



**Department of
Job and Family Services**

John R. Kasich, Governor

Cynthia C. Dungey, Director

**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.

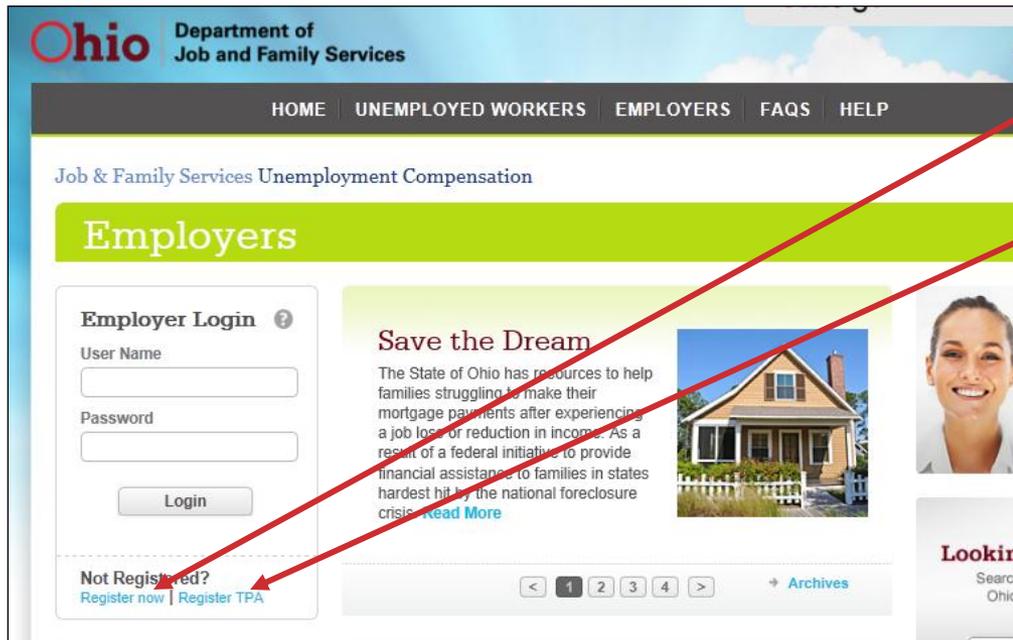
- Fast and convenient service
- Reduction in your response time
- Reduction in your mail costs
- Knowledge of your account activity on a weekly basis
- Viewing correspondence immediately after e-mail notification
- Peace of mind that your responses and appeals have been received
- Ability to instantly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



Employer Self Service Registration

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 screenshot shows the Ohio Department of Job and Family Services website. The header includes the Ohio logo and the text "Department of Job and Family Services". Below the header is a navigation bar with links for HOME, UNEMPLOYED WORKERS, EMPLOYERS, FAQs, and HELP. The main content area is titled "Job & Family Services Unemployment Compensation" and features a green banner for "Employers". On the left, there is an "Employer Login" form with fields for "User Name" and "Password", and a "Login" button. Below the login form, there are links for "Not Registered? Register now" and "Register TPA". In the center, there is a "Save the Dream" section with a photo of a house and text about mortgage assistance. On the right, there is a "Looking" section with a photo of a woman and a search bar.

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

HOME | UNEMPLOYED WORKERS | EMPLOYERS | FAQs | HELP

Job & Family Services Unemployment Compensation

Employer Contact Registration (Step 1 of 3)

Employer Information

*UI Account # [Help Text](#)

*Plant # (Enter 000 if no plant location exists.)

*Federal Tax ID (FEIN)

*Registration Code

HOME | UNEMPLOYED WORKERS | EMPLOYERS | FAQs | HELP

Job & Family Services Unemployment Compensation

Employer Contact Registration (Step 2 of 3)

Personal Information

*First Name [Help Text](#)

Middle Initial

*Last Name

*Contact Phone Number () - - Ext

HOME | UNEMPLOYED WORKERS | EMPLOYERS | FAQs | HELP

Job & Family Services Unemployment Compensation

Employer Registration Completion

Completion Message

Please print this screen and retain it for future reference.

Your registration was a success! Your system username is: **username**

You can login to the system using your username and password: [at the Login Screen.](#)

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

Office of Unemployment Insurance Operations

TPA Contact Registration (Step 1 of 3)

TPA Information

*TPA # [Help Text](#)

*Registration Code

Step #1: TPA Identification

- Enter your TPA number and the ten-digit registration code that was mailed to you.

Office of Unemployment Insurance Operations

TPA Contact Registration (Step 2 of 3)

Personal Information

*First Name [Help Text](#)

Middle Initial

*Last Name

*Contact Phone Number () - () - () Ext

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).

Office of Unemployment Insurance Operations

Employer Registration Completion

Completion Message

Please print this screen and retain it for future reference.

Your registration was a success! Your system username is: USERNAME

You can login to the system using your username and password: PASSWORD at the [Login Screen](#).

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.

Employer Login

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).

