

# Unemployment Insurance

## Employer Handbook for COVID-19

### How to Report Employee Return to Work Date

Employers are now able to upload their employees' return to work dates without Cabinet staff assistance. This is the most efficient way to report Return to Work.

But before an employer reports return to work dates, they should be sure it is in fact the correct return to work date. The return to work dates is the first day an employee is able to return to his/her normal unaffected schedule, before hours were reduced and before any lay-offs occurred, on a permanent basis. The key with the return to work date is that there are no future reductions in hours or lay-offs planned. Please note, a return to work date is the date you have instructed an employee to return to work. If they choose not to return, you do not need to report that to the Cabinet. Once a return to work date has been updated in the system, the claim is closed and the employee can no longer request a benefit payment.

Any questions should be sent to [UIAssistance@ky.gov](mailto:UIAssistance@ky.gov) with Return to Work in the subject line.

#### Step One:

Employers will log into their accounts in KEWES, <https://kewes.ky.gov/>.

This is the account employers currently use to pay their quarterly unemployment payments.

The screenshot shows a web browser window displaying the Kentucky's Unemployment Insurance Self-Service Web portal. The browser address bar shows [kewes.ky.gov](https://kewes.ky.gov/). The page header includes the Kentucky Career Center logo and the text "Office of Unemployment Insurance". A navigation menu contains links for "Pay", "Tax Information", "Links", "Contact Us", and "Login". The main content area is titled "Kentucky's Unemployment Insurance Self-Service Web" and lists several main actions: "Submit quarterly tax reports over the Internet through either an on-screen form or a file upload option", "Retrieve information about the Kentucky Unemployment Insurance program", "Pay taxes by Electronic Funds Transfer (EFT)", and "Establish a new Unemployment Insurance Account". Below this, there are sections for "2020 Updates and Changes (Updated 12/16/2019)" and an "Important Notice Regarding UI system against fraudulent claims". The "2020 Updates and Changes" section includes bullet points about 2020 Contribution Rate Notices, contribution rates, and taxable wage base adjustments. The "Important Notice" section discusses the discovery of an increase in imposter UI claim attempts and the role of employers in identifying such attempts.

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## Step Two:

On the menu, you will now see a Return to Work option, the last item on the menu.

After you click on Return to Work you're asked to log in to your account.

The screenshot shows a web browser window with the URL [kewes.ky.gov/Employertax/login.aspx?id=7](https://kewes.ky.gov/Employertax/login.aspx?id=7). The page header includes the **Ky.gov** logo and the text "An Official Website of the Commonwealth of Kentucky". The main navigation bar is green and features the **Office of Unemployment Insurance** logo and menu items: [Pay](#), [Tax Information](#), [Links](#), [Contact Us](#), and [Login](#). A left-hand sidebar menu lists various services, with [Return to Work](#) highlighted at the bottom. The main content area is titled **Account Login** and contains a login form with the following fields and elements:

- \*KEIN or TPA number:
- \*Password:
- 
- [Forgot your password?](#) or [Change your password](#)

**Note:** please enter the 8 or 9 digit Kentucky Employer Identification Number (KEIN) or Third Party Administrator Number (TPA) as shown on your report without spaces. [KEIN Examples](#)

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## Step Three:

After you log in, you should see the screen shown below to upload your return to work file.

You can choose to either “Download File Format” or “Upload from File.”

