

The Unemployment Administration wants to hear from you!

We are always striving to improve our service and relationship with the employer community. Please let us know how we're doing by taking a little time to complete a customer service survey:

UI Tax:

www.azdes.gov/uitaxsurvey

We're on the web:
www.azuitax.com



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

October 2015

Helping Businesses Build Diversity and Inclusion

Is your company interested in building diversity and inclusion into your business plan and your daily operations? The Arizona Rehabilitation Services Administration (RSA) will be hosting workshops focusing on breaking down the fears and stigmas of working with a diversified staff and the tools necessary to equip and benefit you in your plans for diversity and inclusion development.

If you are interested in learning more, please contact Terell Welch, Regional Employment Coordinator for AZ RSA, at TWelch@azdes.gov or (602) 266-9579 ext. 7212.



UI Call Center—Increasing Customer Service

The Arizona Department of Economic Security is utilizing LEAN principles to make changes to better serve our customers.

The changes identified and implemented thus far have allowed the UI Call Center staff to provide great customer service by being able to answer 1,000+ more calls the first week that this change was in place versus prior weeks. Many of these calls were employers that we were better able to assist.

We are excited that the service we provide is improving, and continue to look for opportunities to increase our Customer Service.

Moving at the Speed of Business

Many businesses, governmental entities and other service providers have made a big push toward online filing and responses. Not only do these changes benefit the environment, they save on both time and cost of using paper notices and reporting, as well as mailing costs.

Filing your Quarterly Tax and Wage Reports (UC-018), responding to your Notice to Employer forms (UB-110) and other UI Notices using our electronic systems will also ensure timely receipt of your information, thus allowing us to respond to you more quickly.

Please visit our website: www.azuitax.com for additional information.

IMPORTANT NOTE ABOUT YOUR TAXES: The statutes requiring employers to pay the Arizona Job Training Tax (A.R.S. § 23-769, and 41-1544) have been repealed effective January 1, 2016. This means you are no longer required to submit payment for the Job Training Tax. The statute also includes an exemption that states when Unemployment Tax payments due are less than \$10.00, they must not be submitted. Therefore, effective January 1, 2016, regardless of the total Unemployment Tax owed, even if it is less than \$10.00, it is required for you to submit payment. For more information, visit our website at www.azuitax.com.

EMPLOYER
NEWSLETTER

THIRD
QUARTER
2015

**Unemployment Tax
Central Office**
PO Box 6028
Phoenix, AZ 85005-6028
4000 N. Central Ave. Ste. 500
Phoenix, AZ 85012

UI Tax Phone: 602-771-6606

UI Benefits Phone: 602-364-2722
Toll Free: 877-600-2722
Email: AZCallCenter@azdes.gov



Unemployment Insurance
Employer Outreach / Educa-
tion Program:

UIOutreach@azdes.gov

**For more information
on electronic filing—
visit our website:**

www.azuitax.com

**or contact the
Employer Accounting
Unit at:
602-771-6601**

Unemployment Insurance Employer Appeals

The Unemployment Insurance (UI) Administration routinely issues legal documents with appeal rights attached. These documents may include determinations regarding an employer's liability for unemployment insurance coverage, assignment of a computed tax rate, estimated assessments issued in lieu of required quarterly reports, and determinations that reclassify a worker(s) employment status, often issued in conjunction with corresponding assessments, and determinations regarding the eligibility of former employees. For more information about appeals, please visit our website at www.azuitax.com

UI Tax Appeals

UI Tax notices that may be appealed include:

- ◆ Determination of Unemployment Insurance Liability (UC-016 or UC-015A)
- ◆ Determination of Liability for Employment or Wages (UC-016A)
- ◆ Notice of Assessment (UC-018A)
- ◆ Determination of Unemployment Tax Rate (UC-603)
- ◆ Benefit Charge Notice (UC-602)

These documents display appeal rights and the time frame for filing an appeal. The number of days provided within to file a timely appeal are calendar days, not business days. If the last day for filing an appeal falls on a weekend or a legal holiday, the filing period is extended to the next business day. All appeals must be in writing and may be submitted either in person, or by mail, email or facsimile transmission.

If using a third party to represent you for the appeal, complete a Limited Power of Attorney Form and attach to the letter of appeal. This form may be downloaded from the website www.azdes.gov/uitax/ listed under forms.

Questions about UI Tax Appeals? Contact Chris Crocker, Appeals Officer at (602) 771-6652.

UI Benefit Appeals

When a former employee files a claim for UI Benefits, employers receive a Notice to Employer (UB-110). This notice is not a determination of eligibility for the claimant. It is a request for information and opportunity to formally protest the individual's claim, and whether your employer tax account would be charged. This notice does have a specific time frame in which you must respond (10 working days).

Once a decision about the individual's eligibility is made, if you have responded in a timely manner to the Notice to Employer, you will be sent a determination. If you disagree with the decision, you can file an appeal (within 15 calendar days of the date of the determination).

If the appeal is received timely, you will have the opportunity for a hearing before an appeals tribunal. After this hearing, if you still disagree with the decision, you may appeal it to the Appeals board. If you still disagree, you may appeal to the Arizona Court of Appeals.

When an employee separates from your employ, please remember to advise them of their rights to file for Unemployment Benefits. They can file their claim and learn more about the process by visiting our website at www.azui.com

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact the UI Tax office at 602-771-6606; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request. • Ayuda gratuita con traducciones relacionadas a los servicios del DES está disponible a solicitud del cliente.