OTHER SERVICES

Online Program User Guide

Introduction

Note

Employer Designated Address

Edit Information
Verification
Review and Submit

Chargeback Response

Getting Started
Wage and Separation Information
Review and Submit
Confirmation

Contact
Introduction

The law allows employers to update Employer Address Information for Notice of Unemployment Insurance Applications and Notice of Potential Chargeback notices. An employer can designate the preferred mailing address for all future unemployment and chargeback correspondence. Employers can view, respond to, and submit responses to Maximum Potential Chargeback Notices by logging in to EBS and clicking on the Other Services Information tab where they will have the option to select Designated Address or Maximum Potential Chargeback Notice.

Note

To access Other Services, employers must sign up for an Employer Benefits Services (EBS) account. To learn more about Employer Benefits Services and to learn how to sign up for an Employer Benefits Services account, see the EBS Administrator Duties user guide.

Employer Designated Address

To access Other Services, select the Other Services tab on the My Home page.

Before beginning, read about Designated Address and Maximum Potential Chargeback Notice in the Other Services Information section.

To edit the designated address, select Designated Address from Quick Links.

The program proceeds to a page that allows the user to either create a designated address or chargeback designated address or edit an existing designated or chargeback designated address. Each address type must be created or edited one at a time.
**Edit Information**

Complete all required and relevant fields in the **Employer Information** section.

TIP: It is a good idea to complete all important and relevant fields even if they are not required.

Select **Next**.

**Verification**

Check that the address is correct. If the address is not correct, select **Previous** to return to the **Edit Information** page and make corrections. If the address is correct, select **Next**.

TIP: It is a good idea to use the US Postal Service standardized address.
**Review and Submit**

Review the information in the **Employer Information** section and **Designated Address Contact Information** sections.

If corrections are needed, select **Previous** to return to the **Edit Information** page.

If everything is correct, select the **Box** then select **Submit**.

The program then proceeds to a confirmation page.

---

**Chargeback Response**

To begin a **Chargeback Response**, select **Maximum Potential Chargeback Notice** from **Quick Links** on the **Other Services Information** page.

---

**Getting Started**

Enter the SSN of the claimant referred to on the Maximum Potential Chargeback Notice.
Wage and Separation Information

On the **Chargeback Responses: Wage Information** page, review the wage credits and indicate if the wages are incorrect. Select **Next**.

The program proceeds to the **Chargeback Responses: Separation Information** page. Submit the separation reason and the last day of work then select **Next**.

---

**Chargeback Response: Wage Information**

- **Claimant Name:** Gerald
- **Social Security Number (SSN):**
- **Claim Date:** April 05, 2017

<table>
<thead>
<tr>
<th>Quarter Used</th>
<th>Wage on Record</th>
<th>Source (if other than Quarterly Report)</th>
<th>Page</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>JAN FEB MAR 2016</td>
<td>$1,221.38</td>
<td>EXAMINATION OF PHOTOCOPY C-4</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>APR MAY JUN 2016</td>
<td>$480.75</td>
<td>EXAMINATION OF PHOTOCOPY C-4</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**Wage Information**

If the claimant’s quarterly wages are incorrect, please go to Unemployment Tax Services at [https://apps.law.state.tx.us/UIUP/Security/login.jsp](https://apps.law.state.tx.us/UIUP/Security/login.jsp) to make online corrections or go to [https://texassunemployment.com](https://texassunemployment.com) to download paper adjustment forms.

- **Maximum Potential Chargeable Amount:** $269.31
- **Are any quarters listed incorrect?** Yes [__] No [__]
  - If Yes, check the appropriate box below:
    - **JAN FEB MAR 2016**
    - **APR MAY JUN 2016**

**Chargeback Response: Separation Information**

- **Claimant Name:** Gerald
- **Social Security Number (SSN):**
- **Claim Date:** April 05, 2017

**Separation Details**

Select an applicable work Separation Reason. If the Separation Reason is not listed, select “Other,” provide a brief explanation and complete the Chargeback Response information.

- **Separation Reason:** [LACK OF WORK OR REDUCTION IN FORCE]
- **Other Separation Information:***

**Claimant Details**

- **Last Date of Work:**

[Select Month] [Select Day] [Select Year] 2017 [Select Year]
**Review and Submit**

Carefully review all the information in the **Claim Information**, **Wage Information**, and **Separation Information** sections.

Certify that all the information is correct by selecting the **Box**. 

Select **Submit**.

---

### Claim Information
- **Employer Account Number:** [Details]
- **Claimant Name:** Gerald
- **Social Security Number (SSN):** [Details]
- **Claim Date:** April 05, 2017

### Wage Information
- **Are any quarters listed incorrect?** Yes
  - **JAN FEB MAR 2016:** No
  - **APR MAY JUN 2016:** Yes

### Separation Information
- **Separation Reason:** LACK OF WORK OR REDUCTION IN FORCE
- **Last Date of Work:** February 26, 2017

### Certification
- By checking this box, I certify that I am authorized to submit this information on behalf of this employer and the information I give is true, accurate, and complete.

---

Caution: Your Chargeback Response information is NOT COMPLETE until you select the “Submit” button.
Confirmation

The Chargeback Response: Confirmation page confirms that the chargeback response has been successfully submitted.

Save the page as a PDF or print it.

Select Return to My Home to return to the EBS My Home page.

Select Return to Other Services to return to the Other Services Information page or select Respond to Another Notice to submit another designated address and chargeback response.
Contact

For help call the Chargeback Unit at 512-340-4336.