

Electronic Correspondence

Online Program User Guide

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Introduction

Electronic Correspondence (EC) allows employers to access unemployment benefits documents from a secure email inbox.

Note

To access Electronic Correspondence, 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.

How Electronic Correspondence Works

Employers wishing to receive paperless correspondence can access documents from a secure email inbox by logging in to their [EBS account](#).

When new correspondence is sent, the Texas Workforce Commission (TWC) also sends a notification email to the employer email address linked to the EBS account. Documents can be viewed, printed, and saved.

Documents Included:

- Statements and determinations
- Chargeback notices and determinations
- Most benefits forms and notices

Documents not Included:

- Appeals correspondence, such as hearing notices or appeals decisions
- Tax notices and forms

TIP: It's a good idea to regularly check the EBS email inbox even if no email notifications are received.

Electronic Correspondence Sign-Up

After logging in to EBS, select the **Benefits Correspondence** tab or **Electronic Correspondence Sign-Up** from the **Quick Links** menu on the **My Home** page.

The screenshot displays the Employer Benefit Services (EBS) interface. At the top, there is a navigation bar with the Texas Workforce Commission logo and the text 'Employer Benefit Services'. Below this, a secondary navigation bar contains tabs for 'My Home', 'Benefits eCorrespondence', 'User Admin', 'UI Tax Services', and 'Work In Texas'. The 'My Home' tab is selected, showing a 'Quick Links' menu on the left and a 'User Information' section on the right. The 'Quick Links' menu includes 'Home', 'Electronic Correspondence Sign-up', 'Employers', and 'Request Employer Access'. The 'User Information' section displays fields for 'Name', 'Email Address', and 'Employer', along with a 'User ID' field and an 'Update E-mail Address' link. A red arrow points from the 'Electronic Correspondence Sign-up' link in the 'Quick Links' menu to the 'Benefits eCorrespondence' tab in the navigation bar. Another red arrow points from the 'Employers' link in the 'Quick Links' menu to the 'Employer' field in the 'User Information' section. The footer contains links for 'WorkInTexas.com', 'Appeal Tutorial', 'Glossary', and 'Report technical problems'.

Carefully read the **Unemployment Benefits Terms and Conditions** and check the **box** confirming that the terms and conditions have been read and agreed to.

If no email address appears or the email address is no longer valid, enter a valid email address then reenter it to confirm it is correct.

Select **Submit**.

TEXAS WORKFORCE COMMISSION Employer Benefit Services

My Home | **Benefits eCorrespondence** | User Admin | UI Tax Services | Work In Texas

Electronic Correspondence

How It Works

Electronic Correspondence allows you to receive **most, but not all**, of your unemployment benefits notices and forms electronically, such as a notice that a former employee applied for benefits, eligibility determinations issued on unemployment benefit claims, and chargeback notices.

Documents Not Included:

- Appeals correspondence, such as hearing notices or appeals decisions.
- Workforce Solutions office correspondence, such as notices regarding job orders or referrals.
- Unemployment Insurance Tax information. (See [Unemployment Tax Services](#))

After you sign up:

- TWC creates a secure, personal correspondence inbox on Employer Benefit Services ([Unemployment Claim Management & Appeals](#)).
- New unemployment benefits correspondence is delivered and stored in your inbox. When we send new electronic correspondence to your inbox, we send an e-mail to let you know. *E-mails are sent once daily regardless of the number of new correspondence.*
- You can view, print, and save correspondence in the Inbox.
- You must respond to TWC's request for information.
- To sign up for electronic correspondence, you must provide a valid e-mail address and agree to TWC's [Unemployment Benefits Electronic Correspondence Terms and Conditions](#)

I acknowledge that I have read and agree to the [Electronic Correspondence Service Terms and Agreement](#).

