Claims Specialist Training

INTERNET INITIAL CLAIMS
IIC

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Internet Initial Claims (IIC)

https://ssl7.emp.state.or.us/ocs4/index.cfm?u=F20140730A090107B16673251.7916&lang=E

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Welcome to Your Online Claims System

Claim a week of benefits	Claim a week of unemployment benefits once your claim is established. Just like claiming by phone but easier! * Please see notes below. Help
View status of weekly report	See the status of your current weekly claim report (if claimed by Internet or phone) Help
Restart your claim	Restart your Oregon claim (use if your claim is established and you are now unemployed after a period of work or if there is a gap in weekly reporting). Help
File your new claim	File a new claim for Oregon unemployment benefits.Help
Change your address	Update your address for unemployment insurance purposes. Help
Status of your claim	View your claim balance and expiration date, weekly payment details, and 1099G tax information. Help
Electronic deposit	Sign up to have your unemployment insurance benefits deposited directly to your bank account. Help
Change/Reset PIN	Change your PIN number. Help
Make a payment	Repay unemployment insurance overpayments with **Visa**, **Master Card** or **Discover**. Help

Please Note:
- This system is unavailable from 12:30am to 2:00am each night for system maintenance.
- We have a scheduled downtime from 6:00pm - 8:00pm on the second Sunday of each month.
- Filing of New Claims is not available week days from 10:00PM until 2:00AM, Saturday from 8:00PM until Sunday at 2:00AM and from Sunday at 8:30PM until Monday at 5:00AM.
  If you are attempting to file on Saturday between 8:00 PM and 11:59 PM call 1-877-345-3484 immediately to begin the claim filing process.
- We will provide notice of unavailability as soon as an outage is planned or occurs.
- Weekly Claims completed on Sunday and Monday are all processed Monday evening.
  If Monday is a holiday, they will all be processed Tuesday evening.

Help is available for each question.   **More information about this system.**

The Online Claims system allows claimants to file online initial claims. Claimants complete approximately 35 screens depending on the issues involved. This application takes approximately 30 minutes to complete. One advantage of the online initial claims system is claimants can file a new claim (in addition to other claim services) most any day or time.

Claimants with the following circumstances can't file online and are advised to call the UI center to file their claims by telephone:
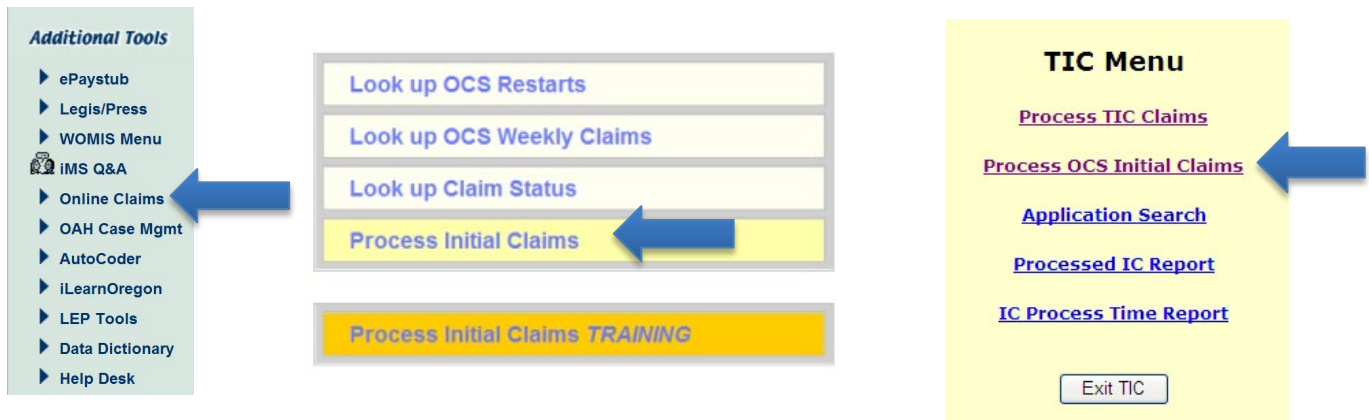
- Currently outside the U.S.
- Seafarer wages in the base year
- Under 12 or over 89 years of age (mainframe programming limitations)
- No work in Oregon during the base year
- Another valid claim filed in the last year
- Another non-valid claim filed in the same calendar quarter

Note: sometimes the systems allow these to process and it is your responsibility to review for these circumstances.

Claimants who are self-employed, attending school or receiving retirement income complete additional questionnaires online. Claimants are asked to complete separation questionnaires for any work separation(s) in their recent employment history (excluding lack of work or still working) that occurred prior to them earning four times their Weekly Benefit Amount (WBA). This will be explained in detail later in training.

Processing an Internet Application

Once an application is complete, it is available for a Claims Specialist to review and process. Staff accesses the IIC processing screens through EDWEB. There is a link on the left side of the screen near the bottom. Select Online Claims, Process Initial Claims, and then Process OCS Initial Claims.

Additional Tools
- ePaystub
- Legis/Press
- WOMIS Menu
- iMS Q&A
- Online Claims
- OAH Case Mgmt
- AutoCoder
- iLearnOregon
- LEP Tools
- Data Dictionary
- Help Desk

Look up OCS Restarts

Look up OCS Weekly Claims

Look up Claim Status

Process Initial Claims

Process Initial Claims *TRAINING*

TIC Menu

Process TIC Claims

Process OCS Initial Claims

Application Search

Processed IC Report

IC Process Time Report

Exit TIC

Welcome Screen (next page)

The first screen you see is the "Welcome" screen. This screen gives staff the option of either conducting a search for a specific claim to process or to start processing claims waiting in the queue, beginning with the oldest unprocessed claim.

Welcome Pat Fullerton

It is Thursday, Jan. 28, 1:56 PM

There are currently 1197 applications queued.
There are currently 735 regular applications queued.
There are currently 463 clean applications queued.

There are currently 335 applications on hold.
There are no applications timed out.

Please select:

| Exit | Search | Process Regular IIC | Process Clean IIC |

Claim Counts for last 120 days:

Date	Clean	Reg	Hold	Xtra	Clean+Reg	Total
Jan 21, 2021	0	0	22	0	0	22
Jan 22, 2021	0	0	34	0	0	34
Jan 23, 2021	0	0	28	0	0	28
Jan 24, 2021	0	0	22	0	0	22
Jan 25, 2021	0	0	35	0	0	35
Jan 26, 2021	16	152	23	0	168	191
Jan 27, 2021	274	381	2	0	655	657
Jan 28, 2021	173	201	2	30	374	406
Totals*	463	734	335	30	1197	1562

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Please select:			
Exit	Search	Process Regular IIC	Process Clean IIC
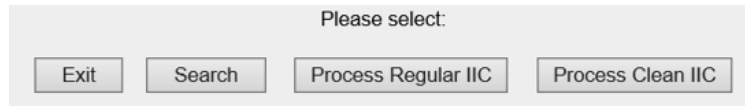
Selecting "Process Clean IIC" takes you to the first claim in that particular queue. "Clean" claims are screened and should have no issues on them. Selecting "Process Regular IIC" takes you to the first claim in that queue, allowing you to review and process one application at a time. Regular IICs can have potential issues as well as require additional processing steps. Claims from either queue can be associated with any UI Center.

The "Search" button brings up the following screen:
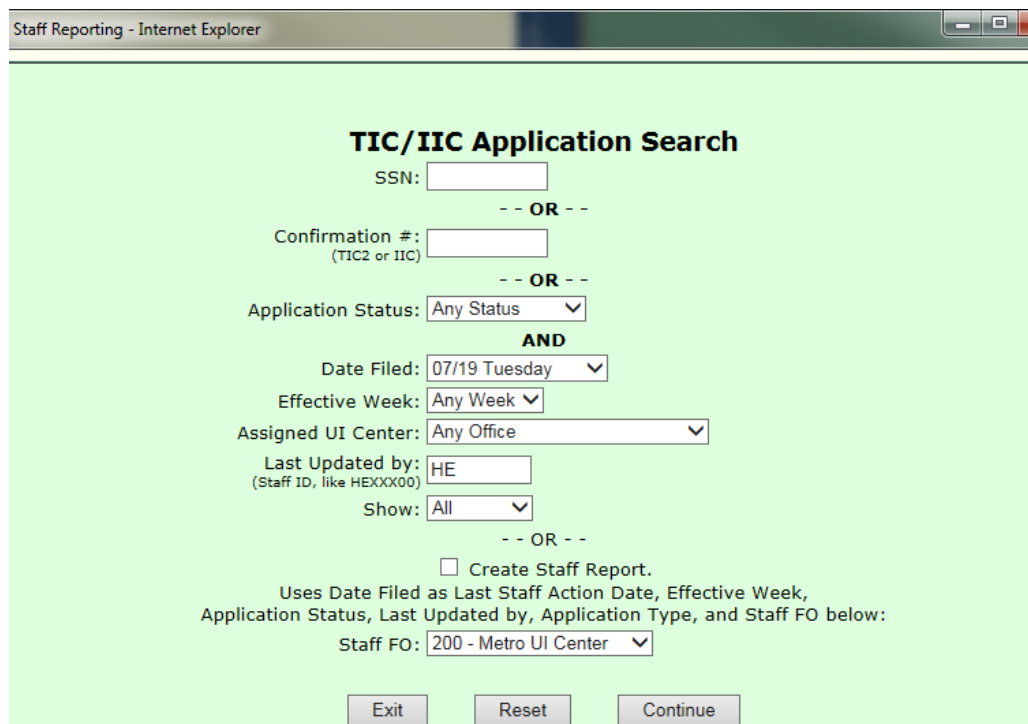
Once you are on the Search screen, an application can be retrieved by
- SSN ---OR---
- Confirmation # ---OR---
- Application Status—AND---
  - other delineators such as
    - Date Filed:
    - Effective week:
    - Assigned UI Center:
    - Last Updated by:

The application status selection has the following choices:

Assigned UI Center

Applications are assigned to an Interactive Voice Response (IVR) hub based on zip code. Out-of-state claimants are assigned to office 990.

The 8 IIC Staff Screens:

1. Identity Screen
2. UI History Screen
3. Filing Determination Screen
4. Personal Data Screen
5. Employer Screen
6. Eligibility Screen
7. Review Screen
8. Print Screen

After selecting a claim to process, the first screen presented for processing is the Identity Screen. (See example below.) **Always** open a mainframe screen at the same time. You may want to start with ECLM or WAGE.

Identity Screen

A

SSN: ▉▉▉▉4	BYE: 30/21	Date of Claim: 08/05/2020	IIC Date: 08/05/2020 7:00 PM
WBA: $673	MBA: $17,498	Effective Date: 08/02/2020	UI Center: 200 Metro
		Effective Week: 32/20	Time: 10:31 AM Confirm#: 133996001

Identity Verification   Change SSN [   ] [Refresh]

B

Name: [Marti] [E] [   ]   Other Name:

Address: [   ]   Phone: [2127298735]   Msg Phone: [212-729-8735]

[   ]   DOB: [08] / [25] / [1972] (MM/DD/YYYY) [ECUS]

[PORTLAND] [OR] [972093172]   Sex: [F]   Language: [English ▾]

C

Address History

Current	1200 NW MARSHALL ST STE 710	PORTLAND, OR 97209-3172
Prior 1	808 NW 19TH AVE APT 410	PORTLAND, OR 97209-1479
Prior 2	1976 NW PETTYGROVE ST APT 313	PORTLAND, OR 97209-1696

D

Base Year: Apr 1, 2019 - Mar 31, 2020   4xWBA: $2692   Total wages: $ 59,689   High Qtr: $ 20,000

Employer Reported Wages	1/2019		2/2019		3/2019		4/2019		1/2020		2/2020	
CREATIVE MEDIA DEVELOPMEN	USED		487	$17,242	261	$18,469	120	$2,848		$0		$0
AMPLIFIED BY DESIGN INC		$0		$0		$0		$0	520	$20,000	174	$4,916
24 SEVEN INC		$0		$0	30	$1,130		$0		$0		$0

E

Wage Comments

05/01/2020 *ON ADDRESS CHANGE-JJR/200

01/23/2020 *BA 1099G/2019 OREGON UNEMPLOYMENT INSURANCE BENEFITS PAID: $11,664.

