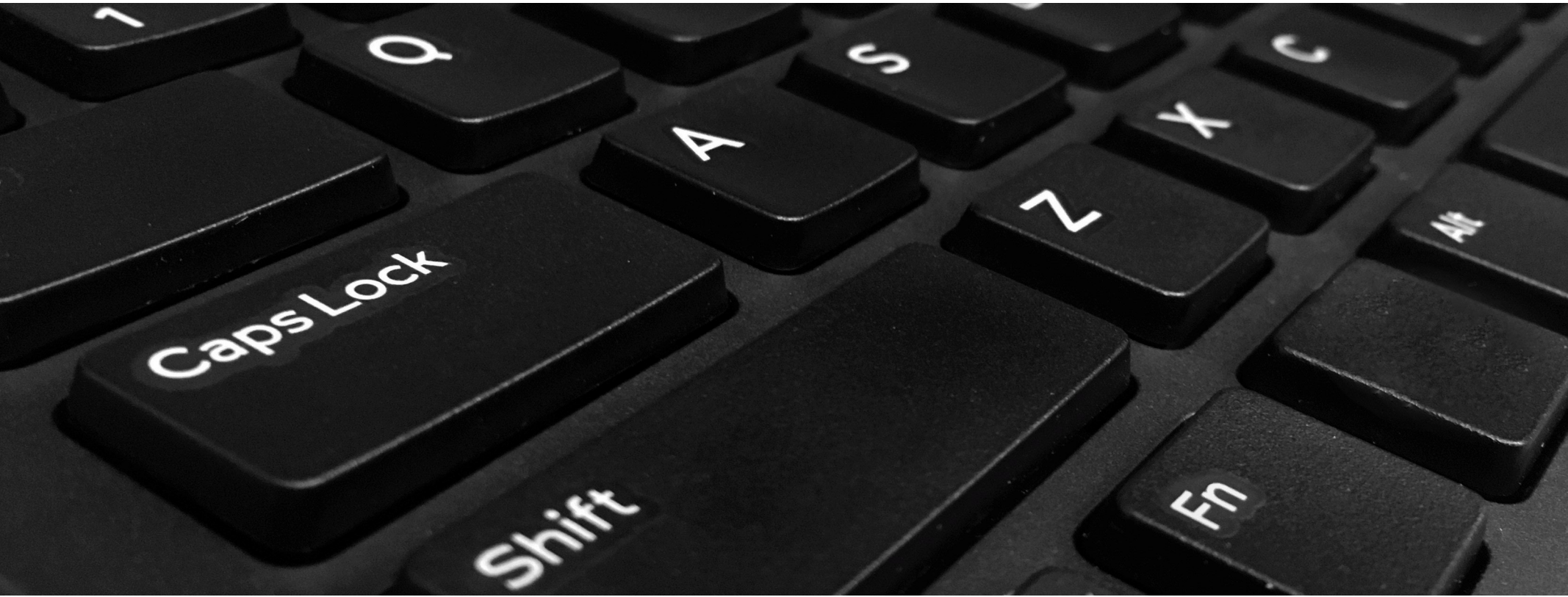


How to Request Benefit Payments Online



User Guide Content

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

You may go through the user guide page by page, or you may skip to any section by selecting the following links:

- [Requesting Payment Online](#)
- [Ongoing Eligibility Requirements](#)
- [Review and Submit Payment Request](#)

You may want to print pages from this user guide. If you do not 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 [online](#) 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.



Your 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

Unemployment Benefits Services

The screenshot shows the Texas Workforce Commission website. The header includes the TWC logo, language selection (English), and navigation links: Quick Links, Services (highlighted), Programs, Data & Reports, and Agency Information. A secondary navigation bar contains links for Report Fraud, Help Desk, News, Events, Find Locations, Contact Us, and Careers at TWC, along with a search bar. The main content area is titled 'Apply for Unemployment Benefits' and includes a breadcrumb trail: Home > Services > Apply for Unemployment Benefits. Below the title, there is a list of links to find out about unemployment benefits in Texas, including how to apply, basics of benefits, eligibility requirements, reporting work, and appealing decisions. A 'Get Started' section follows, showing a list of 11 items with 'Showing 1 - 3 of 11' and 'Back Next' links. The first three items are: 'Apply for Benefits' (with an image of a woman at a computer), 'Maintain Eligibility Weekly' (with an image of a person checking a list), and 'Learn How to Request Benefit Payments' (with an image of a person at a computer with a checklist overlay). Each item has a brief description and links to relevant resources. A 'Chat with us' button is located at the bottom right of the page.

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](#).

