Mass Layoff Employees

Registered employers, or staff assisting them, can upload a list of mass layoff employees directly into the system. The system then uses the list to match new and existing claimants, automating claims processing based on state business rules. Unless indicated as Staff Only, the steps below are the same for both employers and staff assisting an employer – both begin with the Mass Layoff link accessible from the Employer Dashboard.

Follow these steps to assist an agent and review (or request additions to) the list of employers they represent:

1. Select Manage Employers ➤ Assist an Employer from the navigation menu and enter a search criteria for the agent. (To search only agents, select PEO Agent or TPA Agent from the Account Type dropdown.)

2. Select the Employer Profile ➤ Corporate Profile ➤ Representing Employers tab from the Portfolio folders.

Review the list of employers with whom the agent has requested or established a relationship. The list indicates the employer’s status as either Active, Inactive, or Pending.

Follow these steps to initiate a new agent relationship:

1. Click the Add Employer link.
2. Enter search criteria such as Company Name, FEIN, or UUID and click the Search button.
3. From the Search Results table, check the employer(s) you want add and then click the Select link. The system will send a request notification to each employer, as well as designated staff.
4. (OPTION) To attach a document, go to the Documents tab and click the Upload a Document button. (If you have a scanner connected, you may use the Scan a Document button.)

NOTE: Some states will require documentation before allowing activation of the Agent status.

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Importing a Mass Layoff File into the System

Follow these steps to create and upload a mass layoff file.

1. Click the Create Mass Layoff Employee List button.
2. On the Upload File panel, click the Download Data Entry Spreadsheet to Import Claimants link and save the Excel file to a location you will remember.
3. Open the Excel file and click the Enable Editing button, then the Enable Content button. This enables the data entry features of the document. The document has two worksheets, Instructions and Data Entry.
4. Go to the Data Entry worksheet and enter data on each employee. For each record, click the Add button to save. Alternatively, you can create a .csv file with the employee information and use the Import Data function. For complete information on each function, refer to the Instructions worksheet of the Excel document.

5. Once all data is entered, save the file to your local drive or network.

6. Return to GUS to upload the file. Click the Browse button and select the file that you just saved.

7. Click the Upload button. The system will confirm the upload and indicate the number of records, Used or duplicate SSNs found.

8. On the Mass Layoff Notices panel, click the Employees link to view the employees list for any of the Layoff Dates listed. The list includes all employees from the uploaded file.

9. (Staff Only) Staff can delete an employee, but employers cannot. Simply click the Delete link that corresponds to the employee.

Claim Scenarios. When an employee included in the mass layoff list files a claim, the system compares the claimant responses with the employer entries. The system looks at fields such as Return to Work Date, Separation Date, Severance, Buyout, and Pension. Based on the responses, the system applies state business rules and automatically generates the correct Deferral Code (if any). Non-Monetary Issue, and Work Item(s) for the claim. For example:

Based on state business rules, an issue may generate when the claimant-entered separation date differs by more than 3 days from the employer-entered separation date.
Based on state business rules, an issue may generate when the claim filed date is more than 10 days from the separation date.

### Non Monetary Issues

<table>
<thead>
<tr>
<th>ID</th>
<th>Create Date</th>
<th>Issue Description</th>
<th>Employer</th>
<th>Issue Status</th>
<th>Due Date</th>
<th>Disposition (Disqualification Rates)</th>
<th>Action</th>
<th>Resolve Multiple</th>
</tr>
</thead>
<tbody>
<tr>
<td>18758359</td>
<td>6/1/2017 New</td>
<td>(Separate) Mass CSV Import Claimant(201)</td>
<td>N/A</td>
<td>Completed</td>
<td>06/22/2017</td>
<td>Approved</td>
<td>Reconsideration</td>
<td>View Issue</td>
</tr>
</tbody>
</table>

#### Reviewing the Mass Layoff Non-Monetary Issue

**Weekly Certifications.** When a claimant has been successfully added through the mass layoff tool, the claimant will receive a notification and email that includes a link allowing the user to directly access the weekly certifications component. Prior to presenting the weekly certification option, the system requires the claimant to verify his or her identity.

![Weekly Certifications Review](image)

**Weekly Certifications Review**

Below are the weeks for which you have completed weekly certifications to continue your unemployment benefits.

**No weeks have been certified**

#### Linking from Email to Verification to Weekly Certifications

**Validate Partial Import File**

With this feature, staff can assist employers in completing the upload process by validating information on the Partial Claims import file.

Select Manage Employers > Validate Partial Import File from the navigation menu.

Staff should have the file stored on their computer in the appropriate format according to the instructions (typically a file with a CSV extension.)
SSN must be nine digits long. The social security number you entered is not valid.
First Name: ERIC Last Name: PLOSS.
Record Number: #1

Reviewing Error Report after Saving an Import File

Follow these steps to validate a partial import file.

1. Click the **Browse** button and select the file that you wish to validate. When finished, the file path and name will display.

2. Click the **Save** button. The system will validate the file and display any errors in red.

3. Open the file and make the necessary fixes and repeat steps 1 and 2 above.