

# How to Request Disaster Unemployment Assistance Payments Online



# Tutorial Content

This tutorial includes instructions for completing, submitting, and certifying your Disaster Unemployment Assistance (DUA) 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](#).

Only visit [twc.texas.gov](http://twc.texas.gov) webpages and [workintexas.com](http://workintexas.com) when you interact online with the [Texas Workforce Commission \(TWC\)](#) or [WorkInTexas](#).



# Requesting payment over the Internet is fast, easy, and secure

You can request DUA benefit payments and report earnings over the Internet or by calling [Tele-Serv](#), our interactive phone system, at: 800-558-8321.

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 by calling Tele-Serv or by logging in to Unemployment Benefits Services (UBS) and viewing your [Claim and Payment Status](#).

## Here's what you need to get started ...

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

- Social Security number
- Personal Identification Number (PIN)
- Earnings information if applicable



# Requesting Payment Online



## In this section you will learn:

- How to use Unemployment Benefits Services (UBS) to request your DUA payment
- 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
- About the My Home page and Quick Links
- How to begin your DUA payment request
- How to report work and other income.

# Unemployment Benefits Services

## Apply for Unemployment Benefits

Find out about unemployment benefits in Texas, including:

- How to apply for benefits
- The basics of unemployment benefits
- Initial and ongoing eligibility requirements
- How and why to report work and earnings when you request a benefit payment
- How to appeal a decision you do not agree with

Learn how to use the Texas Workforce Commission (TWC) online Unemployment Benefits Services (UBS) to apply for benefits, request payments, view claim and payment status, and more.

You can apply for benefits if you are unemployed or working reduced hours through no fault of your own. To file a claim, see Apply for Benefits below. For more information, see the Learn More section below for When to Apply for Benefits, Information You Need to Apply, and How to Apply.

## Get Started

Showing 1 - 3 of 11

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### Apply for Benefits

Apply online at Unemployment Benefits Services by selecting Apply for Benefits. Log on with your [existing TWC User ID or create a new User ID](#). If you cannot apply online, call a [Tele-Center](#) at 800-939-6631 during regular business hours.

This is the first screen you will see when you [apply for benefits](#).

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.



# 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. Your online filing day is the same as your Tele-Serv filing Day.

You must request your first benefit payment on your first filing date.

| INSTRUCTIONS: REQUESTING BENEFIT PAYMENTS   |  |
|---|--|
| Date Mailed:  |  |
| (Dates in month-day-year order)   |  |
| Social Security Number: ←   |  |
| First Filing Date: ←  |  |
| →   | Tele-Serv Number:  |
|   | Tele-Serv Filing Day:  |
| <b>Online Instructions</b>  | <b>Tele-Serv Automated Phone Instructions</b>  |
| Available all day, every day at <a href="http://ui.texasworkforce.org">ui.texasworkforce.org</a>  | Available 7 a.m. to 6 p.m. Central time, Sunday-Friday by calling toll-free at 1-800-558-8321.   |
| Your request is <b>complete</b> and information is saved <b>only</b> after you <b>submit</b> it and <b>receive a confirmation number</b> . If you submit your payment request after 6 p.m., it will be processed the <b>next business day</b> . | Your request is <b>complete</b> when you <b>submit</b> required information and hear your next filing date or a message requesting that you contact TWC to resolve an issue. |

# 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.

The screenshot displays the Unemployment Benefits Services (UBS) website interface. At the top, there is a navigation bar with the Texas Workforce Commission logo and the text "Unemployment Benefit Services". Below this, there is a "Quick Links" menu on the left side, which includes options like "Apply For Benefits", "Electronic Correspondence Sign-up", "Claim and Payment Status" (highlighted), "Payment Request", "Work Search Log", "WorkInTexas.com", "IRS Tax Information", "Payment Option", "Appeal List", "Submit An Appeal", and "Request Your Waiting Week". The main content area is titled "Claim and Payment Status" and contains a "Claimant Information" section with fields for "Name:" and "Social Security Number (SSN):". Below this, there is a "Claim Information" section with a message: "You did not earn enough money to establish an Unemployment Benefits claim. Check the [wages](#) on your Statement of Benefits that was mailed to you and if it is not accurate, call a TWC Tele-Center toll-free at (800) 939-6631." The "Claim Information" section also includes a table of details:

|  |   |
|--|---|
| Claim Type:                            | Regular Unemployment Benefits                                       |
| Claim Start Date:                      | Apr 12, 2020  |
| <a href="#">Weekly Benefit Amount:</a> | \$0.00  |
| Maximum Possible Benefits:             | \$0.00  |
| Benefits Paid to Date:                 | \$0.00  |
| <a href="#">Benefits Remaining:</a>    | \$0.00  |
| Next Date to Request Payment:          | This week on your scheduled filing day or Thursday through Saturday |
| Your Scheduled Filing Day is :         | MONDAY  |

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.

