

# Pennsylvania Unemployment Compensation Services for Employers

*“We are leaders in shaping a progressive Pennsylvania, where people choose to live and work, where business thrives, and where we model the way through innovation and superior service.”*

---Department of Labor and Industry Vision Statement

## UC SERVICE CENTERS

Pennsylvania is going through a time of change; expanding our claim systems to make government services more customer-friendly and more cost-effective. UC claim services are accessible on the Internet or through a toll-free telephone number connected to eight UC Service Centers located across the Commonwealth. UC Service Centers provide a full range of services for state and federal UC programs including taking initial applications for benefits, determining eligibility, processing biweekly claims and getting claimants connected to reemployment services. As part of the fact-finding process to determine claimant eligibility for UC benefits, UC Service Centers may send a questionnaire or call you directly for information.

Your business is now able to receive prompt and courteous service on UC separation and eligibility issues by calling the UC Service Center toll-free telephone number: 1-888-313-7284. This number allows employers to address claim or appeal issues as well as obtain general UC benefits information without going through the claimant service queues. Calls are routed to the appropriate UC Service Center based on the telephone exchange area from which calls are placed. Claimant services are provided through a toll-free telephone number at 1-888-313-7284 or through the Internet. Normal hours of operation are 7:00am to 5:00pm Monday through Friday.

## REPORTING UC FRAUD

To report potential UC program fraud, call the toll-free UC Fraud Hotline at 1-800-692-7469. Or, visit the Department of Labor and Industry website at [www.state.pa.us](http://www.state.pa.us) PA Keyword “Labor and Industry” and click on “Businesses and Organizations,” then “Compliance and Reporting.”

## PENNSYLVANIA CAREERLINK

Job Orders and other employment and training services will continue to be available at your local Pennsylvania CareerLink location, as well as through the PA CareerLink website at [www.state.pa.us](http://www.state.pa.us) PA Keyword “jobs.” CareerLink is your first step for hiring qualified workers and finding a range of workforce services. Our ultimate goal is to provide Pennsylvania’s quarter-million employers and nearly 600,000 UC claimants with supervisor customer service – while doing everything possible to return talented claimants to the labor force quickly.

Pennsylvania CareerLink services are available to you 24 hours a day, 7 days a week from any personal computer connected to the Internet. The address and telephone number of the closest CareerLink site is available on the Department of Labor & Industry website at [www.state.pa.us](http://www.state.pa.us) PA keyword, “Labor and Industry” or the State government pages of your telephone directory.

The UC program collects general employment information and makes it accessible to all CareerLink sites statewide to work with unemployed workers to fill available job openings and offer a wide variety of other customer services. CareerLink and the UC Program are in a position to have a positive impact on both employers and unemployed workers by addressing their respective workforce needs. This data linkage facilitates our mutual customer service goals of returning claimants to gainful employment as soon as possible.

## EMPLOYER'S CHARGE SECTION

Calls and correspondence related to relief from charges and account charges should be directed to the Employer's Charge Information Line: **717-787-4677**. The Employer's Charge Section can respond to your specific information requests about:

- Benefit charges/credits to reserve account contained on Form UC-640, Monthly Notice of Compensation Charged.
- Benefit charges filed with the Department via Form UC-44FR, Request for Relief from Charges, or filed by letter.
- Credits to reserve account due to a subsequent approval of relief from charges or a claimant's ineligibility for UC and subsequent overpayment.
- Time limits for filing a request for relief from charges or an appeal to a relief from charges determination.

## EMPLOYER TAX OPERATIONS

The Bureau works with employers to help them comply with their obligations under the PA Unemployment Compensation Law. The Bureau's services include:

- Registering liable employers for UC taxes. Information, on-line registration for a variety of services, and downloadable forms are available at [www.paopen4business.state.pa.us](http://www.paopen4business.state.pa.us).
- Determining if the business is covered under UC Law.
- Calculating employer's experienced-based tax rates.
- Processing quarterly tax reports and contributions. Employers can file their UC reports on-line and pay electronically. Pennsylvania's business tax information site is at [www.etides.state.pa.us](http://www.etides.state.pa.us).
- Educating employers on their UC responsibilities and how to contain costs.

The number of the office for the county in which you do business can be found by clicking on the Pennsylvania map on the Labor and Industry website listed below or by checking your local telephone directory. General UC tax information, including information about out-of-state tax services, is available from 8:00am to 4:30pm weekdays at 717-787-7679 or outside of Harrisburg area toll-free at 1-866-403-6163.

## DEPARTMENT OF LABOR AND INDUSTRY WEBSITE

For all of your business information needs in Pennsylvania, please check out the Labor and Industry website located at [www.state.pa.us](http://www.state.pa.us) PA Keyword "Labor and Industry" or the Commonwealth's E-commerce website at [www.paopen4business.state.pa.us](http://www.paopen4business.state.pa.us). These comprehensive sites are designed to serve both Pennsylvania's workforce and employers. Here you can find answers to frequently asked questions, review various program laws and regulations including those pertaining to UC, register your business, learn about special projects and initiatives going on globally to help business grow and prosper, as well as download forms to expedite your service requests.

Questions about the UC Program can also be e-mailed to [uc-news@state.pa.us](mailto:uc-news@state.pa.us). The average response time is less than three business days.