The screenshot displays the Ohio Department of Job and Family Services website. At the top, the Ohio.gov logo and navigation links for State Agencies and Online Services are visible. The main navigation bar includes links for HOME, UNEMPLOYED WORKERS, EMPLOYERS, FAQs, and HELP. The page title is "Job & Family Services Unemployment Compensation" and the main heading is "Employers".

The "Employer Login" form is located on the left side of the page. It includes fields for "User Name" and "Password", a "Login" button, and a "Not Registered?" section with links for "Register now" and "Register TPA".

Other sections on the page include:

- Save the Dream:** A section with a house image and text about mortgage assistance for families experiencing job loss or income reduction.
- Questions?:** A section featuring a woman's face and a "Click to Chat" button.
- Looking for work?:** A section with the text "Search free listings at Ohio Means Jobs." and a "Search Now" button.
- Suspect Fraud?:** A section with the text "Report it by calling toll-free 1-800-686-1555 or click:" and a "Report Fraud" button.
- Why File Online?:** A section listing benefits such as "Faster response time" and "Reduction in mail costs", along with a "What to expect" link and a "Register Now" button.
- Unemployment Resource Center:** A section with "Benefits" (Self-Service User Guide, Step By Step Videos, SharedWork Ohio) and "Additional Resources" (Recruit and Hire Workers, SIDES, Mass Layoff Information).

The footer contains links for Home, Site Index, Food Stamp Non Discrimination Statement, Privacy Statement, and Contact Us, along with the email address Build@BUILD@.

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.

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Ohio Department of Job and Family Services

TPA Employer List

employer Log out

Access a specific employer's account in one of two ways:
Enter the employer's UI Account # in the box, and press the "Search" button. Or browse through the list of employers in the lower portion of the screen, select the radio button for the given employer, and press the "Select Employer" button below the list.

Employer UI Acct. # Selection

UI Account # Search [Help Text](#)

Associated Employers List

Search Result(s) 2 Found

UI Account#	Employer Name	Help Text
	ABC DISTRIBUTION, LLC	
	NORTHERN FROZEN FOODS, INC.	

Result Pages: 1

Select Employer

View a complete listing of all employers who have given the agency permission to release their account information to you, the Third Party Administrator.

Employer Self Service Main Menu

After registration and login, the many advantages of Employer Self Service are just “clicks away” from the Main Menu.

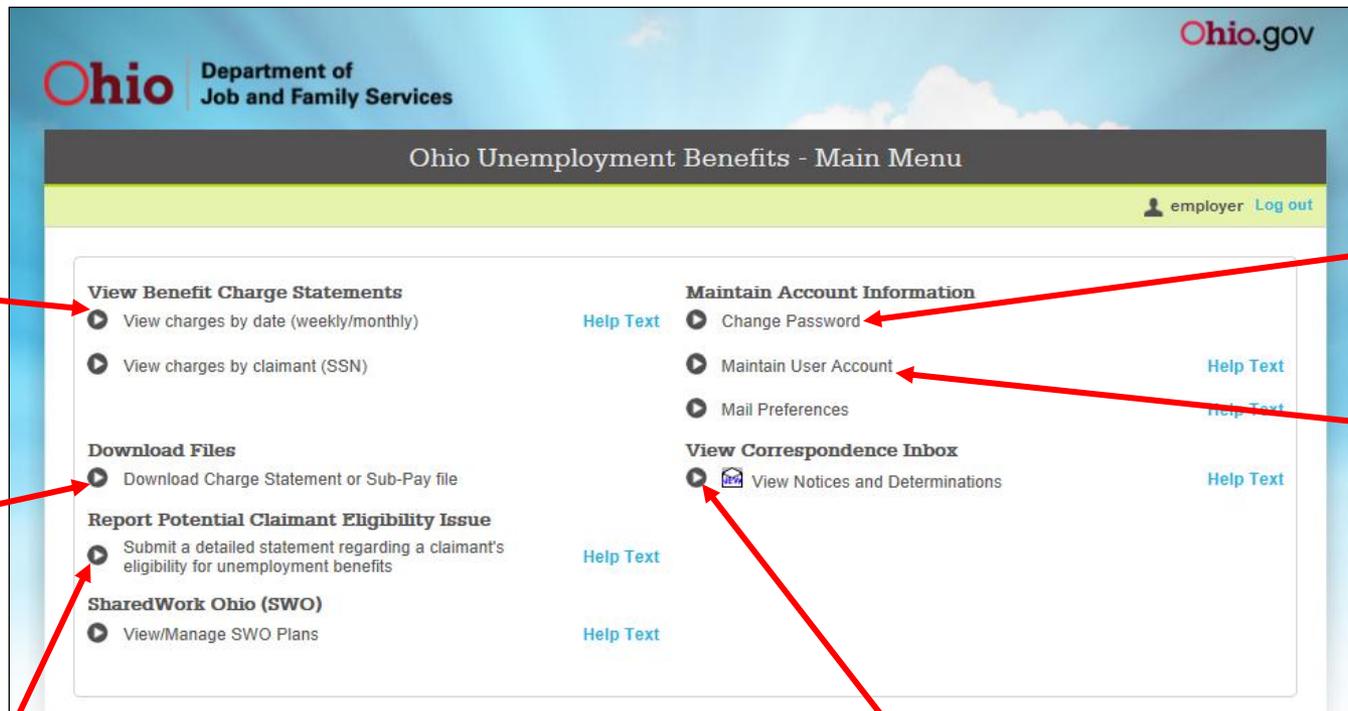
View Weekly and Monthly Charges

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

The screenshot shows the 'Employer Contact Registration' form. It includes fields for 'First Name', 'Middle Initial', 'Last Name', and 'Contact Phone Number' (with separate boxes for area code, number, and extension). The 'Account Type' dropdown menu is set to 'User'. There are 'Next' and 'Cancel' buttons at the bottom.

