



*Third Party Administrator  
LaborFirst User Manual*

# Third Party Administrator LaborFirst User Manual

## Table of Contents

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<b>Overview .....</b>	<b>1</b>
<b>Before You Start .....</b>	<b>2</b>
<b>Registration.....</b>	<b>3</b>
Third-Party Administrator (TPA) Registration.....	3
<b>TPA Portal General Navigation .....</b>	<b>14</b>
TPA Portal Page .....	14
TPA Home Screen.....	15
<b>Profile Icon</b> .....	<b>16</b>
<b>Menu</b> .....	<b>23</b>
<b>Add and Manage Users .....</b>	<b>24</b>
Add Additional Users .....	24
Manage Additional Users .....	26
<b>Manage TPA Access.....</b>	<b>27</b>
<b>Bulk Reporting.....</b>	<b>29</b>
Bulk Reporting Errors .....	37
<b>Make a Payment .....</b>	<b>39</b>
Make a Payment: Single Employer .....	39
Bulk Payments.....	43
Payment History .....	44

### Overview

We will now start working with some of the most important components of LaborFirst. At any time, please select the LaborFirst Logo in the top right corner to come back to the Table of Contents.

- **Getting Started:**
  - System requirements (visit the [LaborFirst](#) website)
  - Signing into LaborFirst for the first time
  - Overview of the user interface and main dashboard
- **Enrollment Process**
  - How to navigate Delaware Labor First
  - Step-by-step guide to enrolling in Paid Family Medical Leave (PFML) or “Paid Leave”
- **Managing Your Account**
  - Updating account information
- **Help and Support Resources** (visit the [LaborFirst](#) website)
  - Contacting the Help Desk
  - Additional resources and LaborFirst guides
  - Frequently Asked Questions

**Note:** The TPA Portal is a window into the Employer Self-Service Portal. For specific information about the Employer Self-Service Portal functions and navigation, please see the Employer User Guide.

## Third Party Administrator LaborFirst User Manual

### Before You Start

Before you can sign in to LaborFirst, you must complete two activities.

#### Step One: Are You a New Business Operating in Delaware?

**If your business is registered in Delaware One Stop, proceed to Step 2.**

If you haven't registered your business in Delaware One Stop, please visit [One Stop](#).

If you need **help**, visit the [One Stop Contact](#) page.

#### Step Two: Everyone must establish State of Delaware sign-in credentials. [Go Here](#).

Third Party Administrator or Professional Employer Organization? [Go Here](#).

For **Help**, written instructions are available [here](#), or you can watch this [video](#).

If you are unable to complete the credentialing process, please call 302-761-8375.

Have you completed the steps above? You can now access **LaborFirst** from the **LaborFirst tile** on your [MyDelaware](#) dashboard.



**My Delaware LaborFirst Tile**

Note: If a TPA is operating in the State of Delaware as an employer, they will also need to complete Employer Registration in LaborFirst. If you need more information or training materials? Documentation specifically developed for Employers, TPAs, and PEOs are available from the [LaborFirst home page](#), then select the appropriate tile for your business type.

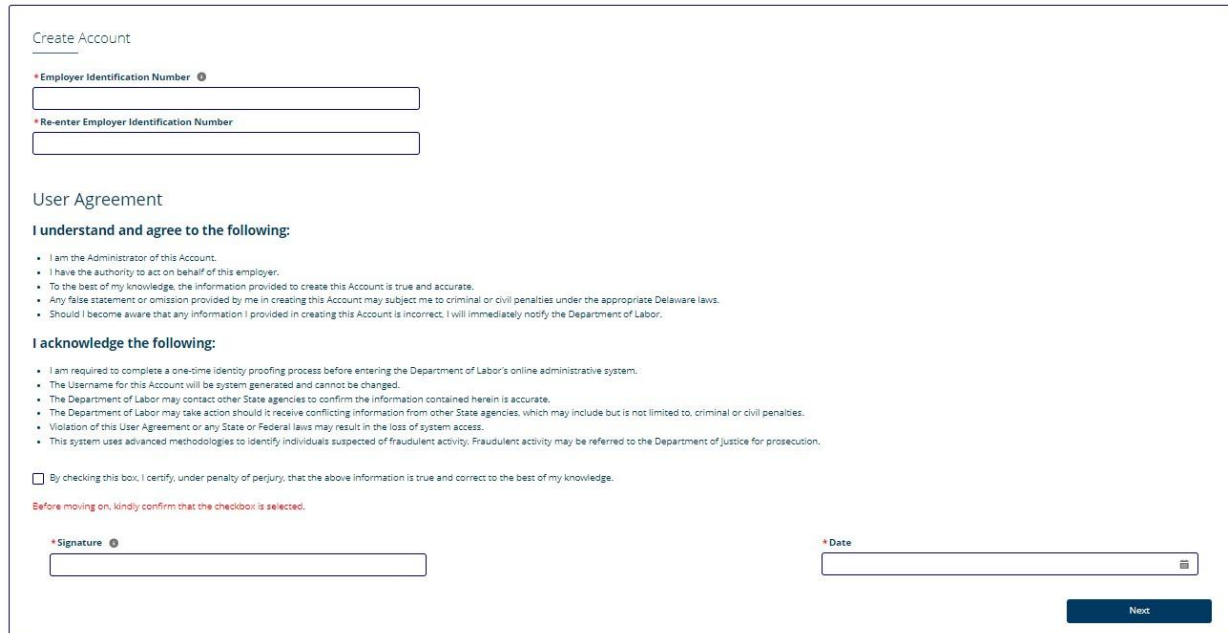
## Registration

### Third-Party Administrator (TPA) Registration

Once a person has established their State of Delaware sign in credentials and selects the LaborFirst tile from MyDelaware.gov (see the prior page), they can begin working in LaborFirst.

This section of the user manual provides the steps for a Third-Party Administrator (TPA) (and Professional Employer Organization – PEOs) to complete LaborFirst registration. A TPA is an organization that provides operational services such as claims processing and employee benefits management under contract to another company.

The ‘Create Account’ screen is the first step in the TPA Registration process after a successful sign in if someone has not already registered the TPA in LaborFirst. This screen asks the TPA to enter and reenter their Employer Identification Number. Unlike employer business registration, the TPA’s FEIN does not need to match the FEIN registered in Delaware One Stop. Additionally, this screen contains a User Agreement outlining key acknowledgments to which the TPA must agree to proceed. The TPA will utilize the checkbox to certify that the above information is true and correct to the best of their knowledge, sign and date, and select **Next** to proceed with the registration process.



**Create Account**

\* Employer Identification Number ⓘ

\* Re-enter Employer Identification Number

**User Agreement**

**I understand and agree to the following:**

- I am the Administrator of this Account.
- I have the authority to act on behalf of this employer.
- To the best of my knowledge, the information provided to create this Account is true and accurate.
- Any false statement or omission provided by me in creating this Account may subject me to criminal or civil penalties under the appropriate Delaware laws.
- Should I become aware that any information I provided in creating this Account is incorrect, I will immediately notify the Department of Labor.

**I acknowledge the following:**

- I am required to complete a one-time identity proofing process before entering the Department of Labor's online administrative system.
- The Username for this Account will be system generated and cannot be changed.
- The Department of Labor may contact other State agencies to confirm the information contained herein is accurate.
- The Department of Labor may take action should it receive conflicting information from other State agencies, which may include but is not limited to, criminal or civil penalties.
- Violation of this User Agreement or any State or Federal laws may result in the loss of system access.
- This system uses advanced methodologies to identify individuals suspected of fraudulent activity. Fraudulent activity may be referred to the Department of Justice for prosecution.

☐ By checking this box, I certify, under penalty of perjury, that the above information is true and correct to the best of my knowledge.

Before moving on, kindly confirm that the checkbox is selected.

\* Signature ⓘ

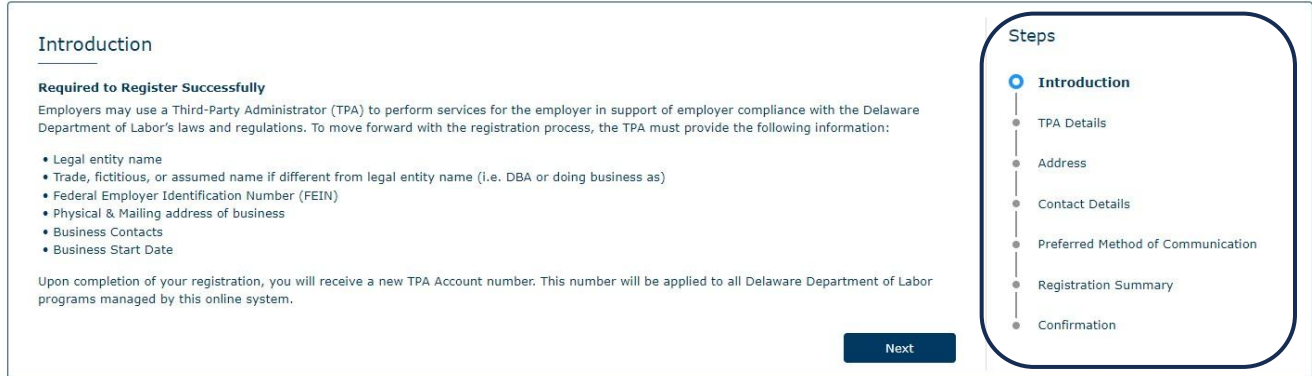
\* Date

**Next**

### Create Account Screen

## Third Party Administrator LaborFirst User Manual

The 'Introduction' screen is the first screen in the TPA Registration process and highlights the information required to complete registration.