01/23/2020 *BA 1099G/2019 FED W/H: $65.00 STATE W/H: $39.00

F

Current Location:OR   [Exit]   [Hold Claim]

[Reject]   [Verify Address]   [Continue]

| Identity | UI History | Filing Determination | Personal Data | Employer | Eligibility | Review |

This same claimant on a WAGE screen in mainframe should look like this:

```
Date: 08/06/20              WAGE - WAGE LIST BY SSN              Time: 10:31 am
                                                          Page    1 of    2
  SSN :                       Qtr _ __    Acct _____    Unused Wages Only? _
     I                        BYE 31/20  VALID CLAIM                 FO 200
      Acct            Employer Name        Qtr      Wages    Wk/Hr  Code/BYE
  _ 0887527 -4 CREATIVE MEDIA DEVELOPMENT INC  4/19   2,848.48   120
                                            3/19  18,469.44   261
                                            2/19  17,242.34   487
                                            1/19  16,679.28   480   USED 31/20
                                            4/18  19,488.91   560   USED 31/20
                                            3/18  16,804.78   480   USED 31/20
                                            2/18  19,419.68   533   USED 31/20
  _ 1183966 -5 AMPLIFIED BY DESIGN INC       1/20  20,000.01   520
    1445315 -6 24 SEVEN INC                  3/19   1,130.50   030
```
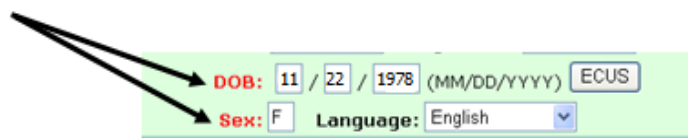
There are three dates in the upper Dark Green bar:

A
- "Date of Claim" is the date when the BES starts work on the IIC.
- "Effective Date" is the Sunday date of the FEW of the claim.
- "IIC Date" is the date and time the claimant completed the online Application. It will be highlighted if it is different than the Date of the Claim.

The upper Dark Green bar also contains the claimant's SSN, the BYE of the claim, the claimant's UI Center, WBA, MBA, FEW and the time. The WBA and MBA are **projections** and are calculated based on the current mainframe wages.

B
The claimant's personal information is displayed in the light green area. This includes name, current address, phone, message phone, date of birth, gender and language and is all provided by the claimant on the IIC application.

Also in this area is an ECUS button that is a direct link to customer information on the main frame. If any of the claimant's information on the applications does not match what we have on file that information will display in red. If the claimant has not filed a claim before, all fields will be red. No further action is needed in this case.

Click on ECUS (mainframe) to compare what does not match.

Language:					
Birth Date: / /		BYE	Bal	FO	LWC
Sex:		00/00	0	000	
Ethnic:					
High Grade:					
US Citizen: Y					

C   Address History: This area will contain current and prior addresses as listed on main frame in Customer Address Display. This information can assist in verifying identity.

Address History		
Current	78910 NW 2ND AVE	SOMEWHERE, OR 97123-4567
Prior 1	65432 SE FIRST ST	SOMEWHERE, OR 97124-4578
Prior 2	12445 E MAPLEWOOD LN	SOMEWHERE, OR 97123-4567

D   Employer Reported Wages: A list of employers that have reported wages during the base year. Wages showing come from the mainframe. Lag quarter wages are for informational purposes and display against a darker background

Employer Reported Wages	1/2019		2/2019		3/2019		4/2019		1/2020		2/2020	
CREATIVE MEDIA DEVELOPMEN	USED		487	$17,242	261	$18,469	120	$2,848		$0		$0
AMPLIFIED BY DESIGN INC	$0			$0		$0		$0	520	$20,000	174	$4,916
24 SEVEN INC	$0			$0	30	$1,130		$0		$0		$0

Click on "Employer Reported Wages" and compare the employers provided by the claimant with employers listed in the "Employer Reported Wages" screen.
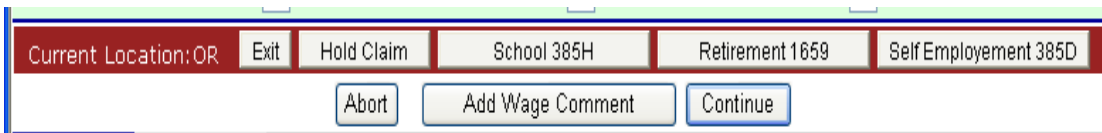Place a check mark in the box to indicate the comparison was completed.

☐ Compare ER with wages	Continue
Wage List	

E   Wage Comments: These comments are directly from "Customer/Wage Comments" from mainframe. Review for any recent applicable comments that may affect filing of the new claim. For example: CWC options, cancelled claims, Phishing attempts.

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F	Message bar: lists claimant's Current location: (OR) and when appropriate may list: Other Name, and any questionnaires the claimant completed when the application was submitted. (ie: School 385H, Retirement Income 1659, and/or Self-Employment 385D.)

Identity Verification

Purpose: To compare current and prior address information, verify claimant's identity and check wage comments for current/relevant information.

The IIC application verifies Social Security numbers with the Social Security Administration (SSA) once the SSN, name, gender and birth date are entered. On the SSN entry screen, applicants are advised their social security numbers will be sent to the Social Security Administration for identity verification.

Filers receiving a negative response from SSA will be given a second chance to correct name, SSN, gender and date of birth. If SSA returns a second negative response, the applicant is stopped and advised to file by phone. In addition, the following WAGE comment is automatically created:

"SSA verification failed twice in IIC filing attempt."

With an increase in identity theft, identity verification is a critical component of processing internet initial claims. Review the name and address if there is a prior claim. Differences between claimant-keyed information and records in ECUS appear in red.

In some cases, there is no ECUS record to compare. In these cases, the employer/wage comparison is even more critical.

If the name does not match, look for "Other Name" in the claimant's personal information displayed in the light green area of the "Identity" screen. This will come from the IIC application question that states, "If your employer(s) know you by another name, please enter it." The claimant could be recently married or divorced. The employer may be using part of a hyphenated name. You may need to call the claimant to confirm. Always make one attempt to contact the claimant by phone before putting an application on hold.

If the claimant answers and confirms the information on the IIC is correct or provide corrected information, continue to process the IIC with claimant on the phone. If there is a gender or birthday mismatch, also contact the claimant to confirm.

Note: All outbound calls require us to notify the customer that the call is being recorded. Here is the script to use: *Before we proceed, I need to inform you that this call is being recorded for quality and training purposes.*

If the claimant does not answer, leave a generic message to call the UI Contact Center. Place the IIC on hold. Send the ID verification letter (remove the CID from the letter). Enter the "hold" comment: **IIC on hold, failed ID verification, ID verification letter sent xx/xx/xx, reject on xx/xx/if no response.**

Before processing the application, we may need the claimant to send in proof of identity such as a copy of his/her social security card and driver's license or state ID card.

Click on:

Employer Reported Wages

"Employer Reported Wages" is a link to a screen that displays the employers the claimant provided and the employer/s listed on the Wage screen on mainframe.

Claimant reported employers for IIC			
Employer	**Start Date**	**End Date**	**Total Wages**
Ace tire and Axle 900 F ST INDEPENDENCE, OR	10/10/2020	12/14/2020	$2000
Physical Address: 900 F ST INDEPENDENCE, OR			
Safeway Main st Dallas , OR	05/07/2020	09/25/2020	$3500
Physical Address: Main st Dallas , OR			

☐ Compare ER with wages   Continue

Wage List					
Acct	**Employer Name**	**Qtr**	**Wages**	**Hours**	**Code/BYE**
0000189112	TACO BELL	1/2020	$ 1879.00	167	00/00
0000772701	SAFEWAY STORES INC	2/2020	$ 3522.00	259	00/00
		3/2020	$ 3458.00	283	00/00
0001511300	GENERAL LABOR ~ INDUSTRIAL STAFFING	3/2019	$ 1590.00	130	USED 53/20
		4/2019	$ 887.00	73	00/00
0001548743	FOREST RIVER MANUFACTURING LLC	3/2019	$ 39.00	4	USED 53/20
0001637199	OREGON MARKET #II	4/2019	$ 315.00	28	00/00
0001738316	ACE TIRE ~ AXLE WEST LLC	4/2020	$ 2612.00	218	00/00

The claims specialist must compare claimant reported employers against the employers listed and put a check mark in the "Compare ER" box.

Sometimes the employment history does not match our wage records despite instructions to provide work history back to the beginning of the base year. There are two possible scenarios. In both we will attempt to contact the claimant to get the needed information.

Scenario one: The claimant provides information from just the most recent employer and that work is so recent we are unable to see it in our Wage records. Without something to tie the claimant to the wage history we can see, we are unable to verify their identity.

Scenario two: The claimant provides information just from the most recent employer We can see wages from that employer in our Wage records but there are also one or more other employers that show wages in the most recently reported quarter. Without that information (specifically dates of employment) we cannot determine which employer(s) get a 220.

In both cases, take the following steps:

Make a phone attempt to the claimant to get the needed information.

- ✓ If you speak with the claimant, ask if they have additional employers during the base year. Do not give the claimant the names of the employers. The claimant must provide the information to us.

- ✓ If the claimant does provide the information, add only the employers necessary to establish 4xWBA was met on the "Add Employer" screen.

- ✓ For additional or non 4xWBA employers, add a comment indicating that the claimant provided base year work history.

- ✓ Keep the claimant on the phone until you have completed processing the claim.

If you are unable to reach the claimant by telephone:

- ✓ Leave a generic message for the claimant to contact the Employment Department. Provide the toll free phone number 1-877-345-3484. Do not leave any specifics or even acknowledge the claimant has filed a claim: Example: Hello, this is (staff person) calling from the Employment Department and we need additional information. Please call us back as soon as possible at 877-345-3484.

- ✓ Send the Employment Information Needed letter. The letter is on the toolbar under UILetters. Select Info Request. Then select Info Needed – IC questions.
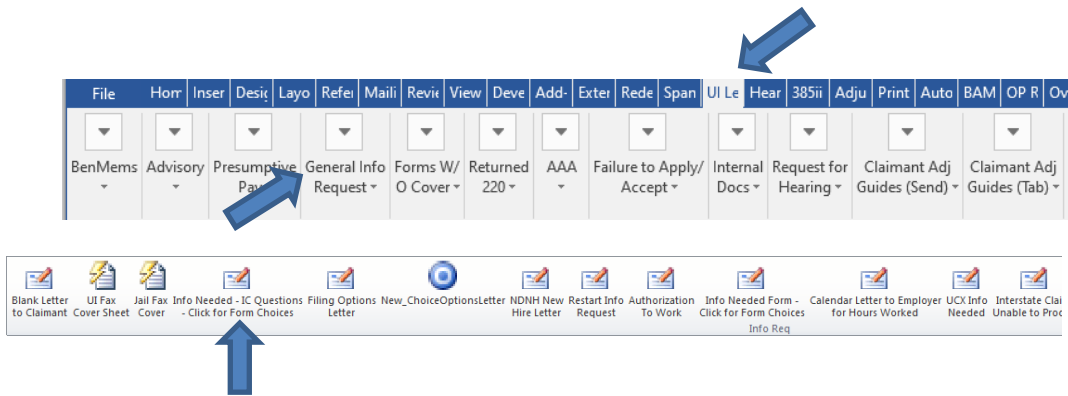
A letter will appear with a pop-up box. You must indicate what method the claimant can use to provide the needed information. Select "call or Return letter".
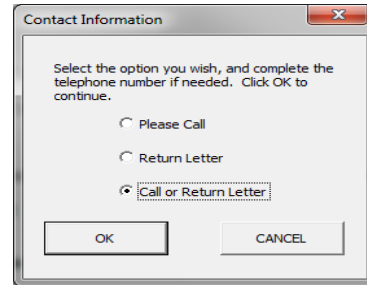
Another pop-up box will appear.
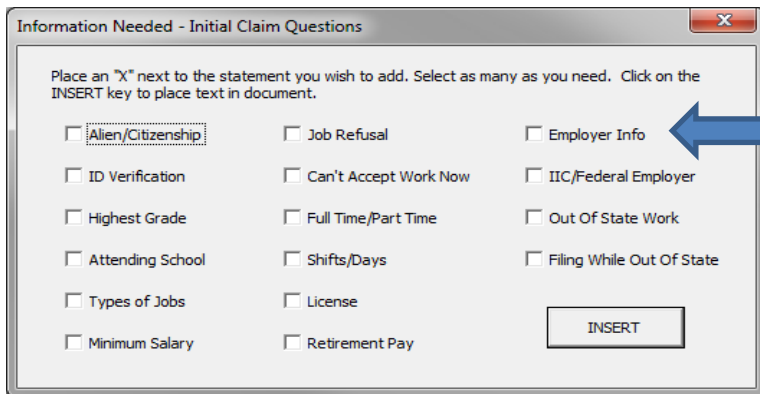
Select the Employer Info box.