We have the following e-mail address on our records:

E-mail address: jperez123_tmd@mail.com

If there is no e-mail address displayed above or the e-mail address displayed is no longer valid, enter a valid e-mail address below:

Enter e-mail address:

Confirm e-mail address:

TWC will send an e-mail to verify your e-mail address. You must select the link in the e-mail and log in to EBS again to verify your address. If you do not verify your e-mail address, TWC will send correspondence by U.S. Postal Service.

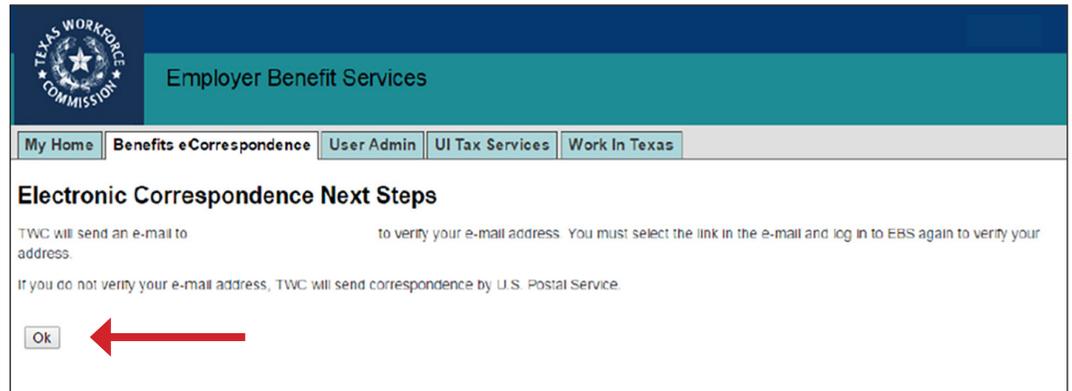
Electronic Correspondence Terms and Conditions

- By signing up for Electronic Correspondence, I understand that TWC will be sending most, but not all, of the unemployment benefits correspondence for the listed employer to a secure mailbox on Unemployment Claim Management & Appeals, also known as Employer Benefits Services (EBS), that I am solely responsible for reading.
- I understand that TWC will not send the following documents electronically, and that TWC will continue to mail these and other documents as needed by U.S. Postal Service:
 - Appeals correspondence, such as hearing notices or appeals decisions.
 - Workforce Solutions office correspondence, such as notices regarding jobs orders or referrals.
 - Unemployment Insurance Tax Information. (See Unemployment Tax Services)
- I understand it is my responsibility to read and respond to all correspondence that TWC sends regarding unemployment benefits, whether the correspondence is electronic or paper. I understand I am responsible for regularly checking my online inbox, regardless of whether I received and email notifying me of new mail. I understand that if I do not respond to all TWC correspondence when requested, this may result in changes to my TWC tax account.
- I agree to keep my mailing address and my email address current with TWC.
- I understand that TWC reserves the right to contact me as needed by mail, phone, or email at TWC's sole discretion.
- I understand that I need to protect my electronic mailbox by not allowing any other person(s) access. I agree not to share my EBS User Id and password with anyone. I understand that using my password to log on is legally the same as signing my name and that I am responsible for any account access or actions using my User ID and password.
- I understand that only the Account Administrator for the TWC tax account number can sign up or opt out of Electronic Correspondence at any time.
- I understand that TWC reserves the right to discontinue Electronic Correspondence at any time and to revert to mailed paper correspondence as needed.
- I understand the Electronic Correspondence does not accept incoming emails.
- By providing an email address, I agree to receive emails from TWC, which may be addressed from "TWC," "Texas Workforce," or "GovDelivery."