**Introduction**

**Required to Register Successfully**

Employers may use a Third-Party Administrator (TPA) to perform services for the employer in support of employer compliance with the Delaware Department of Labor's laws and regulations. To move forward with the registration process, the TPA must provide the following information:

- Legal entity name
- Trade, fictitious, or assumed name if different from legal entity name (i.e. DBA or doing business as)
- Federal Employer Identification Number (FEIN)
- Physical & Mailing address of business
- Business Contacts
- Business Start Date

Upon completion of your registration, you will receive a new TPA Account number. This number will be applied to all Delaware Department of Labor programs managed by this online system.

**Next**

**Steps**

- **Introduction**
- TPA Details
- Address
- Contact Details
- Preferred Method of Communication
- Registration Summary
- Confirmation

### Introduction Screen

Each screen in the TPA registration process includes a 'Steps' status bar in the right pane. After the initial screen, **Previous** and **Next** buttons are available at the bottom of each screen to move back and forth between screens. If the person registering exits the system before completing the registration process, all previously entered information is saved and the registration status will be incomplete. When the TPA later signs in, they are presented with the 'Introduction' screen. However, previously entered information will be saved as they navigate the registration process. The TPA may make updates, if necessary.

Note: Incomplete registrations will be purged from LaborFirst if not completed within 15 days.

## Third Party Administrator LaborFirst User Manual

The 'TPA Details' screen is the next step in the process and is accessed after selecting **Next** on the 'Introduction' screen. Throughout the registration process, labels marked with a red asterisk are required to proceed to the next step in the registration process. For all steps in the registration process, enter the required data, then select **Next**.

### TPA Details

\* FEIN (Federal Employer Identification Number)

00-0001107

\* Legal Business Name

\* Business Start Date

\* Phone Number

Fax Number

☐ I am registering as a Professional Employer Organization

Previous

Next

### Steps

- Introduction
- TPA Details**
- Address
- Contact Details
- Preferred Method of Communication
- Registration Summary
- Confirmation

### TPA Details Screen

## Third Party Administrator LaborFirst User Manual

The 'Address' screen is the next step in the registration process. At least one physical address and one mailing address are required. Select the down arrow, then **Edit** to launch the 'Mailing Address' window.

### Address

A mailing address and one physical address are required. Click on the down arrow and select Edit to enter your mailing address.

#### Mailing Address

US

\* Is your mailing address the same as your physical address?

☐ Yes ☐ No

\* Would you like to add additional locations? ⓘ

☐ Yes ☐ No

Previous

Next

#### Steps

- Introduction
- TPA Details
- Address**
- Contact Details
- Preferred Method of Communication
- Registration Summary
- Confirmation

### Address Screen

Third Party Administrator LaborFirst User Manual  
Delaware Department of Labor - Confidential and Proprietary

Page 6 of 47  
Last Revised: 6/25/24



## Third Party Administrator LaborFirst User Manual

The first field in the 'Mailing Address' window is a search field, which utilizes an address broker to allow the person registering to start typing the address and select from a list of results. The TPA will select their mailing address, and all additional fields on the screen will populate. However, if the TPA cannot locate their address utilizing the search field, they may select **Address not found** to manually enter their address. Once the mailing address has been entered, select **Save**.

Mailing Address

Search

☐ Address not found

\* Country

United States

\* Address Line 1

\* State

Delaware

\* City

\* Zip Code

Cancel

Save

**Mailing Address Screen**

## Third Party Administrator LaborFirst User Manual

If the person registering indicates that their physical address is different from their mailing address, an additional address field will be dynamically displayed on the screen for the physical location. Follow the steps previously mentioned to enter a new physical address.

If the person registering answers “Yes” to the question “Would you like to add additional locations?” then ‘Additional Locations’ will appear in the ‘Steps’ pane on the right. To enter a new location, select **+New** to launch the ‘Additional Locations’ window.

The screenshot displays the 'Additional Locations in Delaware' interface. On the left, under the heading 'Additional Locations in Delaware', there is a 'Locations' section. Within this section, a button with a plus sign and the text '+ New' is highlighted with a red rectangular box. To the right of this button is a large, empty text input field. Below the input field are two buttons: 'Previous' and 'Next'. On the right side of the screen, there is a 'Steps' sidebar. This sidebar contains a vertical list of steps: 'Introduction', 'TPA Details', 'Address', 'Additional Locations in Delaware' (which is currently selected and highlighted with a blue circle), 'Contact Details', 'Preferred Method of Communication', 'Registration Summary', and 'Confirmation'.

### TPA Additional Locations Screen

## Third Party Administrator LaborFirst User Manual

The 'Locations' screen allows the person registering to enter address information for additional physical locations. Because of this, the 'Address Type' field is prepopulated to 'Physical Location' in a read-only format. Enter the address details as requested, then select **Save**. Select **Proceed** to go to the next screen.

Locations

**Address Type**  

Physical Location

**Search**

☐ Address not found

**\* Country**  

United States ▼

**\* Address Line 1** ⓘ

**\* State**  

Delaware ▼

**\* City**

**\* Zip Code**

Cancel

Save

**Locations Window**

## Third Party Administrator LaborFirst User Manual

'Contacts' is the next step in the process. To proceed, you must register one contact. Enter the registration contact's information in the fields on the screen, then select **Next** to continue.

### Contact Details



TPA registration requires the entry of one contact to complete the registration process. Please enter the contact information below as required.

\* First Name

\* Last Name

\* Email Address

\* Phone Number

Previous

Next

### Steps

- Introduction
- TPA Details
- Address
- Contact Details**
- Preferred Method of Communication
- Registration Summary
- Confirmation

### TPA Contact Details Screen

## Third Party Administrator LaborFirst User Manual

'Preferred Method of Communication' is the next step. The Preferred Contact Method defaults to email in a read-only format; however, the person registering can edit the email provided as needed. Enter the requisite information and then select **Next**.

Note: A registration email is sent to the email entered upon successful completion of the registration process.

### Preferred Method of Communication

Registration requires a preferred method of communication to complete the registration process. Please provide your preferred email if different from the one shown below.

**\* Preferred Method of Communication**

Email

**\* Email Address**

totallyawesometpa@sharklasers.com

**\* Re-enter Email Address**

totallyawesometpa@sharklasers.com

Previous

Next

### Steps

- Introduction
- TPA Details
- Address
- Contact Details
- Preferred Method of Communication**
- Registration Summary
- Confirmation

### Preferred Method of Communication Screen

## Third Party Administrator LaborFirst User Manual

A 'Registration Summary' allows the person registering to review the information entered during the registration process. Though the information on this screen is read-only, the person registering may use **Previous** to toggle back through the screens to make any necessary corrections. Review the information and, if accurate, read and agree to the disclosure, sign and date, then select **Next** to complete the registration.

### Registration Summary

TPA Details

FEIN : 00-0001107  
Business Start date : 06/09/2009  
Legal Business Name : Totally Awesome TPA  
Phone Number : (720) 456-7788  
I am registering as a Professional Employer Organization : false

Address

Type	Address Line 1	City	State	Zip	Country
Physical Location	402 Ogletown Rd	Newark	Delaware	19711	United States
Mailing	402 Ogletown Rd	Newark	Delaware	19711	United States

Contact Details

Title Type	First Name	Last Name	Email	Phone
Administrator	Totally Awesome	TPA	totallyawesometpa@sharklasers.com	(214) 214-2141
Registration Contact	Amanda Tori	Meeting	atmeeting@sharklasers.com	(979) 666-5424

Preferred Method of Communication

Preferred Contact Method: Email  
Email Address: totallyawesometpa@sharklasers.com

Certification

Registration Certification  
  
☐ By checking this box, I certify, under penalty of perjury, that the information provided in this filing is true and correct to the best of my knowledge and belief.

\* Signature ⓘ

\* Date

Previous

Next

### Steps

- Introduction
- TPA Details
- Address
- Contact Details
- Preferred Method of Communication
- Registration Summary**
- Confirmation

### Registration Summary Screen

## Third Party Administrator LaborFirst User Manual

Upon successful completion of the registration process, the 'Confirmation' screen appears and an email is sent to the registration contact. LaborFirst provides the TPA Account Number and Confirmation Number for reference. Select **Proceed** to return to the 'TPA Home Page'.

