

UNEMPLOYMENT BENEFITS

Basic Eligibility Requirements &
A Guide To UInteract



BASIC ELIGIBILITY REQUIREMENTS



Basic Eligibility Requirements

- Who can file for unemployment?
 - Anyone.

Basic Eligibility Requirements

- What is needed to establish an unemployment claim?
 - Insured wages in at least two quarters of the Base Period;
 - At least \$1500 in one quarter of the Base Period; and
 - Total base period wages at least 1-1/2 times the high quarter wages. Example:

Base Period - Quarter 1: \$ 500

Quarter 2: \$1600

Quarter 3: \$ 200

Quarter 4: \$ 100

Basic Eligibility Requirements

- What is the Base Period?
 - First 4 of the last 5 completed calendar quarters.

If the claim begins on a Sunday between:	The Base Period is the 12-month period as shown:
January 1, 2019 - March 31, 2019	October 1, 2017 - September 30, 2018
April 1, 2019 - June 30, 2019	January 1, 2018 - December 31, 2018
July 1, 2019 - September 30, 2019	April 1, 2018 - March 31, 2019
October 1, 2019 - December 31, 2019	July 1, 2018 - June 30, 2019

Basic Eligibility Requirements

- What is the maximum amount a claimant can qualify to receive in unemployment benefits?
 - \$6400/year.
 - \$320/week for up to 20 weeks.

Basic Eligibility Requirements

- The claimant qualified for a claim, but what are the eligibility requirements for receiving unemployment benefits?
 - Separated from job through no fault of his/her own.
 - Available for work.
 - Able to work.
 - Making the required number of weekly Work Search Activities.

Basic Eligibility Requirements

- What constitutes a Work Search Activity?
 - Part-time work.
 - Online – browsing job listing site, registering on job listing site, completing application, or submitting resume.
 - Attending job fair for one or more employers.
 - Attending required Job Center appointment.
 - Attending Job Center workshop.
 - Following up on previous application.
 - Attending job interview.



A GUIDE TO YOUR UINTERACT



Your UInteract Account

- You can use your UInteract account to review detailed information about a claim, including:
 - Answers to Weekly Requests for Payment.
 - Weekly Work Search Activity requirements.
- You can also use UInteract to reset a Password.

View Weekly Request for Payment

- Enter SSN on your UInteract Home page
- Click on:
 - Set
 - Inquiry
 - Benefits
 - Claimant/Claim Inquiry
- On *Claimant Search* page, click on Search
- You will receive the *Claim Summary* page

This screenshot shows the top navigation bar of the UInteract system. The 'Inquiry' menu item is circled in green. A dropdown menu is open, showing 'Claimant / Claim Inquiry' as the selected option, which is also circled in green. Other options in the dropdown include 'Base Period Wage Details' and 'ATAA Payments Inquiry'. To the right of the dropdown, there are input fields for 'Employer Account Number' and a 'Set' button, both circled in green. The 'Reset' button is also visible. Navigation links for 'Skip menu', 'Home', 'My Q', and 'Log out' are in the top right corner.

This screenshot shows the 'Claimant Search' page. It includes a header with the title 'Claimant Search' and a note: 'At least one of the following Search Criteria must be entered to conduct the search. More information can be entered to narrow the Search Results.' Below this, there is a section for 'Search Criteria' with a list of fields: 1. Claimant SSN, 2. First Name, 3. Last Name, 4. User Id, 5. Telephone Contact, 6. City, 7. State (a dropdown menu), 8. Claimant Certificate, and an 'OR.' section with 1. Claimant Id. The 'Search' button at the bottom is circled in green. At the bottom of the page, there are 'Help' and '<Back' buttons.

View Weekly Request for Payment

To access answers to Weekly Requests for Payment from the *Claim Summary* screen, click on:

- Week Ending Date

OR

- Processed Weekly Request for Payments hyperlink

Claim Summary

Claimant SSN: Unlocked, Self Service UserID: -, Claimant Name: [Redacted], IVR Status: Enabled

Claimant Details

Mailing Address: 123 ABC AVENUE, WASHINGTON MO 63090, Cell Phone Number: [Redacted], Other Phone Number: [Redacted], Date of Birth: [Redacted], Gender: [Redacted]

Residential Address: 123 ABC AVENUE, WASHINGTON MO 63090

Residence County: Franklin, Report Location: Washington

Claim Details

Type	Regular -UI Only	Status	Active
Benefit Year Beginning	09/30/2018	Base Period	Apr-Jun 2017
Benefit Year Ending	10/05/2019		Jul-Sep 2017
Weekly Benefit Amount(WBA)	\$ 301.00		Oct-Dec 2017
Maximum Benefit Amount	\$ 5,020.00		Jan-Mar 2018
Balance	\$ 5,418.00		
Waiting Week Served	Served		
Weekly Deductible Pension Amount	N/A		
Final WBA	N/A		
Non-School Balance	No		
Total Weeks of Forfeiture	N/A	Balance weeks of Forfeiture	N/A
Shared Work Week Processed	Yes		

Rejected Weekly Request for Payments

No Rejected Weekly Request for Payments.

Pending Weekly Request for Payments

No pending Weekly Request for Payments.

Processed Weekly Request for Payments

Week Ending Date	Filed Date	Processed Date	Status	Amount Paid (\$)
06/22/2019	06/24/2019	06/25/2019	Payment	301.00
06/13/2019	06/24/2019	06/25/2019	Payment	301.00
10/06/2018	10/12/2018	10/12/2018	Waiting Period	0.00

History Log

Comment Date	Comment	Added By
06/24/2019	Backdate effective 06/09/2019 approved by the adjudicator.	es4697
06/24/2019	Last employer is Noname Company with Reason for Separation Lack of work / Laid off on June 20, 2019 - (Self Service).	es4697
06/24/2019	AIC filed 06/24/2019 02:49:43 PM - effective 6/23/19 12:00 AM - (Self Service).	
06/24/2019	Address changed - (Self Service).	
06/24/2019	Payment mode setup as EPC with Preactive status	
04/03/2019	B9 returned in mail-unable to deliver. Need to update address and re-mail B9. No phone # in system.	es3369
12/17/2018	DB Status changed to Active from PreNote.	SYSTEM
10/24/2018	EPC status received as Active from bank.	SYSTEM
10/16/2018	EPC status received as Active from bank.	SYSTEM

Monetary | Non-Monetary | List of Claims | Appeals | Processed Weekly Request for Payments | FAC Payments | Overpayments | TRA | Unemployment Verification | Work Search Contacts

View Waiver | View Correspondence

Click on any hyperlink on the *Claim Summary* page to view additional details about the claim.

