



How to File A Claim for an Employee or Group of Employees

Welcome to the S.C. Department of Employment and Workforce's new benefits portal for employers. When you get to the login screen you will enter the account number and PIN that were sent to you by the agency as well as your FEIN *without* the dash.

On the left hand side of the screen, you will see a selection labeled Benefit Information. Click the link labeled File Claim.

Please read all of the information on the next page and click that you agree. Then, click Continue. If you do not agree, click Cancel to be redirected to the multi-claimant group page.



Multi-Claimant Group: EMPLOYER SEPARATIONS

Home Employer Filing Benefits Information Multi-Claimant Group My Alerts

Group and Separation Information

Group Type:

* Last Day Worked: (mm/dd/yyyy) * Week Ending Date: (mm/dd/yyyy)

* Return to Work Date: (mm/dd/yyyy) OR Return Type:

Location affected:

Please select a group contact or enter their information.

Contact Type:

Contact Title:

* Contact Person Name:

* Phone Number: (999-999-9999)

Email Address: (xxx@yyy.zzz)

Fax Number: (999-999-9999)

Other Group Details

Group ID	Group Type	Separation Begin Date	Return to Work Date	Location	Last Update
297	File a Claim	09/04/2017	Unknown		09/06/2017

To add or edit employees for the separation, select Next.

When you arrive at the Employer Separations page, you will see several fields for information as well as a list at the bottom of the screen of previously reported multi-claimant groups associated with this account. For Group Type, there are a few options. Depending on which option is selected, the screen may look slightly different.

Multi-Claimant Group: EMPLOYER SEPARATIONS

Home Employer Filing Benefits Information Multi-Claimant Group My Alerts

Group and Separation Information

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Location affected:

Please select a group contact or enter their information.

Contact Type:

Contact Title:

* Contact Person Name:

* Phone Number: (999-999-9999)

Email Address: (xxx@yyy.zzz)

Fax Number: (999-999-9999)

Other Group Details

Group ID	Group Type	Separation Begin Date	Return to Work Date	Location	Last Update
297	File a Claim	09/04/2017	Unknown		09/06/2017

To add or edit employees for the separation, select Next.

If you select File a Claim, the first step of this process is to create the group information and date in order to create an identifiable group in the system. All fields noted with an asterisk must be completed. For the Return to Work Date, if you do not know an actual calendar date, use the drop down menu to the right labeled Return Type and select one of those options.

Multi-Claimant Group: EMPLOYER SEPARATIONS

Home Employer Filing Benefits Information Multi-Claimant Group My Alerts

Group and Separation Information

Group Type:

* Last Day Worked: (mm/dd/yyyy) * Week Ending Date: (mm/dd/yyyy)

* Return to Work Date: (mm/dd/yyyy) OR Return Type:

Location affected:

Please select a group contact or enter their information.

Contact Type:

Contact Title:

* Contact Person Name:

* Phone Number: (999-999-9999)

Email Address: (xxx@yyy.zzz)

Fax Number: (999-999-9999)

Other Group Details

Group ID	Group Type	Separation Begin Date	Return to Work Date	Location	Last Update
297	File a Claim	09/04/2017	Unknown		09/06/2017

To add or edit employees for the separation, select Next.

When you have filled in all of the information, click Save.



• Saved successfully.

Group and Separation Information

Group Type: File a Claim

Last Day Worked: (mm/dd/yyyy) Week Ending Date: (mm/dd/yyyy)

Return to Work Date: (mm/dd/yyyy) OR Return Type:

Location affected: ALL

Please select a group contact or enter their information.

Contact Type: E-mail

Contact Title:

Contact Person Name:

Phone Number: (999-999-9999)

Email Address: (xxx@yyy.zzz)

Fax Number: (999-999-9999)

Save Clear

Other Group Details

Group ID	Group Type	Separation Begin Date	Return to Work Date	Location	Last Update
301	File a Claim	08/10/2017	Permanent		
297	File a Claim	09/04/2017	Unknown		09/06/2017

Back Edit Copy Next

To add or edit employees for the separation, select Next.

While the screen may not appear to change much, you will notice a note in the top left corner that says "Saved successfully." You will also notice that the group is now displayed in the Other Group Details section of the screen along with a Group ID.

• Saved successfully.

Group and Separation Information

Group Type: File a Claim

Last Day Worked: (mm/dd/yyyy) Week Ending Date: (mm/dd/yyyy)

Return to Work Date: (mm/dd/yyyy) OR Return Type:

Location affected: ALL

Please select a group contact or enter their information.

