How to Request Benefit Payments Online
Tutorial Content

This tutorial includes instructions for completing, submitting, and certifying your payment request made over the Internet.

You can go through the tutorial page by page, or you can skip to any section by selecting the following links:

• Requesting Payment Online
• Ongoing Eligibility Requirements
• Review and Submit Payment Request

You might want to print pages from this tutorial. If you don’t have a printer, you can use a printer for free at your local Workforce Solutions office.
Requesting payment over the Internet is fast, easy, and secure

You can request unemployment benefit payments and report earnings over the Internet or by calling Tele-Serv, the Texas Workforce Commission (TWC) interactive phone system.

Request payment one to two weeks after you first apply for benefits and every two weeks after that. You can find the date you are scheduled to request payment on your Unemployment Benefits Services (UBS) account or by calling Tele-Serv.

Here’s what you need to get started ...

Whether you request payment over the Internet or by calling Tele-Serv, you will need access to the Internet or a phone plus your:

- Social Security number
- Earnings information, if applicable
- Number of work search activities

When you sign up for Unemployment Benefit Services, you will also need your Personal Identification Number (PIN).

Your Tele-Serv Personal Identification Number (PIN) is a four-digit number you create to verify your identity on Tele-Serv and for some online transactions. It protects your identity and privacy because no one can submit a payment request or get your claim information from Tele-Serv without using your PIN.
Requesting Payment Online

In this section you will learn:

• About the My Home page
• When to request payment
• How to use Unemployment Benefits Services to see your filing day and your next payment request day
• How to calculate your biweekly payment day
• How to request payment
• How to change your payment option
• How to report work and other income
This is the first screen you will see when you visit our website at ui.texasworkforce.org.

Before you can log on to the Unemployment Benefits System (UBS), you must have a user ID and password.

For instructions on how to create, retrieve or reset a user ID and password, go to the User ID and Password Tutorial.

Select this link if you already have a User ID or Password or if you need to create a User ID and Password.
Important

Your information will not be saved if you log off before you receive a confirmation.

Remember:

• The system will log you out if you have not selected any action button such as Next, Previous, or Submit within 30 minutes. Your information will not be saved. If this happens, you must log back on and re-enter your information for your payment request.

• Read all instructions carefully.

• Complete each screen from top to bottom.

• Information marked with a red asterisk * is required.

• Certify the Truth in Filing statement.

• Your request IS NOT COMPLETE until you submit it and receive a confirmation number.
The My Home page displays after you log in to UBS.

The My Home page provides useful information about finding a job, training programs, career development, payment options, messages from TWC, and much more.

The My Home page also provides a Quick Links menu that allows you to access various benefits system topics, applications, and resources. The page also provides a Change My Profile menu that allows you to view and change your personal and profile information.
When to Request Payment

You must request your unemployment benefit payment every two weeks on your scheduled filing day.

When you apply for unemployment benefits, TWC sends you a document titled: **Instructions for Requesting Benefit Payments**. This document shows your first filing day, your Tele-Serv filing day, and instructions for filing online or through Tele-Serv.

You must request your first benefit payment on your first filing date.
Scheduled Filing Day and Payment Request Day

You can also find your scheduled filing day and your next payment request day by calling Tele-Serv at 800-558-8321 (select Option 2) or by logging in to Unemployment Benefits Services (UBS) and viewing your Claim and Payment Status. The Claim and Payment Status page can be accessed from the Quick Links menu.

Remember to make a note of your scheduled filing day and the next date you must request payment.

You should request benefit payment every two weeks after your first filing date on your scheduled filing day.

You should request payment on the filing day listed on the instructions as Tele-Serv Filing Day and on your claim and payment status whether you use Tele-Serv (800-558-8321, option 1) or UBS to request payment.

You are scheduled to request benefit payment on Sunday, Monday, Tuesday, or Wednesday. These are designated filing days, and you should always request payment on your filing day. If you are unable to request payment on your filing day, you can request payment during the same week on our open filing days: Thursday, Friday, and Saturday.
Calculating Your Biweekly Payment Day

The following table shows how to calculate your next filing day. For example, if you requested payment on a Monday, you should request your next payment on the second Monday after that. You can also request payment during the open filing days in the same week as your designated filing day.

<table>
<thead>
<tr>
<th></th>
<th>Designated Filing Days</th>
<th>Open Filing Days</th>
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<tbody>
<tr>
<td><strong>Week 1</strong></td>
<td>Sunday</td>
<td>Monday</td>
</tr>
<tr>
<td><strong>Week 2</strong></td>
<td>Sunday</td>
<td>Monday</td>
</tr>
<tr>
<td><strong>Week 3</strong></td>
<td>Sunday</td>
<td>Monday</td>
</tr>
<tr>
<td><strong>Week 4</strong></td>
<td>Sunday</td>
<td>Monday</td>
</tr>
</tbody>
</table>

See the next page for three examples showing how to use the table.
Example 1 – Normal Payment Request Schedule:
You request payment on a Monday during your first week. You would SKIP the next Monday in week 2, and then request payment on the Monday after that in week 3. Then you would skip the Monday in week 4 and request payment again on the next Monday.