View Weekly Request for Payment

If using the Processed Weekly Request for Payments hyperlink, click on a week ending date.

Processed Weekly Request for Payments

Claimant SSN Claimant Name

Click on the dollar amount in the "Paid Amount" column to see additional payment information for a week.

Total Records Found: 3 Total Records Displayed: 3

3 items found, displaying all items. 1

CWE	Entitlement Type	Processed/ Payment Date	Status	WBA (\$)	Deductions (\$)	Paid Amt (\$)	Balance (\$)	Benefit Year Ending	Overpayment Amt (\$)
06/22/2019	Regular	06/25/2019	Payment	301.00	0.00	301.00	5,418.00	10/05/2019	0.00
06/15/2019	Regular	06/25/2019	Payment	301.00	0.00	301.00	5,719.00	10/05/2019	0.00
10/06/2018	Regular	10/12/2018	Waiting Period	301.00	0.00	0.00	7,020.00	10/05/2019	0.00

3 items found, displaying all items. 1

[Help](#) [<Back](#)

Clicking on the Paid Amt will provide detailed information regarding the payment.

Weekly Request for Payment Filing Details

Claimant SSN Claimant Name

CWE	06/17/2019	Claim Type	Regular - US Only
Benefit Year Beginning	06/23/2019	WBA	\$ 320.00
Benefit Year Ending	06/27/2020	MBA	\$ 5,400.00
Waiting Period Served	No	Balance	\$ 5,400.00
Weekly Request for Payment Error	N/A	Last Updated by	as4597
Call Date	N/A	Last Updated on	08/22/2019
Call Time	N/A	Certification Filed By	as4597
Shared Work Hour(s)	No	Certification Filed On	08/22/2019

Certification Details

- Did you do any work during the week? Yes
- Did or will you receive vacation, holiday or WARN pay for the week? Yes
- a. If yes, enter the total amount before deductions. 200.00
- Did you start receiving worker's compensation? Yes
- Did you start receiving a pension? Yes
- Responses that apply to you:
Refused the job? Yes
Quit the job? No
Suspended from the job? No
Discharged from the job? No
- Were you physically able to work each day of the week? No
- Were you available for work each day of the week? No
- a. Did you answer the question "No" because you were a substitute teacher or because you were on jury duty during the week? Yes
- Did you attend school or any type of training during the week? Yes
- Are you currently self-employed? Yes
- If yes, enter the number of hours of self-employment. 2
- Enter number of work search contacts made during the week. 2
- Did you apply for or begin receiving Disability benefits during the week? Yes
- Select the country or territory from where the claim is being filed. -
- Filing Country /Filing Country IP -/-

Work Search Activity Details

No Work Search Details found for this Weekly Certification.

Work Search Credit Details

Work Search Credit Reason
Worked with ABC Co on 08/11/2019.
Worked with ABC Co on 08/12/2019.
Worked with ABC Co on 08/15/2019.

Employment Details

Last Day Worked	Employer Name	Employer Address	Gross Earnings	Reason For Separation	Returned to Full Time Work (Y/N)	Daily Employment Details												
08/15/2019	ABC Co	1234 MAIN ST SOMEWHERE MO 65000 US	130.00	Quit	No	<table><thead><tr><th>Day Worked</th><th>Hours Worked</th><th>Amount Earned</th></tr></thead><tbody><tr><td>08/11/2019</td><td>2.00</td><td>20.00</td></tr><tr><td>08/12/2019</td><td>5.00</td><td>50.00</td></tr><tr><td>08/15/2019</td><td>5.00</td><td>60.00</td></tr></tbody></table>	Day Worked	Hours Worked	Amount Earned	08/11/2019	2.00	20.00	08/12/2019	5.00	50.00	08/15/2019	5.00	60.00
Day Worked	Hours Worked	Amount Earned																
08/11/2019	2.00	20.00																
08/12/2019	5.00	50.00																
08/15/2019	5.00	60.00																

View Weekly Work Search Activity Requirements

To view weekly Work Search Activity requirements, click on the Work Search Contacts hyperlink at the bottom of the *Claim Summary* page.

Claimant SSN
Self Service
User ID

Unlocked

Claimant Name
IVR Status

Enabled

Claimant Details

Mailing Address123 ABC AVENUE
WASHINGTON MO 63090

Cell Phone Number
Other Phone Number
Date of Birth
Gender

Residential Address123 ABC AVENUE
WASHINGTON MO 63090

Residence CountyFranklin

Report LocationWashington

Claim Details

TypeRegular - UI Only

Benefit Year Beginning09/30/2018

Benefit Year Ending10/05/2019

Weekly Benefit Amount(WBA)\$ 301.00

Maximum Benefit Amount\$ 6,020.00

Balance\$ 5,418.00

Waiting Week ServedServed

Weekly Deductible Pension AmountN/A

Final WBA N/A

Non-School BalanceNo

StatusActive

Base PeriodApr-Jun 2017
Jul-Sep 2017
Oct-Dec 2017
Jan-Mar 2018

Total Weeks of ForfeitureN/A

Shared Work Week ProcessedYes

Balance weeks of ForfeitureN/A

Rejected Weekly Request for Payments

No Rejected Weekly Request for Payments.

Pending Weekly Request for Payments

No pending Weekly Request for Payments.