Contact Type: E-mail

Contact Title:

Contact Person Name:

Phone Number: (999-999-9999)

Email Address: (xxx@yyy.zzz)

Fax Number: (999-999-9999)

Save Clear

Other Group Details

Group ID	Group Type	Separation Begin Date	Return to Work Date	Location	Last Update
301	File a Claim	08/10/2017	Permanent		
297	File a Claim	09/04/2017	Unknown		09/06/2017

Back Edit Copy Next

To add or edit employees for the separation, select Next.

To change any information associated with this group, click the radio button to the left of the group and then click Edit at the bottom of the screen.

• Saved successfully.

Group and Separation Information

Group Type: File a Claim

Last Day Worked: (mm/dd/yyyy) Week Ending Date: (mm/dd/yyyy)

Return to Work Date: (mm/dd/yyyy) OR Return Type:

Location affected: ALL

Please select a group contact or enter their information.

Contact Type: E-mail

Contact Title:

Contact Person Name:

Phone Number: (999-999-9999)

Email Address: (xxx@yyy.zzz)

Fax Number: (999-999-9999)

Save Clear

Other Group Details

Group ID	Group Type	Separation Begin Date	Return to Work Date	Location	Last Update
301	File a Claim	08/10/2017	Permanent		
297	File a Claim	09/04/2017	Unknown		09/06/2017

Back Edit Copy Next

To add or edit employees for the separation, select Next.

You can also use the Copy feature to create a new group with a unique ID using the same separation information.



• Saved successfully.

Group and Separation Information

Group Type :

Last Day Worked : (mm/dd/yyyy) Week Ending Date : (mm/dd/yyyy)

Return to Work Date : (mm/dd/yyyy) OR Return Type :

Location affected :

Please select a group contact or enter their information.

Contact Type :

Contact Title :

Contact Person Name :

Phone Number : (999-999-9999)

Email Address : (xxx@yyy.zzz)

Fax Number : (999-999-9999)

Other Group Details

Group ID	Group Type	Separation Begin Date	Return to Work Date	Location	Last Update
301	File a Claim	08/10/2017	Permanent		
297	File a Claim	09/04/2017	Unknown		09/06/2017

To add or edit employees for the separation, select Next.

Now, we are ready to add affected employees. Click the radio button for the Group ID you wish to use and then click next.

Upload File

Select Download to download a formatted spreadsheet. Edit the spreadsheet and enter the required information, then come back to upload.
Select Upload to upload your list of employees.

Fields marked with * are required.

To add an employee, please enter the following information and click Save.

Employee SSN : Address Line 1 :

Date of Birth : (mm/dd/yyyy) Address Line 2 :

Last Name : City :

First Name : State :

Middle Initial : Zip :

Race : County :

Gender : Telephone :

Ethnicity : US Citizen :

Alien Registration : Alien Reg. Exp. Date : (mm/dd/yyyy)

Eligibility Questions

Hours Worked : Start Date : (mm/dd/yyyy)

Claimant's Gross Earnings for the week of 08/20/2017 through 08/26/2017 : Last Day Worked : (mm/dd/yyyy) (If different from group)

Holiday pay : Return to Work Date : (mm/dd/yyyy) (If different from group)

Vacation pay : Bonus Type :

Bonus Pay : Override :

Has the claimant applied for or received any disability payments? ☐ Yes ☐ No

Is the claimant receiving any kind of retirement or pension (Excluding Social Security)? ☐ Yes ☐ No

Is this claimant an Owner, Corporate Officer, Stake Holder/Share Holder of this business? ☐ Yes ☐ No

Is the claimant the child, spouse, or parent of this employer? ☐ Yes ☐ No

You will now be taken to the Employee List screen. There are two ways to add employees. You can either upload a file or enter the employees manually. The manual process is fairly self-explanatory; you will enter the information on the screen regarding the employee and click Save at the bottom of the screen. Required fields are noted with an asterisk.

Upload File

Select Download to download a formatted spreadsheet. Edit the spreadsheet and enter the required information, then come back to upload.
Select Upload to upload your list of employees.

Fields marked with * are required.

To add an employee, please enter the following information and click Save.

