

# Claims Summary Report

## Claims Summary Report for SAMPLE COMPANY

1/1/2011 to 6/30/2011

Work Site	FAVORABLE		PENDING		NON-PROTESTABLE		UNFAVORABLE		Total	
	Total	Liability	Total	Liability	Total	Liability	Total	Liability	Total Claims	Total Potential Liability
<input type="checkbox"/> Corporate	1	\$14,898.00	3	\$23,220.57	5	\$58,860.24	1	\$12,355.61	10	\$109,334.42
<input type="checkbox"/> East	922	\$3,923,060.00	693	\$3,348,905.10	610	\$2,479,521.76	33	\$131,387.66	2258	\$9,882,874.52
<input type="checkbox"/> Florida	106	\$330,218.36	106	\$407,335.71	35	\$122,391.32	5	\$12,556.58	252	\$872,501.97
<input type="checkbox"/> Metro	83	\$325,598.17	63	\$306,211.74	65	\$290,250.37	1	\$4,285.58	212	\$926,345.86
<input type="checkbox"/> Mid-Atlantic	192	\$831,778.24	97	\$447,128.21	74	\$285,076.30	10	\$23,959.65	373	\$1,587,942.40
<input type="checkbox"/> New England	75	\$341,085.51	70	\$332,232.64	101	\$411,953.24	5	\$27,032.57	251	\$1,112,303.96
<input type="checkbox"/> NYC	81	\$450,906.06	58	\$291,388.27	58	\$250,841.93	2	\$13,464.26	199	\$1,006,600.52
<input type="checkbox"/> Philadelphia	205	\$963,013.36	221	\$1,236,460.93	161	\$727,824.45	3	\$23,710.30	590	\$2,951,009.04
<input type="checkbox"/> Southeast	180	\$680,460.30	78	\$328,147.60	116	\$391,184.15	7	\$26,378.72	381	\$1,426,170.77

### Category Descriptions

#### **Non-protestable**

Non-protestable claims involve issues where the claimant's eligibility cannot be contested. Examples include layoffs, employees working all available hours, employees discharged for poor performance where no misconduct was involved, and cases where state law prevents an employer from being relieved of benefit charges.

#### **Pending**

Pending claims are those for which Corporate Cost Control has filed a protest of the claimant's eligibility for benefits. Claims remain in a pending category until the state unemployment office issues a determination of eligibility.

#### **Unfavorable**

Unfavorable claims are issues that Corporate Cost Control contested, and the state found the claimant eligible for benefits. Unfavorable claims can include those that went to an unemployment hearing.

#### **Favorable**

Favorable claims are those claims that were contested and resulted in the claimant's disqualification from benefits, or a relief of unemployment liability to your organization.

# Work Site Activity Detail Report

## Work Site Activity

1/1/2011 to 6/30/2011

Work Site	Employee ID	Claimant	Termination Reason	Status	Claim Date	Potential Liability	Status Last Updated
			DISCHARGED - VIOLATION OF				

### Column Descriptions

#### **Work Site**

This is the entity in your organization where the claimant worked. Depending on how your account is structured, this may be the branch where the claimant worked, the State Unemployment Insurance account to which wages were reported, or the state where the claimant worked.

#### **Employee ID and Claimant**

If your organization sends payroll data to Corporate Cost Control, this is the employee ID number your organization assigns. If an employee ID is not available, this will be the last four digits of the employee's Social Security number. For security reasons, we will never display a full Social Security number in a report. Note, too, that the arrow to the right of the word 'Claimant' indicates you can sort the report on that field.

#### **Termination Reason**

This is the reason that the claimant separated from your organization. This may not always be the claimant's most recent separation; for example, if a claimant separated in June, filed for benefits in July, and was re-hired in August, the termination reason listed would be the claimant's separation in June. In addition, a claimant may still be employed, but filing for partial benefits.

#### **Potential Liability**

This represents the potential that your organization may be charged if the claimant collects benefits for 26 weeks (the maximum allowable). In some cases, your liability may be \$0. Whenever Corporate Cost Control receives information from the state listing your liability, we will display it. If we do not have an amount from the state, we will estimate liability based on the length of the claimant's employment, the claimant's earning, and state averages. If Corporate Cost Control has estimated the amount, the amount will be displayed with '(EST.)'