Processed Weekly Request for Payments

Week Ending Date	Filed Date	Processed Date	Status	Amount Paid (\$)
06/22/2019	06/24/2019	06/25/2019	Payment	301.00
06/24/2019	06/24/2019	06/25/2019	Payment	301.00
10/06/2018	10/12/2018	10/12/2018	Waiting Period	0.00

History Log

Comment Date	Comment	Added By
06/24/2019	Backdate effective 06/09/2019 approved by the adjudicator.	ss4697
05/24/2019	Backdate effective 6/9/19 12:00 AM pending.	ss4697
06/24/2019	Last employer is Noname Company with Reason for Separation Lack of work / Laid off on June 20, 2019 - (Self Service).	
06/24/2019	AIC filed 06/24/2019 02:49:42 PM - effective 6/23/19 12:00 AM - (Self Service).	
06/24/2019	Address changed - (Self Service).	
06/24/2019	Payment mode setup as EPC with Preactive status.	
04/05/2019	B9 returned in mail-unable to deliver. Need to update address and re-mail B9. No phone # in system.	ss3369
12/17/2018	DD Status changed to Active from PreNote.	SYSTEM
10/24/2018	EPC status received as Active from bank.	SYSTEM
10/16/2018	EPC status received as Active from bank.	SYSTEM

Monetary | Non-Monetary | List of Claims | Appeals | Processed Weekly Request for Payments | FAC Payments | Overpayments | TRA | Unemployment Verification | Work Search Contacts

View Wages | View Correspondence

Claimant SSN

Claimant Name

From	To	Number	Claim	Processed	Reason
04/28/2019	11/16/2019	3	Regular	04/29/2019	Claim Renewal
11/11/2018	04/27/2019	3	Regular	11/15/2018	Claims Intake

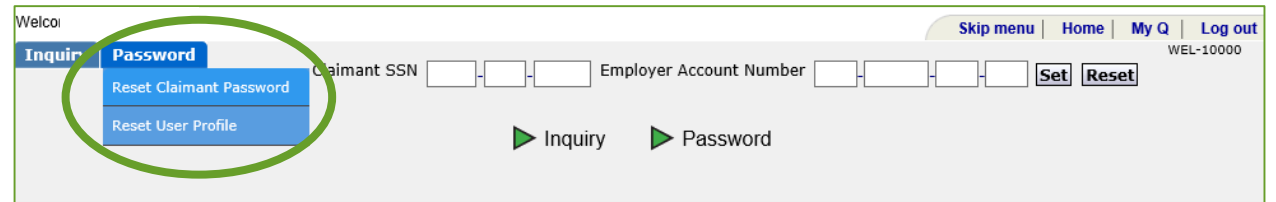
Help

Back

Reset Claimant or User Password

To reset a Claimant Password or your Password from the UInteract *Home* page:

- Click on Password
- Click on:
 - Reset Claimant Password
 - OR
 - Reset User Profile



The screenshot shows the UInteract Home page interface. At the top, there is a navigation bar with links: "Skip menu", "Home", "My Q", and "Log out". Below this, there is a "Welcome" message. The main content area features a "Password" menu on the left, which is highlighted with a green circle. This menu contains two options: "Reset Claimant Password" and "Reset User Profile". To the right of the menu, there are input fields for "Claimant SSN" and "Employer Account Number", each followed by a "Set" button and a "Reset" button. Below these fields, there are two green arrows pointing right, labeled "Inquiry" and "Password".

Reset Claimant Password

- Enter SSN
- Click on Reset Claimant Password
- Click on radio button to select claimant
- Click on Next

Welcome | [Skip menu](#) | [Home](#) | [My Q](#) | [Log out](#) | WEL-10000

[Inquiry](#) [Password](#)

Claimant SSN -- Employer Account Number --- [Set](#) [Reset](#)

[Reset Claimant Password](#) [Reset User Profile](#)

[<Back](#) [Home](#)

Claimant User Search

At least one of the following Search Criteria must be entered to conduct the search. More information can be entered to narrow the Search Results.

Search Criteria:

1. Claimant SSN

2. First Name

3. Last Name

4. User Id

[Search](#)

Search Results:

One item found. 1

Select	SSN	First Name	MI	Last Name	User Id
<input checked="" type="radio"/>					

One item found. 1

[Help](#) [<Back](#) [Next>](#)

Reset Claimant Password

- Verify claimant's identity
- Click on Generate Password
- Review new Password with claimant **before** clicking on Submit
- Advise claimant the new Password will expire in 24 hours
- Click on Submit

Reset Claimant Account
* Required Information

User ID	
First Name	
Middle Initial	
Last Name	
SSN	
Date of Birth	
Security Question 1	What was your childhood nickname?
Answer	Scooter
Security Question 2	What is your favorite color?
Answer	Blue
Security Question 3	What is your pet's name?
Answer	Jim
Mailing Address	123 ABC AVENUE WASHINGTON MO 63090 US
Telephone Number	
1. Self-Service Status	Unlocked
*a. Self-Service Action	<input checked="" type="radio"/> Unlock <input type="radio"/> Lock
2. Reset IVR Pin	<input type="checkbox"/>

Note 1: Claimant must be verified before unlocking user account or providing new temporary password. Temporary password will expire after 24 hours.

[Generate Password](#) [Submit](#)

If the *Claim Summary* screen indicates claimant's account is locked, click here to unlock account.

Claim Summary

Claimant SSN		Claimant Name	
Self Service	Unlocked	IVR Status	Enabled
User ID			

Reset User Password

To reset your Password:

- Click on Reset User Profile
- Click on Change Password
- Click on Next
- Enter the new Password

The screenshot shows a web application interface for resetting a user profile. At the top, there is a 'Welcome' message and navigation links: 'Skip menu', 'Home', 'My Q', and 'Log out'. Below this, there are input fields for 'Claimant SSN' and 'Employer Account Number', each followed by a 'Set' or 'Reset' button. The main content area has two links: 'Reset Claimant Password' and 'Reset User Profile'. The 'Reset User Profile' link is circled in green. Below these links, there are buttons for '<Back' and 'Home'. The 'Reset User Profile' section is titled 'Reset User Profile' with a note '* Required Information'. It contains a list of fields: '1. User ID', '2. First Name', '3. Middle Initial', and '4. Last Name', each with a corresponding input box. Below these is a section for '5. * Select an action' with three radio button options: 'Change Password', 'Change Pin', and 'Change Security Questions'. The 'Change Password' option is circled in green. At the bottom left is a 'Cancel' button, and at the bottom right is a 'Next>' button, which is also circled in green.

Your Security Questions can also be changed.



