SHARED WORK

Online Program User Guide

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Introduction

The Shared Work program provides employers facing economic difficulties the opportunity to reduce the number of hours employees work rather than 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.

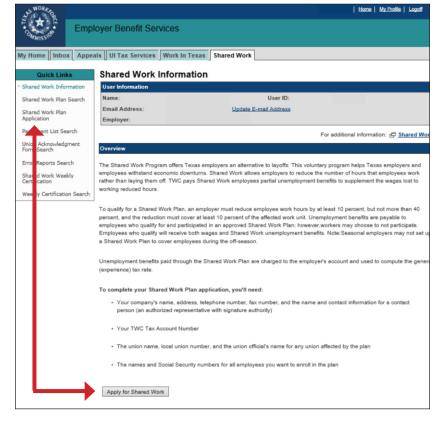
For more information please visit the **Shared Work** page.

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.

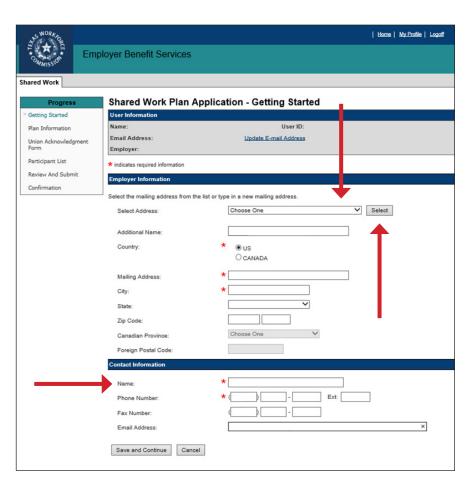
Use the **Select Address** drop-down to display all addresses registered with the Texas Workforce Commission (TWC). TWC recommends that the official employer address be used.

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.



Shared Work Plan Application - Part 1

The Shared Work Plan

Application - Part 1 page displays the Plan ID, Plan Description,

Status, and the Plan

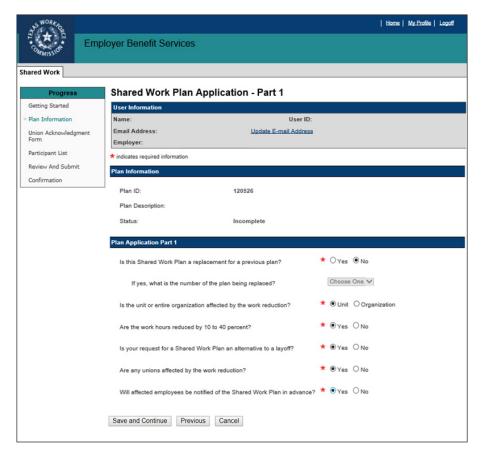
Application - Part 1.

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.

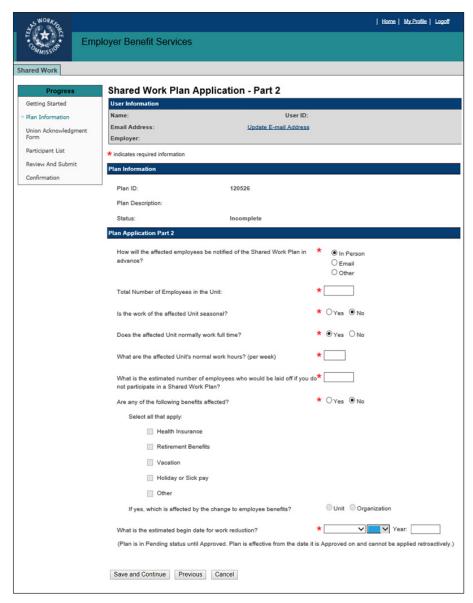
Is this Shared Work Plan a replacement for a previous plan?	* ○Yes ●No
If yes, what is the number of the plan being replaced?	Choose One 🗸

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.



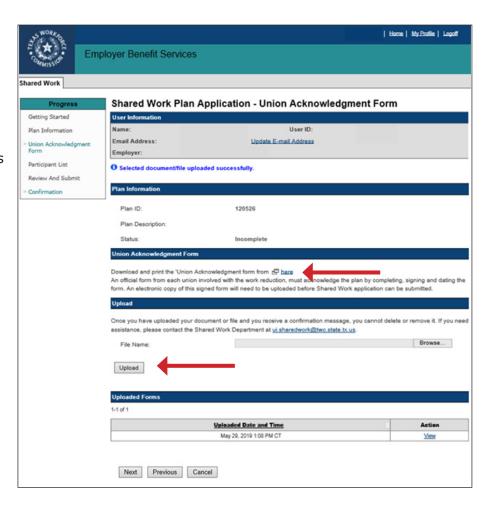
To complete the Union Acknowledgment Form:

- 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.



