

### Welcome

to the Employer Benefits Services Tutorial



# How to Submit An Employer Appeal Online

### **Tutorial Overview**

An appeal is your written notice that you disagree with a TWC decision and want your case decided through the appeal process.

This tutorial will walk you through the process of filing an appeal via Employer Benefits Services (EBS).

Filing an appeal online is fast, easy, and secure. TWC's web service is available 24 hours a day, 7 days a week.

You can also submit your appeal in person at your nearest <u>Workforce</u> <u>Solutions office</u>, or by mailing or faxing your letter to the Appeals or Commission Appeals Department.

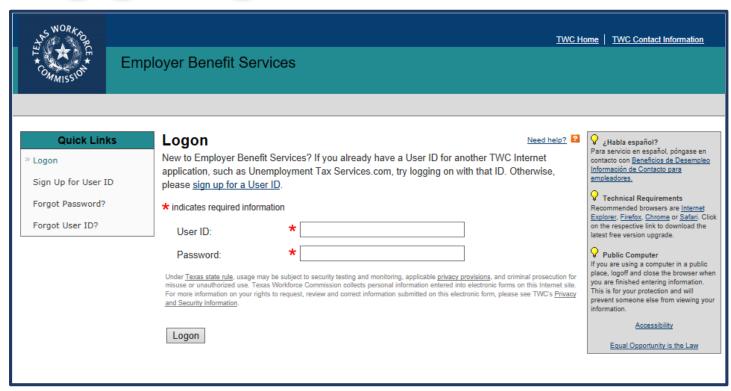
You cannot submit an appeal by e-mail or over the telephone.

#### When your business is a party of interest, you may appeal:

- Nonmonetary determinations
- Charge Liability Decisions
- Appeal Tribunal and Commission Appeals decisions
- Notice of Appeal Rights documents
- Reimbursing employer wage verification notices (only if not the last employer on the claimant's Initial Claim)

You must submit your appeal within 14 calendar days from the date TWC mailed you the determination or appeal decision. For more information, see How to Appeal a Decision and Introduction to Unemployment Benefits Appeals for Employers.

# Logging On



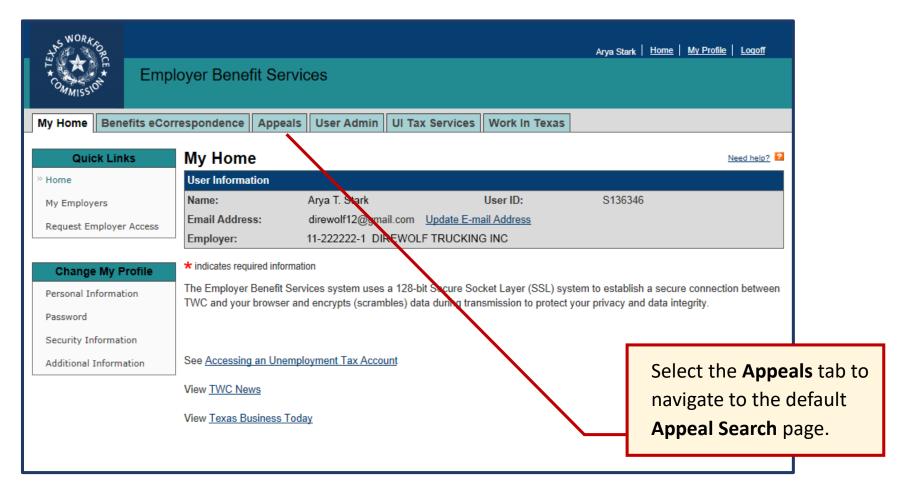


To submit an appeal online, log on to <u>Employer Benefit Services</u> (EBS) using your user ID and password.

New to Employer Benefit Services? If you already have a user ID for another TWC Internet application, such as Unemployment Tax Services, try logging on with that ID. Otherwise, sign up for a user ID.