**Status, Claim Date and Status Last Updated**

The *Claim Date* represents the date the claimant first files for benefits. The *Status* is the most recent status of the claimant’s application for benefits at the time the report is run. As an example:

- A claimant files for benefits on June 1 and Corporate Cost Control protests the claim.
  - If you run the report in June,
    - The *Status* will appear as PENDING;
    - The *Claim Date* will be June 1;
    - The *Status Last Updated* will be June 1.
- Corporate Cost Control receives notice that the claimant has been disqualified from benefits on July 1.
  - If you run the report in July,
    - The *Status* will appear as FAVORABLE;
    - The *Claim Date* will be June 1;
    - The *Status Last Updated* will be July 1.
- The claimant appeals the disqualification and Corporate Cost Control receives a notice of a hearing on August 1.
  - If you run the report in August,
    - The *Status* will appear as PENDING;
    - The *Claim Date* will be June 1;
    - The *Status Last Updated* will be August 1.
- Corporate Cost Control receives a decision affirming the claimant’s disqualification for benefits on September 1.
  - If you run the report in September and any time thereafter,
    - The *Status* will appear as FAVORABLE;
    - The *Claim Date* will be June 1;
    - The *Status Last Updated* will be September 1.

MA - Boston	312395	ANIS, V	DISCHARGED - VIOLATION OF COMPANY POLICY OR PROCEDURE	FAVORABLE	8/14/2010	\$10,356.00	8/14/2010
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Finally, note that if you click the Claimant’s Employee ID (above), you can ‘drill-down’ into specific details of the claim and review the entire history of the claim.

# Hearing Activity Report

## Hearing Activity Report

1/1/2011 to 6/30/2011

Employee ID	Claimant	Work Site	Hearing Date	Appellant	Potential Liability	Outcome	Explanation	CCC Participated
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### Column Descriptions

#### **Employee ID and Claimant**

If your organization sends payroll data to Corporate Cost Control, this is the employee ID number your organization assigns. If an employee ID is not available, this will be the last four digits of the employee’s Social Security number. For security reasons, we will never display a full Social Security number in a report. Note, too, that the arrow to the right of the word ‘Claimant’ indicates you can sort the report on that field.

#### **Work Site**

This is the entity in your organization where the claimant worked. Depending on how your account is structured, this may be the branch where the claimant worked, the State Unemployment Insurance account to which wages were reported, or the state where the claimant worked.

#### **Hearing Date and Appellant**

This is the date when the last hearing took place and the party that filed the appeal. Note that if there have been multiple hearings on an issue due to postponements or a reopening request, only the most recent hearing will appear.

#### **Potential Liability**

This represents the potential that your organization may be charged if the claimant collects benefits for 26 weeks (the maximum allowable). In some cases, your liability may be \$0. Whenever Corporate Cost Control receives information from the state listing your liability, we will display it. If we do not have an amount from the state, we will estimate liability based on the length of the claimant’s employment, the claimant’s earning, and state averages. If Corporate Cost Control has estimated the amount, the amount will be displayed with ‘(EST.)’

**Outcome and Explanation**

The outcome of the hearing indicates whether you won or lost; if no decision has been rendered the hearing will show as 'PENDING.' The explanation indicates the reason that a case was lost. Possible explanations will include: *No proof of misconduct, first-hand witness did not appear, no misconduct on last day worked.* Your Account Executive or Hearing Coordinator can help you better understand these reasons and work on improving so that future cases are successful.

265454	HOPKINS, M	IL - Chicago2	6/4/2010	EMPLOYER	10670.4	UNFAVORABLE	NO PROOF OF MISCONDUCT.
143248	CLEVENGER, T	FL - Orlando	6/4/2010	EMPLOYER	6625.05	FAVORABLE	FAVORABLE HEARING DECISION RECEIVED.
267990	MC CUTCHEON, F	CA - Los Angeles East	6/4/2010	CLAIMANT	11700	FAVORABLE	FAVORABLE HEARING DECISION RECEIVED.

**CCC Participated**

This indicates whether Corporate Cost Control provided a representative at the hearing. This includes representation for both phone and in-person hearings.

# Executive Summary

## SAMPLE COMPANY Executive Summary

**Division: East**

**For the period 1/1/2011 - 6/30/2011**

### Claim Categories

Category	First Quarter 2011	Second Quarter 2011	Total	Percentage
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The Executive Summary provides an overview of your unemployment program’s status. The report may be run for any period, and for any entity within your organization. A quarterly summary is provided for the Pending, Non-protestable, Protestable, Favorable and Unfavorable claims. An explanation of each category follows.