### Confirmation

**Confirmation Number: CON-00927**

You have successfully registered as a Third Party Administrator (TPA) as of 08/14/2024. Please note the TPA Account Number for future reference as it uniquely identifies your TPA within Delaware LaborFirst. Please retain a copy of this registration confirmation for your records.

TPA Account Number: 6000551

**Proceed**

### Steps

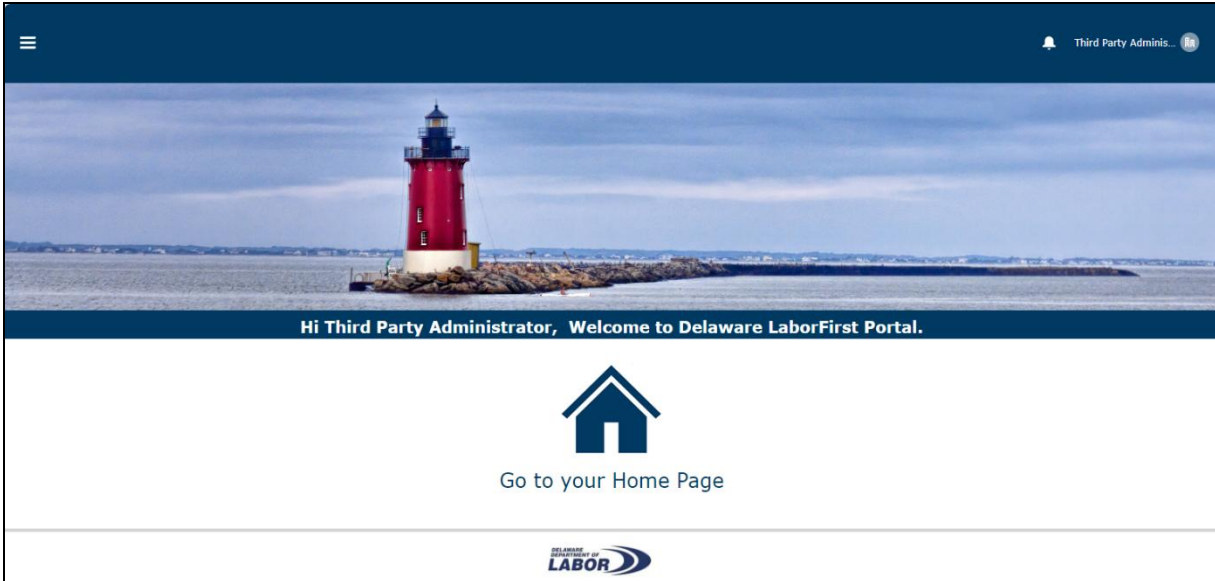
- Introduction
- TPA Details
- Address
- Contact Details
- Preferred Method of Communication
- Registration Summary
- Confirmation**

### Registration Confirmation Screen

## TPA Portal General Navigation

### TPA Portal Page

After signing in, the TPA user will land on the TPA Portal Page. From here a user can access their Home Page, view Notifications, use the Profile Icon, or use the 'Menu' (three lines in the upper left corner) to move to various screens.



### TPA Portal Page




# Third Party Administrator LaborFirst User Manual

## TPA Home Screen

Select **Go to your Home Page** to move to the screen shown below. Here, you can view the linked business accounts. Entity Relationships are dynamically displayed once the employer and TPA relationship is established.

By selecting the **Employer**, the TPA will be navigated to the employer's account and will may be able to view/edit different areas within the employer portal based on the level of access. Please review the [Employer LaborFirst User Guide](#) for more details.


Third Party Adminis...

### Third Party Administrator

TPA Account Number: 6000621

Entity Relationship

4 Items • Updated a few seconds ago

	Employer	Authorization Type	Start Date	End Date	Status	
1	Kristi Davis Designs	Administrator	9/10/2024		Requested	
2	Steve Smith's Surf Shop	Administrator	9/10/2024		Approved	
3	Frozen Yogurt Shop	Maintain Profile	9/10/2024		Requested	
4	Taco Town	Maintain Profile	10/1/2024		Requested	

Accounts > Third Party Administrator

Notes & Attachments

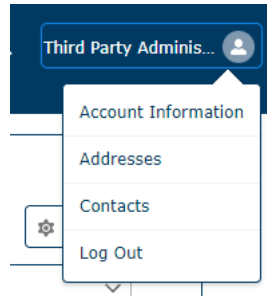
0 Items • Sorted by Last Modified • Updated a few seconds ago

Title	Created By	Last Modified	Size
No Items to display.			

## TPA Home Screen

## Profile Icon

The TPA Profile Icon is at the top right corner of the screen. From here, the TPA can view Account Information, Addresses, and Contacts. The Profile Icon also allows the user to **Log Out** of the system.



**TPA Profile Icon Dropdown Menu**

## Account Information

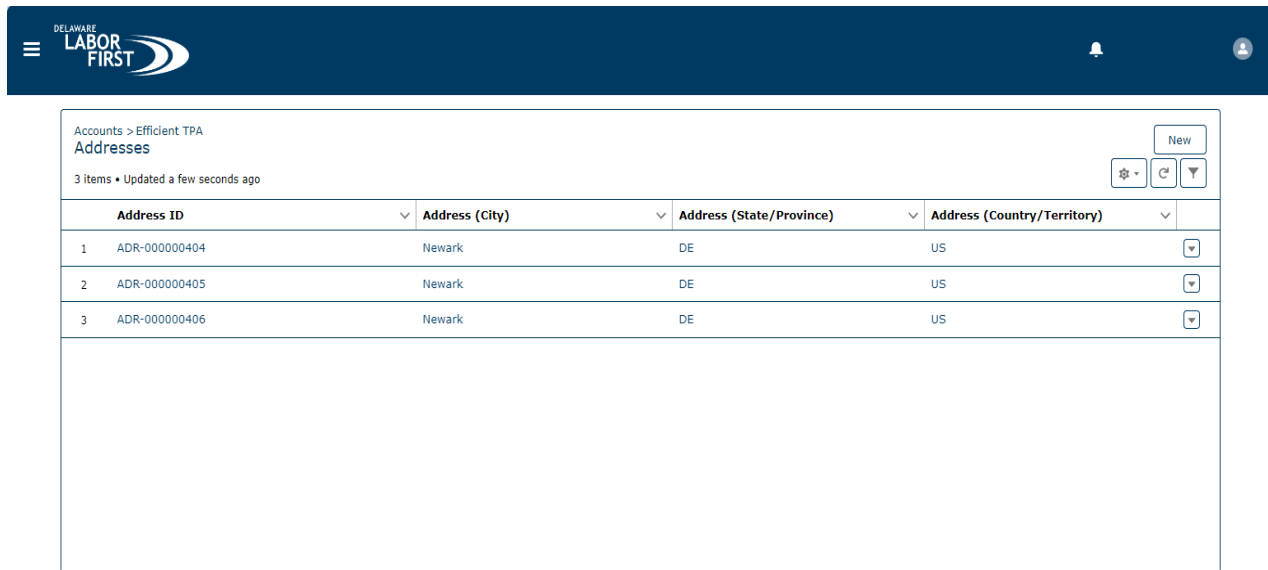
The 'Account Information' screen allows the TPA to view their account details. The information presented is the information currently on file – Either provided at registration or updated by Delaware Department of Labor staff.

Account Name	
Efficient TPA	
Preferred Contact Method	
Email	
Registration Status	Registered
Registration Date	7/16/2024
Business Start Date	7/1/2020

**Account Information Screen**

## Addresses

The 'Addresses' Screen allows the TPA to view, add, edit, or delete addresses associated with the account.



Accounts > Efficient TPA  
Addresses

3 items • Updated a few seconds ago

Address ID	Address (City)	Address (State/Province)	Address (Country/Territory)
1 ADR-000000404	Newark	DE	US
2 ADR-000000405	Newark	DE	US
3 ADR-000000406	Newark	DE	US

## Addresses Screen

## Third Party Administrator LaborFirst User Manual

To edit an address that already exists within the system, select the down arrow to the right of the address, then **Edit**. Once the desired changes are made, select **Save** to return to the 'Addresses' screen.

**Edit ADR-000000404**

\* = Required Information

\* **Account**  
 ✕

\* **Primary Location**

**Address**  
 🔍

\* **Address Type**

**Address (Country/Territory)**

**Address (Street)**

**Address (City)**

**Address (State/Province)**

**Address (ZIP/Postal Code)**

Physical Location Number

Cancel Save & New Save

**Edit Addresses Screen**

## Third Party Administrator LaborFirst User Manual

To enter a new address, select **New** in the top right corner of the screen.

**New Address**

\* = Required Information

**Information**

\* **Account**  
Efficient TPA

\* **Primary Location**  
No

**Address**

\* **Address Type**  
--None--

Search Address

**Address (Country/Territory)**  
United States

**Address (Street)**

**Address (City)**

**Address (State/Province)**  
--None--

**Address (ZIP/Postal Code)**

Physical Location Number

Cancel Save & New Save

**New Address Screen**

## Contacts

The 'Contacts' Screen allows the user to edit and/or enter to contact details to the account.