The screenshot shows the 'Employer Contact Maintenance - Summary' screen. It features a search section with radio buttons for 'User Id' and 'User's Last Name', a search input field containing 'e', and a 'Search' button. Below the search results, a table displays one result for a user named 'employer' with an 'Administrator' account type. At the bottom, there are buttons for 'Add', 'Edit', 'Reset Password', 'Delete', and 'Main Menu'.

User Name	User Id	Contact Phone Number	Account Type
employer	employer	555-555555	Administrator

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.



The screenshot shows a web browser window with the Ohio Department of Job and Family Services logo in the top left and 'Ohio.gov' in the top right. The page title is 'Change User Password'. Below the title, there is a green bar with a user profile icon, the text 'employer', and a 'Log out' link. The main content area is titled 'Password Information' and contains three input fields: '*Current Password', '*New Password', and '*New Password Confirm'. A 'Help Text' link is located to the right of the input fields. At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'.

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

Ohio Department of Job and Family Services

View Correspondence Inbox

employer Log out

You may search by correspondence type, correspondence ID number, claimant social security number or any combination of the three using the search criteria boxes below. You can change the manner in which the data is displayed by selecting a sort order and clicking the "Refresh" button.

Search Criteria

Correspondence Type: All Correspondence [Search]

Correspondence ID: [Text Box]

UCRC Case Number: [Text Box]

Claimant SSN: [Text Box]

Month: Select One [Dropdown]

Year: Select One [Dropdown]

Sort Order: Select One [Dropdown] [Refresh]

Archive	Status	ID / Case Number	Associated Claimant	Type	Title	Date Sent	Action Needed By	Help Text
<input type="checkbox"/>	<input checked="" type="checkbox"/>			SharedWork Ohio	NOTICE OF APPROVAL OF EMPLOYER'S MODIFICATION TO A SHAREDWORK OHIO PLAN	05/12/2015		
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	UI ADDITIONAL	05/12/2015	06/02/2015	
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Monthly Benefit Charge Statement	NOTICE OF BENEFITS PAID AND CHARGED TO EMPLOYER	05/05/2015		
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	UI INITIAL DISALLOWED - DISQUALIFYING SEPARATION	04/16/2015	05/07/2015	
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	CONTINUED WEEK	04/13/2015	05/04/2015	
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	CONTINUED WEEK	04/10/2015	05/01/2015	
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Monthly Benefit Charge Statement	NOTICE OF BENEFITS PAID AND CHARGED TO EMPLOYER	04/07/2015		
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	CONTINUED WEEK	04/02/2015	04/23/2015	
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	CONTINUED WEEK	04/01/2015	04/22/2015	
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Request for Information	REQUEST FOR INFORMATION	03/27/2015	04/03/2015	

Result Pages: 1 2

View Details Main Menu Archive Correspondence Archive All View Archive

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.

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Ohio Department of Job and Family Services

View Correspondence Inbox

employer Log out

You may search by correspondence type, correspondence ID number, claimant social security number or any combination of the three using the search criteria boxes below. You can change the manner in which the data is displayed by selecting a sort order and clicking the "Refresh" button.

Search Criteria

Correspondence Type: All Correspondence [Search]

Correspondence ID: [Text Box]

UCRC Case Number: [Text Box]

Claimant SSN: [Text Box]

Month: Select One [Dropdown]

Year: Select One [Dropdown]

Sort Order: Select One [Dropdown] [Refresh]

Archive	Status	ID / Case Number	Associated Claimant	Type	Title	Date Sent	Action Needed By
<input type="checkbox"/>	<input checked="" type="checkbox"/>			SharedWork Ohio	NOTICE OF APPROVAL OF EMPLOYER'S MODIFICATION TO A SHAREDWORK OHIO PLAN	05/12/2015	
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	UI ADDITIONAL	05/12/2015	06/02/2015
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Monthly Benefit Charge Statement	NOTICE OF BENEFITS PAID AND CHARGED TO EMPLOYER	05/05/2015	
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	UI INITIAL DISALLOWED - DISQUALIFYING SEPARATION	04/16/2015	05/07/2015
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	CONTINUED WEEK	04/13/2015	05/04/2015
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	CONTINUED WEEK	04/10/2015	05/01/2015
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Monthly Benefit Charge Statement	NOTICE OF BENEFITS PAID AND CHARGED TO EMPLOYER	04/07/2015	
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	CONTINUED WEEK	04/02/2015	04/23/2015
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	CONTINUED WEEK	04/01/2015	04/22/2015
<input type="checkbox"/>	<input checked="" type="checkbox"/>			Request for Information	REQUEST FOR INFORMATION	03/27/2015	04/03/2015

Result Pages: 1 2

View Details Main Menu Archive Correspondence Archive All View Archive

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.

