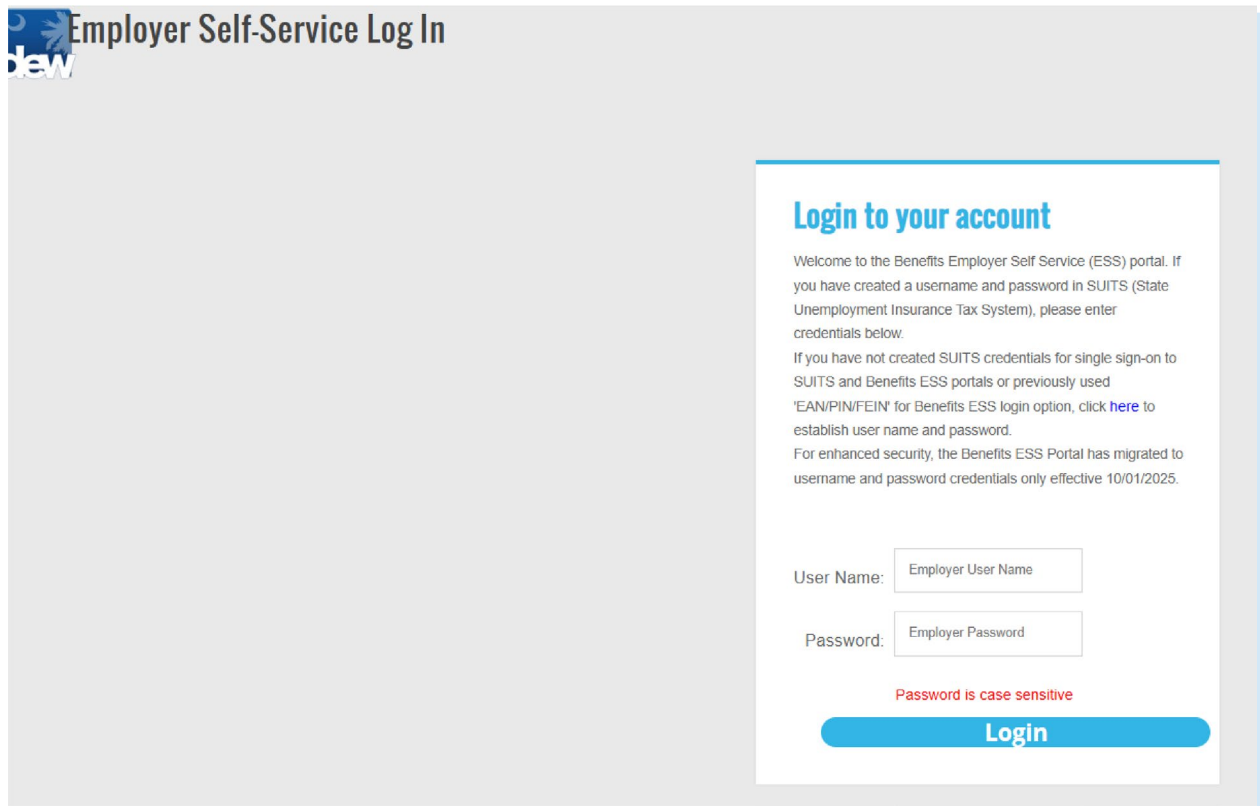


This guide describes how to Respond to Request for Separation Information via the ESS (Employer Self-Service) portal.