Shared Work 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.

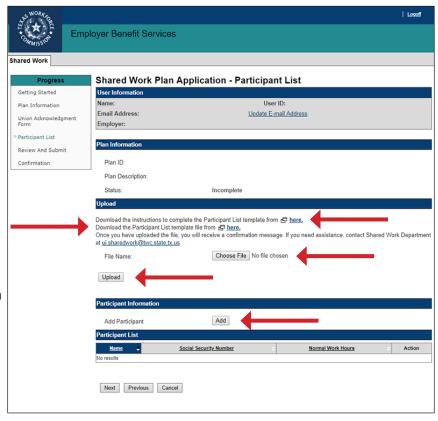
Download the instructions and carefully read them.

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**.



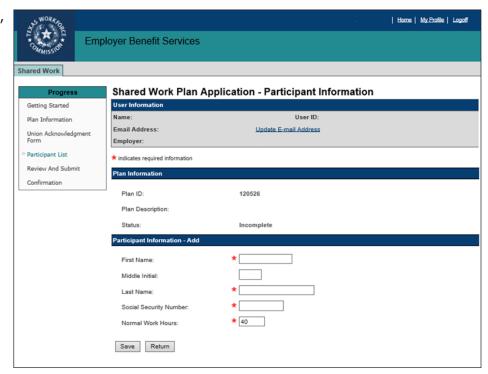
To upload employees one at a time, select **Add** in the **Participant Information** section.

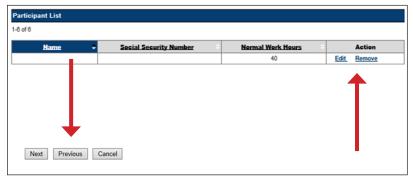
The program proceeds to the Shared Work Plan Application - Participant Information page.

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.

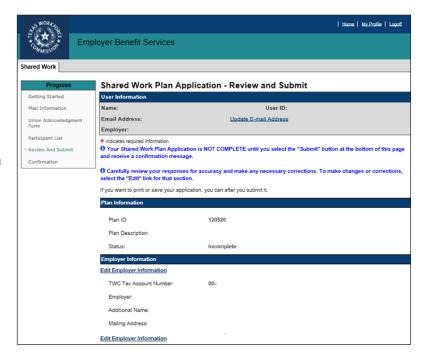
Select Next.

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.

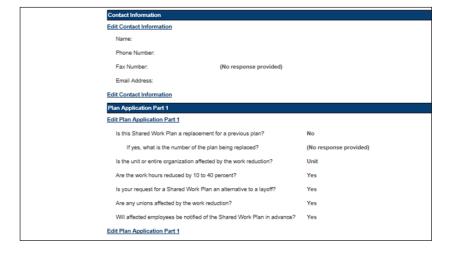
If there are any errors, correct them by selecting **Edit** at the beginning or end of each section in which the errors are found.

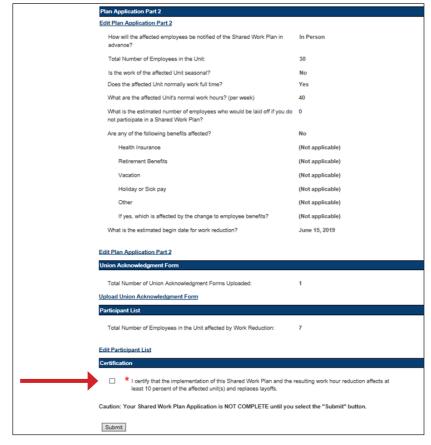


Review and Submit continued ...

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.





Confirmation

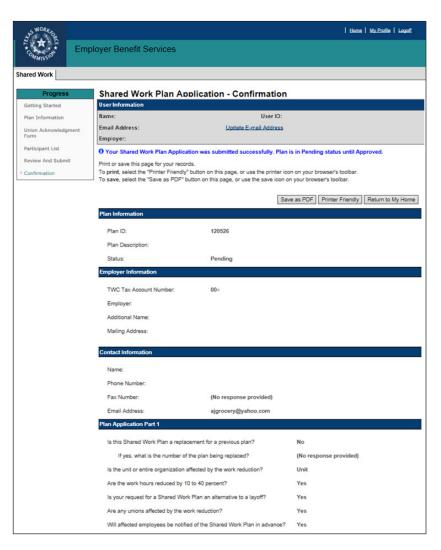
The Shared Work Plan - Confirmation page confirms that the Shared Work plan has been successfully submitted.