The screenshot displays the 'View Correspondence Inbox (Archive)' interface. At the top, it shows the Ohio Department of Job and Family Services logo and the user's role as 'employer'. Below the header, there is a search section with fields for Correspondence Type (set to 'All Correspondence'), Correspondence ID, UCRC Case Number, Claimant SSN, Month, Year, and Sort Order. A 'Search' button and a 'Refresh' button are also present. Below the search section is a table with the following columns: Un-Archive, Status, ID / Case Number, Associated Claimant, Type, Title, Date Sent, and Action Needed By. A single row of data is visible, showing a correspondence item with the title 'CONTINUED WEEK' and a date of '04/10/2015'. At the bottom of the page, there are four buttons: 'View Details', 'Main Menu', 'Restore From Archive', and 'Exit Archive'. Red arrows from the text on the left point to the 'Un-Archive' checkbox in the table, the 'Restore From Archive' button, and 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.

Response to Request for Separation Information

employer Log out

Form Id Number 00000000 [Help Text](#)

Employer Name EMPLOYER UI Account Number 0000000000

Claimant Name CLAIMANT SSN 000-00-0000 BYE 04/02/2016

1. Is the account number reported for you above correct? Yes No [Help Text](#)

2. Was the claimant's employment covered by an unemployment insurance law? Yes No

3a. For the most recent period of employment, provide the start date (mm/dd/yyyy).

b. For the most recent period of employment, provide the end date (mm/dd/yyyy).

4. From the start date you listed in question #3, did the claimant work in at least 6 weeks and earn at least \$1422.00. Yes No

If no,

a. How many weeks did the claimant work?

b. How much did the claimant earn? \$

c. Did the claimant have any periods of employment with you prior to the start date you list in question #3? Yes No

5. If you have paid or will pay this applicant any money allocated to the period subsequent to 04/05/2015, please complete all applicable fields. [Help Text](#)

	Start Date	End Date	Total Amt	Normal Weekly Wage	Monthly Amt
a. Pension	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>
	Allocated From	Through	Total Amt	Normal Weekly Wage	
b. Severance	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	\$ <input type="text"/>	
c. Vacation	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>		
	Date	Payment Amt			
d. 1 st Holiday	<input type="text"/>	\$ <input type="text"/>			

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.

The screenshot shows a web form titled "Request for Information" from the Ohio Department of Job and Family Services. The page header includes the Ohio.gov logo and the department name. The form content includes:

- A header bar with "Request for Information" and a "Log out" link for an "employer" user.
- Introduction text: "ODJFS needs information concerning claimant CLAIMANT SSN 000-00-0000. Information provided to the agency indicates that the following issues may affect the claimant's claim for benefits: Deductible Income-Deductible Income. Please respond to this request for information by 05/20/2015." A "Help Text" link is visible.
- Instructions: "On the following screens, you will see questions about each issue displayed above. As you complete each screen of questions, click the 'Next' button. To return to a previous screen click the 'Back' button. When you complete an entire set of questions, click the 'Certify' button to submit your entire response. Be aware that if you click 'Certify' you cannot change any of your answers. The screen will then either take you to the next set of questions or inform that you have completed all necessary fact-finding questions."
- Options for providing information: "To change your answer after you have certified or to provide additional information you may 1) telephone your office 2) mail any information or documents or 3) fax any information or documents you want considered in resolving this issue."
- Link to Processing Centers: "For list of Processing Centers, select the link <http://jfs.ohio.gov/ouc/claims-processing-center-locations.stm>"
- Deadline notice: "ODJFS will use information received by the deadline to issue a determination."
- Radio button options:
 - I will provide the requested information at this time.
 - I will not provide the requested information at this time.
- A "Next" button at the bottom.

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.

Ohio.gov

Ohio Department of Job and Family Services

Request For Information

employer Log out

Issue	Wage disagreement	Quit	Involving claimant	CLAIMANT , 000000000	Page 5 of 5
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Help Text

1. If so, please mail to the address listed on the form.

If you have any additional information you would like to provide, please explain.

Attachment List:
No attachments found.

Add Document

Browse...

Add View Remove

I certify that my answers above are true and complete to the best of my knowledge, and I understand that I will not be able to change my answers after clicking the "Certify" button.

Back Certify

To change your answers after you have certified or to provide additional information, you may contact the ODJFS office below.
For list of Processing Centers, select the link <http://jfs.ohio.gov/ouc/claims-processing-center-locations.stm>

Viewing a Determination

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.)