Employee SSN : Address Line 1 :

Date of Birth : (mm/dd/yyyy) Address Line 2 :

Last Name : City :

First Name : State :

Middle Initial : Zip :

Race : County :

Gender : Telephone :

Ethnicity : US Citizen :

Alien Registration : Alien Reg. Exp. Date : (mm/dd/yyyy)

Eligibility Questions

Hours Worked : Start Date : (mm/dd/yyyy)

Claimant's Gross Earnings for the week of 08/20/2017 through 08/26/2017 : Last Day Worked : (mm/dd/yyyy) (If different from group)

Holiday pay : Return to Work Date : (mm/dd/yyyy) (If different from group)

Vacation pay : Bonus Type :

Bonus Pay : Override :

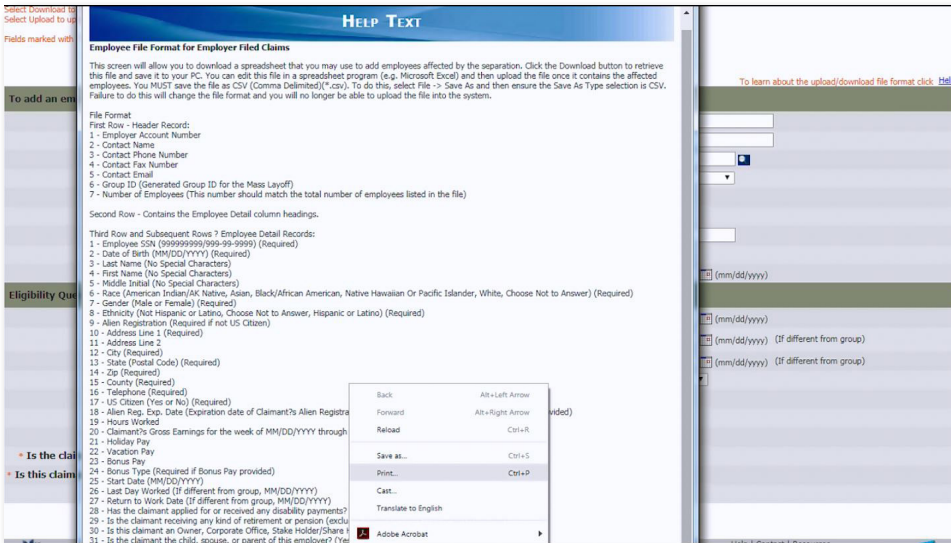
Has the claimant applied for or received any disability payments? ☐ Yes ☐ No

Is the claimant receiving any kind of retirement or pension (Excluding Social Security)? ☐ Yes ☐ No

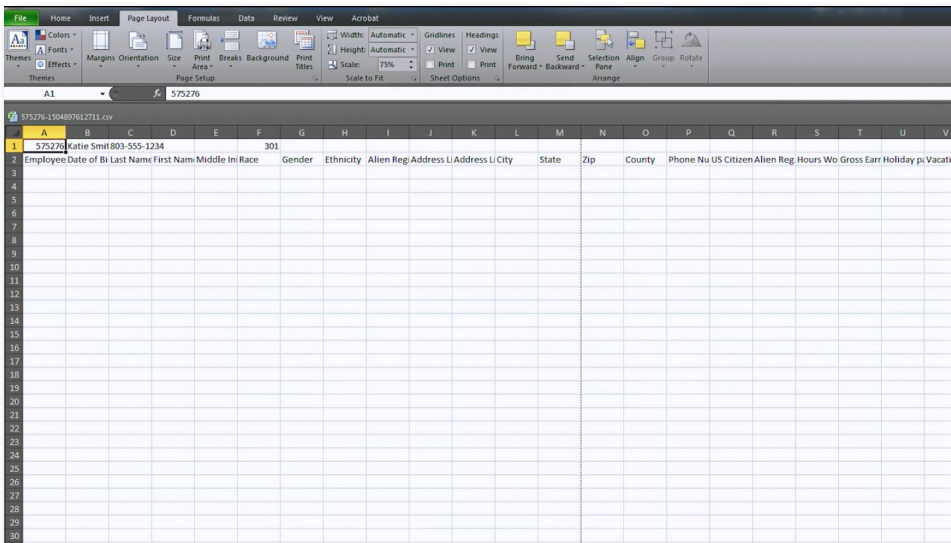
Is this claimant an Owner, Corporate Officer, Stake Holder/Share Holder of this business? ☐ Yes ☐ No