Remember, you must request payment during the same week as your designated filing day. If you miss requesting on your filing day or during the open filing days in the same week, try to request payment as soon as possible. If the system tells you your payment request is late, you will need to call our Tele-Center at 800-939-6631 and tell the customer service representative (CSR) that your payment request is late. The CSR will inform you when to request payment next. If your payment request is late, your benefit payment may be delayed or you may not get paid.

|               | Designated Filing Days |        |         |           | Open Filing Days |        |          |
|---------------|------------------------|--------|---------|-----------|------------------|--------|----------|
| <b>Week 1</b> | Sunday                 | Monday | Tuesday | Wednesday | Thursday         | Friday | Saturday |
| <b>Week 2</b> | Sunday                 | Monday | Tuesday | Wednesday | Thursday         | Friday | Saturday |
| <b>Week 3</b> | Sunday                 | Monday | Tuesday | Wednesday | Thursday         | Friday | Saturday |
| <b>Week 4</b> | Sunday                 | Monday | Tuesday | Wednesday | Thursday         | Friday | Saturday |

See the next page for three examples showing how to use the table.

# Calculating Your Biweekly Payment Day (continued)

## **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.



# Quick Link to Payment Request

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.

Select Payment Request from the Quick Links Menu.

Unemployment Benefit Services

**Quick Links**

- Apply For Benefits
- Electronic Correspondence Sign-up
- Claim and Payment Status
- Payment Request**
- Work Search Log
- WorkInTexas.com
- IRS Tax Information
- Payment Option
- Appeal List
- Submit An Appeal
- Request Your Waiting Week

**Change My Profile**

- Contact Information
- Password
- Security Information
- Personal Information

**My Home**

Need help finding a job? Take advantage of the free job placement and training services available at your local Workforce Solutions office. The staff at these locations help people find jobs, keep jobs or get better jobs. Visit your local workforce center to gain access to thousands of job postings, job search resources, training programs and help with exploring career options, resume and application preparation and career development. Free computer and Internet access, telephone and fax services are also available to job seekers.

Connect with potential employers through TWC's online job-search engine, WorkInTexas ([www.workinTexas.com](http://www.workinTexas.com)) and/or find a local workforce center near you at [Directory of Workforce Solutions Offices & Services](#).

TWC pays benefits by U.S. Bank's ReliaCard (debit card), or by direct deposit into your personal checking or savings account. Unless you sign up for direct deposit, you will receive your benefits on the ReliaCard. If you signed up for direct deposit on a prior claim, TWC will use the checking or savings account information you previously provided. NOTIFY TWC IMMEDIATELY if your checking or savings account information has changed since your prior claim. If you don't your benefit payment(s) may be delayed.

welcome to Unemployment Benefits Services.

Here are your messages:

- You are required to do at least 3 work search activities each week. Check [Unemployment Benefits Work Search Guidelines](#) for example.

If you need further assistance, call a [TWC Tele-Center](#).

If you have messages, you can access them here. Remember to always read all messages because they may be important.

# Begin Payment Request

Read the Begin Payment Request page carefully.

During your payment request, you will report:

- Work and Other Income
- Work and Earnings
- Ability and Availability

You will then review and submit your payment request.

You will receive confirmation once your payment request has been successfully submitted to TWC.

If you work, **you must report ALL hours worked.** There are no exceptions. Unreported earnings cause overpayments that must be repaid.

Unemployment Benefit Services

Vincent Van Gogh | My Home | My Profile | Logoff

Progress

- » Getting Started
- Work And Other Income
- Ability and Availability
- Review and Submit
- Confirmation

### Payment Request - Disaster Unemployment Assistance(DUA)

\* Indicates required information

#### General Information

If you submit your payment request after 6 p.m. Central, TWC will process your payment in five 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 a confirmation message or if you stay on one page for more than 30 minutes.

Use the buttons at the bottom of each page instead of the browser navigation buttons.

Results are unpredictable when you use the browser Back button.