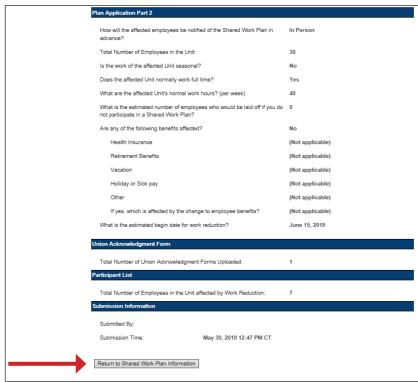
The page displays all information pertaining to the Shared Work plan.

- 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**.

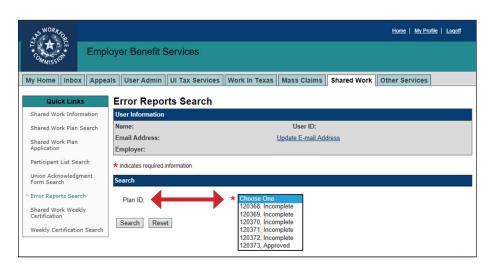
The error reports for the selected plan are listed in the

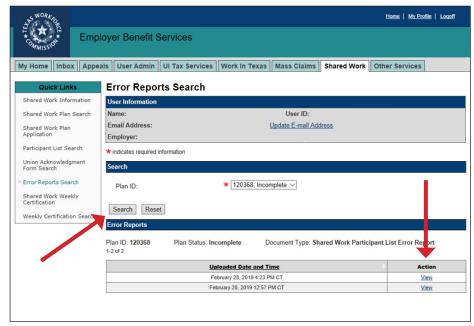
Error Reports section.

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

TEXA	AS WORK	FORCE	COMMISSI	ON - Share	d Work P	articipant List Error Report Page 1
Date	Created:	February	28, 2019 12	:58 PM CT		
Empl	oyer Nan	ne:				
Plan	ID: 12036	88				
Parti	cipant Lis	st Error	Table: 15 Fa	ailed records		
Select	Row No.	ent/file fa	Last Name	I. Please corr	Normal Work Hours	errors and then upload your file again.
			Last Name		Normal	. , ,
	Row No.		· · ·	First Name	Normal Work Hours	Error Description
S.No.	Row No.		Last Name	First Name	Normal Work Hours 40	Error Description Last Name is missing.

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**.

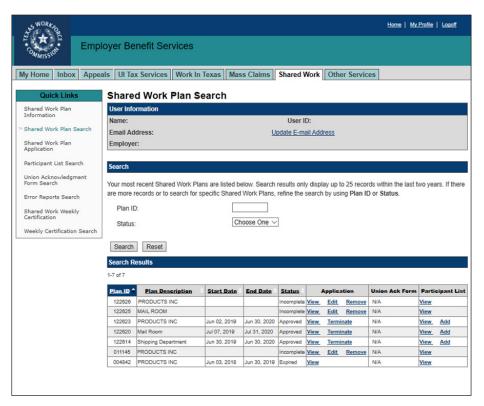
Participant List Search

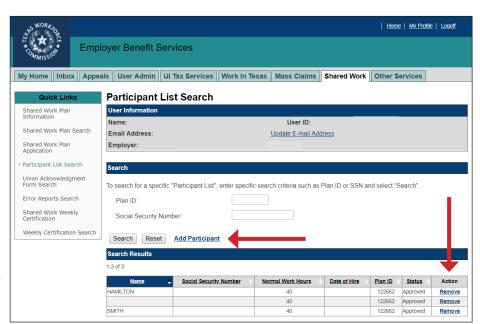
The Participant List Search page allows employers to search for a plan and remove or add any participating employees to the plan before certifying the employees' weekly hours.

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 Renewals

Shared Work plans are valid for one year. If the company is still working reduced hours, you can submit an application for another plan year 30 days before your current plan expires.

Shared Work Weekly Certification

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

Shared Work Information

Shared Work Plan Search

Shared Work Plan

Participant List Search

User Information

Email Address:

Employer:

Shared Work Information

plus earnings.