Is the claimant the child, spouse, or parent of this employer? ☐ Yes ☐ No

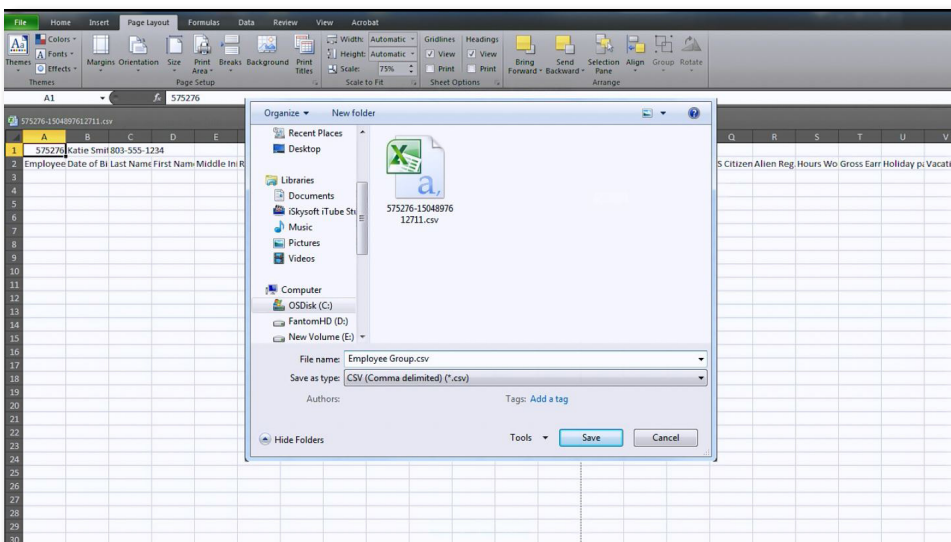
To learn about the upload/download file format, click the blue Help button on the right side of the screen.



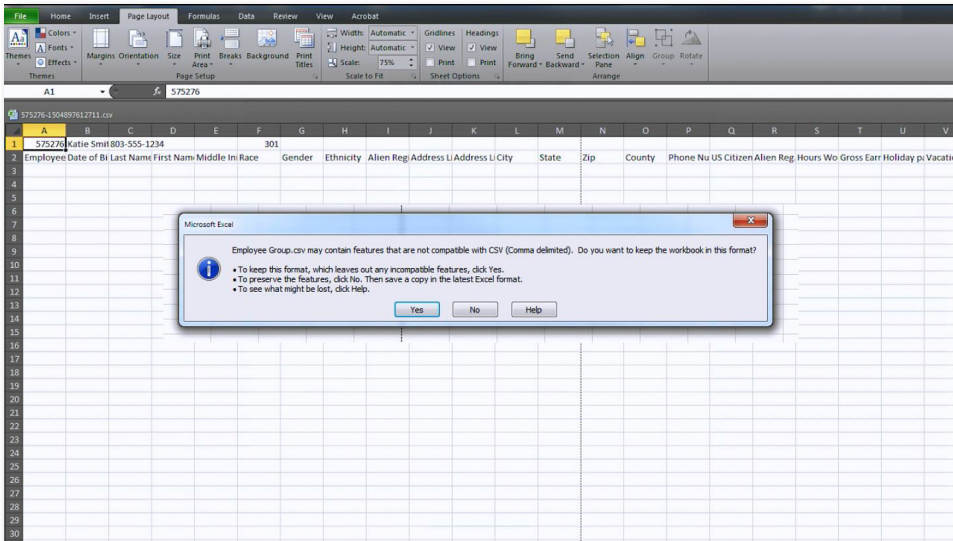
With the screen open, you can right click and choose Print so that the information is readily available as you create your spreadsheet for the upload.



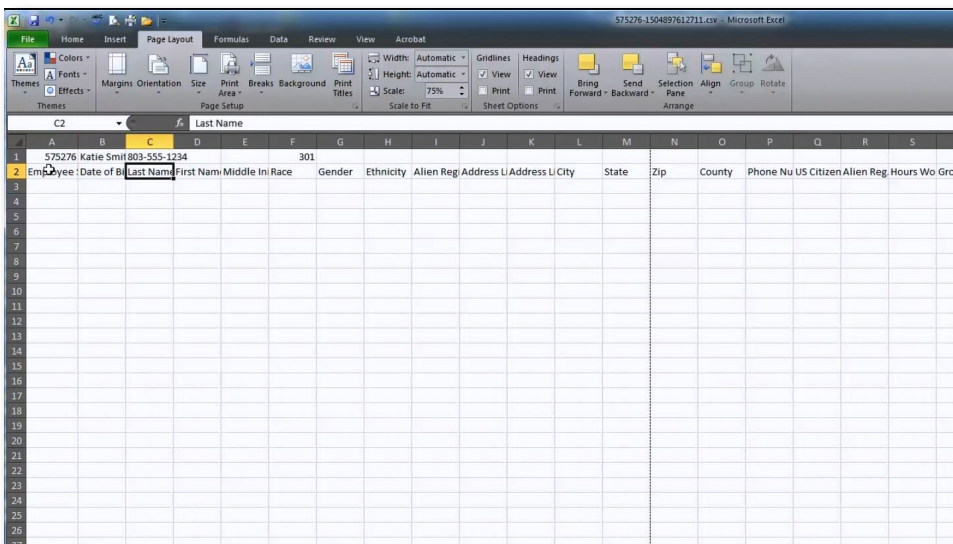
You will start by clicking the Download button. The Download button will provide you with an Excel template in which to enter your employee's information.



