Shared Work

Online Program User Guide

Introduction

Note

Shared Work Information

Getting Started

Employer Information

Contact Information

Shared Work Application Part 1

Shared Work Application Part 2

Union Acknowledgment Form

Participant List

Participant List

Participant Information

Review and Submit

Confirmation

Error Reports Search

Shared Work Plan Search

Participant List Search

Shared Work Weekly Certification

Getting Started

Hours and Earnings

Review and Submit

Confirmation

Weekly Certification Search

Corrections

Shared Work Definitions

Contact

Introduction

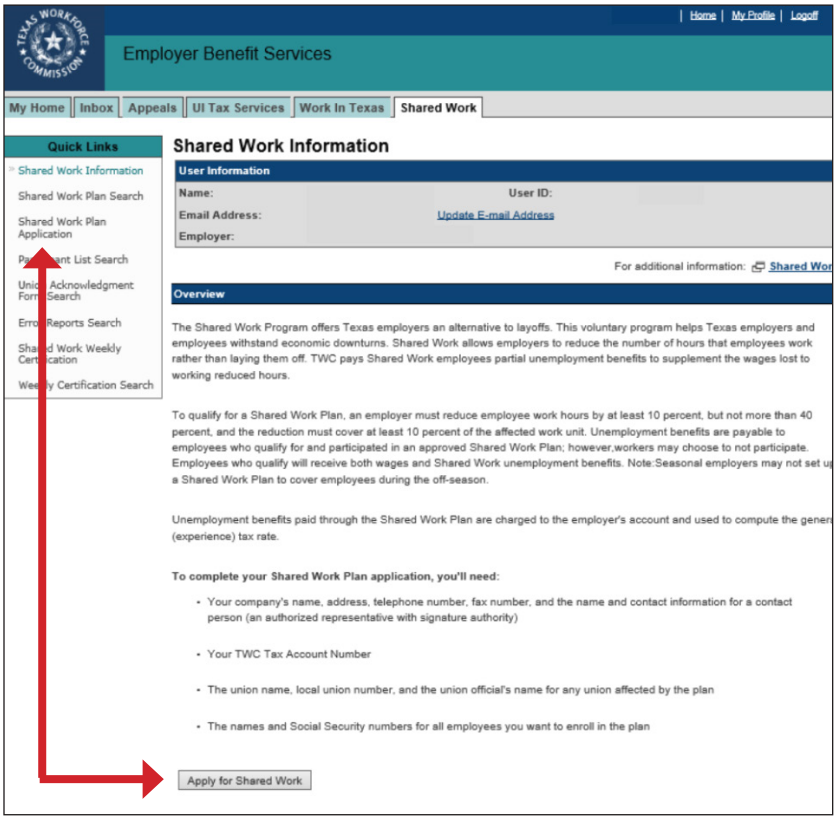
The Shared Work program provides employers facing economic difficulties the opportunity to reduce the number of hours employees work rather then laying them off. The Texas Workforce Commission (TWC) pays Shared Work employees partial unemployment benefits to supplement the wages lost to working reduced hours.

Note

To access Shared Work, employers must sign up for an Employer Benefits Services (EBS) account. To learn more about Employer Benefits Services and to learn how to sign up for an Employer Benefits Services account, see the EBS Administrator Duties user guide.

Shared Work Information

The Shared Work Program allows employers to supplement their employee's wages lost to reduced work hours with partial unemployment benefits and to reduce normal weekly work hours for employees in an affected unit by at least 10 percent but not more then 40 percent; the reduction must affect at least 10 percent of the employees in that unit.



New hires are not eligible for the week they were hired.

For more information go to: twc.texas.gov/businesses/shared-work

After logging in to EBS, select the **Shared Work** tab.

The **Shared Work Information** page provides user information, an overview of the Shared Work Program, and what is needed to complete a Shared Work Plan application.

There are two ways to apply for Shared Work:

- Select **Shared Work Plan Application** from **Quick Links**
- Select **Apply for Shared Work** at the bottom of the page

Getting Started

The **Shared Work - Getting Started** page requires employer mailing information and contact person information. It is important that all required fields are completed. A red asterisk appears next to all required fields. If any required fields are left blank, error alerts appear next to the empty fields and next to an error list above **Employer Information**.

Employer Information

Employer address information defaults to the United States.

Use the **Select Address** drop-down to display all addresses registered with the Texas Workforce Commission (TWC). TWC recommends that the official employer address be used.

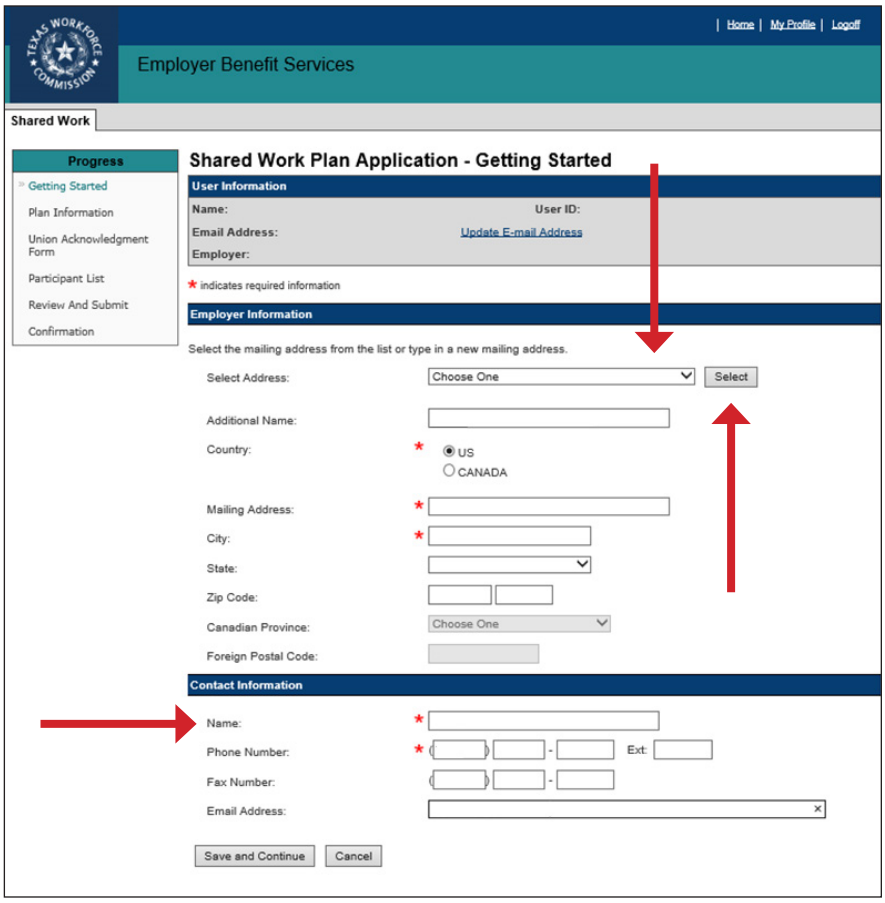
Once the chosen address is selected, use the **Select** button to populate the Employer Information name and address fields.

All fields can be also entered manually.

Contact Information

The contact person must be an employer representative with signature authority.

> TIP: It's a good idea to complete all important and relevant fields even if they're not required.



Shared Work Plan Application - Part 1

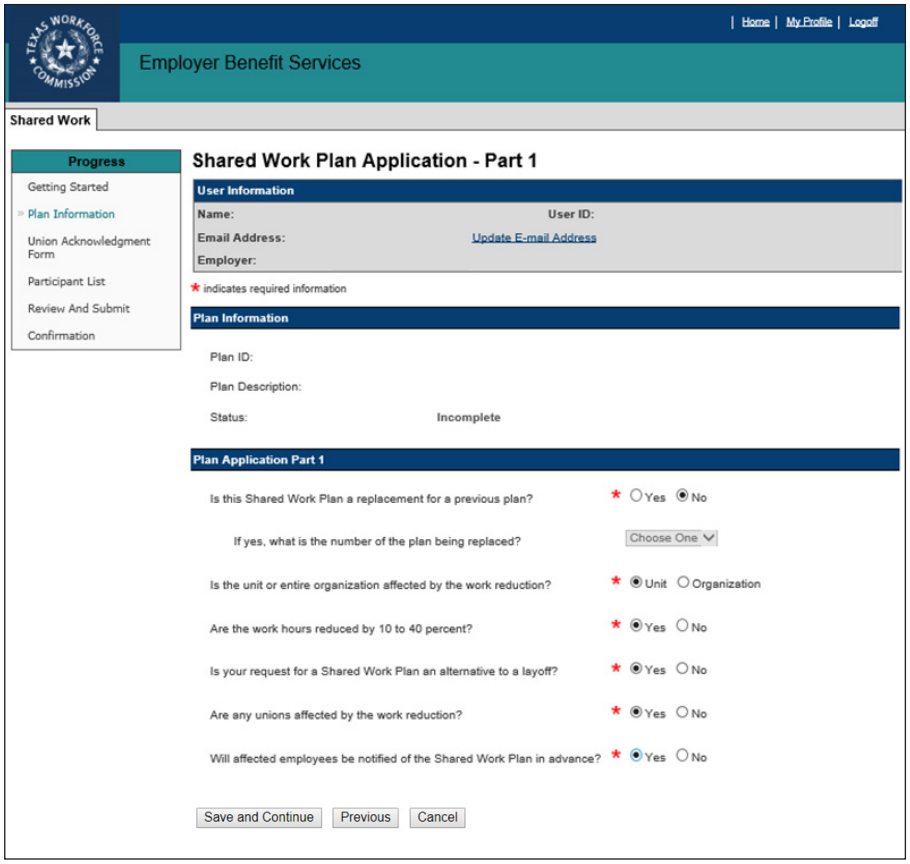
The **Shared Work Plan Application - Part 1** page displays the **Plan ID**, **Plan Description**, **Status**, and the **Plan Application - Part 1**.