Accounts > Efficient TPA <b>Contacts</b>				New
2 Items • Sorted by Last Name • Updated a few seconds ago				⚙️ ↺ ⌵
Contact Name	Title Type	Email	Phone	
1 Third Party Administrator	Administrator	bosebih.jujopil@gotgel.org	(720) 111-2222	⌵
2 Bill Billings	Registration Contact	bbillings@gmail.com	(979) 888-6666	⌵

## Contacts Screen

## Third Party Administrator LaborFirst User Manual

To edit an existing contact, select the down arrow, then **Edit**.

**Edit Third Party Administrator**

\* = Required Information

Account Name  
Efficient TPA

\* Title Type  
Administrator

\* Name

Salutation  
--None--

First Name  
Third Party

Middle Name  
Middle Name

\* Last Name  
Administrator

Suffix  
Suffix

\* Phone  
(720) 111-2222

Home Phone

\* Email  
bosebih.jujopli@gotgel.org

**Edit Third Party Administrator Screen**

## Third Party Administrator LaborFirst User Manual

To add a new contact, select **New** in the top right corner of screen.

### New Contact

\* = Required Information

**Contact Information**

Account Name  
Yedai TPA Co.

\* Name

Salutation  
--None--

First Name  
First Name

\* Last Name  
Last Name

\* Phone

\* Title  
--None--

\* Email

Cancel Save & New Save

**New Contact Screen**

### Log Out

At the bottom of the Profile Icon dropdown list the user can **Log Out**. This returns the user to the initial TPA sign in screen.



## Menu

In the top left corner of the screen, you will see a menu icon. The menu helps you move to various screens for Account Services.

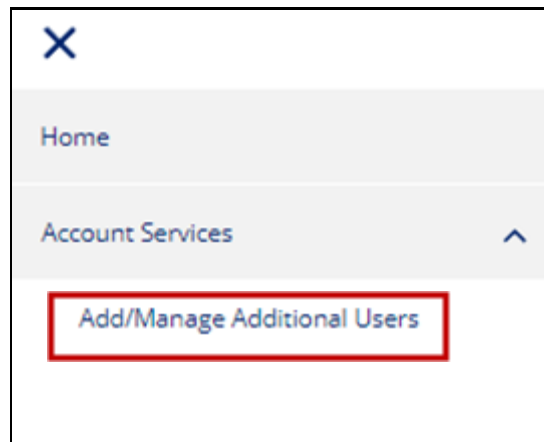


## TPA Menu

## Add and Manage Users

### Add Additional Users

An Account Administrator can add additional users to their LaborFirst account. When additional users are set up, they are given access to the account and can engage in LaborFirst functionality based on permissions granted by the Account Administrator. Additional users who are granted administrator access have the same access as the account owner.



**Account Services Dropdown Menu**

After selecting **Add/Manage Additional Users**, the account administrator can both add new Additional Users, as well as manage relationships with existing Additional Users.

To add a new Additional User to the LaborFirst account, enter their First Name, Last Name, Email, and Phone Number. Please note: the email entered must be unique and cannot exist in LaborFirst.

Upon selecting 'Save', an email is sent to the respective person registering inviting them to create a State of Delaware account on My.Delaware.gov.

Upon selecting the link in the email, the person registering is prompted to create an account on My.Delaware.gov. (For details on obtaining Delaware state sign in credentials, please visit the [LaborFirst website](#) or see page 2 in this document.)

Add Additional Users

\* First Name

\* Last Name

\* Email

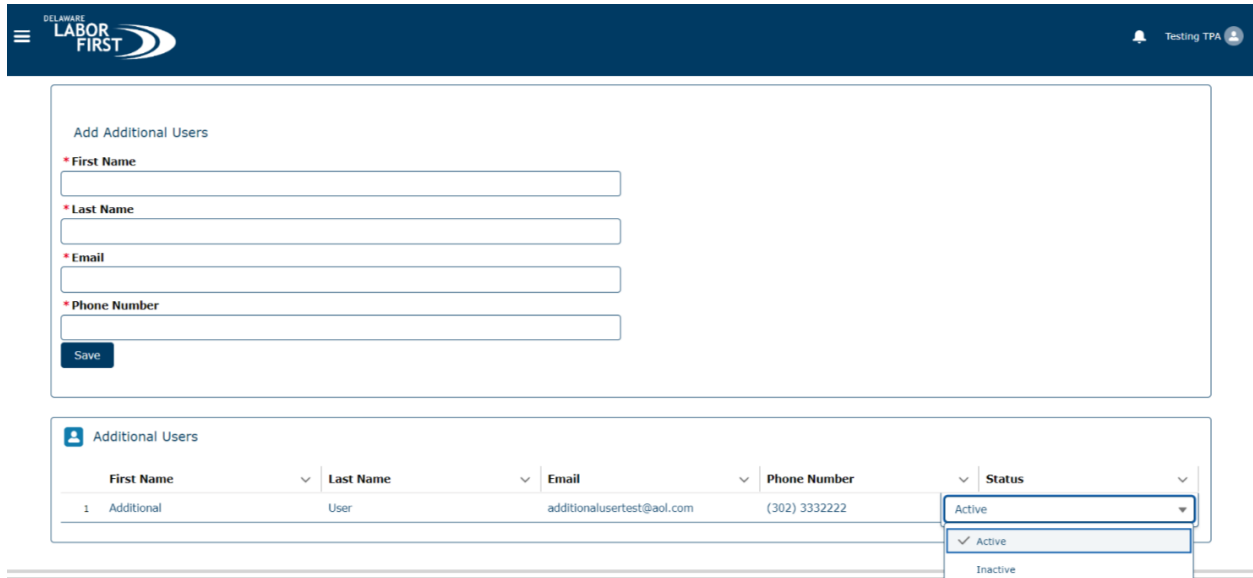
\* Phone Number

Save

## Add Additional Users Screen

## Manage Additional Users

The Account Administrator can manage additional users that were added to the employer and/or TPA account. As previously mentioned, only the administrator will have access to this screen to edit a user's access, select the pencil icon. Administrators cannot deactivate other users with Administrator permissions.



Add Additional Users

\* First Name

\* Last Name

\* Email

\* Phone Number

Save

Additional Users

	First Name	Last Name	Email	Phone Number	Status
1	Additional	User	additionalusertest@aol.com	(302) 3332222	Active

Active

Inactive

## Manage Users Screen

### Manage TPA Access

Employers who already have an agreement with a TPA will request establishing a TPA relationship in LaborFirst from the Employer Portal. The employer will initiate the relationship by selecting a TPA registered in Delaware Labor First, the relationship start date, end date (if known), and access level.

TPA Authorization levels:

- Administrator: read/update/create access is provided for all functions.
- Maintain Profile: read/update/create access to account information.
- Paid Leave Registration: may complete the paid leave account division registration.
- File / Amend Paid Leave Records: allows the TPA to file a quarterly wage and hour report.
- Paid Leave- File Waivers and Reclassifications: allows the TPA to access the 'File Waiver' and 'File Reclassification' links within the Paid Leave division.
- File Paid Leave Appeals: allows the TPA to access to 'File Appeal' link.
- Paid Leave - Make a Payment: allows the TPA to make payments to the Division of Paid Leave on behalf of an Employer

Upon submission, the designated TPA will receive an email notification prompting them to Approve or Deny authorization (see next page)

Note: The TPA notification email is sent to the preferred method of communication associated with the TPA account.

### TPA Authorization Request

8/5/2024

Dear Terrific TPA,

Thriving Business has requested authorization for you to perform the following services for their Delaware Department of Labor account:

- Administrator

Please click on the link below to confirm or deny that you will performing the service(s) on Thriving Business 's behalf.

[Confirm Authorization](#)

[Authorization Denied](#)

Sincerely,

Delaware Department of Labor

### TPA Authorization Email Request

Selecting **Confirm Authorization** or **Authorization Denied** will presented one of the following messages depending upon whether the authorization was Approved or Denied.