Archive	Status	ID / Case Number	Associated Claimant	Type	Title	Date Sent	Action Needed By
<input checked="" type="radio"/>	<input checked="" type="checkbox"/>			SharedWork Ohio	NOTICE OF APPROVAL OF EMPLOYER'S MODIFICATION TO A SHAREDWORK OHIO PLAN	05/12/2015	
<input type="radio"/>	<input checked="" type="checkbox"/>			Determination of Benefit Rights	UI ADDITIONAL	05/12/2015	06/02/2015
<input type="radio"/>	<input type="checkbox"/>			Monthly Benefit Charge Statement	NOTICE OF BENEFITS PAID AND CHARGED TO EMPLOYER	05/05/2015	
<input type="radio"/>	<input checked="" type="checkbox"/>			Request for Information	REQUEST FOR INFORMATION	03/27/2015	04/03/2015

To view your determination, click the "View Printable Version" button below.

If you disagree with this determination, you may file an appeal on this website. Click the "File Appeal" button below and complete the screens.

If you have questions regarding your appeal rights, you may contact the ODJFS at.

For list of Processing Centers, select the link <http://jfs.ohio.gov/ouc/claims-processing-center-locations.stm>

Filing an Appeal

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.)

Ohio Department of Job and Family Services

Ohio.gov

File an Appeal

employer Log out

Appeal Information
You have indicated that you would like to file an appeal on the following determination:

Determination ID	DTM-00000000-0
Date Sent	05/12/2015
Associated Claimant	CLAIMANT
Claimant Social Security Number	000000000
Claimant Benefit Year End	12/19/2015

*Do you need an interpreter (either Limited English Proficiency or hearing impaired)? Yes No
If yes, please select the type of interpreter you need

*Do you wish to file an appeal because your company should not be charged for this person's unemployment benefits? Yes No

Reason Party is Filing/Withdrawing Appeal (1500 character maximum)---: WARNING: The information provided in this text box will be mailed to all parties who originally received the determination that you are appealing. See Help for details.

Attachment List:
No attachments found.

Add Document

I understand that by clicking the Certify button, the above appeal will be submitted for processing. (You will be given a certification number identifying this appeal for future reference.)

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.

The screenshot displays the 'Appeal Confirmation' page on the Ohio.gov website. The page header includes the Ohio Department of Job and Family Services logo and the text 'Ohio.gov'. The main content area shows the following information:

- Your appeal confirmation number is AP000000000
- You filed an appeal on 04/17/2015 against determination number 00000000-0
- Reason for filing an appeal: this is my appeal
- Attachment List: No attachments found.

At the bottom of the page, there are three buttons: 'Close', 'Withdraw', and 'View Attachments'. A red arrow points from the text 'After certification of your appeal, you will receive an appeal confirmation number as proof that the agency has received your appeal.' to the confirmation number. Another red arrow points from the text 'If necessary, you may select to withdraw your appeal at the time of confirmation.' to the 'Withdraw' button.

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

**OHIO DEPARTMENT OF JOB AND FAMILY SERVICES
OFFICE OF UNEMPLOYMENT COMPENSATION
NOTICE OF BENEFITS PAID AND CHARGED TO EMPLOYER**

JFIS#4889 01/12/2012

EMPLOYER		Start Number 000	Date Issued 02/27/2015
UI Account Number 0000000000			OCJFS Office
EMPLOYER 123 ANYSTREET CITY, OH 40000		Employer Charging PO Box 1618 Columbus, OH 43216-0000 Phone: (614) 466-4047 Fax: (614) 387-7949	

THIS IS NOT A BILL -- DO NOT MAKE PAYMENT FROM THIS NOTICE

This corrects the Charge Statement dated 02/10/2015.

For the week(s) indicated, the individual(s) listed below received unemployment compensation benefits which were charged to your account during the month of:

JANUARY 2015

You have received this notice in accordance with the Ohio Revised Code, Section 4141.24(D) which, in part, holds:

"The Director shall notify each employer at least once a month of the benefits charged to the employer's account since the last preceding notice. Such notice will show a summary of the amount of benefits paid which were charged to the employer's account. This notice shall not be deemed to be a determination of the claimant's eligibility for benefits."

An explanation of each column, as well as your appeal rights, appears at the end of this statement.

1. CLAIMANT'S NAME	2. SOCIAL SECURITY NUMBER	3. TRANS DATE	4. WEEK CLAIMED	5. SRCE	6. STAT	7. GROSS AMT PAID	8. AMT CHARGED	9. AMT CREDITED
CLAIMANT	000-00-0000	01/08/2015	12/27/2014	U	1	\$418.00	\$418.00	\$0.00
CLAIMANT	000-00-0000	01/08/2015	12/27/2014	U	1	\$418.00	\$418.00	\$0.00
CLAIMANT	000-00-0000	01/08/2015	01/03/2015	U	1	\$418.00	\$418.00	\$0.00
CLAIMANT	000-00-0000	01/08/2015	01/03/2015	U	1	\$418.00	\$418.00	\$0.00
CLAIMANT	000-00-0000	01/21/2015	01/03/2015	U	1	\$163.00	\$5.89	\$0.00
CLAIMANT	000-00-0000	01/21/2015	01/03/2015	U	1	\$163.00	\$5.89	\$0.00
CLAIMANT	000-00-0000	01/21/2015	01/10/2015	U	1	\$163.00	\$5.89	\$0.00
CLAIMANT	000-00-0000	01/21/2015	01/10/2015	U	1	\$163.00	\$5.89	\$0.00

(Page 1)

EXPLANATION OF COLUMNS

Columns 1 and 2 Identify claimant(s) to whom OCJFS paid unemployment compensation benefits.