#### Update Contact Information

Do you need to update any of your contact information?  Yes  No

Next Cancel

[Frequently Asked Questions](#) | [Glossary](#) | [Appeals Tutorial](#)  
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Unemployment Benefit Services

Vincent Van Gogh | My Home | My Profile | Logoff

Change My Profile

- » Contact Information
- Password
- Security Information
- Personal Information

### Change Contact Information

\* Indicates required information

Name: VINCENT VAN GOGH

Address: \* 101 E 15TH ST

City: \* AUSTIN

State: Texas

ZIP Code: 78778

- OR -

Canadian Province: Choose One

Canadian Postal Code:

Phone Number: (123 ) 456 - 7890 Ext:

Next Cancel

If you need to change your address, select **Yes**.

# Work and Other Income

The first page of the Work and Other Income section displays the payment request period and other information about reporting work and earnings.

The screenshot shows the Texas Workforce Commission Unemployment Benefit Services portal. The header includes the logo and navigation links for Vincent Van Gogh, My Home, My Profile, and Logoff. The main content area is titled 'Work and Other Income' and includes a progress sidebar, a general information section with a benefit week definition and reporting instructions, a disaster unemployment assistance payment request period table, and an employment type section with a self-employment question.

**Progress**

- Getting Started
- » Work And Other Income
- Ability and Availability
- Review and Submit
- Confirmation

**Work and Other Income**

\* indicates required information

**General Information**

**A BENEFIT WEEK IS SEVEN CALENDAR DAYS BEGINNING ON SUNDAY AND ENDING ON SATURDAY.**

Workers must report the number of hours worked and earnings before any deductions, such as taxes, are taken out. Report for the week you performed the work, NOT when the earnings were paid.

Earnings include wages, tips, and commissions.

If you are self-employed, you must report gross income for the claim week in which you received the income, even if you performed the services in a prior week.

**Disaster Unemployment Assistance(DUA) Payment Request Period**

|                |                             |
|----------------|-----------------------------|
| Claim Week 1 : | Oct 08, 2017 - Oct 14, 2017 |
| Claim Week 2 : | Oct 15, 2017 - Oct 21, 2017 |

**Employment Type**

Are you Self-Employed?  Yes  No

**Work and Earnings**

# Work and Earnings

When requesting a payment, you must report your total gross earnings and the number of hours you worked if you are employed.

If you are self-employed, you must report gross income for the claim week in which you received the income, even if you performed the services in a previous week.

If you need help calculating your earnings, visit our tutorial: [How to Calculate and Report Earnings](#).

## Important

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.

### Work and Earnings

You must report total gross earnings for the week you performed the work, not after the employer(s) pay you. Your gross earnings are what you earned before deductions, not take-home pay. Report your gross earnings in whole dollars. For example, if you earn \$100.75, report \$100 (always round down). Earnings include wages or salary before deductions, tips, commissions, or any kind of pay you receive for work. Earnings also include vacation or holiday pay if you are on temporary layoff or on vacation from a current job.

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#### Claim Week 1 (Oct 08, 2017 - Oct 14, 2017)

Did you work during Claim Week 1?  Yes  No

Total gross earnings/income before deductions \$  (Whole dollars only)

Number of Hours Worked  (Whole hours only)

If you worked and reported earnings, are you still working for this employer(s) or still self-employed?  
 Yes  No

Are you scheduled to return to work for the employer you reported earnings for?  
 Yes  No

If self-employed, did you resume full-time self-employment?  
 Yes  No

---

#### Claim Week 2 (Oct 15, 2017 - Oct 21, 2017)

Did you work during Claim Week 2?  Yes  No

Total gross earnings/income before deductions \$  (Whole dollars only)

Number of Hours Worked  (Whole hours only)

If you worked and reported earnings, are you still working for this employer(s) or still self-employed?  
 Yes  No

Are you scheduled to return to work for the employer you reported earnings for?  
 Yes  No

If self-employed, did you resume full-time self-employment?  
 Yes  No

# Work and Earnings (continued)

You must also report if you received any income that you have not already reported.

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.

The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. The user is Vincent Van Gogh. The page is titled 'Work and Other Income' and includes a progress sidebar with 'Work And Other Income' selected. The main content area is divided into sections for 'Disaster Unemployment Assistance (DUA) Payment Request Period' and 'Other Income'. Under 'Other Income', there are two sections for 'Claim Week 1 (Oct 08, 2017 - Oct 14, 2017)' and 'Claim Week 2 (Oct 15, 2017 - Oct 21, 2017)'. Each section asks if the user has received income from various sources and provides a list of checkboxes for 'Retirement Pension', 'Disability Pension (including SSI)', 'Workers' Compensation', 'Supplemental Unemployment Insurance', and 'Private Income Protection Insurance'. A blue callout box on the right states: 'Depending on your answers, you may be contacted by TWC staff and asked for additional information.' Navigation buttons for 'Next' and 'Previous' are at the bottom.

