Actual Benefit Charge User Guide

Employers can View Benefit Charges by clicking on the “Actual Benefit Charges” hyperlink under Benefit Information Section on the Employer Homepage.

The employer can then use the filters to narrow the search be different criteria.

- **Summary by Quarter:** Default setting in ESS. Show full detail of benefit charges by quarter.
- **Detail by SSN:** show full detail of benefit charges by claimants
- **QTR Begin: End dates:** Employer can narrow down a search by providing a date range.
- **SSN:** Employer can search for a particular claimant.

Once the employer has filled out the search criteria then click “Filter”, results should be displayed based on the Filter settings.

Employers can then view benefit charges displayed by clicking the “View” hyperlink in the Details column.

After clicking on the “View” hyperlink, the system will navigate the employer to the Benefit Charge Detail screen where the employer has the ability to request relief of changes.
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The employer should click the “Request” hyperlink under the Relief of Charges column for the claimant for which the employer is requesting relief of charges. The system will navigate the employer to the Request Relief of Charges screen.

The employer will need to complete all required fields, then click the “Submit” button. The system will then navigate the employer back to the Benefits Charge Detail screen where the employer can click the “Back” button to view benefits charges in another quarter or click the “Home” tab to navigate back to the Employers Homepage.

Once request for relief of charges are submitted, an adjudication work item will be created on the Issue: Issue List screen.