A GUIDE TO THE CLAIMANT'S UINTERACT

The Claimant's UInteract

A claimant can use UInteract to:

- Set up User ID and Password
- Reset Password
- File unemployment claim
- Reactivate existing claim
- Check claim and payment status
- Enter work search activity details before week has ended
- File Weekly Request for Payment
- View correspondence
- Respond to correspondence
- Change address
- Change payment method
- File appeal

User ID and Password

To set up a User ID and Password:

- Go to uinteract.labor.mo.gov
- On UInteract Login page, click on Don't have an account? Create one



User ID and Password

- Click on *I want to file an unemployment claim*



The screenshot shows the UINTERACT website interface. A modal window titled "New User - Registration" is open, displaying four radio button options. The first option, "I want to file an unemployment claim", is selected and circled in green. A green arrow points from the "User ID" field on the background login form to the first option in the modal. The modal also includes a "NEXT" button. The background form has fields for "User ID" and "Password", a "Forgot User ID?" link, and a "Don't have an account?" link. The website header includes the UINTERACT logo and the text "MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS". The footer contains links for "Respond To Our Request", "Quick Access", "Add Federal Employer Identification Number", "Update Employer Information Request", "Video Gallery", and "Need Help Filing a Claim?".

UINTERACT
MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

3/4

User ID
Password
Forgot User ID?
Don't have an account?

New User - Registration

- ☒ I want to file an unemployment claim
- ☐ I am an employer and have a DEO Employer Account Number
- ☐ I need to register a business
- ☐ I am a Reporting Service (CDS Vendor, Third Party, Payroll Service)

NEXT

Respond To Our Request
Quick Access
Add Federal Employer Identification Number
Update Employer Information Request


Video Gallery
Need Help Filing a Claim?

User ID and Password

- Complete *New User Sign Up* screen
- Click on I'm not a robot
- Click on Next
- Choose User ID, Password and Security Questions
- Click on Submit
- Log in to UInteract account at uinteract.labor.mo.gov

New User Sign Up
* Required Information

1. * SSN
2. * Confirm SSN
3. * First Name
4. Middle Initial
5. * Last Name
6. Suffix
7. * Date of Birth

☒ I'm not a robot 

[Help](#) [Cancel](#) [Next>](#)

Create User ID and Password
* Required Information

1. * Create User ID
(Must be 11-30 characters. The First Character must be a letter)
2. * Password
(Case sensitive)
(Click on ? for Password complexity requirements)
3. * Confirm Password
(Case sensitive)

The following questions will be used to reset your password if it is forgotten.

4. * Security Question 1
5. * Answer
6. * Security Question 2
7. * Answer
8. * Security Question 3
9. * Answer

[Help](#) [<Back](#) [Submit](#)

Reset Password

- Go to uinteract.labor.mo.gov
- On *UInteract* Login page, enter User ID
- Click on Forgot Password?
- Answer Security Questions
- Click on I'm not a robot
- Click on Next
- Enter new Password on *Change Profile Information* page
- Click on Submit

The screenshot illustrates the password reset workflow on the UInteract platform. It is divided into three main sections: the login page, the 'Forgot Password' page, and the 'Change Profile Information' page. Green arrows and circles highlight the specific steps mentioned in the instructions. A green speech bubble provides a reminder that security question answers must match the original account creation data.

Login Page: The top left shows the login form with fields for 'Filingclaim4me' (User ID) and 'Password', a 'LOGIN' button, and links for 'Forgot User ID?', 'Forgot Password?', and 'Don't have an account? Create one.'. A green arrow points to the 'Forgot Password?' link. To the right is a 'Quick Access Code' screen.

Forgot Password Page: Titled 'Forgot Password' with a 'Required Information' note, it contains a list of security questions and answers:

- 1. User ID
- 2. First Name
- 3. Middle Initial
- 4. Last Name
- 5. Security Question 1: What was your childhood nickname? Answer: Scooter
- 7. Security Question 2: What is your favorite color? Answer: Blue
- 9. Security Question 3: What is your pet's name? Answer: Jim

At the bottom, there is a green checkmark icon and the text 'I'm not a robot' next to a reCAPTCHA logo. A green circle highlights this checkbox.

Change Profile Information Page: Titled 'Change Profile Information' with a 'Required Information' note, it includes fields for 'User Name' and two password fields:

- 1. New Password (with a help icon and link to complexity requirements)
- 2. Re-enter New Password for Confirmation

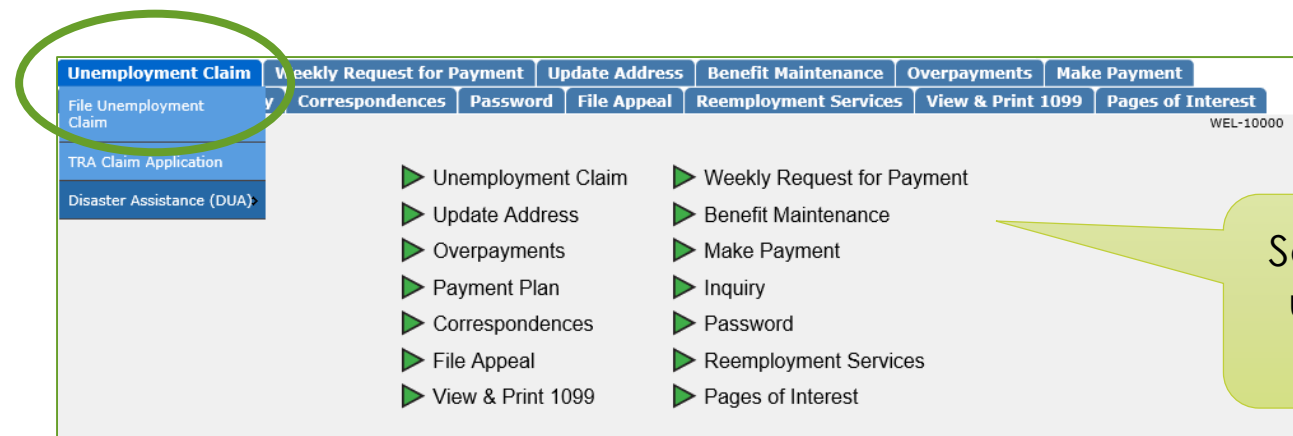
At the bottom left are 'Help' and 'Cancel' buttons, and at the bottom right is a 'Submit' button highlighted with a green circle. A 'Next>' button is also visible on the right side of the page.

Reminder: A green speech bubble states: 'Answers must be entered exactly as entered when creating account.'

