

# EMPLOYER QUICK GUIDE

## UNEMPLOYMENT COMPENSATION

UC Service Center: 833-728-2367

Our Employer Service Center Line provides help on using the UC System, general UC-related questions, eligibility issues, how to complete forms, claimant earning reporting, wage and credit issues.



### Option 1



- **UC System** at [www.benefits.uc.pa.gov](http://www.benefits.uc.pa.gov) - Assists with login issues, updating contact information and navigating the system.
- **Relief from Charges (RFC)** – Explains the process of filing for RFC via the UC system, (also known as filing a protest from the Employer Charge tab) and provides the status/outcome of RFCs filed, appeals, and other RFC-related questions. Review this guide, [Request Relief from Charges](#) . for step-by-step directions.
- **Monthly Notice of Compensation Charged (UC-640)** Answers questions regarding the process, charges, credits, etc. on the UC-640. Explains how an employer can review the claim in the UC system to determine whether the correct percentage and amount of compensation is correctly charged to the employer's account.
- **Power of Attorney (POA) activations, rescinds, and address changes** – Explains this process and how to use the UC system to make updates to employers and third-party representatives. Review this guide, [Employer-TPA Guide](#), to learn how you can activate your TPA relationship.
- **Labor Law Posters** – The postings required by law should be printed from [www.dli.pa.gov](http://www.dli.pa.gov). Search for Mandatory Postings. Questions about Workplace Posters, call Labor Law Compliance at 800-932-0665.
- **Shared Work program** – Answers general employer questions pertaining to the Shared Work program.



### Option 2



- **General Questions** - Claim or Claimant specific UC-related questions.
- **Eligibility Issues** - Questions pertaining to eligibility issues and separations from employment. Examples: discharges, voluntary quits, reasonable assurance, refusal of suitable work, able & available, self-employment, not totally unemployed, etc.
- **Provide Requested Information** - How to complete questionnaires using the UC System or by phone such as Notice of Application (uc-45), fact-finding questionnaires and Post Audit forms (uc-756), etc.
- **Report Earnings** - Un-reported or under-reported claimant earnings that are not being properly reported by the employee. (This is a potential claimant overpayment.)
- **Financial Determinations** - Wage and credit week issues as reported on the Financial Determination.

#### Rather Email Us?

- Questions regarding Shared-Work: [sharedwork@pa.gov](mailto:sharedwork@pa.gov).
- Questions regarding UC Benefits POAs: [addresschangepona@pa.gov](mailto:addresschangepona@pa.gov).
- Email address for RFC requests only: [uiempcharge@pa.gov](mailto:uiempcharge@pa.gov).
- All other questions: [ucemployerhelp@pa.gov](mailto:ucemployerhelp@pa.gov).

**Disclosure Officer - For confidential information requests, call 717-783-3733.**

Mailing Address: Room 525 L&I Bldg, 651 Boas St, Harrisburg, PA 17121

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## UNEMPLOYMENT COMPENSATION

UC Tax Employer Contact Center: 866-403-6163



### Option 1



- **UCMS** - setting up a user ID, logging in, navigating UCMS, address changes, deactivating an account, etc.
- **PA 100 initial registration** – Answer questions relating to registering for UC taxes.
- **Transfers** - Questions relating to employers closing their business or change of ownership.
- **Contribution Rates** - rate appeals, rate calculation questions.
- **Statement of Account/Amounts due**
- **Lien Questions, Payoff information**
- **Employer refund requests**
- **Solvency fees for reimbursable employers-** Copies of UC-150's, "Notice of Amount Due."
- **Third-Party Administrator registration**



### Option 2



- **UC-2/2A** - Quarterly report filing and/or payment.
- **Quarterly report amendments**
- **Electronic payments**
- **Electronic filing, uploads**
- **Clearance certificates**



**File Quarterly UC Tax Reports.** All employers must use our Unemployment Compensation Management System (UCMS) to electronically file tax and wage reports.

Use our UCMS Electronic Reporting Manual for guidance on how to file quarterly UC wage and tax data. File online through the employer portal at [www.uctax.pa.gov](http://www.uctax.pa.gov).

For more information on Employer UC Services, visit [www.uc.pa.gov](http://www.uc.pa.gov).