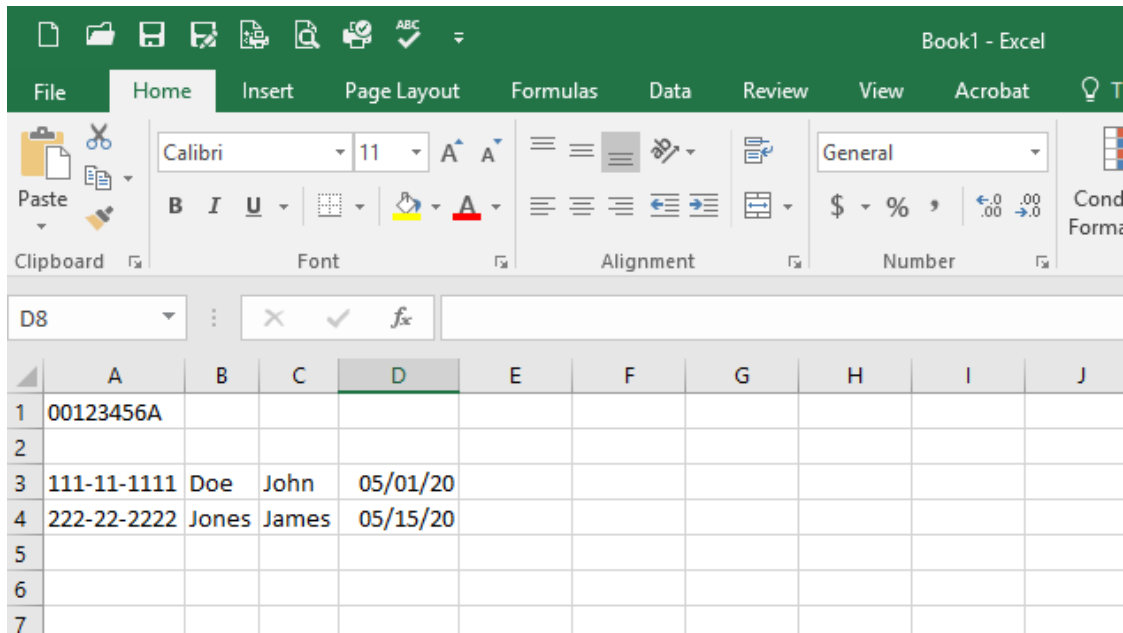
The screenshot shows the 'Return to Work File Upload' page on the Kentucky Career Center website. The page has a green header with the 'Office of Unemployment Insurance' logo and navigation links for 'Pay', 'Tax Information', 'Links', 'Contact Us', and 'Logout'. A left sidebar contains a 'Home /' link and a list of services including 'Submit Quarterly Report', 'Employer Registration', 'TPA Registration', 'Close Employer Account', 'Request a Refund', 'Pay by EFT/Credit Card', 'Address Update', 'Report Misclassification or Fraud', 'Claim Separation Response (SIDES)', 'Wage Audit Response (UI-203)', 'Employer Documents', and 'Return to Work'. Below 'Return to Work' is a section for 'Site Enhancements and Electronic Reporting'. The main content area is titled 'Return to Work File Upload' and contains 'INSTRUCTIONS FOR REPORTING RETURN TO WORK USING THE TEXT FORMAT:'. It states that data must be entered in each record in the exact positions shown. Below the instructions is a table with two columns: 'LINE POSITION' and 'LINE DESCRIPTION'. The table has two rows: the first row is for 'Transmitter's Kentucky Employer ID Number (KEIN)' and the second row is for 'SSN, LastName, FirstName, MMDDYYYY', which includes sub-instructions for 'Employee Social Security Number', 'Employee Last Name', 'Employee First Name', and 'Employee Return to Work Date MMDDYYYY'. At the bottom of the page are two green buttons: 'Download File Format' and 'Upload From File'.

LINE POSITION	LINE DESCRIPTION
1	Transmitter's Kentucky Employer ID Number (KEIN)
3	SSN, LastName, FirstName, MMDDYYYY Employee Social Security Number, Employee Last Name, Employee First Name, Employee Return to Work Date MMDDYYYY

If you choose to “Upload From File,” this is the tricky part, the system can only accept a plain text file or a CSV file. Must be a text file. Excel and Word add extra characters to files that are not compatible with the mainframe. Below is the sample file that we are asking each employer to follow – it’s rather simple format.

The screenshot shows a Notepad window titled 'RTW TEXT FILE - Notepad'. The window contains the following text:  
00123456A  
  
111-11-1111,Doe, John,05/01/2020  
222-22-2222,Jones, James,05/15/2020  
The status bar at the bottom of the Notepad window shows 'Windows (C Ln 1, Col 1 100%'.

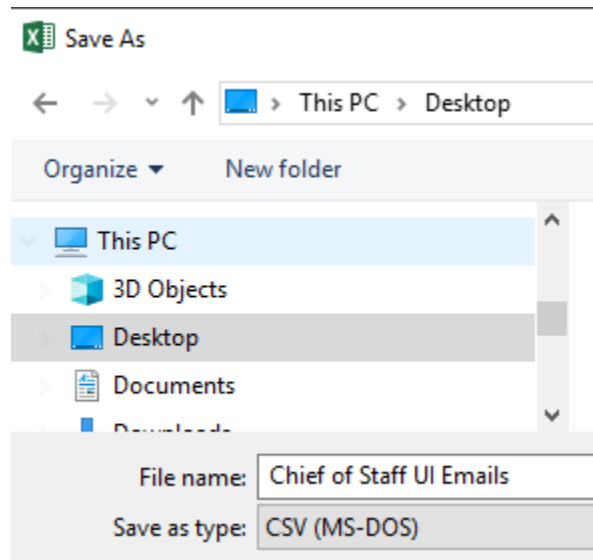
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The screenshot shows the Microsoft Excel interface with the following data in the spreadsheet:

	A	B	C	D	E	F	G	H	I	J
1	00123456A									
2										
3	111-11-1111	Doe	John	05/01/20						
4	222-22-2222	Jones	James	05/15/20						
5										
6										
7										

If the employer uses Excel, chooses CSV (comma delimited) when saving the file and ONLY has the required data in the spreadsheet, it should provide what we need.



Furthermore, the content of the file has to be written in a very particular format. The website shows the format to use and the attached example file also shows the format.