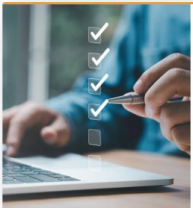
Get Started

Showing 1 - 3 of 11 [Back](#) [Next](#)




[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.



[Maintain Eligibility Weekly](#)

Continue to meet ongoing eligibility requirements. [Register for work](#), [search for work](#), and meet [work search requirements](#) (unless we say you are exempt). We pay benefits only if you are eligible on all requirements for each week you request payment.



[Learn How to Request Benefit Payments](#)

Request benefit payments every two weeks on your filing day. If you miss your filing day, request payment on Thursday through Saturday of the same week. You must:

- [Report all work and earnings from all employers](#)
- [Report your income from other sources](#)

[Chat with us](#)

To request benefit payment online, log on to Unemployment Benefits Services (UBS) at [Apply for Unemployment Benefits](#).

You will need a user ID and password to request benefit payment online.

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

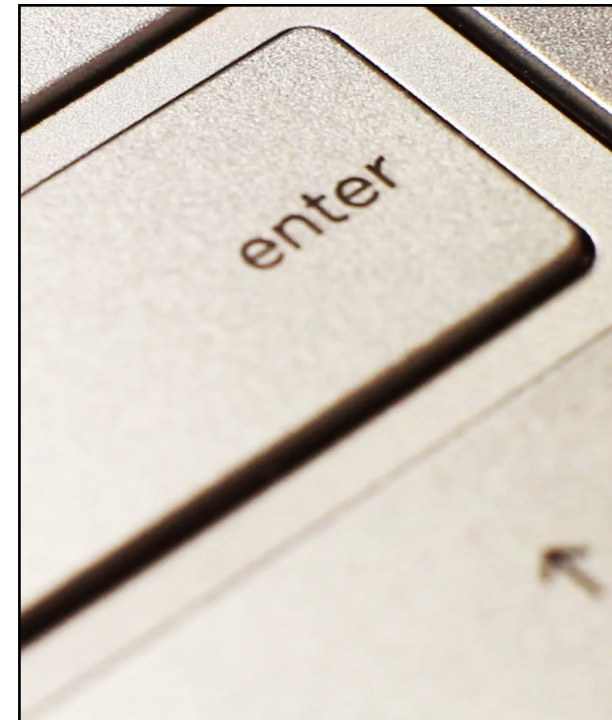
To learn about requesting benefit payments and/or log on to UBS, select [Learn How to Request Benefit Payments](#).

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.
- Do not use your browser's back/arrow to return to the previous page; use the **Previous** and **Next** buttons at the bottom of each screen.



My Home

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.

The screenshot shows the 'My Home' page for Unemployment Benefit Services. The header includes the Texas Workforce Commission logo and the user name 'Ziggy Stardust' with a 'Logout' link. The main content area is divided into two columns. The left column contains two menu sections: 'Quick Links' with options like 'Apply For Benefits', 'Electronic Correspondence Sign-up', 'Claim and Payment Status', 'Payment Request', 'Make a Payment on Your Overpayment', 'Work Search Log', 'WorkInTexas.com', 'IRS Tax Information', 'Payment Option', 'Appeal List', 'Submit An Appeal', and 'Request Your Waiting Week'; and 'Change My Profile' with options like 'Contact Information', 'Password', 'Security Information', 'Personal Information', and 'Reset PIN Number'. The right column, titled 'My Home', contains several informational messages: a notice about Form 1099-G, a reminder about Form 1099G mailing, instructions on submitting UI claim documentation, a hiring announcement, a welcome message for Ziggy Stardust, a list of work search requirements, and links to a virtual assistant and a contact request form.

