Telephone Initial

(TIC)

Trainer Version
Created by UI OPS Trainers
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Telephone Initial Claims (TIC)

How IVR and TIC work

The IVR System asks the caller a series of initial fact finding questions. These are questions consistently asked of each applicant on new and existing claims and allow the call to be routed to the appropriate staff for handling. The claimant responds to a series of questions before being connected with a claims specialist. The claimant enters their responses to these questions via buttons on the telephone. The claimant's name and Social Security number are then displayed on the Identity Verification (ID) screen when the claimant's call is answered by staff. If filing a new claim, the claims specialist will complete eight Graphic User Interface (GUI) screens while the claimant is on the phone, and then process the claim.

If the claimant has a rotary phone or is unable to complete the information via telephone, they are immediately transferred to a claims specialist. Any information the claimant has provided up to this point will appear on the claims specialist's computer screen. Any unanswered questions will be highlighted in yellow.

Claimants may call to start a claim when the office is closed, including weekends or holidays. The information they provide is held in the system for seven business days. Claimants are then instructed to call back during business hours to speak with a claims specialist within seven days and complete the claim filing. The system holds claimant information for 14 business days. If they call back within the seven days, their saved information will be displayed on each of the eight GUI screens. If they call outside of the seven days, even though we are still able to view their information, staff will need to reset the effective date of the claim to the current week

What claimants hear when they call the UI center

The messaging that claimants hear is generally the same, however may vary depending upon the call volumes, seasonality and system functionality. Understanding the IVR and the questions asked of claimants will improve customer service. Take the time to read the script messaging by going online to EDWEB > Sections > Unemployment Insurance > Claims Reference Materials > TIC2 IVR Script.

Customer Service

Put yourself in the claimant's shoes. Avoid asking claimants questions that have already been asked by the IVR. Most of us have had this experience away from work and felt annoyed. For new claim calls, avoid obvious phrases such as, "How can I help you?" In this case we already know why the claimant is calling (to file a new claim). Try using the greeting, "good morning/afternoon. This is (insert your name). I'm here to help finish filing your claim." Claimants have already entered information explaining they wish to file an initial claim for unemployment so why not just explain we are going to help them do that? If you have to repeat questions, acknowledge the repetitiveness with

your customer. For example, “I know you have already answered this question but I need to ask it one more time for your security.”

Limited English Proficiency (LEP)

Individuals who do not speak English may be unable to understand and/or use Employment Department services without language assistance. Take care to give LEP customers information they can understand by providing language services as quickly as possible.

Employment Department policy is that once we identify an LEP individual, we will find a qualified bilingual employee to assist that customer. As soon as we identify an LEP claimant requiring communication in Spanish, we will provide a written or verbal message to the claimant that we are seeking assistance in Spanish. If we cannot find a bilingual employee, we will help the claimant by alternative means. These include but are not limited to, using the Language Line, consulting by telephone with a qualified bilingual Department employee in another office, or, if the claimant prefers, scheduling an appointment with a qualified bilingual Department employee) within 30 minutes or within the same time non-LEP claimants must wait for assistance in your office, whichever is longer. When contacting the Language Line, the Department employee will be available to read in English documents that require translation, including notices, administrative decisions, hearings decisions and questionnaires. The staff person will also remain available to answer questions.

On EDweb in the Additional Tools menu, select Universal Access Tools for detailed information about locating bilingual staff, how to use the language line and other useful tips for serving our LEP customers.

Identity Theft/Verification

In this day and age identity theft has become a major issue. We have an obligation to all our customers (claimants, employers, and other staff) to insure we are not divulging confidential information to someone trying to steal an identity or get claim information they are not entitled to. Just as you would while processing an IIC, we must take care when processing a TIC. We want to make sure we do not feed information to individuals calling us, but instead receive information for verification.

Things to remember:

Compare the person’s wage record to the work history the claimant is reporting. Unlike IIC’s claimants will not have entered their employer history. The claimant should be able to provide us this information and it should be fairly close to matching our wage history. Ask the claimants enough questions to feel confident they are who they say they are. Obtaining a person’s name, social security number, and birth date ***simply is not enough***. This is especially true considering the person just entered that information on the phone. Try to ask questions that are not commonly known.

On the spaces below brain storm some questions that you could ask a claimant that would be less commonly known?

_____

_____

_____

Steps to Processing the Initial Claim

When the claimant completes all the automated questions for an initial claim, they are transferred to a queue.

Possible queues are:

- Initial Claim (IC) English
- Initial Claim (IC) Spanish
- Interstate Benefits/Combined Wage Claim (CWC) English
- Interstate Benefits/Combined Wage Claim (CWC) Spanish
- Russian
- Vietnamese

The following TIC IVR answers set the IB/CWC flag resulting in the call being directed to the IB/CWC queue.

- Main menu, second item is selected: "To file a new claim if you worked outside of the state of Oregon in the last 18 months, press 2."

- A 'yes' answer to "If you have filed a claim for benefits against any state other than Oregon in the last 12 months."

- A 'yes' answer to, "If you worked in another state during the last 18 months"

- A 'yes' answer to "If you worked as a civilian for the Federal Government during the last 18 months"

- A 'no' answer to "In the last 18 months, If you lived in another state and frequently commuted to Oregon to work"

- If claimant answered 'no' to, "If you intend to seek work in Oregon."

From the queue, the claimant is transferred to the next available claims specialist to complete the filing process. Claims specialists must be logged into EDweb and ready in Cisco Agent Desktop before answering calls. When the claims specialist answers the call, the first Graphic User Interface (GUI) screen fields of an initial claim pre-fill from the TIC IVR answers the claimant entered.

Overview

The TIC GUI process consists of 8 screens. Just like Online claims (IICs), the bar at the bottom of the application shows current and completed screens. Claims specialists can move back to any previous screen by clicking on the titles in the navigation bar. Claims specialist must then go forward through each successive screen by clicking on continue. Unlike IICs claimants will not have submitted employer information for comparison; staff must enter this information manually on the appropriate screens.

If a claim is left before completion, the answers completed up to the point of aborting are not lost. They appear on the GUI screens. Unanswered questions are highlighted in yellow. Answers that create issues or require clarification appear in red just as in online claims. Staff complete the UI application by interviewing the claimant, completing any unanswered questions that require an answer and entering employer information.

HELP is available throughout the GUI screens by hovering the cursor over any place on the screen until the cursor changes to a hand symbol. If the words are in blue, they are a link to another screen.

Staff can abort the application process at any point, if appropriate. The abort process requires you to enter a comment. That comment is saved and immediately posted to the mainframe in Wage Comments. The system will retain the application for up to 14 business days; however, the claimant must call back within 7 days to finish filing the claim. Be sure to review the effective date when this situation occurs. If you are not sure what the effective date should be, ask a lead or UI Technician.