Another pop-up box will appear.

This pop-up box allows staff several options to help narrow down what employer information is needed without specifically providing that employer name to the claimant.
Mark the appropriate box and complete the field provided.
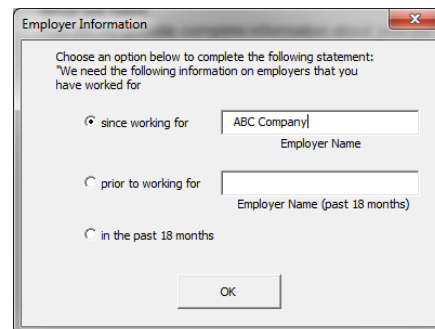
Note: When sending a letter, if the address on the IIC is different than what is on the mainframe be sure to use the one on the IIC.

- ✓ When you get to the Review screen, set a DLF 85 starting with the FEW and ending 99/99.

- ✓ Enter a claim comment: "DLF 85, wk XX/XX. 4X ER info needed (ABC Company), unable to reach clmt by phone, left message, sent letter".

- ✓ Process the claim.

Here is an example of a completed letter:

KEN DOLL
PO BOX 11111
SALEM OR 97309

Date: October 03, 2016
Cust ID: 45-615.985.076
BYE: 44-94

Thank you for submitting your application for unemployment insurance benefits. Your application is on hold as we need further information to determine your eligibility.

What we need:
You did not provide complete information about your job history. We need the following information on employers that you have worked for since working for ABC Company. Make copies of this form or use additional pages if needed – be sure your name and Social Security Number is on each page.

Please respond below or on the other side.

Name of employer _____

Mailing address of employer _____

_____

Phone Number of employer _____

Date began work   Month: _____   Day: _____   Year: _____

Final day worked   Month: _____   Day: _____   Year: _____

Gross wages the entire time you worked there $ _____

Your Job Title _____

Select the reason you are no longer working for this employer from the options below:

- ❏ Lack of Work/Layoff
- ❏ Voluntary Quit
- ❏ Still Working
- ❏ Leave of Absence
- ❏ Discharge
- ❏ Strike/Lockout
- ❏ Suspension

How to provide the requested information:
Please call 866.578.4235 to provide the requested information or complete and return this letter and/or the enclosed form(s). If additional information is needed, we will contact you.

==Do not process the claim without enough information to verify identification.==

==**DO NOT** continue past the ID Screen if identity has not been verified.==

If/when the claimant responds to the phone message left or the Employer Info Needed letter, a BES will key in the needed information and inactivate the DLF 85, documenting these actions in comments.

UI History Screen

<u>Purpose</u>: To review claim history to see if the new claim will be impacted by prior claims.

The majority of the UI History screen is read only. If there are prior valid claims, this screen provides staff a quick view of any ongoing disqualifications from the most recent valid claim as well as any Fraud/Overpayment activity.

A

SSN:		BYE: 30/21	Date of Claim: 08/05/2020	IIC Date: 08/05/2020 7:00 PM
WBA: $673		MBA: $17,498	Effective Date: 08/02/2020	UI Center: 200 Metro
Name:			Effective Week: 32/20	Time: 10:50 AM Confirm#: 133996001

Screen: UI History

B

BYE	FO	Status		Last Wk Clmd	Last Wk Paid
31/20	200	VALID CLAIM		31/20	31/20
24/16	200	VALID CLAIM		46/15	45/15
41/14	200	VALID CLAIM		26/14	25/14

Disqualification History

C

BYE	Dec	Prg	St	Start – End	Amd	FO	Date	Lev	Adj/Ref
31/20	DS	REG	C	33/19- 33/19		200	09/16/19	ADM	BBH

Overpayments

D

Type	Original OP	Balance	Dec Date	Program

E

Base Year: Apr 1, 2019 - Mar 31, 2020	4xWBA: $2692		Total wages: $ 59,689		High Qtr: $ 20,000	
Employer Reported Wages	1/2019	2/2019	3/2019	4/2019	1/2020	2/2020
CREATIVE MEDIA DEVELOPMEN	USED	487 $17,242	261 $18,469	120 $2,848	$0	$0
AMPLIFIED BY DESIGN INC	$0	$0	$0	$0	520 $20,000	174 $4,916
24 SEVEN INC	$0	$0	30 $1,130	$0	$0	$0

| Transitional Claim: ☐ | Earned 4X WBA: ☐ | 780 Override: ☐ |

| Current Location:OR | Exit | Hold Claim |

Reject | Add Wage Comment | Continue

| Identity | UI History | Filing Determination | Personal Data | Employer | Eligibility | Review |

A — The Claimant's name now displays in the top bar as a result of passing the ID verification page.

B — "VALID CLAIM" is a link to a screen shot of the ECLM on a prior claim. Also in this is the "Last Week Claimed" and "Last Week Paid". This information will assist in determining if this is a Transitional claim.

UI History Screen, cont.

A

SSN: 220-72-2134	BYE: 30/21	Date of Claim: 08/05/2020	IIC Date: 08/05/2020 7:00 PM
WBA: $673	MBA: $17,498	Effective Date: 08/02/2020	UI Center: 200 Metro
Name: MARTI E ZIMLIN		Effective Week: 32/20	Time: 10:50 AM Confirm#: 133996001

Screen: UI History

B

BYE	FO	Status	Last Wk Clmd	Last Wk Paid
31/20	200	VALID CLAIM	31/20	31/20
24/16	200	VALID CLAIM	46/15	45/15
41/14	200	VALID CLAIM	26/14	25/14

Disqualification History

C

BYE	Dec	Prg	St	Start - End	Amd	FO	Date	Lev	Adj/Ref
31/20	DS	REG	C	33/19- 33/19		200	09/16/19	ADM	BBH

Overpayments

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Type	Original OP	Balance	Dec Date	Program

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Base Year: Apr 1, 2019 - Mar 31, 2020	4xWBA: $2692	Total wages: $ 59,689	High Qtr: $ 20,000

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AMPLIFIED BY DESIGN INC		$0		$0		$0		$0	520	$20,000	174	$4,916
24 SEVEN INC		$0		$0	30	$1,130		$0		$0		$0

Transitional Claim:	Earned 4X WBA:	780 Override:

Current Location:OR	Exit	Hold Claim

Reject   Add Wage Comment   Continue

Identity	UI History	Filing Determination	Personal Data	Employer	Eligibility	Review

C The "Disqualificaton History" area will display any ongoing denying separation or job refusal/failure to apply decisions. The Start and End weeks in this area are for determining the date after which a claimant must have earned 4xWBA in subject/ covered employment.

D Overpayment activity is shown here. The information here is for internal use only. Do not provide this information to the claimant unless the claimant asks.

E TRANSITIONAL CLAIM, EARNED 4XWBA, and 780 OVERRIDE all default as "blank." If there are no prior valid claims, enter an "N" in each box. Otherwise, put a "Y" in the box if the following situations exist.

Transitional Claims: (TR)

| Transitional Claim: ☐ | Earned 4X WBA: ☐ | 780 Override: ☐ |

A claim that continues from one Oregon benefit year to a second Oregon benefit year is called a "transitional claim" **if:**

- ☆ The last week of the old benefit year has been claimed, **and**
- ☆ The next week is the first week of the new benefit year.

Here is an example of a transitional claim. Note the BYE of the most recent claim and compare it to the Effective Week of the new claim. Then look to see if the last week of the old benefit year has been claimed. If so, this meets the definition of a transitional claim and we would put a "Y" in the box.

SSN:	BYE: 18/21	Date of Claim: 05/17/2020	IIC Date: 05/17/2020 9:40 AM
WBA: $478	MBA: $12,428	Effective Date: 05/10/2020	UI Center: 200 Metro
Name:		Effective Week: 20/20	Time: 11:04 AM Confirm#: 122495477

Screen: UI History

BYE	FO	Status		Last Wk Clmd	Last Wk Paid
19/20	200	VALID CLAIM		19/20	19/20

> This BYE is the week prior to the new Effective Week of this new claim

> The last week of the BYE has been claimed.

Qualification History

BYE	Dec	Prg	St	Start – End	Amd	FO	Date	Lev	Adj/Ref
19/20	DS	REG	C	12/19- 12/19		200	06/25/19	ADM	LMH
19/20	DS	REG	C	11/19- 11/19		200	06/25/19	ADM	LMH

Overpayments

Type	Original OP	Balance	Dec Date	Program

| Base Year: Jan 1, 2019 - Dec 31, 2019 | 4xWBA: $1912 | Total wages: $ 38,240 | High Qtr: $ 14,340 |

Employer Reported Wages	4/2018	1/2019	2/2019	3/2019	4/2019	1/2020
THE HERTZ CORPORATION	USED	512 $13,959	$0	$0	$40	$0
SKY CHEFS INC	$0	$0	$0	328 $9,394	512 $14,340	560 $18,531
DOLLAR-RENT-A-CAR	$0	$0	$0	36 $507	$0	$0

| Transitional Claim: Y | Earned 4X WBA: ☐ | 780 Override: ☐ |

| Current Location: OK | Exit | Hold Claim |

| Reject | Add Wage Comment | Continue |

| Identity | UI History | Filing Determination | Personal Data | Employer | Eligibility | Review |

4x (W)eekly (B)enefit (A)mount:

| Transitional Claim: ☐ | Earned 4X WBA: ☐ | 780 Override: ☐ |

The Earned 4XWBA field defaults blank. Check the Disqualification History field to see if there is an ongoing disqualification that needs to be ended so that it does not impact this claim moving forward.

Disqualification History

BYE	Dec	Prg	St	Start - End	Amd	FO	Date	Lev	Adj/Ref
42/17	DS	REG	D	36/16- 99/99		200	12/02/16	ADM	MMW

If there was an ongoing denying <u>separation or job refusal/failure to apply</u> decision on the prior claim click on "VALID CLAIM" to see the prior WBA and multiply that by 4. This will be the amount claimant must have earned in **subject** employment subsequent to the week of the disqualification. If the "Employer Reported Wage" information does not display enough earnings to satisfy that 4XWBA requirement, you may have to return to this screen if you discover earnings that end a prior disqualification. **Automatically answering "Y" to the earned 4XWBA field this can create an improper payment.**

If the applicant was disqualified on a prior claim under ORS 657.176, the disqualification carries over to the new claim. A disqualification under this statue includes:

> VQ - Voluntary quit without good cause
> DS - Discharge for misconduct connected with work
> JR – Failure to Accept a job when offered
> FA - Failure to Apply when referred by the Employment Department
> DV – Discharge prior to a voluntary leaving without good cause

When claimants receive a disqualifying separation decision or failure to accept/apply decision, the following text is on the decision:

OUTCOME/RESULTADO:

This DENIAL begins on October 9, 2018 and ends when you have received payment from an employer(s) in the amount of (4 X WBA figure) earned after October 16, 2018. You may be required to provide proof of earnings. In addition, your maximum benefit amount may be reduced by eight (8) times your weekly benefit amount.
Se le NIEGAN los beneficios en este reclamo.

