UI Online Claimant User Guide

Claimant Activities

Massachusetts UI Online System

Department of Unemployment Assistance (DUA)

Commonwealth of Massachusetts

Version 1.01

June 25, 2013
### Document Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Responsible</th>
<th>Reason for Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/25/13</td>
<td>1.01</td>
<td>PS</td>
<td>Initial Version</td>
</tr>
</tbody>
</table>

### Open Items

<table>
<thead>
<tr>
<th>Date entered</th>
<th>Open Item</th>
<th>Responsible</th>
<th>Closed date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table of Contents

THE CLAIMANT HOME PAGE ................................................................................................................................. 4

VIEW AND MAINTAIN ACCOUNT INFORMATION ......................................................................................................... 5

VIEW AND MAINTAIN CHILD SUPPORT SUMMARY ......................................................................................................... 5

Accessing the View and Maintain Child Support Summary Page ........................................................................... 5

Viewing State-by-State Contact Information ........................................................................................................... 6

Adding a Child Support Order .................................................................................................................................. 7

VIEW AND EDIT CONTACT INFORMATION .................................................................................................................. 8

Accessing the View and Maintain Contact Information Page ..................................................................................... 8

Editing Contact Information ...................................................................................................................................... 9

DEPENDENT INFORMATION ...................................................................................................................................... 10

Accessing the View and Maintain Dependent Information Page .............................................................................. 10

Adding a Dependent .................................................................................................................................................. 11

MONETARY AND ISSUE SUMMARY .......................................................................................................................... 12

Accessing the Monetary and Issue Summary Page ..................................................................................................... 12

Accessing the Monetary Determination Page ................................................................................................................ 13

Accessing the Eligibility Determination Page .............................................................................................................. 15

Viewing a Determination ............................................................................................................................................. 15

Submitting Additional Information when a Determination is Pending ......................................................................... 15

Filing an Appeal .......................................................................................................................................................... 17

Viewing Appeal Case Documents ................................................................................................................................ 22

Withdrawing an Appeal ................................................................................................................................................ 22

Modifying Appeal Information .................................................................................................................................... 24

Generating a Cover Sheet ......................................................................................................................................... 24

PAYMENT HISTORY .................................................................................................................................................. 25

Accessing the Payment History Page .......................................................................................................................... 25

Request 1099 Page ...................................................................................................................................................... 27
Claim History Page............................................................................................................... 27
The Week Summary Page ..................................................................................................... 27
Requesting a Replacement Payment ....................................................................................... 28
The Confirm Request Replacement Payment Page............................................................... 28
Earnings Update Amount....................................................................................................... 29
PAYMENT METHOD OPTIONS ...................................................................................................... 32
Accessing the Payment Method Options Page ........................................................................... 32
Verifying Contact Information ................................................................................................ 32
Editing Payment Information ................................................................................................. 33
Editing Tax Withholding Information ....................................................................................... 34
REQUEST BENEFIT PAYMENT ......................................................................................................... 35
REOPEN CLAIM.................................................................................................................................... 35
ESTIMATE FUTURE BENEFITS......................................................................................................... 36
Accessing the Benefits Estimator Information Page ................................................................. 36
REQUEST 1099G.................................................................................................................................. 37
Accessing Request 1099G Page .............................................................................................. 37
Viewing a 1099G.................................................................................................................. 37
Requesting a 1099G............................................................................................................. 38
MANAGE DEBT.................................................................................................................................. 39
Accessing the Manage Debt Page ........................................................................................... 39
MAKE A PAYMENT .......................................................................................................................... 40
Accessing the Make a Repayment Page ................................................................................... 40
Electronic Repayment Authorization......................................................................................... 40
Paper Check or Money Order Voucher ..................................................................................... 41
VIEW DEBT NOTICES SENT ............................................................................................................... 42
Accessing the Debt Notice History Page................................................................................... 42
VIEW OVERPAYMENT HISTORY .................................................................................................... 43
Claimant Activities

Accessing the Overpayment History Page ................................................................. 43

VIEW OVERPAYMENT REPAYMENT HISTORY .............................................................. 44

Accessing the Overpayment Repayment Summary Page ........................................... 44

REQUEST/VIEW PAYMENT PLAN .................................................................................. 45

Accessing the Payment Plan Request Page ................................................................. 45

Payment Plan ............................................................................................................. 45

REQUEST DEBT WAIVER ............................................................................................... 47

Accessing the Request Debt Waiver Page ................................................................. 47

Request Waiver .......................................................................................................... 48

Print Waiver Request .................................................................................................. 49
Claimant Activities

This section describes how you can access information and maintain your own account using the UI Online system. It also describes how to:

- View your eligibility for benefits.
- View your payment history.
- View any issues that have come up with your claim.
- Estimate future benefits.
- Request a 1099G.
- Repay (if you have been overpaid) or set up a payment plan.
- Request a repayment waiver.
- File an appeal.

The Claimant Home Page

Most of the time what you see first when you log in to UI Online is your Home page.

Once you access your Home page, you can perform the activities described in the rest of this section. (For instructions on logging in, see “Claimant Login, Password, and Navigation.”)
VIEW AND MAINTAIN ACCOUNT INFORMATION

The View and Maintain Account Information page contains the following links to more detailed account information:

- Child Support Summary
- Contact Information
- Dependent Information
- Monetary and Issue Summary
- Payment History
- Payment Method Options

View and Maintain Child Support Summary

The Child Support Summary link displays the View and Maintain Child Support Summary page. Use this page to review, add, or delete all Non-Massachusetts child support orders.