Note: make sure to document that claimant was advised of the requirement to call back within seven days. Include the deadline date in the abort comments.

There are two initial claim queues that staff can be assigned to work; the Initial Claim (IC) and Interstate Benefits/Combined Wage Claim (IB/CWC).

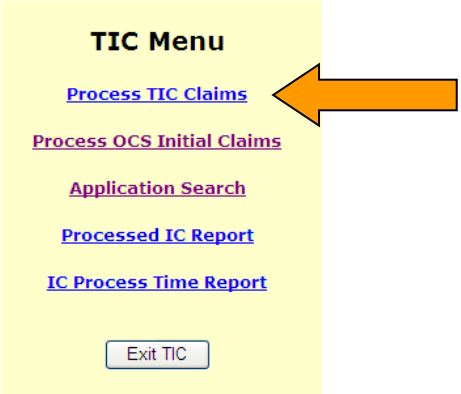
Queue	WaitTime	CallsWaiting
AC ENG	00:02:11	
AC SPA		
IB CWC ENG	00:02:55	
IB CWC SPA		
IC ENG	00:20:33	
IC SPA		
RUSSIAN		
Vietnamese		
INQ ENG	00:22:01	
INQ SPA		

When a caller comes through the IC queue, the customer's information should pop only to the GUI processing screens. When staff answer a call from the IB/CWC queue, the system will pop the SSN to both the GUI screen and a mainframe screen.

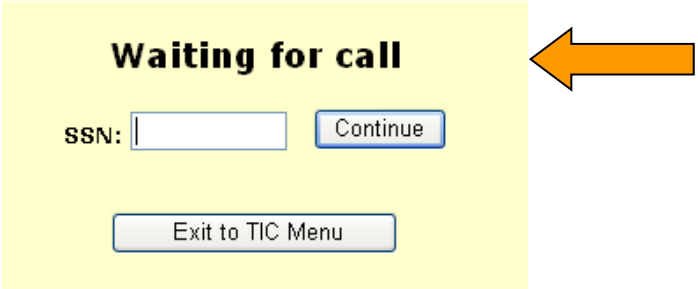
Waiting for call screen

Just like processing IICs you must login to EDweb then go to Additional Tools>Online Claims.

1. From TIC Menu Select Process TIC Claims



2. Once you have selected Process TIC Claims, the Waiting for call screen should appear.



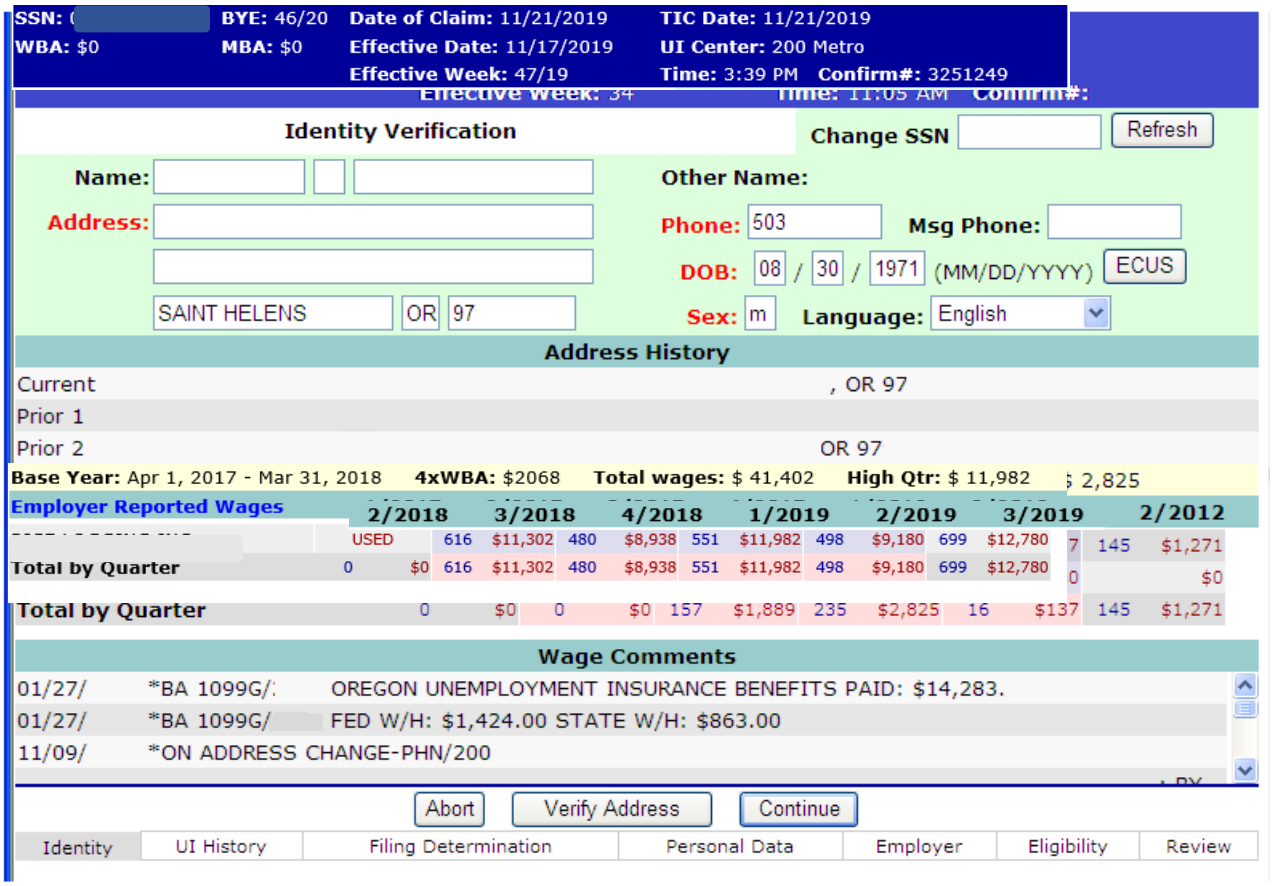
The IVR system initially pops the claimant's SSN to this screen and hits <enter> for the claims specialist. If no current claim is found, the ID screen will appear. If a current claim is found, an error message will appear on this screen in red advising staff there is a current claim. If the claimant has an unprocessed IIC, that IIC will pop to the screen and you will process the IIC with the claimant on the phone.

This waiting for calls screen is also available to staff who want to view or edit a TIC record before it is processed.

The Eight GUI Processing Screens

Identity verification screen

Purpose: To complete address information and verify the claimant's identity. Check wage comments for current/relevant information.



The upper dark blue bar is constant throughout all screens.

The SSN pre-fills from TIC IVR. If claimant entered the SSN incorrectly, staff can enter the correct SSN in “Change SSN” field and press “Refresh.” This will update the screen with information associated with the SSN already on file. All information entered by the claimant on TIC is attached to the new SSN.

