

## UC Tax Employer Live Chat

The Department of Labor & Industry's (L&I) Office of Unemployment Compensation (UC) has expanded access to its UC Live Chat feature. Employers can now ask questions related to their business accounts. UC Tax Services began using UC Live Chat to provide immediate assistance and guidance to businesses regarding UC employer-related questions. Employers can now get answers to common UC-tax related questions including:

- Accessing Employer Account
- Employer Quarterly Filing and Payment
- PA UC Contribution Rates and Appeals
- Employer Refunds
- Employer Statement of Account
- Federal Certification
- Lien Questions
- Pennsylvania Online Business Tax Registration
- Clearance Certificates



Visit [Employer Tax Live Chat](#) weekdays from 7:30 a.m. to 4:00 p.m., Eastern Time, Monday through Friday. Select "Chat" on the right-hand side of your screen to begin. If you need further assistance, please call 866-403-6163.

### IN THIS NEWSLETTER

- UC Tax Employer Live Chat
- Public Outreach Team - UC Tax Services
- Email Communications from the Office of Unemployment Compensation Tax Services
- Upcoming Unemployment Compensation Seminars
- Launch of New L&I Website – Enhancing Access and Usability for All
- Employers: Do you have questions about using Secure File Transfer Protocol (SFTP) to report new hires to the Pennsylvania New Hire Reporting Program? We have the answers.
- UC Employer Resource Center Updates
- Pennsylvania's Shared Work Program
- Tips to Help Us Ensure Your Forms are Sent to the Correct Address

## Public Outreach Team - UC Tax Services

The UC Tax Services (UCTS) Public Outreach Team serves an important role as an open line of communication with the public. Their work serves to provide education and aid compliance with UC tax regulations with Pennsylvania's employers, accountants, and the general public. The Public Outreach Team offers six presentation topics that relate directly with UC tax issues. Those topics include:

- Unemployment Compensation Tax Services - Who We are and How We Can Help
- Employer Rights and Responsibilities
- Preparing for a UC Audit
- Independent Contractor vs Employee
- Registration of Employers
- Unemployment Compensation Tax Rates

Recently the team presented at the "Pennsylvania Society of Tax and Accounting Professionals (PSTAP) Day at the Capitol" and worked with the PA Department of Revenue to present at their Fall Tax Seminar in Cranberry Township, PA. The team plans to present during the 2025 Fall Tax Seminars across the state. Additionally, the team has partnered with the UC Benefits Service Center and offered presentations in Clearfield and Berks County and participated in virtual Teams sessions.

In 2025, the Public Outreach Team will be offering the following scheduled presentations and anticipate adding more:

<b>Date</b>	<b>Time</b>	<b>Location</b>	<b>Address</b>	<b>Topic(s)</b>
2/21/2025	10:00 AM - TBD	Allegheny East CareerLink	300 Penn Center Blvd Bldg 3 Fl 8 Pittsburgh PA 15235	Employee or Independent Contractor and How to Prepare for a UC Tax Audit
4/2/2025	9:00 AM – 11:00 AM	Berks County CareerLink	1920 Kutztown Rd Reading PA 19605	Employer Rights and Responsibilities and Independent Contractor vs Employee
5/21/2025	TBD	Exton CareerLink	479 Thomas Jones Way Exton PA 19341	TBD
9/18/2025	1:00 PM – 3:00 PM	Lehigh Valley CareerLink	555 Union Blvd Allentown PA 18109	TBD
10/15/2025	9:00 AM – 11:00 AM	Schuylkill County CareerLink	203 E Arch St Pottsville PA 17901	TBD
TBD	TBD	PA Dept of Revenue Fall Tax Seminar Series	TBD	TBD

Inquiries for presentation requests can be emailed directly to the (UCTS) Public Outreach Team at: [ra-li-ucp-uc-speaker@pa.gov](mailto:ra-li-ucp-uc-speaker@pa.gov)