#### Category Descriptions

##### **Pending**

Pending claims are those for which Corporate Cost Control has filed a protest of the claimant’s eligibility for benefits. Claims remain in a pending category until the state unemployment office issues a determination of eligibility.

##### **Non-protestable**

Non-protestable claims involve issues where the claimant’s eligibility cannot be contested. Each of these subcategories is listed in the overview as a separate item.

##### **Protestable**

Protestable claims involve issues where the claimant’s eligibility has been questioned. These include cases where the claimant quit, was discharged for misconduct, or failed to accept an offer of re-employment.

### Claim Categories

Category	First Quarter 2011
<b>PENDING</b>	<b>695</b>
<b>NON-PROTESTABLE</b>	<b>222</b>
<i>EMPLOYER CHOSE NOT TO PURSUE</i>	18
<i>LACK OF WORK</i>	61
<i>PART-TIME EMPLOYEE</i>	113
<i>BASE PERIOD</i>	4
<i>STATE REGULATION</i>	1
<i>POOR JOB PERFORMANCE</i>	16
<i>URGENT AND COMPELLING</i>	1
<i>NON-COMPLIANCE</i>	-
<b>PROTESTABLE</b>	<b>583</b>
<b>GRAND TOTAL</b>	<b>1,004</b>

## Protestable Summary

Status	First Quarter 2011		Second Quarter 2011		Total	Liability	Percentage
	Total	Liability	Total	Liability			
<b>FAVORABLE</b>	551	\$2,222,979.25	342	\$1,566,116.69	893	\$3,789,095.94	93.7%
<b>UNFAVORABLE</b>	33	\$164,707.75	27	\$131,283.79	60	\$295,991.54	6.3%

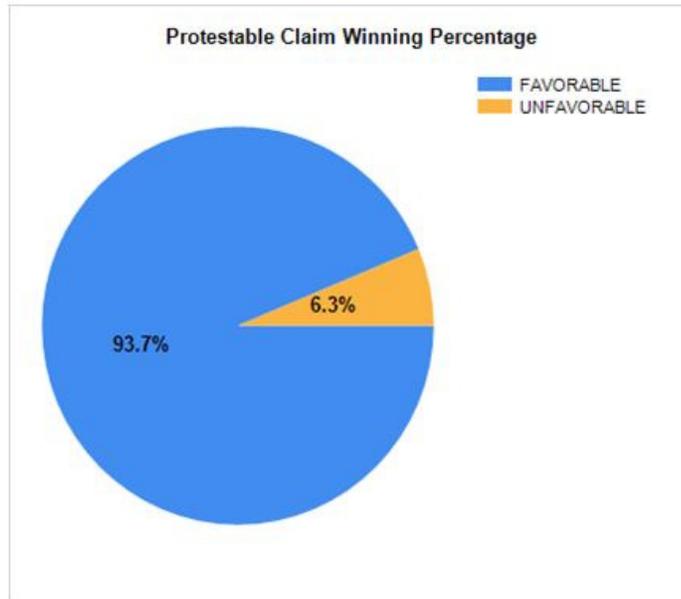
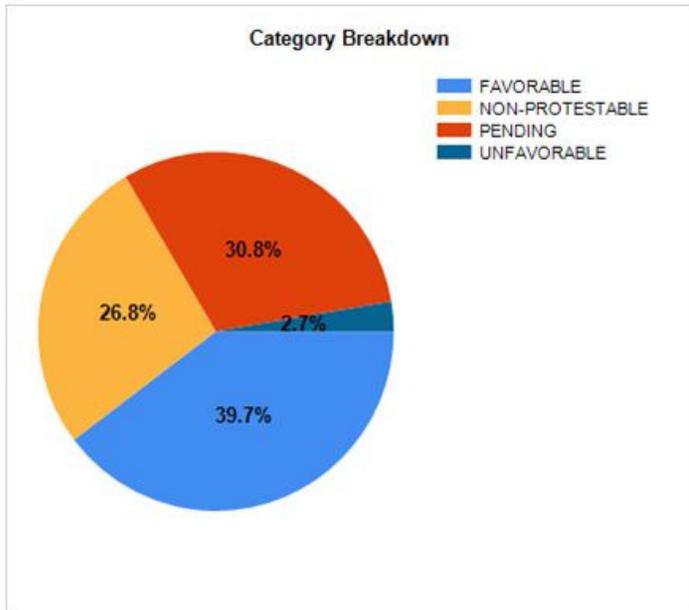
The Protestable Summary section breaks out the Favorable and Unfavorable claims, indicating your overall success in contesting claims. The Liability amount listed is the *potential liability*, that is, the amount the claimant may collect if the claimant were unemployed for a full 26 weeks.

