How to Request Benefit Payments Online
Tutorial Content

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

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

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

You may want to print pages from this tutorial. If you don’t have a printer, you may use a printer for free at your local [Workforce Solutions office](#).
Requesting payment over the Internet is fast, easy, and secure

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

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

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

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

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

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

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

• How to use the Unemployment Benefits System to request your payment
• How to find Quick Links to Payment Request
• How to begin your payment request
• How to change your payment option
• How to report work and other income
Before you can log on to the Unemployment Benefits System (UBS), you must have a user ID and password.

For instructions on how to create, retrieve or reset a user ID and password, go to the User ID and Password Tutorial.
Important

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

Remember:

• The system will log you out if you have not selected any action button such as Next, Previous, or Submit within 30 minutes. Your information will not be saved. If this happens, you must log back on and re-enter your information for your payment request.

• Read all instructions carefully.

• Complete each screen from top to bottom.

• Information marked with a red asterisk * is required.

• Certify the Truth in Filing statement.

• Your request IS NOT COMPLETE until you submit it and receive a confirmation number.

• Do not use your browser’s back/arrow to return to the previous page; use the Previous and Next buttons at the bottom of each screen.
Quick Link to Payment Request

The My Home page displays after you log on.

The My Home page provides useful information about finding a job, training programs, career development, payment options, messages from TWC, and much more.

The page also provides Quick Links to various benefits system topics and resources, plus profile management so you can view and change your personal and profile information.

To get started with a payment request, select **Payment Request**.
Truth in Filing

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

**Truth in Filing**
* indicates required information

To continue, you must certify you understand and will comply with the following requirements.

All information you provide must be true and complete. You may be penalized for withholding or giving incorrect information. TWC keeps a permanent record of the information you submit.

Your User ID and password have the same legal authority as your signature. Do not share your User ID and password with anyone. You are responsible for any payment request made with your password. Using someone else's ID is fraud.

Each time you request payment, you must:

- Certify that the name and Social Security number on this claim belong to you.
- Report the number of hours you worked and your gross earnings for each week, even if you have not yet been paid. For more information, view a tutorial on how to calculate and report earnings.
- Keep a record of your work search activities. We may request your work search log at any time during your benefit year.

You are responsible for following the instructions in the Unemployment Benefits Handbook.

For more information about fraud, go to Unemployment Benefits Fraud

* I certify that I have read, understood, and agree to comply with these requirements.

Next  Cancel
Begin Payment Request

The Begin Payment Request screen shows:
- The Payment Request Period
- A link to the TWC debit card fee schedule

**Completion Requirements:**

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

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

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

New claims default to the TWC Debit Card.

If you need to change your payment option, select Yes. You can only change your payment option once when you submit your first payment request.

To change your payment option after submitting your first payment request, you must log back in and select Payment Option from the Quick Links menu.

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

Begin Payment Request

<table>
<thead>
<tr>
<th>Payment Request Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claim Week 1:</td>
</tr>
<tr>
<td>Claim Week 2:</td>
</tr>
</tbody>
</table>

* indicates required information

- If you have never selected a payment option, or do not select direct deposit on your current claim, we will automatically pay you by debit card. Go to http://twc.state.tx.us/receiving-benefit-payments-debit-card to review the US BANK scheduled debit card fees.

Completion Requirements

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

- Your Payment Request is not complete until you have submitted it and received a confirmation message. Your data will not be saved if you logoff before receiving a confirmation message or if you stay on one page for more than 30 minutes.

The Current Payment Option

Your current payment method is TWC Debit Card. If you no longer have the card, or your card has expired, call US BANK at (800) 657-6343 to request a replacement. To sign up for direct deposit, select "Yes" in the field below.

Payment Option: TWC Debit Card

Bank or Credit Union Name: US BANK, (800) 657-6343

Payment Option Last Selected or Updated On: November 16, 2018

Do you need to change your Payment Option?

* ○ Yes ○ No
Before changing your payment option, you will be asked to verify your identity by entering your PIN.

If you are changing your payment option from the TWC Debit Card to direct deposit, you will see information regarding direct deposit account information.

Provide the routing number, account number, and the account type.

If you are unsure of your routing and account numbers, contact your bank or credit union before choosing the direct deposit payment option.

If you sign up for direct deposit, it takes up to eight business days for a bank or credit union to verify a direct deposit account. On the ninth business day, TWC can submit a payment to the direct deposit account if the claim is eligible for payment.
If you are keeping the TWC Debit Card or changing your payment option from direct deposit to the TWC Debit Card, you will be shown the Current Payment Option: Debit Card Authorization page.

All claimants keeping the TWC Debit Card or changing to the TWC Debit Card will have to read and acknowledge that they have read the U.S. Bank Debit Card fee schedule.

The fee schedule lists fees and limits to TWC Debit Card activities and transactions.

The fee schedule can be accessed here: https://twc.texas.gov/files/jobseekers/usbank_debit_card_fee_schedule.pdf

Selecting Next will take you to the Payment Option: Review and Submit screen.
If you select direct deposit, make sure your account type, account number, and routing number is correct. You will not be able to make changes once you submit.

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

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

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

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

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

When requesting a payment, you must answer these questions:

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

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

If you need help calculating your earnings, visit our tutorial: How to Calculate and Report Earnings.
You **must** report income from:

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

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

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

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

- Ability and availability to work
- Work Search
Ability and Availability

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

To be considered able and available, you must:

- Be physically and mentally able to perform the work you seek.
- Have the health and other physical and mental abilities needed for the job you’re looking for.
- Be available for full-time work during the weeks you are filing for.

Availability includes, but is not limited to:

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

You must:

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

TWC routinely verifies work search activities.

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

In this section you will learn how to:

• Review and edit your payment request
• Certify and submit your payment request
• Confirm your payment request
Review and Submit

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

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

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

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

Read the confirmation message carefully to determine:

• Your next filing date.
• Whether you need to call the Tele-Center by a certain date.

If you are directed to call the Tele-Center by a specific date and do not call:

• You will not be paid for the payment request submitted.
• TWC will place a hold on all future payments until you call.
Still need help?

Call the TWC Tele-Center at 800-939-6631 to speak with one of our customer service representatives.