TEXAS WORKFORCE COMMISSION

Vincent Van Gogh | [My Home](#) | [My Profile](#) | [Logout](#)

Unemployment Benefit Services

**Progress**

- Getting Started
- » **Work And Other Income**
- Ability and Availability
- Review and Submit
- Confirmation

**Work and Other Income**

\* indicates required information

**Disaster Unemployment Assistance(DUA) Payment Request Period**

Claim Week 1 : Oct 08, 2017 - Oct 14, 2017

Claim Week 2 : Oct 15, 2017 - Oct 21, 2017

**Other Income**

**Claim Week 1 (Oct 08, 2017 - Oct 14, 2017)**

Did you begin receiving, or has there been a change in your receipt of income from any of the following sources?

\*  Yes  No

If Yes, check all that apply:

- Retirement Pension
- Disability Pension (including SSI)
- Workers' Compensation
- Supplemental Unemployment Insurance
- Private Income Protection Insurance

**Claim Week 2 (Oct 15, 2017 - Oct 21, 2017)**

Did you begin receiving, or has there been a change in your receipt of income from any of the following sources?

\*  Yes  No

If Yes, check all that apply:

- Retirement Pension
- Disability Pension (including SSI)
- Workers' Compensation
- Supplemental Unemployment Insurance
- Private Income Protection Insurance

[Next](#) [Previous](#)

Depending on your answers, you may be contacted by TWC staff and asked for additional information.

# Ongoing Eligibility Requirements



**In this section you will learn:**

- About ability and availability

# 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:

**Progress**

- Getting Started
- Work And Other Income
- » Ability and Availability
- Review and Submit
- Confirmation

**Ability and Availability**

\* indicates required information

**Disaster Unemployment Assistance(DUA) Payment Request Period**

|                |                             |
|----------------|-----------------------------|
| Claim Week 1 : | Oct 08, 2017 - Oct 14, 2017 |
| Claim Week 2 : | Oct 15, 2017 - Oct 21, 2017 |

**Ability and Availability to Work**

**Claim Week 1 (Oct 08, 2017 - Oct 14, 2017)**

Did you turn down any job offer or job referral during the claim period?

\*  Yes  No

Were you physically able to work if not for the disaster?

\*  Yes  No

Were you available for full-time work if not for the disaster?

\*  Yes  No

**Claim Week 2 (Oct 15, 2017 - Oct 21, 2017)**

Did you turn down any job offer or job referral during the claim period?

\*  Yes  No

Were you physically able to work if not for the disaster?

\*  Yes  No

Were you available for full-time work if not for the disaster?

\*  Yes  No

- Be unemployed as a direct result of the disaster
- Be legally authorized to work in the United States
- Be able to work and available for work
- Actively search for work, unless ill or injured due to the disaster
- Submit DUA payment requests on time
- Have not refused an offer or referral to suitable work

Depending on your answers, you may be contacted by TWC staff and asked for additional information.

# Ability and Availability (continued)

## Availability includes, but is not limited to:

- Having adequate transportation
- Having adequate childcare arrangements if you have children (childcare assistance may be available; see our [Childcare Program web page](#))
- 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 pay for a person of your qualifications and experience

The screenshot displays the 'Unemployment Benefit Services' portal. At the top, the Texas Workforce Commission logo is on the left, and the user's name 'Vincent Van Gogh' with links for 'My Home', 'My Profile', and 'Logoff' is on the right. The main header is 'Unemployment Benefit Services'. A 'Progress' sidebar on the left lists: 'Getting Started', 'Work And Other Income', 'Ability and Availability' (highlighted), 'Review and Submit', and 'Confirmation'. The main content area is titled 'Ability and Availability' and includes a note: '\* indicates required information'. Below this is a table for 'Disaster Unemployment Assistance(DUA) Payment Request Period':

| Disaster Unemployment Assistance(DUA) Payment Request Period |                             |
|--|-----------------------------|
| Claim Week 1 :   | Oct 08, 2017 - Oct 14, 2017 |
| Claim Week 2 :   | Oct 15, 2017 - Oct 21, 2017 |