### **Favorable**

Favorable claims are those claims that were contested and resulted in the claimant’s disqualification from benefits, or a relief of unemployment liability to your organization.

### **Unfavorable**

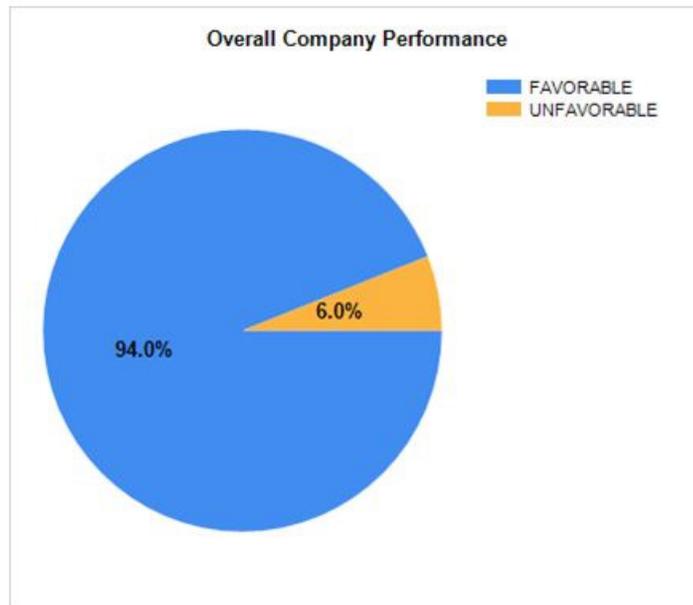
Unfavorable claims are issues that Corporate Cost Control contested, and the state found the claimant eligible for benefits. Unfavorable claims can include those that went to an unemployment hearing.



Two pie charts provide a graphic illustration of your organization's activity, as well as your winning percentage. These charts are a reflection of the data included in the report.

The final chart provides a summary of your organization's overall winning rate. This can be used to compare a given entity's performance with the overall performance of the organization.

*Note that if the report is run for all entities, this pie chart will not appear.*



# Claimant Detail Report

## Claimant Detail

10/1/2012 to 10/15/2012

Work Site	Employee ID	Claimant	Termination Reason	Status	Explanation	Non Compliance Reason	Claim Date	Potential Liability	Status Last Updated
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The Claimant Detail report provides a list of all claimants with active claims during the time period the report is run.

### Column Descriptions

#### **Work Site**

This is the entity in your organization where the claimant worked. Depending on how your account is structured, this may be the branch where the claimant worked, the State Unemployment Insurance account to which wages were reported, or the state where the claimant worked.

#### **Employee ID and Claimant**

If your organization sends payroll data to Corporate Cost Control, this is the employee ID number your organization assigns. If an employee ID is not available, this will be the last four digits of the employee's Social Security number. For security reasons, we will never display a full Social Security number in a report. Note, too, that the arrow to the right of the word 'Claimant' indicates you can sort the report on that field.

#### **Termination Reason**

This is the reason that the claimant separated from your organization. This may not always be the claimant's most recent separation; for example, if a claimant separated in June, filed for benefits in July, and was re-hired in August, the termination reason listed would be the claimant's separation in June. In addition, a claimant may still be employed, but filing for partial benefits.

#### **Status**

This reflects the most recent status of the claim at the time the report is run. The possible statuses include *pending*, *non-protestable*, and *unfavorable*.

***Pending***

Pending claims are those for which Corporate Cost Control has filed a protest of the claimant's eligibility for benefits. Claims remain in a pending category until the state unemployment office issues a determination of eligibility.

***Non-protestable***

Non-protestable claims involve issues where the claimant's eligibility cannot be contested. Each of these subcategories is listed in the overview as a separate item.

***Protestable***

Protestable claims involve issues where the claimant's eligibility has been questioned. These include cases where the claimant quit, was discharged for misconduct, or failed to accept an offer of re-employment.

***Explanation and Non-Compliance Reason***

In the event a claim is UNFAVORABLE, further explanation as to the reason is provided here. For example, if a claimant is discharged for absenteeism, but there is good cause for the final absence, the explanation may be GOOD CAUSE FOR FINAL ABSENCE. Non-compliance issues occur when one either the state, the client, or Corporate Cost Control fail to provide timely information, or take prompt action on a request for information.