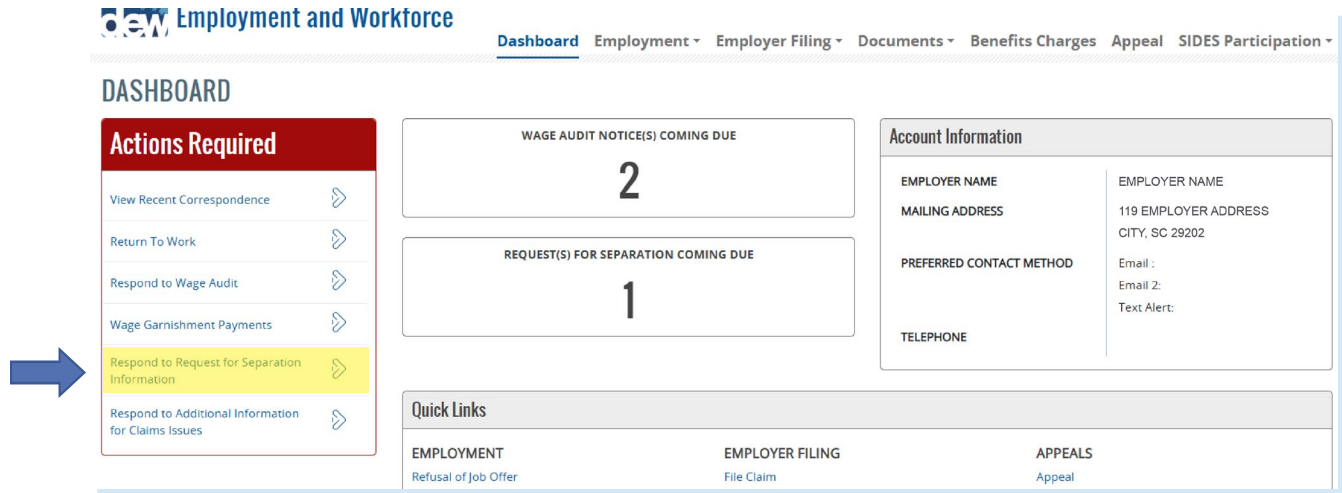
NOTE: This guide only applies to employers who are **NOT** registered in SIDES. SIDES employers must respond to the Request for Separation Information on the SIDES UI portal at uisides.org.

STEP 1: Log in to the ESS portal with your SUITS credentials.



The screenshot shows the 'Employer Self-Service Log In' page. At the top left is the 'dew' logo. The main heading is 'Employer Self-Service Log In'. The central content area is titled 'Login to your account' and contains the following text: 'Welcome to the Benefits Employer Self Service (ESS) portal. If you have created a username and password in SUITS (State Unemployment Insurance Tax System), please enter credentials below. If you have not created SUITS credentials for single sign-on to SUITS and Benefits ESS portals or previously used 'EAN/PIN/FEIN' for Benefits ESS login option, click [here](#) to establish user name and password. For enhanced security, the Benefits ESS Portal has migrated to username and password credentials only effective 10/01/2025.' Below this text are two input fields: 'User Name:' with a placeholder 'Employer User Name' and 'Password:' with a placeholder 'Employer Password'. A red note below the password field states 'Password is case sensitive'. At the bottom of the form is a blue 'Login' button.