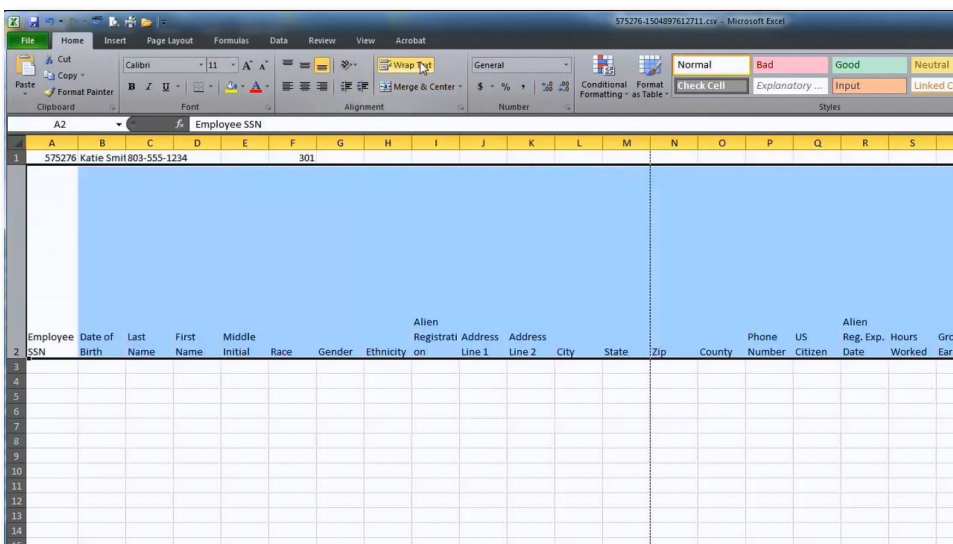
When you open the spreadsheet, it is recommended that you click File and then Save As. Locate a folder on your system where you can find the file again and then name your file. You might notice in the "Save as type" box that the file is listed as Comma delimited. That is correct.



If a pop-up box appears, you will click Yes to proceed.



Let's explore the spreadsheet for a moment. You will notice as you scroll over each cell, you are able to read all of the information in the header. This is the same information that is required on the screen we just saw for the manual process.



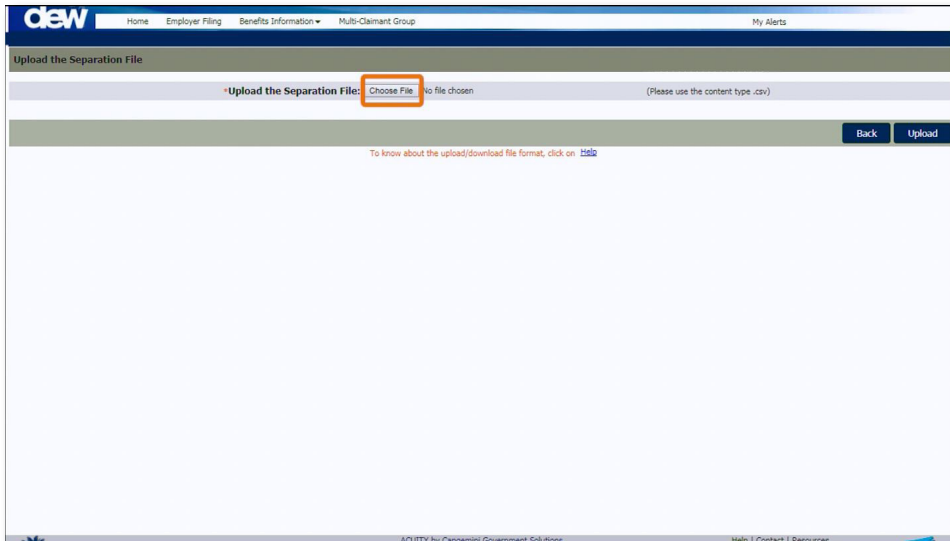
In order to see everything in the cell, you can select the row, click the Home button on the top left part of the screen and then select Wrap Text. This will automatically open the cell so that you can read everything while you input the information. However, please note that the wrap text must be taken off of these cells in order to successfully upload them to the site. When you are finished, simply click the row again and then Wrap Text.