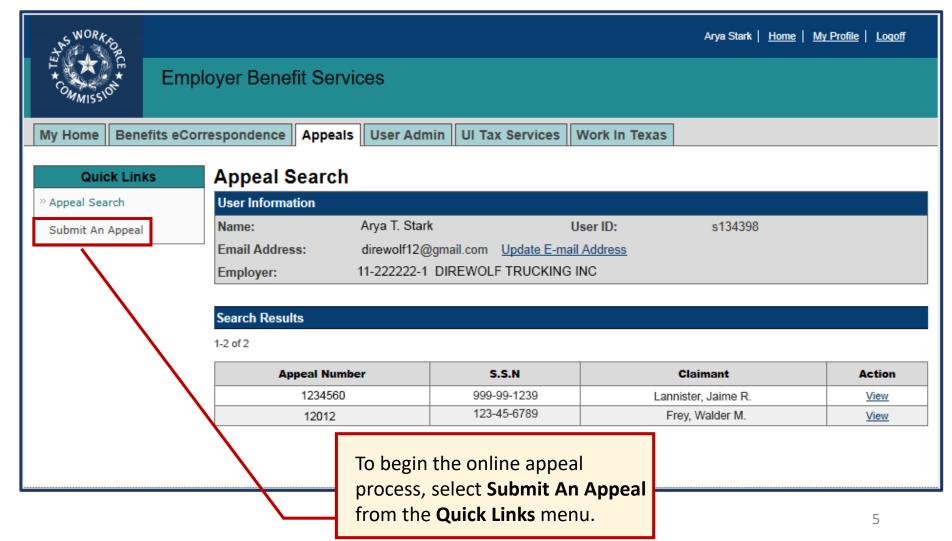
### My Home Page

Once you log on, the **My Home** page displays.



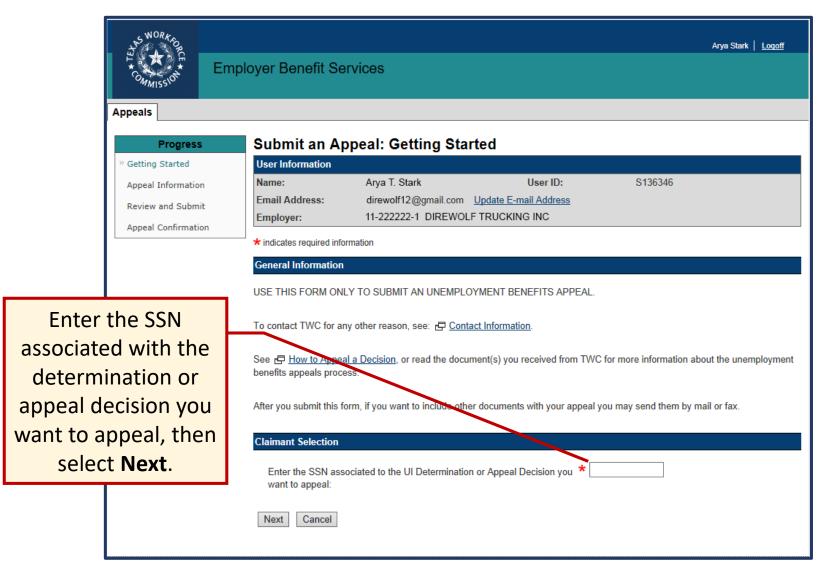
## Appeals Tab

If you have already successfully submitted any appeal(s), they will appear under **Search Results** on the **Appeal Search** page in the Appeals tab for easy viewing.



### Submit an Appeal: Getting Started

The first step of the online appeal process is to enter the Social Security number (SSN) associated with the determination or appeal decision you want to appeal.