Unemployment Benefit Services	
Quick Links	My Home
Apply For Benefits	If you were paid unemployment benefits last year, TWC mailed you a Form 1099-G showing the total benefits we paid you. You can get the amount that TWC paid you by selecting IRS Tax Information from Quick Links or by calling Tele-Serv at 1-800-558-8321 and selecting option 2. You do not need the 1099-G form to file your tax return, just the amount TWC paid you.
Electronic Correspondence Sign-up	
Claim and Payment Status	If you were paid unemployment benefits last year, TWC will mail you a Form 1099G showing the total benefits we paid you. TWC will be mailing 1099s throughout the month of January. Beginning in mid-January, you can get the amount that TWC paid you or print it.
Payment Request	If TWC asked you to submit information regarding your unemployment insurance (UI) claim, such as proof of ID, a Work Search Log or other documentation, you can submit your documents online with our UI Submission Upload portal .
Make a Payment on Your Overpayment	TWC is hiring! We're building a stronger Texas workforce by helping people find jobs, get benefits and training, and access childcare. For more information on working at TWC, visit www.twc.texas.gov and click at the top on "Careers at TWC".
Work Search Log	You do not need to submit your work search log until we request it.
WorkInTexas.com	
IRS Tax Information	
Payment Option	
Appeal List	Ziggy Stardust, welcome to Unemployment Benefits Services.
Submit An Appeal	Here are your messages:
Request Your Waiting Week	<ul style="list-style-type: none">You are required to do at least 5 work search activities each week. Check Unemployment Benefits Work Search Guidelines for examples of activities.
Change My Profile	For help with common questions please visit our virtual assistant found at twc.texas.gov
Contact Information	If you need further assistance, call a TWC Tele-Center , or request for TWC to call you by filling out a contact request form at External Contact Request System
Password	
Security Information	
Personal Information	
Reset PIN 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.

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: →	
Online Instructions	Tele-Serv Automated Phone Instructions
Available all day, every day at ui.texasworkforce.org	Available 7 a.m. to 6 p.m. Central time, Sunday-Friday by calling toll-free at 1-800-558-8321.
Your request is complete and information is saved only after you submit it and receive a confirmation number . If you submit your payment request after 6 p.m., it will be processed the next business day .	Your request is complete when you submit 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 shows the Texas Workforce Commission Unemployment Benefit Services portal. The header includes the TWC logo and navigation links for Ziggy Stardust, My Home, My Profile, and Logoff. The main content area is titled 'Claim and Payment Status' and contains a 'Quick Links' sidebar and a 'Claimant Information' section. The 'Quick Links' sidebar lists options like 'Apply For Benefits', 'Electronic Correspondence Sign-up', 'Claim and Payment Status', 'Payment Request', 'Make a Payment on Your Overpayment', 'Work Search Log', 'WorkInTexas.com', 'IRS Tax Information', 'Payment Option', 'Appeal List', 'Submit An Appeal', and 'Request Your Waiting Week'. The 'Claimant Information' section displays the claimant's name as Ziggy Stardust and their Social Security Number (SSN) as XXX-XX-8313. Below this is a 'Waiting Week' section explaining that TWC cannot pay for the first week until the claimant returns to full-time work or exhausts benefits. The 'Claim Information' section provides details about the claim type (Regular Unemployment Benefits), claim start date (Jul 16, 2023), weekly benefit amount (\$563.00), maximum possible benefits (\$14,638.00), benefits paid to date (\$13,512.00), benefits remaining (\$1,126.00), next date to request payment (This week on your scheduled filing day or Thursday through Saturday), and the scheduled filing day (SUNDAY).

Claimant Information	
Name:	Ziggy Stardust
Social Security Number (SSN):	XXX-XX-8313

[Printer-friendly Summary](#)

Waiting Week	
TWC cannot pay you for the first week of your claim, also known as the waiting week , until you return to full-time work or exhaust your benefits. If you return to full-time work before exhausting your benefits, you must inform TWC in order to receive payment for that first week. To report that you returned to full-time work, select Request your Waiting Week from the Quick Links.	

Claim Information	
Claim Type:	Regular Unemployment Benefits
Claim Start Date:	Jul 16, 2023
Weekly Benefit Amount:	\$563.00
Maximum Possible Benefits:	\$14,638.00
Benefits Paid to Date:	\$13,512.00
Benefits Remaining:	\$1,126.00
Next Date to Request Payment:	This week on your scheduled filing day or Thursday through Saturday
Your Scheduled Filing Day is :	SUNDAY

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

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.

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.

	Designated Filing Days				Open Filing Days		
Week 1	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 2	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 3	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 4	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.



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 screenshot shows the Texas Workforce Commission's Unemployment Benefit Services (UBS) website. At the top, there's a header with the TWC logo and the text 'Unemployment Benefit Services'. Below this, the page is divided into two main sections: 'Quick Links' on the left and 'My Home' on the right. In the 'Quick Links' menu, 'Payment Request' is highlighted with a red box. The 'My Home' section contains several paragraphs of text, including a welcome message and a list of messages. A large black arrow points from the text instructions to the 'Payment Request' link in the 'Quick Links' menu.

Quick Links

- Apply For Benefits
- Electronic Correspondence Sign-up
- Claim and Payment Status
- Payment Request**
- Make a Payment on Your Overpayment
- 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
- Reset PIN Number

My Home

If you were paid unemployment benefits last year, TWC mailed you a Form 1099-G showing the total benefits we paid you. You can get the amount that TWC paid you by selecting IRS Tax Information from Quick Links or by calling Tele-Serv at 1-800-558-8321 and selecting option 2. You do not need the 1099-G form to file your tax return, just the amount TWC paid you.