Sign-Up Verification

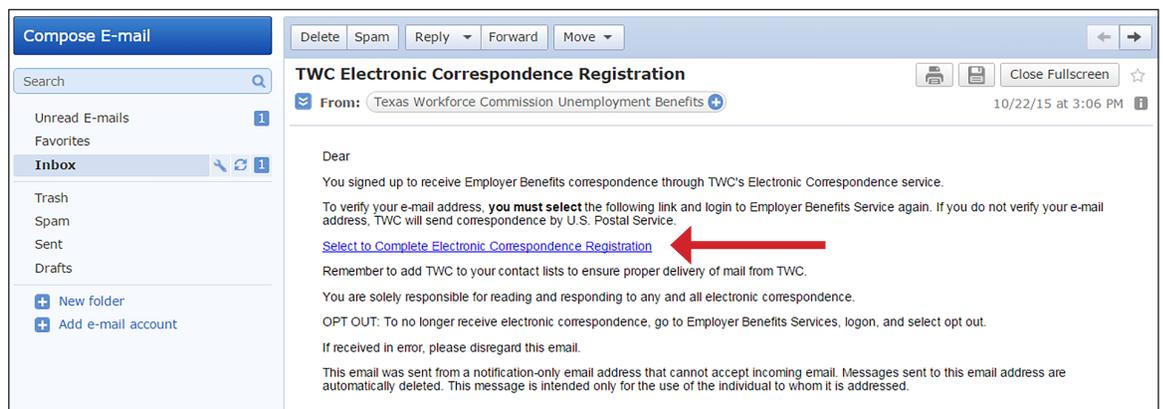
A verification email is sent to the linked email address.

Select **OK** and look for an email at the email address linked to the EBS account.



Verification Email

Select the **Select to Complete Electronic Correspondence Registration** link in the email.



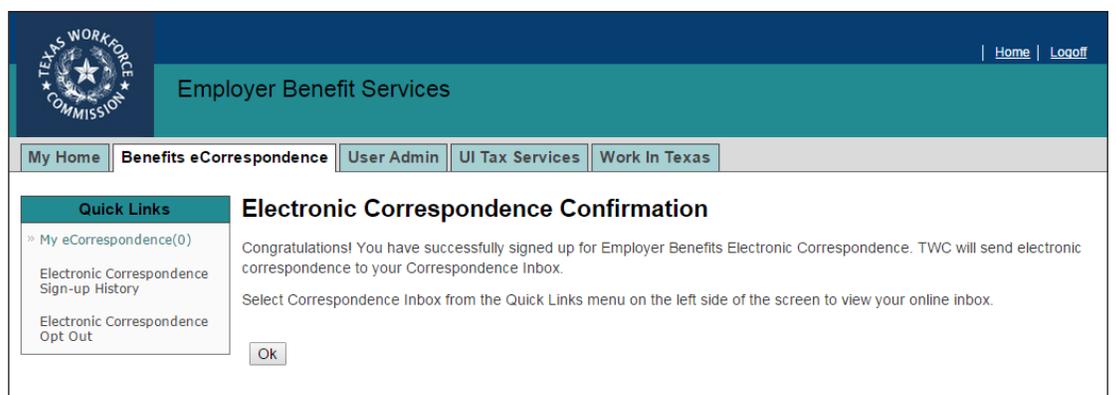
TIP: Don't skip this part. Check for the email right away and select the **Select to Complete Electronic Correspondence Registration** link. If the email address is not verified, TWC will send all correspondence by U.S. Postal Service.

Completing the Sign-Up Verification

The **Select to Complete Electronic Correspondence Registration** link returns the user to the EBS login.