Accessing the View and Maintain Child Support Summary Page

To access the View and Maintain Child Support Summary Page:

1. Log in to UI Online.
2. Click View and Maintain Account Information.
3. Click Child Support Summary.

The View and Maintain Child Support Summary page displays.
Viewing State-by-State Contact Information

1. Click the Click Here for Contact Information link on the View and Maintain Child Support Summary page to display the Child Support U.S. State and Territory Contact Information page.

To expedite the updating of our records, you may contact the U.S. state or territory directly and request that an updated child support order or termination notice be sent to the following address:

<table>
<thead>
<tr>
<th>State</th>
<th>Telephone</th>
<th>State Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>1-334-242-9300</td>
<td>Alabama Child Support</td>
</tr>
<tr>
<td>Alaska</td>
<td>1-800-478-3300</td>
<td>Alaska Child Support</td>
</tr>
<tr>
<td>Arizona</td>
<td>1-800-882-4151</td>
<td>Arizona Child Support</td>
</tr>
<tr>
<td>Arkansas</td>
<td>1-501-682-8338</td>
<td>Arkansas Child Support</td>
</tr>
<tr>
<td>California</td>
<td>1-866-901-3212</td>
<td>California Child Support</td>
</tr>
<tr>
<td>Colorado</td>
<td>1-800-374-6558</td>
<td>Colorado Child Support</td>
</tr>
<tr>
<td>Connecticut</td>
<td>1-860-424-5016</td>
<td>Connecticut Child Support</td>
</tr>
<tr>
<td>Delaware</td>
<td>1-800-464-4367</td>
<td>Delaware Child Support</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>1-202-442-4611</td>
<td>DC Child Support</td>
</tr>
<tr>
<td>Florida</td>
<td>1-800-622-5437</td>
<td>Florida Child Support</td>
</tr>
<tr>
<td>Georgia</td>
<td>1-404-559-4106</td>
<td>Georgia Child Support</td>
</tr>
<tr>
<td>Hawaii</td>
<td>1-866-317-9061</td>
<td>Hawaii Child Support</td>
</tr>
<tr>
<td>Idaho</td>
<td>1-800-356-9868</td>
<td>Idaho Child Support</td>
</tr>
<tr>
<td>Illinois</td>
<td>1-800-441-4218</td>
<td>Illinois Child Support</td>
</tr>
<tr>
<td>Indiana</td>
<td>1-800-840-8757</td>
<td>Indiana Child Support</td>
</tr>
<tr>
<td>Iowa</td>
<td>1-888-229-9223</td>
<td>Iowa Child Support</td>
</tr>
<tr>
<td>Kansas</td>
<td>1-800-369-1777</td>
<td>Kansas Child Support</td>
</tr>
<tr>
<td>Kentucky</td>
<td>1-800-372-2973</td>
<td>Kentucky Child Support</td>
</tr>
<tr>
<td>Louisiana</td>
<td>1-800-256-4560</td>
<td>Louisiana Child Support</td>
</tr>
<tr>
<td>Maine</td>
<td>1-207-287-2626</td>
<td>Maine Child Support</td>
</tr>
<tr>
<td>Maryland</td>
<td>1-800-332-6347</td>
<td>Maryland Child Support</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>1-617-626-2136</td>
<td>Massachusetts Child Support</td>
</tr>
<tr>
<td>Michigan</td>
<td>1-517-183-6103</td>
<td>Michigan Child Support</td>
</tr>
<tr>
<td>Minnesota</td>
<td>1-800-657-3512</td>
<td>Minnesota Child Support</td>
</tr>
<tr>
<td>Mississippi</td>
<td>1-977-862-4016</td>
<td>Mississippi Child Support</td>
</tr>
<tr>
<td>Missouri</td>
<td>1-866-313-4869</td>
<td>Missouri Child Support</td>
</tr>
</tbody>
</table>

2. Click a link in the State Website column to bring up another browser window displaying that state’s website to find further information.

3. Click Close to return to the View and Maintain Child Support Summary page.
Adding a Child Support Order

1. Select a state from the drop-down list on the View and Maintain Child Support Summary page.

2. Click Next. The Non-Massachusetts Child Support County Information page displays. The state cannot be changed here.

3. Select a County.

4. Click Next. The View and Maintain Child Support Summary page redisplays listing the entry.

<table>
<thead>
<tr>
<th>U.S. State or Territory</th>
<th>County</th>
<th>Order Number</th>
<th>Weekly Order Amount</th>
<th>Case ID Number</th>
<th>Start Date</th>
<th>End Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delaware</td>
<td>New Castle</td>
<td></td>
<td>$0</td>
<td></td>
<td></td>
<td></td>
<td>Pending</td>
</tr>
</tbody>
</table>

Additional Child Support

To add an entry, including an additional state or territory or another county in a state or territory already listed, choose the state or territory from the drop-down list and select the Add button.

Note: If you have any questions about a specific child support order, you may contact the State or Territory directly. Click here for contact information.
View and Edit Contact Information

The Contact Information link displays the View and Edit Contact Information page. Use this page to review and edit current contact information, including:

- Mailing Address
- Residential Address
- Telephone Numbers

Accessing the View and Maintain Contact Information Page

To access the View and Maintain Contact Information page:

1. Log in to UI Online.
2. Click View and Maintain Account Information.
3. Click Contact Information.

The View and Maintain Contact Information page displays.

