

How to Request Benefit Payments Online



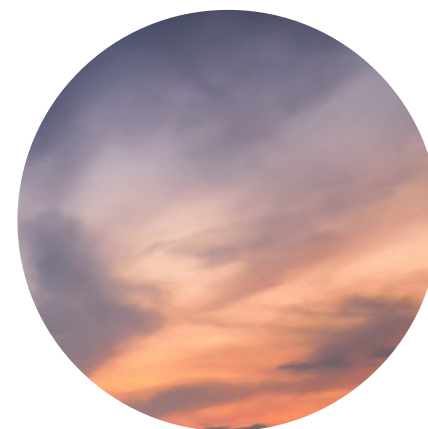
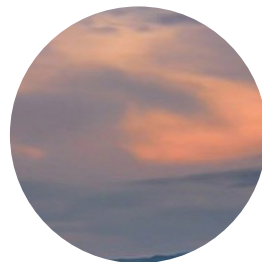
Tutorial Content

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

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

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

You might want to print pages from this tutorial. If you don't have a printer, you can use a printer for free at your local [Workforce Solutions office](#).



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

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

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



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

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

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

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

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

Requesting Payment Online



In this section you will learn:

- About the My Home page
- When to request payment
- How to use Unemployment Benefits Services to see your filing day and your next payment request day
- How to calculate your biweekly payment day
- How to request payment
- How to change your payment option
- How to report work and other income

Unemployment Benefits Services

[Home](#) > [Job Seekers & Employees](#) > [Unemployment Benefits](#)

Unemployment Benefits Services

On this page:

- [Logon](#)
- [Apply for Benefits](#)
- [View Electronic Correspondence](#)
- [Request a Payment](#)
- [Request a Disaster Unemployment Assistance \(DUA\) Payment](#)
- [Request Your Waiting Week](#)
- [View Claim & Payment Status](#)
- [Appeal Online](#)
- [View Appeal Status](#)
- [Change Your Income Tax Withholding](#)
- [View IRS 1099-G Information](#)
- [Submit a Work Search Log](#)
- [Change Payment Option](#)
- [Technology Requirements & Privacy](#)
- [Frequently Asked Questions](#)
- [More Information](#)

Logon

[Log on with your existing TWC User ID or create a new User ID.](#)

This is the first screen you will see when you visit our website at ui.texasworkforce.org.

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

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

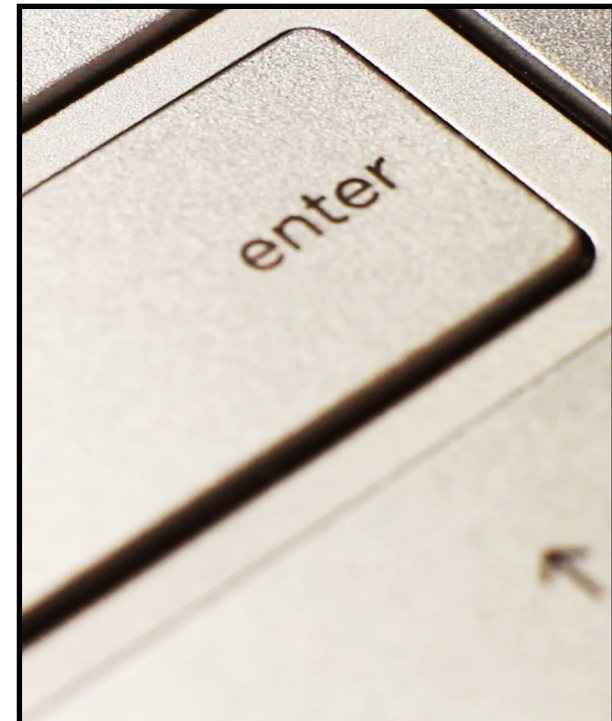
Select this link if you already have a User ID or Password or if you need to create a User ID and Password.

