OTHER SERVICES

Online Program User Guide

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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.

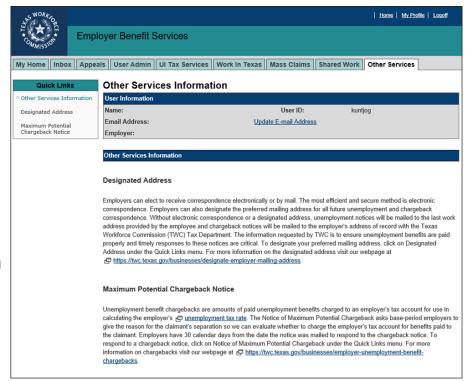
Employer Designated Address

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.

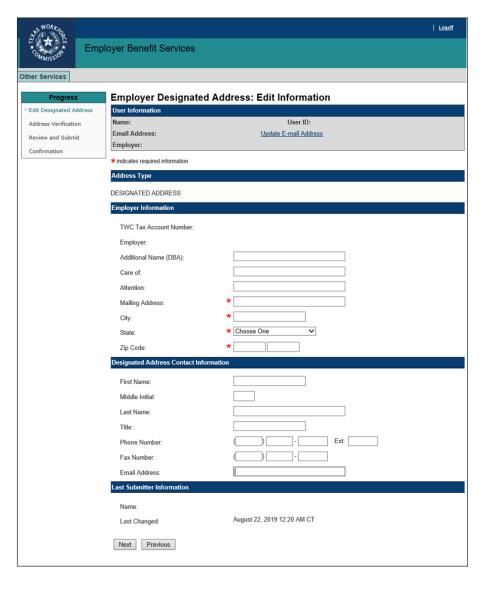


Edit Information

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.



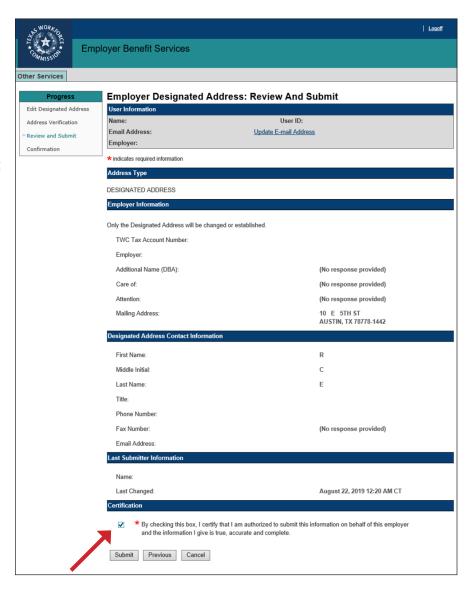
Review and Submit

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.

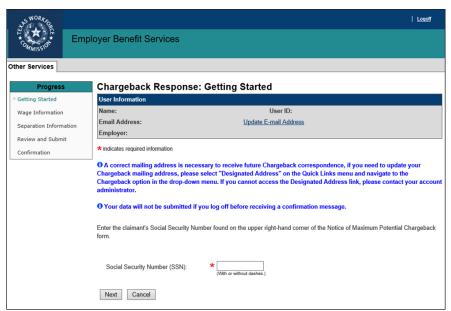


Chargeback Response

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.

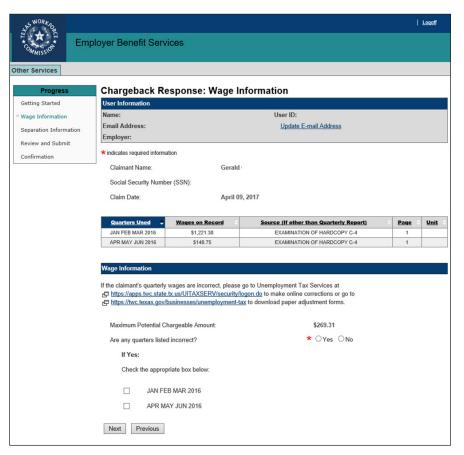


Wage and Separation Information

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**.



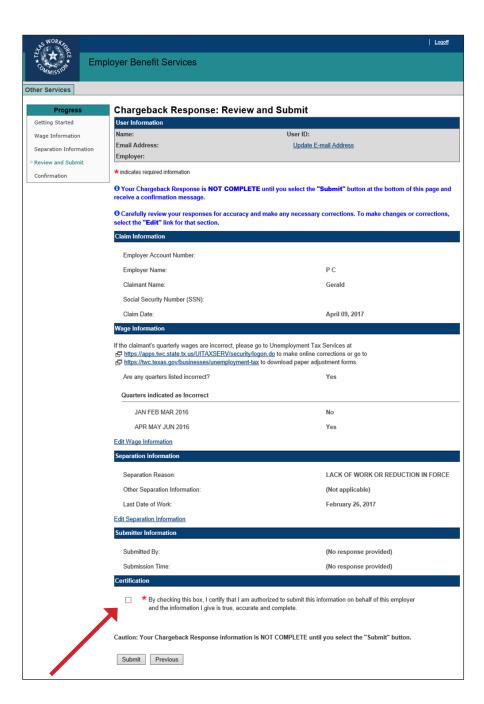


Review and Submit

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.



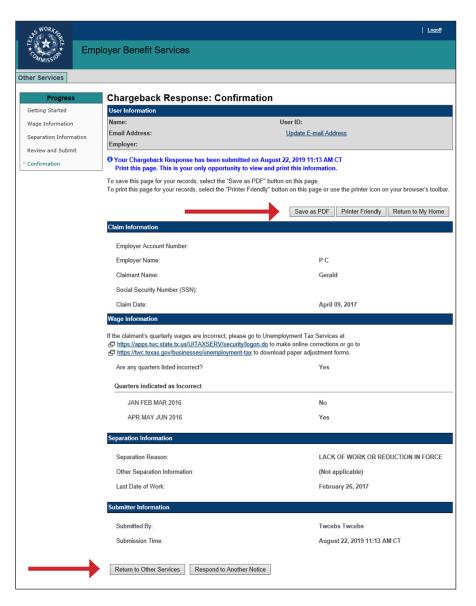
Confirmation

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.