Employer Self Service
User Guide

Ohio Unemployment Benefit Information at Your Fingertips
Why Use Employer Self Service?

Employer Self Service offers numerous benefits to the employer community.

- Fast and convenient service
- Reduction in your response time
- Reduction in your mail costs
- Knowledge of your account activity on a weekly basis
- Viewing correspondence immediately after e-mail notification
- Peace of mind that your responses and appeals have been received
- Ability to instantly notify the agency of a potential claimant eligibility issue
- Ability to download monthly charge statements and sub-pay files
- Extended “business hours”
Before you can begin using Employer Self Service, you will need to register.

- Employer registration is a quick, three-step process.

- The individual who initially registers your employer account will assume the account administrator role and will receive a User Name and Password.

- The account administrator can then add other user accounts for your employer account.

The employer registration process begins by clicking on this link.

The *Third Party Administrator (TPA) Registration process begins by clicking on this link.

*A TPA is anyone (payroll company, tax preparer, accountant, attorney, etc.) who acts on behalf of an employer.

If you are accidentally locked out during registration, contact one of the Processing Centers listed on the last slide.
Employer Registration

Step #1: Employer Identification
- Enter your UI account number, Plant number, Federal Tax ID and the ten-digit Registration Code that was mailed to you.

Step #2: Personal Information
- Enter your name and phone number. (The individual who initially registers your employer account will assume the account administrator role; can add other users).

Step #3: Completion Message
- The system will automatically generate a username and password. The password will consist of lower case alpha and numeric characters. After your first login, you will be prompted to change your password.
Third Party Administrator Registration

Step #1: TPA Identification
- Enter your TPA number and the ten-digit registration code that was mailed to you.

Step #2: Personal Information
- Enter your name and phone number. (The individual who initially registers your employer account will assume the account administrator role; can add other users).

Step #3: Completion Message
- The system will automatically generate a username and password. The password will consist of lower case alpha and numeric characters. After your first login, you will be prompted to change your password.
Correspondence Preferences

Regular Mail

• You can continue receiving correspondence via regular mail.
• Regular mail is the automatic (default) setting for all employers.

E-mail Notification

• You can receive an e-mail notification indicating that you have new correspondence in your Correspondence Inbox to review.
• Contact Employer Charging (614) 466-4047 if you wish to stop receiving regular mail correspondence. (Chargeback Unit staff will then update your correspondence preference setting, using the staff web view of the new system.)

E-mail notification has the same appeal rights as the regular mail option.
To login to Employer Self Service:

1. Enter the User Name that the system automatically generated during registration.

2. Enter the Password that the system automatically generated during registration. (After your first successful login, the system will prompt you to change your password.)

3. Click on the “Login” button.

The login process is the same for all Employer Self Service users (employer or TPA).
TPA Employer List

Through the TPA Employer List screen, TPAs have direct access to all employer accounts they represent.

From the TPA Employer List screen:
1. Search for an employer’s account by UI Account Number.
2. Browse through the list of employers that you represent as TPA.
3. Select the employer record.
4. Click on the “Select Employer” button.

View a complete listing of all employers who have given the agency permission to release their account information to you, the Third Party Administrator.
After registration and login, the many advantages of Employer Self Service are just “clicks away” from the Main Menu.

- View Weekly and Monthly Charges
- Download Monthly Charge Statements or Sub-Pay Files
- Report Potential Claimant Eligibility Issues
- View and Respond to Correspondence
- Change Password and Maintain User Accounts
Maintaining User Accounts

The account administrator can easily add and edit the accounts of other users.

From the Employer Contact Maintenance Summary screen, you can:

• Search for an existing user account by User Id or Last Name
• Edit existing user account information
• Reset an existing user’s password
• Delete an existing user account
• Add a new user account

To add a new user account:

1. Click on the “Add” button on the Employer Contact Maintenance - Summary screen.
2. Enter the new user’s name and phone number information.
3. Select the appropriate account type for the new user (Administrator or User).
4. Click on the “Next” button.
5. The system will automatically generate a user name and password for the new user.

Only an employee with the “Administrator” role has the ability to add and edit Employer Self Service accounts.
Changing Your Password

Users have the ability to change their password as frequently as necessary.

To change your password:

1. Enter your current password once.
2. Enter your new password twice.
3. Click on the “Submit” button.
Viewing Correspondence

Regularly check your Correspondence Inbox for Requests for Information, Determinations, Appeal Notices and Monthly Benefit Charge Statements.