Below the table is a section titled 'Ability and Availability to Work Continued'. It contains two identical forms for 'Claim Week 1 (Oct 08, 2017 - Oct 14, 2017)' and 'Claim Week 2 (Oct 15, 2017 - Oct 21, 2017)'. Each form asks: 'Did you attend school or training?' with radio buttons for Yes and No. A follow-up question asks if days or hours changed, also with Yes/No radio buttons. The next question is 'Enter the total number of work search activities you did...' with a text input field containing '0'. The final question is 'Were you unemployed or partially unemployed as a direct result of the disaster?' with radio buttons for Yes and No. At the bottom, there are 'Next' and 'Previous' buttons.

# Review and Submit Your DUA Payment Request



## In this section you will learn:

- How to review and edit your DUA payment request
- Certify and submit your DUA payment request
- Confirm your DUA payment request

# Review and Edit

This section:

- Shows all the answers and information you entered
- Allows you to make changes by selecting the **Edit Work and Earnings** link at the beginning of each section

- Read the online summary pages carefully
- Correct any errors before you submit your payment request.
- Select Submit at the end of the questions for your request to be processed

**TEXAS WORKFORCE COMMISSION** Vincent Van Gogh | [My Home](#) | [My Profile](#) | [Logout](#)

## Unemployment Benefit Services

**Progress**

- Getting Started
- Work And Other Income
- Ability and Availability
- Review and Submit**
- Confirmation

### Review And Submit

\* indicates required information  
**Caution: Your payment request IS NOT COMPLETE until you submit it.**

Carefully review your answers for accuracy and make any necessary corrections. To make changes or corrections, click the "Edit" link under the appropriate section heading. You must certify that your answers are true and complete, and then submit your payment request. TWC cannot process your request without this information.

**Important:**

- If you have not provided written documentation to substantiate proof of employment, self-employment, or prospective employment within 21 calendar days from the date you filed your Disaster Unemployment Assistance (DUA) application, you must do so immediately. If you do not submit this documentation within the 21 days, you will be ineligible for Disaster Unemployment Assistance(DUA) and liable to repay any benefits already paid.

Social Security Number(SSN): XXX-XX-4432

Claimant Name: VINCENT VAN GOGH

#### Disaster Unemployment Assistance(DUA) Payment Request Period

|                |                             |
|----------------|-----------------------------|
| Claim Week 1 : | Oct 08, 2017 - Oct 14, 2017 |
| Claim Week 2 : | Oct 15, 2017 - Oct 21, 2017 |

[Edit Work and Earnings](#)

#### General Information

Workers must report the number of hours worked and earnings before any deductions, such as taxes, are taken out. Report for the week you performed the work, NOT when the earnings were paid. Earnings include wages, tips, and commissions. If you are self-employed, you must report gross income for the claim week in which you received the income, even if you performed the services in a prior week.

A BENEFIT WEEK IS SEVEN CALENDAR DAYS BEGINNING ON SUNDAY AND ENDING ON SATURDAY.

#### Employment Type

Are you Self-Employed? No

# Review and Edit (continued)

## Work and Earnings

You must report total gross earnings for the week you performed the work, not after the employer(s) pay you. Your gross earnings are what you earned before deductions, not take-home pay. Report your gross earnings in whole dollars. For example, if you earn \$100.75, report \$100 (always round down). Earnings include wages or salary before deductions, tips, commissions, or any kind of pay you receive for work. Earnings also include vacation or holiday pay if you are on temporary layoff or on vacation from a current job.

### Claim Week 1 (Oct 08, 2017 - Oct 14, 2017)

|   |                     |
|---|---------------------|
| Did you work during Claim Week 1?   | No                  |
| Total gross earnings/income before deductions   | \$ (not applicable) |
| Number of Hours Worked  | (not applicable)    |
| If you worked and reported earnings, are you still working for this employer(s) or still self-employed? | (not applicable)    |
| Are you scheduled to return to work for the employer you reported earnings for?                         | (not applicable)    |
| If self-employed, did you resume full-time self-employment?   | (not applicable)    |

### Claim Week 2 (Oct 15, 2017 - Oct 21, 2017)

|   |                  |
|---|------------------|
| Did you work during Claim Week 2?   | Yes              |
| Total gross earnings/income before deductions   | \$ 140           |
| Number of Hours Worked  | 20               |
| If you worked and reported earnings, are you still working for this employer(s) or still self-employed? | No               |
| Are you scheduled to return to work for the employer you reported earnings for?                         | Yes              |
| If self-employed, did you resume full-time self-employment?   | (not applicable) |

[Edit Work and Earnings](#)

[Edit Other Income](#)

Select to edit Work and Earnings and/or Other income

When editing a section, you will need to review and edit all web pages related to that section. When you finish the last page in the section, you will be returned to the **Review and Submit** page.