Column 3 Date on which the benefits were paid.

Column 4 Week ending date of the calendar week(s) of unemployment compensation for which benefits were paid.

Column 5 Source of the charge or credit: U = UI; B = BMC; C = CWC
Combined Wage Claim (CWC): Wage credits claimed earned with your organization were transferred to another state for payment of benefits under a combined wage plan in accordance with federal and state laws. No amount appears in either Column 7 or 8.
Bureau Of Workers' Compensation (BWC): Charges adjusted as a result of payments withheld from a BWC Temporary Total award that overlapped with unemployment benefits paid and charged to your account. No amount appears in either Column 7 or 8.

Column 6 Status of the claim associated with the charge or credit: 1 = Paid; 2 = Denied; 3 = Waiting Week; 4 = Penalty Week; 5 = Offset; 6 = Offset & Paid; 7 = Offset & Penalty Week; 8 = Overpaid; 9 = Charge Under Appeal

Column 7 Total gross amount paid to the claimant for the week shown in Column 4. WWW: Appears if the week was credited as a waiting week.

Column 8 Portion of the gross amount paid in Column 7 charged to your account.

Column 9 Amount of a previous charge to your account that has been removed.

APPEAL RIGHTS

If you disagree with the totals on this notice, you should notify the Ohio Department of Job and Family Services before 04/21/2003 at the address or fax number given on the front of this form. Your communication must be in writing, specifying the total or totals to which you take exception and the reasons why.

If you wish to dispute the charges to your account based on the reason for the claimant's separation, you must appeal the Determination of Unemployment Compensation Benefits you were issued that ruled on that separation. You may view the determination, as well as file an appeal, on the OCJFS web site at: <http://unemployment.ohio.gov>.

If you know specific facts that could affect a claimant's right to receive benefits for any week, you should immediately notify the OCJFS office printed on the Determination of Unemployment Benefits. You may also contact the agency through the OCJFS web site at: <http://unemployment.ohio.gov>. To be considered by the agency in determining the claimant's eligibility for benefits, your notification must:

1. *Be in writing;*
2. *Include a statement (information) made by an informant (person) that identifies a source (p source) with firsthand knowledge of the information;*
3. *Provide the name and a method of contacting the informant and, if different, the source;*
4. *Provide specific and detailed information that may potentially disprove the claimant; and*
5. *Appear to an OCJFS adjudicator to be reliable and credible.*

To receive a ruling on the disposition of the week(s) in question, your notification must be postmarked or received within forty-five days of the week ending date of the subject week(s).

(Page 2)

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.

Ohio.gov

Ohio Department of Job and Family Services

Benefit Charge Statement Search

employer Log out

Monthly Charge Statement Search

Month: January Year: 2015 View Statement Help Text

Weekly Charge Detail Search

Most Recent Completed Week Selected Week

Week Ending Date: Select Search Help Text

Main menu

Only Monthly Benefit Charge Statements will be mailed.

Viewing Weekly or Monthly Benefit Charge Statements

You can also view your account benefit charges and credits by claimant.

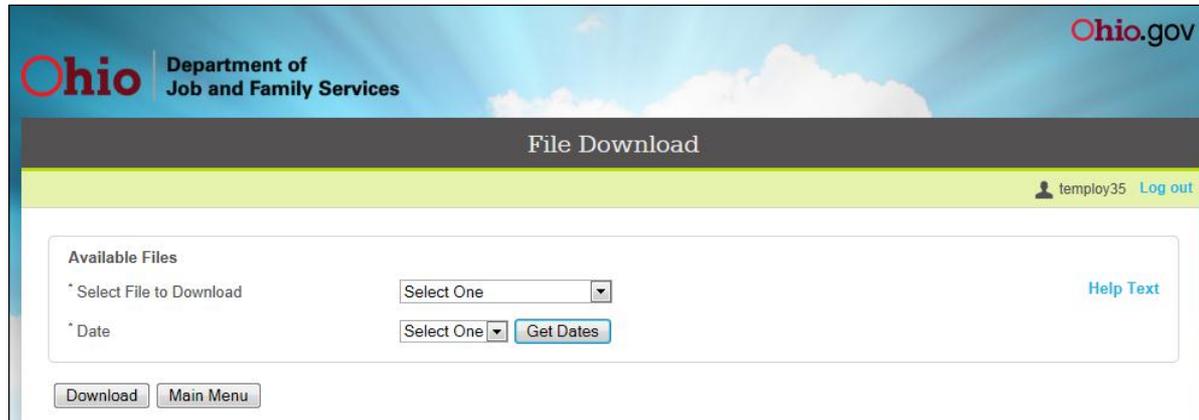
To view all charges and credits associated with a specific Claimant:

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.