## **Email Communications from the Office of Unemployment Compensation Tax Services**

The Office of Unemployment Compensation Tax Services (OUCTS) has automated processes that allow us to communicate with our stakeholders via email. Employers and Third party-administrators can find the following:

- The option to receive communications when a new correspondence has been created for an account in our Unemployment Compensation Management System (UCMS).\*
- Responses to requests for temporary passwords and forgotten Keystone/User IDs to access UCMS. These requests are initiated by selecting the Forgot/Change your password or Forgot your Keystone/ User ID links at [www.uctax.pa.gov](http://www.uctax.pa.gov).
- Notifications for preparers and authorizers of PA Online Business Tax Registrations for retrieval of new account numbers.
- One-time passcodes for Multi-Factor Authentication when attempting to access UCMS at [www.uctax.pa.gov](http://www.uctax.pa.gov).
- General information.

Due to the volume of emails that are issued by the OUCTS, some email systems may mark emails as spam, or totally block the email from entering your inbox. ***It is important that you include the following email addresses as “safe senders” to ensure delivery of email communications from the OUCTS.***

<b>Communication Type</b>	<b>Email Address</b>
New Correspondence Available for an account in UCMS	<a href="mailto:LI-UCTS-UCMS-Communication@pa.gov">LI-UCTS-UCMS-Communication@pa.gov</a>
Temporary Password and Forgotten User IDs	<a href="mailto:LI-UCTS-UCMS-Communication@pa.gov">LI-UCTS-UCMS-Communication@pa.gov</a>
New Account Number Retrieval	<a href="mailto:LI-UCTS-UCMS-Communication@pa.gov">LI-UCTS-UCMS-Communication@pa.gov</a>
Multi-Factor Authentication	<a href="mailto:automatedemailDONOTREPLY@pa.gov">automatedemailDONOTREPLY@pa.gov</a>
General UC Tax Information	<a href="mailto:RA-LI-UCMS-ANNC@pa.gov">RA-LI-UCMS-ANNC@pa.gov</a>

\*If you would like to receive email notifications whenever a new UC Tax correspondence is available, it can be done in just three easy steps:

1. Log in to your account at [www.uctax.pa.gov](http://www.uctax.pa.gov).
2. Select “Employer Profile/Profile Maintenance” or “Representative Profile/Profile Maintenance” on the left menu.
3. In the Notifications area, select the “Send Notifications via Email” option.

### Why Sign Up for Email Notifications?

- Timely - electronic notifications provide real-time important UC Tax information about your account.
- Reliable - to ensure the notifications are not missed; up to 25 contact addresses can receive the email notification.
- Identifiable – the email notification provides the Legal Name and Correspondence Type, so you know what information is available.
- Environmentally Friendly – paper notices are not mailed for accounts that receive electronic notifications.

## **Upcoming Unemployment Compensation Seminars**

### **SEPARATION ISSUES:**

Many employers and claimants have difficulty understanding the process UC uses to determine an employee's eligibility for benefits after voluntarily leaving or being discharged from a job. This presentation explains how the service center discovers the person quit or was fired, the fact-finding process, burden of proof, the factors that are considered when making a determination, and appeal rights.

4/23/2025 @ 10:00 AM Philadelphia North Careerlink 4261 N 5th St Philadelphia, PA.  
Register by calling: 215-967-9711

5/14/25 @ 9:00 AM Schuylkill County Careerlink 203 E Arch St Pottsville, PA.  
Register by calling: 570-622-5253

5/15/25 @ 1:00 PM Lehigh Valley Careerlink 555 Union Blvd Allentown, PA.  
Register by calling: 610-437-5627

6/2/25 @ 1:00 PM Philadelphia Northwest Careerlink 5847 Germantown Ave Philadelphia, PA.  
Register by calling: 215-987-6503

6/5/25 @ 12:00 PM Bucks County Careerlink 4800 E Street Road Treose, PA  
Register by calling: 267-580-3501

### **UC APPEALS/HEARINGS:**

This presentation discusses the UC appeal process, how to prepare for a hearing, and includes a mock UC hearing.