Changes to some answers could require additional details or new information.



# Review and Edit (continued)

Review all the information you entered carefully.

Entering incorrect or inaccurate information could delay your payment or cause you to become ineligible for benefits.



| Ability and Availability to Work  |                  |
|---|------------------|
| <b>Claim Week 1 (Oct 08, 2017 - Oct 14, 2017)</b>   |                  |
| Did you turn down any job offer or job referral during the claim period?  | No               |
| Were you physically able to work if not for the disaster?   | Yes              |
| Were you available for full-time work if not for the disaster?  | Yes              |
| <b>Claim Week 2 (Oct 15, 2017 - Oct 21, 2017)</b>   |                  |
| Did you turn down any job offer or job referral during the claim period?  | No               |
| Were you physically able to work if not for the disaster?   | Yes              |
| Were you available for full-time work if not for the disaster?  | Yes              |
| <b>Claim Week 1 (Oct 08, 2017 - Oct 14, 2017)</b>   |                  |
| Did you attend school or training?  | No               |
| If you are attending school or training, have your days or hours changed since you last reported them?  | (not applicable) |
| Enter the total number of work search activities you did. If self-employed, list the hours spent trying to resume normal business activities/services. Enter 0 if you did not search for work or attempt to resume self-employment. | 0                |
| Were you unemployed or partially unemployed as a direct result of the disaster?   | Yes              |
| <b>Claim Week 2 (Oct 15, 2017 - Oct 21, 2017)</b>   |                  |
| Did you attend school or training?  | No               |
| If you are attending school or training, have your days or hours changed since you last reported them?  | (not applicable) |
| Enter the total number of work search activities you did. If self-employed, list the hours spent trying to resume normal business activities/services. Enter 0 if you did not search for work or attempt to resume self-employment. | 0                |
| Were you unemployed or partially unemployed as a direct result of the disaster?   | Yes              |

# Certify and Submit

## Important

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

### Certify and Submit

Giving untrue information or withholding information on any unemployment 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 payment request to the amount of earnings your employer reports having paid you.

TWC also randomly verifies that you made the required number of valid work search activities.

\* I certify that this is my Social Security Number, I am the person named on this claim for unemployment benefits, and the information I gave for these claim periods is true and complete.

**Caution: Your payment request IS NOT COMPLETE until you submit it.**

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



# Confirm Your DUA Payment Request

The screenshot shows the Texas Workforce Commission Unemployment Benefit Services portal. At the top, the user is identified as Vincent Van Gogh with links for My Home, My Profile, and Logoff. The main navigation bar includes the Texas Workforce Commission logo and the text 'Unemployment Benefit Services'. A left-hand menu titled 'Progress' lists steps: Getting Started, Work And Other Income, Ability and Availability, Review and Submit, and the current step, Confirmation. The main content area features a confirmation message: 'Your Disaster Unemployment Assistance (DUA) Payment Request was successfully submitted.' Below this, a blue box contains the text: 'Print and/or save this page for your records. This is the only opportunity you will have to print and/or save this information.' There are buttons for 'My Home', 'Print', and 'Save As PDF'. A section titled 'Confirmation Information' displays the following details: Submission time: October 25, 2017 02:02 PM; Social Security Number(SSN): XXX-XX-4432; Claimant Name: VINCENT VAN GOGH. Below this is a section for 'Disaster Unemployment Assistance(DUA) Payment Request Period' with two claim weeks: Claim Week 1: Oct 08, 2017 - Oct 14, 2017; Claim Week 2: Oct 15, 2017 - Oct 21, 2017. A 'General Information' section provides instructions on reporting hours and earnings, and states that a benefit week is seven calendar days beginning on Sunday and ending on Saturday. Finally, an 'Employment Type' section asks 'Are you Self-Employed?' with the answer 'No'.

Once you submit your payment request, you will receive a message on the **Confirmation** screen stating that your request has been accepted, canceled, or rejected, depending on various circumstances.

The screen will display instructions if your payment request is canceled or rejected.

Print or save this page for your records.

# Still need help?

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



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