<table>
<thead>
<tr>
<th>Claimant Information</th>
<th>Change Claim</th>
<th>Change Claimant</th>
<th>Leave Claimant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: Smith, Robert R.</td>
<td>Claim ID: 1010359</td>
<td>Claim ID: 2013-01</td>
<td></td>
</tr>
<tr>
<td>Effective Date: 6/6/2013</td>
<td>Benefit Year End: 5/3/2014</td>
<td>Claim Status: Active</td>
<td></td>
</tr>
</tbody>
</table>

View and Maintain Contact Information

Residential Address

- Address Line 1: 19 Staniford St
- City: Boston
- State: Massachusetts
- ZIP Code: 02114-2502
- Country: United States Of America

Mailing Address

- In care of (c/o): 19 Staniford St
- Address Line 1: 19 Staniford St
- City: Boston
- State: Massachusetts
- ZIP Code: 02114-2502
- Country: United States Of America

Telephone Numbers

- U.S. and Canada Only
  - Home
  - Mobile
  - Other

Correspondence Preference

- How would you like to receive your correspondence? Electronic
  - Email Address: bsmith@mldema.org

Preferred Language

- Preferred Language: English
  - Additional Preferred Language:
Claimant Activities

Editing Contact Information

To edit contact information:

1. Click **Edit**. The **Maintain Contact Information** page displays. This page looks the same as the **View and Maintain Contact Information** page except that the fields are editable.

2. Edit the information. Click **Submit**.

3. If the address was edited, the **Address Validation** page displays. Select the address on the page that best matches the address. Click **Next**.

4. Click **Submit**.
**Dependent Information**

The **View and Maintain Dependent Information** page displays the following information about your dependents:

- First Name
- Last Name
- Social Security Number
- Date of Birth
- Gender

**NOTE**: You cannot delete Dependent information after you file your claim. Contact DUA to change dependent information.

**Accessing the View and Maintain Dependent Information Page**

To access the **View and Maintain Dependent Information** Page:

1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Dependent Information**.

   The **View and Maintain Dependent Information** page displays.

   **NOTE**: Information on the **View and Maintain Dependent Information** page can be sorted by columns with the blue underlined column name. Click once to sort. Click again to reverse the sort order.
Adding a Dependent

To add a Dependent:

1. Click Add on the View and Maintain Dependent Information page. The Dependent Child Details page displays.

2. Provide the requested information about the Dependent.

3. Select Yes or No in answer to each question.

   NOTE: To clear the form click Reset.

4. To save information, click Submit. To return to the previous page without saving information, click Previous.
### Monetary and Issue Summary

The **Monetary and Issue Summary** page contains summary information about the claim. It is also the access point for viewing claim issues, and filing, modifying, or withdrawing an appeal.

#### Accessing the Monetary and Issue Summary Page

To access the **Monetary and Issue Summary** Page:

1. Log in to UI Online.
2. Click **View and Maintain Account Information**.
3. Click **Monetary and Issue Summary**.

<table>
<thead>
<tr>
<th>Monetary and Issue Summary</th>
<th>Click the link to display the Monetary Determination page</th>
</tr>
</thead>
</table>
| The Monetary Determination section lists | maximum unemployment benefit amounts you are potentially eligible to receive. The following table contains all pending issues and completed decisions that affect your eligibility.

#### Monetary Determination

<table>
<thead>
<tr>
<th>Status</th>
<th>Weekly Benefit Amount</th>
<th>Maximum Benefit Amount</th>
<th>Effective Begin Date</th>
<th>Effective End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>$674</td>
<td>$20,220</td>
<td>5/24/2014</td>
<td></td>
</tr>
</tbody>
</table>

#### Determination of Eligibility

Select the issue identification number to view detailed information you have submitted, appeals, and determination results. This includes issues.

<table>
<thead>
<tr>
<th>Issue Identification Number</th>
<th>Employer Name</th>
<th>Issue Type</th>
<th>Status</th>
<th>Date Mailed</th>
</tr>
</thead>
<tbody>
<tr>
<td>0021.1475.44-01</td>
<td>S. A. V. E.</td>
<td>Pending</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0021.1475.43-01</td>
<td>S. A. V. E.</td>
<td>Pending</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The **Monetary Determination** area of the **Monetary and Issue Summary** page lists the following for each monetary determination:

- **Status** (a link to the Monetary Determination page, from which an Appeal can be filed, or displayed)
- Weekly Benefit Amount
- Maximum Benefit Amount
- Effective Begin Date
- Effective End Date

The **Determination of Eligibility** area lists the following for each Issue associated with your claim:

- **Issue Identification Number** (a link to the Eligibility Determination page, from which an Appeal can be filed, or displayed)
- Employer Name
- Issue Type
- Status
- Date Mailed
Accessing the Monetary Determination Page

To access the **Monetary Determination** Page:

1. Access the Monetary and Issue Summary page.
2. Click a link in the **Status** column of the Monetary Determination area.

The **Monetary Determination** page lists the following information specific to this determination:

- Weekly Benefit Amount
- Maximum Benefit Amount Benefit Year
- Benefit Year Effective Date
- Benefit Year End Date
- Correspondence Issued Date
- Appeal Disposition

Depending on the determination and its effective end date, the page may also contain a button that allows you to view a PDF of the determination.

If no appeal exists and the determination was not in your favor, the **File Appeal** button appears at the bottom of the **Monetary Determination** page.

If an appeal already exists, Appeal Information appears at the bottom of the page, along with controls that allow you to:

- View Appeal Case Documents
- Withdraw the Appeal
- Modify Appeal Information
- Generate a cover sheet for mailing with additional information

![The Monetary Determination page with a File Appeal button (no Appeal filed).]
The Monetary Determination -- Appeal in place

For instructions on filing an Appeal, see "Filing an Appeal."
Accessing the Eligibility Determination Page

1. Access the **Monetary and Issue Summary** page.

2. Click a link in the **Issue Identification Number** column of the Determination of Eligibility area.
   - If the determination has been made, the **Eligibility Determination** page displays. The Determination appears on the page.