If you were paid unemployment benefits last year, TWC will mail you a Form 1099G showing the total benefits we paid you. TWC will be mailing 1099s throughout the month of January. Beginning in mid-January, you can get the amount that TWC paid you or print it.

If TWC asked you to submit information regarding your unemployment insurance (UI) claim, such as proof of ID, a Work Search Log or other documentation, you can submit your documents online with our [UI Submission Upload portal](#).

TWC is hiring! We're building a stronger Texas workforce by helping people find jobs, get benefits and training, and access childcare. For more information on working at TWC, visit www.twc.texas.gov and click at the top on "Careers at TWC".

You do not need to submit your work search log until we request it.

Ziggy Stardust, welcome to Unemployment Benefits Services.

Here are your messages:

- You are required to do at least 5 work search activities each week. Check [Unemployment Benefits Work Search Guidelines](#) for examples of activities.

For help with common questions please visit our virtual assistant found at twc.texas.gov

If you need further assistance, call a [TWC Tele-Center](#), or request for TWC to call you by filling out a contact request form at [External Contact Request System](#)

Truth in Filing

You may see the Truth in Filing screen if you are a new claimant and this is your first payment request. The Truth in Filing screen 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.

Truth in Filing

★ indicates required information

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.

Next

Cancel



Begin Payment Request

TEXAS WORKFORCE COMMISSION | Ziggy Stardust | [My Home](#) | [My Profile](#) | [Logoff](#)

Unemployment Benefit Services

Begin Payment Request

Payment Request Period

Claim Week 1:	Jan 28, 2024 - Feb 03, 2024
Claim Week 2:	Feb 04, 2024 - Feb 10, 2024

*** indicates required information**

- If you have never selected a payment option, or do not select direct deposit on your current claim, we will automatically pay you by debit card. Go to <http://twc.texas.gov/receiving-benefit-payments-debit-card> to review U.S. Bank's scheduled debit card fees.

Completion Requirements

If you submit your payment request after 6PM 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 logoff before receiving a confirmation message or if you stay on one page for more than 30 minutes.

Navigation Requirements

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.

Mailing Address

Do you need to change the mailing address on your claim?

***** ☐ Yes ☐ No

[Next](#) [Cancel](#)

Change My Profile

- Change Contact Information**
- Security Information
- Personal Information
- Reset PIN Number

Change Contact Information

*** indicates required information**

Name: Ziggy Stardust

Address: ***** 4444 Starman Lane

City: ***** Space City

State: Texas

ZIP Code: 77054

- OR -

Canadian Province: Choose One

Canadian Postal Code:

Phone Number: (817) (222) (3333) Ext:

[Next](#) [Cancel](#)



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.

If you confirmed that you need to change the mailing address on your claim, you will first provide your PIN, and then you will change your address on Change Contact Information.

Begin Payment Request (continued)

Begin Payment Request

Payment Request Period

Claim Week 1:	Jan 28, 2024 - Feb 03, 2024
Claim Week 2:	Feb 04, 2024 - Feb 10, 2024

* indicates required information

- If you have never selected a payment option, or do not select direct deposit on your current claim, we will automatically pay you by debit card. Go to <http://twc.texas.gov/receiving-benefit-payments-debit-card> to review U.S. Bank's scheduled debit card fees.

Completion Requirements

If you submit your payment request after 6PM 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 logoff before receiving a confirmation message or if you stay on one page for more than 30 minutes.

The first section in Begin Payment Request shows you your Payment Request Period. The example given shows a payment request period in February 2024.

The information following the **red asterisk *** is required.

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](#) or visit our [Receiving Benefit Payments by Debit Card](#) webpage.

You may see the Current Payment Option section if you are a new claimant and this is your first payment request.

The Current Payment Option section shows information regarding your 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 after submitting your first payment request, you must log back in and select Payment Option from the Quick Links menu.