The seminar will explain how the process works and how to prepare for the hearing.

4/30/25 @ 10:00 AM Chester County Careerlink 479 Thomas Jones Way Exton, PA  
Register by calling: 601-280-1010

### **Employer's Guide to the UC Benefits System (Ben Mod):**

The web-based PA Benefits Unemployment Compensation System was launched on June 8th, 2021. This Employer Services Guide covers the functionality specific to employers, or their agents to meet the needs of the PA Unemployment Compensation system.

Unemployment topics include self-service activities, such as responding to separation notices, viewing benefit charge statements, protesting charges, filing appeals, and managing mass layoffs.

5/1/25 @ 12:00 PM Bucks County Careerlink 4800 E street Road Treose, PA  
Register by calling: 267-580-3501

5/5/25 @ 1:00 PM Philadelphia Northwest Careerlink 5847 Germantown Ave Philadelphia, PA  
Register by calling: 215-987-6503

**Upcoming Unemployment Compensation Seminars** *continued from page 4*

### **Relief From Charges:**

Employers are concerned about controlling their UC costs. One of the ways to control costs is to file for relief from charges. This presentation explains what relief from charges is, which employers are eligible to file for it, how the employers are notified that their account may be charged, how to file for relief from charges, how separation issues affect the employer's eligibility for relief, and appeal rights.

Our seminar will guide you through the relief process beginning when an employee is determined to be financially eligible for UC benefits.

4/3/25 @ 12:00 PM Bucks County Careerlink 4800 E Stret Road Trevose, PA  
Register by calling: 267-580-3501

4/7/25 @ 1:00 PM Philadelphia Northwest Careerlink 5847 Germantown Ave Philadelphia, PA  
Register by calling: 215-987-6503

6/12/25 @ 1:00 PM Lehigh Valley Careerlink 555 Union Blvd Allentown, PA 18109  
Register by calling: 610-437-5627

6/18/25 @ 9:00 AM Schuylkill County Careerlink 203 E Arch St Pottsville, PA  
Register by calling: 570-622-5253

6/25/25 @ 10:00 Philadelphia North Careerlink 4261 N 5th St Philadelphia, PA  
Register by calling: 215-967-9711

### **Your Employer UC Tax Contribution Rate:**

This seminar explains the tax rate, the annual tax rate notice the employer receives, how the acquisition or the sale of a business affects the tax rate and what to do if the employer disagrees with the tax rate.

5/21/25 @ 10:00 AM Chester County Careerlink 479 Thomas Jones Way Exton, PA  
Register by calling: 601-280-1010

### **UC Tax- Employee or Independent Contractor and Employer UC Tax Rights:**

This seminar explains the difference between an employee and an independent contractor, what conditions must be met to be considered an independent contractor, who must meet the burden of proof and how the issuance of a 1099 affects independent contractor status. In addition, the seminar will show employers how to file their quarterly reports and pay their contributions, the use of a payroll service or CPA to file reports, how to make changes to their accounts, information must be reported for each employee when filing a quarterly report, and record the employers need to maintain.

4/2/25 @ 9:00 AM Berks County Careerlink 1920 Kutztown Rd Ste F Reading, PA  
Register by calling: 610-988-1300

## **Launch of New L&I Website – Enhancing Access and Usability for All**

L&I's Office of Unemployment Compensation is excited to announce the launch of the department's new [website](#). The new layout is designed to be more user friendly for everyone, including UC claimants and employers.

Our new site follows a unified approach and design that provides efficient digital experiences for the Commonwealth of Pennsylvania's state government websites. The goal is to ensure consistency, accessibility, and user satisfaction across the diverse range of online services provided by the government.