Important

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

Remember:

- The system will log you out if you have not selected any action button such as **Next**, **Previous**, or **Submit** within 30 minutes. Your information will not be saved. If this happens, you must log back on and re-enter your information for your payment request.
- Read all instructions carefully.
- Complete each screen from top to bottom.
- Information marked with a **red asterisk *** is required.
- Certify the Truth in Filing statement.
- Your request **IS NOT COMPLETE** until you submit it and receive a confirmation number.



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 of the Texas Workforce Commission's Unemployment Benefit Services. The page features a dark blue header with the TWC logo and the text 'Unemployment Benefit Services'. Below the header, there are two main sections: 'Quick Links' and 'Change My Profile'. The 'Quick Links' section includes links for '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', and 'Request Your Waiting Week'. The 'Change My Profile' section includes links for 'Contact Information', 'Password', 'Security Information', and 'Personal Information'. The main content area is titled 'My Home' and contains a welcome message, a paragraph about finding a job, a paragraph about connecting with employers, a paragraph about payment options, and a list of messages. The messages section includes a bullet point stating 'You are required to do at least 3 work search activities each week' and a link to 'Unemployment Benefits Work Search Guidelines'. A final message states 'If you need further assistance, call a TWC Tele-Center'.

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) 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 examples of activities.

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

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
<p>Available all day, every day at ui.texasworkforce.org</p> <p>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.</p>	<p>Available 7 a.m. to 6 p.m. Central time, Sunday-Friday by calling toll-free at 1-800-558-8321.</p> <p>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.</p>

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 website. The header includes the logo and navigation links for My Home, My Profile, and Logoff. The main content area is titled 'Claim and Payment Status' and is divided into two sections: 'Claimant Information' and 'Claim Information'. The 'Claimant Information' section shows fields for Name and Social Security Number (SSN). The 'Claim Information' section displays the following details:

Claim Type:	Regular Unemployment Benefits
Claim Start Date:	Apr 12, 2020
Weekly Benefit Amount:	\$0.00
Maximum Possible Benefits:	\$0.00
Benefits Paid to Date:	\$0.00
Benefits Remaining:	\$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

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.



TEXAS WORKFORCE COMMISSION

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) 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 examples of activities.

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

Truth In Filing

The Truth in Filing page provides important requirements regarding personal information, payment requests, instructions in the Unemployment Benefits Handbook, and fraud. You must read and certify that you understand and agree to comply with these requirements.



Unemployment Benefit Services

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.



Begin Payment Request



 Unemployment Benefit Services

Begin Payment Request

Payment Request Period

Claim Week 1:	Dec 16, 2018 - Dec 22, 2018
Claim Week 2:	Dec 23, 2018 - Dec 29, 2018

* 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.state.tx.us/receiving-benefit-payments-debit-card> to review the US BANK 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.

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

Mailing Address

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

* Yes No

The Begin Payment Request screen shows:

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

Completion Requirements:

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

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

Begin Payment Request (continued)

Begin Payment Request

Payment Request Period

Claim Week 1:	Dec 16, 2018 - Dec 22, 2018
Claim Week 2:	Dec 23, 2018 - Dec 29, 2018

* 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.state.tx.us/receiving-benefit-payments-debit-card> to review the US BANK 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 December 2018.

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

If this is your first claim and you are receiving your benefits on the TWC Debit Card, you must read the U.S. Bank debit card fee schedule by selecting the following link: [Receiving Benefit Payments by Debit Card](#)

The Current Payment Option section shows information regarding our current payment method.

New claims default to the TWC Debit Card.

If you need to change your payment option, select **Yes**.

You can only change your payment option once when you submit your first payment request.

To change your payment option again, select Payment Option from the Quick Links menu.

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.

TEXAS WORKFORCE COMMISSION

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.

The fee schedule can be accessed here: [U.S. Bank Card Fee Schedule](#)

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

Change Payment Option (continued)



The screenshot shows the 'Payment Option: Review and Submit' page. The header includes the Texas Workforce Commission logo and 'Unemployment Benefit Services'. A 'Quick Links' sidebar is on the left. The main content area shows 'Payment Option: TWC Debit Card' and a note: 'Select the Submit button only once. It may take a moment to display your Confirmation page.' There are 'Submit' and 'Previous' buttons.