[About](#) | [Contact Us](#)

## TPA Authorization Approved

You have Confirmed Thriving Business's authorization request and your access is pending review by the department of labor to do the following on their account:  
Administrator

Home

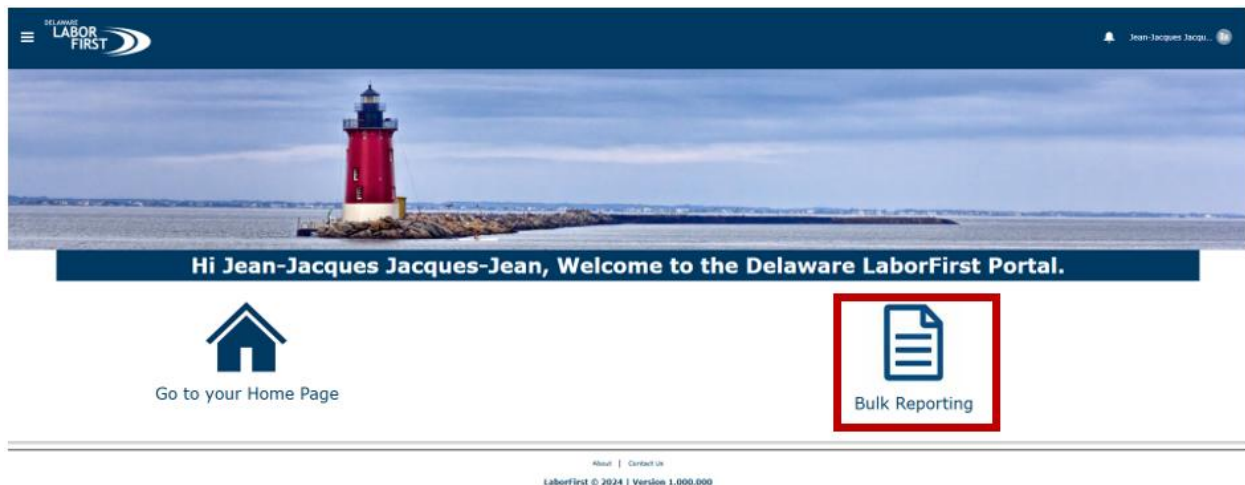
### TPA Authorization Approved Notification

Once an employer has requested a TPA Authorization, and the TPA has accepted, the approval is sent to Delaware Department of Labor staff for final approval.

## Bulk Reporting

Third Party Administrators normally represent multiple employers at a given time. A TPA may file quarterly reports via 'Bulk Reporting'. A bulk report is like a typical uploaded report. The TPA will have the report saved to their computer as a CSV or XML file to upload in the TPA portal. The difference between a bulk upload and a regular upload is that the TPA can upload multiple employers on one report.

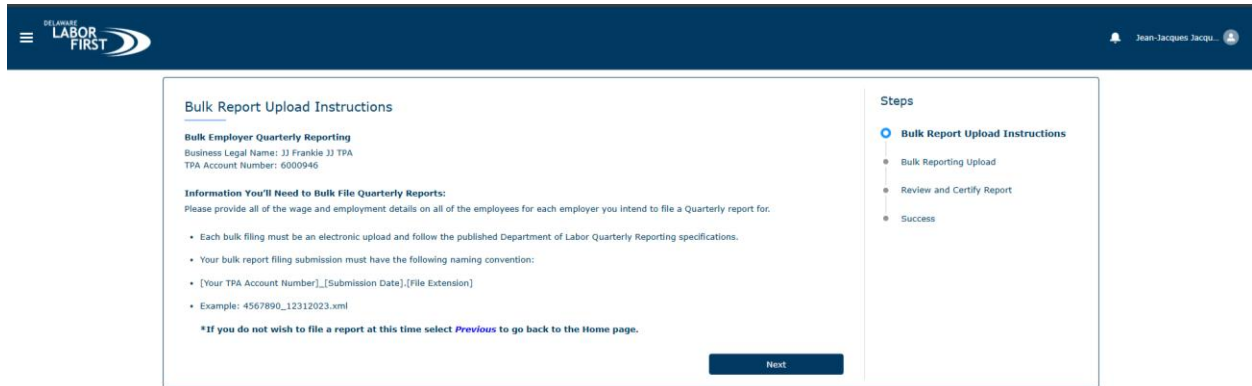
To launch the Bulk Reporting process, login to the TPA portal and select the 'Bulk Reporting' link from the Portal Page.



### TPA Portal Page – Bulk Reporting

The first step in the Bulk Reporting process is the **Bulk Report Upload Instructions** page. This page contains important information and instructions to complete the report. Select the 'Next' button to proceed.

Note: It is a good idea to check individual employer accounts to ensure a quarterly report has not already been submitted. A report may only be submitted once; therefore, if the bulk report includes an employer that has already had a quarterly report filed, the report processing will fail.



The screenshot shows the 'Bulk Report Upload Instructions' page. The header includes the Delaware LaborFirst logo and a user profile for Jean-Jacques Jacqui. The main content area is titled 'Bulk Report Upload Instructions' and contains the following information:

- Bulk Employer Quarterly Reporting**  
Business Legal Name: JJ Frankie JJ TPA  
TPA Account Number: 6000946
- Information You'll Need to Bulk File Quarterly Reports:**  
Please provide all of the wage and employment details on all of the employees for each employer you intend to file a Quarterly report for.
  - Each bulk filing must be an electronic upload and follow the published Department of Labor Quarterly Reporting specifications.
  - Your bulk report filing submission must have the following naming convention:
    - [Your TPA Account Number]\_[Submission Date].[File Extension]
    - Example: 4567890\_12312023.xml
- \*If you do not wish to file a report at this time select [Previous](#) to go back to the Home page.**

A 'Next' button is located at the bottom right of the main content area. On the right side of the page, there is a 'Steps' sidebar with the following items:

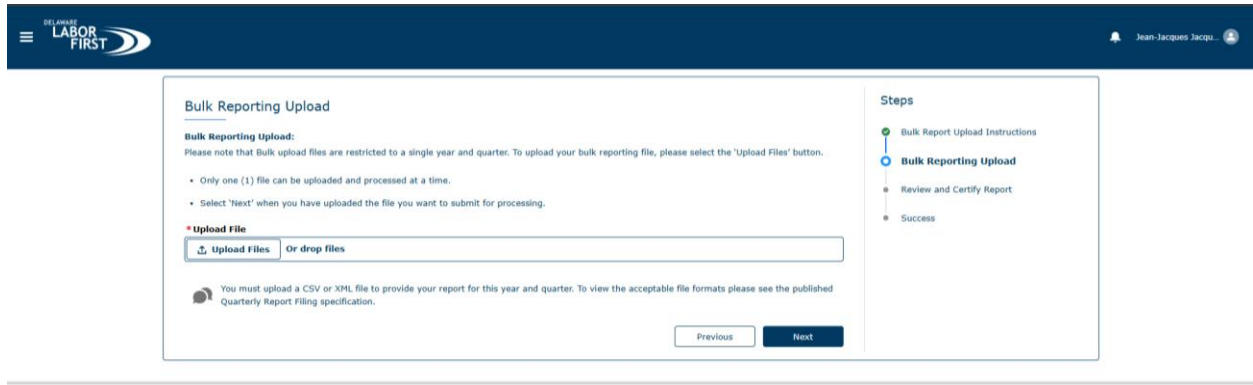
- Bulk Report Upload Instructions** (Current step, indicated by a blue circle)
- Bulk Reporting Upload
- Review and Certify Report
- Success

## Bulk Report Upload Instructions



## Third Party Administrator LaborFirst User Manual

The next step in the Bulk Reporting process is the **Bulk Reporting Upload** screen. Here, select the 'Upload Files' button and select the report to upload.



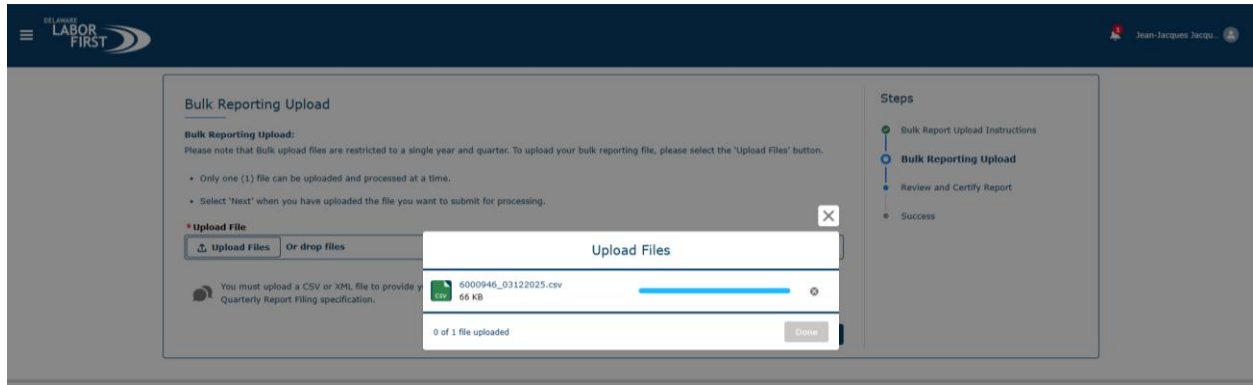
The screenshot shows the 'Bulk Reporting Upload' interface. At the top, there is a dark blue header with the 'DELAWARE LABOR FIRST' logo on the left and a user profile 'Jean-Jacques Jacqu...' on the right. The main content area is white and contains the following elements:

- Bulk Reporting Upload** section header.
- Bulk Reporting Upload:** A note stating: 'Please note that Bulk upload files are restricted to a single year and quarter. To upload your bulk reporting file, please select the "Upload Files" button.'
- Two bullet points:
  - Only one (1) file can be uploaded and processed at a time.
  - Select "Next" when you have uploaded the file you want to submit for processing.
- Upload File** section with a red asterisk. It contains a button labeled 'Upload Files' with a cloud icon and the text 'Or drop files'.
- A note with a document icon: 'You must upload a CSV or XML file to provide your report for this year and quarter. To view the acceptable file formats please see the published Quarterly Report Filing specification.'
- At the bottom right of the main content area are two buttons: 'Previous' and 'Next'.
- A **Steps** sidebar on the right side of the page shows a progress list:
  - Bulk Report Upload Instructions (completed, green dot)
  - Bulk Reporting Upload** (current step, blue circle)
  - Review and Certify Report (pending, grey circle)
  - Success (pending, grey circle)

### Bulk Reporting Upload

## Third Party Administrator LaborFirst User Manual

Once the file is attached, select the 'Done' button on the **Upload Files** pop-up then select the 'Next' button.