As you may have noticed, the UC website (previously [www.uc.pa.gov](http://www.uc.pa.gov)) was combined with L&I's main website and Workstats. This consolidation helps promote cohesive visual language and user experience across departments and programs. An important addition to the new site is a [Services](#) section. This section allows users to navigate services provided by all state government agencies, including Labor & Industry and Unemployment Compensation. Other important sections can be found by selecting Labor & Industry under the Agency Directory tab – users will then be taken to a landing page for L&I, which now includes a search tool and sidebar navigation. With the help of sidebar navigation, users can select various categories, including Resources, Departments & Offices, and Programs & Services.

L&I's digital team worked diligently to provide the best possible website for L&I staff, stakeholders, and especially the residents of Pennsylvania. While it remains a work progress, we are confident this change will help streamline UC services and ultimately enhance the overall quality of our digital interactions with claimants and employers across the Commonwealth.



## **Employers: Do you have questions about using Secure File Transfer Protocol (SFTP) to report new hires to the Pennsylvania New Hire Reporting Program? We have the answers.**

New hire reporting is required by state and federal law and saves employers money by identifying and reducing fraud in public workforce programs. Here are some common questions employers often have about submitting their new hires using Secure File Transfer Protocol (SFTP).

### ***Question: How do I report my new hires using SFTP?***

Answer: Submission of new hire data using SFTP requires the employer to register with the Program (to receive login username and password information for the Department of Labor & Industry's SFTP server), by first requesting to use this method of reporting. At the Program website under "Secure File Transfer," press the "Request Credentials" link and contact Program Customer Service at (888) PAHIRES or (888)724-4737 (or by email at [RA-LI-CWDS-NewHire@pa.gov](mailto:RA-LI-CWDS-NewHire@pa.gov)) to start the registration process.

Note, to enhance security and confidentiality in using SFTP credentials, the Pennsylvania New Hire Reporting program is making changes to this process by which employers receive and use their login credentials, depending upon whether they are brand new users of SFTP, or existing employers using SFTP. Employers who have never reported before using SFTP will "test" the feasibility of the new process by using the login credentials they are initially provided to first login successfully to a UAT (user acceptance testing) site, before being given a second set of actual Production username and password credentials to proceed with routine reporting. In addition, employers who currently use SFTP to report their new hires will be provided a new IP address to use to login and report their data.

For both types of employers, however, user passwords will need to be updated every 120 days on a routine basis, to maintain security and confidentiality. For additional details about these changes to the SFTP process, please contact Program Customer Service for more information.

Important Note: registering to receive SFTP login credentials is not the same process as registering with PA CareerLink® to receive Employer Keystone ID Credentials, and login credentials are not interchangeable between websites (i.e., SFTP credentials cannot be used to access an employer's homepage within PA CareerLink®, and Keystone ID Credentials cannot be used to access the FTP server at the FTP IP address).

### ***Question: If I am a payroll service provider reporting new hires using SFTP, may I share my SFTP server login credentials with my employer-clients?***

Answer: No! To ensure the new hire data that you as an employer (or payroll service company reporting on behalf of employers) report through SFTP remain secure and confidential, it is critical that the security and confidentiality of your SFTP login credentials (i.e., username and password) be maintained. Only the authorized person associated with your account at the time it was created may use these credentials to report new hires via SFTP. Never share SFTP login credentials with unauthorized persons, including representatives of your employer-clients—doing so is a serious breach of data security and confidentiality, is in violation of Commonwealth of Pennsylvania Information Technology policies (including Management Directive 205.34, dated 09/07/2022) and could lead to the loss, corruption, or theft of the sensitive information associated with your account. SFTP login credentials that are being shared or used by unauthorized persons must be deactivated immediately, and new secure login credentials must be requested from PA New Hire Reporting Program staff.

*Employers: Do you have questions? continued from page 7*

**Question: If an employer uses a third-party payroll service to report their new hire information using SFTP, should the same report also be submitted by the employer directly to the Pennsylvania through New Hire Reporting Program?**

**Answer:** No. For those employers who use the services of a third-party payroll service to report their new hire information by SFTP, there is no need for the employer to also submit the same report directly to the Pennsylvania New Hire Reporting Program. However, should such employers wish to verify that their new hire employees are being reported timely and correctly by the third-party payroll service, they are encouraged to verify the status of their new hire information by contacting Program Customer Service.