The **Plan ID** is a unique number assigned to each Shared Work plan. The ID is used for making an inquiry about a plan or searching for a plan using **Shared Work Plan Search** in **Quick Links** on the **Shared Work Information** page.

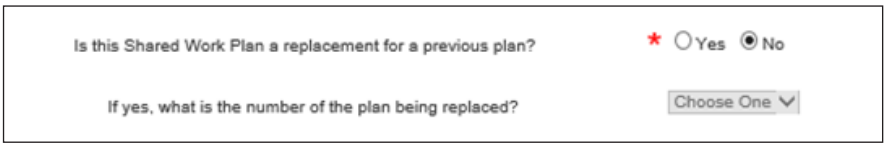
The **Plan Description** displays the employer name unless an additional name was added.

The **Status** shows the current condition of the Shared Work application.

Complete the questions in **Plan Application - Part 1**.



If the Shared Work plan is a replacement for a previous plan, select the correct Plan ID from the drop-down. Select **Save and Continue**.

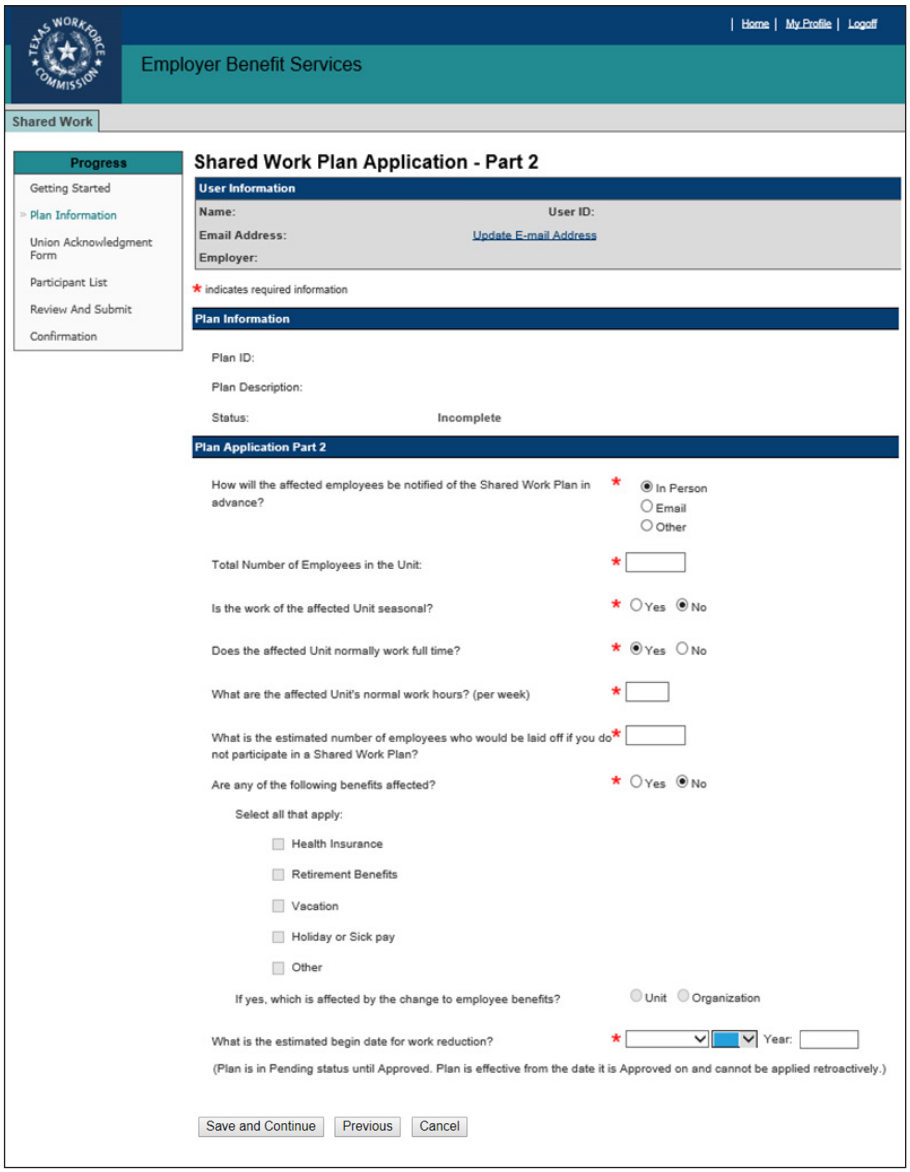


Shared Work Plan Application - Part 2

Complete all required fields on the **Shared Work Plan Application - Part 2** page.

If changes are required, make them now.

Select **Save and Continue**.



Union Acknowledgment Form

If the question on the **Shared Work Plan Application - Part 1** page regarding unions is answered **Yes**, the program proceeds to the **Shared Work Plan Application - Union Acknowledgment Form** page; if the answer is **No**, the program proceeds to the **Shared Work Plan Application - Participant List** page.

If the employer is represented by unions the Shared Work plan will affect, a union official must acknowledge the plan by completing the Union Acknowledgment Form.

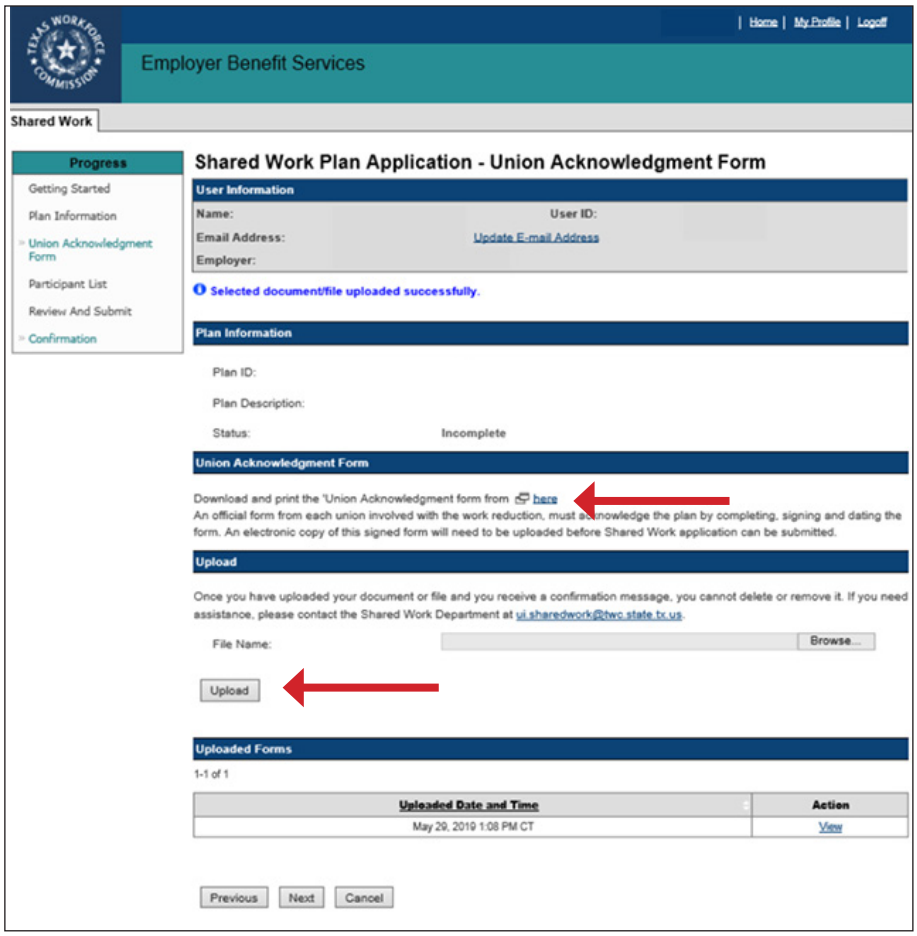
To complete the Union Acknowledgment Form:

- Download it
- Print it out
- Fill it out
- Date it
- Obtain the required signatures
- Scan it and save it
- Upload it

A confirmation message displays when the form is successfully uploaded.