The paragraph above is repeated in Spanish.

To end a disqualification the claimant has to earn 4XWBA of the claim on which the decision was issued after the start week of the disqualification. End the disqualification by entering a "Y" in "Earned 4XWBA" field. The system then changes the end week of the denial to the week before the effective week of the new claim. If the claimant has not earned 4XWBA, then enter an "N". **Claims specialists must enter an "N" even if the claimant has no prior disqualification to end.**

The example below shows an ongoing VQ disqualification. We can easily see from the Employer Reported Wages that claimant did earn more than 4xWBA since wk 42/19 so we would put "Y" in the 4x box. This tells the system to end the prior disqual, preventing it from carrying over onto this new claim.

Disqualification History

BYE	Dec	Prg	St	Start - End	Amd	FO	Date	Lev	Adj/Ref
53/20	AAA	REG	D	01/20- 99/99		700	01/17/20	ADM	CMS
53/20	DS	REG	C	47/19- 47/19		700	01/17/20	ADM	CMS
53/20	VQ	REG	D	42/19- 99/99		700	01/17/20	ADM	CMS

Overpayments

Type	Original OP	Balance	Dec Date	Program

Base Year: Oct 1, 2019 - Sep 30, 2020   **4xWBA:** $628   **Total wages:** $ 10,061   **High Qtr:** $ 3,522

Employer Reported Wages	3/2019	4/2019	1/2020	2/2020	3/2020	4/2020
TACO BELL	$0	$0	167 $1,879	$0	$0	$0
SAFEWAY STORES INC	$0	$0	$0	259 $3,522	283 $3,458	$0
GENERAL LABOR ~ INDUSTRIA	USED	73 $807	$0	$0	$0	$0

Transitional Claim: N   Earned 4X WBA: Y   780 Override: N

Current Location: OR   Exit   Hold Claim

Reject   Add Wage Comment   Continue

Identity   UI History   Filing Determination   Personal Data   Employer   Eligibility   Review

Occasionally you may find several denials on a prior claim. The claimant may have earned enough to satisfy 4XWBA on some of the denials but not all. In that case, do not enter a "Y" in the 4XWBA box. Instead, manually end the appropriate denials by going to F18 NM/LF from the ECLM screen of the most recent claim.

```
Date: MM/DD/YY    ENL1 - NON-MONETARY DECISION/LINE FLAG LIST    Time:   3:29 pm
   2 Records selected                                         Page   1 of    1
 SSN 555 55 5555  BYE 44 YY    CLAIMANT JOE                   Prg REG/UI

Dec/                         Decision        Adj/          F/            Entered
Flag  Prg St Start-End   Amd  FO    Date    Lev Ref  Amt Cnt I  T   Date      FO
x VQ REG D  32/YY-99/99      200  11/04/YY ADM MLK 3056  Y  F  T  11/04/YY 200
_ DS REG D  47/YY-99/99      200  12/04/YY ADM JLS 3056  Y  F  T  12/04/YY 200




 ENT) Next                10) Add LF                      22) Data Cap
 3) Customer              11) Modify                      23) CLM MOD
                          12) Return   16) Monetary       24) OBIS Menu
```

In the above example, the claimant has had enough additional new work and earnings to satisfy the VQ denial, but has not earned enough to satisfy the DS denial.
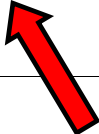
Place the cursor or enter an 'x' next to the line to be modified then select F11 to modify. Change the 99 99 to the week and year the decision is to be ended and press enter.

```
Date: MM/DD/YY     NON-MONETARY DECISION MODIFY SCREEN          Time:  3:30 pm

 SSN 555 55 5555  BYE 44/YY    NOMONEY 4 ME                     Prg REG/UI


 Decision    VQ        Field Office     200        Formal/Informal      F
 NM code               Decision Date    11 04 YY   Timely               T
 Program     REG       Level of Decision A         Entered Date      12/04/YY
 Status      D         Adj/Ref          MLK        Entered Field Office200
 Start Week 32 YY      Amount           3056       Last Activity Date 11/04/YY
 End Week    99 99     Countable        Y          Detection Date     10/21/YY


 _____
 ENT) Modify                           12) Return
                                                          PA1) Print
```
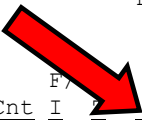
Once entered it will show as being in suspense until the next day.

```
Date: MM/DD/YY    ENL1 - NON-MONETARY DECISION/LINE FLAG LIST   Time:  3:37 pm
 Decision was modified - Suspense record added              Page   1 of    1
 SSN 555 55 5555  BYE 44 YY    CLAIMANT    JOE                  Prg REG/UI

 Dec/                       Decision        Adj/          F/           Entered
 Flag Prg St Start-End   Amd FO    Date    Lev Ref  Amt Cnt I    Date    FO
 _  VQ REG D  32/YY-52/YY     200  11/04/YY ADM MLK 3056  Y   F  U  MOD/SUSP 200
 _  VQ REG D  32/YY-99/99     200  11/04/YY ADM MLK 3056  Y   F  T  12/04/YY 200
 _  DS REG D  47/YY-99/99     200  12/04/YY ADM JLS 3056  Y   F  T    04/YY 200
```

Claims Against Another State "780 Override"

The 780 OVERRIDE field also defaults blank. Enter a "Y" only if claimant has an existing claim in another state where they have either been indefinitely disqualified or has exhausted the balance. Otherwise, put a "N" in the box.

Is there an existing benefit year in another state to which Oregon transferred wages? (This will display as an EO 780, 781 or 782 under the FO column). We cannot allow a claimant to receive benefits from two states at the same time.

IIC 22

Note: If while processing IIC's you find a claimant had a prior claim in another state, contact your trainer for instructions

Where will I see the EO to determine if there is a 780 override? Review the UI History Screen, checking for 780, 781, or 782 showing for the most recent claim.

		Screen: UI History			
BYE	FO	Status		Last Wk Clmd	Last Wk Paid
29/10	200	VALID CLAIM		30/09	00/00
29/09	780	VALID CLAIM		36/08	00/00

OR, go to the Claim History List- ECL1 (F5 from ECLM)

		High			
	BYE	Base Qtr	FO	ABY	Status
_	51/21	2/20	781		VALID CLAIM
_	10/21	3/19	200		VALID CLAIM

If the BYE 51/21 is selected, the following information will be displayed:

```
Date: 02/08/21        E780 - WAGE TRANSFER INFORMATION        Time:  7:08 am

 SSN                BYE 51 21      Last Update 01/07/21
 Name

 ----Claim Info----        --Requesting State--
 IC Date   12/31/20        Eff Date    12/27/20
 Maj Emp   422785          Base Start  07/01/19     D196 WBA          0
 NAICS     812113          Base End    06/30/20     D196 MBA          0
 Own       5               Req Date                 1.5 x HWQtr    0.00
 FO        781             FO          9999
 Program   REG             State       53 WA
 Clm Type  200                                      Splt Qtr Hi
 Status    VALID           Stop     0  Reimb  0     Splt Wgs Hi      .00
                           OPA      0  Relief 0
 Mail Cd                   School   0  Match  Y     Splt Qtr Lo
 Ltr Cnt   00              Dbl Dip 0                Splt Wgs Lo      .00
 Ltr Date


 Quarters Used  4/19 1/20
 _____
 ENT) Next Rec 6) Wage              15) Monetary 18) IB-5    23) EMR3
 3) Customer            12) Return                           24) OBIS Menu
 5) ECL1                13) B45     17) Add Comm 20) EFAC     PA1) Print
```

Transitional Claim: ☐	Earned 4X WBA: ☐	780 Override: ☐

Contact the Interstate Program Coordinator (IPC) Charles Spivey (503) 947- 3081 if you are unsure if the 780 override should be "y".

It is possible to return to the "Identity Screen" from "UI History" by clicking on "Identity" in the bottom bar.

Filing Determination Screen

Purpose: To provide staff the ability to set the effective date of the claim and select states if appropriate for filing a Combined Wage Claim (CWC).

SSN:	BYE: 30/21	Date of Claim: 08/05/2020	IIC Date: 08/05/2020 7:00 PM
WBA: $673	MBA: $17,498	Effective Date: 08/02/2020	UI Center: 200 Metro
Name:	N	Effective Week: 32/20	Time: 11:30 AM Confirm#: 133996001

Filing Determination

In the last 12 months, have you filed a claim for benefits against any state other than Oregon?	○ Yes ● No
Are you physically located in Oregon at this time?	● Yes ○ No
Are you currently outside of the United States?	○ Yes ● No
During the last 18 months did you:	
Work in Oregon?	● Yes ○ No
Work outside the state of Oregon?	○ Yes ● No
Out of State Wages: [Select] CWC: [N]	
Work for the Federal government?	○ Yes ● No
Perform military service of 180 days or more, other than National Guard training?	○ Yes ● No
Do you want to file your claim effective last week?	○ Yes ● No

Base Year: Apr 1, 2019 - Mar 31, 2020   **4xWBA:** $2692   **Total wages:** $ 59,689   **High Qtr:** $ 20,000

Employer Reported Wages	1/2019		2/2019		3/2019		4/2019		1/2020		2/2020	
CREATIVE MEDIA DEVELOPMEN	USED		487	$17,242	261	$18,469	120	$2,848		$0		$0
AMPLIFIED BY DESIGN INC		$0		$0		$0		$0	520	$20,000	174	$4,916
24 SEVEN INC		$0		$0	30	$1,130		$0		$0		$0

Current base year wages: $59,690   **Total Hrs:** 999   **WBA:** $673   **MBA:** $17,498   [Prior/Next]

  1.5x HQ: $30,000   **6x WBA:** $4,038   **DDO:** [System ∨]   **Effective date:** [Aug 02, 2020 ∨]

Current Location:OR	[Exit]	[Hold Claim]

[Reject]   [Add Claim Comment]   [Continue]

Identity	UI History	Filing Determination	Personal Data	Employer	Eligibility	Review

The "Employer Reported Wages" show base year wages and employers.

Non-valid claims due to hours, wages, or double dip (NV-DD) will be displayed in a pop-up window like this:

: 08/21/2017 1:52 PM	CESN: HEJJA03	ID: 2862678

Messages from Verify ID:

Claim nonvalid - hours.
Claim nonvalid - hours.

[Print]   [Close Window]

Although the message says non-valid – hours, it really means the claim is non-valid and it could be due to a lack of 500 hours OR not having total base year wages that equal or exceed 1.5 times the high quarter OR due to double dip. <u>You will still process the claim, even if it is non-valid.</u>

If the claimant indicates they filed a claim with another state within the last 12 months, we must verify the information. If a claimant has an existing valid claim with a balance available in another state, we cannot file a new Oregon claim.

Commuter Claims

If a claimant lives near the Oregon border, commuted to work in Oregon in the past 18 months, and will continue to seek work in Oregon, then the claimant is considered a "commuter claimant." These are not interstate claimants. They are handled the same as any other Oregon claimant. The claimant is assigned to the closest UI Center based on zip code and most but not all must register for work search through the Oregon WorkSource centers.