Date of Claim: 11/21/2019 **TIC Date:** 11/21/2019
Effective Date: 11/17/2019 **UI Center:** 200 Metro
Effective Week: 47/19 **Time:** 3:39 PM **Confirm#:** 3251249

There are three dates in the blue bar:

- “Date of the Claim” is the date the BES took the call from the claimant.
- “TIC Date” is the date the claimant completed TIC IVR questions and will be highlighted if it is different than the Date of the Claim.
- “Effective Date” is the Sunday date of the FEW of the claim.

“Time” indicates when the claims specialist answered the TIC call and is updated when you click Continue for each new screen.

The UI center code assigned is based on the claimant’s zip code.

The claimant’s name will NOT be in the blue bar on the ID screen because we must verify the claimant’s identity before proceeding. The ZIP code pre-fills from TIC IVR. The address is blank. You must ask for the claimant’s current mailing address. If it is one of the three addresses showing in the Address History, a click on the correct address will fill-in that information. If the claimant’s current address is not shown, enter the address. Staff may also ask the claimant for their prior address as a step in verifying identity. If there is no Address History showing, use Employer Reported Wages to ask additional verifying questions.

If the DOB does not match what we have on file, “DOB” will appear in red and staff must clarify that date with the claimant. The Zip Code, phone, message phone, DOB and gender pre-fill from TIC IVR. If they don’t match what is on ECUS, they will appear in red. If no ECUS information is available, all information will be from TIC IVR.

Name: **Other Name:**
Address: **Phone:** 503 **Msg Phone:**
DOB: 08 / 30 / 1971 (MM/DD/YYYY) ECUS
SAINT HELENS OR 97 **Sex:** m **Language:** English

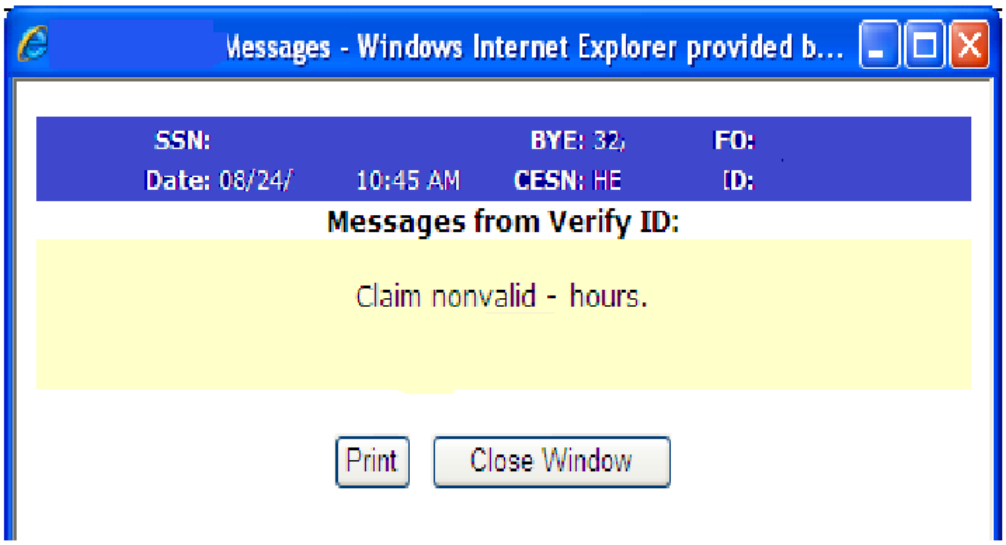
Language will be blank. "Language" is a link to a help screen with the question: "Do you require information in a language other than English to understand Employment Department Services?" You are required to ask this question of every claimant filing a new TIC.

The Employer Reported Wages are there to assist in verifying the person's identity (i.e., who did you work for in 2019?). This is information pulled from the WAGE file on the mainframe.

Employer Reported Wages	2/2019		3/2019		4/2019		1/2020		2/2020		3/2020	
THE HOME DEPOT		$0	193	$2,677	337	$4,718	169	$2,579		$0		$0
SATURN SUPPORTS LLC		$0		$0		$0	152	$2,538	498	$7,768	419	$7,454
Total by Quarter	0	$0	193	$2,677	337	$4,718	321	$5,117	498	$7,768	419	$7,454

Up to a maximum of 30 WAGE comments are shown per SSN. Review Wage comments for any identity theft, CWC workups, or any other prior contact information.

This screen will also display a pop-up to alert staff if the claim appears non-valid due to insufficient



If, at this time you do not proceed with filing the TIC, press "Abort" and enter comments explaining the reason. Additionally, document any advisement given to the claimant. A WAGE comment will be seen on the mainframe if/when claimant calls back to continue filing**. Do not continue forward to the next screen to retain the address if you have not verified identity.**

Aborting a claim does not delete the information obtained up to that point. The abort feature will in essence, put the claim on hold for seven days to allow the claimant time to complete the application and maintain the original filing dates.

As an additional security measure Social Security numbers are automatically verified with the Social Security Administration during the initial claim filing. On the ID Verification screen, claims specialists must ask claimants for their names as they appear on their Social Security cards. Customer data (name, DOB, SSN and gender) is transmitted to the Social Security Administration when the claims specialist clicks the "continue" button. If the claim data matches SSA records, the entire verification process is invisible to staff and the claim processes as usual.

If you are entering an address not shown on the Address History file, click on "Verify Address" to verify the address entered is postal-preferred.

Once claimant's identity is confirmed and address verified click the "Continue" button to process the screen.

Do not click the "Continue" button if there is a prior claim for that SSN with a different name (excluding last name changes due to marriage status). It is the claimant's responsibility to provide proof of their correct name and SSN. They can get proof through their local Social Security Administration (SSA) office at no cost. Claimants should be instructed to go to the SSA website to create an account. The website is WWW.socialsecurity.gov/myaccount. If they have questions, they can call 1-800-772-1213. Once proof is obtained, the claimant can then fax or mail the documentation to us.

After clicking "Continue" one of the following outcomes will occur:

1. If there is no change to the mainframe customer data (name, DOB, gender and SSN), and the data was previously verified with SSA, no inquiry is transmitted to SSA. The UI History screen appears, and you can proceed with filing the claim.

2. If the mainframe customer record has not been previously verified, or you have updated any part of the mainframe customer data, an inquiry is transmitted to SSA. If the match is successful, the UI History screen appears. Proceed with filing the claim.

3. If the match fails, you will see the window below. The customer file will not be updated and the UI History screen will not appear.

Ask the claimant if they are sure about the information provided. If the claimant has any changes (transposed SSN digits, last name changes, etc.) skip to #4 below.

If no changes are made, abort the claim. Use the "Abort" button on the pop-up window in order to allow the claimant an additional seven business days to provide information and retain their original filing date. Enter the comment "SSN failed."

