

Unemployment Documents to read and a few answers to your UI questions

Hi.

I'm not sure if someone already assisted you with this question, but I'm working my way through job club emails. Claims start the week someone enters it in the system, so if a claim is entered Monday thru Sunday, it'll start effective that week. If a person has wages that are over the weekly benefit amount that week, they should wait to file the claim for the following week, or they'll close out the claim on their first certification. This is a huge issue, because it happens all the time, and since there's such a large number of people applying right now, I'm sure this is going to be a big problem and prolong the processing of applications, having to make so many claims corrections. If the claim closes out, then an IDES employee will have to go in to file an additional claim and back date to the following week. Often times, customers are not aware of this and they end up re-opening the claim and restarting it, losing a week. Assigned certification days are either on a Monday, Tuesday, or Wednesday, but Thursdays and Fridays are make up days, so if your customers have not received letters, tell them to certify on a Thursday or Friday, the week after the two weeks they're certifying for. Please let me know if you have any other questions.

Thank you!

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