***Claim Date***

The *Claim Date* represents the date the claimant first files for benefits.

***Potential Liability***

This represents the potential that your organization may be charged if the claimant collects benefits for 26 weeks (the maximum allowable). In some cases, your liability may be \$0. Whenever Corporate Cost Control receives information from the state listing your liability, we will display it. If we do not have an amount from the state, we will estimate liability based on the length of the claimant's employment, the claimant's earning, and state averages. If Corporate Cost Control has estimated the amount, the amount will be displayed with '(EST.)'

***Status Last Updated***

This date represents the last date that the document was updated.

## Weekly Listing of Claimants

### Weekly Listing of Claimants

Week Ending 9/3/2011

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Location	Name	Employee ID	Week Ending	Reason for Separation	Potential Liability	Report Refusal
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The Weekly Listing of Claimants lists all claimants separated within the past four weeks for non-disqualifying reasons. This includes employees that were laid off due to a lack of work, or who voluntarily resigned. This report can be used when filling open positions; all other things being equal, re-hiring or placing an employee who is unemployed can help alleviate your unemployment costs.

*Note: Not all clients receive the Weekly Listing Report. If you would like to receive the report, please contact your Account Executive, or email us at [reports@corporatcostcontrol.com](mailto:reports@corporatcostcontrol.com).*

#### Category Descriptions

##### **Location, Name and Employee ID**

The location is the entity in your organization where the claimant worked. Depending on how your account is structured, this may be the branch where the claimant worked, the State Unemployment Insurance account to which wages were reported, or the state where the claimant worked.

If your organization sends payroll data to Corporate Cost Control, the employee ID is the number your organization assigns. If an employee ID is not available, this will be the last four digits of the employee's Social Security number. For security reasons, we will never display a full Social Security number in a report.

##### **Week Ending**

The Week Ending date is the date the claimant last filed to benefits. If the claimant has been offered work and refused it since that date, you should contact your Claims Analyst at Corporate Cost Control. You can do so by clicking the 'Report' link under 'Report Refusal.'

AL - Birmingham	JACKSON, T	328399	8/20/2011	VOLUNTARY QUIT - FOR OTHER EMPLOYMENT Last Day Worked:2011-02-21	\$5,688.58	<a href="#">Report</a>
AL - Birmingham	PUGH, S	353424	8/20/2011	LACK OF WORK - LOCATION SOLD OR CLOSED Last Day Worked:2011-04-17	\$5,460.98	<a href="#">Report</a>
AL - Birmingham	FROWNER, D	353280	8/27/2011	LACK OF WORK - TEMPORARY ASSIGNMENT COMPLETED	\$4,285.80	<a href="#">Report</a>
AL - Birmingham	STUDAMIRE, L	171719	8/27/2011	LACK OF WORK - LOCATION SOLD OR CLOSED Last Day Worked:2011-08-17	\$6,630.00	<a href="#">Report</a>

### ***Reason for Separation***

This is the reason that the claimant separated from your organization. Because it is intended to assist in rehiring employees, no employee will be listed who was discharged for misconduct or poor performance.

### ***Potential Liability***

This represents the potential that your organization may be charged if the claimant collects benefits for 26 weeks (the maximum allowable). In some cases, your liability may be \$0. Whenever Corporate Cost Control receives information from the state listing your liability, we will display it. If we do not have an amount from the state, we will estimate liability based on the length of the claimant's employment, the claimant's earning, and state averages. If Corporate Cost Control has estimated the amount, the amount will be displayed with '(EST.)'

### ***Report Refusal***

The 'Report Refusal' link will create an email message addressed to your Corporate Cost Control Claims Analyst. The subject line of the email will be populated with the claimant's employee ID (or last four digits of the Social Security number) and claimant name. You can then provide details of the refusal, which should include the date the job was to start, the rate of pay, location of the job and job title, as well as the reason the claimant refused the offer.

The image shows a screenshot of an email composition interface. On the left is a 'Send' button with a paper plane icon. To its right are three input fields: 'To...' containing 'mmcnamara@corporatecostcontrol.com', 'Cc...' which is empty, and 'Subject:' containing 'Job Refusal for Employee STUDAMIRE, L/ID 171719'.

This should be used whenever you offer a claimant work and he or she refuses it; a work refusal may disqualify the claimant from receiving benefits.

Note that if you cannot save the report as an Excel file and click the 'Report' link. The link must be used from the report system.