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

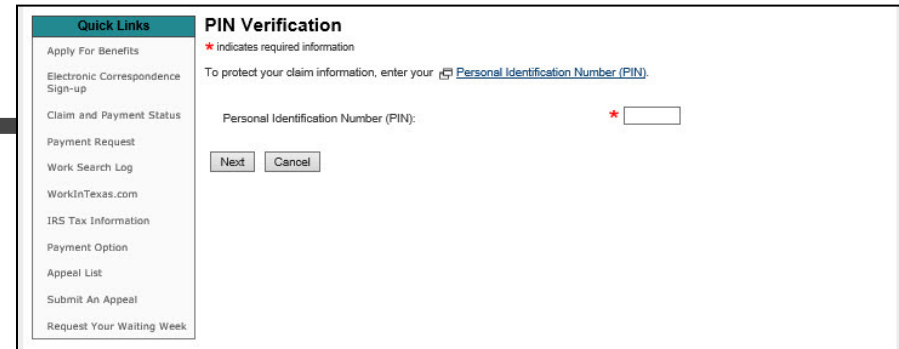
Do you need to change your Payment Option?

* ☐ Yes ☐ No

Select **Yes** to change your payment option. The change payment option is explained on the following pages.

Change Payment Option

Before changing your payment option, you will be asked to verify your identity by entering your PIN.



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 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.

Change Payment Option (continued)

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.



 **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

Current Payment Option: Debit Card Authorization

You have chosen TWC Debit Card as your method of payment, you must acknowledge you have received and/or reviewed U.S. Bank fee schedule.

☐ ***** By checking this box, you acknowledge you have received and reviewed the fee schedule associated with the TWC debit card. Go to <http://twc.state.tx.us/receiving-benefit-payments-debit-card> to view the fees.

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.

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

Change Payment Option (continued)



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

Payment Option: Review and Submit

Payment Option: TWC Debit Card

Select the Submit button only once. It may take a moment to display your Confirmation page.

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 are 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 verifying that the payment option has been successfully submitted.

Select **Next** on the confirmation page to return to the Payment Request page.

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

Payment Option: Review and Submit

Payment Option: Direct Deposit

Bank or Credit Union Name: JPMORGAN CHASE

Routing Number: 111000614

Account Number: 8888888

Account Type: Checking

Select the Submit button only once. It may take a moment to display your Confirmation page.

Work and Other Income

The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. The user is logged in as Ziggy Stardust. The main navigation bar includes the TWC logo and the text 'Unemployment Benefit Services'. On the left, a 'Claim Progress' sidebar lists: 'Work and Other Income' (selected), 'Ability and Availability', 'Work Search', 'Review and Submit', and 'Next Steps'. The main content area is titled 'Work and Other Income' and contains a 'Payment Request Period' table with two rows: 'Claim Week 1: Jan 28, 2024 - Feb 03, 2024' and 'Claim Week 2: Feb 04, 2024 - Feb 10, 2024'. Below this, a note states 'Important: All questions apply to the Claim Week(s) shown above.' followed by a list of instructions: 'All claim weeks begin on a Sunday and end on a Saturday.', 'Work is considered to be any kind of service you provide for pay, including tips or commission.', 'Report vacation and holiday pay as earnings if you were on temporary layoff or on vacation from a current job.', 'Report for the week you performed the work, not when the earnings were paid.', 'Failure to report all work or earnings accurately could be considered fraud.', and 'Report other income not previously reported to TWC for Pension, Workers' Compensation, and Additional Payment.' The form is divided into three sections: 'Work and Earnings', 'Other Income', and 'Other Income'. The 'Work and Earnings' section asks 'Did you work in Claim Week 1?' and 'Did you earn vacation or holiday pay while on temporary layoff or on vacation from a current job during Claim Week 1?' for both Claim Week 1 and Claim Week 2. The 'Other Income' section asks 'Did you receive other income from any of the sources below that you have not already reported to TWC such as Retirement or disability pension, Workers' Compensation, or Additional payment, such as severance pay or wages instead of providing advance notice of work separation?' and provides checkboxes for 'Retirement or disability pension', 'Workers' Compensation', and 'Additional payment when you left your job other than wages you had earned'. Navigation buttons 'Next' and 'Previous' are at the bottom.

Claim Progress

- Work and Other Income
- Ability and Availability
- Work Search
- Review and Submit
- Next Steps

Work and Other Income

Payment Request Period

Claim Week 1:	Jan 28, 2024 - Feb 03, 2024
Claim Week 2:	Feb 04, 2024 - Feb 10, 2024

★ indicates required information

Important: All questions apply to the Claim Week(s) shown above.

- All claim weeks begin on a Sunday and end on a Saturday.
- Work is considered to be any kind of service you provide for pay, including tips or commission.
- Report vacation and holiday pay as earnings if you were on temporary layoff or on vacation from a current job.
- Report for the week you performed the work, not when the earnings were paid.
- Failure to report all work or earnings accurately could be considered fraud.
- Report other income not previously reported to TWC for Pension, Workers' Compensation, and Additional Payment.