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

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

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

Selecting **Submit** will complete the change payment option request.

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

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

The screenshot shows the 'Payment Option: Review and Submit' page with 'Direct Deposit' selected. The header includes the Texas Workforce Commission logo and 'Unemployment Benefit Services'. A 'Quick Links' sidebar is on the left. The main content area shows 'Payment Option: Direct Deposit' and the following details: 'Bank or Credit Union Name: JPMORGAN CHASE', 'Routing Number: 111000614', 'Account Number: 8888888', and 'Account Type: Checking'. A note says: 'Select the Submit button only once. It may take a moment to display your Confirmation page.' There are 'Submit' and 'Previous' buttons.

Work and Other Income

The screenshot shows the 'Work and Other Income' section of the Texas Workforce Commission's Unemployment Benefit Services portal. The page has a dark blue header with the TWC logo and the text 'Unemployment Benefit Services'. A left sidebar contains a 'Claim Progress' menu with options: 'Work and Other Income', '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: 'Claim Week 1: Dec 16, 2018 - Dec 22, 2018' and 'Claim Week 2: Dec 23, 2018 - Dec 29, 2018'. Below this is an 'Important' note stating that all questions apply to the claim week(s) shown. A list of instructions follows, including that claim weeks begin on a Sunday and end on a Saturday, and that all work and earnings must be reported. The form is divided into three sections: 'Work and Earnings', 'Other Income', and 'Other Income'. The 'Work and Earnings' section asks for work status and vacation/holiday pay for both claim weeks. The 'Other Income' section asks if the user has received other income not reported to TWC, such as retirement or workers' compensation, and provides checkboxes for these categories. At the bottom, there are 'Next' and 'Previous' buttons.

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:	Dec 16, 2018 - Dec 22, 2018
Claim Week 2:	Dec 23, 2018 - Dec 29, 2018

* 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 (Dec 16, 2018 - Dec 22, 2018)

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 (Dec 23, 2018 - Dec 29, 2018)

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

When requesting a payment, you must answer these questions:

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

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

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

Other Income

The screenshot shows the Texas Workforce Commission Unemployment Benefit Services portal. The main heading is 'Work and Other Income'. Under 'Payment Request Period', it lists 'Claim Week 1: Dec 16, 2018 - Dec 22, 2018' and 'Claim Week 2: Dec 23, 2018 - Dec 29, 2018'. A note states '* indicates required information' and 'Important: All questions apply to the Claim Week(s) shown above.' Below this, there are instructions for reporting income, including that all claim weeks begin on a Sunday and end on a Saturday, and that work is considered to be any kind of service you provide for pay, including tips or commission. 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?' with radio button options for Yes or No. The same questions are repeated for 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?' with radio button options for Yes or No. If Yes, it asks to check all that apply: Retirement or disability pension, Workers' Compensation, and Additional payment when you left your job other than wages you had earned. At the bottom, there are 'Next' and 'Previous' buttons.

You **must** report income from:

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

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

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

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

Ongoing Eligibility Requirements



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

- Ability and availability to work
- Work Search

Ability and Availability

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

Claim Progress

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

Ability and Availability to Work

Payment Request Period

Claim Week 1:	Dec 16, 2018 - Dec 22, 2018
Claim Week 2:	Dec 23, 2018 - Dec 29, 2018

* 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

Are you a United States citizen?

* Yes No

If No, are you legally authorized to work in the United States?

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're looking for.
- Be available for full-time work during the weeks you are filing for.

Availability includes, but is not limited to:

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

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


Work Search



You must:

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

TWC routinely verifies work search activities.



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:	Dec 16, 2018 - Dec 22, 2018
Claim Week 2:	Dec 23, 2018 - Dec 29, 2018

* indicates required information

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

- TWC randomly verifies work search contacts.
- 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 contacts, view [Unemployment Benefits Work Search Guidelines](#).