The uploaded form will also be viewable in the **Uploaded Forms** section.

Select **Next**.



Participant List

Submit employees to the Shared Work plan on the **Shared Work Plan Application - Participant List** page.

Employees can be submitted together in a single Comma-separated Values (CSV) file or added one at a time.

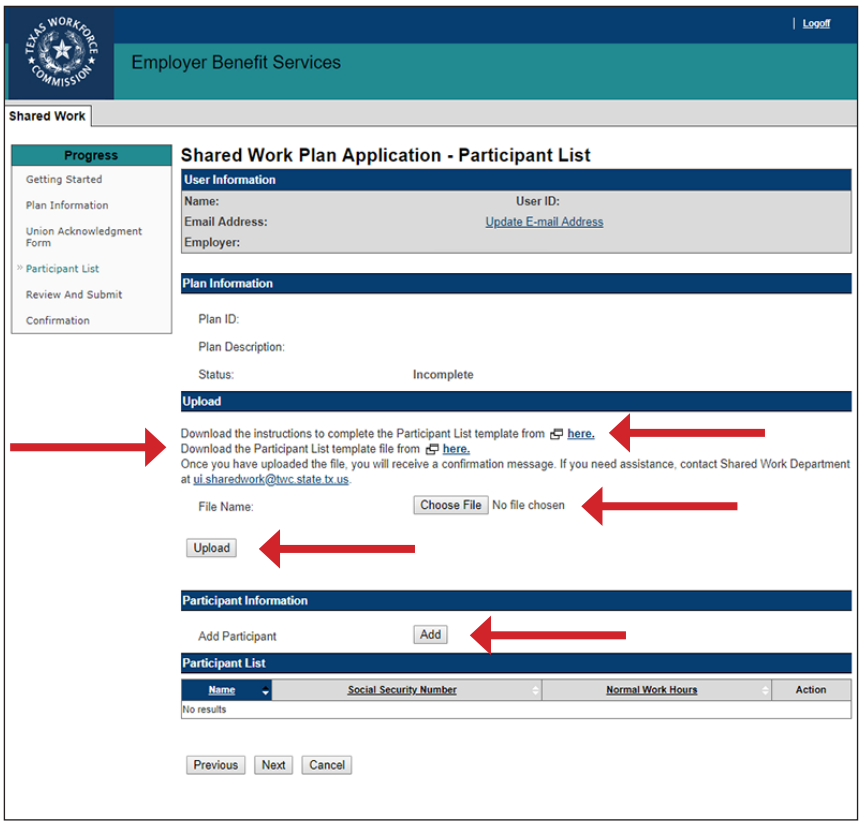
Download the instructions and carefully read them.

To submit employees together in one CSV file, download the **Participant List template**, complete it, save it then upload it.

A confirmation message displays after the list is successfully uploaded.

All uploaded employees and their social security numbers, normal work hours, and the actions available are then listed in the **Participant List** section. Employees can be edited or removed while the application is pending or incomplete.

When finished uploading the list and the program confirms that the list is successfully uploaded, select **Next**.



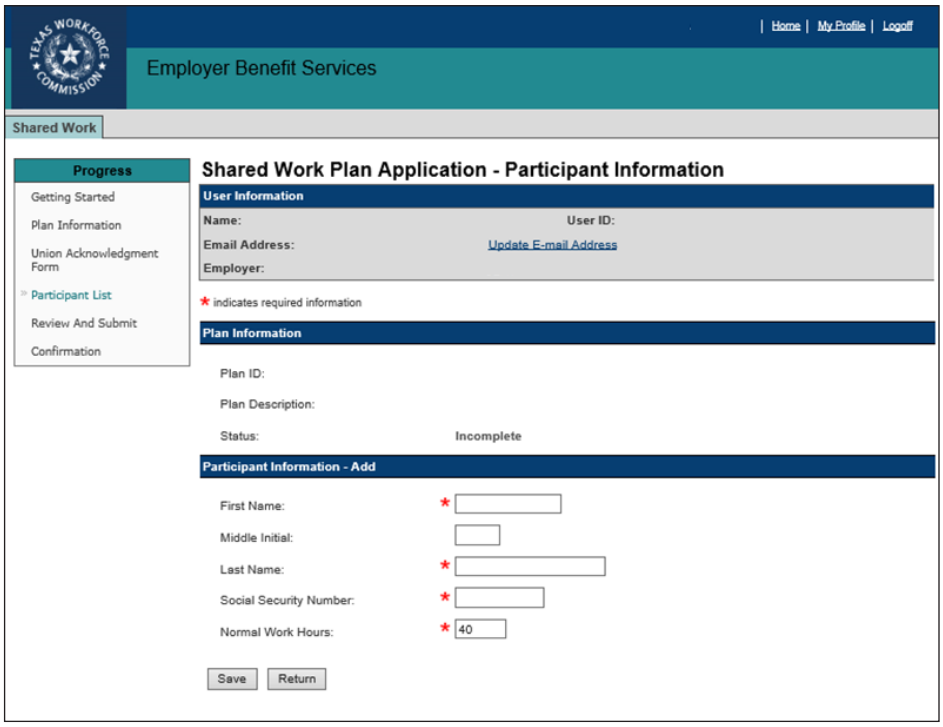
To upload employees one at a time, select **Add** in the **Participant Information** section.

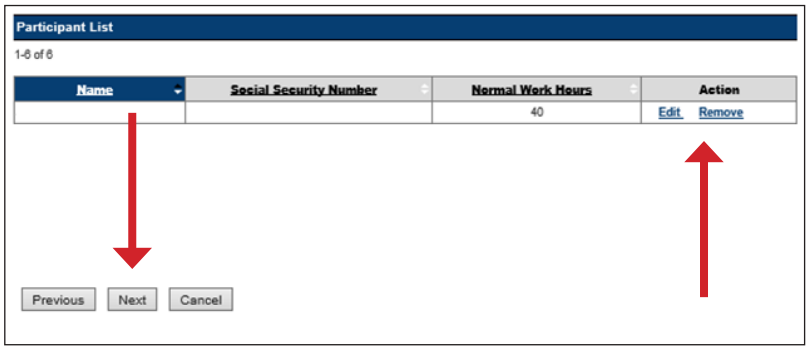
The program proceeds to the **Shared Work Plan Application - Participant Information** page.

Complete the required fields then select **Save**.

Repeat this process for each employee.

When finished adding employees, select **Return**.





The program returns to the **Shared Work Plan Application - Participant List** page.

All uploaded employees and their social security numbers, normal work hours, and the actions available are then listed in the **Participant List** section. Employees can be edited or removed while the application is pending or incomplete.

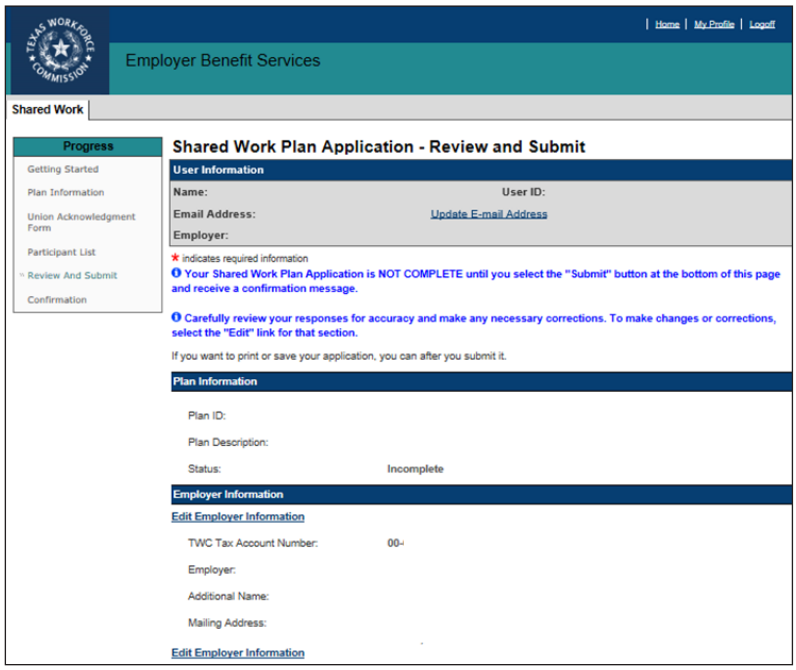
Select **Next**.

Review and Submit

The **Shared Work Plan Application - Review and Submit** page displays all information pertaining to the Shared Work plan.