File Unemployment Claim

Claims can be filed online as follows:

- Log in to UInteract
- Click on Unemployment Claim
- Click on File Unemployment Claim
- Follow the prompts on each screen to complete the claim filing process



Selections can be made using either the tabs or the menu.

File Unemployment Claim

Claimant will receive a *Claim Confirmation* screen when the claim filing is complete.

Claim Confirmation

Claimant SSN

Claimant Name

Minimum number of job contacts required for this claim is 2

Your claim for Unemployment Insurance benefits is filed with a benefit year beginning date of Sunday, June 23, 2019. If you qualify for benefits, you must file a request for payment each week in order to receive benefits. For instructions on filing weekly requests for payment, select [BENEFITS RIGHTS INFORMATION](#).

Your claim is pending. You will be notified in writing within 18-22 days once verification has been completed.

If you have any questions regarding your claim, contact your Regional Claims Center (RCC) at www.labor.mo.gov/contact. An RCC Representative is available to assist you Monday through Friday from 8:00 AM to 5:00 PM.

To print this screen for your records, select [Print](#).

Claim Confirmation has been submitted on: Mon Jun 24 14:29:16 CDT 2019

Home

Next>

Most UInteract claim filing screens allow the claimant to Finish Later. UInteract will retain the answers already provided until the end of the current week.

Help Cancel Finish Later

Reactivate Existing Claim

- If claimant attempts to file a claim and UInteract detects an existing claim, he/she will receive the following message:

Intervening Employment Information
* Required Information

Claimant SSN Claimant Name

A break has been detected in your Weekly Request for Payment filing and your claim is no longer active. To resume your claim, answer the following question and select **Next**.

1 * Have you worked since 10/06/2018 ? ☒ Yes ☐ No

- To reactivate the claim:
 - Answer the question regarding working
 - Click on Next
 - Follow the prompts to reactivate the claim

Reactivate Existing Claim

- If claimant attempts to submit a Weekly Request for Payment on an inactive claim, he/she will receive the following message:
- To reactivate the claim:
 - Click on Activate Claim
 - Answer the question regarding working
 - Click on Next
 - Follow the prompts to reactivate the claim

Notice of Filing Break in Weekly Request for Payment

Claimant SSN Claimant Name

Due to a break in filing your Weekly Request for Payments, you must activate your claim for benefits before you can continue filing Weekly Request for Payments.

To activate a claim, select Activate Claim.

[Home](#) [Activate Claim](#)

Intervening Employment Information

* Required Information

Claimant SSN Claimant Name

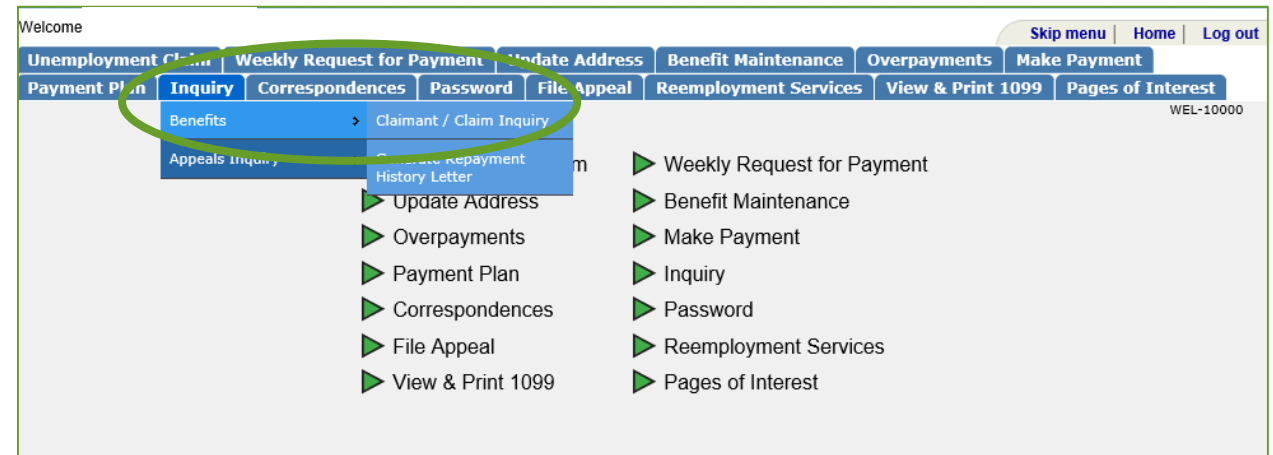
A break has been detected in your Weekly Request for Payment filing and your claim is no longer active. To resume your claim, answer the following question and select **Next**.

1 * Have you worked since 10/06/2018 ? ☒ Yes ☐ No

[Help](#) [Cancel](#) [<Back](#) [Next>](#)

Check Claim & Payment Status

- To view status:
 - Click on Inquiry
 - Click on Benefits
 - Click on Claimant/Claim Inquiry
 - Claimant can then view the *Claim Summary* screen



Check Claim & Payment Status

Claimant can verify the Division has his/her correct address, phone number, etc.

Claimant can view the effective date of his/her claim, the weekly benefit amount, and the balance left on the claim.

Claim Summary

Claimant SSN

Claimant Name

Claimant Details

Mailing Address

123 ABC AVENUE
WASHINGTON
MO 63090

Residential Address

123 ABC AVENUE
WASHINGTON
MO 63090

Cell Phone Number

N/A

Other Phone Number

N/A

Date of Birth

Gender

Male

Report Location

N/A

Residence County

Franklin

Claim Details

Type

Regular -
UI Only

Benefit Year Beginning

09/30/2018

Benefit Year Ending

10/05/2019

Weekly Benefit Amount

\$ 301.00

Maximum Benefit Amount

\$ 6,020.00

Balance

\$ 5,418.00

Weekly Deductible Pension Amount

N/A

Adjusted Weekly Amount

N/A

Status

Active

Base Period

Apr-Jun 2017
Jul-Sep 2017
Oct-Dec 2017
Jan-Mar 2018

Pending Weekly Request for Payment(s)

No pending Weekly Request for Payments.

Processed Weekly Request for Payment(s)

Week Ending Date	Filed Date	Processed Date	Status ?	Amount Paid (\$)
06/22/2019	06/24/2019	06/25/2019	Payment	301.00
06/15/2019	06/24/2019	06/25/2019	Payment	301.00
10/06/2018	10/12/2018	10/12/2018	Waiting Period	0.00

Overpayments | Unemployment Verification

Claimant can see the status of his/her payment.