**Question: What other methods of reporting new hires besides SFTP are available to me as an employer?**

**Answer:** Besides SFTP, employers may securely and safely report their new hire to the Program through the website, located at:

<https://www.pacareerlink.pa.gov/jponline/Common/LandingPage/ReportNewHires>.

Once there, employers may choose:

- Secure file upload of a file (in .xls, .xlsx, .xml and .txt [tab-delimited or fixed-width] file format ONLY), under the “Upload a File...Start Reporting” tile; or
- Secure data entry of up to fifty (50) new hire records at one time (per web session) under the “Enter Manually...Start Reporting” tile.

**Question: Where do I go for more information?**

**Answer:** Have more questions? Our friendly and knowledgeable Program Customer Service will do their best to answer your new hire reporting questions, and make the reporting process easy for both employers and payroll providers. Phone us at: (888)-PAHIRES or (888) 724-4737, email us at [RA-LI-CWDS-NewHire@pa.gov](mailto:RA-LI-CWDS-NewHire@pa.gov), or visit the Pennsylvania New Hire Reporting Program website at the url listed above.



## UC EMPLOYER RESOURCE CENTER UPDATES



**COMING SOON  
PHONE MESSAGE  
CHANGES  
1-833-728-2367**

Our UC Employer Resource Center is available to assist employers by phone or email. We recently updated some information providing clarification for employers @ [www.uc.pa.gov](http://www.uc.pa.gov).

Coming soon you will also notice some changes in our menu when calling our staff. Please listen to the messages carefully before making a selection. These changes are all part of our effort to provide better customer service to all employers offering unemployment claims and benefits information in one location.

Please click this link of our updated [Employer-Quick-Guide](#) to determine which option you should select, or you may email us your question to [ucemployerhelp@pa.gov](mailto:ucemployerhelp@pa.gov).

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# SHARE WORK. SAVE JOBS.

**Keep your  
business on  
track and your  
team intact with  
Shared-Work.**

The Pennsylvania Shared-Work Program allows employers to retain their workforce during a temporary slowdown and then quickly ramp up operations without the expense of recruiting, hiring, and training new employees.

**Learn more today at [www.uc.pa.gov/sharedwork](http://www.uc.pa.gov/sharedwork)**





An Innovative Alternative  
to Employee Layoffs

## **An Innovative Alternative to Employee Layoffs – Pennsylvania's Shared-Work Program**

By Alan Robinson, Shared Work Outreach Coordinator  
PA Dept. of Labor & Industry

Pennsylvania's Shared-Work program is a great tool that allows an employer to temporarily reduce the work hours of a group of employees while supplementing their lost wages with partial unemployment benefits rather than laying off any employees. Employees covered by the Shared-Work Plan receive a percentage of their unemployment compensation (UC) weekly benefit amount while they work their reduced schedule, if they are otherwise eligible for UC.

Shared-Work Plans empower employers to retain a trained and qualified workforce during periods of slowdown, and quickly ramp up operations without the expense of recruiting, hiring, and training new employees. Since March 2020, more than 1050 Shared-Work Plans have been successfully put into action from employers across the Commonwealth. With changing dynamics in the modern-day workplace, Pennsylvania's Shared-Work Program may help your business in its continued success.

"As a small company that sells winter heating oil, the Shared Work program allows us to share the work between employees during the slower, warmer months. The company benefits because it is simple to sign-up for, we save on wages and training costs, and it helps us keep our well-trained employees year after year."

"Our employees benefit by maintaining their jobs, pay, and benefits, and enjoying some additional time off during the summer. We are thankful that this program, which we've participated in since 2016, has allowed us to avoid annual employee layoffs."

