

GLOSSARY OF TERMS

Unemployment Identification Number (UID) – The revised name of the current UI employer account numbers under SUPER. The UID will consist of eleven digits, instead of the current nine. Notification of the revised account number will be mailed for future tax-and-wage reporting. Please see the related article concerning the UID in this newsletter.

State Unemployment Program E-government Resource (SUPER) – A new, integrated UI Operations system, providing more effective customer services.

Interactive-Voice-Response (IVR) System – A telephone-menu system that offers various selections for the caller. If necessary, the caller is routed to the next available knowledge worker.

New Tax Forms

In addition to the new UID account numbers, current UI tax forms will be revised to accommodate the new SUPER system. Information concerning these new forms will be forthcoming.

Employer Change of Business Address

If you need to change your mailing, payroll, banking, location, or benefits address, please visit our Web site. It is available 24 hours per day, 7 days per week. Immediate submission of the address change via the UI Program's Web site results in faster processing.

REMINDERS

- Please pay any outstanding UI tax debts prior to June 30, 2003, to avoid an additional delinquent tax penalty for the 2004 tax-rate year.
- **eSERVICES** provides access to tax-and-benefit information, as well as access to other UI services. Visit our Web site, www.coloradoworkforce.com.
- Due to the level of the UI Trust Fund, the 20 percent (0.020) tax credit will not be available for 2003. Form UITR-73, Tax Credit Calculation Instructions, will not be included in the quarterly tax-and-wage-report packets mailed to qualifying employers.

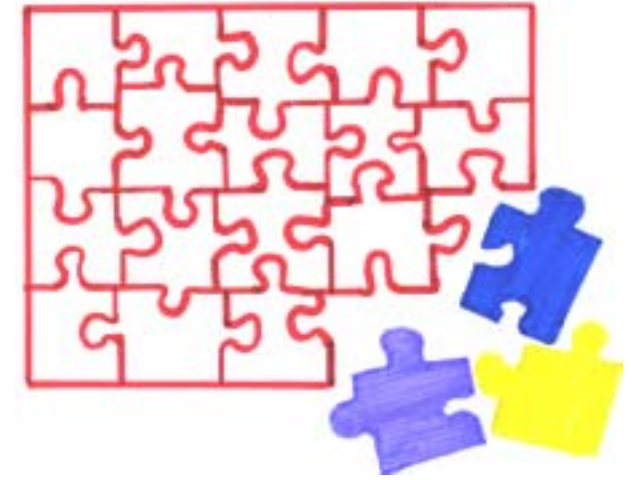
Contact Us

To contact us, send an e-mail to unemp.tax@state.co.us or call 303-318-9100 (Denver-metro area), or 1-800-480-8299 (outside Denver-metro area). For questions relating to the *Colorado Employment Security Act* or *Regulations Concerning Employment Security*, please e-mail uistaffservices@state.co.us.



UI Quarterly News

2nd Quarter 2003



State Unemployment Program E-government Resource System

Colorado Department of Labor and Employment
Unemployment Insurance Operations, Tax
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303-318-9100 (Denver-metro area)
1-800-480-8299 (outside Denver-metro area)

Bill Owens
Governor



Jeffrey M. Wells
Executive Director

Internet Filing

File your quarterly unemployment insurance (UI) return at www.coloradoworkforce.com. Several advantages to using this method include:

- Immediate upload of tax and wage data to your account.
- Access to names and social security numbers of workers reported in the previous quarter.
- Reduced risk of errors in reporting, as data is automatically totaled.

New Unemployment Insurance Employer Account Numbers

With the implementation of the new State Unemployment Program E-government Resource (SUPER) system, current UI employer account numbers will change. Your UI account number will be referred to as your unemployment identification number (UID). The present nine digits will be changed to eleven digits (e.g., the current nine-digit account reads 123456.78-9; the new eleven-digit number will read 0123456.000-7). We anticipate this change will become effective in the fall of 2003. Notification of your revised account number will be mailed prior to the change.

Unemployment Insurance Tax Forms Discontinued as Inserts

In July 2002, a survey relating to inserts included in the tax-and-wage-report packets was provided to employers on the UI Program's Web site. The results of the survey were published in the first-quarter 2003 newsletter. Based on the survey responses, the following forms will no longer be included in the tax-and-wage-report packets, beginning with the second-quarter 2003 mailing:

- Form UITR-1, Unemployment Insurance Tax Report (duplicate).
- Form UITR-1 (a), Unemployment Insurance Report of Workers Wages (duplicate).
- Form UITL-2, Employer Change Request.

Form UITL-2, Employer Change Request, can be downloaded from the UI Program's eSERVICES Web site, www.colorado.workforce.com. If you prefer to have this document mailed to you, please contact UI Operations, Tax at 303-318-9100 (Denver-metro area) or 1-800-480-8299 (outside Denver-metro area).

Connect With Us Via The Interactive-Voice-Response (IVR) System

A new interactive-voice-response (IVR) system will soon be available. The IVR system offers a menu from which options may be selected for call routing. By using your telephone touchtone keypad or by speaking the numeric option, menu choices may be selected. Please have your UID and/or employee social security number(s) at hand when calling the IVR system. These identifiers are required for certain IVR options. Please note that all current UI Program telephone numbers will remain the same.

Once you have dialed into the IVR system from the main menu, press "3" to access the Employer/Tax menu. After entering the Employer/Tax menu, several options are available:

- Option 1, General-Information Menu. To verify addresses, wages reported, account balances, and

tax rates. To register your business with UI Tax Operations, press or speak "1."

- Option 2, Business Types and Ownership. To verify status as a liable employer in Colorado, press or speak "2."
- Option 3, Liens, Levies, and Bankruptcies. To inquire about liens, levies, and installment-payment agreements, press or speak "3."
- Option 4, Redeterminations. To inquire about Form UIF-290, Notice of Wages Reported/Potential Charges; Form UITL-7, Request for Employer Information; or Form UITL-17, Request for Wage Information, press or speak "4."
- Option 5, Claim Issues. To inquire about Form UIB-6, Notice of Decision, press or speak "5."
- Option 6, Audits. To inquire about a previous, pending, or ongoing audit, press or speak "6."