Commuter claimant questions appear on the Filing Determination screen based on claimant's zip code. If the claimant answers the questions as shown below they are considered a commuter claimant. <u>No action is required</u>.
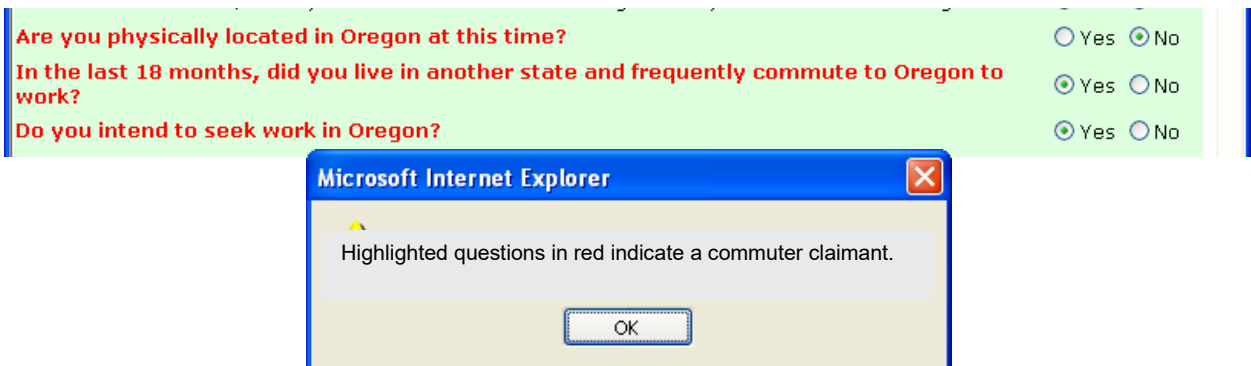
The CWC indicator is set based on claimant's answer to "worked outside the state of Oregon?" Follow CWC filing procedures to determine the claimant's filing options. (Interstate/CWC training will be provided as a separate section.)

Total base year wages, Total base year hours, potential WBA, potential MBA, 1.5 X high quarter amount, and 6 X WBA amount are displayed as read-only information in the lower portion of the screen. The Prior/Next button is available to estimate ABY.
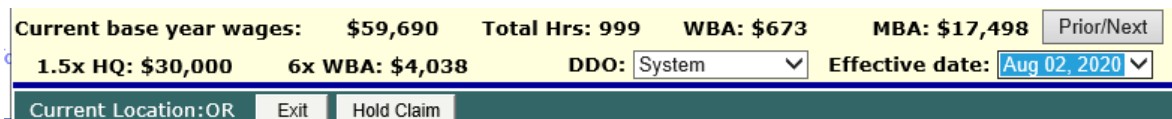
Effective Date: Using the drop down bar, the effective date of the claim can be adjusted on the "Filing Determination" screen to a prior week, if appropriate, but <u>never</u> a future week. If the claimant appears to have a legitimate backdate of more than 2 weeks DISCUSS WITH YOUR TRAINER BEFORE PROCEEDING!!

At this time Covid-19 guidance tells us to backdate to the week the claimant requests. Since you will rarely speak with a claimant while processing an IIC, this would be rare.

<u>Note</u>: When a claimant claims the last week of their BYE, the system generates a letter advising the claimant of the need to file a new claim. If the claimant does so within 7 days of that letter being mailed, we will backdate the new claim, making it a transitional claim. The drop down bar in the effective date field will allow you to change the effective date of the new claim.

DOUBLE DIP

The Double dip override (DDO) option is also located on this screen. The choices of "Force Valid" and "Force Non-Valid" make setting this indicator easy.

We discussed the Double Dip concept when we covered the Monetary section of the training material.

ORS 657.150 states in part: *"An individual . . .must have earned wages in subject employment equal to six times the individual's weekly benefit amount in employment for service performed subsequent to the beginning of the preceding benefit year if benefits were paid to the individual for any week in the preceding benefit year."*

We also call this the requalifying requirement. It applies only to individuals who filed and received benefits on a prior claim. **The purpose of the provision is to avoid having someone establish a second valid claim without having worked since they filed the first claim.** Let's break down this requirement:
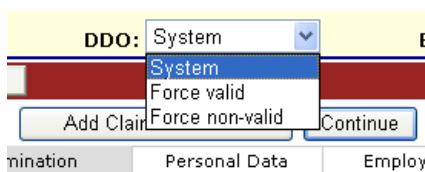
- **If** an individual previously filed a valid claim **and** received any benefit payment, then

- **T**hat individual must work in subject/covered employment and earn six times the WBA of the **second** claim before the second claim can potentially become valid. The work must be performed as of the effective date of the first claim (Sunday of the FEW) and before the Sunday effective date of the second claim in order to requalify.

Double Dip Override: DDO

A pop up window will display on the filing determination screen for claims that are non-valid due to Double Dip.

If you can determine whether the person has or has not earned the 6XWBA of the new claim between the first effective date of the first and second claims, and you want to override what the main frame system is showing, use Double Dip Override (DDO).

"System" = let the system determine whether double dip requirements have been met.

"Force valid" = Make the claim valid (6XWBA has been satisfied).

"Force non-valid" = Make the claim non-valid (6XWBA has not been satisfied).

Change the override setting from "System" (default setting) only in the following situations (this will be rare):

"Force valid" = when the system would determine the claim non-valid due to Double Dip, but we have information sufficient to establish work and earnings of at least 6XWBA since the first effective date of the prior IC. The information might be found under "Earnings" on EPAY – Payment List screen on the main frame. (This normally happens when 6XWBA earnings are lag quarter wages or current quarter wages and not showing on the "Wage" screen yet.)

"Force non-valid" = when the system would determine the claim valid because the Wage File shows 6XWBA earned since a prior, paid claim, but we know the wages showing are less than 6XWBA for actual work performed. In other words, there are hours reported along with the wages paid but no work/services were performed after the earlier IC. For example, the employer reported severance pay with hours attached in error.)

IC Double Dip Processing:

The mainframe system checks for work in the lag quarter as well as for payment on the prior claim. If lag quarter wages/hours exist in the Wage File that satisfy the 6XWBA amount, the system will determine the claim VALID.

If there are not 6XWBA in wages since the prior IC, but no benefits were paid on the prior claim, the system will determine the new claim VALID.

IIC 27

IMPORTANT: If you cannot see the 6X earnings in Wage or IBIQ, you must ask claimant to send in proof. Let the claim remain non-valid until proof is received.

Personal Data Screen

<u>Purpose</u>: To capture citizenship, race, occupation, salary and type of work sought as provided on the IIC application.

SSN:	**BYE:** 30/21	**Date of Claim:** 08/05/2020	**IIC Date:** 08/05/2020 7:00 PM
WBA: $673	**MBA:** $17,498	**Effective Date:** 08/02/2020	**UI Center:** 200 Metro
Name:		**Effective Week:** 32/20	**Time:** 11:35 AM **Confirm#:** 133996001

Personal Data

Citizen: Y   **High Grade:** 16   **IVR/Cert:** Set IVR to V: Keep new/current PIN

Hispanic Ethnicity: N   **Race:** W   (A,B,H,I,W)

Federal Withholding: N   **State Withholding:** N

What was your primary occupation during the last 18 months? General and Operations [Change SOC]
☑ [111021]

Are you seeking and willing to accept this type of work now? ● Yes ○ No

If "No" please explain:

Type of work sought issue N

What was your most recent salary? 80000 per Year

Are you willing to accept the same rate of pay for future work? ● Yes ○ No

If "No" please explain. What is the lowest rate of pay you are willing to accept:

Salary issue: N

Are you employed now?	○ Yes ● No
Was at least half of your earned income in the last 12 months from farm, plant nursery or orchard work?	○ Yes ● No
Do you have a physical or mental impairment that constitutes a substantial barrier to employment?	○ Yes ● No
Did you ever serve in the U.S. Armed Forces?	○ Yes ● No

Current Location: OR   [Exit]   [Hold Claim]

[Reject]   [Add Claim Comment]   [Continue]

| Identity | UI History | Filing Determination | Personal Data | Employer | Eligibility | Review |

Work Authorization Issues

When a non-citizen completes an application and answers "no" to the Citizen question, additional questions must be answered. The claimant is required to enter their alien registration (work authorization) number.

Salary issue: N

Alien registration number [ ]   Registration information A# provided
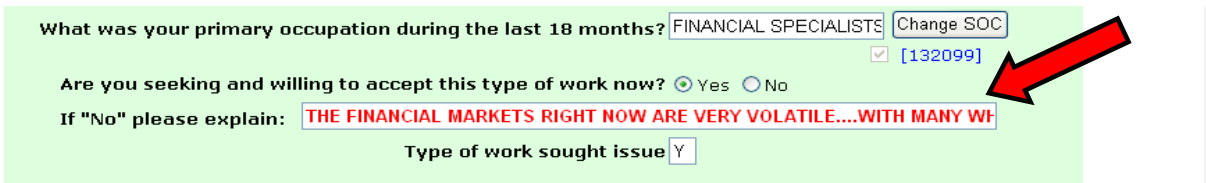
Can you legally work in this country? [ ]

If you notice the registration number is the same as their social security number, click on the drop down next to "Registration information" and select "claimant to provide".

UI Centers do not need to obtain a copy of the work authorization document. When the IC is processed, the work authorization information is automatically sent to Benefits for verification. Benefits will send a letter to claimant if USCIS, United States Immigration and Naturalization Service requires additional verification.

SOC Code – The SOC code is the Standard Occupation Classification. This is important because it is used for UI statistics and research. The selected SOC is also used to initiate an iMatchSkills registration for claimants who have not yet registered. Claimants select their own SOC code when filing the IIC.

Occupation and Salary issues are set based on answers from the IIC application.

If a claimant selects "yes" to seeking and accepting the same occupation and/or salary AND enters any explanation, the explanation will appear in red. There will be a "Y" in the issue box and a D line flag will be set in mainframe the following day. Review what the claimant entered for any potential AAA issue and either leave the issue set to "Y" or set the issue to "N" if the explanation does not create an issue. Add a Claim Comment describing what the claimant said and why it is/is not an issue.

If the claimant answered "no" to either occupation or salary questions, the issue box will have a "Y" and a D line flag will be set in mainframe the following day. As instructed above, review the claimant's comment and determine whether an issue really exists. If it does not, set the issue to "N".

For example, the claimant indicates he is not seeking or willing to accept this type of work now. In the comment field he explains that he is only off for a week due to a plant shut down and will return to work next week. In this case, change the issue to "N".

Compare the claimant's listed salary with their job title, type of work sought, and the rates of pay for prior employment. In other words, the claimant cannot give himself or herself a raise. If the claimant is not seeking the same type of work or willing to accept the same rate of pay they were making prior, they must provide an explanation. **This may be an issue.**

If the questions at the bottom of the screen appear in yellow, it means they were not answered during the IIC application process. These questions are for statistical purposes. Answering these questions is not mandatory and therefore does not require any action.

Are you employed now?	○ Yes ◉ No
Was at least half of your earned income in the last 12 months from farm, plant nursery or orchard work?	○ Yes ○ No
Do you have a physical or mental impairment that constitutes a substantial barrier to employment?	○ Yes ○ No
Did you ever serve in the U.S. Armed Forces?	○ Yes ○ No

Current Location: OR | Exit | Hold Claim | School 385H | Retirement 1659 | Self Employement 385D
Abort | Add Claim Comment | Continue
Identity | UI History | Filing Determination | Personal Data | Employer | Eligibility | Review

Add Employer Screen

Purpose: To review information about claimant's most recent employer history and determine if any additional employers are needed to send 220s to (to satisfy the 4XWBA requirements).