Review the information in each section carefully.

If there are any errors, correct them by selecting **Edit** at the beginning or end of each section in which the errors are found.



Review and Submit continued ...

Certify the Shared Work plan by checking the box in the **Certification** section. The program will not allow the Shared Work plan to be submitted until it's certified.

Select **Submit**.

Contact Information

Edit Contact Information

Name:

Phone Number:

Fax Number: (No response provided)

Email Address:

Edit Contact Information

Plan Application Part 1

Edit Plan Application Part 1

Is this Shared Work Plan a replacement for a previous plan?	No
If yes, what is the number of the plan being replaced?	(No response provided)
Is the unit or entire organization affected by the work reduction?	Unit
Are the work hours reduced by 10 to 40 percent?	Yes
Is your request for a Shared Work Plan an alternative to a layoff?	Yes
Are any unions affected by the work reduction?	Yes
Will affected employees be notified of the Shared Work Plan in advance?	Yes

Edit Plan Application Part 1

Plan Application Part 2

Edit Plan Application Part 2

How will the affected employees be notified of the Shared Work Plan in advance?	In Person
Total Number of Employees in the Unit:	30
Is the work of the affected Unit seasonal?	No
Does the affected Unit normally work full time?	Yes
What are the affected Unit's normal work hours? (per week)	40
What is the estimated number of employees who would be laid off if you do not participate in a Shared Work Plan?	0
Are any of the following benefits affected?	No
Health Insurance	(Not applicable)
Retirement Benefits	(Not applicable)
Vacation	(Not applicable)
Holiday or Sick pay	(Not applicable)
Other	(Not applicable)
If yes, which is affected by the change to employee benefits?	(Not applicable)
What is the estimated begin date for work reduction?	June 15, 2019

Edit Plan Application Part 2

Union Acknowledgment Form

Total Number of Union Acknowledgment Forms Uploaded:	1

Upload Union Acknowledgment Form

Participant List

Total Number of Employees in the Unit affected by Work Reduction:	7

Edit Participant List

Certification

☐ * I certify that the implementation of this Shared Work Plan and the resulting work hour reduction affects at least 10 percent of the affected unit(s) and replaces layoffs.

Caution: Your Shared Work Plan Application is NOT COMPLETE until you select the "Submit" button.

Submit

Confirmation

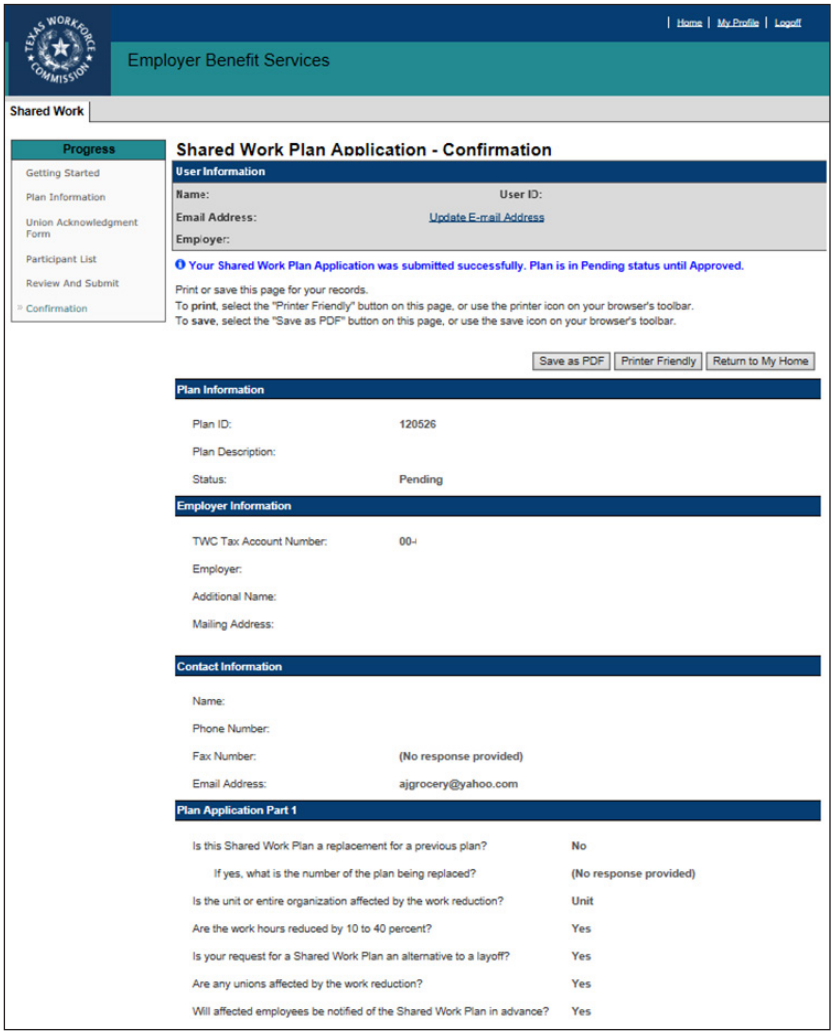
The Shared Work Plan - Confirmation page confirms that the Shared Work plan has been successfully submitted.

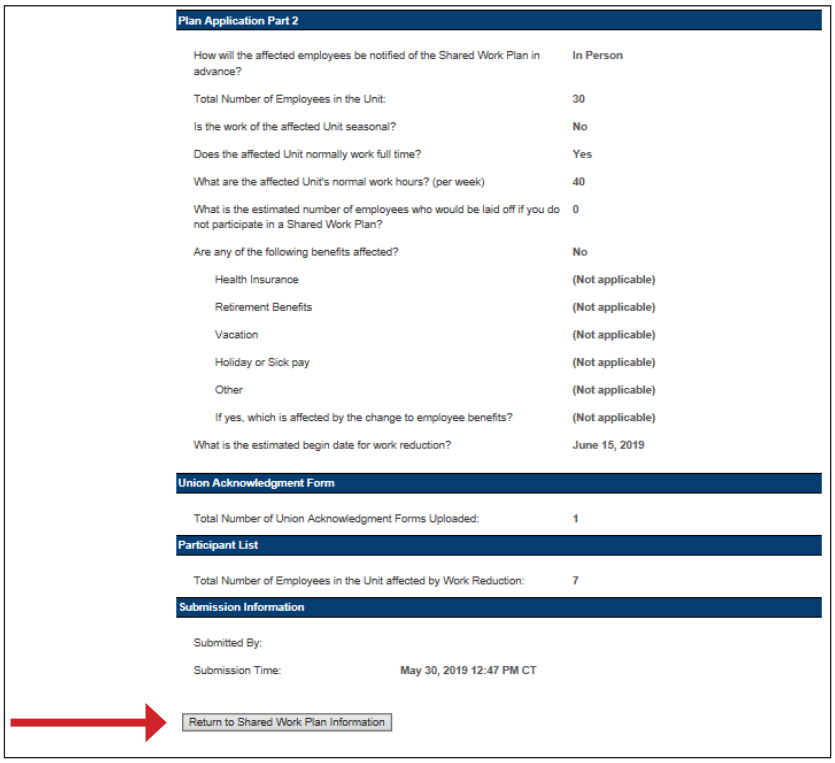
The page displays all information pertaining to the Shared Work plan.

- Select **Save as PDF** to convert the page to a PDF file that can be saved.
- Select **Printer Friendly** to print the page.
- Select **Return to My Home** to return to the EBS user homepage.

TWC sends an email with the next steps the employer and employees must take.

Select **Return to Shared Work Plan Information** at the bottom of the page to return to the **Shared Work Plan Information** page.





Error Reports Search

The Shared Work program provides an archive of error reports. The archive only holds reports for one year.

An error report is a summary of all the errors detected during the application process.

Error Reports Search is accessed from **Quick Links** on the Shared Work Information page.

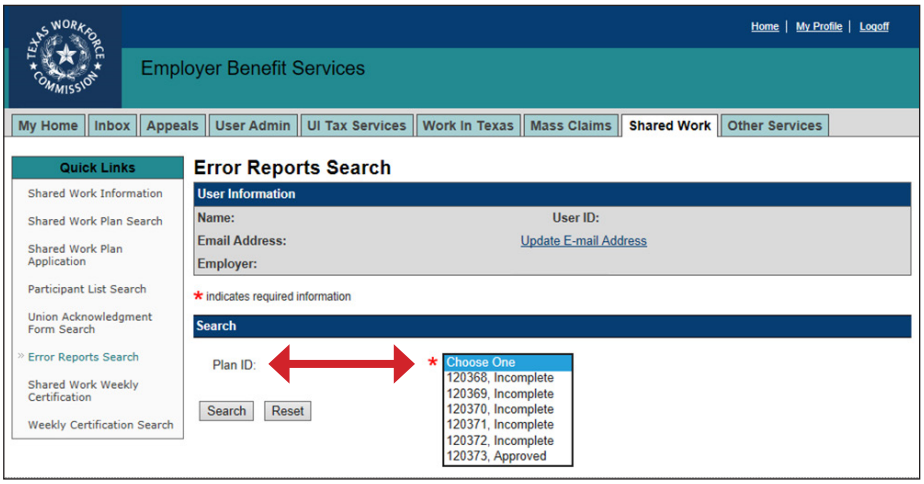
On the **Error Reports Search** page, select the **Plan ID** from the drop-down then select **Search**.