• Sort and search your correspondence by Type, ID, SSN or any combination of the three.
• The deadline by which to respond to a piece of correspondence is shown in the “Action needed by” column.
• Envelopes will be “closed” until after the correspondence has been viewed (opened).
• Envelopes shown in red indicate that a response is required.
• To view/respond to a piece of correspondence:
  1. Select the appropriate correspondence record.
  2. Click on the “View Details” button
Archive (Store) Correspondence

Begin with the View Correspondence Inbox

To archive correspondence:
• Select the Archive column box for the correspondence record that you want to store in archive.
• Click on the “Archive Correspondence” button.
• The record will disappear from view.

To view correspondence in the archive:
• Click on the “View Archive” button.
Un-Archive (Restore) Correspondence

After selecting the “View Archive” button (described on the previous page), the Archive view of the View Correspondence Inbox appears (as shown below).

In Archive view, an “Un-Archive” column appears and may be used to restore correspondence.

- Select the Un-Archive box for the correspondence you want to restore.
- Click on the “Restore From Archive” button.
- Return to the active View Correspondence Inbox by clicking on the “Exit Archive” button.
Responding to Requests for Separation Information

• On one screen, you will be able to:
  • Verify your account information
  • Verify that the employment was covered
  • Provide weeks worked and wages paid
  • Provide deductible income, holiday pay and earnings information
  • Confirm the reason for the claimant’s separation

• Your responses to certain questions will automatically alert agency staff to potential claimant issues.

• If you do not respond to a Request for Separation Information within 10 business days, a determination will be issued immediately based on the information that is available, and any claimed weeks will be released.
Responding to Requests for Information (Fact-Finding)

• Begin by reading the introduction, which will include:
  • Claimant’s name and SSN
  • Raised issue for which the agency needs more information
  • Deadline by which the agency needs a response
  • Appropriate contact information for this claim

• Indicate if you will provide the requested fact-finding information.
• Click on the “Next” button to begin responding to the fact-finding questions.
Responding to Requests for Information (Fact-Finding)

• The header row will display the issue, claimant’s name and SSN.

• Begin answering the fact-finding questions pertinent to the issue.

• Finish the fact-finding process by certifying your answers and clicking on the “Certify” button.

• Take note of the contact information in case you need it in the future.
To view a Determination:

1. From the Correspondence Inbox, select the appropriate Determination record.
2. Click on the “View Details” button.

From the View Your Determination screen, you can:

- Select to view a printable version of the determination
- Learn your appeal rights
- Learn who to contact if you have questions about your appeal rights
- Select to file an appeal against the determination. (If the appeal period has passed, the “File Appeal” button is not displayed at all and a second paragraph on the screen will be displayed to explain.)
Complete only one screen to file an appeal.

To file an appeal:

1. Indicate if an interpreter will be necessary.
2. Provide a concise reason why you are filing an appeal. (All interested parties will ultimately read the appeal reason you enter.)
3. Submit the appeal for processing by clicking on the “Certify” button.

If you are a base period only employer, you will be required to answer an additional question regarding a request for relief of charges. (Answering “Yes” to this question will trigger the system to automatically alert staff to a potential mutualization issue.)
Filing an Appeal

After certification of your appeal, you will receive an appeal confirmation number as proof that the agency has received your appeal.

- If there is additional documentation that you wish to send, the due date is displayed.

- If necessary, you may select to withdraw your appeal at the time of confirmation.
Monthly Benefit Charge Statements

Monthly Benefit Charge Statements are mailed out on the first of every month and include a detailed listing of all activity regarding your account.

Monthly Benefit Charge Statements contain the following:

- Detailed breakdown, by claimant, of all charges and credits to your account
- Fiscal year-to-date total
- Explanation of the columns listed on the statement
- Appeal rights
Viewing Weekly or Monthly Benefit Charge Statements

*Detailed Weekly Benefit Charge Statements are a thing of the past……View your account benefit charges and credits online, on a weekly basis.*

• Copies of Monthly Benefit Charge Statements generated in the new system are retained for four years and may be viewed or printed.

• View your weekly benefit charge details as of the most recently completed week.

   OR

• View your weekly benefit charge details for a selected week within the current month.

*Only Monthly Benefit Charge Statements will be mailed.*
You can also view your account benefit charges and credits by claimant.