Enter Work Search Activity Details Before Week Ends

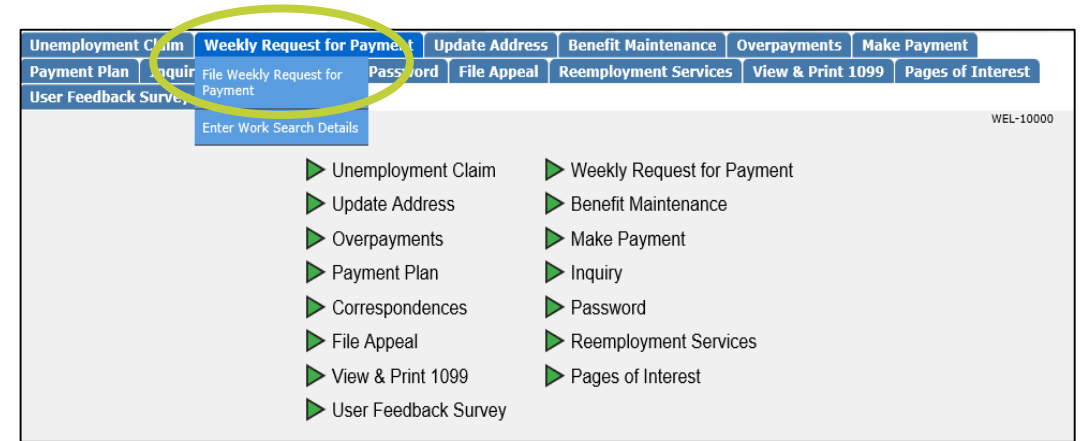
- To enter work search activity details for the current week before the week has ended:
 - Click on Weekly Request for Payment
 - Click on Enter Work Search Details
 - Enter work search activity details
 - Click on Save

The image shows two screenshots from a web portal. The top screenshot is a menu titled 'Weekly Request for Payment' which is circled in green. Below it, a list of services is displayed, including 'Unemployment Claim', 'Update Address', 'Overpayments', 'Payment Plan', 'Correspondences', 'File Appeal', 'View & Print 1099', 'User Feedback Survey', 'Weekly Request for Payment', 'Benefit Maintenance', 'Make Payment', 'Inquiry', 'Password', 'Reemployment Services', and 'Pages of Interest'. The 'Enter Work Search Details' option is also circled in green. The bottom screenshot is the 'Work Search Activity Details' form. It includes fields for 'SSN' and 'Name', both circled in green. Below these fields, there is a section for 'Provide the following information about your job search during the week of : Sunday, August 25, 2019 through Saturday, August 31, 2019.' This section contains a list of questions (a-f) and corresponding input fields. A 'Save' button is circled in green at the bottom of the form. A '<Back' button is visible in the bottom right corner.

This service is available to claimants only. Claims Specialists and Job Center personnel are unable to enter this info for claimants.

File Weekly Request for Payment

- To file Weekly Request for Payment:
 - Click on Weekly Request for Payment
 - Click on File Weekly Request for Payment
 - From the dropdown menu, select location from which claim is being filed
 - Answer questions 2 and 3 only if claimant chooses *Other*
 - Click on Next

This screenshot shows the 'File Weekly Request for Payment(s) - Enter Country' form. The form includes fields for 'Claimant SSN' and 'Claimant Name'. Below these fields are three numbered questions: 1. Select the country or territory from where the claim is being filed. 2. What country or territory are you filing from? 3. What date do you plan to return? A dropdown menu is open for question 1, showing options: Canada, Others, Puerto Rico, U.S. Virgin Islands, and USA. The 'Next' button is highlighted with a green circle.

File Weekly Request for Payment

- If more than one week is available, select the week(s) to be requested
- Click on Next

File Multiple Weekly Request for Payments

Claimant SSN Claimant Name

Week(s) to be Certified

Select	Week Start Date	Week End Date
<input checked="" type="checkbox"/>	06/09/2019	06/15/2019
<input checked="" type="checkbox"/>	06/16/2019	06/22/2019

Select the week(s) above you wish to certify and click "Next".

If more than one week is selected, the weeks will be requested in reverse order. In other words, the most recent week will be requested first.

File Weekly Request for Payment

- Answer all questions on the *Weekly Request for Payment Details* screen
- Complete any and all questionnaires which may be provided by UInteract
- Click on Next

Weekly Request for Payment Details
* Required Information

Claimant SSN Claimant Name
Address 123 ABC AVENUE
WASHINGTON, MO 63090

Answer the following questions for the week of:
Sunday, June 16, 2019 - Saturday, June 22, 2019.

Providing false information is punishable by law.
Any information provided during the claims application process may be subject to verification through computer matching programs.

You are required to make a minimum of 0 work search contact(s) for this claim week.

1. * Did you do any work during the week? ☐ Yes ☒ No

2. * Did or will you receive vacation, holiday or WARN pay for the week?
a. If yes, enter the total amount before deductions. \$ ☐ Yes ☒ No

3. * Did you start receiving worker's compensation? ☐ Yes ☒ No

4. * Did you start receiving a pension? ☐ Yes ☒ No

5. * During the week did you:
☐ Refused a job
☐ Quit a job
☐ Get Suspended
☐ Get Discharged
☒ None

6. * Were you physically able to work each day of the week? ☒ Yes ☐ No

7. * Were you available for work each day of the week? ☒ Yes ☐ No

8. * Did you attend school or any type of training during the week? ☐ Yes ☒ No

9. * Are you currently self-employed?
a. If yes, enter the number of hours of self-employment. ☐ Yes ☒ No

10. * Enter number of work search contacts made during the week.

