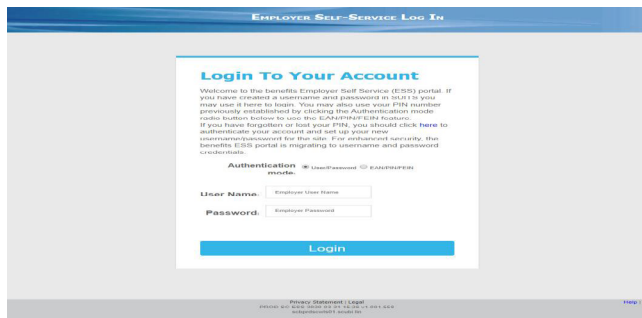# HOW TO SUBMIT AN EMPLOYER FILED CLAIM
# IN THE EMPLOYER SELF SERVICE (ESS) PORTAL

Welcome to the S.C. Department of Employment and Workforce's new benefits portal for employers. When you get to the login screen, you will enter your username and password. If you have forgotten your username or password, please refer the tutorial guide labeled Username/Password reset.

If you do not have a SUITS username and password, please contact us at: efc_assistance@dew.sc.gov.

In order to file a claim on behalf of your employees, you must have been granted access to file Employer Filed Claims. Please see our guide with information about requesting multi-claim access.
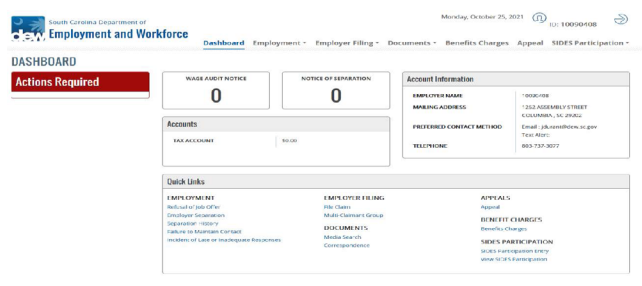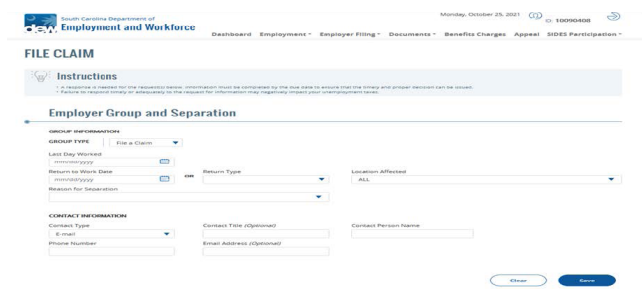

In the Quick Links section, you will see a Header "EMPLOYER FILING". Click the link labeled File Claim.
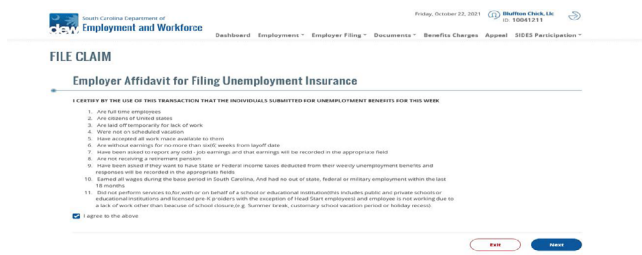
Please read all of the information on the next page.

- If you agree, mark the checkbox. Click Next.
- If you do not agree, click Exit to and you will be directed back to the ESS Home Page.

When you arrive at the Employer Group Separations page, you will see several fields. You will also notice a list at the bottom of the screen of previously reported multi-claimant groups associated with this account. For Group Type, there are a few options. Depending on which option is selected, the screen may look slightly different.

When you select File a Claim, the first step of this process is to create the group information and date in order to create an identifiable group in the system. All fields noted with an asterisk must be completed. For the Return to Work Date, if you do not know an actual calendar date, use the drop down menu to the right labeled Return Type and select one of those options.

When you have completed all required fields, click Save.

While the screen may not appear to change much, you will notice a note in the top left corner that says "Saved successfully." You will also notice that the group is now displayed in the Other Claims Details section of the screen along with a Group ID.

To change any information associated with this group, click the radio button to the left of the Group ID and then click Edit at the bottom of the screen. Changes can only be made BEFORE the claim is submitted. Once you receive a confirmation number, you will not be able to make edits to the Group ID. **Any updates required after submission must be completed by SCDEW staff and will cause delays or potential over payments.**

You can also use the Copy feature to create a new group with a unique ID using the same separation information.

Now, we are ready to add affected employees. Click the radio button for the Group ID you wish to use and then click next.

You will now be taken to the Employee List screen. There are two ways to add employees. You can either upload a file or enter the employees manually.

- File Upload-Skip to Step 13
- Manual process-Continue to Step 10.