### Bulk Reporting Upload Files

## Third Party Administrator LaborFirst User Manual

The next step in the Bulk Reporting process is the **Review and Certify Report** screen. Here, the user will review the file name, type, and size. Once sure the attached file is correct, agree to the certification statement, sign, and date. Then, select the 'Next' button to submit the report.

**Review and Certify Report**

Please review before you certify. If you need to make any corrections, please use the 'Previous' button to go back.

**Uploaded File:**  
 Name of File: 6000946\_03122025  
 File Type: CSV  
 File Size: 0.06 MB

Bulk Quarterly Report Certification

☒ By checking this box, I certify, under penalty of perjury, that the information provided in this filing is true and correct to the best of my knowledge and belief.

**\* Signature**  
 JJ Frankie JJ

**\* Date**  
 03-12-2025

Previous Next

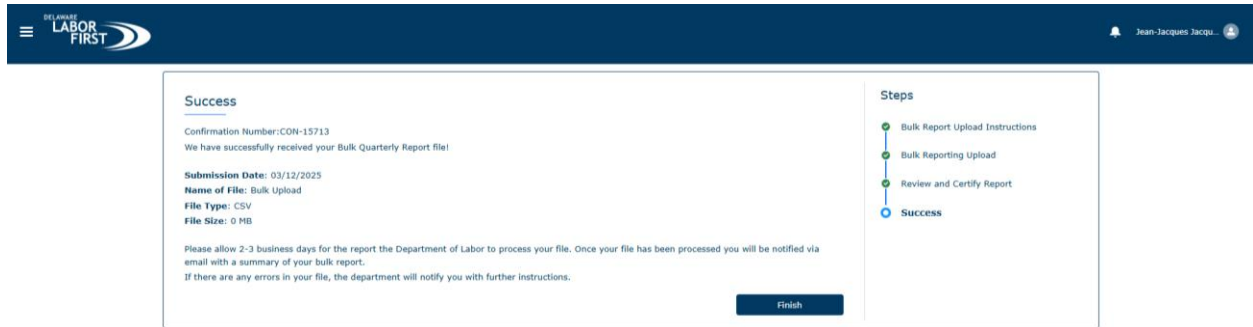
**Steps**

- Bulk Report Upload Instructions
- Bulk Reporting Upload
- Review and Certify Report**
- Success

### Review and Certify Report

## Third Party Administrator LaborFirst User Manual

The final step in the Bulk Report process is the 'Success' page. Here, the user will receive a confirmation the report was received.



### Success

## Third Party Administrator LaborFirst User Manual

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Once the Bulk Report has been processed by LaborFirst, the TPA will receive an email indicating whether the report was processed successfully or unsuccessfully.

Dear Tony TPA,

The Department of Labor has successfully processed your Bulk Quarterly Report!

**Report Name:** [Report Name]

**Submission Date:** [Submission Date]

**Processing Date:** [Processing Date]

**Status:** Successful

If you have any questions or need further assistance, please do not hesitate to contact our support team at [Support Email Address] or [Support Phone Number].

Thank you for your prompt submission and cooperation.

Sincerely,

The Department of Labor

### TPA Email – Status: Successful

## Third Party Administrator LaborFirst User Manual

If the Bulk Report process fails, the TPA will receive an email indicating the report status as 'Unsuccessful'. Review the report for errors (invalid SSNs, duplicate lines, missing or incomplete data, etc.). Also review individual employers' accounts to ensure a report has not already been submitted.

Once the report has been reviewed and errors corrected, the report may be submitted again using the prior steps.

Dear Tony TPA,

The Department of Labor was unsuccessful in processing your Bulk Quarterly Report submitted on [Submission Date]

**Report Name:** [Report Name]

**Submission Date:** [Submission Date]

**Processing Date:** [Processing Date]

**Status:** **Unsuccessful**

A total of [number] accounts errored out while processing your file. Please make sure all records adhere to file format standards and that the provided employer accounts can have quarterly reports posted to them.

\*Note: Quarterly Reports containing errors will remain unfiled until the reports are processed successfully. All quarter due dates will remain unchanged. To avoid any penalties, please ensure all reports are submitted before the quarter's end.

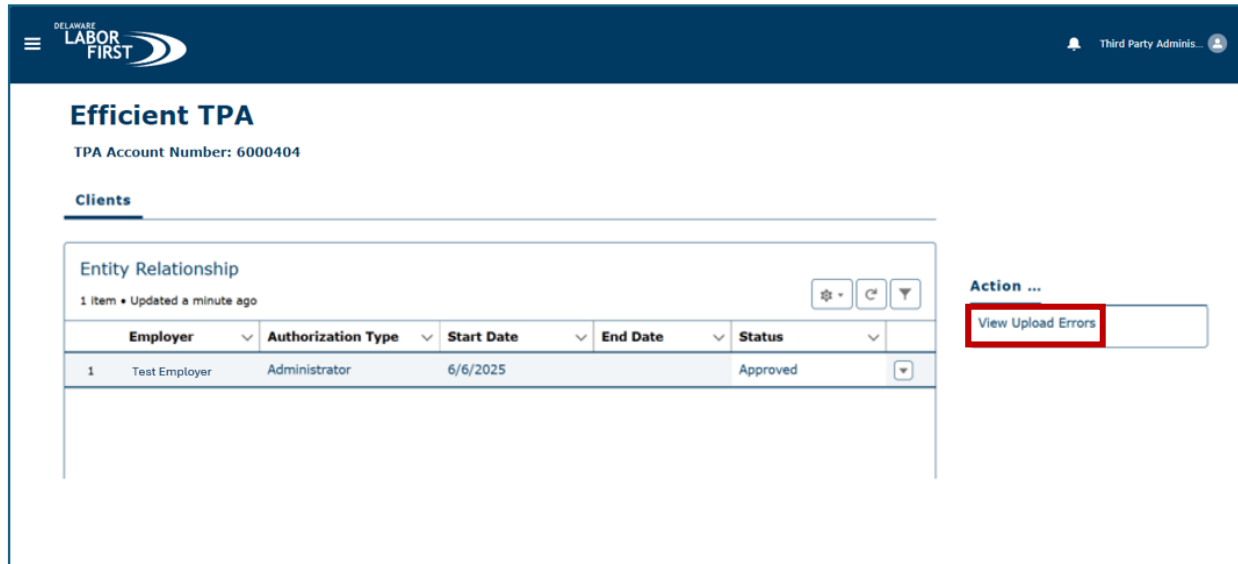
Sincerely,

The Department of Labor

### TPA Email – Status: Unsuccessful

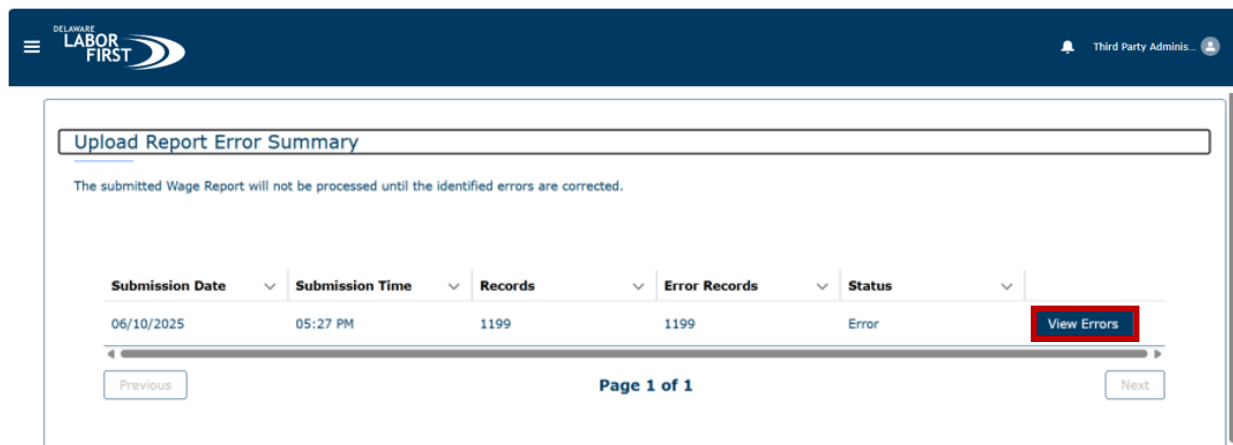
## Bulk Reporting Errors

When a TPA uploads a bulk report file with errors, an 'Action Item' will display on their TPA Portal Homepage. Select 'View Upload Errors' to be navigated to **Upload Report Error Summary Screen**.