11. * Did you apply for or begin receiving Disability benefits during the week? ☐ Yes ☒ No

[Help](#) [Back](#) [Next>](#)

File Weekly Request for Payment

- Enter details of any work searches on *Work Search Activity Details* screen
- Click on Save
- Click on Next

Work Search Activity Details

* Required Information

SSN Nam

Provide the following information about your job search during the week of :
Sunday, July 21, 2019 through Saturday, July 27, 2019.

a. Date of Activity MM / DD / YYYY

b. Employer Contact Details / Work Activity Performed

c. Person with whom you spoke

d. Type of Work

e. Type of Activity

f. Results

Save

Work Search Credit Details

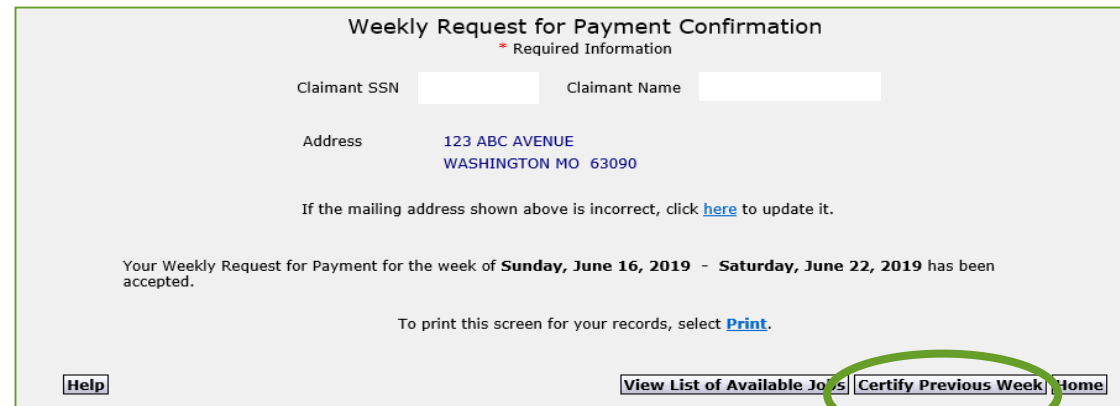
Work Search Credit Reason
Worked with ABC CLUBHOUSE, LLC on 07/21/2019.
Worked with ABC CLUBHOUSE, LLC on 07/22/2019.
Worked with ABC CLUBHOUSE, LLC on 07/25/2019.

Help **<Back | Next>**

Any work reported for the week, required Job Center appt. completed during the week and work search activity details entered by the claimant during the week will be listed as credit for work search activities.

File Weekly Request for Payment

- Claimant will receive a *Weekly Request for Payment Confirmation* after the request has been submitted.



The screenshot shows a web form titled "Weekly Request for Payment Confirmation" with a red asterisk indicating "Required Information". The form contains input fields for "Claimant SSN" and "Claimant Name". The "Address" field is populated with "123 ABC AVENUE" and "WASHINGTON MO 63090". Below the address, a message states: "If the mailing address shown above is incorrect, click [here](#) to update it." A confirmation message reads: "Your Weekly Request for Payment for the week of **Sunday, June 16, 2019** - **Saturday, June 22, 2019** has been accepted." Below this, it says: "To print this screen for your records, select [Print](#)." At the bottom, there are three buttons: "Help", "View List of Available Jobs", and "Certify Previous Week" (which is circled in green), followed by a "Home" button.

- If requesting payment for more than one week, click on Certify Previous Week.

View Correspondence

- To view correspondence, click on:
 - Correspondences
 - Claimant Correspondences
 - Benefits
- To view document, click on hyperlink

The screenshot shows a web application interface for viewing correspondence. The top navigation bar includes links for Unemployment Claim, Weekly Request for Payment, Update Address, Benefit Maintenance, Overpayments, Make Payment, Payment Plan, Inquiry, Correspondences, Password, File Appeal, Reemployment Services, View & Print 1099, and Pages of Interest. The 'Correspondences' link is highlighted, and a dropdown menu is visible with options: Claimant Correspondences, Benefits, Response to Correspondence, and Address. The 'Claimant Correspondences' option is selected, leading to the 'Claimant Correspondences' page. This page displays a table of correspondence items, with the first item highlighted by a green circle.

Claimant Correspondences

3 items found, displaying all items. 1

Correspondence Type	Correspondence Description	Correspondence Date
B-239	WEEK ENDING NOTICE-WAITING WEEK	10/15/2018
MODES-B-91	RESULTS OF THE UNEMPLOYMENT CLAIM YOU FILED	10/15/2018
MODES-5095	MODES-5095	10/17/2018

3 items found, displaying all items. 1

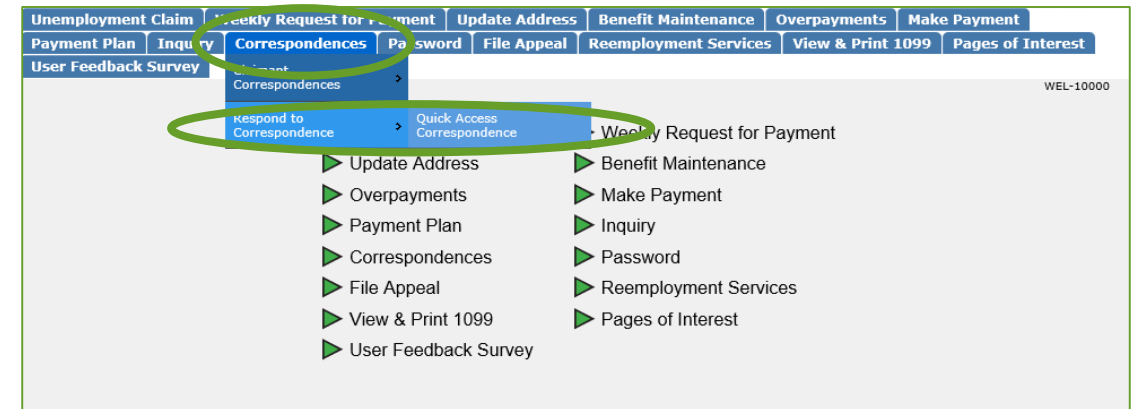
[Help](#) [Home](#)

Respond to Correspondence

- To respond to Division correspondence:
 - On the UInteract log in page:
 - Click on Quick Access
 - Enter the authorization code printed on the document to which claimant is responding

OR

- On the home page, click on:
 - Correspondences
 - Respond to Correspondence
 - Quick Access Correspondence



Change Address

- To change address, click on Update Address
- Make changes to *Update Contact Information* screen
- Click on Submit

Welcor

[Unemployment Claim](#) [Weekly Request for Payment](#) [Update Address](#) [Benefit Maintenance](#) [Overpayments](#) [Make Payment](#)