To view all charges and credits associated with a specific Claimant:

1. Enter the claimant’s SSN.
2. Click on the “Search SSN” button.
3. From the drop-down list, select the desired Benefit Year End date of the claim.
4. Click on the “Search” button.
Downloading Charge Statements and Sub-Pay Files

In addition to viewing, you can also download benefit charging files.

• Monthly Charge Statements are generated on the last day of the month and are available to download the first day of the subsequent month.

• For employers who pay supplemental unemployment benefits (SUB-pay) to their employees, the Sub-Pay files are generated on Tuesday and are available to download on Wednesday.

<table>
<thead>
<tr>
<th>Monthly Benefit Charge Statement files include…….</th>
<th>Sub-Pay files include…….</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Claimant name and SSN</td>
<td>• Claimant name, SSN and BYE date</td>
</tr>
<tr>
<td>• Date (s) paid</td>
<td>• Week claimed</td>
</tr>
<tr>
<td>• Week (s) claimed</td>
<td>• Gross Amount Payable</td>
</tr>
<tr>
<td>• Gross Amount Payable (GAP)</td>
<td>• Date and Net Amount Paid</td>
</tr>
<tr>
<td>• Status (e.g. “Waiting Week,” “Paid,” etc.)</td>
<td>• Status</td>
</tr>
<tr>
<td>• Source of the payment or credit</td>
<td>• Source of the payment or credit</td>
</tr>
<tr>
<td>• Amount charged or credited</td>
<td>• Amount charged or credited</td>
</tr>
</tbody>
</table>
Reporting a Potential Claimant Eligibility Issue

The **first step** in reporting a potential claimant eligibility issue involves reviewing the following information:

- Relevant Ohio Revised Code excerpt
- Requirements of the eligibility notice
- Eligibility notice deadline
- Action taken by agency upon receiving the eligibility notice
- Instructions for reporting an eligibility issue via the web

Complete the first step by indicating you are ready to complete an eligibility notice and clicking on the “Next” button.
The **second step** in reporting a potential claimant eligibility issue involves answering a series of questions pertaining to:

- Claimant’s name and SSN
- Your name, address and phone number
- Your firm’s name and address
- Your first-hand knowledge of the information that may affect the claimant’s eligibility for unemployment benefits
Reporting a Potential Claimant Eligibility Issue

**Step #3**

The **third step** in reporting a potential claimant eligibility issue involves answering a series of questions pertaining to the claimant’s:

- Work offer refusal
- Availability
- Ability
- Holiday pay
- Vacation pay
- Severance pay
- Pension, retirement, retired pay, annuity or similar payment
- Other eligibility issue(s)

Complete the process by certifying your answers and clicking on the “Certify” button.
Need Help?

Employer Self Service was designed to expedite many of the agency’s unemployment services and to be as customer-friendly as possible. If you need additional help on how to use the system, click on the Help link on the screen...

Clicking on Help brings up an additional window that provides explanations of the type of information that is needed on the screen.

.........You can also contact your nearest Claims Processing Center.........
# Claims Processing Centers

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Akron</td>
<td>(866) 768-0022</td>
</tr>
<tr>
<td>Chillicothe</td>
<td>(866) 244-0399</td>
</tr>
<tr>
<td>Cleveland</td>
<td>(866) 576-0006</td>
</tr>
<tr>
<td>Columbus</td>
<td>(866) 217-0008</td>
</tr>
<tr>
<td>Dayton</td>
<td>(866) 541-0187</td>
</tr>
<tr>
<td>Franklin</td>
<td>(866) 217-0008</td>
</tr>
<tr>
<td>Lima</td>
<td>(866) 272-0118</td>
</tr>
<tr>
<td>Lorain</td>
<td>(866) 849-0029</td>
</tr>
<tr>
<td>Reno</td>
<td>(866) 867-0044</td>
</tr>
<tr>
<td>Toledo</td>
<td>(800) 589-2799</td>
</tr>
<tr>
<td>Youngstown</td>
<td>(866) 221-0558</td>
</tr>
</tbody>
</table>

**Contact the Processing Centers via mail:** P.O. Box 182212, Columbus, OH 43218-2212

**or FAX:** 1-614-466-7449

**On any mailed and/or faxed correspondence, please include:**

- claimant’s FULL name, claimant ID and/or the last 4 digits of the SSN.