   **NOTE**: A determination that is in your favor cannot be appealed.

   ![Eligibility Determination Screen](image)

   - If the determination is still pending, the **Pending Eligibility Issue Detail** page displays instead. Additional information can be still be added to the issue. See "Submitting Additional Information when a Determination is Pending."

   - If an appeal can be filed, the **File Appeal** button displays. See "Filing an Appeal."

Viewing a Determination

1. Perform the steps in "Accessing the Eligibility Determination Page.” If the determination has been made, the page is labeled **Eligibility Determination**.

2. Click the **View Determination** link to launch a window with the determination in PDF format.

Submitting Additional Information when a Determination is Pending

1. Perform the steps in "Accessing the Eligibility Determination Page.” If the page is labeled **Pending Eligibility Issue Detail** with an editable text box, more information can be submitted.

2. Enter the information in the text box.

3. Check the box if a cover sheet is required.

4. Click **Submit**.
### Pending Eligibility Issue Detail

<table>
<thead>
<tr>
<th>Employer Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue Identification Number:</td>
<td>0020 7666 26-01</td>
</tr>
<tr>
<td>Issue Type:</td>
<td>Late Appeal</td>
</tr>
<tr>
<td>Correspondence Issued Date:</td>
<td></td>
</tr>
<tr>
<td>Determination:</td>
<td></td>
</tr>
<tr>
<td>Questionnaire:</td>
<td>Incomplete</td>
</tr>
</tbody>
</table>

Provide Additional Information for this issue: [ ]

- [ ] Check here if you need a cover sheet to attach to additional information that is relevant for this issue.

[Previous] [Submit]
Filing an Appeal

Use the instructions below when filing an appeal. These instructions apply whether you are filing an appeal of the determination of your benefit amount, or of your eligibility for benefits.

1. Log in to UI Online.
2. Click View and Maintain Account Information.
3. Click Monetary and Issue Summary.
4. Click the applicable link on the Monetary and Issue Summary page:
   - To start an appeal of the benefit amount (monetary), click a link in the Status column of the Monetary Determination area.
   - To start an appeal of an eligibility determination (non-monetary), click a link in the Issue Identification column of the Determination of Eligibility Area of the page.
5. The next page is slightly different for a Monetary Determination than for an Eligibility Determination (see the following screens). However, in either case, click File Appeal.

The Monetary Determination page with a File Appeal button (no Appeal filed).
The Eligibility Determination page with a File Appeal button (no Appeal filed yet).

6. The **Contact Information / Reason for Appeal / Hearing Details** page is slightly different for a Monetary Appeal than for an Eligibility Determination. Answer the questions on the page.

The **Contact Information / Reason for Appeal / Hearing Details** page displaying Reason for Appeal questions for a Monetary Appeal.
The Reason for Appeal questions on the Contact Information / Reason for Appeal / Hearing Details for an Eligibility (non-Monetary) Appeal.

7. Click Next.

8. If you answered Yes to the question, Are you represented by an Attorney or other Representative in this appeal, the Additional Representation page appears.

   - If you are only adding one Attorney/Representative:
     
     o Enter the Attorney/Representative’s Name, Firm, address, and phone.
     o Click Next.
     o Select an Address in the Address Validation page and click Next to continue with the Appeal.

   - If you are adding several Attorney/Representatives:
     
     o Enter the Attorney/Representative’s Name, Firm, address, and phone.
     o Click Add New.
     o Select an Address in the Address Validation page and click Next. This returns you to the Additional Representation page.
     o Repeat this process for each Attorney/Representatives except the last.
     o After entering information about the last Attorney/Representative, click Next.
     o Select an Address in the Address Validation page and click Next, and continue with the Appeal.
To delete an Attorney/Representative, put a check by the Attorney/Representative name and click **Delete**.

9. If you answered **Yes** to the question, **Will you present Witnesses?** the **Witness List** page appears.

   - If you are only adding **one** Witness, enter the Witness’s name and click **Next** to continue with the appeal.
   
   - If you are adding **several** Witnesses:
     
     o Enter the Witness’s name.
     o Click **Add New**.
     o Repeat this process for each Witness except the last.
     o After entering information about the last Witness, click **Next**, and continue with the Appeal.

To delete a Witness, put a check by the Witness’s name and click **Delete**.

10. Review the information in the **Appeal Confirmation** page. If you need to make changes, click the **Modify** button just under the section you want to edit. (See the following page.)

11. Put a check in the **I confirm that the information above is correct**. Click **Next**.

This completes the process of filing an appeal.
### Claimant Activities

**Appeal Confirmation**

If you wish to change any of the information listed below, you must select the Modify button at the bottom of the appropriate section. You must review all information and click Next to complete your appeal.