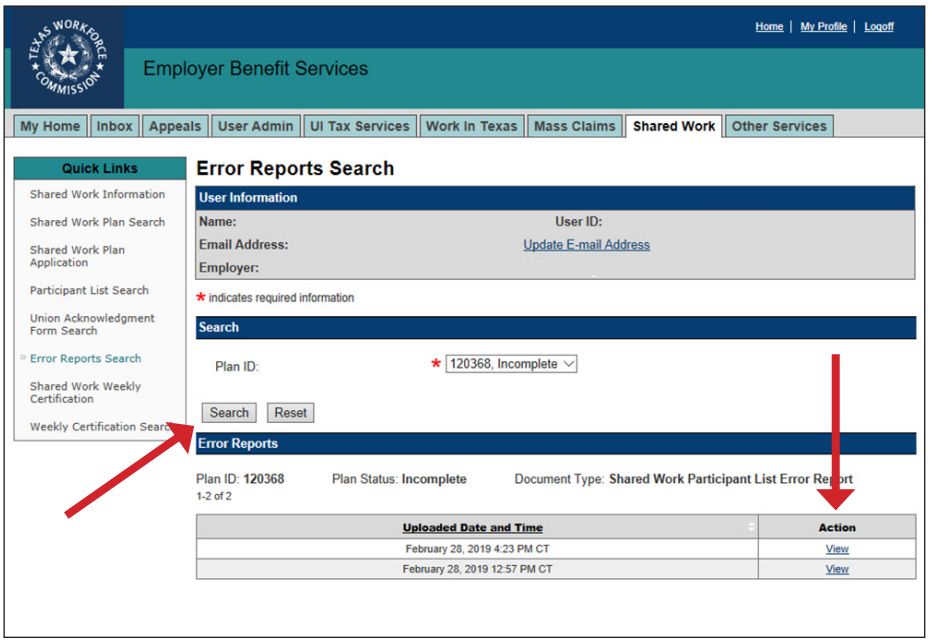
The error reports for the selected plan are listed in the **Error Reports** section.

Select **View** to view a report.

The error report displays:

- The date the report was created
- The employer name
- The Plan ID
- The number of failed records
- The table containing the employee's personal information, the employee's normal work hours, and the error descriptions





Error Report

TEXAS WORKFORCE COMMISSION - Shared Work Participant List Error Report Page 1

Date Created: February 28, 2019 12:58 PM CT

Employer Name:

Plan ID : 120368

Participant List Error Table: 4 Failed records

Selected document/file failed to upload. Please correct all the errors and then upload your file again.

S.No.	Row No.	SSN	Last Name	First Name	Normal Work Hours	Error Description
1.	2			Hank	40	Last Name is missing.
2.	3		Grime$		40	Last Name has non-acceptable characters.
3.	4		P&lbert		40	Last Name has non-acceptable characters.
4.	5			Haaaaaaaaaank	40	First Name exceeds 12 characters.

Shared Work Plan Search

The **Shared Work Plan Search** page is accessed from **Quick Links** on the Shared Work Information page.

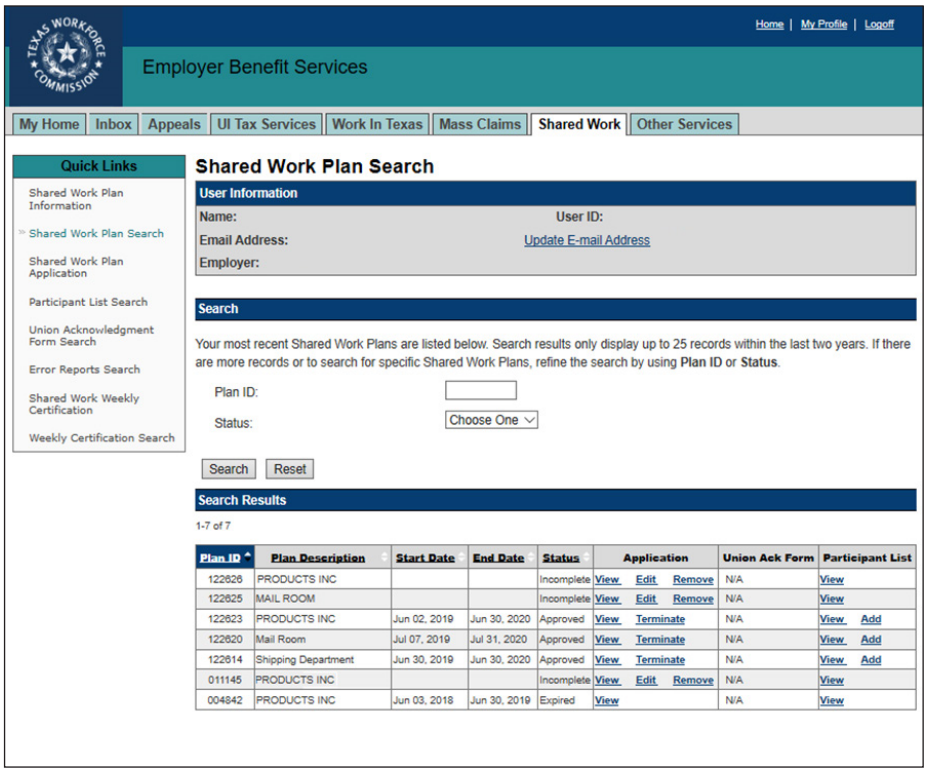
Search for a Shared Work plan to view, edit, terminate, and remove plans or to add or remove employees from plans.

Only incomplete and pending plans can be edited.

Employees can be added to pending and approved plans.

The number of employees who can be added to a plan cannot exceed the number of employees initially submitted on the Shared Work application.

If adding employees to a pending plan, return to the Shared Work Plan Application - Part 2 and increase the number of employees in the unit or organization.



If adding employees to an approved plan, email UI Shared Work and request an increase.

Select **View**, **Edit**, or **Remove** in the **Application** column to view, make changes, or remove an incomplete plan application.

Select **View** or **Terminate** in the **Application** column to view or terminate a pending or approved plan application.

Select **View** or **Add** in the **Participant** column, and the program proceeds to the Shared Work Plan Application - Participant List.

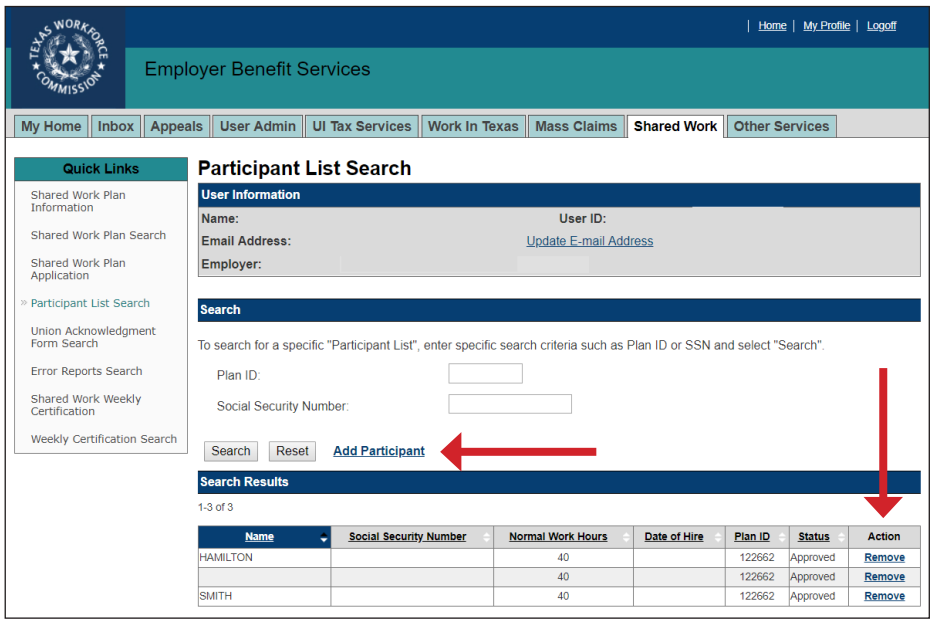
Participant List Search

The Participant List Search page allows employers to search for a plan and remove or add any participating employees to the plan before certifying the employees' weekly hours.

