The guide provides instruction for Employers to submit Refusal of Job Work for a specified claimant

1. To login to the ESS Portal Account, select the Username/Password option

2. Once the information is entered, click the Login Button

3. The system will display the Employer Homepage

4. Select the Refusal of Job Offer link in the Benefits Information section
5. The system will then display the Refusal of Job Offer dynamic fact finding questionnaire.

6. Type the required information:
   a. John Doe
   b. Payroll Manager
   c. Name of the company you are with or are representing
   d. Address of the company you are with or are representing
7. If the required information is not completed the system will display validation error messages, enter the missing information and click Resubmit

8. Enter the individuals information for who the offer was made and click Next

9. Enter the Type Offered
10. Provide the Schedule Offered (Use the scroll bar to complete all the required information)
   a. Select the days of the week
   b. Select the shift (first, second, third, rotating or other). If other explain the work schedule in the text box
   c. Indicate if the schedule offered was Full Time or Part Time
   d. Select the nature of work (temporary, permanent, temp to perm)
   e. Click Next
11. Provide the Compensation Offered and whether the offer was accepted
   a. The remaining questions are dynamic and may change based on previously answered questions.

12. If Yes, did the claimant start work
13. If no, did the claimant give a reason why they did not start work as scheduled
14. Acknowledge the Closing statement
15. Review the Data Review screen

DFF: COLLECTION

DATA REVIEW

- Refusal Of Work Offer
  - What is your name? John Doe
  - What is your job title? Payroll Manager
  - What company are you with and/or representing? XYZ Staffing
  - Are you authorized to make offers of work with this company? Yes

  - What is the address of the company?
    - Street: 700 Taylor St
    - City: Columbia
    - State: South Carolina
    - Zip: 29001

- Refusal Of Work Received Offer
  - Who was offered work? Jack
  - What is their social security number? 123-45-6789
  - What date was the offer of work made? 04/17/2020
  - How was the offer of work made? Direct oral offer
  - What is their address?

16. Make any necessary correction before submitting the questionnaire and click the Submit button

   a. To edit information from this screen, click the hyperlink of the question

17. The system will navigate the employer back to the Employer Homepage screen.