**Contact Information**

<table>
<thead>
<tr>
<th>Address Line 1:</th>
<th>6 GREEN ROAD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Line 2:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td>WORCESTER</td>
</tr>
<tr>
<td>State:</td>
<td>Massachusetts</td>
</tr>
<tr>
<td>Zip:</td>
<td>01604-1804</td>
</tr>
<tr>
<td>Home Number:</td>
<td></td>
</tr>
<tr>
<td>Cell Number:</td>
<td></td>
</tr>
<tr>
<td>Other Number:</td>
<td></td>
</tr>
<tr>
<td>International Number:</td>
<td></td>
</tr>
</tbody>
</table>

**Reason for Appeal**

- Are the wages on your determination correct? No
- Are the wages missing on your determination? No
- Do you need to add an employer to your determination? No
- Do you need to remove an employer from your determination? No
- Do you disagree with the 'Effective From' date on your determination? No

**Hearing Details**

- Are you represented by an attorney or other representative in this appeal? Unknown at this time
- Will you present witnesses? Yes
- Will you need an interpreter? Yes
- If you need an interpreter, select the language needed: Italian
- Telephone: (617) 628-5473
- What is your hearing preference? Unknown at this time
- If your preference is telephone, enter your hearing contact number: 

**Witness List**

<table>
<thead>
<tr>
<th>Witness First Name</th>
<th>Street</th>
</tr>
</thead>
<tbody>
<tr>
<td>Della</td>
<td></td>
</tr>
</tbody>
</table>

Confirm that the information above is correct.

Previous | Next
Viewing Appeal Case Documents

1. Log in to UI Online.
2. Click View and Maintain Account Information.
3. Click Monetary and Issue Summary.
4. Click the applicable link on the Monetary and Issue Summary page.
5. At the bottom of the Monetary Determination (or Eligibility Determination) page, select View Appeal Case Documents and click Next.

![Hearings Appeal Information](image)

6. The Appeal Case Folder page displays. View a PDF version of any case document by clicking its Title link.

![Appeal Case Folder](image)

Withdrawing an Appeal

To withdraw an appeal:

1. Log in to UI Online.
2. Click View and Maintain Account Information.
3. Click Monetary and Issue Summary.
4. Click the applicable link on the Monetary and Issue Summary page.
5. At the bottom of the Monetary Determination (or Eligibility Determination) page, select **Withdraw Appeal** and click **Next**.

6. On the **Withdraw Appeal** page, put a check in the box and click **Withdraw**.

7. On the **Withdraw Appeal Confirmation** page, click **Yes** or **No**.

8. The **Notice of Withdrawal** page appears. Click **Next**.

**NOTE**: Once an appeal has been withdrawn, information about it can still be viewed from the Monetary Determination page.
Modifying Appeal Information
Modify appeal information to add your Representatives or Witnesses to the appeal. Claimants can only remove a Claimant Representative or a Claimant Witness.

1. Log in to UI Online.
2. Click View and Maintain Account Information.
3. Click Monetary and Issue Summary.
4. Click the link under Status, or Issue Identification Number on the Monetary and Issue Summary page.
5. At the bottom of the Monetary Determination (or Eligibility Determination) page, select Modify Appeal Information and click Next. Use the same steps as when Filing an appeal.

Generating a Cover Sheet
If you need to mail in additional pieces of information in support of your appeal, you can generate a cover sheet to include with the mailing. (Including a cover sheet with the mailing expedites handling.)

Generate a cover sheet as follows:

1. Log in to UI Online.
2. Click View and Maintain Account Information.
3. Click Monetary and Issue Summary.
4. Click the link under Status, or Issue Identification Number on the Monetary and Issue Summary page.
5. Click the Generate button at the bottom of the Monetary Determination (or Eligibility Determination) page.

A document with the cover is placed in your Inbox.
Payment History

The Payment History page provides a great deal of information about payments, benefits, benefit program, claim and claimant status, tax withholding, dependents, payment options, and more.

The Payment History page has sections with:

- Claim Information
- Potential Benefits by Program
- Payment Request Status

Links on this page go to the following pages:

- Claim History
- Week Summary
- Update Earnings Amount
- Request 1099G

The Click to Request link on the Week Summary page goes to the Confirm Request Replacement Payment page. (Once you confirm the request, a request is generated.)

Accessing the Payment History Page

To access the Payment History Page:

1. Log in to UI Online.
2. Click View and Maintain Account Information.
3. Click Payment History.

NOTE: The page is very wide, and you may need to scroll to the right to see all information.
Click the Click here to see your claim history link to view the Claim History page.
Click the Week End Date (View Week Details) link to display the Week Summary Page.
Click the Update Earnings icon to display the Update Earnings Amount page.

The Claim Information section has the following information:
- Claim Filed Date
- Approved Dependents
- Overpayment Balance
- Federal Tax Withholding
- State Tax Withholding
- Payment Option
- Click here to see your claim history – link to the Claim History page (see below)

The Potential Benefits by Program section has a table with the following columns:
- Program
- Effective Begin Date
- Effective End Date
- Weekly Benefit Amount
- Balance

The Payment Request Status section has a table with the following columns:
- Benefits Request Date
- Week End Date (View Week Details) – link to the Week Summary page (see below)
- Current Program
- Request Type
- Current Week Status
- Reason
- Weekly Benefit Amount
- Additions
- Deductions
- Pre Tax Authorized Amount
- Withholdings
- Overpaid Amount
- Payment Amount Issued
- Issued Payment Status
- Update Earnings icon - link to the Update Earnings Amount page.
Request 1099 Page

The Request 1099 page displays if the current 1099 form link was clicked on the Payment History page. See the section "Request 1099G" later in this document for instructions.

Claim History Page

The Claim History page displays if the Click here to view claim history link was clicked on the Payment History page. It provides the following information for each claim:

- Claim Effective Date – link to the Payment History page that is specific to the claim.
- Claim Expiration Date
- Claim Filed Date

Click an entry in the Claim Effective Date column to access a Payment History page that only displays information for the selected claim.

The Week Summary Page

The Week Summary page can be reached by clicking the Week End Date (View Week Details) link on the Payment History page.