Manual process is fairly self-explanatory; you will enter the information on the screen regarding the employee and click Save at the bottom of the screen. Optional Fields will be label "Optional".

After saving the employees will appear in the Added Employees section at the bottom of the screen. Clicking Update will allow you to make changes to any of the Employees that have been added to the list. Clicking Delete will remove the employee from the group. If no changes are necessary and all employees have been entered then click Finish.

You will be directed to the confirmation page where you will receive a confirmation number as well as Filing Instructions. You will have the option to print the confirmation page. If you choose not to print the Home button can be clicked to return to the Home Page of the ESS Portal.

To learn about the upload/download file format, click the Help link that is right under the Upload Employees Header.

HELP FOR UPLOADING DOCUMENTS

Employee File Format for Employer Filed Claims

This screen will allow you to download a spreadsheet that you may use to add employees affected by the separation. Click the Download button to retrieve this file and save it to your PC. You can edit this file in a spreadsheet program (e.g. Microsoft Excel) and then upload the file once it contains the affected employees. You MUST save the file as CSV (Comma Delimited)*.csv). To do this, select File -> Save As and then ensure the Save As Type selection is CSV. Failure to do this will change the file format and you will no longer be able to upload the file into the system.

File Format
First Row - Header Record:
1 - Employer Account Number
2 - Contact Name
3 - Contact Phone Number
4 - Contact Fax Number
5 - Contact Email
6 - Group ID (Generated Group ID for the Mass Layoff)
7 - Number of Employees (This number should match the total number of employees listed in the file)

Second Row - Contains the Employee Detail column headings.

Third Row and Subsequent Rows Employee Detail Records:
1 - Employee SSN (999999999/999-99-9999) (Required)
2 - Date of Birth (MM/DD/YYYY) (Required)
3 - Last Name (No Special Characters)
4 - First Name (No Special Characters)
5 - Middle Initial (No Special Characters)
6 - Race (American Indian/Alaska Native, Asian, Black/African American, Native Hawaiian Or Pacific Islander, White, Choose Not to Answer) (Required)