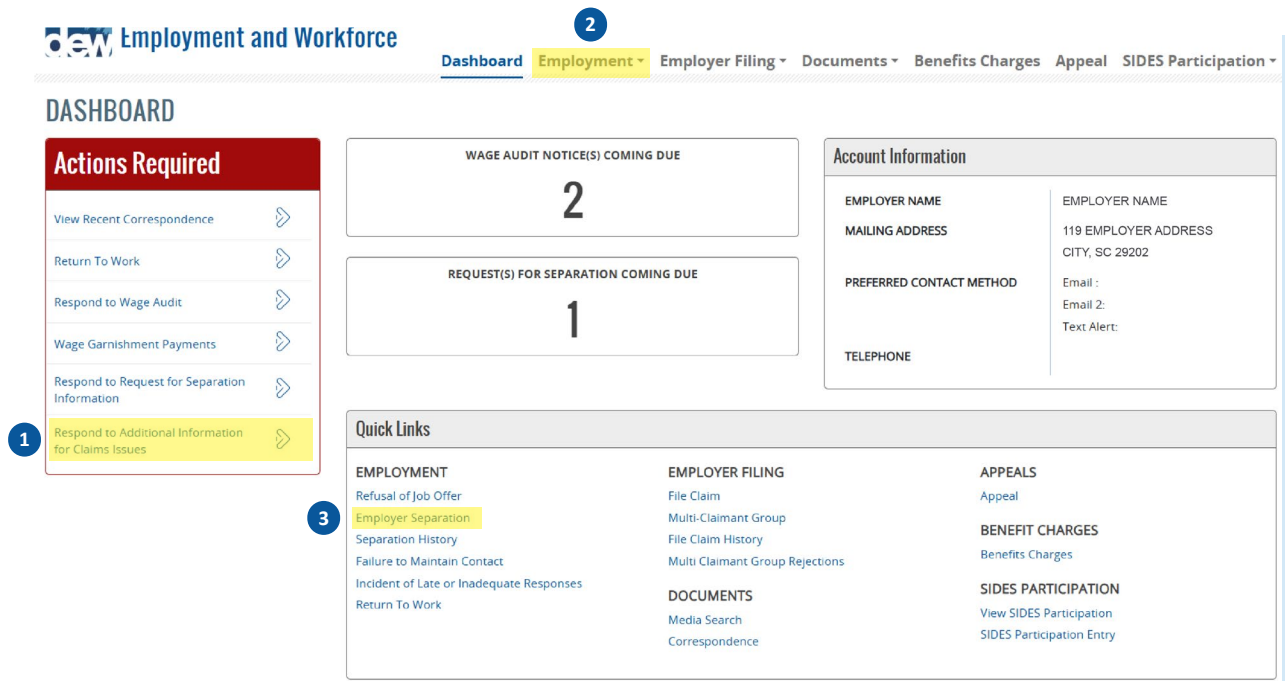
STEP 2: On the **Dashboard**, in the **Actions Required** box, click on **Respond to Request for Separation Information**.



The screenshot shows the ESS Portal Dashboard. At the top, there is a navigation bar with 'Dashboard' selected. Below the navigation bar, the dashboard is divided into several sections. On the left, there is a red 'Actions Required' box containing a list of actions. A blue arrow points to the 'Respond to Request for Separation Information' item, which is highlighted in yellow. To the right of this box are two summary cards: 'WAGE AUDIT NOTICE(S) COMING DUE' with a count of 2, and 'REQUEST(S) FOR SEPARATION COMING DUE' with a count of 1. Further right is an 'Account Information' section with fields for Employer Name, Mailing Address, Preferred Contact Method, and Telephone. At the bottom, there is a 'Quick Links' section with three columns: 'EMPLOYMENT' (Refusal of Job Offer), 'EMPLOYER FILING' (File Claim), and 'APPEALS' (Appeal).

NOTE: There are three alternative options for this step.

1. Click on **Respond to Additional Information for Claims Issues** under **Actions Required**.
2. Click on the **Employment** tab and select **Employer Separation**.
3. Click on **Employer Separation** under the **Quick Links** section.



This screenshot shows the ESS Portal Dashboard with the 'Employment' tab selected in the navigation bar. The 'Actions Required' section on the left has a red circle with the number '1' next to 'Respond to Additional Information for Claims Issues', which is highlighted in yellow. The 'Quick Links' section at the bottom has a red circle with the number '3' next to the 'Employer Separation' link under the 'EMPLOYMENT' column. The 'EMPLOYER FILING' column contains 'File Claim', 'Multi-Claimant Group', 'File Claim History', and 'Multi-Claimant Group Rejections'. The 'DOCUMENTS' column contains 'Media Search' and 'Correspondence'. The 'APPEALS' column contains 'Appeal'. The 'BENEFIT CHARGES' column contains 'Benefits Charges'. The 'SIDES PARTICIPATION' column contains 'View SIDES Participation' and 'SIDES Participation Entry'. The 'WAGE AUDIT NOTICE(S) COMING DUE' card shows 2, and the 'REQUEST(S) FOR SEPARATION COMING DUE' card shows 1. The 'Account Information' section remains the same as in the previous screenshot.

STEP 3: From the **Employer Separation** screen, search for a claimant or select a claimant record from the **Search Results** box.