The Week Summary section has the following information:

- Week Requested Begin Date
- Week Requested End Date

The Payment Distribution Summary has the following information:

- Weekly Benefit Amount
- Earnings Deduction
- Total Deductions
- Pre-tax Authorized Amount
- Total Withholdings
- Total Week Payment Amount

The Payments Issued for the Requested Week table has the following columns:

- Payment Reference Number
- Payment Method
- Payment Date
- Weekly Benefit Amount Paid
- Total Payment Amount Issued
- Payment Status
- Select Link to Request a Replacement Payment – link to the Confirm Request Replacement Payment Page (or Requested and the date, if a request has already been made.)
Requesting a Replacement Payment

To request a replacement payment, click the **Click to Request** link on the **Week Summary**. This displays the **Confirm Request Replacement Payment** page. See "Confirm Request Replacement Payment Page" for instructions.

**NOTE:** Once a request for a specific payment has been generated, the word **Requested** and the **date** display in the **Select Link to Request a Replacement Payment** column of the **Week Summary** page (instead of the Click to Request link).

The Week Summary page after a replacement payment has been requested:

The Confirm Request Replacement Payment Page

The **Confirm Request Replacement Payment** page displays if the **Click to Request** link was clicked on the **Week Summary** page. (See "Payment History Page Details List" earlier in this document for a list of information that appears on this page.)
The **Confirm Request Replacement Payment** page has the following information:

- Payment Reference Number
- Payment Method
- Bank Name
- Account Number
- Amount
- Week Begin Date
- Week End Date

![](ConfirmRequestReplacementPayment.png)

- Click **Confirm** to generate the request for a replacement payment and return to the **Week Summary** page.
- Click **Previous** to cancel the request and return to the **Week Summary** page.

**Earnings Update Amount**

The **Earnings Update Amount** page displays if the Update Earnings icon was clicked on the **Payment History** page. (See "Payment History Page Details List" earlier in this document for a list of information that appears on this page.)

![](UpdateEarningsAmount.png)
To update earnings:

1. If the earnings are for an Employer that is not listed:
   - Select an Employment Type from the list.
   - Select an Employer from the list or select New.
   - Enter an amount under the Add button.
   - Click Add.

2. If an Employer was selected from the list, go to step 4.

3. If a new Employer is being added, the Additional and Complete Employment page displays.

   - In the Provide Additional Employers area, select the Employment Type and click Add.
   - The pages that display depend on the type of Employer selected (Massachusetts, Non-Massachusetts, Federal Civilian, or Military).

   **NOTE**: For detailed information on adding Employers, see "About Employment and Employer Information" in the Initial Claims chapter.

   - Perform an Employer Search.
   - Fill in the Massachusetts Detailed Employment Information page.
   - Provide Occupation Information if requested.
   - Back on the Additional and Complete Employment page, click Next.

4. Once back at the Update Earnings Amount page, again, select an Employment Type. Select the name of the Employer you just added. The amount should still be filled in.

5. Click Add. The Employer's Name should appear in the upper part of the page.

4. Correct the earnings shown for each Employer if necessary. (If there are Employers listed for which no work was performed, the Amount field should be blank.)

5. Click Next. The Update Earnings Amount Confirmation page displays.
6. Click **Confirm**. The **Update Earnings Amount Submitted** page displays. Click **Continue** to return to the **Payment History** page.
Payment Method Options

Use the Payment Method Options page to review and edit information on:

- Contact Information
- Payment Information (Direct Deposit vs. Debit Card)
- Tax Withholding Information

Accessing the Payment Method Options Page

To access the Payment Method Options Page:

1. Log in to UI Online.
2. Click View and Maintain Account Information.
3. Click Payment Method Options. The View and Maintain Payment and Tax Withholding Information page displays.

Verifying Contact Information

To review and edit contact information:

1. Click the Maintain Contact Information link in the Payment Information area. The View and Maintain Contact Information page displays.
2. See the instructions in “View and Maintain Contact Information.”
Editing Payment Information

To edit payment information:

1. Click **Edit** under the Payment Information area. The **Maintain Payment Information** displays.

   ![Screen Shot](image1.png)

2. Select the preferred payment option.

3. If direct deposit is selected, the page expands immediately with fields for direct deposit information.

   - Select Checking or Savings.
   - Enter a Routing Transit Number. Click **Verify**. The Bank Name appears under the Verify button.
   - Enter and reenter the Bank Account Number.

   ![Screen Shot](image2.png)

4. Click **Submit**. The View and Maintain Payment and Tax Withholding Information page redisplayes.
Editing Tax Withholding Information

To edit tax withholding information:

1. Click **Edit** under the Tax Withholding Information area of the View and Maintain Payment Information and Tax Withholding Information page. The **Maintain Tax Withhold Information** page displays.

2. Change the withholding selection.

3. Click **Submit**. The View and Maintain Payment and Tax Withholding Information page redisplay.
REQUEST BENEFIT PAYMENT

See the separate section "Requesting Benefit Payments" for complete instructions on requesting benefit payments.

REOPEN CLAIM

See the separate section "Reopening a Claim" for complete instructions on reopening a claim.
ESTIMATE FUTURE BENEFITS

The **Benefits Estimator Information** page lets you view potential benefits quickly.

**Accessing the Benefits Estimator Information Page**

To access the **Benefits Estimator Information** page:

1. Log in to UI Online.
2. Click **Estimate Future Benefits**. This page displays differently, depending on whether:
   - You have an active claim.
   - You have an expired claim and no further wages.
   - You have no claim, and have wages in the system.

