State of North Carolina
Unemployment Insurance

Guide to Online
Employer Self Service
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Getting Started

Introduction

Welcome to the State of North Carolina Unemployment Insurance Employer Self Service (ESS) system. Employers (or their designated Third Party Agent) can use this online system to view and maintain key account information, view correspondence, and much more.

To gain access to this system, employers (or their TPA’s) must first create a logon account (online user account). This guide provides information on unemployment insurance claim services.

Getting Help

If you experience difficulties with the ESS system or have questions about how to use the system, please contact the Employer Call Center (ECC) at the following numbers:

Phone (919) 707-1150
Toll Free (866) 278-3822
Claims Fax (919) 733-1126
ECC Fax (919) 715-0780

Email des.tax.customerservice@nccommerce.com

If you have questions about (or) experience difficulties with your Employer Self Service Login (or) PIN, please contact the Employer Call Center (ECC).

Many of the ESS system’s screens have common features. Note that you should not use your Internet browser’s Back button to navigate through the screens in ESS. Instead, you should use only the buttons on the screens (some screens contain an ESS Back button) or use the left-hand navigation menu to move between screens.

Note that the screenshots used throughout this guide are meant for illustrative purposes, and not all are intended to be readable within this document.
All identifiable field information has been removed.
Logging in to Employer Self Service

1. Use the credentials created by you to access your Employer Homepage and click Sign In.
The Employer Homepage contains a feature for Claims Services. To access the Unemployment Claims Applications and Services, “Click Here” (marked in green) will direct you to the Employer Menu page.
Employer Homepage

The “Employer Homepage” screen displays the options available to you and your Third Party Agent (TPA) in Employer Self Service (ESS). This “dashboard” allows you to file claims on behalf of your employee(s), complete fact finding, view or respond to separation details, view benefit charges, view correspondence sent and received and file appeals.

- **Smart Links** are available when there are outstanding issues that you need to resolve. For example, the “Respond to Request for Separation Information” smart link is displayed if there is an outstanding request for additional information which needs to be completed. Clicking the link navigates the user to the "Employer Separations" screen. Note that this Smart Link is not presented for SIDES participants.

- Other possible **Smart Links** are:
  - View Recent Correspondence transfers you to the "Recent Correspondence" screen if there is unopened correspondence available
  - Respond to Additional Information for Claims Issues link transfers you to the "Outstanding Request for Information" screen if there is an outstanding information response which you need to complete.
  - Respond to Wage Audit transfers you to the Wage Audit Notice screen.

- The **Benefit Information** section provides a list of other links you may use to view information or to provide information to DES.
Employer Separation

If you received a Request for Separation Information form directing you to the Employer Menu to complete, click on “Request for Separation Information” under the Smart Links. The system will navigate to the Employer Separation screen displaying the claimant(s) that have filed a claim and require further information regarding the separation. Employers can perform searches of prior Requests for Separation Information. NOTE: If you are participant in the SIDES or eResponse programs, you will not use this screen.

You can view outstanding reported separations and provide additional information before the fact-finding process is initiated.

- The top section of the screen provides search abilities by various field values to filter separations if you have had multiple separations.

- The Separation History section lists the most recent separations from this employer. The list is a rolling six-month history of prior separations.

- By selecting each record and completing the fields you can provide separation information.

- In the Additional Separation Information column there is a link for you to use to provide addition information as Dynamic Fact Finding (DFF) about each separation, if appropriate.
Outstanding Request for Information

Using the **EMPLOYER SEPARATION** screen, which is accessed from the **Smart Link Respond to Request for Separation Information**, you can select a claimant and launch the Dynamic Fact Finding (DFF) screens to complete any requested information for a separation.
Employer Separation History

The Employer Separation History screen is accessed from the Employer Menu via a hyperlink in the Benefit Information section. You will be able to view a rolling six-month history of prior separations.

Current separation information requests update to this screen upon completion of any associated requested information.

- The top section of the screen provides search abilities by various field values to filter separations if you have had multiple separations.

- The Separation History section lists the most recent separations from this employer. The list is a rolling six-month history of prior separations.

- The ability to amend a separation reason is available but must be amended before the due date.
Potential Benefit Charges

The Potential Benefit Charges screen is accessed from the Employer Menu via a hyperlink in the Benefit Information section. You will be able to view the current quarter and the previous quarters for charging of benefits to your account.

- This information has two modes in which the details can be viewed: The Summary mode will display the total of displayed quarters, while the Detail by SSN mode will display the total at each claimant break and total for displayed quarters.

- The screen displays potential charges for the last two quarters.

- The default display is by quarter. The display may be changed by selecting one of the options on the section header.

- A detailed summary can be viewed separately for a specific charge by clicking the View hyperlink in the Details column of the screen. The Benefit Charge Detail screen will display which allows you to request relief of charging.
Benefit Charge Detail

Using the “Benefit Charge Detail” screen you may view a detailed summary associated with a specific charge. A request for non-charging can be made by clicking the Request hyperlink located to the right of the screen.

The Request Relief of Charges screen displays the functionality and information you need to submit a request for relief of charging by entering contact information as well as a reason for relief. This screen is accessed from the Benefits Charge Detail screen.
Actual Benefit Charges

Actual Benefit Charges provides charging information on your account. You may view your charge history for up to six quarters and can narrow down the history records by using search criteria.

- This information has two modes in which the details can be viewed: The Summary mode will display the total of displayed quarters, while the Detail by SSN mode will display the total at each claimant break and total for displayed quarters.

- The screen displays all charges for the last 6 quarters.

- The default display is by quarter. The display may be changed by selecting one of the other options on the section header.