Work and Earnings

Claim Week 1 (Jan 28, 2024 - Feb 03, 2024)

Did you work in Claim Week 1?

★ ☐ Yes ☐ No

Did you earn vacation or holiday pay while on temporary layoff or on vacation from a current job during Claim Week 1?

★ ☐ Yes ☐ No

Claim Week 2 (Feb 04, 2024 - Feb 10, 2024)

Did you work in Claim Week 2?

★ ☐ Yes ☐ No

Did you earn vacation or holiday pay while on temporary layoff or on vacation from a current job during Claim Week 2?

★ ☐ Yes ☐ No

Other Income

Did you receive other income from any of the sources below that you have not already reported to TWC such as Retirement or disability pension, Workers' Compensation, or Additional payment, such as severance pay or wages instead of providing advance notice of work separation?

★ ☐ Yes ☐ No

If Yes, check all that apply:

- ☐ Retirement or disability pension
- ☐ Workers' Compensation
- ☐ Additional payment when you left your job other than wages you had earned

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 exceptions.

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 user guide: [How to Calculate and Report Earnings](#)

Other Income

The screenshot shows the Texas Workforce Commission Unemployment Benefit Services portal. The header includes the TWC logo and the user's name, Ziggy Stardust, with a Logoff link. The main navigation bar is titled 'Unemployment Benefit Services'. On the left, a 'Claim Progress' sidebar lists: Work and Other Income (selected), Ability and Availability, Work Search, Review and Submit, and Next Steps. The main content area is titled 'Work and Other Income' and includes a 'Payment Request Period' table with two claim weeks: Jan 28, 2024 - Feb 03, 2024 and Feb 04, 2024 - Feb 10, 2024. Below this, a list of instructions explains that all claim weeks begin on a Sunday and end on a Saturday, and that work is considered any service for pay, including tips or commission. The 'Work and Earnings' section contains two identical sets of questions for Claim Week 1 and Claim Week 2, asking if the user worked or earned vacation/holiday pay while on temporary layoff or on vacation from a current job. The 'Other Income' section asks if the user received other income from sources like Retirement or disability pension, Workers' Compensation, or Additional payment, such as severance pay or wages instead of providing advance notice of work separation. If 'Yes', the user is prompted to check all that apply from a list of three options: Retirement or disability pension, Workers' Compensation, and Additional payment when you left your job other than wages you had earned. At the bottom are 'Next' and 'Previous' buttons.

Unemployment Benefit Services

Ziggy Stardust | [Logoff](#)

Claim Progress

- Work and Other Income
- Ability and Availability
- Work Search
- Review and Submit
- Next Steps

Work and Other Income

Payment Request Period

Claim Week 1:	Jan 28, 2024 - Feb 03, 2024
Claim Week 2:	Feb 04, 2024 - Feb 10, 2024

★ indicates required information

Important: All questions apply to the Claim Week(s) shown above.

- All claim weeks begin on a Sunday and end on a Saturday.
- Work is considered to be any kind of service you provide for pay, including tips or commission.
- Report vacation and holiday pay as earnings if you were on temporary layoff or on vacation from a current job.
- Report for the week you performed the work, not when the earnings were paid.
- Failure to report all work or earnings accurately could be considered fraud.
- Report other income not previously reported to TWC for Pension, Workers' Compensation, and Additional Payment.

Work and Earnings

Claim Week 1 (Jan 28, 2024 - Feb 03, 2024)

Did you work in Claim Week 1?

★ ☐ Yes ☐ No

Did you earn vacation or holiday pay while on temporary layoff or on vacation from a current job during Claim Week 1?

★ ☐ Yes ☐ No

Claim Week 2 (Feb 04, 2024 - Feb 10, 2024)

Did you work in Claim Week 2?

★ ☐ Yes ☐ No

Did you earn vacation or holiday pay while on temporary layoff or on vacation from a current job during Claim Week 2?

★ ☐ Yes ☐ No

Other Income

Did you receive other income from any of the sources below that you have **not already** reported to TWC such as Retirement or disability pension, Workers' Compensation, or Additional payment, such as severance pay or wages instead of providing advance notice of work separation?

★ ☐ Yes ☐ No

If Yes, check all that apply:

- ☐ Retirement or disability pension
- ☐ Workers' Compensation
- ☐ Additional payment when you left your job other than wages you had earned

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

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

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

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.