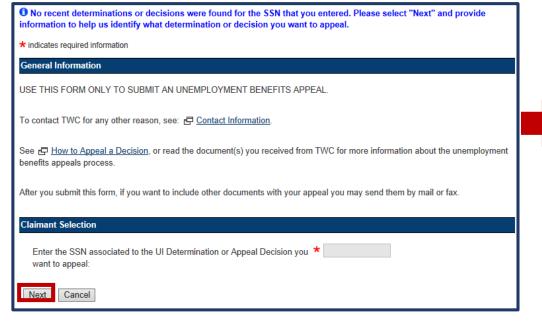


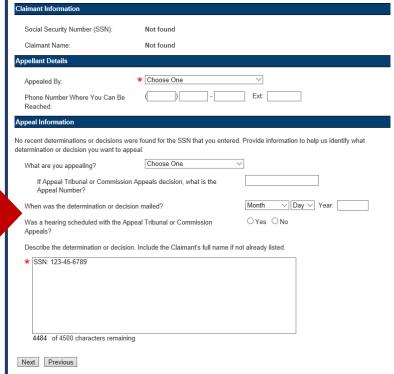
#### Submit an Appeal: Getting Started...

If you receive a message stating **No recent** determinations or decisions were found for this SSN, please verify that you have entered the number correctly and try again.

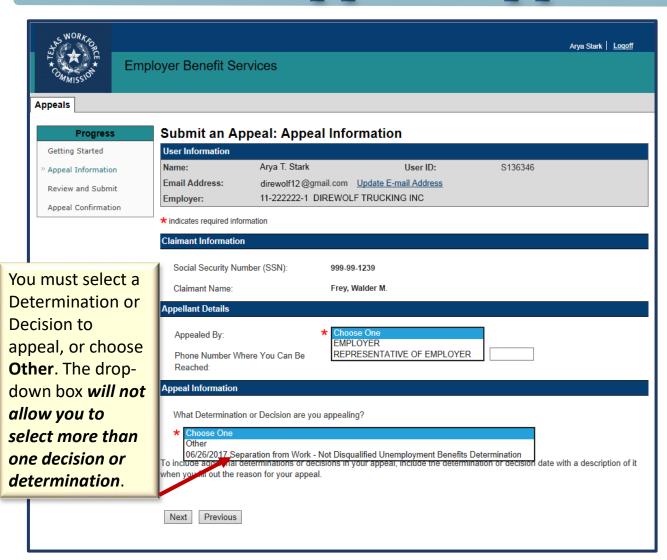
No recent determinations or decisions were found for this SSN. Check the SSN and enter it once more.

If on your second try there are still no decisions or determinations found for the SSN you entered, select **Next** to be directed to a page to provide additional information to help us identify what determination or decision you want to appeal.





### Submit an Appeal: Appeal Information



To include additional Determinations or Decisions in your appeal, enter the Determination or Decision mail date with a description in the **Reason for Appeal** box on the **Submit An Appeal**: **Appeal Information Reason** page.

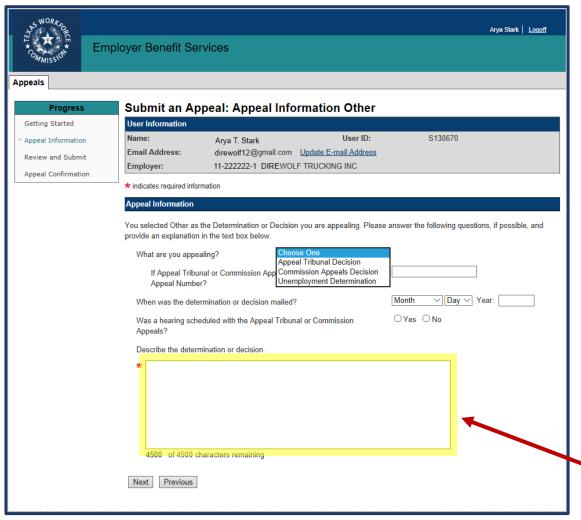
Once you enter a valid SSN, the claimant's information will display on the **Submit An Appeal: Appeal Information** page.

Under **Appellant Details**, select whether you are the employer or a representative of the employer from the drop-down menu, and enter the phone number where you can be reached.