SSN:	BYE: 30/21	Date of Claim: 08/05/2020	IIC Date: 08/05/2020 7:00 PM
WBA: $673	MBA: $17,498	Effective Date: 08/02/2020	UI Center: 200 Metro
Name		Effective Week: 32/20	Time: 11:39 AM Confirm#

Add Employer

Base Year: Apr 1, 2019 - Mar 31, 2020   **4xWBA:** $2692   **Total wages:** $ 59,689   **High Qtr:** $ 20,000

Employer Reported Wages	1/2019		2/2019		3/2019		4/2019		1/2020		2/2020	
CREATIVE MEDIA DEVELOPMEN	USED		487	$17,242	261	$18,469	120	$2,848		$0		$0
AMPLIFIED BY DESIGN INC		$0		$0		$0		$0	520	$20,000	174	$4,916
24 SEVEN INC		$0		$0	30	$1,130		$0		$0		$0

Employer History	Address	Employment Dates
Amplified By Design	239 NW13th Av , Portland ,OR,97209-	01/01/2020-04/30/2020
Amplified By Design	239 NW 13th Av , Portland ,OR,97209-	01/01/2020-04/30/2020

○ UCFE FIC: [ ] DEST: [ ] Request: Select... ▾ UCX ○ Branch: Select... ▾ ◉
None

Name: [ ]		**Worked from:** [ ] / [ ] / [ ] **to:** [ ] / [ ] / [ ]	
Address: [ ]		**Pay Rate:** [ ] **Unit:** H ▾ **Earnings:** [ ]	
[ ]		**Job Title:** [ ] **Sep Code:** [ ] ▾	
City, St: [ ] **Zip:** [ ]		**Summary:** [ ]	
Phone: [ ]		**Return to work?** [ ] **Date:** [ ] / [ ] / [ ]	

Send 220: [ ] **Send 359c:** [ ] **Claim Stop:** [ ]   Search Emp | Clear | Add This Employer

Employers on Claim	Address	Action	Last Date		
Amplified By Design	239 NW13th Av		04/30/2020	LW	Edit
24Seven Talent	120 NW 9TH AVE STE 214		08/14/2019	LW	Edit
CMD (Creative Media	1631 NW THURMAN ST FL			LW	Edit

Current Location: OR | Exit | Hold Claim
Reject | Add Claim Comment | Continue
Identity | UI History | Filing Determination | Personal Data | Employer | Eligibility | Review

ORS 657.265 requires the Employment Department to send a Notice of Claim Filed (Form 220) to each of the claimant's most recent employing unit(s) until we reach back far enough to cover the claimant earning an amount greater than or equal to four times the claimant's WBA in qualifying/subject/covered employment. Qualifying/subject/covered employment is employment subject to unemployment insurance taxes.

A few examples of non-subject employment include newspaper delivery, some real estate sales agents, foster parents, work study, and childcare reimbursement from DHS.

Note: Although the work may not be subject, if there is an employment relationship, we still need to send a 220.

Example: Claimant's last job was as a newspaper delivery person. He earned 4XWBA at the job before being laid off. The job prior to the newspaper was as a cashier at a local grocery store. Send 220's to both the newspaper and the store.

If the claimant's last job was in an occupation that is normally covered/subject employment, but the work was performed too recently to show on the WAGE screen, send just one 220 as long as the claimant earned 4XWBA at that job.

Example: The claimant worked as a CNA in the lag quarter and says she earned $5000.00. This type of work is covered/subject, so send a 220 only to the last employer.

If you are not sure the claimant's last job was in qualifying/subject employment, send out the 220 to the next most recent employer.

If the last employer is in another state and the work was performed too recently for the wages to show, use your best judgment. If the occupation would normally be qualifying or subject in Oregon, assume it will be qualifying/subject under the other state's law. If questionable, send additional 220s to previous employers.

Setting the 220 indicator

The IIC program does not automatically send 220s to employers listed by claimants. Claim specialists must set the 220 to "Y" or "N" for each employer. The IIC program is unable to differentiate between qualifying/subject and non-qualifying/subject wages. It is up to the claims specialist to determine if additional 220s are necessary for earlier employers. Has the claimant earned 4XWBA?

If the claimant indicated the employer was a federal agency, UCFE will be checked on the "Add Employer" screen when selected for editing. The claims specialist will determine where the UCFE wages are assignable. If assignable to Oregon, ensure UCFE is selected. When UCFE is selected it will bring up "FIC/DEST Search" screen. Search using the FIC code to locate the proper Destination code. Select "wage and separation information".

The IIC system will generate the ES-931 using the UCFE screen as well as ECX0 screen. Remember, federal civilian employers do not get 220's, instead, they get ES-931s. Enter an "N" for 220.

Note: Filing UCFE claims and determination of federal wage assignment will be covered in more detail in other material.

Employers entered by the applicant are listed in descending order by the last day worked. Staff must first click on the "Edit" button for each employer listed to select the BIN, name and address, and set "Send 220" and "Claim Stop" to "Y" or "N".

Send 220:	Send 359c:	Claim Stop:		Search Emp	Clear	Add This Employer	
Employers on Claim	**Address**		**Action**	**Last Date**			
Amplified By Design	239 NW13th Av			04/30/2020		LW	Edit
24Seven Talent	120 NW 9TH AVE STE 214			08/14/2019		LW	Edit

When the Edit button is clicked, the employment information provided by the claimant will populate the screen.

If the employer listed by the claimant is the same employer listed under "Employer Reported Wages" you must click on the blue link to that employer name.

Employer Reported Wages	1/2019		2/2019		3/2019		4/2019		1/2020		2/2020
CREATIVE MEDIA DEVELOPMEN	USED	487	$17,242	261	$18,469	120	$2,848		$0		$0
AMPLIFIED BY DESIGN INC	$0		$0		$0		$0	520	$20,000	174	$4,916

This will bring up a popup box with the employer's BIN, name and address. Placing a check mark in the box and clicking on "Copy Selected Values" will add the data to the "Last Employer Screen."

Copy selected values to Last Employer Screen

✓ BIN   0001183966

✓ Address   AMPLIFIED BY DESIGN INC
                            239 NW 13TH AVE STE 215
                            PORTLAND, OR 97209

Return No Change   Copy Selected Values

If the employer's name is not listed under "Employer Reported Wages" click on the "Search Emp" button located to the right of "Claim Stop."

Phone:			Return to work?	Date:	/	/	
Send 220:	Send 359c:	Claim Stop:	Search Emp	Clear	Add This Employer		

This will bring up "Employer Name Search". When using this search function, you should always search for the employer in EBLU too. That way you can compare results and make sure you are selecting the account that is active.

Type the employer's name in the search box and click "search".

Search for an employer by name. Partial names allowed.

Enter employer name: employer add screen   Search

[Return No Change]

A list of employers with that name will appear.

Enter employer name: [   ]   Search   Copy Selected Name, Address

[Return No Change]

BIN	Name	Address	City, ST Zip	Phone
⊙ 00000#####	EMPOYER ADD SCREEN	55551212 E WHEREVER ST	PORTLAND, OR 97123-4567	503-555-1212

Go to EBLU. Compare the employer name listed on this screen to the employer listed in EBLU. Be sure to select the "active" employer.

Good:

```
Date: 09/24/14          EMPLOYMENT BUSINESS LOCATOR LIST          Time:  3:35 pm
  01 Records selected                                          Page 01 of 01
   WIT 1. >> SHOE            WIT 2. >>KING              COUNTY >>
                   Name
_  SHOE KING INC
     0000000-2 HOOD RIVER              OR 97###   ACTIVE              04/01/02
```

Not good:

```
Date: 09/24/14          EMPLOYMENT BUSINESS LOCATOR LIST          Time:  3:40 pm
  01 Records selected                                          Page 01 of 01
   WIT 1. >> WATER           WIT 2. >>QUEEN             COUNTY >>
                   Name
_  WATER QUEEN INC
     0000000-1 MEDFORD              OR 97###   NOT LIABLE - CANCELLED
12/05/05
```

If you cannot locate an "active" employer, you may select a "closed" employer Bin as long as the employer's address matches what the claimant provided.

```
Date: 09/24/14          EMPLOYMENT BUSINESS LOCATOR LIST          Time:  3:40 pm
  01 Records selected                                          Page 01 of 01
   WIT 1. >> WATER           WIT 2. >>QUEEN             COUNTY >>
                   Name
_  WATER QUEEN INC
     0000000-1 MEDFORD              OR 97###      CLOSED              12/05/05
```

IIC 33

If you cannot locate a bin # and/or the employer is out of state, send the 220 to the address supplied by the claimant without a BIN number. Be sure to add comments regarding your actions.

Clicking on "Copy Selected Name, Address" will enter the selected employer's BIN, name and address in the "Last Employer Screen."

Once selected the address is not modifiable.

The "G" signifies the address was taken from one of our systems (wage file, EBLU, or a UCFE/UCX employer). The code means the address should be a good address because it was obtained directly from the employer, rather than from a claimant.

If you have correctly chosen the last employer from either the search feature or the employer reported wages section, the address is not modifiable. The overwhelming majority of employers are coded in our system to receive a 220 electronically (SIDES) or are coded to use a designated mailing address. If you use the correct address and BIN, the 220 will include a PIN for the employer to use to respond electronically. If you fail to include the BIN, they will get the instructions to file electronically but no PIN to do so; they then must respond by mail or fax.

The area for the employer's name is modifiable for those situations when the employer's name in the wage file is a corporate name and we need to include the more common name (IE:NEWPORT PACIFIC CORPORATION/Mo's)

If the employer's name is not under "Employer Reported Wage" and not found through "Employer Search" then we will rely on what the claimant provided. Again, add a claim comment indicating you were unable to locate the employer.

Follow the same steps for each employer listed. If the employer listed is not entitled to a 220, there is no need to select an employer from the Employer Reported Wages area.

"Send 220" and "Claim Stop" default to blank and require either a "Y" or "N". "Send 359c" defaults to "N" when a claimant indicates they separated due to SW or LW.

If a claimant selects DS, VQ or LA as the separation code when filing the application, they must complete a 359c-Claimant Separation Statement. Set Claim Stop to "Y" if that employer is entitled to a 220. If the claimant did not complete a separation statement during the application process and the issue requires adjudication, put "Y" in the Send 359C field. A box around the Sep code indicates they completed the 359C.

Note: Review the separation statement if the claimant indicates DS or LA. If the reason provided for the discharge or leave of absence is Covid-19 related, you may not have an issue. Some claimants select DS or LA when their employer is shut down due to Covid-19 when it actually is a LW (lack of work situation)

Take note of the "Y" in "Return to work?" and the "Date." If the claimant enters a return to full-time work date, the system will add a D-01 line flag for the week of the return.

After entering the employer's name, addresses, and putting either a "Y" or "N" in Send 220 and Claim Stop, click on the "Modify Employer" button. The screen will indicate if that employer is going to receive a 220. A red "S" indicates a claim stop has been set.

You will need to follow the same steps for each employer provided by the claimant.

In addition to Identity Verification issues, keying the information correctly on the Employer screen is the most critical piece of the IIC. Sending 220s to employers who are entitled (and not sending them unnecessarily to employers who are not) and setting appropriate claim stops when needed is critical.

Rule of thumb: If the employer is entitled to a 220 and there is a separation issue with that employer, you must set a Claim Stop and make a file for adjudication.

Eligibility Profile Screen

Purpose: To display claimant's answers to eligibility questions, capture union attachment and attendance of school or apprenticeship training.

All eligibility answers, including Union status and number pre-fill from the IIC application. Questions and/or answers that appear in RED indicate an issue to be clarified and may need adjudication.

Deductible Income – If the claimant answers yes to receiving retirement pay (other than social security), it is a potential issue.

We need to know who the retirement pay is from. Then check to see if that employer is a base year employer on your claim. If the retirement income is from a base year employer, it is likely to be deductible and needs to go to adjudication.

If the retirement pay is not from a base year employer, the pension pay is not deductible. In that case, you must change their answer to NO to avoid stopping payment on the claim. Add a claim comment stating "retirement pay is not from a base year employer"

If you are unsure who the retirement is from, click on the button for 1659 at the bottom on the screen to view the questionnaire they completed. At the top of that form you will find that information.

Retirement Income Questionnaire - FORM 1659:

Which employer(s) contributed to, maintained, or sponsored this retirement plan?	Safeway
When did you start working for this employer?	September 16, 2000
When did you stop working for this employer?	October 7, 2019

Note: If the retirement pay is through PERS or a union, and any of the claimant's base year employers are PERS employers or union employers, the retirement pay is deductible and a file is needed.

General Availability - The next several questions will indicate possible availability issues. If a question is in red, review the claimant's explanation to determine whether a file should be made. For example, if the claimant says they cannot begin full time work now but indicate it's because they are just off for a two-week shutdown and will be returning to work for their regular employer, there is no issue.