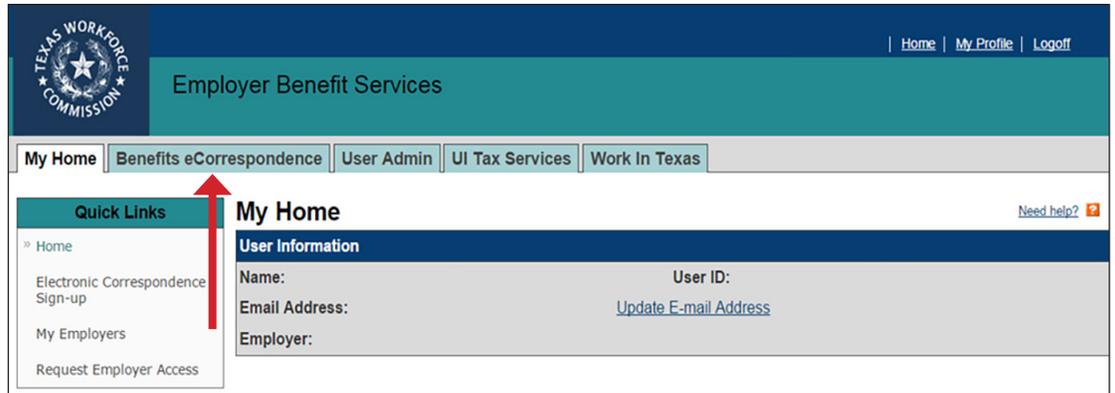
Log in to EBS to complete the email verification.

Select **OK** to view the EBS **Electronic Correspondence** inbox.



The Inbox

On the **My Home** page, select the **Benefits eCorrespondence** tab.



Viewing and Searching the Inbox

The inbox shows links in the Quick Links menu, the date the document was mailed, the document name, the date the document was opened, options to view the document as PDF or accessible, and three options to search for correspondence.

Search for correspondence using the claimant's SSN **or** search for correspondence by entering the document name.

Narrow the document name search by also entering the date mailed.

Quick Links

- >> Correspondence Inbox
- Electronic Correspondence Sign-up History
- Electronic Correspondence Opt Out

Benefits eCorrespondence Inbox

Search

To display all your most current correspondence, leave the search criteria blank and click "Search". To search for specific correspondence documents, enter the search criteria and click "Search". See [Tutorial](#).

Claimant's Social Security Number(SSN):

Document Name:

Date Mailed: On or After Year:
 On or Before Year:

Date Opened: On or After Year:
 On or Before Year:

View unopened documents

Search Results

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Date Mailed	SSN	Name	Document Name	Date Opened	Action	Action	Link
May 08, 2019			Wage Verification-Regular/Last Employer		View PDF	View Accessible	Correct Wages
May 08, 2019		GREG	Wage Verification-Regular/Last Employer		View PDF	View Accessible	Correct Wages
May 08, 2019			Wage Verification-Regular/Last Employer		View PDF	View Accessible	Correct Wages
May 08, 2019		MARCOS	Wage Verification-Regular/Last Employer		View PDF	View Accessible	Correct Wages
May 08, 2019		CRYSTAL	Wage Verification-Regular/Last Employer		View PDF	View Accessible	Correct Wages
May 08, 2019		JUAN C	Wage Verification-Regular/Last Employer		View PDF	View Accessible	Correct Wages
May 08, 2019			Wage Verification-Regular/Last Employer		View PDF	View Accessible	Correct Wages
May 08, 2019			Wage Verification-Regular/Last Employer		View PDF	View Accessible	Correct Wages
May 08, 2019			Wage Verification-Regular/Last Employer		View PDF	View Accessible	Correct Wages
May 08, 2019		TAMMY L	Wage Verification-Regular/Last Employer		View PDF	View Accessible	Correct Wages

Opting Out

Employers may opt out of receiving electronic correspondence at any time by selecting **Electronic Correspondence Opt Out** from **Quick Links** on the **Benefits eCorrespondence Inbox** page or the **My Home** page.

TWC will resume mailing all documents the next business day.

The **eCorrespondence Inbox** will be available for 21 business days after opting out. Print or save all important documents.

Check the **Box** indicating Electronic Correspondence Opt-out, select an **Opt-Out Reason** from the drop-down menu, then select **Submit**.