Advise the claimant:

1. To contact the Social Security Administration immediately (1-800-772-1213) or at the website noted previously, and

2. We cannot file the claim until they provide satisfactory documentation that a) their information is correct, or, b) changes are being made by SSA to correct any errors. Satisfactory documentation is either a printout from SSA showing the correct data, or a receipt from SSA showing a correction was requested. A copy of a Social Security card is not sufficient as copies can be easily counterfeited; and

3. FAX their SSA documentation to 503-947-1668 (or mail a copy to 875 Union St NE, Salem OR 97311). Tell the customer to print "SSN PROOF" at the top of the document. Someone from central office (Benefits or a UI technician) will contact the claims specialist after we receive the documentation and advise the person to contact the claimant to complete the claim; and

4. Call back as soon as possible if the claimant reviews their own records and discovers correct information (e.g. a correct SSN). The aborted claim can be re-entered and a new inquiry sent to SSA. Two attempts can be made per session.

IMPORTANT: Central office staff will initially screen any SSA Documentation sent in by the claimant and enter a Wage comment stating the documentation was received. When the issue is resolved, central office staff will contact the claims specialist who in turn will notify the claimant to complete the claim.

If the claimant thinks they may have made an error, such as transposing numbers or giving us a name different from what is on the Social Security card, give the customer a chance to correct the data. Close the pop-up window, enter the corrected information and hit the "Continue" button again. The system will allow two transmissions per session. If the new data matches SSA records, the UI History screen will come up and you can process the claim.

NOTE: The program will verify a SSN if a female claimant has changed her last name, but the first name, middle initial, DOB and SSN still match SSA records. If a female claimant fails verification on the first try and indicates a last name change, try her previous last name. If that name is verified, continue the claim, but open a mainframe session and change the last name to the current one using the Customer Modify Screen.

Hyphenated last names may present a similar problem. The claimant's hyphenated last name may be listed in SSA records as the middle and last name. If the hyphenated last name fails to pass, try entering it as the middle and last names.

If the match fails again, the screen below will appear. Abort the claim using the "Abort" button on the pop-up window. Enter the comment "SSN failed."

Manual Override

The Override button appearing on the pop-up windows following a failed SSA verification allows us to override the verification process**. Use Override only when directed by UI OPS!** It may be necessary to use Override if UI OPS staff review the case and determine the SSN is valid, but SSA records have not yet been corrected. Using this function will require you enter in a comment.

When you use the "Abort" button, the claimant's seven business days are reset to the date of the abort and not to the TIC IVR date.

If a claimant calls back outside the seven business day time limit with corrected information, file the claim effective the week of the call-back.

UI History Screen

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

BYE	FO	Status	Last Wk Clmd	Last Wk Paid

Disqualification History

BYE	Dec	Prg	St	Start - End	Amd	FO	Date	Lev	Adj/Ref

Overpayments

Type	Original OP	Balance	Dec Date	Program

Base Year: Jul 1, 2019 - Jun 30, 2020 **4xWBA:** $1012 **Total wages:** $ 20,280 **High Qtr:** $ 7,768

Employer Reported Wages	2/2019		3/2019		4/2019		1/2020		2/2020		3/2020
THE HOME DEPOT		$0	193	$2,677	337	$4,718	169	$2,579		$0	$0
SATURN SUPPORTS LLC		$0		$0		$0	152	$2,538	498	$7,768	419	$7,454
Total by Quarter	0	$0	193	$2,677	337	$4,718	321	$5,117	498	$7,768	419	$7,454

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

Current Location:OR Hold Claim

Reject Add Wage mment Continue

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

Claimant's name now displays in the top blue bar as a result of passing the ID Verification page. The majority of the UI History screen is read only. If there were prior valid claims, this screen will provide staff a quick view of any on-going disqualifications from the prior valid claims as well as any Fraud/Overpayment activity. Staff will have to go back to this screen later in the filing process if they discover subject earnings that purge a prior disqualification**.**

If the claimant had no prior valid claims, this screen will display only employer-reported wages. In these situations staff still need to enter a "N" in TRANSITIONAL, EARNED 4XWBA, and 780 OVER RIDE fields. The EARNED 4XWBA field defaults blank. **Do not automatically answer "Y" to the earned 4XWBA field.**

If there are prior valid claims, "VALID CLAIM" is a link to the Claim Summary Screen of that particular prior claim. While in the Claim Summary Screen, staff will have access to all claim comments for that claim. Last week claimed and last week paid will display for each "Valid Claim."

The 780 Override field also defaults blank. Enter a "Y" only if claimant has an existing claim in another state where s/he has either been indefinitely disqualified or has exhausted the balance.

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 select states if appropriate for filing a Combined Wage Claim (CWC). Allows staff to calculate potential ABY eligibility with “Prior/Next” button.

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:**

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: Jul 1, 2018 - Jun 30, 2019 **4xWBA:** $1612 **Total wages:** $ 32,264 **High Qtr:** $ 9,949

Employer Reported Wages	2/2018		3/2018		4/2018		1/2019		2/2019		3/2019	
VILLAME	11	$165	214	$3,198		$0	10	$150	8	$116	196	$3,319
FIRST STUDENT MANAGEMENT	384	$7,441	167	$3,155	494	$9,949	364	$7,157	426	$8,539	156	$3,169
Total by Quarter	395	$7,606	381	$6,353	494	$9,949	374	$7,307	434	$8,655	352	$6,488

Current base year wages: **$32,266** **Total Hrs: 999** **WBA: $403** **MBA: $10,478** Prior/Next

1.5x HQ: $14,924 **6x WBA: $2,418** **DDO:** System **Effective date:** Nov 17, 2019

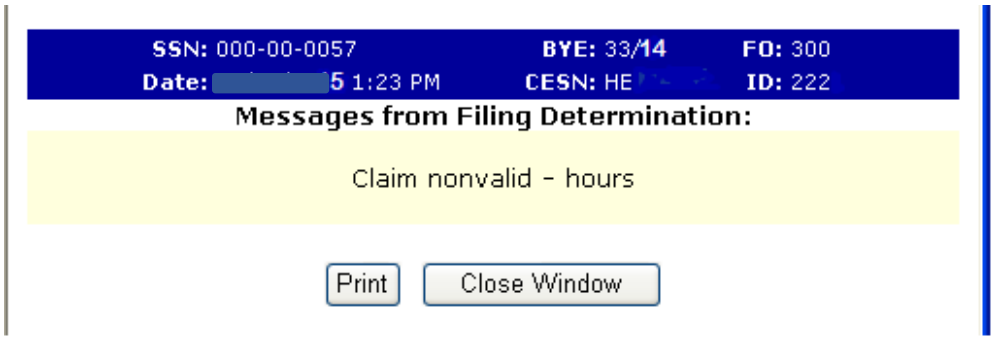
Abort | Add Claim Comment | Continue

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

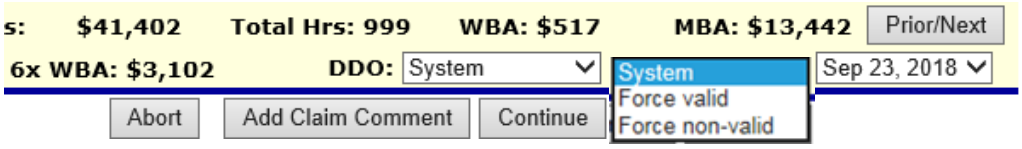
Answers on this screen pre-fill from TIC IVR. Questions highlighted in yellow were not answered during TIC IVR, indicating the claimant was rejected out of the TIC system. Complete unanswered questions. Important: Do not transfer the claimant back to the IC queue, unless directed by management.