Job Refusal – If the claimant indicates they turned down an offer of work, it is an issue that must go to adjudication. The system will automatically set a D line flag to hold payment. Make a file.

Have you turned down any work since you last worked?	⦿ Yes ◯ No
If Yes, please explain: WAS OFFERED WORK AS A WELDER, IT DIDNT PAY ENOUGH	

Self-Employment - When someone indicates they are self-employed, it normally is an issue that must go to adjudication**.** Exception: If you can see wages from the claimant's business in the Wage screen, OED treats those individuals as employees of the business. If it makes sense why the individual is filing right now (ie., the business closed due to Covid-19), leave their answer on the Eligibility Profile screen, but uncheck the box for Self-employment on the Review screen. No review is needed. Use the guidance in the Self-Employment Helpful hints for assistance.

School Attendance - If the claimant indicates they are attending school they will be required to complete a School Eligibility Questionnaire (385H).

Are you attending school?	○ Full Time ◉ Part Time ○ No
Is your school attendance limited to union apprenticeship training?	○ Yes ○ No

If the claimant indicates they are attending school and their school attendance is limited to union apprenticeship training, take the following steps.
- Make a call to the claimant to find out what week(s) they will be attending the training.
- If their training is just for one week, uncheck the ISSUE box on the Review screen and set a DLF52 for the appropriate week(s).
- If training is ongoing, make sure the ISSUE box on the Review screen is checked.
- **Don't make a file.**
- Add a comment. For example, "APT wk XX/XX, dlf 52 set, no file made".
- Process the claim.
- If you do not reach the claimant, leave a generic message for them to call, make sure the ISSUE box is checked, and document your actions. Process the claim.

All apprenticeship issues are handled in the Training Programs Unit.

Covid-19 related guidance/exceptions for school attendance
If a claimant indicates they are attending school, we've been instructed to change their answer to "no" and add a line flag. We are not adjudicating fall or winter school attendance issues. We have been instructed to set line flags for spring term instead. See below. Line flags are set on the Review screen. Do not make a file.

Add Line Flag

Status	Code	Start		End		A/R
c	03	12	21	12	21	PAF00
d	04	13	21	99	99	PAF00

Set a C 03 flag for wk 12/21 and a D 04 flag starting week 13/21 and going through 99/99.

These buttons on the message bar are a link to the questionnaires the claimant completed when filling out the claim application. When making a file, click each button and peernet the questionnaires separately to set up for adjudication.

Current Location: OR	Exit	Hold Claim	School 385H	Retirement 1659	Self Employement 385D
		Abort	Add Claim Comment	Continue	

UNIONS

- If the claimant enters a union number during the IIC application process, the question appears in RED. Verify the union number with the union table found in EDWEB under Sections/ Unemployment Insurance/Claims Reference Materials/ Union List. Some out-of-state unions do appear on the union list.

- Claimants who are members of a union where members may not seek non-union work in their trade are not required to register in iMatchSkills. These claimants are not required to seek work outside of their unions. Many unions are on the updated Trade Union list. When a claim is filed, the claim and union identification are processed in the mainframe and prevent iMatchSkills and other job-seeking notifications from being mailed to the claimant. Use caution with unions who have membership that can seek work outside their union in their trade (for example: School Bus Drivers). These claimants must register for work and meet the general work seeking requirements.

- Any union numbers not on the trade union list or any union who's members can seek non-union work in their trade must be removed from this screen because they will not process correctly against the mainframe. Removing the union number from this screen will not delete claimant's original response from the record. These individuals will be mailed a Pub 277 advising them they need to register. For example, the claimant indicates they are in the retail clerks union.

- Normally, when a claimant selects a union number in the IIC, that number is transferred to the mainframe. When a claimant is unable to locate their union number on the dropdown list, they are advised to select other and manually enter the union name and number. In that case, no union number is transferred, resulting in the claimant getting a message to register with iMatchSkills. The following message will appear

    "Manually entered union # not on list - requires post processing entry in ECLM modify."

  When/if the claimant contacts us after the claim is filed, the D75 line flag can be inactivated once the claimant provides union information and we confirm that the claimant's union does not allow them to seek non-union work.

- When an out of state claimant indicates they belong to a union not on our list they are sent the Pub 277oos (out of state) and a D75 registration line flag is set on their claim. The claimant must provide details about their union and staff must verify their union membership before inactivating the line flag.

Claim Review Screen

Purpose: To allow staff to determine if issues exist, set line flags, set the ABY indicator and order forms to be sent to claimants. Each alert relevant to the claimant will contain a check mark.

SSN:	BYE: 30/21	Date of Claim: 08/05/2020	IIC Date: 08/05/2020 7:00 PM
WBA: $673	MBA: $17,498	Effective Date: 08/02/2020	UI Center: 200 Metro
Name:		Effective Week: 32/20	Time: 12:25 PM Confirm#: 133996001

Claimant Alerts

BRI not completed   iMatch Skills registration on file
Base year extension   Refer claimant to call TUI office
☑ Claimant must register with iMatch Skills   ☑ ReliaCard
Claim stopped   ☑ Waiting week explanation
Currently employed   ☑ Weekly claim line **503-224-0405**
Claim backdated - take cert   Separation Questionnaire - 359C
Labor Dispute - 385Q, 385L   CWC Process
Claim non-valid   [N/A-O ▼] Alternate Base Year
      Claimant selected Y
UCFE Claim - Possible 935   U~ Claim Process
UCFE and IB4

IC Forms: **Form Issue**   Issue Due Date: 08/26/2020

☐ Base Year Extension - Form 372   ☐ ☐ Alien Registration (claimant to provide)
      ☐ Alien Registration (not authorized)
☐ Letter Requesting DD-214   ☐ ☐ Apprenticeship Training - Form 385AT
☐ Commercial Fishers - UI Pub 385CF   ☐ Can't Work Full-time Now
☐ Release of Information Authorization - Form 1826   ☐ Full-time Part-time Work Limitation
   ☐ ☐ Professional Athlete - Form 160
   ☐ ☐ Refused Work - Form 159
   ☐ ☐ Retirement Income - Form 1659
   ☐ ☐ School Attendance - Form 385H
   ☐ ☐ Self Employment - Form 385D
   ☐ Shift Restriction
   ☐ Type of Work Sought
   ☐ Salary Issue, Current: $80,000.00/YR
   ☑ Return to Work Date: 12/01/2020 [Change]

Current Location:OR   [Exit]   [Hold Claim]

[Reject]   [Add Line Flag]   [Add Claim Comment]   [Process]

Identity	UI History	Filing Determination	Personal Data	Employer	Eligibility	Review

A check mark in the Form column means the claimant either completed the form at the time of application filing, or that a form is being sent to them.

A check mark in the Issue column means there is a potential issue and the system will be setting a D line flag, stopping payment. Review this column to make sure any identified issues are really issues that must be reviewed by adjudication.

Covid-19 Notes: The following potential issues are being addressed differently right now due to Covid-19 and restrictions:

- If the claimant indicated an availability issue on the Eligibility profile screen and that issue is related to Covid-19, uncheck the box so the D line flag does not set.
- If the claimant indicated they are self-employed, but you determine the issue does not need to be reviewed, uncheck the box.
- If the claimant provided a return to work date, uncheck that box as well

Line Flags
The following **Line Flags** are entered by the system if "Issue" is checked on the review screen.

Issue	Flag	Duration
Can't begin full - time work now	16 – D	IC week to 99-99
Minimum acceptable salary	16 – D	IC week to 99-99
Refused work	40 – D	IC week to 99-99
Restriction to full-time and/or part-time	16 – D	IC week to 99-99
Retirement pay	11 – D	IC week to 99-99
School attendance	03 – D	IC week to 99-99
Self-employed	13 – D	IC week to 99-99
Shift Issue	16 – D	IC week to 99-99
Type of work being sought	17 – D	IC week to 99-99
Apprenticeship training	52 - D	IC week to ????

Staff are also able to add line flags when needed. Clicking the Add Line Flag box will bring up the following field for you to enter the appropriate flag(s).

Add Line Flag

Status	Code	Start		End		A/R
☐	☐	☐	☐	☐	☐	PAF00
☐	☐	☐	☐	☐	☐	PAF00

Comments
This is the last screen available to add a claim comment. Clicking on the Add Claim Comment box brings up a screen for that purpose. Enter any pertinent information regarding action you may have taken on the claim. This could include making a file, sending letters, or any phone calls you might have made to the claimant, etc.

Add Claim Comment

Comments are limited to 380 characters: 380 Characters left

Save Comment

Business Owner, Self-Employed, Commission Sales

If a claimant indicates they are a business owner, self-employed or works on commission, there are some additional steps you will need to take. Please refer to the training material related to this subject.

Note:
If you process a claim and the claimant indicates they are a professional athlete, email the compliance specialist in the Benefits Section who handles professional athletes. That staff person will take care of all details. Do not create a folder if this is the only issue. Locate the compliance specialist by going into EDWEB/SECTIONS/Benefits/Adjustment Unit/ Adjustment Unit Staff.

Alt Base Year (ABY)

Oregon Revised Statute requires the department to evaluate a claim for an Alternate Base Year (ABY) if the claim is not valid using a Regular Base Year (RBY). Claimants cannot choose between an ABY and a RBY. If a claim is monetarily valid using RBY in Oregon or another state, we *must* use the RBY.
- If a RBY claim is pending a redetermination or is pending wages from another state (CWC), UXC, or UCFE, do not file the claim as ABY.
- When a claim is non-valid due to double dip, review the claim to see if it is valid as ABY using the ABY WBA as this amount may be much less than the RBY WBA.
- If the claim is non-valid and the claimant indicated they may have a potential for a base year extension, review the claim for ABY. In the rare case that the claimant applies for and is approved for a base year extension, Benefits Adjustment Unit staff will change the claim back to a RBY claim.
- Otherwise, follow the instructions in this guide to review and file potential ABY claims.

If you determine a non-valid RBY claim would be valid as ABY after the claim has been processed into the mainframe <u>and</u> the lag quarter wages are already reported to Oregon:

- Redetermine the claim to ABY by entering an "R" into the ABY field on the Claim Modify Screen F23.
- Do not use this function to redetermine a non-valid double dip RBY to a valid double dip ABY claim. Instead, email the ABY redetermination request to ABY.EMP@oregon.gov.
- You will also need to redetermine a claim through the ABY email if there is a prior ABY, non-valid, or 780/781 claim with crossing base year quarters.

An ABY claim is for regular benefits. If extensions are in effect, refer to those instructions for details about how ABY affects the extension(s)

Processes for Filing ABY Claims

IIC claimants also receive the following text advisory when filing online.

> Your unemployment claim is currently non-valid. This means that you do not have enough work in the base year to qualify. The regular Base Year is the first four of the last five calendar quarters that are complete on the date you file your claim. You will receive a <u>Wage and Potential Benefit Report</u> in the mail which shows the wages that were reported by your employers.
>
> If you find that there are wages missing, please contact us. We can investigate missing wages, and if found, your claim can be amended. You may need to mail us copies of proof for any employment not listed.
>
> If you do not qualify for a Regular Base Year claim in Oregon or against any other state where you worked during the base year, your claim will be reviewed using more recent wages, called an Oregon Alternate Base Year (ABY) claim. The ABY claim uses the wages/hours in the last four calendar quarters that are complete as of the date you file your claim.
>
> Information about ABY claims:
> 1. You are not eligible for an ABY claim if you qualify using the regular Base Year. We will search for any possible missing wages. If we later find more wages/hours in the regular Base Year, we will change your ABY claim to the regular Base Year. This may change the amount of your benefits.
> 2. For an ABY claim, we drop the oldest quarter of wages/hours from your claim and add the most recent completed quarter of wages/hours.
> 3. If you file an ABY claim now, you cannot reuse this newer quarter of wages on any future claim. A later claim may be based on only three calendar quarters of wages/hours.