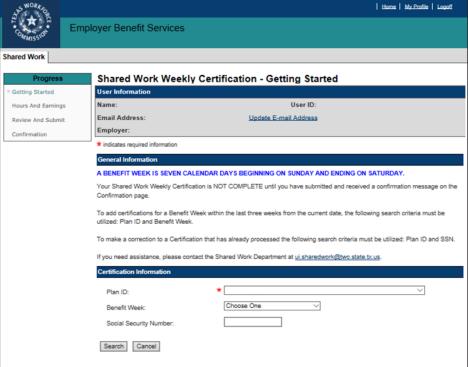
Shared Work Weekly Certification is accessed from Ouick Links on the **Shared Work Information** page.

Select the Shared Work Weekly

For additional information:

Shared Wo Union Acknowledgment Form Search Error Reports Search The Shared Work Program offers Texas employers an alternative to layoffs. This voluntary program helps Texas employers and Shared Work Weekly Certification employees withstand economic downturns. Shared Work allows employers to reduce the number of hours that employees work rather than laying them off. TWC pays Shared Work employees partial unemployment benefits to supplement the wages lost to Certification link to get started. Weekly Commication Search To qualify for a Shared Work Plan, an employer must reduce employee work hours by at least 10 percent, but not more than 40 percent, and the reduction must cover at least 10 percent of the affected work unit. Unemployment benefits are payable to employees who qualify for and participated in an approved Shared Work Plan; however, workers may choose to not participate Employees who qualify will receive both wages and Shared Work unemployment benefits. Note: Seasonal employers may not set u a Shared Work Plan to cover employees during the off-season. Select the Plan ID from the

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

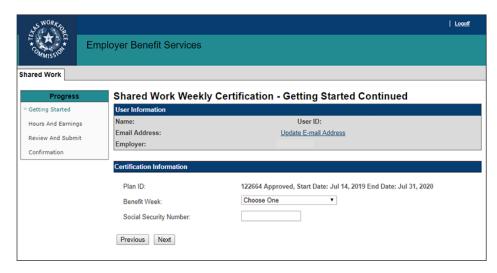


User ID:

Update E-mail Address

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

Select Next.



Hours and Earnings

Do not report any employee who did not physically work during the benefit week, and do not report any employee who worked their normal work hours.

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

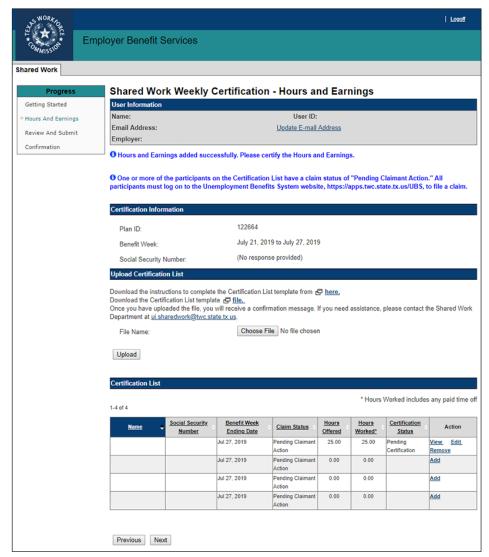
Download the instructions and carefully read them.

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.

Complete the required and requested fields.

Do not report any employee who did not physically work during the benefit week, and do not report any employee who worked their normal work hours.

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.

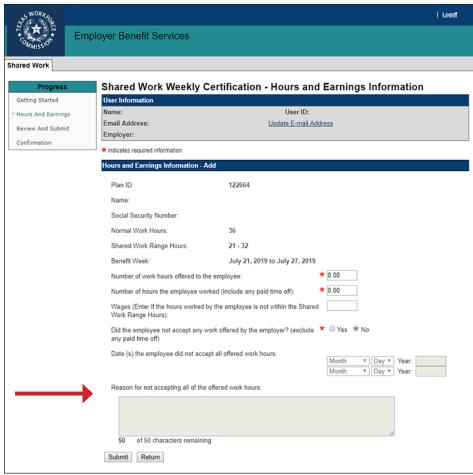
Select Submit.

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.