### Action Item: View Upload Errors

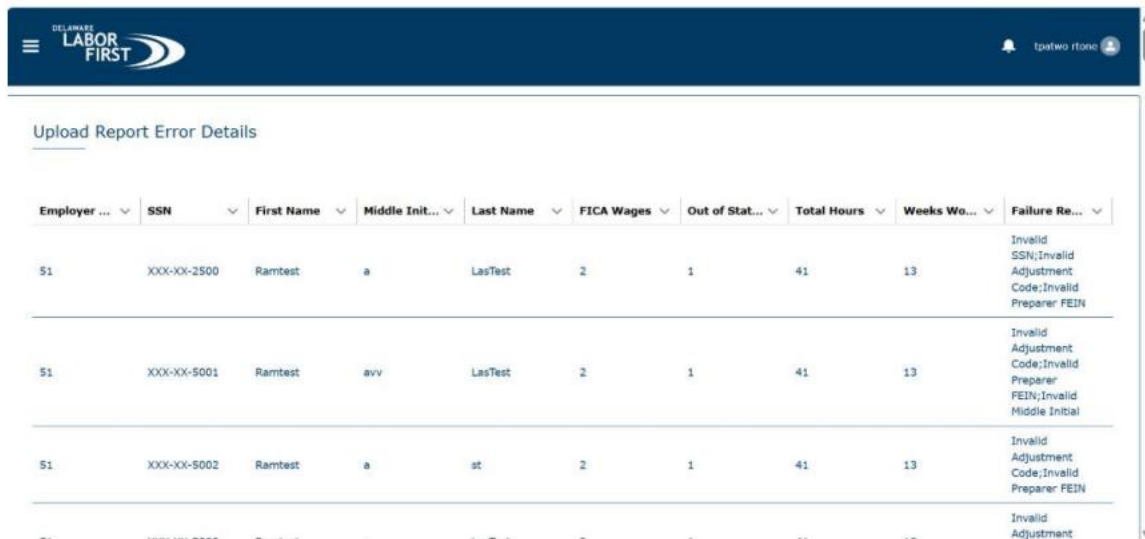
The Upload Report Error Summary Screen is used to view the errors associated with a file upload. This screen contains the Submission Date, Submission Time, Number of Records, Number of Error Records, and overall status of the file upload. Select 'View Errors' to view the errors associated with the file.



### Upload Report Error Summary Screen

## Third Party Administrator LaborFirst User Manual

The Upload Report Error Details Screen displays the error failure reasons.



Employer ...	SSN	First Name	Middle Init...	Last Name	FICA Wages	Out of Stat...	Total Hours	Weeks Wo...	Failure Re...
S1	XXX-XX-2500	Ramtest	a	LasTest	2	1	41	13	Invalid SSN;Invalid Adjustment Code;Invalid Preparer FEIN
S1	XXX-XX-5001	Ramtest	avv	LasTest	2	1	41	13	Invalid Adjustment Code;Invalid Preparer FEIN;Invalid Middle Initial
S1	XXX-XX-5002	Ramtest	a	st	2	1	41	13	Invalid Adjustment Code;Invalid Preparer FEIN
									Invalid Adjustment

**Upload Report Error Details Screen**



## Make a Payment

### Make a Payment: Single Employer

TPAs have the ability to file a payment on behalf of a single Employer. To make a payment, log into the TPA portal and navigate to the Account Division screen for an Employer. Then, select 'Make a Payment' from the Action Items.

The screenshot shows the Delaware LaborFirst TPA portal interface. At the top, there is a header with the logo and a user profile for 'Issa Dee'. Below the header, the 'Account Division' section displays 'PFML-1004723' and a 'Printable View' button. A table lists account details: Account (The BLOCC), Registration Date (2/25/2025, 12:45 PM), Registration Status (Registered), Liability Date (1/1/2025), and Liability Status (Liable). Below this, the 'Lines of Coverage (1)' table shows a single entry for 'Parental Leave' with status 'Private Insurance Pending Approval'. To the right, the 'Action Items' menu is open, listing 'File an Appeal', 'File Waiver', 'File Reclassification', and 'Make A Payment', which is highlighted with a red box.

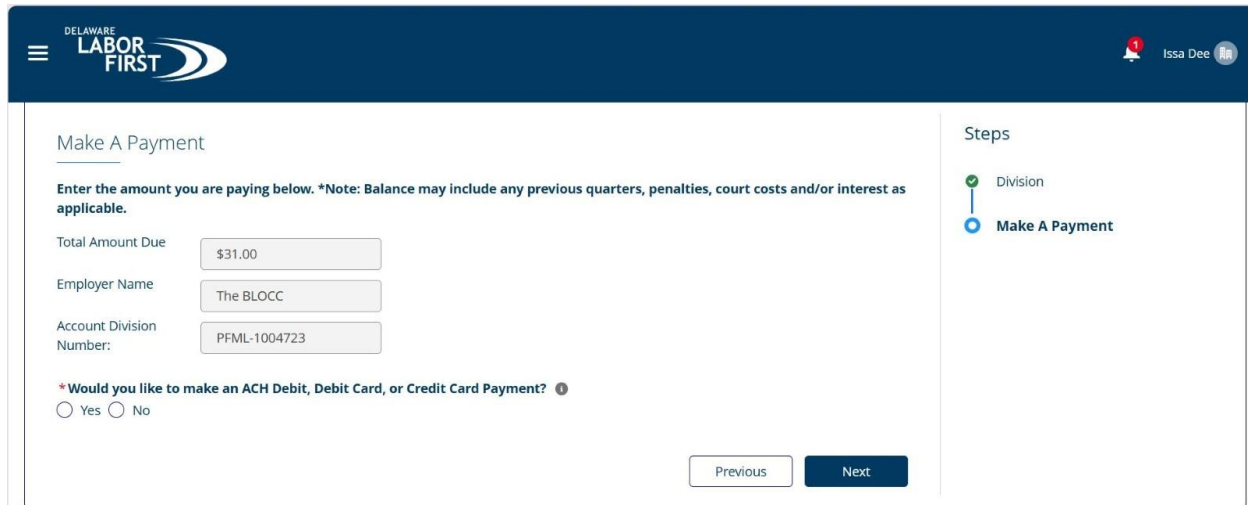
### Account Division- Make a Payment Action Item

The first step in the Make a Payment process is the **Making a Department of Labor Payment** screen. Here, select the division for which you wish to make a payment, then select 'Next'.

The screenshot shows the 'Making a Department of Labor Payment' screen. It prompts the user to 'Please choose the Department of Labor Division below to make a payment'. A radio button is selected for 'Division of Paid Family Medical Leave', which has a 'Total Due' of '\$31.00'. Below this, a message states: 'If you do not wish to make a payment at this time, select 'Previous' to go to your Account Division page.' At the bottom, there are 'Previous' and 'Next' buttons. On the right side, a 'Steps' panel shows 'Division' as the current step and 'Make A Payment' as the next step.

### Making a Department of Labor Payment

The next step in the Make a Payment process is the **Make a Payment** screen. This screen allows the Employer to select a payment amount and payment method. 'Total Amount Due', 'Employer Name' and 'Account Division Number' are prepopulated and read-only.



**Make A Payment**

Enter the amount you are paying below. \*Note: Balance may include any previous quarters, penalties, court costs and/or interest as applicable.

Total Amount Due: \$31.00

Employer Name: The BLOCC

Account Division Number: PFML-1004723

\*Would you like to make an ACH Debit, Debit Card, or Credit Card Payment? ☐ Yes ☐ No

Previous Next

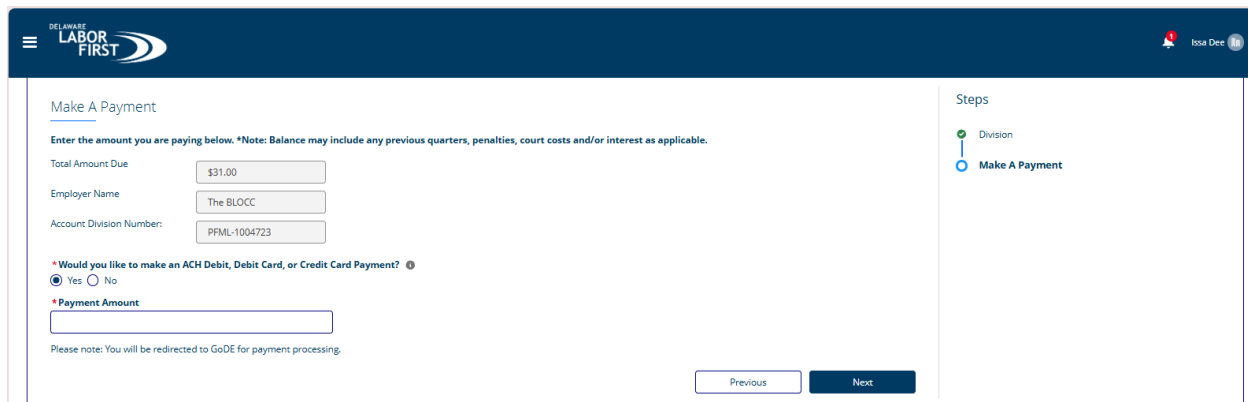
**Steps**

- Division
- Make A Payment

## Make a Payment

TPAs will use the GoDE portal to make a single payment via Credit/Debit Card, or directly through a bank account. The TPA is asked if they would like to make an ACH Debit, Debit Card, or Credit Card Payment. If they select 'Yes', they are asked to enter the Payment Amount. The Payment Amount cannot be greater than the total contribution due. Additionally, text is presented to alert the TPA that they will be redirected to GoDE for payment processing.