- A detailed summary can be viewed separately for a specific charge by clicking the View hyperlink in the Details column of the screen. The Benefit Charge Detail screen will display which allows you to request relief of charging.
View Correspondence

From the Employer Menu screen, the View Correspondence screen displays the history of correspondence that has been sent to you by DES or received by the DES from you or your TPA.

- Correspondence can be sorted and filtered by using the search criteria to view a specific correspondence.

- The screen defaults to display up to 10 of the most recent correspondence items.

- The Read Status column indicates whether the correspondence has been read or unread by the user.

- The Sent/Received column indicates whether the correspondence was sent to the agency or received by the agency from you.

- Images of each correspondence is available by using the View hyperlink in the View Form column.

- The Upload Document button located at the bottom of the screen allows you to upload documents associated with a claim for unemployment.
Employer Appeal allows you or your Attorney to view appealable and previously appealed determinations, as well as request, update and withdraw appeals.

- The Employer Appeal screen is displayed with three sections:
  - Benefit Appeals for issues that can be appealed timely.
  - Pending Benefit Appeals for appeals that have been requested but not yet been performed.

- The screen provides the ability to search for an appeal for a specific claimant using either their Claim ID or their Social Security Number (SSN).

- After an appeal request has been submitted, you may update, view the appeal details, or withdraw the appeal from this screen.
The Request Appeal screen is accessed from the Employer Appeal screen. All "*" information must be provided including contact information and the reason for the appeal before submitting the request. Supporting documentation can be attached before submitting a request for an appeal.

- The screen is designed to indicate if the User is you or your Attorney. The default value is "Employer". If the "Attorney" option is selected, the screen will provide additional fields. A TPA may not file an appeal.

Withdraw Appeal Request

After an appeal request has been submitted the Withdraw Appeal button will display on the Employer Appeal screen. Clicking that button will display the “Withdraw Appeal Request” screen, where you or your Attorney will be able to enter withdrawal contact information as well as a reason for withdrawal for a pending appeal request.
SIDES Participation

The SIDES Participation screen displays the functionality and information necessary for you and your TPA's to maintain your SIDES eResponse and Earnings Verification information.

Maintain SIDES Participants

The Maintain SIDES Participants screen is accessed from the SIDES Participation screen and allows you to view and update the PIN and email information for your SIDES eResponse and electronic brokerage participation.

If you are not already a SIDES participant, click the Maintain SIDES Participants link on your Employer Menu displays a SIDES registration fields to complete and then select to accept the terms of the participation.
Multi-Claimant Groups

Employer Filed Claims, also known as Attached Claims, are considered “groups” because they typically deal with a group of claimants, although one employee may be submitted as a group. Each “group” of claims filed is given a Group ID.

Each group type has an ‘affected employees list’ that is associated to the group through the Group ID. The list can be uploaded using a CSV file format or entered on an individual employee basis.

Before benefits can be paid to the ‘affected employees’ for Attached Claims, you will need to pre-pay the estimated benefit amounts to DES. The pre-pay total is based on a pre-determined calculation using the expected number of weeks of benefits and the benefits for each employee. **You must contact the Employer Call Center at 866 278 3822 for assistance with pre-pay options.**

TAA Claims can also be filed using the Multi-Claimant Group feature. Using the Group Type located on the right side of the screen, you can use the drop-down box to add “TAA”. Click the “Add” button to access the TAA Petitions screen. Your assigned petition number will populate to this page.

- A list of previously reported multi-claimant groups associated with this employer account will display on the screen.
- You can search for a specific group record by entering the Confirmation #.
- From this screen you can select a group and update the group, copy the group information, view the employee list, or view the group history.
- Click the Add button to access the “Multi-Claimant Group: Employer Separations” screen to file a new claim.
1. Employer Filed Claims: View List

After the pre-pay funds have been received, file the Attached Claims by accessing the Group ID associated with the payment and click the View List button at the bottom of the screen. Enter the unemployed individual’s information for the affected week or download the spreadsheet to enter all required information.

2. Weekly Certifications

Once the employer had completed the Attached Claims filing of unemployed individuals, the employer must certify the weekly claim for unemployment. By selecting Weekly Certification feature, the employer can certify each week filed on the Employer Filed Weekly Certifications screen.

The benefit week ending date (BWE) should display the first weekly or subsequent weeks to be filed based on the number of pre-paid weeks submitted. The Group ID button to the right of screen allows the employer to select the Group ID associated with a particular group of unemployed individuals.

The individuals will be listed for certifying the unemployed weeks associate with the Group ID. This will include the week of initial filing.
### Employer Filed Weekly Certifications

**Below is a screenshot of the Employer Filed Weekly Certifications page from the NC Employer Self Service Guide 2018.**

- **Last Name:** John
- **First Name:** Doe
- **Wages:** $55,000.00
- **Hours:** 0
- **Other Pay Amount:**
- **Possibility:**
- **Retirement:**
- **Do Not Certify:**
- **Group:**

**Submit Button:**

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**Guide to Online Employer Self Service**
Media Search

Media Search feature allows the employer to search and review correspondence sent to and received by the employer. The employer can search for documents using the various resources listed on the page. Options to choose inbound, outbound or all documents are available.

You have the option to view any selected document by selecting the button on the left of the screen and clicking View Selected.
Submit Tip/Lead

Submit Tip/Lead feature provides the employer to notify DES for any suspected unemployment fraud. The employer can submit any information regarding this matter to our agency for investigation. After completing this form, the employer can send this information by clicking the Submit button at the bottom of the page.
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Fax          (919) 715-0780
Toll Free    (866) 278-3822

Email  des.tax.customerservice@nccommerce.com