**You have an active claim**

![Benefits Estimator Information](image)

**You have an expired claim and no further wages**

![Benefits Estimator Information](image)

**You have no claim, and wages in the system**

![Benefits Estimator Information](image)
REQUEST 1099G

The **Request 1099G** page lets you view and request a 1099G for a selected year.

**Accessing Request 1099G Page**

To access the **Request 1099G** page:

1. Log in to UI Online.
2. Click **Request 1099G**.

---

**Viewing a 1099G**

To view a 1099G:

1. Select a year from the drop-down list.
2. Click **View 1099G**. A new window launches displaying a PDF of the 1099G.
3. Close the page.

4. Click **Previous** on the **View 1099G PDF** page.

![View 1099G PDF](image)

**Requesting a 1099G**

To request a 1099G:

1. Select a year from the drop-down list on the **Request 1099G** page.

2. Click **Request 1099G**.

3. The **Request 1099G** page redisplay, listing the request in the **1099G Request Order History** area of the page.
MANAGE DEBT

The **Manage Debt** page allows you to:

- Make a Payment
- View Debt Notices Sent
- View Overpayment History
- View Overpayment Repayment History
- Request/View Payment Plan
- Request Debt Waiver

**NOTE:** The **Manage Debt** page only displays if you have previously been overpaid benefits.

Accessing the Manage Debt Page

To access the page:

1. Log in to UI Online.
2. Click **Manage Debt**. Additional links appear on the page. Click a link to perform a function.
Make a Payment

Claimants who have debt with the Department of Unemployment Assistance are allowed to use the UI Online system to arrange a payment in order to bring down or eliminate your debt.

Accessing the Make a Repayment Page

Perform the following steps:

1. Access the Manage Debt page.
2. Click Make a Payment. The Make a Repayment page displays.
3. Enter an amount in the Repayment Amount field.
4. Select Electronic or Check/Money Order in the Repayment Method area.
5. Click Next.
   - If Electronic Repayment was selected in Step 4, see the section “Electronic Repayment Authorization.”
   - If Check/Money Order was selected in Step 4, see the section “Paper Check or Money Order Voucher.”

Electronic Repayment Authorization

This page only appears if Electronic Payment was selected on the Make a Repayment page.

Perform the following steps:

1. Select Checking or Savings.
2. Enter a Routing Transit Number. Click Verify. The Bank Name appears under the Verify button.
3. Enter and reenter the Bank Account Number.
4. Click Submit.
5. Click **Home** on the Repayment Receipt.

---

### Paper Check or Money Order Voucher

*This page only appears if Check/Money was selected on the Make a Repayment page.*

Perform the following steps:

1. Click the [Click here to view and print payment voucher](#) link. A new window opens with the payment voucher.
2. Print the payment voucher.
3. Close the payment voucher window.
4. Click **Complete** in the Paper Check or Money Order Voucher page.

5. Follow the instructions on the printout for preparing and sending in your check or money order.
View Debt Notices Sent

If you have had debt with the DUA, the system allows you to view any debt notices issued about the debt.

Accessing the Debt Notice History Page

To view debt notices:

1. Access the Manage Debt page.
2. Click View Debt Notices Sent. By default, UI Online displays all debt notices sent within the last six months.
3. If necessary, select Last 12 month, or select Date Range, and put From: and To: dates in the text fields. Click Refresh. Debt Notices (if any) from the specified period display on the page.

4. To view the notice for a specific Notice Date, click the corresponding entry in the Notice Type column.
5. A PDF of the notice displays in a new window.
View Overpayment History

If you have had debt with the DUA, the system allows you to view the specific overpayments that contributed to the debt. Information includes:

- Claim ID
- Determination Date
- Overpayment ID (link)
- Program
- Overpaid Amount
- Principal Balance (link)
- Accrued Interest
- Total Balance
- Status

Accessing the Overpayment History Page

1. Access the Manage Debt page.
2. Click View Overpayment History.

<table>
<thead>
<tr>
<th>Claim ID</th>
<th>Determination Date</th>
<th>Overpayment ID</th>
<th>Program</th>
<th>Overpaid Amount</th>
<th>Principal Balance</th>
<th>Accrued Interest</th>
<th>Total Balance</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-01</td>
<td>8/15/2012</td>
<td>90507</td>
<td>Regular UI</td>
<td>$8,681</td>
<td>$8,052</td>
<td>$0</td>
<td>$8,052</td>
<td>Final</td>
</tr>
<tr>
<td>2011-01</td>
<td>2/9/2012</td>
<td>90508</td>
<td>Regular UI</td>
<td>$123</td>
<td>$123</td>
<td>$0</td>
<td>$123</td>
<td>Final</td>
</tr>
<tr>
<td>2011-01</td>
<td>8/30/2012</td>
<td>90509</td>
<td>Regular UI</td>
<td>$331</td>
<td>$331</td>
<td>$0</td>
<td>$331</td>
<td>Final</td>
</tr>
<tr>
<td>2011-01</td>
<td>8/30/2012</td>
<td>90510</td>
<td>Regular UI</td>
<td>$4,215</td>
<td>$4,215</td>
<td>$360.54</td>
<td>$4,576.54</td>
<td>Final</td>
</tr>
</tbody>
</table>
View Overpayment Repayment History

The Overpayment Repayment Detail page provides a great deal of information about the debt, including the following:

- Repayment Number
- Process Date
- Repayment Type
- Week Claimed
- Repayment Amount
- Repayment Status

Accessing the Overpayment Repayment Summary Page

To access the page, follow these steps:

1. Access the Manage Debt page.
2. Click View Overpayment History.
Request/View Payment Plan

If you have debt you can use the UI Online system to view or request a payment plan.

