

NET-101 – Request for Separation Information (Employer Reply to Unemployment Claims)

Q1 -- How do I respond to a Request for Employer Verification?

If you have been notified by the SCBOS eNotify system, you respond to a Request for Employer Verification by logging onto SCBOS with your user name and password. Once in your User Workspace, click on Request for Employer Verification under Featured Applications. All requests that you are responsible for will be on the next page.

Q2 -- I dismissed this person – why are they trying to claim UI benefits?

There are many attempts of falsely claiming UI benefits every week. That is why DEW needs employers to respond to UI claim. Every false claim costs the DEW system, and ultimately the business, more in UI tax. Even if it is a legitimate claim, DEW needs your response. Your timely response to a request will help keep false claims down and helps legitimate unemployed workers get benefits.

Q3 -- How will I know when I have a Request for Employer Verification waiting for response?

The SCBOS eNotify system will email and/or call the appropriate registered contacts when there is a claim waiting for verification. It is important that your Contact Administrator periodically review and update eNotify contacts so that your business may respond quickly.

Q4 -- My response requires a lot of documentation. Some of it I don't have electronically. How do I submit it?

You may fax your documentation to the local DEW workforce center. However, you still need to get it there within the 10 day response window. At the end of the workflow, you will be able to print a fax cover sheet for the documentation you need to send to DEW.

Q5 -- What do I need to respond to a request?

Depending on the separation reason, you may need different documentation. The [Checklist For Processing Employer Verification Requests \(Net-101\)](#) has a complete inventory of the type of documentation you may need. It will greatly help if you have the documentation in an electronic version.

Q6 -- Beside each request is a red X. Does this mean I can delete the claim and the claimant won't get paid?

If you click the red X, it will **clear** the work you may have done for the response, not delete the request for verification. Nor will it disallow any payments to the claimant.

Q7 -- I am not listed as a contact for my business and I need to respond to a claim? How can I respond?

If your business has contact administrators, they will need to add you as a contact. If you do not have a contact administrator registered for your business, use the alternate response method in the workflow which will require your business FEIN and DEW account number <link to workflow>. If your business has contact administrators already, they will be shown on that page.

Q8 -- When I complete a request, do I have any record of it?

Yes, you will. All transactions on SCBOS receive a receipt when you complete a filing. You can print the receipt at the end of your session on SCBOS or find the receipt later in your user workspace.

Q9 -- Why should I respond if this is a legitimate lay-off?

Even if you have a legitimate lay-off or separation, you should take the time to respond to a request for several reasons:

- A timely response enables the laid-off employee get their benefits sooner.
- All responses are critical to make sure the Unemployment Insurance system is being used fairly
- Your response helps keep UI rates down

Q10 -- Why all these questions on the workflow?

In order to speed the processing of claims, DEW is asking for more information about the separation up front, instead of going back and forth with the employer. By providing all the information during the response process, you are actually reducing the amount of time you spend responding to a verification request.

Q11 -- Is there more documentation I can read about filing a response to an unemployment claim?

Yes, there is additional documentation on this subject:

- [A Guide to Filing Employer Reply to Unemployment Claim \(NET-101\) Online](#)
- [Checklist for Processing Employer Verification Requests](#)

Q12 --should I send my whole company policy manual into DEW when it asks for the company policy?

You should only send the pertinent section (or sub-section) that corresponds to the separation reason.

Q13 -- How do I know my response has been submitted to DEW?

Your response is submitted to DEW when you complete the SCBOS checkout process which officially transmits your response. Additionally, you will be given the option to print out a receipt.

Q14 -- I need to fax information to DEW – where should I send it?

The workflow will provide you with a fax cover sheet that will include the correct fax number for your DEW local workforce center.

Q15 -- When should I respond to a Request for Employer Verification?

You should respond to a request as soon as you receive it. Currently, DEW is required to begin processing a claim within 10 business days of receipt. And that means you need to respond to the claim within 10 days. Without a response, DEW will begin processing the claim for benefit payment.

Q16 -- What are the acceptable formats for attaching documentation?

You may use the following format types for uploading:

- PDF
- .DOCX (Word 2007 or better)
- .DOC (Word 2003 or older)
- TXT

Q17 --- The claim I am looking at is not my employee. What do I do?

On the first page of the workflow, you will be given the opportunity to select “Not my Employee”. Select that and then follow the instructions on the screen.

Q18 -- Does it cost to respond to a request?

There is no charge to respond to a request.

Q19 -- I need to fill in the details for a request. How much can I write in that details box?

That field will hold 8,000 characters or about 8 paragraphs.

Q20 -- Why can't I register for eNotify?

To register for eNotify, the account must be enabled by DEW. On Wednesday evening the new authorizations from DEW are communicated to SCBOS.

Authorization by DEW depends on a few rules:

- The business must be liable.
- The business must have filed a UCE-120 Employer Quarterly Wage Report with at least 2 employees.