The question “During the last 18 months did you: Work in Oregon” will always appear in yellow. Questions appearing in red indicate an alert that requires further action, clarification, and possible adjudication.

The “Employer Reported Wages” show base year wages and employers. “Non-valid due to hours, wages, or Double Dip (NV-DD) will be displayed in a pop-up window like this:



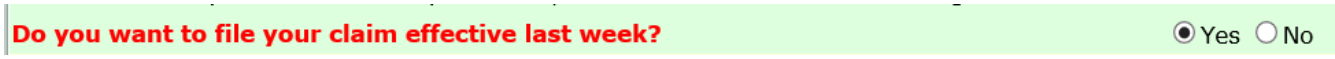
Double dip override (DDO) is set in the Filing Determination screen. The choices of "Force Valid" and "Force Non-Valid" make setting this indicator easy.



Commuter claimant questions appear based on claimant's zip code. (See page 7 for Commuter Claimant questions.)

Staff set CWC based on claimant's answer to "Work outside the state of Oregon?" Staff need to follow CWC filing procedures to determine claimant's filing options. Explain the options to claimant and document the choice claimant made in Claim Comments. If CWC is "Y," staff select state(s) for **"Out of State Wages"** which will also send IB4s to those states. The exception is a check mark for Puerto Rico and the Virgin Islands that will result in a pop-up alert. Staff must complete the IB4s for these locations on the mainframe.

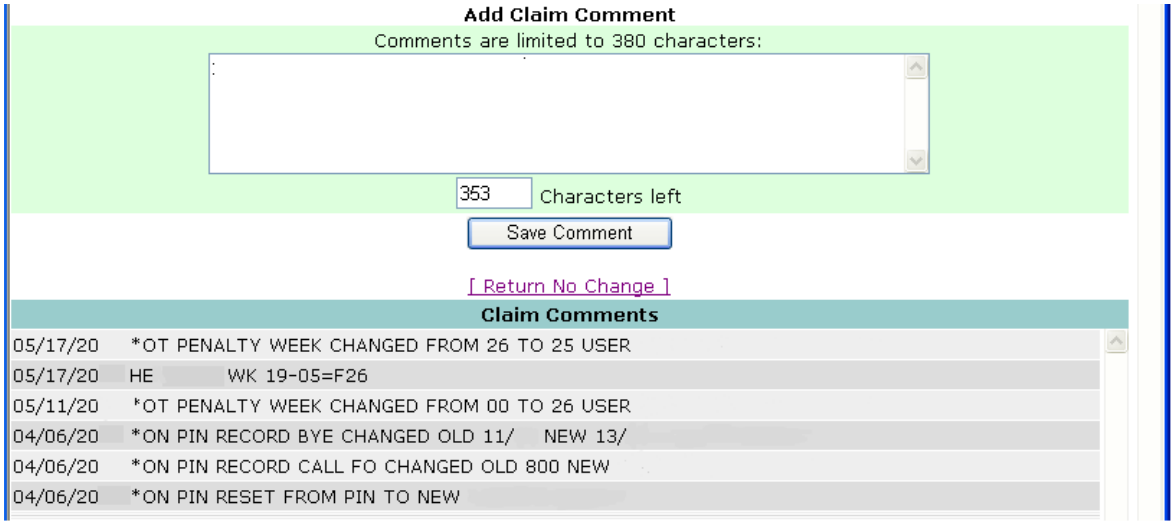
Note: If you complete an IB4 for Puerto Rico and/or the Virgin Island, send an email to let the Interstate Coordinator know.



If the claimant requests a backdate, confirm their request. Find out when they last worked. Would they be eligible for benefits that week? They may request a backdate of more than one week. Per Covid-19 guidelines, we can backdate claims as far back as wk 12/20 (although very unlikely at this point). The drop down on this screen allows you to backdate up to two weeks. If you need to go further back, follow the instructions in the Backdating a Claim in the Main frame document.

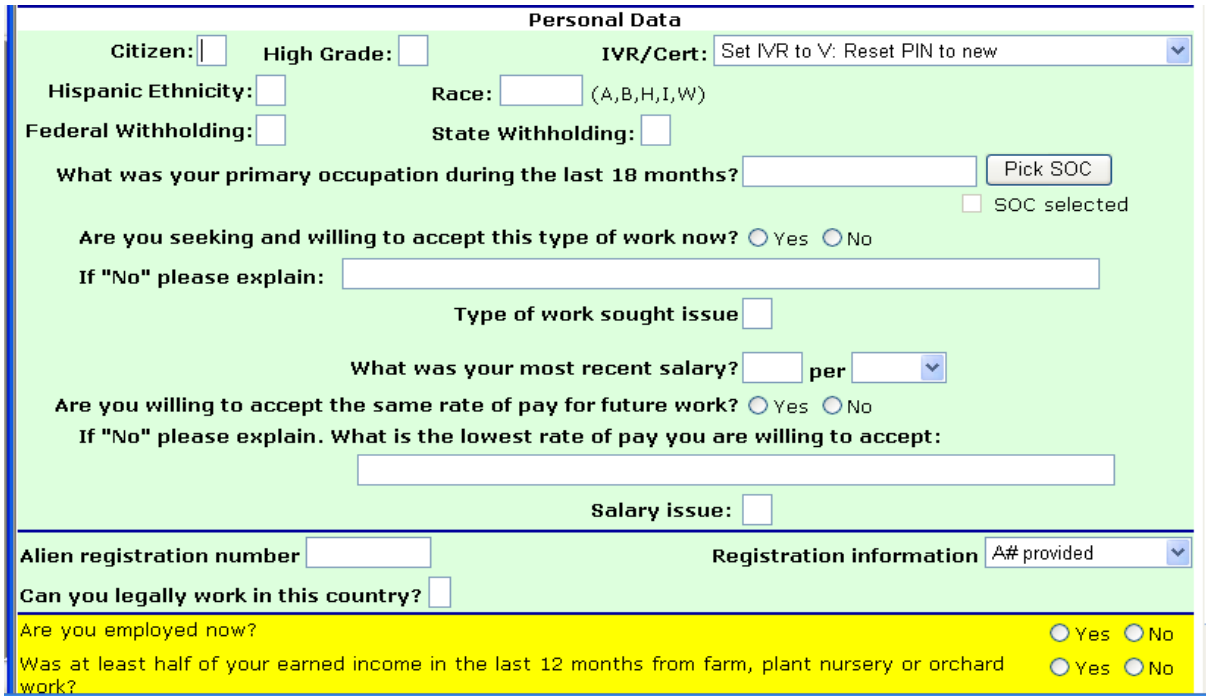
Total base year wages, total base year hours, potential WBA, potential MBA, 1.5 X high quarter amount, and 6 X WBA amount are displayed as read-only information in the lower portion of the screen.