The screenshot shows the Ohio Department of Job and Family Services website. The header includes the Ohio logo and the text 'Department of Job and Family Services' and 'Ohio.gov'. The main heading is 'Benefit Charge Statements - Search by Claimant'. Below this, there is a navigation bar with a user icon labeled 'employer' and a 'Log out' link. The main content area is divided into two sections: 'Claimant Charge Search' and 'Payment History'. The 'Claimant Charge Search' section contains a form with a 'Social Security Number' field (with three input boxes separated by dashes), a 'Benefit Year End Date' dropdown menu, a 'Search SSN' button, and a 'Search' button. A 'Help Text' link is also present. The 'Payment History' section shows 'Search Result(s): 0 Found' and a table with columns: 'Week Ending Date', 'Status', 'Date Paid', 'Gross Amt Payable', 'Amt Paid', 'Amt Charged', and 'Amt Credited'. A 'Help Text' link is also present. A 'Main Menu' button is located at the bottom left of the form area.

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.

Monthly Benefit Charge Statement files include.....	Sub-Pay files include.....
<ul style="list-style-type: none"> • Claimant name and SSN • Date (s) paid • Week (s) claimed • Gross Amount Payable (GAP) • Status (e.g. “Waiting Week,” “Paid,” etc.) • Source of the payment or credit • Amount charged or credited 	<ul style="list-style-type: none"> • Claimant name, SSN and BYE date • Week claimed • Gross Amount Payable • Date and Net Amount Paid • Status • Source of the payment or credit • Amount charged or credited

Reporting a Potential Claimant Eligibility Issue

Step #1

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.

Ohio Department of Job and Family Services Ohio.gov

Report Potential Claimant Eligibility Issue (Step 1 of 3)

employer [Log out](#)

Important Information to Employer [Help Text](#)

"Any base period of subsequent employer of a claimant who has knowledge of specific facts affecting the claimant's right to receive benefits for any week may notify the director in writing of these facts. The director shall prescribe a form for such eligibility notice, but failure to use the form shall not preclude the director's examination of any notice." Section 4141.26(F), Ohio Revised Code.

What is required in the notice?
ODJFS shall evaluate the information to determine whether it raises an eligibility issue. In order to raise an eligibility issue, the information must satisfy ALL of the following criteria. The information must:

1. Be provided in writing to ODJFS;
2. Include a statement that identifies a person with first-hand knowledge of the information in the statement. The informant and person with first-hand knowledge may, or may not be, the same person;
3. Provide the name and method for contacting the informant, if different than the person with first-hand knowledge;
4. Provide specific and detailed information that may potentially disqualify the claimant from being paid benefits for the week(s) involved;
AND
5. Appear to the ODJFS reviewer, in his or her judgement, to be reliable and credible.

When is the notice timely?
An eligibility notice shall be considered timely filed if received by the agency or postmarked prior to or within 45 days after the end of the week with respect to which a claim for benefits is filed by the claimant.

Action the agency will take:
If the notice does not meet the five validity criteria identified above, this agency will issue an appealable determination to the employer indicating the notice was not filed in accordance with provisions of the law and will explain the reason why the notice is not considered valid. Similarly, if the notice is timely filed but does not meet the five validity criteria identified above, this agency will issue an appealable determination indicating that the notice was not filed in accordance with provisions of the law. However, the agency will still investigate the issue raised and if the issue raised was(is) disqualifying, the employer's determination will reflect this and a separate determination will be issued to the claimant denying benefits for the specified week(s).

If the notice meets the validity criteria identified above and is timely filed, this agency will issue an appealable determination. If the issue raised is disqualifying, benefits will be denied.

Filing an eligibility notice via the web:
In order to file an eligibility notice via the ODJFS employer self-service web site, you must be able to provide the claimant's social security number. If you do not have the claimant's social security number, you may still file an eligibility notice through US mail. Please call 800-555-1234.

I am ready to complete an eligibility notice at this time.
 I am not ready to complete an eligibility notice at this time.

Reporting a Potential Claimant Eligibility Issue

Step #2

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

The screenshot shows a web form titled "Report Potential Claimant Eligibility Issue (Step 2 of 3)" on the Ohio Department of Job and Family Services website. The form includes the following fields and sections:

- Header: Ohio Department of Job and Family Services, Ohio.gov
- Page Title: Report Potential Claimant Eligibility Issue (Step 2 of 3)
- User: temp135 Log out
- Form Fields:
 - Enter Claimant's SSN: [Text Input]
 - Enter the name of the claimant to whom the information on this notice pertains: [Text Input]
 - Help Text: [Link]
 - Please provide the following information:
 - Your name: [Text Input]
 - Your address: [Text Input]
 - Telephone number: [Text Input]
 - Second telephone number: [Text Input]
 - Firm's name: [Text Input]
 - Firm's address: [Text Input]
 - Do you have first-hand knowledge of the information that may affect the claimant's eligibility for unemployment benefits?
 - Yes No
 - If you answered "no," to the above question, please provide the information below:
 - Name of the individual with first-hand knowledge: [Text Input]
 - That individual's address: [Text Input]
 - Telephone number: [Text Input]
- Buttons: Next, Cancel

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.