Enter the **Plan ID** to obtain the entire list of participating employees or narrow the search by entering an employee's SSN.

Add a participating employee by selecting **Add Participant**.

Remove a participating employee by selecting **Remove** from the **Action** column.

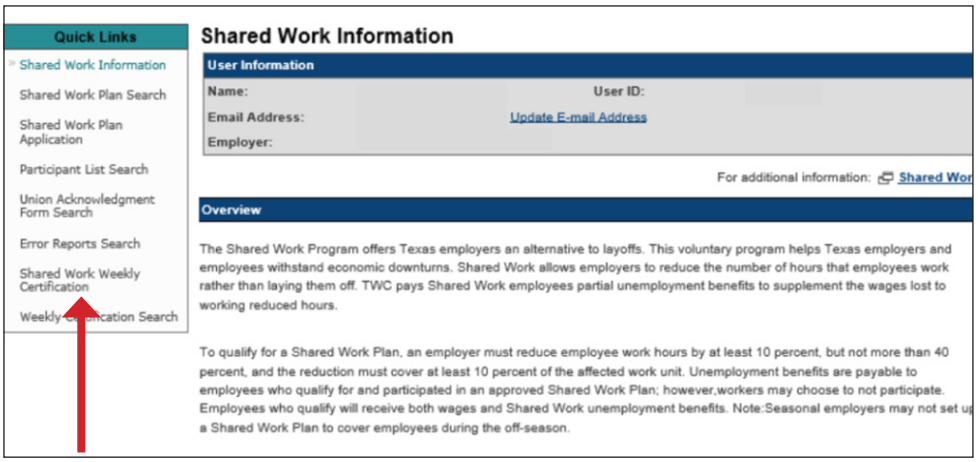


Shared Work Weekly Certification

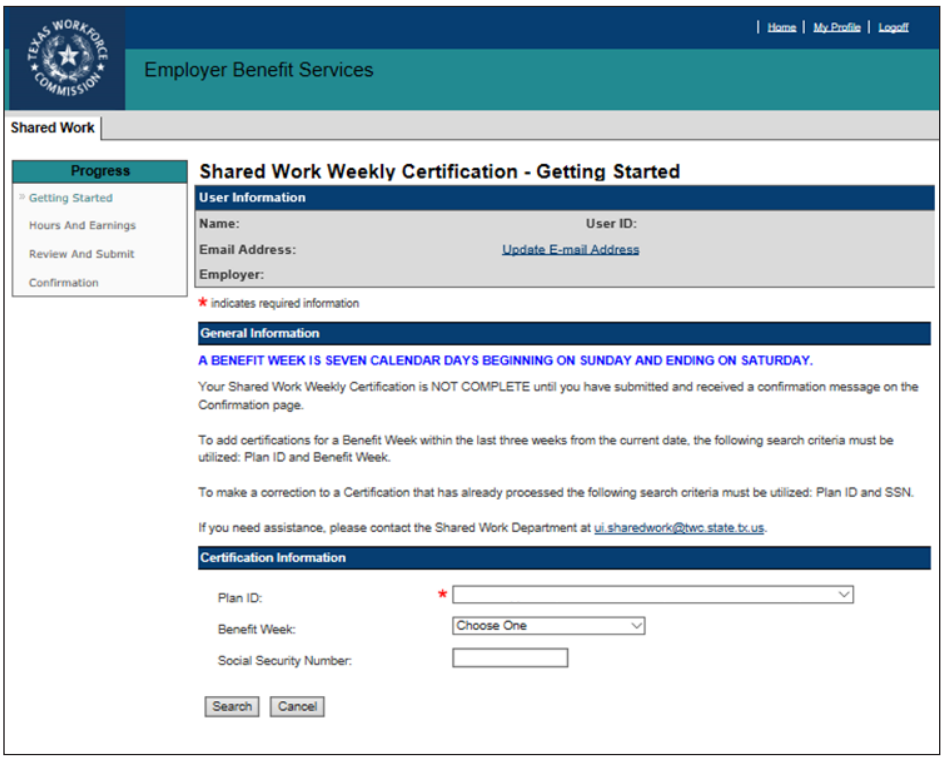
Employers participating in a Shared Work plan must certify their employees' weekly hours or hours plus earnings.

Shared Work Weekly Certification is accessed from **Quick Links** on the Shared Work Information page.

Select the Shared Work Weekly Certification link to get started.

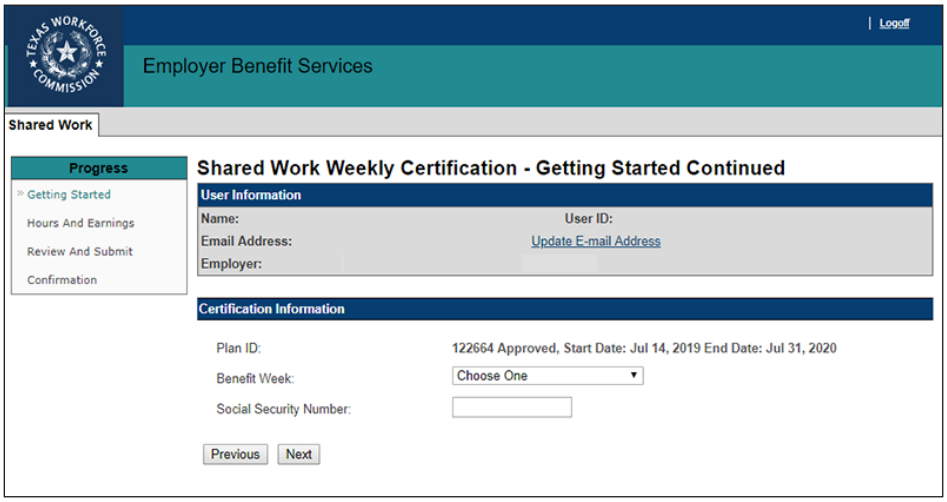


Select the **Plan ID** from the drop-down. If there is only one current, unexpired plan, the **Plan ID** field will be populated with that plan.



Select the benefit week from the drop-down. The drop-down will only display three benefit weeks prior to the current date.

Select **Next**.



Hours and Earnings

In addition to participating in a Shared Work plan, **employees must file unemployment benefits claims on** Unemployment Benefits Services (UBS).

Weekly certifications are submitted together in a single Comma-separated Values (CSV) file or they can be submitted one participating employee at a time.

Download the instructions and carefully read them.

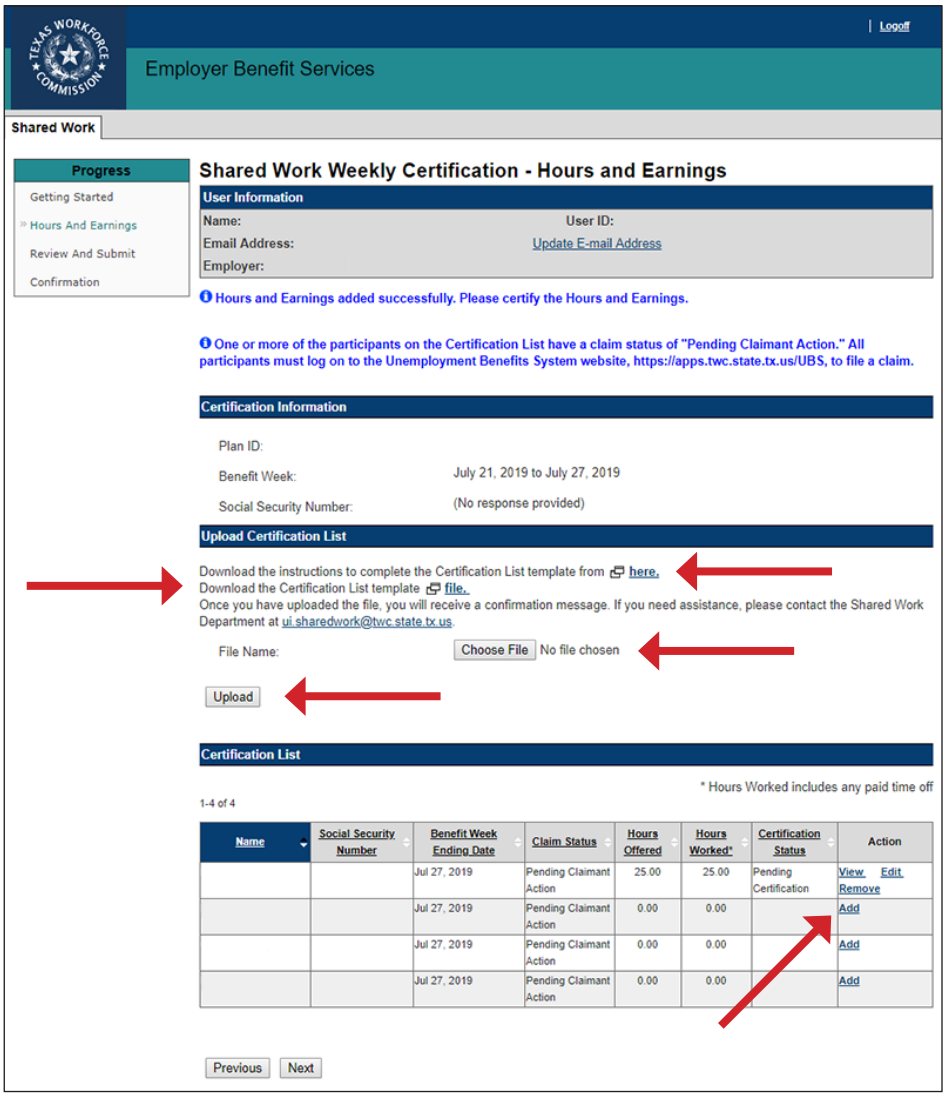
To submit the weekly certification CSV file, download the **Certification List template**, complete it, save it then upload it.

