# 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:

- 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.)
- 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*.

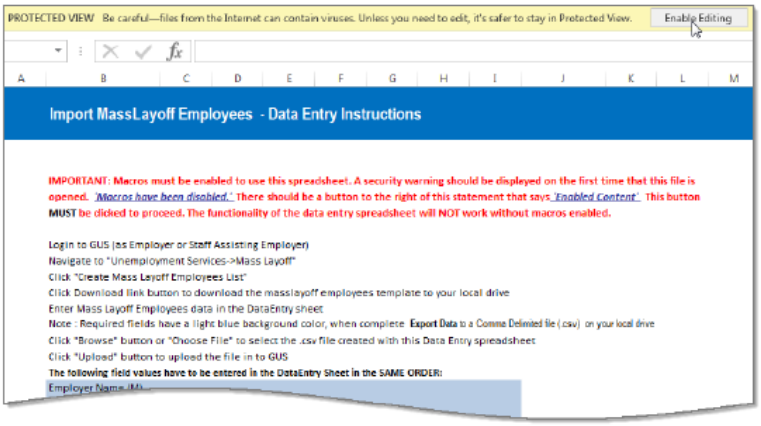
Follow these steps to initiate a new agent relationship:

1. Click the Add Employer link.
2. Enter search criteria such as Company Name, FEIN, or UIID 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.

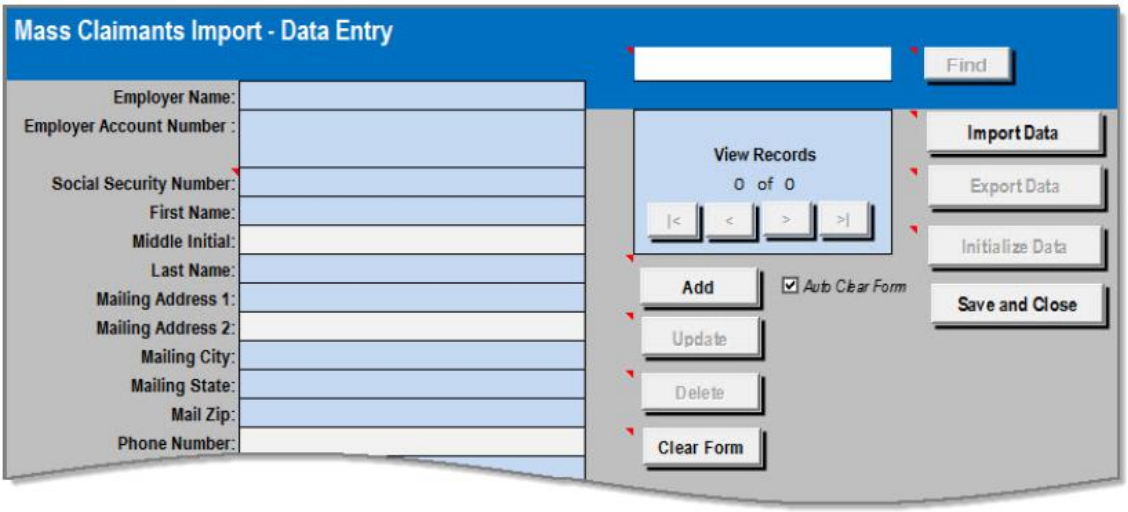
*Importing a Mass Layoff File into the System*

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*.



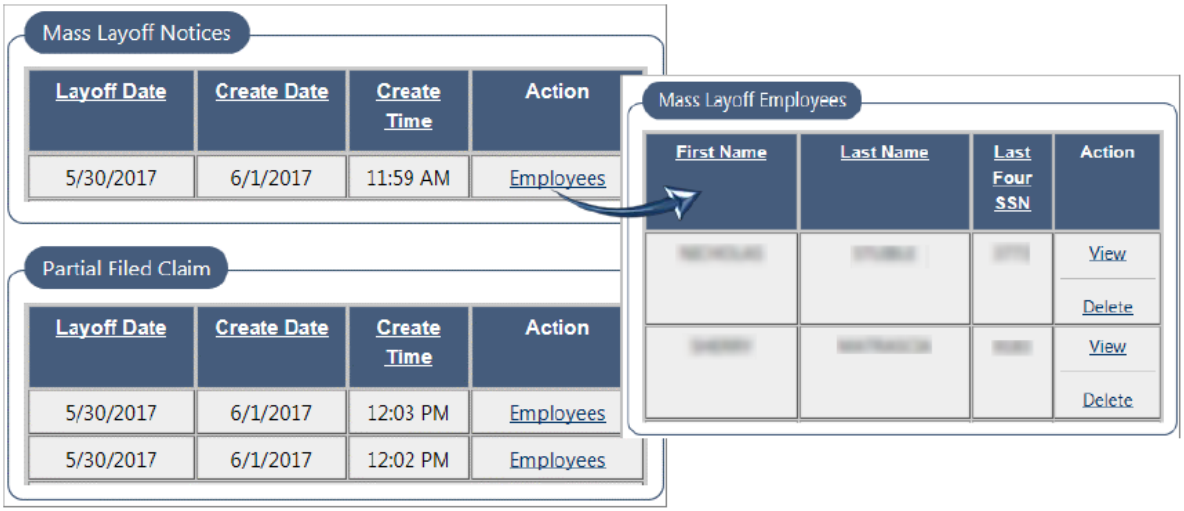
4. Go to the Data Entry worksheet and enter data on each employee. For each record, click the **Add** button to save. Alternatively, you can create a .csv file with the employee information and use the **Import Data** function. For complete information on each function, refer to the *Instructions* worksheet of the Excel document.