Amy Purcell, President  
Robert E Reedy & Sons Inc.

### **Who Is Included In The Shared-Work Plan?**

As the employer, you select which employees will be included in the Shared-Work Plan. A Plan must apply to one "affected unit" which is defined as a department, shift, or other organizational unit of two or more employees; employees must not be corporate officers. Employers may have more than one Plan if there is more than one affected unit. For example, all employees working the night shift may be one unit. All employees in the affected unit must participate; however, the Plan cannot include employees who have been employed in the affected unit for less than three months, or employees who would work 40 or more hours a week under the plan.

*An Innovative Alternative to Employee Layoffs... continued from page 4*

## **How Much Will The Employees' Hours Be Reduced Under The Shared-Work Plan?**

Once you have identified the affected unit(s), you must select the percentage by which the employees' hours are reduced, referred to as the "reduction percentage." The employer determines the reduction percentage based on business needs, but it must be at least 20 percent and cannot exceed 40 percent of the employees' normal weekly hours. The reduction percentage must be the same for all employees participating in the Shared-Work Plan. For example, if an employee normally works 40 hours per week, and the reduction percentage is 20 percent, then the employee's hours are reduced by 20 percent and he or she would work 80 percent of 40 hours, or 32 hours per week. If an employee in the same unit works 30 hours per week, then he or she would work 80 percent of 30 hours, or 24 hours per week.

## **How Are Employee UC Benefits Determined Under The Plan?**

For each week in the Plan, an employee receives a percentage of his or her UC weekly benefit amount (WBA) equal to the reduction percentage. For example, if the employee's WBA is \$400 and the employee's hours are reduced by 20 percent under the plan, the employee would receive 20 percent of \$400 (or \$80) in Shared-Work UC benefits.

## **What Employer Qualifications Are Required For Participation?**

As an employer, you are eligible to participate in Pennsylvania's Shared-Work Program if you have filed all UC tax reports and paid all amounts due under PA UC Law, have a positive reserve account balance (for contributory employers) and have paid wages for the last 12 consecutive quarters preceding the date of the application.

*For more information and to view FAQs, forms, and the brochure, please visit [www.uc.pa.gov/sharedwork](http://www.uc.pa.gov/sharedwork).*

### **Additional resources:**

[Shared-Work Brochure \(UCP-1081\)](#)

[Employer Shared-Work Fact Sheet \(UCP-1082\)](#)



## Tips to Help Us Ensure Your Forms are Sent to the Correct Address

The Department will send Form UC-45, Notice of Application and Request for Separation Information, to the address you have designated. Under some circumstances, however, this form might be sent to another address. Below are two things that will ensure that Form UC-45 is sent to the desired address:

**Mandatory: Give Form UC-1609 to separating employees.** Form UC-1609, Employer Information, contains your name, address and other contact information for a former employee, or an employee whose hours are reduced, to use when applying for benefits.

**Recommended: Enroll in SIDES.** The State Information Data Exchange System (SIDES) and SIDES E-Response are web-based systems available to employers and TPAs free of charge. They provide a secure and nationally standardized format to receive the electronic counterpart of Form UC-45 and to electronically respond to UC information requests. Please visit the SIDES page on our website for more information and to enroll in the SIDES program.

**UC Issues Update** is published by the Pennsylvania Department of Labor & Industry on a quarterly basis. Questions, comments and feedback can be sent via email to [UCTaxServices@pa.gov](mailto:UCTaxServices@pa.gov). General UC Tax information is available by calling 717-787-7679 or outside the Harrisburg area, toll free 866-403-6163 from 8:00 AM to 4:00 PM. If you have questions regarding UC benefit charges to your account, please call 717-787-4677 from 8:00 AM to 4:30 PM. If you suspect fraud, report it online at [www.uc.pa.gov](http://www.uc.pa.gov) under "Report Fraud," or contact 800-692-7469.

Auxiliary aids and services are available upon request to individuals with disabilities. Equal Opportunity Employer/Program