An “Add Claim Comments” button is available starting with the Filing Determination screen. Prior comments from all prior claims appear in reverse date order when selected. If a claims specialist adds claim comments, his/her CESN ID and the date of the comment attaches to the new claim at the time it is batch-processed. Staff can modify comments they enter by clicking on their CESN ID. Comments are limited to 380 characters. Claim/wage comments are written in real time to the main frame.



Personal Data Screen

Purpose: To gather information about citizenship, race, occupation, salary and type of work being sought.



Citizen, Highest Grade, Ethnicity, Race, Fed and State tax withholding are pre-filled from TIC IVR.

Cert IVR pre-fills with “V” because claimant already established a “PIN” record and “PIN” equals “pin” or “new.”

Primary occupation, current salary, type of work sought, minimum salary are completed by staff.

The PICK SOC button is the first active spot on this screen. Clicking that button brings up a screen where staff select the appropriate “standard occupational classification” code for the claimant’s customary occupation. When the SOC is selected, the number displays to the right of the occupation question after the screen is processed. The SOC number is a link to the description and the button will change to UPDATE SOC. The SOC updates onto the screen once you move past this screen…in other words, when the “continue” button is clicked. If claimant indicates s/he is seeking the same type of work as their primary occupation staff can click on “Copy Occupation” to transfer data and save time. Selecting “Copy Occupation” defaults the data entry field, “Type of work sought issue,” to “N.” There may be times when it is reasonable for a claimant not to seek work in his customary occupation. For example, claimant was just discharged from the military where he was an artillery specialist or claimant was a warehouse worker but due to an injury has permanent lifting restrictions and must seek other work. Change the type of work sought issue to “N.” Place good claimant comments about why it is not an issue.

“Salary Issue” is a required field. If after clarification, claimant is not willing to accept the same rate of pay for future work, staff enter a “Y” for issue which sets a “D” line flag. The same applies to type of work sought. If a claimant insists on seeking work for which they have no experience or training, staff enter a “Y” which sets a “D” line flag. If you enter a “Y” in either field, you must also enter a comment in the explanation field.

Alien questions display only if claimants indicate they are not US citizens. The answers to the alien questions are electronically transferred to the Benefits Alien queue once the initial claim is batch-processed. All of this information must be obtained. If a claimant does not have the information available, tell the claimant to mail a copy of the work authorization document and select “Claimant to provide.” Benefits staff will contact claimants if they need additional information.

Add Employer Screen

Purpose: To gather claimant’s most recent employer history and send 220s to employers needed to satisfy the 4 x WBA requirement. If appropriate, staff will obtain information from claimants about UCFE/UCX wages.

We must send a Notice of Claim Filed (Form 220) to each of the claimant’s most recent employing units (qualifying or not) 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 employment. Qualifying

employment is employment subject to unemployment insurance taxes. It is also called covered or subject employment.

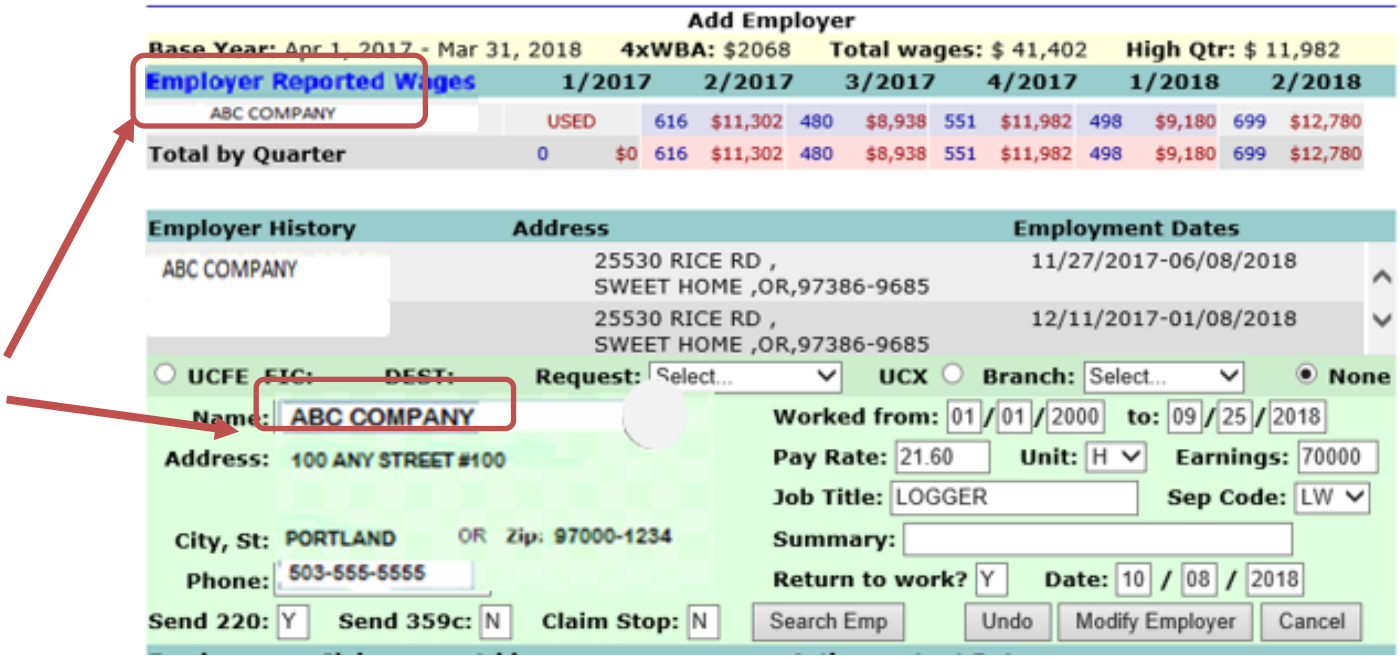
A few examples of non-qualifying employment where there still may be an employer-employee relationship include newspaper delivery, work study, insurance sales and food product demonstrator. In these situations you will send the 220 even though the wages do not count toward the 4 x WBA requirement.