Select 'Next' to be navigated to the GoDE Payment Portal.



**Make A Payment**

Enter the amount you are paying below. \*Note: Balance may include any previous quarters, penalties, court costs and/or interest as applicable.

Total Amount Due: \$31.00

Employer Name: The BLOCC

Account Division Number: PFML-1004723

\*Would you like to make an ACH Debit, Debit Card, or Credit Card Payment? ☒ Yes ☐ No

\*Payment Amount:

Please note: You will be redirected to GoDE for payment processing.

Previous Next

**Steps**

- Division
- Make A Payment

## Make a Payment- ACH Debit, Debit Card, or Credit Card

The GoDE Payment Portal allows the TPA to select their payment method: Credit/Debit Card or Bank Account. Enter the requisite information and select 'Review and Pay'.

# Third Party Administrator LaborFirst User Manual

Payment Method Review & Pay Payment Complete

### Choose a payment method

You will not be charged until you review this order on the next page.

How would you like to pay?

Credit/Debit Card

Bank Account

Please enter your payment details

\*Card number

The following cards are accepted:

\*Expiration date

\*Security code

\*Name on card

**Billing Address**

\*Country/Region

\*United States

\*Address line 1

\*Address line 2

\*Postal code

\*City

\*State/Province

**Review & Pay** →

Account number: 436218701

DEPARTMENT OF LABOR PAYMENTS (4-RT2543)

(04/23)

DESCRIPTION:

PPML Contribution Due

NET COST:

T02044347520254

Amount due/total? **\$1.00**

Secure checkout

Payment is always safe and secure.

Review & Pay →

## Choose a payment method

You will not be charged until you review this order on the next page.

How would you like to pay?

Credit/Debit Card

Bank Account

Please enter your payment details

### Account details

Is this a personal or business account?

Personal

Business

Account type

Checking

Savings

\*Name on the account

\*Routing/transit number

\*Account number

\*Confirm account number

### Accountholder Address

\*Country/region

United States

\*Address line 1

\*Address line 2

\*Postal code

\*City

\*State/province

Please Select

Review & Pay

YOU MAY ALSO BE INTERESTED IN

DEPARTMENT OF LABOR PAYMENTS (H-1B) (S&T)

ORGANIZATION: PP&E Contribution Due

REF ID: A17705246367502554

Payment amount: \$1.00

Secure checkout

Payment is always safe and secure.

Review & Pay

## GoDE Payment Portal

The next screen in the GoDE Payment Portal is the **Review and Make a Payment Screen**. Here, the TPA will review their payment information, and select 'Make Payment' to finalize the payment process.


## Review & make a payment

Your payment information

VISA VISA ending 8588

EXPIRES:	03/27
NAME ON CARD:	Testing Card
BILLING ADDRESS:	402 Ogletown Rd. Newark, DE 19711 US

YOU ARE MAKING A PAYMENT TO:


 DEPARTMENT OF LABOR PAYMENTS LF-RT1QA1 (UAT)


DESCRIPTION:  
PFML Contribution Due

REF. CODE:  
TXNcae3430007b2bc4

PAYMENT AMOUNT: **\$1.00**


[Back to Payment Method](#)



 **Make payment**

 **Secure checkout**  
Payment is always safe and secure.

## Review and Make a Payment

The **Confirmation Screen** is displayed when a successful payment has been received in the GoDE Payment Portal. Select 'Finish' to be navigated back to the **Account Division Screen**.



Confirmation

Confirmation Number: CON-17175  
Account Division Number: PFML-1004723

This is to confirm that your payment of \$1.00 has been successfully processed by the Delaware Division of Paid Leave.

Finish

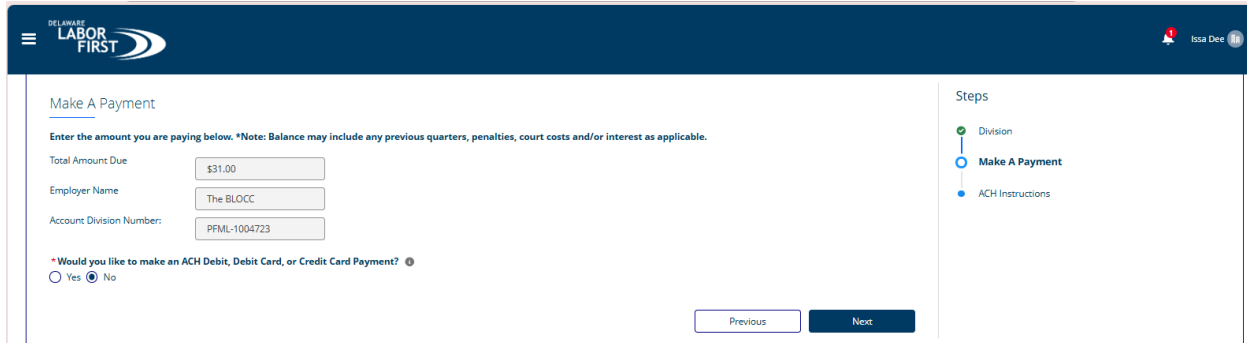
## Confirmation

### Bulk Payments

Additionally, TPAs have the ability to file bulk payments on behalf of multiple Employers they represent via ACH Credit. Please note: ACH Credit payments are made directly to the bank through an electronic file. However, TPAs can reference the ACH Instructions Screen in LaborFirst if additional support is needed.

To view the ACH Instructions Screen, log into the TPA portal and navigate to the Account Division screen for an Employer. Then, select 'Make a Payment' from the Action Items.

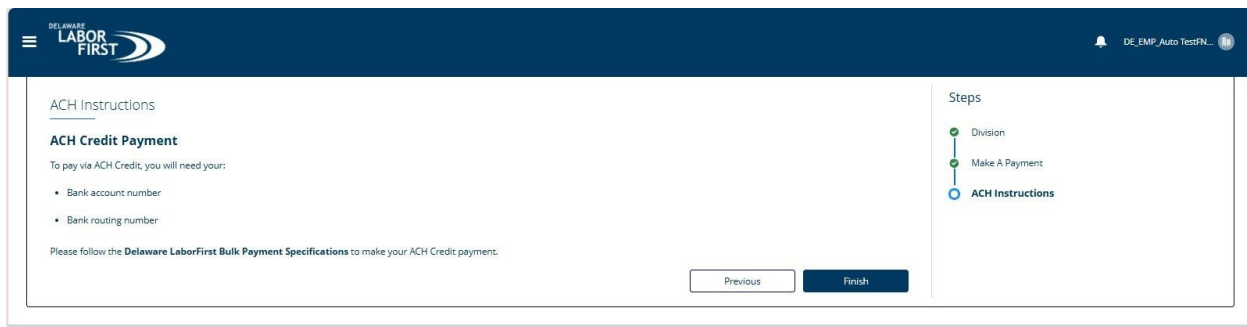
Once navigated to the **Making a Department of Labor Payment Screen**, select the division for which you wish to make a payment, then select 'Next'. To view ACH Instructions, select 'No' on the **Make a Payment Screen**, and please note that **ACH Instructions Screen** populates in the 'Steps Bar'.



## Make a Payment- ACH Credit

The ACH Instructions Screen provides directions to the Employer/TPA on ACH Payment Setup. ACH Credit is a transaction directly between banks. These payments will occur outside of LaborFirst. The Delaware LaborFirst Bulk Payment Specifications can be found [here](#).

Select 'Finish' to exit the Make a Payment Process.



## ACH Instructions

## Payment History

TPAs can view previously submitted payments on the Payment History Screen located in the Navigation Menu.

## Third Party Administrator LaborFirst User Manual



### Navigation Menu: Payment History

Payment History

Payment Date	Payment Effective Date	Payment Amount	Payment Type	Status
03/07/2025	03/07/2025	\$100,233.45	ACH Credit	Paid
03/03/2025	03/03/2025	\$56,264.97	ACH Credit	Paid

[Home](#)

### Payment History Screen