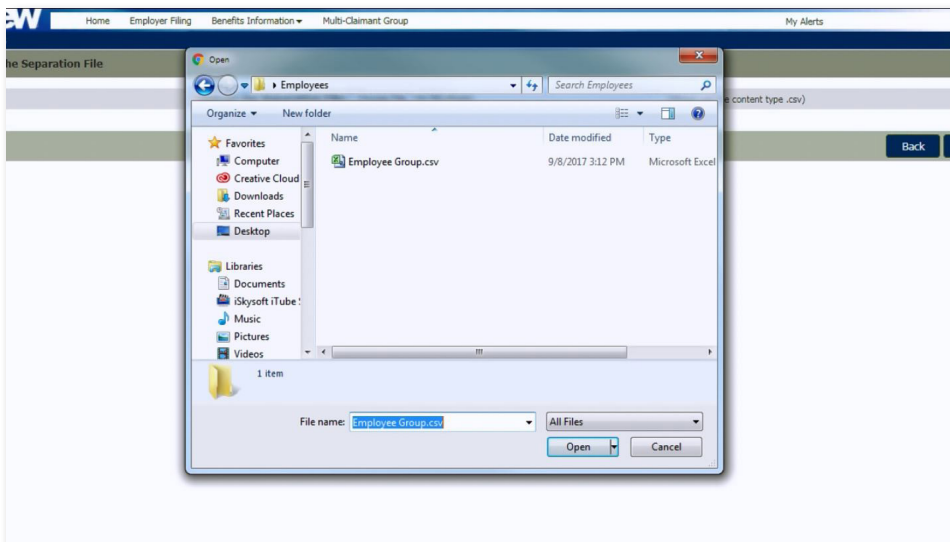
As you fill in your employees' information, you will find the Notes page that you printed out very helpful. For instance, when you are filling in an employee's start date it tells you to type the date by two-digit month, two-digit day and four-digit year using slashes (MM/DD/YYYY).

The last thing to do in the file is to click cell G1 and enter the number of employees listed in the file.

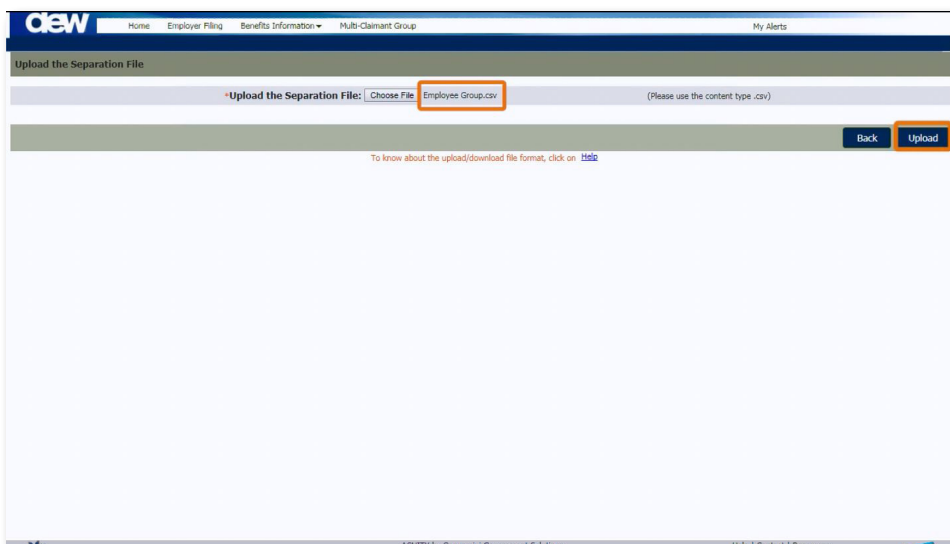
When you have finished, return to the Employer portal and click Upload.



On the next screen, you will click the Choose File button.



This will allow you to search your computer for the file. You will select it and then click open.



A preview of the name will appear to the right of the Choose File button.



dew Home Employer Filing Benefits Information Multi-Claimant Group My Alerts

Upload the Separation File

Upload the Separation File: Choose File Employee Group.csv (Please use the content type .csv)

Back Upload

To know about the upload/download file format, click on [Help](#)

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Click the Upload button on the right.