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

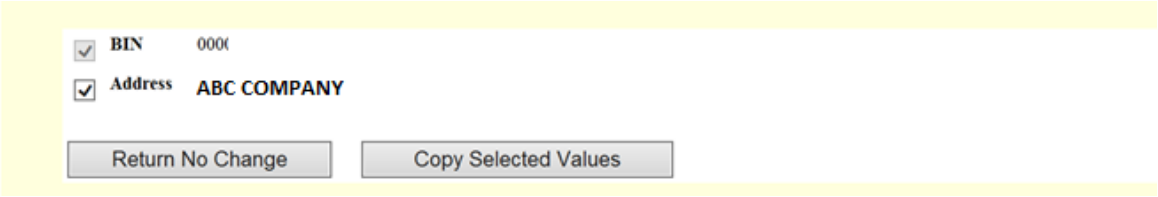
Example: The claimant worked as a Certified Nursing Assistant in the lag quarter and says she earned $2000. This type of work is "qualifying," so send a 220 only to the last employer.

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" in Oregon, assume it will be qualifying under the other state's law. If questionable, send additional 220's to previous employers.

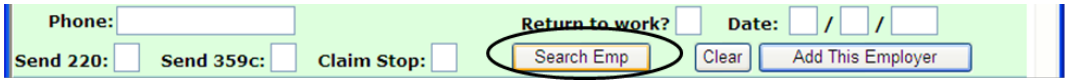
If the employer given by the claimant is the same employer listed under "Employer Reported Wages" staff must click on the employer name.



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." Information in "Employers on Claim" can be "Edited" or "Deleted."



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



This will bring up "Employer Name Search":

Entering the employer's name in the search box and clicking "Search" will return the following:

Clicking on "Copy Selected Name, Address" will enter the employer's BIN, name and address in the "Last Employer Screen." Once selected the address is not modifiable.

Note: before selecting copy verify in EBLU that the employer BIN is ACTIVE.

UCFE FIC: DEST: Request: Select... UCX Branch: Select... None

Name: ABC COMPANY G Worked from: 01 / 01 / 2000 to: 09 / 25 / 2018

Address: 100 ANY STREET #100 Pay Rate: 21.60 Unit: H Earnings: 70000

Job Title: LOGGER Sep Code: LW

City, St: PORTLAND OR Zip: 97000-1234 Summary:

Phone: 503-555-5555 Return to work? Y Date: 10 / 08 / 2018

Send 220: Y Send 359c: N Claim Stop: N Search Emp Undo Modify Employer Cancel

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. This means if you type over the address with one provided by the claimant, it will likely be overridden with one already on file.

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. Add a comment anytime you do not get a "G". The comment should include the steps you took to verify the address.

If the employer is a "UCFE" employer, the FIC and DEST must be filled in. 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." For more in depth information on UCFE/UCX refer to the separate training material. The TIC system will generate the ES-931 using the UCFE screen as well as ECX0 screen. Remember, federal civilian employers do not get 220's, they get ES-931s."

Selecting UCX requires selection of the branch of service. "None" is used to correct errors on UCX/UCFE entry. Marking "None" removes the incorrect information and allows the claims specialist to data enter the correct information.

This screen automates sending ECX0 and ES-931 for UCFE/UCX claims. Selecting a UCX branch of service pre-fills the employer address for the 220. In the event a claim is filed that includes BOTH UCX AND UCFE employers, the mainframe will set UCFE indicator to "Y" and set the UCX indicator to "N." These codes determine the message that appears on the 196. Since TIC will be sending the DD-214 letter, the UCFE message should appear on the 196.

Send 220, Send 359C and Claim Stop are required fields, and you must enter either "Y" or "N." The boxes default to blank, unless lack of work LW is selected. Selecting "Lack of Work" requires data entry of either a "Y" or "N" for the 220 field and defaults 359c and Claim Stop to "N."

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. Repeat the process for each additional employer.

Eligibility Profile Screen

Purpose: To establish claimant's eligibility and capture union attachment.

Eligibility answers pre-
work now" is not aske

ghted
ed out in the TIC
questions and read BR
red indicate an issue to

Per Covid-19 guidance,
is not an issue. Change
spring term. Set a D04

Are you a member of a union that allows you

If Yes, please enter union number

Are you receiving or will you receive retiremen
12 months?

If Yes, from whom?

Are you willing to work full and part-time?

If No, please explain:

Are you willing to work during all the days and

If No, please explain:

Is there any reason you cannot begin full-time

If Yes, please explain:

Have you turned down any work since you las

If Yes, please explain:

Are you currently self-employed?

Did you work as a professional athlete during

In the last 18 months, were you unable to wo

Add Line Flag			
Status	**Code**	**Start**	**End**
d	04	13 21	99 99

If the claimant indicated they are attending school full time or part time, an additional question about apprenticeship training will appear. If the claimant answers "yes" to apprenticeship training, take the following steps.

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

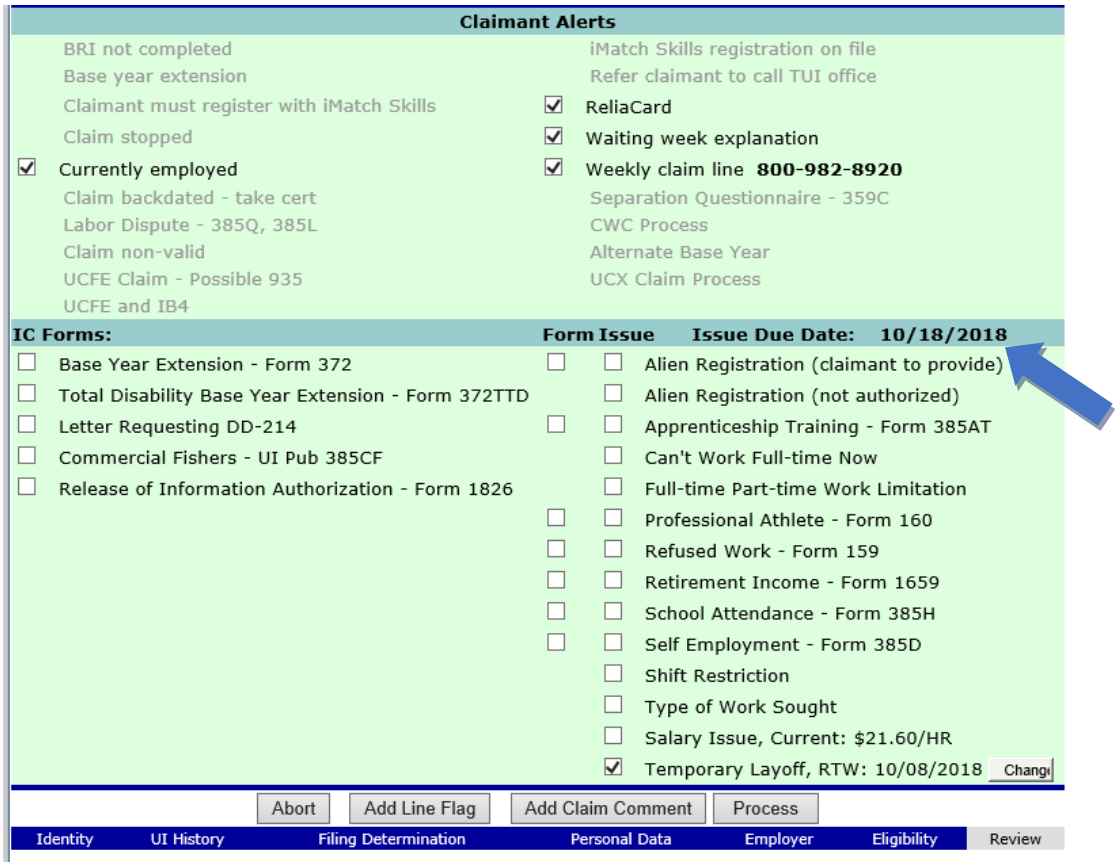
Ask the claimant what week they will be attending apprenticeship training. If the training is just for one week, uncheck the Issue box on the review screen. Set the D52 line for the week of training only. Do not make a file. Document your actions in comments. For example, "APT wk xx/xx, dlf 52 set, no file made".