Example 2 – You Miss One of Your Filing Days:
You request payment on a Tuesday during your first week. You skip the next Tuesday in week 2, but then miss the Tuesday after that in week 3. To stay on schedule, you would request payment on any of our open filing days during week 3. You would then skip the Tuesday in week 4, and request payment again on the next Tuesday after that.

Example 3 – You Miss a Filing Week:
You request payment on a Wednesday during your first week. You skip the next Wednesday like you should, but then forget to file on the Wednesday in week 3 and do not request payment during our open filing days that week. You should try to request payment as soon as possible. If the system tells you your payment request is late, you must call the Tele-Center at 800-939-6631 and tell a customer service representative (CSR) that your payment request was late. The CSR will inform you when to request payment next.
Calculating Your Biweekly Payment Day (continued)

When you request payment on Unemployment Benefits Services, the program will display the next date to request payment on Claim and Payment Status. Please make note of the date and mark it on your calendar.

**Remember**: If you do not request payment on time, your payment may be delayed or you may not get paid. You should try to request payment as soon as possible. If the system tells you your payment request is late, call our Tele-Center at 800-939-6631 and tell the customer service representative (CSR) that you filed your payment request late. The CSR will inform you when to request payment next.
How to Request Payment

To get started with a payment request, log on to UBS and select **Payment Request** from the Quick Links menu on the My Home page.
The Truth in Filing page provides important requirements regarding personal information, payment requests, instructions in the Unemployment Benefits Handbook, and fraud. You must read and certify that you understand and agree to comply with these requirements.

To continue, you must certify you understand and will comply with the following requirements.

All information you provide must be true and complete. You may be penalized for withholding or giving incorrect information. TWC keeps a permanent record of the information you submit.

Your User ID and password have the same legal authority as your signature. Do not share your User ID and password with anyone. You are responsible for any payment request made with your password. Using someone else’s ID is fraud.

Each time you request payment, you must:

- Certify that the name and Social Security number on this claim belong to you.
- Report the number of hours you worked and your gross earnings for each week, even if you have not yet been paid. For more information, view a tutorial on how to calculate and report earnings.
- Keep a record of your work search activities. We may request your work search log at any time during your benefit year.

You are responsible for following the instructions in the Unemployment Benefits Handbook.

For more information about fraud, go to Unemployment Benefits Fraud.

I certify that I have read, understood, and agree to comply with these requirements.
Begin Payment Request

The Begin Payment Request screen shows:

- The Payment Request Period
- A link to the TWC debit card fee schedule

Completion Requirements:

If you submit your payment request after 6 p.m. Central, TWC will process your payment in two business days.

Your payment request is not complete until you have submitted it and received a confirmation message. Your data will not be saved if you log off before receiving the confirmation message.
Begin Payment Request (continued)

The first section in Begin Payment Request shows you your Payment Request Period. The example given shows a payment request period in December 2018.

The information following the red asterisk * is important.
If this is your first claim and you are receiving your benefits on the TWC Debit Card, you must read the U.S. Bank debit card fee schedule by selecting the following link: Receiving Benefit Payments by Debit Card.

The Current Payment Option section shows information regarding our current payment method.
New claims default to the TWC Debit Card.
If you need to change your payment option, select Yes.
You can only change your payment option once when you submit your first payment request.
To change your payment option again, select Payment Option from the Quick Links menu.

The Current Payment Option

Your current payment method is TWC Debit Card. If you no longer have the card, or your card has expired, call US BANK at (800) 657-6343 to request a replacement. To sign up for direct deposit, select "Yes" in the field below.

Payment Option: TWC Debit Card
Bank or Credit Union Name: US BANK, (800) 657-6343
Payment Option Last Selected or Updated On: November 16, 2018

Do you need to change your Payment Option?
* 〇 Yes 〇 No

Select Yes to change your payment option. The change payment option is explained on the following pages.
Before changing your payment option, you will be asked to verify your identity by entering your PIN.

If you sign up for direct deposit, it takes up to eight business days for a bank or credit union to verify a direct deposit account. On the ninth business day, TWC can submit a payment to the direct deposit account if the claim is eligible for payment.

If you are changing your payment option from the TWC Debit Card to direct deposit, you will see information regarding direct deposit account information. Provide the routing number, account number, and the account type.

If you are unsure of your routing and account numbers, contact your bank or credit union before choosing the direct deposit payment option.
If you are keeping the TWC Debit Card, or changing your payment option from direct deposit to the TWC Debit Card, you will be shown the Current Payment Option: Debit Card Authorization page.