With the screen open, you can right click and choose Print so that the information is readily available as you create your spreadsheet for the upload.
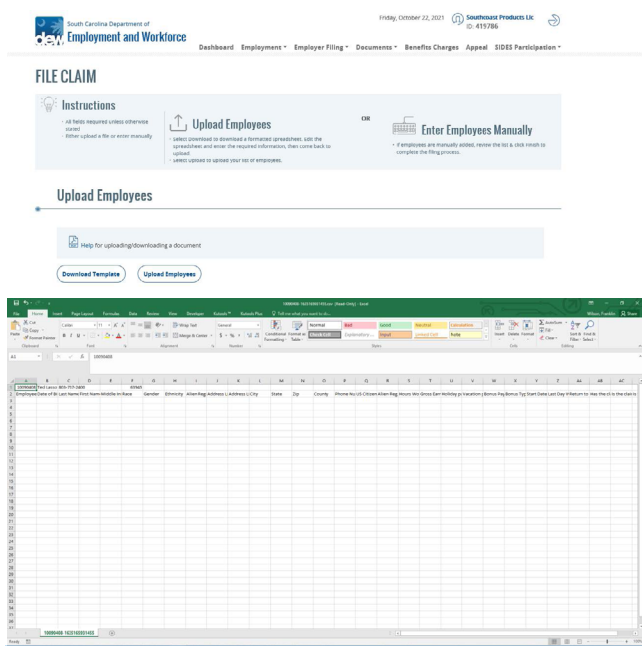
You will begin by clicking the Download button. The Download button will provide you with an Excel template in which to enter your employee's information.
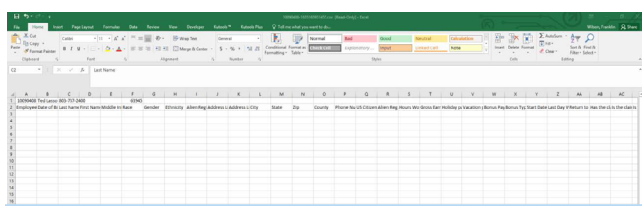
Let's explore the spreadsheet for a moment. You will notice as you scroll over each cell, you are able to read all of the information in the header. This is the same information that is required on the previous screen we just saw for the manual process.
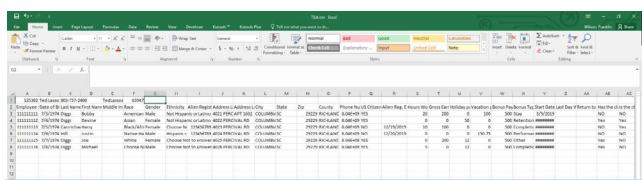
As you fill in your employees' information, you will find the Notes page that you printed out very helpful. For instance, when you are filling in an employee's start date it tells you to type the date by two-digit month, two-digit day and four-digit year using slashes (MM/DD/YYYY).
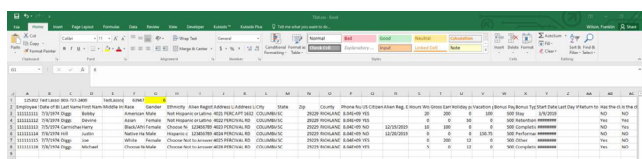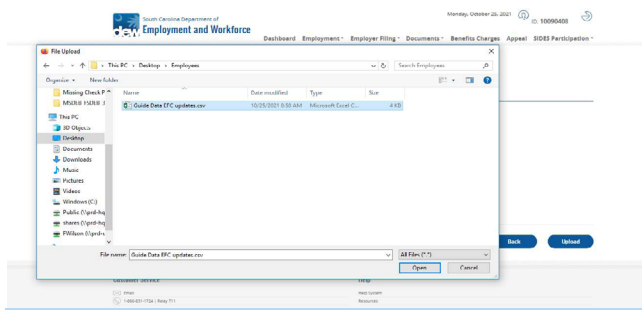
The last thing to do in the file is to click cell G1 and enter the number of employees listed in the file. Then save the file to your Local computer.
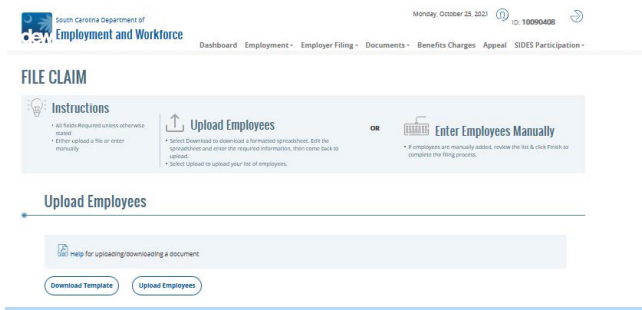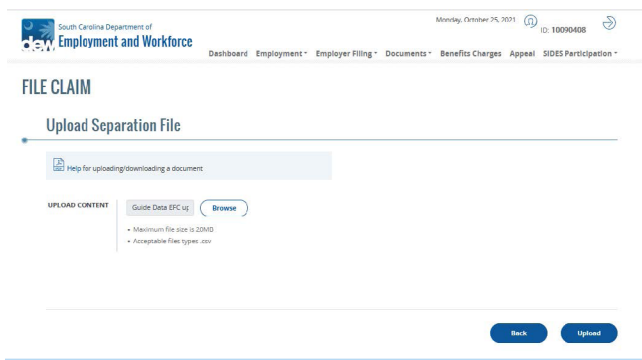
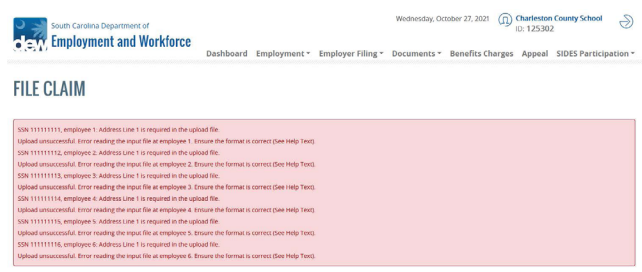When you have finished, return to the Employer portal and click Upload.
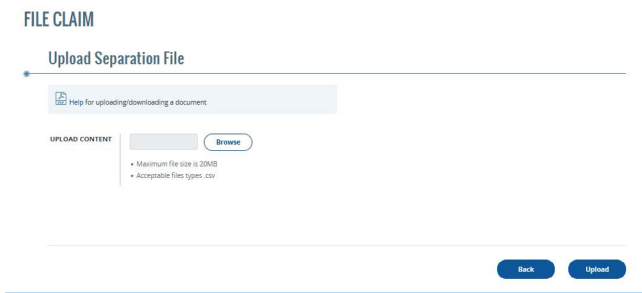
On the next screen, you will click the Browse button.

This will allow you to search your computer for the file. Select the correct file and then click open.

Click the Upload button on the right.

If there are any issues with the file, the system will give you a list of those so that corrections can be made.

If the file was uploaded successfully, you will receive a confirmation in the top left side of your page that says "Saved successfully".

In addition, you will see the individuals at the bottom of your screen. If needed, you can click the radio button next to the individual to update their information or delete them from the list. Please ensure all information is accurate before submitting. **Any updates required after submission must be completed by SCDEW staff and will cause delays or potential over payments.**

When you are ready, click Finish.

You will now be directed to a Confirmation screen. Your confirmation number for your group will be at the top of the page. If you choose, you can print this page for your records. Please remind individuals that while you have filed through the Employer portal, they must also go through the Claimant Self Service as well in order to receive benefits.