

A Guide to eNotify for Service Providers

This guide is in two sections. Section One provides more about what eNotify is, why businesses need to enroll, and how to get started.

Section Two provides additional information for a Service Provider to consider when setting up eNotify contacts for the businesses it represents.

Section One – eNotify Introduction

What is eNotify?

eNotify is a new SCBOS feature for automatically notifying your South Carolina business about important filing events, by email and (optionally) by telephone. With eNotify:

- SCBOS can let your business know about an unemployment claim as soon as it is filed
 - For Service Providers, SCBOS can let your business know about claims filed against your clients
- Your business can verify the claim online at SCBOS business
 - For Service Providers, your business can verify claims filed against your clients
- No need to wait on U.S. Mail deliveries

With eNotify and on-line claim verification, we take an important step toward helping to contain South Carolina unemployment insurance rates. If a business does not enroll in eNotify, it will not be authorized to respond to unemployment claims online at SCBOS and miss the opportunity to control unemployment costs and receive automatic email and phone notifications about unemployment claims.

Why Did I Receive this Letter?

As part of an effort by Department of Employment and Workforce (SCDEW) to move away from paper-based operation and toward electronic operation, in July 2011, any business that has an account with the SCDEW will receive a letter, requesting that the business enroll in eNotify. In addition to reducing mailing costs, this will reduce the cycle time involved in notifying employers about claims and obtaining employer responses before paying claims.

In the past, when an unemployment claim is filed against an employer, SCDEW sends a request to the employer to review the claim, verify the reason for separation, and possibly provide some supporting information. You may have received this request as an SCDEW form entitled *“Request for Separation Information”*. You may have responded to this request by downloading another SCDEW form entitled *“Employer Response” (NET-101)*.

Going forward, SCDEW will use eNotify for requesting employers to review claims and provide separation information, and employers will need to provide their responses online at SCBOS. Only persons who are enrolled as eNotify contacts for a business will be authorized to receive requests and review claims online on behalf of that business.

Therefore, as a general guide, the person or persons who have traditionally responded to SCDEW requests for separation information on behalf of a business should be enrolled as eNotify contacts for that business.

Responding to the Letter

The first person from a business that responds to the letter from SCDEW and enrolls in eNotify will become:

- An eNotify **Contact** for the business
- An eNotify **Contact Administrator** for the business

A Contact Administrator is simply a special contact that can create additional contacts for the business, delete contacts, and update contact information. A Contact Administrator can also designate a contact to be another Contact Administrator as a good backup strategy. Depending on the size and nature of your business, one contact may be sufficient for responding to unemployment claims, but we strongly recommend creating a second contact as a backup Contact Administrator to ensure your business will always have an authorized contact available to review claims and keep contact information updated.

Once a Contact Administrator has been identified for a business, you may begin the enrollment process by following the step-by-step instructions provided in the contact letter.

Section Two – Considerations for Service Providers

What is a Service Provider?

Any business organization that interacts with the South Carolina Department of Workforce and Employment (SCDEW) on behalf of other business organizations is referred to here as a Service Provider. This includes:

- A business that receives mail from SCDEW on behalf of client businesses regarding unemployment claims, such as:
 - A Human Resource firm
 - A Certified Public Accountant firm providing Human Resource services
- A department within a large business that receives mail from SCDEW on behalf of business locations, subsidiaries or partners regarding unemployment claims, such as:
 - Manufacturing sites
 - Franchise locations

If your business is the business of record for each one of your clients' SCDEW accounts, then your business will receive a letter for each of your client businesses. As you respond to each letter, your business will become the eNotify Contact Administrator on behalf of that client.

SCBOS recognizes that as a Service Provider, you will be receiving a potentially high volume of SCDEW notifications on behalf of multiple business entities. You will want to select and organize eNotify contacts and contact administrators in a way that best suits your organization and those you serve.

Who Should Be a Contact

When an unemployment claim is filed against an employer, SCDEW sends a request to the employer to provide the reason for the claimant's separation. This has traditionally been done using a paper form from SCDEW entitled "USB-101-S Request to Employer for Separation Information".

Going forward, SCDEW will use eNotify for requesting employers to provide separation information, and employers will need to provide their responses online at SCBOS (NET-101 Employer Response).

Only persons who are enrolled as eNotify contacts for an employer will be authorized to receive eNotify requests and provide employer responses to claims online.

Therefore, as a general guide, the person or persons who routinely respond to SCDEW requests for separation information should be enrolled as eNotify contacts for your business.

Who Will Provide Claim Responses – Service Provider or Employer

The following are some specific scenarios and recommendations for determining who should be enrolled as eNotify contacts.

Scenario 1:

Your Service Provider company receives all claim notifications from SCDEW on behalf of your employer clients. Members of your own Service Provider staff provide claim responses to SCDEW on behalf of your clients.

Recommendations:

Your own staff members will need to be authorized to provide claim responses online at SCBOS. Therefore they should be enrolled as eNotify contacts.

Someone at your company would need to be a Contact Administrator, to manage eNotify contact information on SCBOS as changes to your staff occur.

One person at your company could be a Contact Administrator for each of your client businesses, or several client businesses. This can be accomplished by using the same staff member's name, email address and telephone number as the contact information when responding to the letter you receive for each client business.

Scenario 2:

Your Service Provider company receives claim notifications from SCDEW. Each notification is forwarded to the appropriate employer client, and someone on the employer's staff provides the claim response to SCDEW.

Recommendations:

One or more of your own staff will need to receive automated claim notifications from SCBOS. Therefore they should be enrolled as eNotify contacts.

Staff members at the employer will need to be authorized to provide responses online at SCBOS. Therefore they should be enrolled as eNotify contacts.

Someone at your company would need to be a Contact Administrator, to ensure your staff members are maintained as contacts, and to manage eNotify contact information on SCBOS as changes to your staff or your clients occur.

SCBOS User Names and eNotify

If your company uses SCBOS to conduct other business with South Carolina agencies in addition to unemployment claim responses, your staff already has one or more SCBOS accounts and User Names.

For responding to claims online, you may want your staff to use existing user accounts. Or you may wish to establish a different user account dedicated to that purpose, and have your staff use that account, all sharing the same SCBOS User Name.

Either approach is easily accomplished on SCBOS, but requires some simple planning prior to contact enrollment, and some knowledge of how SCBOS User Names are used by eNotify.

When a person logs in to SCBOS to respond to an unemployment claim on behalf of an employer, SCBOS checks to ensure that the User Name used for login is the User Name of a contact enrolled in eNotify. If so, the person is allowed to proceed with the claim response.

The User Name associated with a contact is established when the contact completes enrollment in eNotify (by responding to a verification email). As part of the enrollment process, the contact is asked to log in to SCBOS. If the contact does not already have a user account, the contact can create one and then log in.

The User Name that is used (or created) for contact enrollment is the User Name that will need to be used later when logging in to respond to unemployment claims.

Therefore, before a Contact Administrator begins creating contacts in eNotify, the Contact Administrator will need to advise staff members that they will be receiving verifications emails, and instruct the staff on what User Name to use for logging in to SCBOS when responding to the emails and completing enrollment in eNotify.