All claimants keeping the TWC Debit Card, or changing to the TWC Debit Card, will have to read and acknowledge that they have read the U.S. Bank Debit Card fee schedule. The fee schedule lists fees and limits to TWC Debit Card activities and transactions. The fee schedule can be accessed here: [U.S. Bank Card Fee Schedule](http://twc.state.tx.us/receiving-benefit-payments-debit-card)

Selecting **Next** will take you to the Payment Option: Review and Submit screen.
Change Payment Option (continued)

The Payment Option: Review and Submit page shows the payment method you selected. It allows you to review the information you provided.

If something is incorrect, select Previous to navigate back to the Payment Option: Change Payment Option page.

If you select direct deposit, make sure your account type, account number, and routing number is correct. You will not be able to make changes once you submit.

Selecting Submit will complete the change payment option request.

You will be shown a confirmation page confirming that the payment option has been successfully submitted.

Select Next on the confirmation page to return to the Payment Request page.
Work and Other Income

When requesting a payment, you must answer these questions:

- Did you work in Claim Week 1?
- Did you work in Claim Week 2?

One of the most common mistakes is believing that you do not need to report earnings from part-time work. This is not true. You must report earnings from ALL work, no exception. It does not matter whether you got the job before or after you started your claim.

If you need help calculating your earnings, visit our tutorial: How to Calculate and Report Earnings
You **must** report income from:

- Severance pay or wages paid instead of notice of layoff
- Retirement pensions
- Disability insurance
- Military retirement or disability pay
- Worker's compensation

After you report these types of income, TWC will mail you a decision on your eligibility for unemployment benefits.

Depending on your answers, you may be asked for additional information.

After you report these types of income, TWC will mail you a decision on your eligibility for unemployment benefits.
Ongoing Eligibility Requirements

In this section you will learn about ongoing eligibility requirements, such as:

• Ability and availability to work
• Work Search
Ability and Availability

TWC considers individuals available for work if they are ready, willing and able to accept any suitable full-time work.

To be considered able and available, you must:

- Be physically and mentally able to perform the work you seek.
- Have the health and other physical and mental abilities needed for the job you’re looking for.
- Be available for full-time work during the weeks you are filing for.

Availability includes, but is not limited to:

- Having adequate transportation.
- Having adequate child care arrangements if you have children.
- Being available for job interviews.
- Being willing to work all the days and hours required for the type of work you seek.
- Being willing to accept the usual rate of pay for a person of your qualifications and experience.

Depending on your answers, you may be asked for additional information.
Work Search

You must:

• Make your minimum number of work search activities each week.
• Keep detailed records of your work search efforts.

TWC routinely verifies work search activities.

When you get a job, go to www.WorkInTexas.com and report that you got a job!
Review and Submit Payment Request

In this section you will learn how to:

• Review and edit your payment request
• Certify and submit your payment request
• Confirm your payment request
• How to request payment for backdated weeks
Review and Submit

The Review, Edit, and Submit section shows you all the information you entered and allows you to make changes by selecting the **Edit** link at the beginning of each section. Read the summary page very carefully and correct any errors before you submit your payment request.
Certify and Submit

To complete the payment request, you must **certify** that your information is true and complete, then select **Submit**.

**Certify and Submit**

Giving untrue information or withholding information on any unemployment insurance claim may result in severe penalties including fines and/or imprisonment, and may also result in a loss of benefits. TWC routinely compares the amount of earnings you report on your certifications to the amount of wages your employer reports having paid you. TWC also randomly verifies that you made an adequate number of valid work search contacts.

- Do you certify that this is your Social Security Number and you are the person named on this unemployment insurance claim; and do you certify the information you gave for this claim period is true and complete?
  - ☑ Yes  ☐ No

Only click **Submit** once. It may take a moment to display your Confirmation page.

**Important!**

You cannot make changes after you certify and submit your payment request. However, if you need to correct any information on your request, call the Tele-Center the next business day at 800-939-6631 to discuss your situation.
Confirm Payment Request

Once you submit your payment request you will receive a message on the Confirmation page stating that your request has been accepted, canceled, or rejected.

Read the confirmation message carefully.

If you are given the opportunity to request benefit payments for backdated weeks, you must request them at that time. If you do not, the system will not allow you to try later and you will have to call the Tele-Center.

If you are directed to call the Tele-Center by a specific date and do not call, you will not be paid for the payment request submitted, and TWC will place a hold on all future payments until you call.
How to Request Payment for Backdated Weeks

If you request payment using UBS, and you have backdated payment weeks that you have not yet requested payment for, a message informing you that you have not requested payment for some recent benefit weeks is displayed on the Confirmation page:

Select Request Additional Payment. You are taken to another Begin Payment Request page with two additional claim weeks in the Payment Request Period section. Select Next and answer the questions for the additional claim weeks.

If you have additional backdated weeks, the Request Additional Payment button will appear again on the Confirmation page. Select the Request Additional Payment button and repeat the payment request process. Repeat the entire process until there are no more backdated weeks.

If you have any questions or problems with any backdated payment requests, call our Tele-Center at 800-939-6631 to speak with a customer service representative.
Still need help?

Call the TWC Tele-Center at 800-939-6631 to speak with one of our customer service representatives.