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- Detail Records Count is required.
- Upload unsuccessful. Error reading the input file at row number 1. Ensure the format is correct.

Upload the Separation File

Upload the Separation File: Choose File No file chosen (Please use the content type .csv)

Back

To know about the upload/download file format, click on [Help](#)

If there are any issues with the file, the system will give you a list of those so that you can make corrections.

Saved successfully

To add an employee, please enter the following information and click Save.

Employee SSN: Address Line 1: Address Line 2: City: State: Zip: County: Telephone: US Citizen: Alien Reg. Exp. Date: (mm/dd/yyyy)

Date of Birth: (mm/dd/yyyy)

Last Name: First Name: Middle Initial: Race: Gender: Ethnicity: Alien Registration: Hours Worked: Start Date: (mm/dd/yyyy)

Claimant's Gross Earnings for the week of 08/20/2017 through 08/26/2017: Last Day Worked: (mm/dd/yyyy) (If different from group)

Holiday pay: Return to Work Date: (mm/dd/yyyy) (If different from group)

Vacation pay: Bonus Type: Bonus Pay: Override:

Has the claimant applied for or received any disability payments? Yes No

Is the claimant receiving any kind of retirement or pension (Excluding Social Security)? Yes No

Is this claimant an Owner, Corporate Officer, Stake Holder/Share Holder of this business? Yes No

Is the claimant the child, spouse, or parent of this employer? Yes No

Search Save Clear

Click to display names starting with the letter. A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

SSN	Last Name	First Name	Address Line 1	Address Line 2	City	State	Zip	Return to Work Date	Status
111-22-1111	SMITH	ADISON	1405 Shirley Street		COLUMBIA	SC	29205		Pending

If the file is saved correctly, you will see a note in the top left side of your page that says Saved successfully.



Employee SSN: [] Address Line 1: []
Date of Birth: [] (mm/dd/yyyy) Address Line 2: []
Last Name: [] City: []
First Name: [] State: []
Middle Initial: [] Zip: []
Race: [] County: []
Gender: [] Telephone: []
Ethnicity: [] US Citizen: []
Alien Registration: [] Alien Reg. Exp. Date: [] (mm/dd/yyyy)

Eligibility Questions

Hours Worked: [] Start Date: [] (mm/dd/yyyy)
Claimant's Gross Earnings for the week of 08/20/2017 through 08/26/2017: [] Last Day Worked: [] (mm/dd/yyyy) (If different from group)
Holiday pay: [] Return to Work Date: [] (mm/dd/yyyy) (If different from group)
Vacation pay: [] Bonus Type: []
Bonus Pay: [] Override: []

Has the claimant applied for or received any disability payments? ☐ Yes ☐ No
Is the claimant receiving any kind of retirement or pension (Excluding Social Security)? ☐ Yes ☐ No
Is this claimant an Owner, Corporate Officer, Stake Holder/Share Holder of this business? ☐ Yes ☐ No
Is the claimant the child, spouse, or parent of this employer? ☐ Yes ☐ No

Search Save Clear
Click to display names starting with the letter:
ABCDEFGHIJKLMNOPQRSTUVWXYZ All

SSN	Last Name	First Name	Address Line 1	Address Line 2	City	State	Zip	Return to Work Date	Status
111-22-1111	SMITH	ADDISON	1405 Shirley Street		COLUMBIA	SC	29205		Pending
222-33-2222	JAMES	DEVEREAUX	15 Bentley Street		COLUMBIA	SC	29206		Pending
333-44-3333	CHASTAIN	EDGAR	21 Oriole Street		COLUMBIA	SC	29201		Pending

Back Update Delete Finish
When finished adding, editing, and deleting employees, select Finish.

In addition, you will see the individuals at the bottom of your screen. If needed, you can click the radio button next to the individual to update their information or delete them from the list.

Employee SSN: [] Address Line 1: []
Date of Birth: [] (mm/dd/yyyy) Address Line 2: []
Last Name: [] City: []
First Name: [] State: []
Middle Initial: [] Zip: []
Race: [] County: []
Gender: [] Telephone: []
Ethnicity: [] US Citizen: []
Alien Registration: [] Alien Reg. Exp. Date: [] (mm/dd/yyyy)

Eligibility Questions

Hours Worked: [] Start Date: [] (mm/dd/yyyy)
Claimant's Gross Earnings for the week of 08/20/2017 through 08/26/2017: [] Last Day Worked: [] (mm/dd/yyyy) (If different from group)
Holiday pay: [] Return to Work Date: [] (mm/dd/yyyy) (If different from group)
Vacation pay: [] Bonus Type: []
Bonus Pay: [] Override: []