The screenshot shows the 'Opt Out Of Electronic Correspondence' page. On the left, under 'Quick Links', there is a link for 'Electronic Correspondence Opt Out'. The main content area has a heading 'Opt Out Of Electronic Correspondence' and a sub-heading 'You may opt out of Electronic Correspondence at any time. If you opt out:'. Below this are three bullet points: 'TWC will resume mailing your employer benefits correspondence through the U.S. Postal Service, beginning the next business day.', 'You have 21 days to access your correspondence to view, print, or save documents you may need.', and 'You must sign up for Electronic Correspondence if you change your mind.' At the bottom, there is a checkbox with a red asterisk and the text 'I want to opt out of Electronic Correspondence.' A red arrow points to this checkbox. Below the checkbox is a dropdown menu labeled 'Select Opt Out Reason'. At the very bottom are 'Submit' and 'Cancel' buttons.

Sign-Up History

Electronic Correspondence Sign-Up History shows a history of all pending, active, and unsubscribed-to electronic or paper correspondence methods.

Benefits eCorrespondence Inbox Features

New features, appearing in the Link column, connect employers to documents that can be easily changed.

- Correct Wages
- Appeal
- Respond

The **Correct Wages** link appears when TWC delivers a Wage Verification Notice.

The **Appeal** link appears when TWC delivers a decision that can be appealed and allows employers to more easily submit an appeal online.

The **Respond** link appears when TWC delivers a Notice of Application for Unemployment Benefits (Initial Claim) or a Request for Work Separation Information (Additional Claim).

The screenshot shows the 'Benefits eCorrespondence Inbox' page. It features a table with columns: 'Date Mailed', 'Document Name', 'Date Opened', 'Action', 'Action', and 'Link'. A red arrow points to the 'Link' column. The table contains several rows of data, each with a 'Link' that corresponds to the document name.

Date Mailed	Document Name	Date Opened	Action	Action	Link
Sep 15, 2016	Notice of Maximum Potential Chargeback		View PDF	View Accessible	
Sep 15, 2016	Wage Verification-Regular/Last Employer		View PDF	View Accessible	Correct Wages
Sep 15, 2016	Claim Determination for Employer		View PDF	View Accessible	Appeal
Sep 15, 2016	Claim Determination for Employer		View PDF	View Accessible	Appeal
Sep 15, 2016	Notice of Application for Unemployment-Regular		View PDF	View Accessible	Respond

Wage Verifications

The Correct Wages link allows employers to more easily access the online Tax Services portal to make changes to wage records.

Selecting the Correct Wages link navigates the user to the [Unemployment Tax Services Logon](#) page. A User ID and password is required.

For more information Unemployment Tax Services (UTS), visit the [UTS page](#).

Decisions that can be Appealed

The Appeal link allows employers to view any document regarding a decision that can be appealed, such as an Employer Determination on Payment of Unemployment Benefits document or a Charge Liability Decision document, and it allows employers to more easily submit an online appeal.

Selecting the Appeal link navigates the user to the Notice of Unemployment Benefits Appeal submission page. Appeals can be completed and submitted online.

For more information on the appeals process, refer to **How to Appeal a Decision – For Employers** at www.texasworkforce.org/uiappealemployer.

Employer Responses

The Respond link allows employers to more easily access the online Employer Response to Notice of Application program and submit their response to a Notice of Application for Unemployment Benefits (Initial Claim) document or a Request for Work Separation Information (Additional Claim) document.

Selecting the Respond link navigates the user to the [Employer Response to Notice of Application Logon](#) page. The applicants SSN as well as the Access Key are required. The Access Key is located in the upper right corner of the Notice of Application for Unemployment-Regular document.

For more information on the Employer Response process, refer to **Employer Response to Notice of Application for Unemployment Benefits** at <http://www.twc.state.tx.us/businesses/employer-response-notice-application-unemployment-benefits>.

Contact

For help call the TWC Tele-Center at 866-274-1722 to speak with a customer service representative.