EMPLOYER SEPARATION

DOING BUSINESS AS	EMPLOYER NAME	BUSINESS TYPE	OTHERS	FEIN	00-000000	LIABILITY TYPE	Contributory
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Instructions

- A response is needed for the separation(s) below. Separation information must be completed by the due date to ensure a timely and proper decision can be issued.
- Failure to respond timely or adequately to the request for information may negatively impact your unemployment taxes. Once a row has been completed, click save, then select the Separation Information Response hyperlink to provide Additional Information.



Search

Social Security Number <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>
Claimant ID <input type="text"/>	Begin Date mm/dd/yyyy <input type="text"/>	End Date mm/dd/yyyy <input type="text"/>
Search		

STEP 4: In the **Search Results** box, click the radio button next to the claimant record, and answer the required questions. Click on **Additional Info** to provide more information.

STEP 5: Click **Save**.

Search

Social Security Number <input type="text"/>	First Name <input type="text"/>	Last Name <input type="text"/>
Claimant ID <input type="text"/>	Begin Date mm/dd/yyyy <input type="text"/>	End Date mm/dd/yyyy <input type="text"/>
Search		

Search Results

SSN	FIRST NAME	LAST NAME	REPORTED SEPARATION DATE	REPORTED SEPARATION REASON	AGREE OR REBUT SEPARATION REASON	EMPLOYEE START DATE	EMPLOYEE END DATE	DID/WILL YOU PAY ANY DEDUCTIBLE INCOME?	DUE DATE	ADDITIONAL SEPARATION INFORMATION
<input type="radio"/> 000-00-0000	JOHN	DOE	01/15/2026	I was fired, terminated, or discharged from the job.	<input type="checkbox"/>	mm/dd/yyyy <input type="text"/>	mm/dd/yyyy <input type="text"/>	<input type="checkbox"/>	01/27/2026	Additional Info



Report Fraudulent Claim

Exit

Save

STEP 6: From the **Respond to Additional Information** screen, click on the radio button to select the claimant record under **Group Records**.

STEP 7: Click **Submit**.

RESPOND TO ADDITIONAL INFORMATION

A response is needed for the request(s) below. Information must be completed by the due date to ensure that the timely and proper decision can be issued. Failure to respond timely or adequately to the request for information may negatively impact your unemployment taxes.



Instructions

• All fields are required unless otherwise indicated.

Search

SSN

Clear

Search

Group Records



	Social security number	First Name	Last Name	Claim effective date	Separation date	request type	Due date
<input checked="" type="radio"/>	000-00-0000	JOHN	DOE	01/15/2026	01/13/2026	General Reasons	01/27/2026
Group Records							

Exit

Submit

STEP 8: You will be asked a series of questions. After answering, click **Next** to continue to the next question.

8a. If you do not have the required information, click **Save & Exit**. If you navigate to the next screen, you are required to proceed.

8b. Return to the **ESS Portal** once you have the information needed.

PLEASE ACKNOWLEDGE

I certify that the information I am submitting to the South Carolina Department of Employment and Workforce is true and accurate to the best of my knowledge. I understand any individual found to have submitted fraudulent information in regards to Unemployment Benefits may be subject to penalties of law - up to and including FELONY prosecution.

I certify, understand, and acknowledge.



Restart

Exit

Save & Exit

Next

PLEASE CONFIRM

IMPORTANT INSTRUCTIONS: Yes No

Please be prepared to provide the following information as part of the fact finding. This information and/or documentation will be used to make a determination for benefits on this claim.

The claimant indicated the reason that the claimant separated was due to attendance. Is this the correct separation reason?



Restart Exit Save & Exit **Next**

SEPARATION REASON CONFIRMED - THANK YOU

Thank you for your pre-fact finding responses confirming the reason for separation. Please click the Next button to proceed to the next screen. On the next screen you will have a chance to review your answers. If any answers need to be corrected, click the header link above the answer. Click the Submit button once you have reviewed your answers for correctness. You will then proceed to the fact finding.



Next

STEP 9: Read, acknowledge, and confirm information in the Data Review section.

Then, click **Submit**.