*Entering Data into the Mass Layoff Excel Form*

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.




*Reviewing Employees Associated with Mass Layoff (and Partial Claims)*

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**

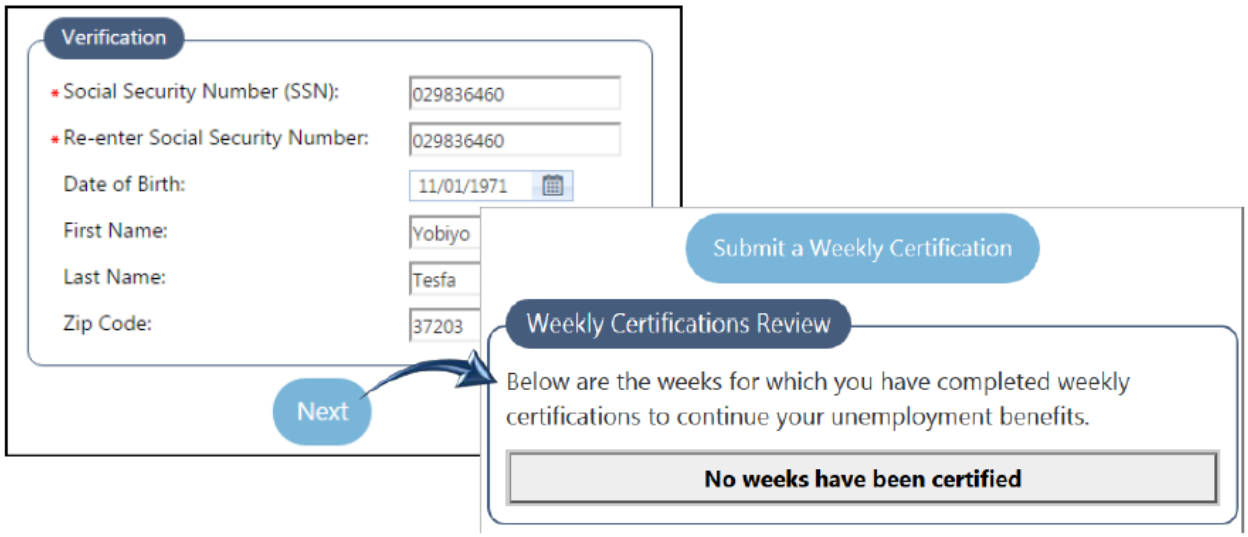
Results View: **Summary** | Detailed

Click a column title to sort.

| ID | Create Date ▼ | Issue Description | Employer | Issue Status | Due Date | Disposition (Disqualification Dates) | Action | Resolve Multiple |
|---|---|---|---|---|---|---|---|---|
| *1875935* | *6/1/2017 New (5/21/2017)* | *(Separation) Mass CSV Import Claimant(221) Mass Claimant Import* | *N/A* | *Completed* | *06/22/2017* | *Approved* | *Reconsiderations View Issue* | ☐ |

*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.



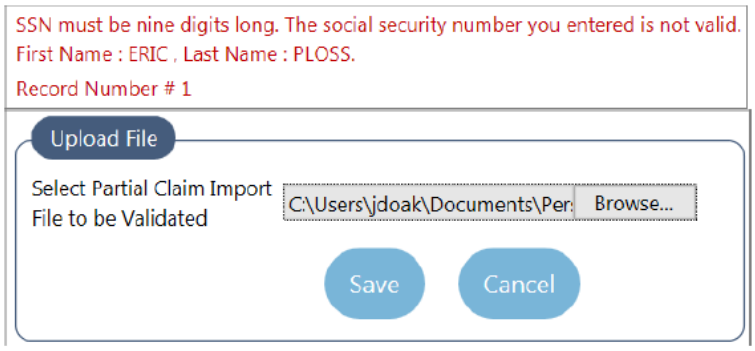

*Linking from Email to Verification to Weekly Certifications*

# 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.)




*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.

## NEworks Employer Mass Layoff Video Demo