

Employers: How to Report Refusal of a Job Offer



NC DEPARTMENT
of COMMERCE
EMPLOYMENT SECURITY

April 30, 2021

Need Assistance?

Employer Call Center
866-278-3822
des.nc.gov

Claimants who refuse a suitable offer of work are typically ineligible to receive unemployment benefits, unless it is determined that the claimant has good cause to refuse to return to work.

Employers may report to the Division of Employment Security that an individual has refused an offer of work by following the instructions below.

REPORTING REFUSAL OF A JOB OFFER

1. Sign into your DES online account at des.nc.gov. On the Employer Home page, click on **Click here for Unemployment Claims Applications and Services**.

MY HOME

Employer Home

Selected Employer Account Number:

Employer Contact Information

Business Name (change) : Phone # (change) :

Trade Name (change) : Fax # (change) :

Mailing Address (change) : Email Address (change) :

Physical Address (change) : Contact Person (change) :

Account Services:

Important Links

Tax Interactive Services:

- File, Adjust or Review Quarterly Tax & Wage Report
- Make a Tax Payment
- Request FUTA Recertification
- Current Tax Rates
- Tax/Wage Report Status

Tax Inquiry Services:

- Account Status
- Voluntary Contribution Calculator
- Last Experience Rating Ledger (Tax Account Balance)
- Accounts Payable Status
- Accounts Receivable Status

Claim Services:

- Click here for Unemployment Claims Applications and Services**
- State Information Data Exchange System (SIDES) Information
- Respond to UI SIDES - Separation Information
- Respond to UI SIDES - Earning Verification

2. On the next menu, **click on the Refusal of Job Offer link**.

Good Afternoon

Division of Employment Security
North Carolina Department of Commerce

Employer Menu-Claims Services

Home Employer Filing Benefits Information Multi-Claimant Group Employer Homepage

ACCOUNT INFORMATION Mailing Address: SMART LINKS View Recent Correspondence

Telephone:

If a SIDES Participant, respond to request for information through SIDES Portal.

BENEFIT INFORMATION

Potential Benefit Charges	Employer Appeal
Actual Benefit Charges	View Correspondence
SIDES Participation	Separation History
Maintain SIDES Participants	Media Search
File Claim	Submit Tip/Lead
Weekly Certification	
Multi-Claimant Group	
Incident of Late or Inadequate Responses	Refusal of Job Offer

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Security

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- You will now **complete a fact-finding questionnaire** to provide information about the company, the individual who received the offer and the type of work that was offered.

 **Division of Employment Security** *DFF: Collection*
North Carolina Department of Commerce

[Home](#) [Employer Filing](#) [Benefits Information](#) [Multi-Claimant Group](#)

REFUSAL OF WORK: SCHEDULE OFFERED

Saturday	<input type="checkbox"/>
Sunday	<input type="checkbox"/>
What shift was offered? Check all that apply.	<input checked="" type="checkbox"/>
First shift	
Second shift	<input type="checkbox"/>
Third shift	<input type="checkbox"/>
Rotating shift	<input type="checkbox"/>
Other	<input type="checkbox"/>
Was full-time or part-time work offered?	* Full-time <input type="text"/>
<i>This value is mandatory.</i>	
Please explain the work schedule offered.	* Monday-Friday 8am-5pm <input type="text"/>
What was the nature of the work offered?	* Permanent <input type="text"/>

- Provide the compensation offered and information about whether the offer was accepted.** If the offer was accepted, you will be asked if the claimant started work. If the offer was not accepted, you will be asked the reason the claimant provided for not accepting the offer.

REFUSAL OF WORK: COMPENSATION OFFERED

Please correct the errors shown below.

This value is mandatory.

What pay rate was offered?	* \$ 15 <input type="text"/> per Hour <input type="text"/>
<i>This value is mandatory.</i>	
Was the offer accepted?	* <input type="radio"/> Yes <input checked="" type="radio"/> No

- You will then have the opportunity to **provide additional information**. When you are finished, **acknowledge the closing statement**.

REFUSAL OF WORK: CLOSING

Under penalties of perjury, I declare that the facts stated are true.
I (the company representative) acknowledge the statement of facts to be true.

- DES will review information provided by the employer and the claimant to determine whether the claimant may continue receiving unemployment benefits. Both parties will be notified of the decision and have the right to appeal if they disagree with it.

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