DATA REVIEW

Please Acknowledge

I certify that the information I am submitting to the South Carolina Department of Employment and Workforce is true and accurate to the best of my knowledge. I understand any individual found to have submitted fraudulent information in regards to Unemployment Benefits may be subject to penalties of law - up to and including FELONY prosecution.

I certify, understand, and acknowledge.

Yes

Please Confirm

IMPORTANT INSTRUCTIONS:

Please be prepared to provide the following information as part of the fact finding. This information and/or documentation will be used to make a determination for benefits on this claim.




Submit

STEP 10: Additional separation questions will appear. Click **Next** to continue to the next screen with the next set of questions.

(Below are examples of the types of questions that may appear.)

ATTENDANCE: PAYMENTS

Has the employer paid the claimant at least \$2800 during all terms of employment? Yes No



Restart Exit Save & Exit **Next**

ATTENDANCE: CONTACT INFORMATION

Provide a primary contact for information verification.

Name:


Job Title:

Provide a phone number for the primary contact.

Phone Number:

Extension:

Provide an e-mail address for the primary contact.




Restart Exit Save & Exit **Next**

DC02 INTERVIEW COMPLETE

Thank you for your response.

Please click the Next button to proceed to the next screen. On the next screen you will have a chance to review your answers. If any answers need to be corrected, click the header link above the answer. Click the Submit button once you have reviewed your answers for correctness to finalize your fact finding responses.



Next

STEP 11: In the **Data Review** section, make any changes by clicking on the link displayed over each question.

If the information is correct, click **Submit**.

DATA REVIEW

Attendance: Payments
Has the employer paid the claimant at least \$2800 during all terms of employment? Yes

Attendance: Paying Pension
Is the employer paying or will the employer pay the claimant a pension and/or retirement pay? No

Attendance: Contact Information
Provide a primary contact for information verification. Yes
Name: Contact Name
Job Title: Job Title
Provide a phone number for the primary contact. (555) 555-5555

[Submit](#)

STEP 12: Upload any documents needed to support the separation information, then click **Finish**.

Created Date : 01/23/2026 9:06 AM
 Created By : SCUBI_ADMIN
 *Received On : HH : MM : AM/PM :

* Upload Content : No file chosen
 Please use the following content types:
 .doc, .docx, .docm, xls, .xlsx, .txt, .pdf, .rtf, .snp, .msg, .tif, .tiff

Media Type : Supporting Documents
 Document Type : Fact Finding
 SSN : 000000000
 Claimant Name : JOHN DOE
 Claimant ID : 1000000
 Claim ID : 2000000
 Issue # : 3000000
 FEIN : 44-0000000
 Emp Acct # : 50000000
 Employer Name : EMPLOYER NAME
 Year : 2026
 Quarter : Quarter 1

STEP 13: The system will return to the **Dashboard** screen.

DASHBOARD

Actions Required

- View Recent Correspondence
- Return To Work
- Respond to Wage Audit
- Wage Garnishment Payments
- Respond to Request for Separation Information
- Respond to Additional Information for Claims Issues

WAGE AUDIT NOTICE(S) COMING DUE

2

REQUEST(S) FOR SEPARATION COMING DUE

1

Account Information

EMPLOYER NAME	EMPLOYER NAME
MAILING ADDRESS	119 EMPLOYER ADDRESS CITY, SC 29202
PREFERRED CONTACT METHOD	Email : Email 2: Text Alert:
TELEPHONE	

Quick Links

<p>EMPLOYMENT</p> <ul style="list-style-type: none"> Refusal of Job Offer Employer Separation Separation History Failure to Maintain Contact Incident of Late or Inadequate Responses Return To Work 	<p>EMPLOYER FILING</p> <ul style="list-style-type: none"> File Claim Multi-Claimant Group File Claim History Multi Claimant Group Rejections <p>DOCUMENTS</p> <ul style="list-style-type: none"> Media Search Correspondence 	<p>APPEALS</p> <ul style="list-style-type: none"> Appeal <p>BENEFIT CHARGES</p> <ul style="list-style-type: none"> Benefits Charges <p>SIDES PARTICIPATION</p> <ul style="list-style-type: none"> View SIDES Participation SIDES Participation Entry
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