A confirmation message displays after the list is successfully uploaded.

If one or more employees has not filed an unemployment claim with UBS, an alert will display above the **Certification Information** section.

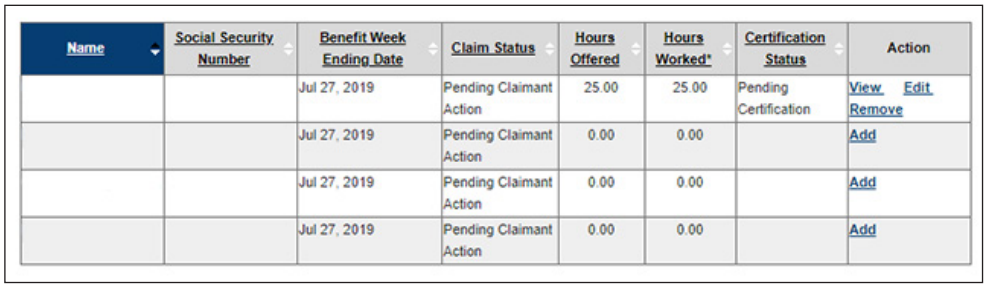
All participating employees will be listed in the **Certification List** section.

The **Certification Status** column will show **Pending Certification** on all participating employees. The certifications can be viewed, edited, or removed.



To avoid an upload error, do no submit in the CSV file any employee who has not worked reduced hours for the filing week. Double check the CSV file before submitting it.

To add hours and earnings one participating employee at a time, select **Add** in the **Action** column.



Name	Social Security Number	Benefit Week Ending Date	Claim Status	Hours Offered	Hours Worked*	Certification Status	Action
		Jul 27, 2019	Pending Claimant Action	25.00	25.00	Pending Certification	View Edit Remove
		Jul 27, 2019	Pending Claimant Action	0.00	0.00		Add
		Jul 27, 2019	Pending Claimant Action	0.00	0.00		Add
		Jul 27, 2019	Pending Claimant Action	0.00	0.00		Add

Complete the required and requested fields.

If the number of hours the employee worked is outside the shared work range of hours in the plan, submit the employee's gross wages for that week.

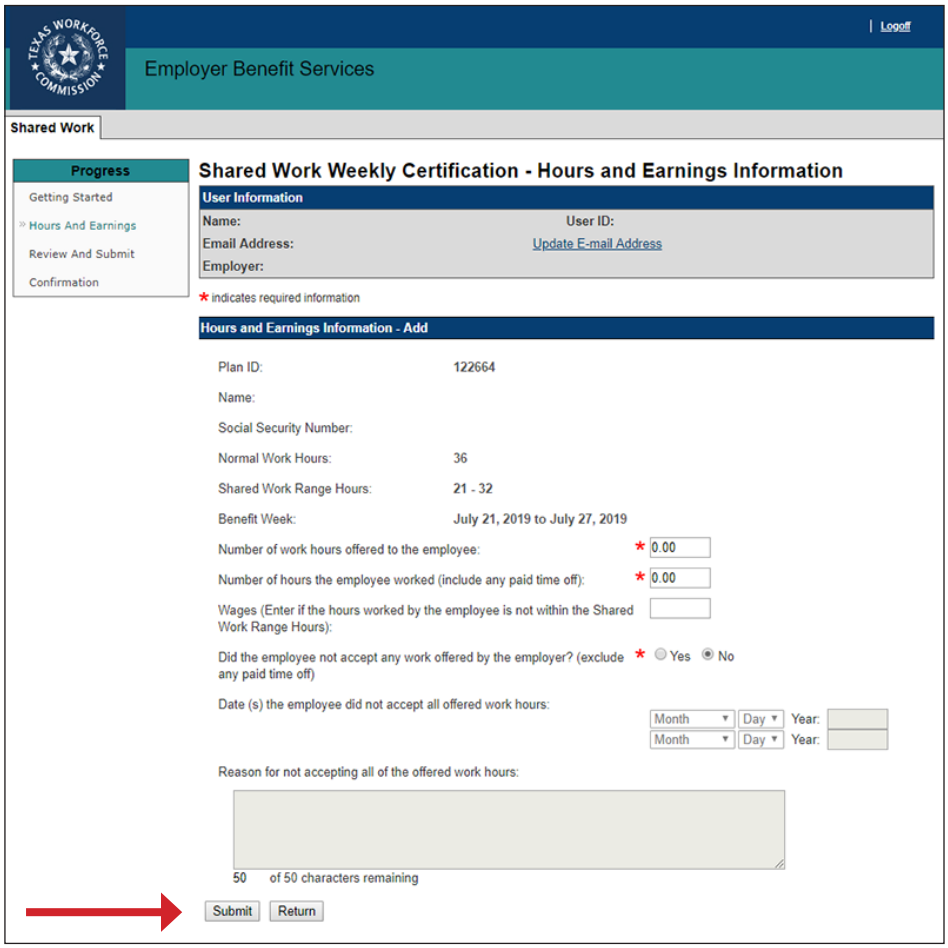
If the employee did not accept any work offered, select the dates the employee did not accept all offered work hours and submit the reason the employee did not accept the offered work hours.

Select **Submit**.

Repeat the process for all employees being added then select **Return**.

The program returns to the Shared Work Weekly Certification - Hours and Earnings page.

Select **Next**.

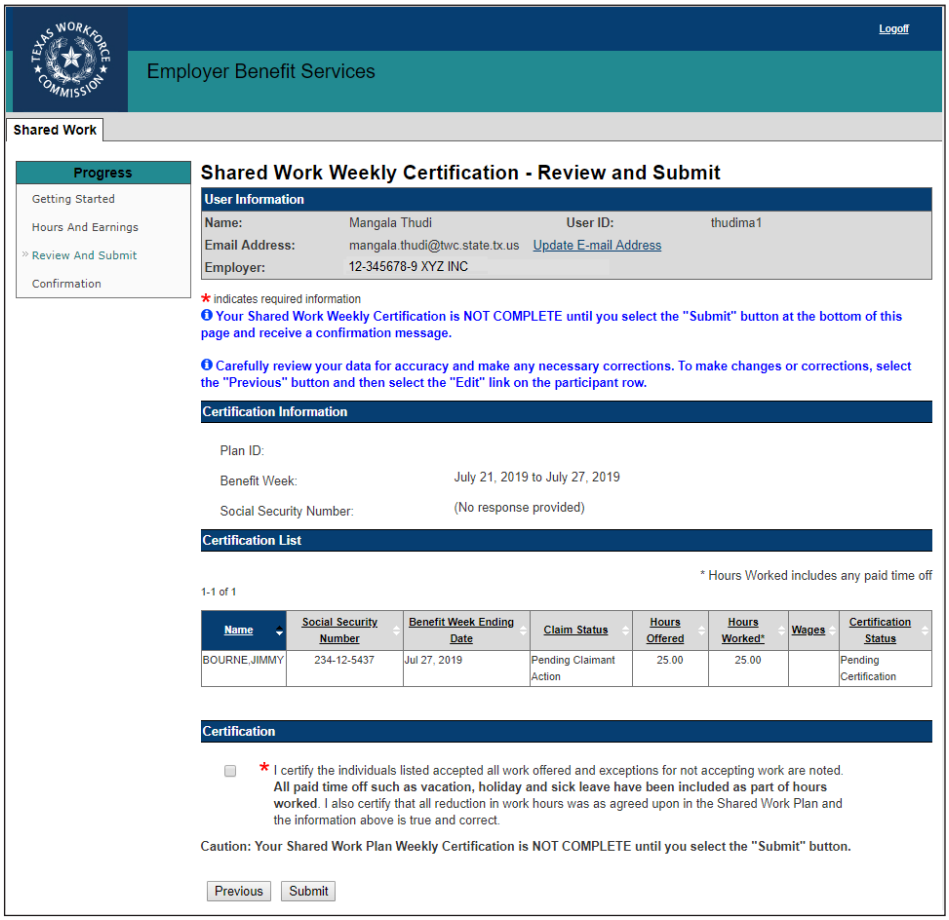


> REMEMBER: Do not report any employee who did not physically work during the benefit week.
>
> Do not report any employee who worked their normal work hours.