Has the claimant applied for or received any disability payments? ☐ Yes ☐ No
Is the claimant receiving any kind of retirement or pension (Excluding Social Security)? ☐ Yes ☐ No
Is this claimant an Owner, Corporate Officer, Stake Holder/Share Holder of this business? ☐ Yes ☐ No
Is the claimant the child, spouse, or parent of this employer? ☐ Yes ☐ No

Search Save Clear
Click to display names starting with the letter:
ABCDEFGHIJKLMNOPQRSTUVWXYZ All

SSN	Last Name	First Name	Address Line 1	Address Line 2	City	State	Zip	Return to Work Date	Status
111-22-1111	SMITH	ADDISON	1405 Shirley Street		COLUMBIA	SC	29205		Pending
222-33-2222	JAMES	DEVEREAUX	15 Bentley Street		COLUMBIA	SC	29206		Pending
333-44-3333	CHASTAIN	EDGAR	21 Oriole Street		COLUMBIA	SC	29201		Pending

Back Update Delete Finish
When finished adding, editing, and deleting employees, select Finish.

When you are ready, click Finish.

Multi-Claimant Group : CONFIRMATION

Home Employer Filing Benefits Information Multi-Claimant Group My Alerts

You have successfully filed a claim. Your Confirmation number is: 6962.
For your convenience in mass layoff situations/labor disputes etc., your organization may provide the Division with one response letter for multiple employees. This response will serve as your official response to the Employer Notice of Claim Filing (form 606) for each individual listed in a multi-claimant group. If you have multiple groups, you will need to submit a letter for each group.

In order to utilize this process your group responses must:

- be on company letterhead;
- indicate the organization/company is responding to form 606, Employer Notice of claim filing;
- include the Group ID;
- include the last day worked, (must be the same date for all employees in the group);
- include the reason for separation, (must be the same reason for all employees in the group);
- indicate the types of separation pay the employees will receive, (spreadsheet must be included if amounts of the pay differ);
- include the address or 3rd party administrator information for determinations to be mailed;
- be signed by a company official.

Each employee must file a claim for unemployment insurance benefits.

Print Home

You will now be directed to a Confirmation screen. Your confirmation number for your group will be at the top of the page. If you choose, you can print this page for your records. Please remind individuals that while you have filed through the Employer portal, they must also go through the Claimant Self Service as well in order to receive benefits.



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- include the last day worked, (must be the same date for all employees in the group);
- include the reason for separation, (must be the same reason for all employees in the group);
- indicate the types of separation pay the employees will receive, (spreadsheet must be included if amounts of the pay differ);
- include the address or 3rd party administrator information for determinations to be mailed;
- be signed by a company official.

Each employee must file a claim for unemployment insurance benefits.

[Print](#) [Home](#)

From here, you can click the Home button to return to the Multi-Claimant Groups home page.

Multi-CLAIMANT GROUPS

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Confirmation Number: Search Group Type: Add

Group Records						
Separation Begin Date	Group Type	Return to Work Date (If Any)	Location	Group ID	Last Update	Status
09/04/2017	File a Claim		ALL	297	09/06/2017	
08/22/2017	File a Claim		ALL	301	09/08/2017	

Contact & Details

Title:

Contact Name: Phone Number:

Email Address: Fax Number:

TAA Petition: Union Local:

[Update](#) [Copy](#) [View List](#) [View History](#)

You can also click the Home link on the top left to return to the Employer dashboard.

EMPLOYER HOMEPAGE

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ACCOUNT INFORMATION

Mailing Address: 1234 Success St.
Metropolis SC 29111

Preferred Contact Method: bizaddress@gmail.com

Telephone: 800-123-4567

SMART LINKS

[View Recent Correspondence](#)

[Respond to Request for Separation Information](#)

[Respond to Additional Information for Claims Issues](#)

If a SIDES Participant, respond to request for information through SIDES Portal.

BENEFIT INFORMATION

Actual Benefit Charges: Employer Appeal

File Claim: Incident of Late or Inadequate Response

Maintain SIDES Participants: Make Employer Filed Claim Payment

Multi-Claimant Group: SIDES Participation

Separation History: Submit TAA

View Correspondence: View Seminar Information

Withdraw Claim

ACCOUNT BALANCES

TAA AC: \$0.00

TelClaim

1-866-831-1724

If you have any challenges and need assistance, please call TelClaim at 1-866-831-1724.