



# ADP SmartCompliance<sup>®</sup>

## Unemployment Claims Module

### Help close the compliance gap by lowering unemployment insurance claims costs and keeping up with changing regulations

#### A critical need for cost control

The ADP SmartCompliance<sup>®</sup> unemployment claims module helps businesses reduce and control Unemployment Insurance (UI) claim costs and stay in compliance with changing state regulations. Unemployment Insurance is a payroll tax and its costs can be controlled through prudent claims management. This service proactively handles your UI claims efficiently and cost-effectively.

ADP has alliances with the nation's leading unemployment claims processors to deliver the best unemployment claims management service on the market. We leverage ADP's UI service model — more than 50 years of UI claim administration experience — and leading-edge system capabilities to provide:

- Fully automated notification of claims received
- Pre-separation consultation and management training to help keep your staff informed of changing legislation
- Real-time, on-line reporting

#### Help companies gain control

Our best-of-breed services:

- Utilize UI State Information Data Exchange System (SIDES) to securely receive unemployment claims and automatically upload key data, enabling prompt response
- Prioritize case work by due date and sensitivity to ensure timely processing

- Integrate with leading payroll and HR systems
- Thoroughly audit of all UI benefit charges to avoid overpayments and reduce tax liability
- Undertake State Unemployment Insurance (SUI) tax rate verification and Voluntary Contribution review
- Provide ongoing consultation and training on unemployment insurance best practices
- Deliver detailed, web-based claims management reports available 24/7

#### Claims administration

Companies often miss the opportunity to control costs because of ineffective claims administration or late claims processing. ADP serves as the address of record for UI claim documents and proactively collects and stores employee wage and separation information. We automatically notify clients via e mail, or electronic case management system of the receipt of a claim, obtain additional relevant separation information, and protest eligibility in accordance with state regulations.

#### Appeal administration

After reviewing any adverse claim determinations with the client HR contact, and if appropriate, ADP files a timely written appeal and prepares client staff for hearings. If desired, ADP can provide hearing representation and when necessary, can file appeals to an adverse hearing decision.

## State Unemployment Insurance (SUI) tax administration

ADP analyzes the factors used in calculating the SUI tax rate to ensure accuracy and will protest errors.

Analysis of the tax account is completed to identify advantageous Voluntary Contributions in order to “buy down” the SUI tax rate where available. The Voluntary Contribution is another method to reduce employer SUI tax liability.

## Client training and technical updates

ADP delivers effective client training through a variety of means including pre-separation consulting, counseling, client workshops via the web, newsletters and alerts. This helps enable our clients to remain informed and help prevent future UI claim liability.

## Comprehensive reporting

Reports provide clients with their unemployment claim activity figures broken down by company structure. These reports identify trends and ensure that the UI service is working to its full capability.

## Controlling overcharges

According to the U.S. Department of Labor, SUI tax accounts are charged in error at an alarming rate. ADP audits benefits charged to the client's SUI account(s). Erroneous benefit charges are identified and tracked until resolved. ADP receives millions of dollars in benefit charge credits for our clients each year.

## The unemployment claims module

| Features   | Benefits  |
|--|---|
| Integrates with leading payroll and HR systems   | Eliminates time-consuming duplication of effort; enables seamless interface between complementary service offerings |
| Complete account management by a dedicated account representative  | Manages process from beginning to end, ensuring consistency in service  |
| Experienced personnel, advanced systems, nationwide resources for entire Unemployment Insurance (UI) claim process | Relieves internal staff of non-productive tasks; concentrates activity on “mission critical” business activities    |
| Extensive auditing processes ensure that errors are caught and credits are issued                                  | Help saves money and avoids improper UI benefit charge liability  |
| Comprehensive claims management reporting  | Enables clients to identify trends, establish accountability and better control costs                               |
| Supervisor training and pre-separation counseling  | Educates client staff, reduces UI exposure to future unwarranted claims   |

For more information about the ADP SmartCompliance unemployment claims module, contact your local ADP Representative or visit:

[adp.com/unemploymentclaims](http://adp.com/unemploymentclaims)

**About ADP SmartCompliance:** The ADP SmartCompliance® platform adds a layer of services and best-practice processes to your current HCM solution to help you close the gap between core HCM technology and the myriad of HCM related compliance pressures you may face. This solution marries people, process and service with your technology to help off-load many of the risk-laden, manual and administrative tasks required of you. And it's a scalable solution that can provide continuity as your organization and the legislative landscape continue to evolve.