The screenshot shows the 'Unemployment Benefit Services' portal. On the left is a 'Claim Progress' sidebar with links: 'Work and Other Income', 'Ability and Availability' (selected), 'Work Search', 'Review and Submit', and 'Next Steps'. The main content area is titled 'Ability and Availability to Work' and includes a 'Payment Request Period' table with two claim weeks. Below this, a note states that all questions apply to the claim week(s) shown. The form contains several questions with radio button options, marked with a red star to indicate they are required. The questions are: 'Were you physically able to work each day?', 'Were you available to accept full-time work...', 'If No, check the reason(s) you were not available:', 'Did you turn down any job offer?', 'Did you turn down any job referral?', 'Did you attend school or training?', and 'If Yes, did the school or training prevent you from accepting work?'. At the bottom are 'Next' and 'Previous' buttons.

Payment Request Period	
Claim Week 1:	Jan 28, 2024 - Feb 03, 2024
Claim Week 2:	Feb 04, 2024 - Feb 10, 2024

★ indicates required information

Important: All questions apply to the Claim Week(s) shown above.

Were you physically able to work each day?

★ ☐ Yes ☐ No

Were you available to accept full-time work for all of the days and hours required for the type of work you are seeking, if it had been offered?

★ ☐ Yes ☐ No

If No, check the reason(s) you were not available:

☐ Transportation
☐ Child care
☐ Out of town
☐ Job preference restrictions
☐ Personal reasons

(Use Personal Reasons for any reason not specifically listed)

Did you turn down any job offer?

★ ☐ Yes ☐ No

Did you turn down any job referral?

★ ☐ Yes ☐ No

Did you attend school or training?

★ ☐ Yes ☐ No

If Yes, did the school or training prevent you from accepting work?

☐ Yes ☐ No

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 are 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 checks work search activities.



Ziggy Stardust | [Logout](#)

Unemployment Benefit Services

Claim Progress

Work and Other Income

Ability and Availability

» Work Search

Review and Submit

Next Steps

Work Search

Payment Request Period

Claim Week 1:	Jan 28, 2024 - Feb 03, 2024
Claim Week 2:	Feb 04, 2024 - Feb 10, 2024

★ indicates required information

Important: All questions apply to the Claim Week(s) shown above.

- TWC randomly verifies work search activities.
- Acceptable contacts include:
 - Contacting potential employers for work
 - Using resources available at a Workforce Center
 - Participating in job clubs or attending employment workshops
 - Registering with private employment agencies.
- For additional examples of acceptable activities, view [Unemployment Benefits Work Search Guidelines](#).
- The minimum number of work search activities you are required to make each week is 3.

Number of Activities

Provide the number of work search activities you made during the Claim Week(s).

Claim Week 1 (Jan 28, 2024 - Feb 03, 2024):	★ <input type="text"/>
Claim Week 2 (Feb 04, 2024 - Feb 10, 2024):	★ <input type="text"/>

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

Review and Submit Payment Request

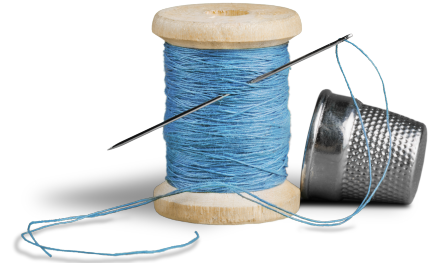


In this section you will learn how to:

- 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 and Submit page 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.



Ziggy Stardust | [Logout](#)

Unemployment Benefit Services

Claim Progress

Work and Other Income

Ability and Availability

Work Search

Review and Submit

Next Steps

Review and Submit

[Need help?](#)

Payment Request Information

Name: Ziggy Stardust

Social Security Number (SSN): XXX-XX-8313

Claim Week 1: Jan 28, 2024 - Feb 03, 2024

Claim Week 2: Feb 04, 2024 - Feb 10, 2024

★ indicates required information

Important: All questions apply to the Claim Week(s) shown above.

- 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.
- After you certify your answers are true and complete below and successfully submit your Payment Request, you will be able to produce a printer friendly copy.

Work and Other Income

[Edit Work and Other Income](#)

Work and Earnings

Claim Week 1 (Jan 28, 2024 - Feb 03, 2024)

Did you work in Claim Week 1? No

Did you earn [vacation](#) or [holiday](#) pay while on temporary layoff or on vacation from a current job during Claim Week 1? No

Claim Week 2 (Feb 04, 2024 - Feb 10, 2024)

Did you work in Claim Week 2? No

Did you earn [vacation](#) or [holiday](#) pay while on temporary layoff or on vacation from a current job during Claim Week 2? No

Other Income

Did you receive other income from any of the sources below that you have **not already** reported to TWC such as Retirement or disability pension, Workers' Compensation, or Additional payment, such as severance pay or wages instead of providing advance notice of work separation? No