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
		Jul 27, 2019	Pending Claimant Action	0.00	0.00		Add
7		Jul 27, 2019	Pending Claimant Action	0.00	0.00		Add
		Jul 27, 2019	Pending Claimant Action	0.00	0.00		Add

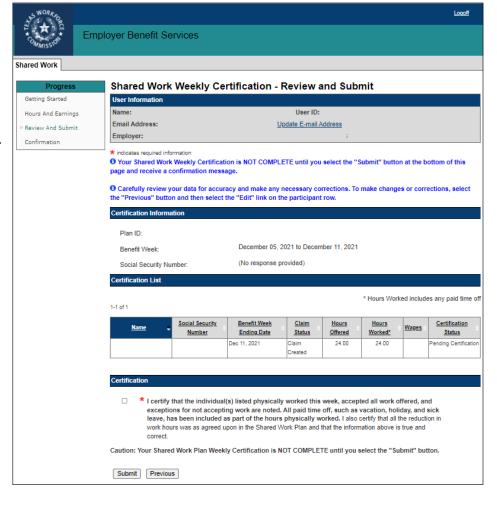


Review and Submit

Review the information you are submitting. Make sure it is for the week intended; the employees reported physically worked during the week being submitted; and all paid time off, such as vacation, holiday, and sick leave, is included as part of hours physically worked.

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.



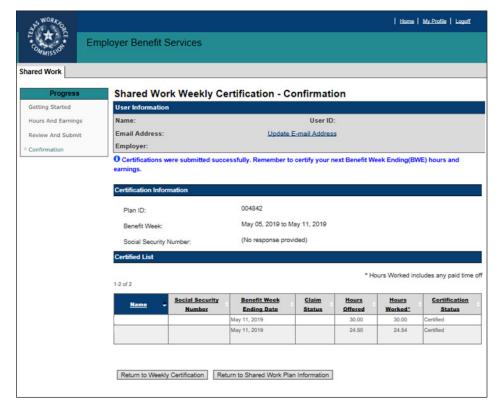
Confirmation

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

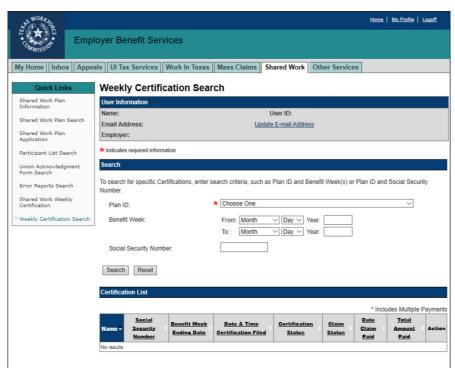
Weekly certifications can be searched for and viewed using the **Weekly Certification Search** page.

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

Select the Plan ID from the drop-down.

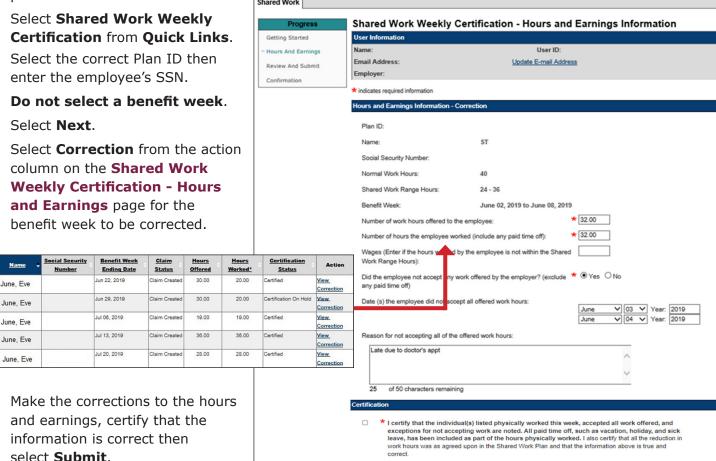
Narrow the search by selecting the Plan ID and the benefit week for the month or Plan ID and SSN or Plan ID, benefit week, and SSN.

If you have questions about claim status, see **Shared Work Definitions** on page 16.



Corrections

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



Submit Previous

Employer Benefit Services

Logoff

Shared Work Definitions

Certification on Hold

The Benefit Week is being reviewed by TWC to determine eligibility for payment for that week.

• Claim Pending or Pending Claimant Action

The claimant does not have a valid claim on file for the employer's Shared Work plan. This message can also occur if a claimant has never filed a claim through the Shared Work program, or their previous claim has expired. Shared Work claims are only valid for one year.

Exhausted Funds

The employee has been paid **all** unemployment benefits they were 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

Email: ui.sharedwork@twc.texas.gov

Fax: 512-936-3250