The screenshot shows the 'Report Potential Claimant Eligibility Issue (Step 3 of 3)' page. It includes the following sections:

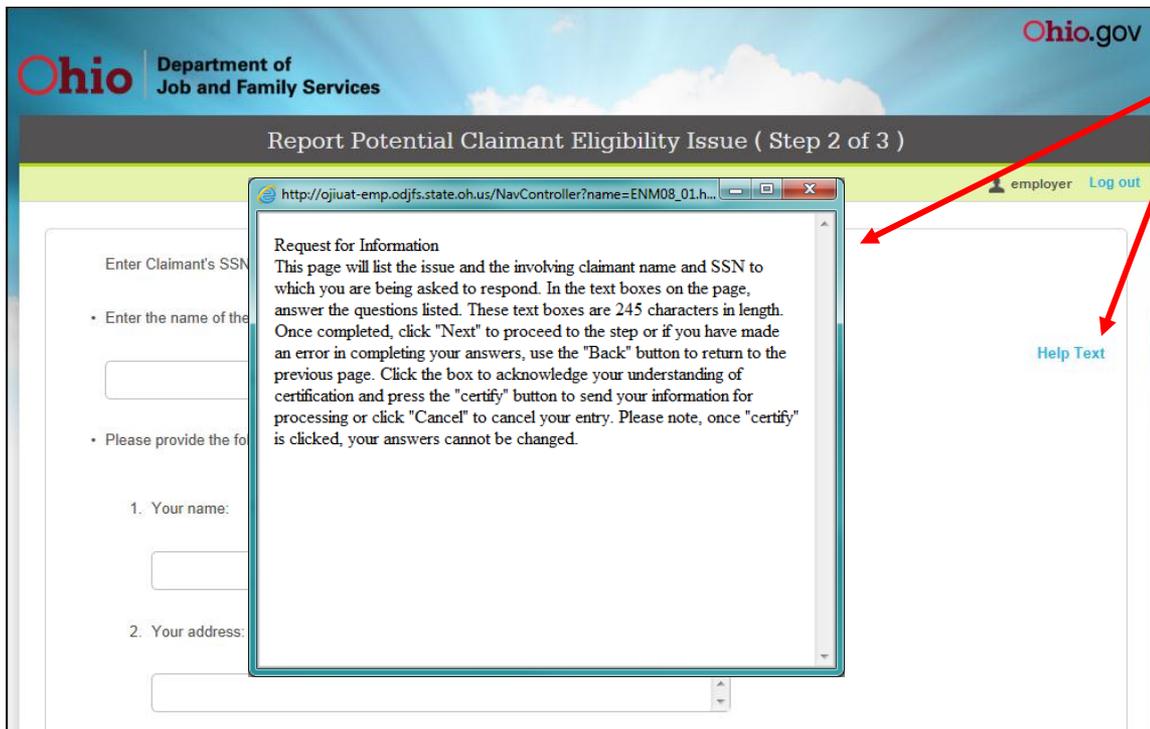
- Claimant refused an offer of work. (Includes a 'Help Text' link)
- Enter the date on which the work was to start: [Text Input]
- Enter details of the job offer below: [Dropdown Menu]
- Claimant is (was) not available for work.
- Enter specific facts below: [Text Input]
- Claimant is (was) not able for work.
- Enter specific facts below: [Text Input]
- If the claimant was paid holiday pay, please enter the gross amount: \$ [Text Input]
- Please enter the severance pay allocation start date if known (mm/dd/yyyy): [Text Input]
- Please enter the severance pay allocation end date if known (mm/dd/yyyy): [Text Input]
- 1. (Please note: If you do not wish severance pay to affect claimant's benefits, you may enter his/her last day worked. You may enter any time period you choose or leave the dates blank. If you do not designate a payment period, the agency must do so.)
- Claimant is receiving a pension, retirement, retired pay, annuity, or similar payment.
- Enter specific facts below: [Text Input]
- Another eligibility issue exists that may affect the claimant's eligibility for benefits.
- Enter specific facts below: [Text Input]
- I certify that my answers above are true and complete to the best of my knowledge, and I understand that I will not be able to change my answers after clicking the "Certify" button.

At the bottom, there are three buttons: 'Back', 'Cancel', and 'Certify'. A red arrow points to the 'Certify' button.

To change your answers after you have certified or to provide additional information, you may contact the ODJFS office below. For list of Processing Centers, select the link http://dfs.ohio.gov/oaoclaims_processing_center_locations.htm

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

Akron	(866) 768-0022
Chillicothe	(866) 244-0399
Cleveland	(866) 576-0006
Columbus	(866) 217-0008
Dayton	(866) 541-0187
Franklin	(866) 217-0008
Lima	(866) 272-0118
Lorain	(866) 849-0029
Reno	(866) 867-0044
Toledo	(800) 589-2799
Youngstown	(866) 221-0558

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.