Under **Appeal Information**, select the determination or decision you are appealing, or **Other**, from the drop-down menu and select **Next**.

You may only select one determination or decision from the drop-down list.

#### Submit an Appeal: Appeal Information Other



Selecting **Other** from the drop-down menu on the **Submit An Appeal: Appeal Information** page will direct you to an additional screen, where you may provide a detailed explanation of the decision or determination you are appealing.

**Note**: you will only see this screen when "Other" is selected on the previous page.

After selecting the Determination or Decision you are appealing (Appeal Tribunal Decision, Commission Appeals Decision, or Unemployment Determination), you must:

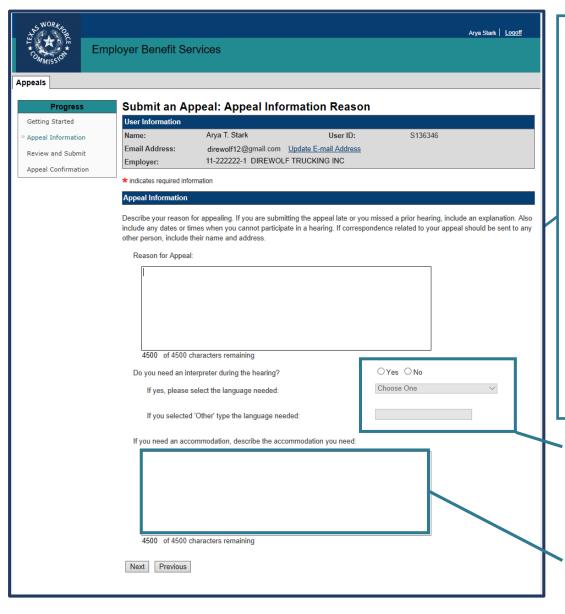
- Enter the Appeal Number (if any).
- Select the month, day, and year it was mailed.
- Answer the question, "Was a hearing scheduled with the Appeals Tribunal or Commission Appeals?"

Describe the determination or decision you want to appeal in 4,500 characters or less, then select **Next**. **An entry in this box is required.** 

To include additional Determinations or Decisions in your appeal, enter the Determination or Decision mail date with a description in the **Reason for Appeal** box on the next page, **Submit An Appeal: Appeal Information Reason.** 

#### Submit an Appeal: Appeal Information Reason

The **Appeal Information Reason** page allows you to provide additional details for the reason you are appealing.

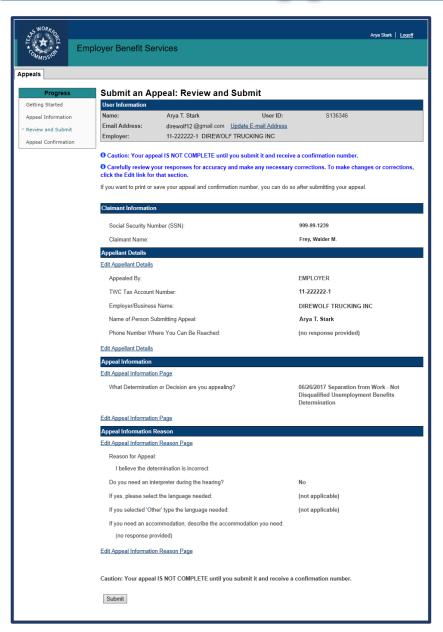


- Describe your reason for appealing in 4,500 characters or less.
- If you are submitting the appeal late, or you missed a prior hearing, include an explanation.
- Enter any dates or times when you cannot participate in a hearing.
- Enter any additional determination or decision mail date you want to include in your appeal, along with a description.
- If correspondence related to your appeal should be sent to any other person, include their name and address.

Indicate if you or your witnesses will need an interpreter during the hearing, and if so, the language needed.

If you need an accommodation, describe the accommodation you need (such as an accommodation for a hearing or visual impairment, or access to a telephone or fax machine.)