Review and Submit

Certify the weekly certification by checking the box in the **Certification** section. The program will not allow the weekly certification to be submitted until it's certified.

Select **Submit**.



Confirmation

The **Shared Work Weekly - Confirmation** page confirms that the weekly certification has been successfully submitted.

If another benefit week requires certification, select **Return to Weekly Certification**.

Select **Return to Shared Work Plan Information** or **Logoff**.

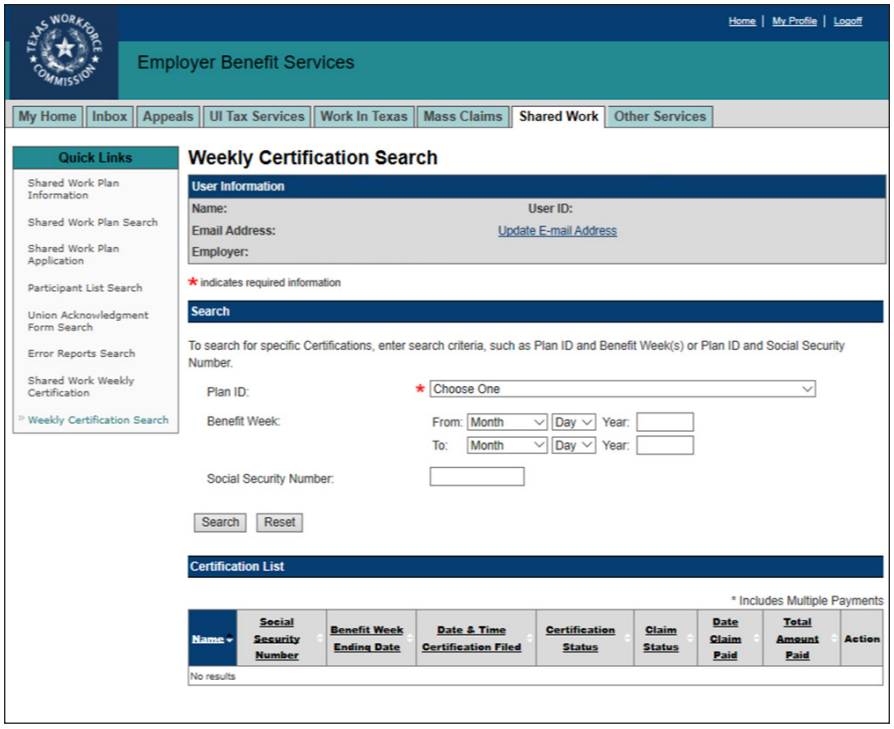
Weekly Certification Search

Weekly certifications can be searched for and viewed using the **Weekly Certification Search** page.

The search will give results from the beginning of the selected plan only.

Select the Plan ID from the drop-down.

Narrow the search by selecting the Plan ID and the benefit week for the month or Plan ID and SSN or Plan ID, benefit week, and SSN.



Corrections

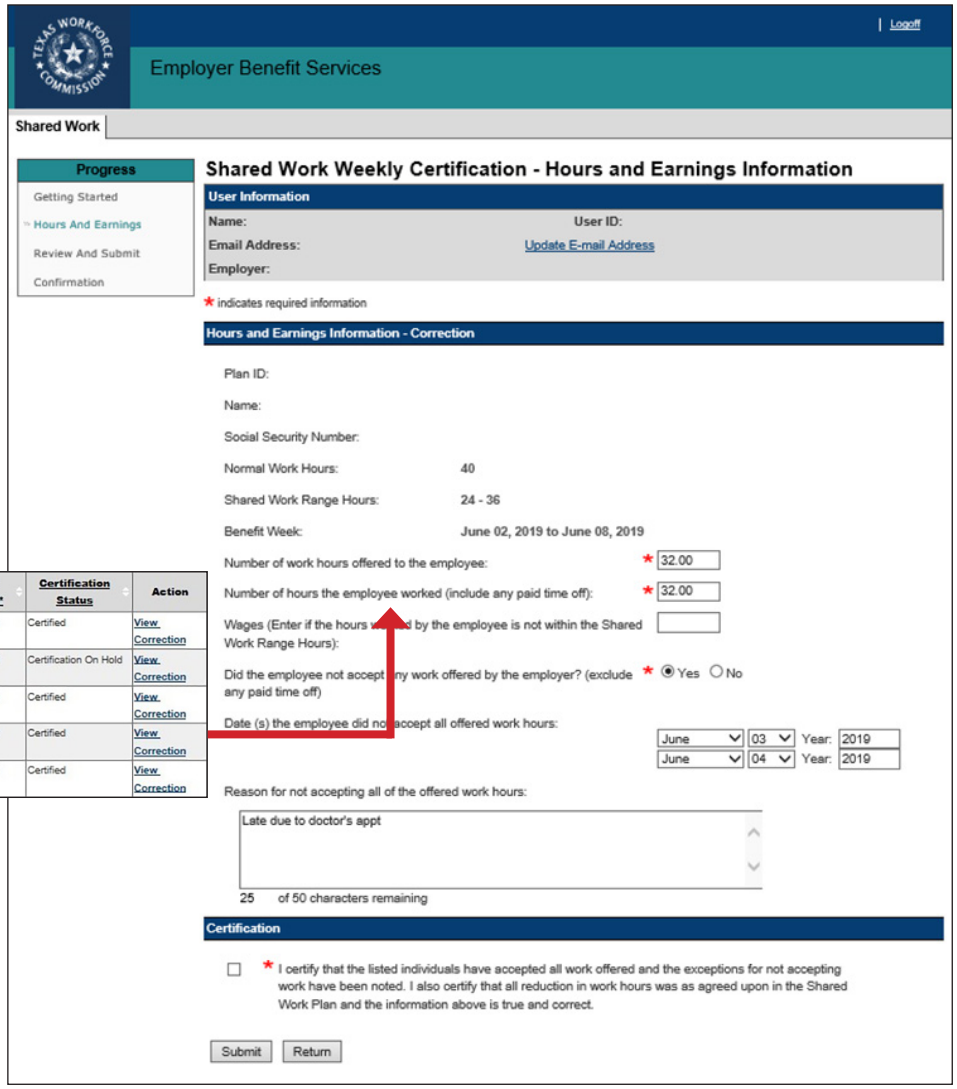
Corrections can be made to an employee's hours and earnings for prior benefit weeks.

Select **Shared Work Weekly Certification** from **Quick Links**.

Select the correct Plan ID then enter the employee's SSN.

Select **Next**.

Select **Correction** from the action column on the Shared Work Weekly Certification - Hours and Earnings page for the benefit week to be corrected.



Name	Social Security Number	Benefit Week Ending Date	Claim Status	Hours Offered	Hours Worked*	Certification Status	Action
June, Eve		Jun 22, 2019	Claim Created	30.00	20.00	Certified	View Correction
June, Eve		Jun 29, 2019	Claim Created	30.00	20.00	Certification On Hold	View Correction
June, Eve		Jul 06, 2019	Claim Created	19.00	19.00	Certified	View Correction
June, Eve		Jul 13, 2019	Claim Created	36.00	36.00	Certified	View Correction
June, Eve		Jul 20, 2019	Claim Created	28.00	28.00	Certified	View Correction

Make the corrections to the hours and earnings, certify that the information is correct then select **Submit**.

Shared Work Definitions

- **Exhausted Funds**

  The employee has been paid **all** unemployment benefits he or she was awarded during their benefit year.

- **Ineligible Week**

  Determination issued holding an employee ineligible to receive benefits payment for that week. TWC mails a letter to the employee informing him or her of the ineligibility and the reason for it. If the employee has any questions, he or she can call the Tele-Center at 1-800-939-6631.

- **Monetarily Ineligible**

  The employee does not have enough wages during their base period (the first four of the last five completed calendar quarters before the start date of their claim) to qualify for unemployment benefits. Advise the employee to review the Statement of Wages and Potential Benefits and contact the Tele-Center at 1-800-939-6631 to report if their wages are incorrect.

- **Overpayment Recovery**

  Payment for that week was used to pay off a prior overpayment. TWC sends the employee a letter explaining the overpayment. If the employee has questions, he or she can call the Tele-Center at 1-800-939-6631.

Shared Work Program Contact

Phone: 512-340-4337
Toll-Free 888-741-0446

Fax: 512-936-3250

Email: ui.sharedwork@twc.state.tx.us