone: (602) 771-6603 Fax: (602) 532-5564</p> <p>Email: uitexperience@azdes.gov</p>
<p>Contact the Registration Unit for questions regarding:</p> <ul style="list-style-type: none"> • Registration of New Employers / Joint Tax Application (JT-1) • Acquisition of an Existing Business • Changes to Existing Accounts / Address Change • Reportable Wages / Exempt Employment • Non-Profit Corporations • Reciprocal Agreements • Reimbursement Payment Option • Reporting Multi-State Workers 		<p>Phone: (602) 771-6602 Fax: (602) 532-5539 Email: uitstatus@azdes.gov</p>

Contact Benefit Payment Control for questions regarding:			
<ul style="list-style-type: none"> • Completing Wage / Earnings Audit Notice Forms • Using the Internet Response Module for Employers (IRME) 	Phone: (602) 364-4300 Phoenix Fax (602) 364-1210 (602) 364-1211 TucsonFax (520) 770-3357 (520) 770-3358		
Contact Special Programs for questions regarding:			
<ul style="list-style-type: none"> • Shared Work Program – This program gives employers the chance to reduce current employee’s hours while they collect partial UI benefits instead of laying off a portion of the workforce. 	Phone: (602) 771-8956 Fax: (602) 253-4101 (602) 253-4202		
Contact Unemployment Insurance Tax Appeals for questions regarding:			
<ul style="list-style-type: none"> • UI Tax Appeals <ul style="list-style-type: none"> ○ Employer Liability ○ Tax Rate ○ Employee Classification 	Phone: (602) 771-6652 Fax: (602) 532-5538		
Contact Unemployment Insurance Benefit Appeals for questions regarding:			
<ul style="list-style-type: none"> • UI Benefit Appeals <ul style="list-style-type: none"> ○ Claimant Determinations / Eligibility ○ Schedule of Hearing ○ Were Documents Received? ○ Why is my appeal untimely? <p><u>Appellate Services Administration</u></p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><i>Office of Appeals - Phoenix</i> 1951 W. Camelback Road Suite 465 Phoenix, AZ 85015</p> <p>Toll Free: (877) 528-3330 Phone: (602) 771-9019 Fax: (602) 257-7053</p> </td> <td style="width: 50%; vertical-align: top;"> <p><i>Office of Appeals – Tucson</i> 333 W. Fort Lowell Road Suite 220 Tucson, AZ 85705</p> <p>Phone: (520) 629-0211 Fax: (602) 257-7057</p> </td> </tr> </table>		<p><i>Office of Appeals - Phoenix</i> 1951 W. Camelback Road Suite 465 Phoenix, AZ 85015</p> <p>Toll Free: (877) 528-3330 Phone: (602) 771-9019 Fax: (602) 257-7053</p>	<p><i>Office of Appeals – Tucson</i> 333 W. Fort Lowell Road Suite 220 Tucson, AZ 85705</p> <p>Phone: (520) 629-0211 Fax: (602) 257-7057</p>
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Contact The Tax Advocate for questions regarding:			
<ul style="list-style-type: none"> • Compliments/Complaints about the Tax Office • Concerns about delay in response • Questions about laws / regulations • General questions 	Phone: (602) 542-5954 Fax: (602) 532-5536 Email: UITAdvocate@azdes.gov DES UI Tax Employer Advocate P.O. Box 6028 Phoenix, AZ 85005-6028		
Contact The Benefits Advocate for questions regarding:			
<ul style="list-style-type: none"> • Compliments/Complaints about the benefits process • Completing the Notice to Employer using the State Information Data Exchange System (SIDES) / SIDES E-Response • Complex questions regarding protesting a claim • Reporting any fraud related UI issue (refusing work, etc.) • Other questions or concerns not addressed by the UI Call Center 	Phone: (602) 542-5954 Fax: (602) 771-8365 Email: UIAClientAdvocate@azdes.gov DES UI Client Advocate Site Code 860B P.O. Box 6123 Phoenix, Arizona 85005-6123		