#### Submit an Appeal: Review and Submit



Your appeal is not complete until you submit it and receive a confirmation number.

Review your responses carefully **before** clicking **Submit**. To make changes or corrections, select the **Edit** link for that section.

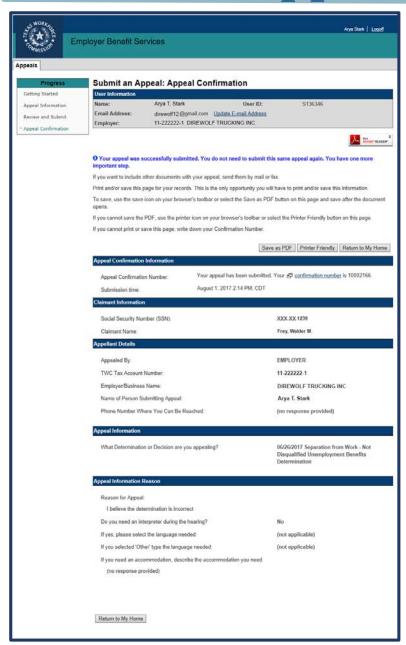
You can print or save your appeal and confirmation number after you submit your appeal.

Inform TWC right away if you change your mailing address.

After you submit this form, if you want to include other documents with your appeal, you may send them by mail or fax.

Your appeal IS NOT COMPLETE until you submit it and receive a confirmation number.

#### Submit an Appeal: Appeal Confirmation



#### Congratulations!

You have successfully submitted your appeal form.

#### Remember to:

- Print or save this page for your records, or write down your confirmation number.
- Send any other supporting documents by <u>mail or fax</u>.



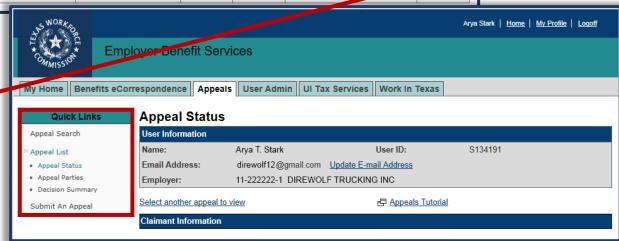
### **Appeal List**

When your appeal is processed, it will appear in your Appeal list.

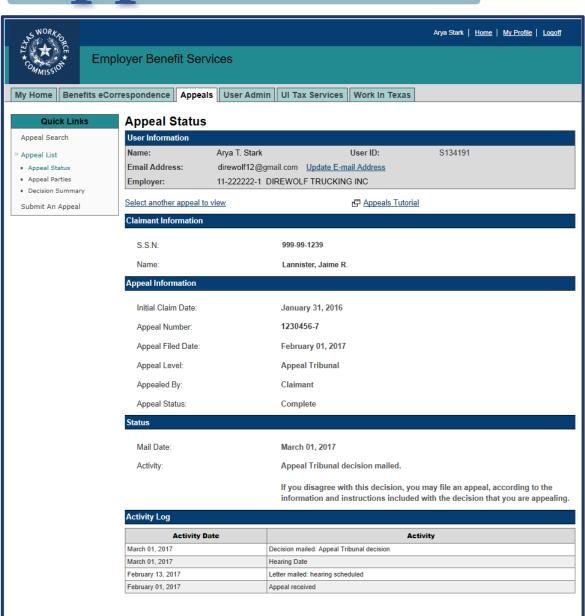
**Note:** Please allow up to three weeks for your appeal to be processed.



It's easy to check the status of your appeal from EBS.
Select **View** from the Action box on the Appeal List page to view information about Appeal Status, Appeal Parties, and a Decision Summary (when available).



### **Appeal Status**



The Appeal Status page displays appeal information related to a particular SSN.

#### This also shows the:

- Initial claim date
- Appeal number
- Appeal filed date
- Appeal level
- Current appeal status
- Log of appeal activities, sorted by date