Accessing the Payment Plan Request Page

1. Access the Manage Debt page.
2. Click Request/View Payment Plan. The Payment Plan Request page displays.

Payment Plan

To request a payment plan, do the following:

1. Select one of payment plans offered on the page. Click Next.

2. If the Payment Plan Agreement is acceptable put a check in the I certify that I have read, understand and agree to the terms and conditions of the Agreement and click Submit.
## Payment Plan Agreement

<table>
<thead>
<tr>
<th>Reference #</th>
<th>461</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claimant ID</td>
<td>589268</td>
</tr>
<tr>
<td>Name</td>
<td>GRNLYVKVB, HOCKVT</td>
</tr>
<tr>
<td>Address</td>
<td>126 BROOKS ST</td>
</tr>
<tr>
<td>City</td>
<td>WORCESTER, MA 016095309</td>
</tr>
<tr>
<td>Principal Balance</td>
<td>$12,721.00</td>
</tr>
<tr>
<td>Interest Balance</td>
<td>$2,107.50</td>
</tr>
<tr>
<td>Overpayment Balance</td>
<td>$14,828.50</td>
</tr>
<tr>
<td>Term (Number of Consecutive Monthly Payments)</td>
<td>48</td>
</tr>
<tr>
<td>Monthly Payment Amount</td>
<td>$309.60</td>
</tr>
<tr>
<td>Payment Plan Effective Date</td>
<td>6/14/2013</td>
</tr>
<tr>
<td>Fraud Compressible Weeks</td>
<td>0 of 0</td>
</tr>
</tbody>
</table>

### Agreement Instructions

This confirms that you agree to refund the money owed by paying **$309.00** per month for 48 months until the total balance has been paid in full. The balance includes overpayment debt and interest, if owed. Interest will be shown as a separate item on your Monthly Statement.

Your first check of at least **$309.00** is due on 7/8/2013. Every month, you will receive a Monthly Statement with a payment voucher. Your payments should be received and processed by your next statement. Your check or money order should be made payable to the "Department of Unemployment Assistance" and sent with the payment voucher.

### Other Possible Collection Actions

Please note this Payment Plan Agreement only prevents other collections activities as long as you make your monthly payments. Failure to comply with this agreement will result in all overpayments subject to the agreement to become immediately due and may result in future Collections Activities.

The agency retains the right to intercept tax refunds for which you are eligible and apply them to the debt until it has been paid in full.

If you are eligible for unemployment benefits, the Agency will apply all or part of those unemployment benefits toward the debt instead of issuing benefit payments to you.

If you accept this agreement, you may create recurring payments using the DUA on-line system. Login to your account and select Manage Debt, Make a Payment. Recurring payment options are provided.

☐ I certify that I have read, understand and agree to the terms and conditions of the Agreement.
Claimant Activities

Request Debt Waiver

The Application for Overpayment Waiver page allows you to:

- Request a waiver
- Print a waiver request

Accessing the Request Debt Waiver Page

To access the Request Debt Waiver (Application for Overpayment Waiver) page:

1. Access the Manage Debt page.
2. Click Request Debt Waiver. The Application for Overpayment Waiver page displays.

<table>
<thead>
<tr>
<th>Determination Date</th>
<th>Overpayment ID</th>
<th>Principal Balance</th>
<th>Accumulated Interest</th>
<th>Total Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/15/2012</td>
<td>90507</td>
<td>$8,052</td>
<td>NA</td>
<td>$8,052</td>
</tr>
<tr>
<td>2/9/2012</td>
<td>90508</td>
<td>$123</td>
<td>NA</td>
<td>$123</td>
</tr>
<tr>
<td>8/30/2012</td>
<td>90509</td>
<td>$331</td>
<td>NA</td>
<td>$331</td>
</tr>
</tbody>
</table>

Amount requested for waiver: $8,506.00

<table>
<thead>
<tr>
<th>Determination Date</th>
<th>Overpayment ID</th>
<th>Principal Balance</th>
<th>Accumulated Interest</th>
<th>Total Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/30/2012</td>
<td>90510</td>
<td>$4,215</td>
<td>$350.54</td>
<td>$4,565.54</td>
</tr>
</tbody>
</table>

Amount requested for waiver: $4,565.54
Request Waiver

1. Select an overpayment on the Application for Overpayment page.
2. Click Request Waiver.

**NOTE:** If the overpayment is a fault overpayment, the following page displays. Click Yes to continue.

3. One or more of the following pages appear with additional questions about the request.
   - Statement of Financial Hardship - Initial Questions
   - Statement of Financial Hardship
   - Statement of Financial Hardship – Employed (or Unemployed)
   - Statement of Financial Hardship - Income
   - Statement of financial hardship - Assets
   - Statement of financial hardship - Expenses and Liabilities
   - Statement of financial hardship – Review

4. Answer the questions; click Calculate to view the results of any financial information that is entered.
   For each page that requests a list of items (Assets, Liabilities, etc.):
   - Use the existing blank fields to add information.
   - To add an additional line, click Add.
   - To delete a line, select the entry and click Delete.
   - Click Next to continue to the next page.

5. When all the question pages have been filled in, a summary page displays. The page is divided into areas; each area displays the answers from one of the question pages that were just filled in.

6. To modify the information from any area, click the Modify Answers button directly under it.

7. Make any changes and click Next to return to the summary page.

8. Put a check in the Acknowledgement box at the bottom of the page.

9. Click Submit.

10. In the Waiver Request Confirmation page, click Confirm.
Print Waiver Request

Click Print Waiver Request to print the request.