Number of Contacts

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

Claim Week 1 (Dec 16, 2018 - Dec 22, 2018):	* <input type="text"/>
Claim Week 2 (Dec 23, 2018 - Dec 29, 2018):	* <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

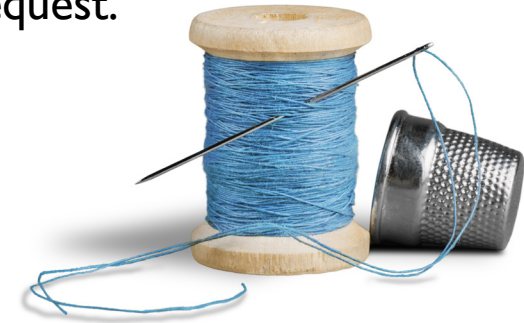


In this section you will learn how to:

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



Unemployment Benefit Services

Claim Progress

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

Review and Submit

Payment Request Information

Name: _____
 Social Security Number (SSN): _____
 Claim Week 1: Dec 16, 2018 - Dec 22, 2018
 Claim Week 2: Dec 23, 2018 - Dec 29, 2018

★ 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 (Dec 16, 2018 - Dec 22, 2018)

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 (Dec 23, 2018 - Dec 29, 2018)

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)

Are you a United States citizen? Yes

If No, are you legally authorized to work in the United States? (Optional - not answered)

Work Search

[Edit Work Search](#)

Number of Contacts

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

Claim Week 1 (Dec 16, 2018 - Dec 22, 2018): 5
 Claim Week 2 (Dec 23, 2018 - Dec 29, 2018): 5

Certify and Submit

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

Certify and Submit

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

Do you certify that this is your Social Security Number and you are the person named on this unemployment insurance claim; and do you certify the information you gave for this claim period is true and complete?

* Yes No

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

Important!

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

Confirm Payment Request

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

Read the confirmation message carefully.

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

The screenshot shows the 'Confirmation' page for a payment request. The header includes the Texas Workforce Commission logo and 'Unemployment Benefit Services' with links for 'My Home', 'My Profile', and 'Logout'. A 'Claim Progress' sidebar lists 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' with fields for Name, Social Security Number (SSN), Claim Week 1, and Claim Week 2. A note indicates that some recent benefit weeks have not been requested for payment. Below this is a 'Payment Request Confirmation' section with instructions on processing times and contact information for Tele-Centers. The 'Next Steps' section lists a single step: 'View and print a record of your Payment Request' with a 'View and Print' button. A 'Request Additional Payment' button is also visible. The page ends with a 'Reminders' section.

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 Texas Workforce Commission Unemployment Benefit Services Confirmation page. The page is titled "Confirmation" and contains the following sections:

- Claim Progress:** A sidebar menu with options: Work and Other Income, Ability and Availability, Work Search, Review and Submit, and Next Steps.
- Confirmation:** A section with a sub-header "Payment Request Information" containing:
 - Name:
 - Social Security Number (SSN): XXX-XX-
 - Claim Week 1: Feb 16, 2020 - Feb 22, 2020
 - Claim Week 2: Feb 23, 2020 - Feb 29, 2020
- Message:** A blue message box stating: "You have not requested payment for some recent benefit weeks. To request payment for additional week(s), select the 'Request Additional Payment' button below."
- Payment Request Confirmation:** A section with instructions: "If you submit your payment request after 6PM Central, TWC will process your payment in two business days." and "If we need additional information from you to process your payment request, we will contact you." It also mentions "TWC Tele-Centers are temporarily open on Sundays from 8:00 a.m. to 5:00 p.m. Central Daylight Time (CDT)." and "Your Payment Request has been submitted on June 15, 2020 10:44 am (Central time)."
- Next Steps:** A section with the heading "Here are your next steps in the Payment Request process:" and a list item: "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." Below this is a link: "View and Print Payment Request".
- Request Additional Payment:** A button labeled "Request Additional Payment" is located at the bottom of the page.
- Reminders:** A section header at the bottom of the page.

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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