If Yes, check all that apply:

Retirement or disability pension: (Not Checked)

Workers' Compensation: (Not Checked)

Additional payment when you left your job other than wages you had earned: (Not Checked)

Ability and Availability to Work

[Edit Ability and Availability to Work](#)

Were you physically [able](#) to work each day? Yes

Were you [available](#) to accept full-time work for all of the days and hours required for the type of work you are seeking, if it had been offered? Yes

If No, check the reason(s) you were not [available](#):

Transportation: (Not Checked)

Child care: (Not Checked)

Out of town: (Not Checked)

Personal reasons: (Not Checked)

Job preference restrictions: (Not Checked)

Did you turn down any job offer? No

Did you turn down any [job referral](#)? No

Did you attend school or training? No

If Yes, did the school or training prevent you from accepting work? (Optional - not answered)

Work Search

[Edit Work Search](#)

Number of Activities

Provide the number of work search activities you made during the Claim Week(s).

Claim Week 1 (Jan 28, 2024 - Feb 03, 2024): 7

Claim Week 2 (Feb 04, 2024 - Feb 10, 2024): 7

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 activities.

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.

The screenshot shows the 'Unemployment Benefit Services' page for Ziggy Stardust. It includes a 'Claim Progress' sidebar with options like 'Work and Other Income', 'Ability and Availability', 'Work Search', 'Review and Submit', and 'Next Steps'. The main content area is titled 'Confirmation' and contains 'Payment Request Information' (Name: Ziggy Stardust, Social Security Number: XXX-XX-8313, Claim Week 1: Jan 28, 2024 - Feb 03, 2024, Claim Week 2: Feb 04, 2024 - Feb 10, 2024). It also includes a 'Payment Request Confirmation' section with instructions on submitting requests after 6PM Central, a 'Next Steps' section with a list of steps and a 'View and Print Payment Request' link, and a 'Reminders' section.

Confirmation

Payment Request Information

Name:	Ziggy Stardust
Social Security Number (SSN):	XXX-XX-8313
Claim Week 1:	Jan 28, 2024 - Feb 03, 2024
Claim Week 2:	Feb 04, 2024 - Feb 10, 2024

★ indicates required information

Payment Request Confirmation

If you submit your payment request after 6PM Central, TWC will process your payment in two [business days](#).

If we need additional information from you to process your payment request, we will contact you.

TWC Tele-Centers are temporarily open on Sundays from 8:00 a.m. to 5:00 p.m. Central Daylight Time (CDT).

Your Payment Request has been submitted on February 11, 2024 10:44 am (Central time).

Next Steps

Here are your next steps in the Payment Request process:

1. View and print a record of your Payment Request answers in a new window. This will be your **ONLY** chance to view or print a record of your Payment Request.

[View and Print Payment Request](#)

[Request Additional Payment](#)

Reminders

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.

The screenshot shows the 'Unemployment Benefit Services' page for Ziggy Stardust. It includes a 'Claim Progress' sidebar with steps: Work and Other Income, Ability and Availability, Work Search, Review and Submit, and Next Steps. The main content area is titled 'Confirmation' and contains 'Payment Request Information' (Name: Ziggy Stardust, Social Security Number: XXX-XX-8313, Claim Week 1: Jan 28, 2024 - Feb 03, 2024, Claim Week 2: Feb 04, 2024 - Feb 10, 2024), a 'Payment Request Confirmation' section with submission details, 'Next Steps' (view/print request, check job openings), and 'Reminders' about filing days and work search requirements.

Payment Request Information	
Name:	Ziggy Stardust
Social Security Number (SSN):	XXX-XX-8313
Claim Week 1:	Jan 28, 2024 - Feb 03, 2024
Claim Week 2:	Feb 04, 2024 - Feb 10, 2024

★ indicates required information

Payment Request Confirmation

If you submit your payment request after 6PM Central, TWC will process your payment in two [business days](#).

Your Payment Request has been submitted on February 20, 2024 02:58 pm (Central time).

Next Steps

Here are your next steps in the Payment Request process:

1. View and print a record of your Payment Request answers in a new window. This will be your **ONLY** chance to view or print a record of your Payment Request.
[View and Print](#) Payment Request
2. Check job openings on WorkInTexas.com.

[Next](#)

Reminders

You may make your next Payment Request on your scheduled filing day, SUNDAY, during the week beginning February 25, 2024.

The minimum number of work search activities you are required to make each week is 3.

You must make a minimum of 3 work search activities each week. Keep detailed records of your work search efforts. TWC routinely verifies work search activities.

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.



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