Claims Filed when a regular base year (RBY) is Non-valid and there are no Redeterminations Pending:

*Note: ALWAYS enter Claim Comments for any actions you take on any claim including the ABY processes below.


✓ Change ABY selection to "**Yes**" when:

- o The claim is non-valid as RBY but would be valid as ABY
- o No other redeterminations are pending
- o All lag quarter wages are found in
    - Wage file
    - Q Wage file
        - Complete ERDT identifying wages found in QWAG, then
        - R&R moves those wages to WAGE in the overnight batch process.
    - Wage Suspense
        - Complete a Blocked Claims Form (323/1721)
        - When prompted on the form, select either "Claim is ABY" or "May become ABY if still insufficient wages/hours after this 323 investigation."
        - Note in "Remarks" the wages are in Wage Suspense.

✓ Change the ABY selection to "**Pend-Ltr**" ONLY when:
- o The claim is non-valid as RBY but would be valid as ABY
- o No other redeterminations are pending
- o It's within the first four weeks of a new quarter, and
    - You are sending an ABY Employer Letter using the employer's Oregon BIN and are *sure* you have the correct BIN. ABY Employer Letters do not apply to CWC, UCX or UCFE claims.

        - **Note:** ABY employer letters include claimants' Social Security numbers. If you use an incorrect BIN, you may breach confidentiality.
- o Enter a Claim Comment: "ABY Employer Letter to *employer name BIN # xxxxxxxx*."
- o If multiple employers are involved, enter a Claim Comment for each employer. R&R enters wages and redetermines the claim when we receive a returned ABY Employer Letter.
- o Selected UI center staff monitor the "Pending" claim list

✓ Leave the ABY selection as "**N/A – Other**" for all other claims including:
- o Valid as RBY
- o Non-valid as RBY and ABY
- o UCX
    - Complete the ECX0 screen (only if filing the IC directly onto the mainframe).

- C/O staff will review wages and set for ABY, if appropriate.
  - UCFE
    - Complete the 931 (only if filing the IC directly onto the mainframe).
    - Central Office (C/O) staff will review the 931 response and set as ABY if appropriate.
  - CWC
    - Send RBY IB4(s)
      - If the claim is still non-valid as RBY once we receive the IB4 wages, C/O staff will:
        - return the RBY wages via IB5,
        - enter "C" into the ABY field on the Claim Modify screen to redetermine the claim to ABY, and
        - submit an ABY IB4 to the state(s).
  - Missing lag quarter wages after the first four weeks of a new quarter
    - Complete a Blocked Claims Form and mark the ABY box.
  - Missing base and lag quarter wages from the same employer, or
    - Complete a Blocked Claims Form and mark the ABY box.
  - IC is processed within first four weeks of the quarter and you cannot determine with certainty the employer's BIN.
    - Complete a Blocked Claims Form and mark the ABY box.

NOTE: For instructions on completing the Blocked Claims Form, refer to the Redetermination training material.

Processing buttons - The following processing buttons appear at the bottom of the "Review" screen:

Current Location:OR	Exit	Hold Claim			
		Reject	Add Line Flag	Add Claim Comment	Process
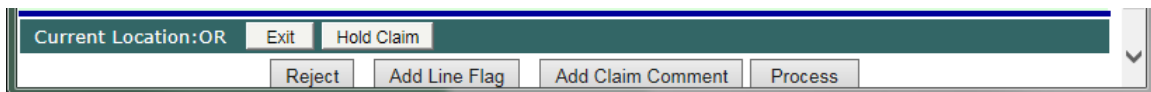
Exit - If it is time to go on a break, you can hit Exit, and the claim will return to the queue for later processing. You should always use the Exit button (not the red X) rather than just closing the screen when leaving an application without processing it. If you close the screen without exiting, that ties up the claimant's application and prevents other staff from accessing it from the queue.

EXIT

Hold - In certain circumstances, you can put an application on hold for later processing. Generally, a claim is put on hold because you need additional information from the claimant before you can process the application.

Make one attempt to contact the claimant by phone to request additional or missing information before putting a claim on hold (except for potential ID Theft claims). Clicking the hold button requires you to indicate the reason for hold and enter a comment to explain, in detail, what information is needed and what you did to try to obtain it from the claimant. Also, indicate the deadline by which the information must be received or the claim rejected.

The following hold choices are offered:

Hold application:	
Select reason(s) for hold:	
01 ☐ Questionable address	07 ☐ No base year employment
02 ☐ Questionable employment history	08 ☐ Out of state address and wages
03 ☐ Questionable name	09 ☐ Personal data doesn't match prior claim
04 ☐ Questionable SSN	10 ☐ Previous invalid claim this quarter
05 ☐ CWC choice determination	11 ☐ UCX claimant, employer out of state
06 ☐ Employers don't match wage listings	12 ☐ Other

Wage comment required:

Comments are limited to 345 characters: 345 Characters left

Wage Comments

Clear Checkboxes	Return No Change	Hold Application

At this time, Claims are placed on hold only for the following reasons:
- when we were are unable to verify the claimant's identify because they failed the Social Security verification process
- the claimant did not answer required questions
- the name on the Wage file does not match the claimant's name.
- potential ID Theft

Send the claimant an "Internet Initial Claim Reject" letter (except for ID Theft). The reject letter puts the claimant on notice of the time limit for providing the information and the consequences for failing to provide it. Remove the CID and Confirmation number. Make sure you use the address from the IIC. A copy of the Reject letter is on the following page.

Important: Putting an application on hold requires a comment which assists other staff if the claimant calls in at a later time. Applications on hold are reviewed regularly by assigned staff and either processed or rejected. Therefore, your comments must be detailed as to why you placed the IIC on hold, reject date, etc. See the IIC Processing & Hold Procedures document for instructions on entering comments for the above situations.

Here is an example of a reject letter.

OREGON EMPLOYMENT DEPARTMENT
PO Box 14135 * Salem, Oregon 97309 5068
(541) 388-6207 or (877) 345-3484 (in Oregon)
(877) 345-3484 (outside Oregon) or Fax to (866) 345-1878

Remove this #

September 16, 2020

Be sure to use the address on the IIC

Cust ID: **45-615.985.076**

VICTOR   MANCUSO
PO BOX 14135
SALEM OR 97309-5068

Don't forget to add the #, located on the green bar.

CONFIRMATION #

We received your internet application for Unemployment Insurance (UI) benefits. You have not provided sufficient information to allow us to process your application. Please contact your UI Center by telephone at the number shown above to resolve this matter.

You must call within seven days of the date of this letter to preserve your original filing date. Failure to call within seven days will result in your internet application being rejected. In the event your application is rejected and you still wish to file a claim for benefits, you will need to start the filing process from the beginning via telephone or internet.

Thank you for giving this matter your immediate attention.

HE#####
 Authorized Representative

UICR02 03/2009

IIC 47

Reject - Rejects occur for a variety of reasons. Rejections require you to enter a comment. Rejections should be rare. Rejected applications remain available for later viewing, but not for processing.

A few reasons for rejecting an IIC:
1. Identity cannot be confirmed and the claimant did not respond to the ID Verification letter.
2. Claimant has existing valid claim, needs to be an AC instead.
3. The claimant elects to file with another state after explaining filing options.
4. The claimant has a current valid claim in another state.
5. No timely response from the claimant after putting claim on hold and sending a reject letter.
6. Claimant request.

When a claim is rejected, the following screen appears requiring staff to enter the reason for rejecting.

Abort Claim

Indicate your reason for aborting this claim prior to completion.

Comments are limited to 380 characters: 380   Characters left

Continue

[Return no Change]

Wage Comments

Set DLF85/Process

Many IICs are now processed rather than put on hold. Staff should have the IIC Processing & Hold Procedures document available when working on IICs. This document provides detailed instructions for specific situations you may encounter.

The most common situation is related to claimants not providing sufficient employer information. The claimant may not have provided information about employers to cover 4XWBA, or Wage records show two or more recent employers, but the claimant gave us information about only one of them. If this occurs, follow these steps:
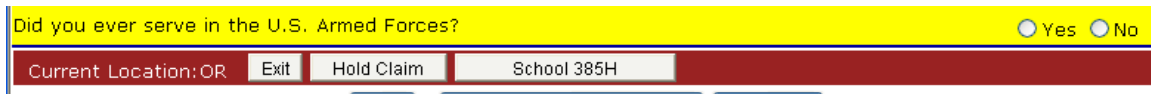
- Place a call to the claimant. If the claimant answers, get the needed information and process the claim.
- If the claimant does not answer, leave a generic message to contact us.
  - ✓ Set a DLF 85 starting the FEW and ending 99/99.
  - ✓ Send the Employment Information Needed letter (see pages 14-16)

✓ Enter a claim comment: "**DLF 85, wk xx/xx. 4XWBA info needed for XXXX employer. Unable to reach clmt by phone, sent letter**".

Missing Wages

Another common situation comes up when the claimant has provided employment information but we do not see the <u>base year</u> wages in our Wage file. Check the Wage records to see if an ERDT is needed. If nothing is found in Wage, make a courtesy call to the claimant. If the claimant answers, complete a Blocked Claim request with the claimant on the phone. If the claimant does not answer, leave a generic message asking them to contact us. Process the claim as usual. Add a claim comment regarding the missing wages so when the claimant calls, the next staff person knows a Blocked Claim is needed. For example, "LM, possible blocked claim needed for missing wages from xxxx for Qtr X/XX".

Print (peernet) - If any adjudication issues exist, peernet the appropriate questionnaire to create an adjudication file. Follow the instructions in IIC Imaging. **DO NOT** create an imaging folder if the claim will remain non-valid, if you are putting an application on hold or rejecting the application.

Did you ever serve in the U.S. Armed Forces?			○ Yes ○ No
Current Location: OR	Exit	Hold Claim	School 385H

Only those questionnaires that have been completed by the claimant will be available to peernet. Buttons on the lower bar will display for each questionnaire the claimant completed. Peerneting the appropriate questionnaires should be your last action prior to processing. Applications can also be peernetted any time after the claim is processed.

Process - Clicking the Process button sends the application information to the mainframe. The application remains in suspense the day you process it. It is then processed overnight.

Important Notes:

- To view an application after it is processed, go to the Search screen and enter the SSN.
- Once an application is processed overnight, you cannot change the effective date of the pending IC in EIC3. At this point, you can change a BYE only by submitting a request to Records and Redeterminations.

IIC Staff Screen Checklist:

Use the Staff Screen checklist to make sure that you have done everything necessary to properly process a claim:

☐ IDENTITY SCREEN:

    Applicant identity verification, check address

    Check ECUS if information appears in red

    Compare Claimant reported Employers / Employers from Wage

    Wage Comments

☐ UI HISTORY SCREEN:

    Look for prior valid claims, last week paid/claimed to set "Transitional"

    Look at Disqualification History for any ongoing denying separation decisions to set 4XWBA

    Look at UI History for prior 780 claims to set 780 Override

☐ FILING DETERMINATION SCREEN:

    Look for commuter claimant

    Look for possible out of state wages set CWC and select states for IB4

    Look for backdated claim

    Use Prior/Next for claims estimator and to check for possible ABY claim

    Double dip override

☐ PERSONAL DATA SCREEN:

    Check for type of work sought issue

    Check for salary issue

    Compare SOC with occupation listed on Employer Screen with most recent employer/s

☐ ADD EMPLOYER SCREEN:

    Edit all employers listed

    Select correct BIN

    Check 220 and stop indicators

    Set UCFE, FIC & DEST codes

    Set UCX and Branch of service

☐ Eligibility Profile:

Check union status

Check for retirement pay

Check for any AAA issues

Check for school attendance

☐ Review Screen

ABY ?

Line Flags ?

Comments

☐ Enter any applicable claim comments

☐ Create and mail any other necessary questionnaires

☐ If issues exist, peernet the section containing the issue to create an adjudication file

☐ Hold, Reject or Process.