If the apprenticeship training is ongoing, make sure the issue box is checked on the Review screen. Any answers that create an issue set the code for a line flag. Staff will review these issues and can modify them on the Claim Review Screen.

Unions which allow members to seek work in their trade or customary occupation with non-union employers are not "closed" unions. If the claimant enters a union number during the TIC IVR process, review the current Trade Union List found in EdWEB. Claimants who are members of any union number on the list without asterisks are not required to register in iMatchSkills. Only those unions on the list will process against the mainframe in overnight batch processing. Any other union numbers 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 the record of claimant's original response. Some Out of State unions do appear on the Union list. To have a new, closed union number added to the UI tables Union list, contact your UI center technician.

Claim Review Screen

Purpose: To alert staff to all items needing discussion with the claimant, and allow staff to determine issues, set line flags, and verify line flags and forms that will be sent to the claimant.



The issue due date is calculated and displays in the bar in the center of the screen.

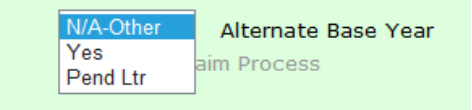
Each item in **bold** in the "Alerts" section should be reviewed with the claimant. Read each advisory to the claimant, clicking on the box after you've read it. You also can offer to email the advisories to the claimant instead. Instructions about the email process will be provided.

If the claimant did not complete the question and answer portion of the TIC/IVR process, you may be required to read the "BRI not completed" advisory to them. When this happens, you must also read the Reliacard disclosure as well.

If claimant's Oregon claim is based on wages from another state(s) verify "CWC Process" is checked. A claim comment with claimant's options and claimant's choice also needs to be made.

For example: CWC OPTIONS ARE OR 000/000, WA 150/2500, OR CWC 250/3500, WA CWC 248/3472. CLMT CHOSE OR CWC.

Just like IICs, this screen is also where ABY can be set to either "Yes" or "Pend Ltr"



Additionally, you can select which, if any, forms to send. Typically, if one of these forms is needed, the system will have already marked the box. These forms, with accompanying letters, are sent from the print plant in Salem during overnight batch processing. Comments are automatically entered documenting any forms that were sent.

Staff can also set or remove any issues by clicking the appropriate boxes.

There is an "Add Line Flag" button at the bottom of the page for any flags beyond those routinely set.

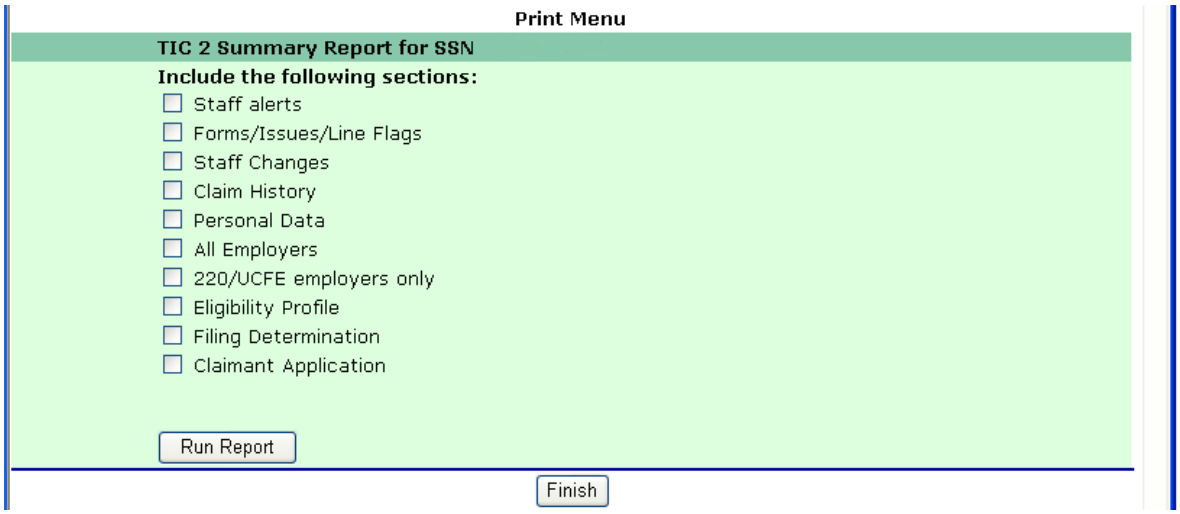
Reminder: This is last screen available to key in claim comments. If you forget to put in comments and go to the next screen, you will have to process the claim and then go back into it to add your comment.

If there is an issue on the claim that requires adjudication, be sure to enter a claim comment regarding the file you made using the Standardized Comments document as a guide.

Note: Claimants may inquire about their WBA at any point during the filing process. If asked, you should advise them of the amount, being sure to preface it with "this is only an estimate" or "potential" because the amount could be inaccurate. Let the claimant know s/he will receive the 196 in the mail and should review it for accuracy.

Print Screen

Purpose: Allows staff to print the application and/or create a document(s) to generate an adjudication folder. Staff can select any or all of the following:



Be sure to Peernet the Eligibility Profile screen to generate a folder for AAA or JR issues. Occasionally, the Personal Data screen will be used to generate a folder for type of work and/or salary issues.

If you reach the Print Screen and you receive information from the claimant that would lead you to change or add information on one of the eight GUI screens, go ahead and click on Finish. You will then need to retrieve the TIC application and go through the screens to change/modify with the new information. Be sure to process the application again.