[Payment Plan](#) [Inquiry](#) [Correspondences](#) [Password](#) [File Appeal](#) [Reemployment Services](#) [View & Print 1099](#) [Pages of Interest](#)

WEL-10000

► Unemployment Claim	► Weekly Request for Payment
► Update Address	► Benefit Maintenance
► Overpayments	► Make Payment
► Payment Plan	► Inquiry
► Correspondences	► Password
► File Appeal	► Reemployment Services
► View & Print 1099	► Pages of Interest

Update Contact Information
* Required Information

1. Claimant SSN
a. Gender

2. * Date of Birth

3. * First Name

4. Middle Initial

5. * Last Name

6. Suffix

7. * Mailing Address
Address Line 1
Address Line 2
City
State/Province
ZIP Code
Country

8. * Residential Address is
☒ Same as Mailing Address ?
☐ Different

9. * Residential Address
Address Line 1
Address Line 2
City
State/Province
ZIP Code
Country

10. If Missouri resident, select county

11. Telephone Number(s)
a. Cell Phone Number
b. Other Phone Number

12. * How would you like to receive correspondence?
12.a. If E-mail was selected, you must read the acknowledgement and click "I AGREE"

USPS Mail ☒
TERMS AND CONDITIONS:
By checking "I Agree", you agree and consent to receive notification of unemployment insurance correspondence by E-mail. You will receive an electronic notification.
☒ I AGREE to the Terms and Conditions of DES regarding electronic notifications.
(Note: If you are using an E-mail spam blocker, you may need to add '@labor.mo.gov' to your list of trusted E-mail addresses or domain names in order to properly receive E-mail correspondence from DES.)
By providing your E-mail address you can receive important information faster and more efficiently. You can also reset your password using our convenient automated system.

13. E-mail Address
14. Confirm E-mail Address
15. Reset IVR PIN
16. Do you want to sign up for alerts and reminders?

[Help](#) [Back](#) [Submit](#)

Change Payment Method

- To change payment or tax withholding, click on:
 - Benefit Maintenance
 - Update Claimant Profile
 - Payment Options



Change Payment Method

- Make desired changes
- Click on Next

- Click on authorization radio button
- Enter last 4 digits of SSN
- Enter current date
- Click on Next

The image shows two overlapping web forms. The top form, titled 'Update Payment Information', has a sub-header 'Required Information'. It contains a list of fields: 1. Claimant SSN, 2. Date of Birth, 3. First Name, 4. Middle Initial, 5. Last Name, 6. 'Would you like to have Federal Income Taxes withheld from your unemployment benefits?' with 'Yes' and 'No' radio buttons, and 7. 'Select your preferred method of receiving benefit payments' with 'Direct Deposit' and 'Missouri Access Mastercard Debit Card' radio buttons. Below these, it asks for information for Direct Deposit: a. Account Type (dropdown), b. Bank Account Number, c. Confirm Bank Account Number, d. Bank Routing Number, e. Confirm Bank Routing Number, and f. Customer Name on Account. The bottom form, titled 'Authorization for Federal Income Tax Withholding', contains a text box explaining that unemployment benefits are subject to federal and state income tax. It then states that an electronic signature is required. Below this, there is a radio button for 'I hereby authorize the Missouri Division of Employment Security to deduct and withhold federal income tax from my weekly unemployment benefits payments in the amount of 10 percent, as specified by the federal Internal Revenue Code.' Below the radio button, there are two numbered fields: 1. 'Enter last four digits of your social security number as your electronic signature to acknowledge that you have read and accepted the above statements.' and 2. 'Enter Date' with a date picker showing '06 / 20 / 2019'. At the bottom right of the second form, there are '<Back' and 'Next>' buttons.

Update Payment Information
Required Information

1. Claimant SSN
2. Date of Birth
3. First Name
4. Middle Initial
5. Last Name
6. Would you like to have Federal Income Taxes withheld from your unemployment benefits?
☐ Yes ☒ No
7. Select your preferred method of receiving benefit payments
☐ Direct Deposit ☒ Missouri Access Mastercard Debit Card

If you selected Direct Deposit, enter the following information:

- a. Account Type: -Select- ?
- b. Bank Account Number: ?
- c. Confirm Bank Account Number: ?
- d. Bank Routing Number: ?
- e. Confirm Bank Routing Number: ?
- f. Customer Name on Account: ?

Authorization for Federal Income Tax Withholding

Unemployment benefits are subjected to federal and state income tax provided you are required to file a tax return. You may elect to have federal income tax withheld from your weekly employment benefits in the amount of 10 percent.

Your electronic signature is required by the federal Internal Revenue Code to request or change federal tax withholding from benefits payments. Your request of change will be effective the week in which authorization is received by the Division of Employment Security's Benefits Section. Please select your choice below, sign and date where indicated

☒ I hereby authorize the Missouri Division of Employment Security to deduct and withhold federal income tax from my weekly unemployment benefits payments in the amount of 10 percent, as specified by the federal Internal Revenue Code.

1. Enter last four digits of your social security number as your electronic signature to acknowledge that you have read and accepted the above statements.
2. Enter Date: 06 / 20 / 2019

Help <Back Next>

File Appeal

- To file appeal:
 - Click on File Appeal
 - Select Determination to be appealed
 - Follow prompts to submit appeal

To check the status of an appeal, click on Inquiry and Appeals Inquiry.

Welcome

Skip menu | Home | Log out

Unemployment Claim Weekly Request for Payment Update Address Benefit Maintenance Overpayments Make Payment

Payment Plan Inquiry Correspondences Password **File Appeal** Reemployment Services View & Print 1099 Pages of Interest

WEL-10000

File Appeal

- ▶ Unemployment Claim
- ▶ Weekly Request for Payment
- ▶ Update Address
- ▶ Benefit Maintenance
- ▶ Overpayments
- ▶ Make Payment
- ▶ Payment Plan
- ▶ Inquiry
- ▶ Correspondences
- ▶ Password
- ▶ File Appeal
- ▶ Reemployment Services
- ▶ View & Print 1099
- ▶ Pages of Interest

List of Determinations and Decisions

* Required Information

Claimant SSN Claimant Name

If you have entered data incorrectly or reported to a job center, please contact the regional claim center at 1-800-320-2519 prior to filing an appeal.

Deputy Determination(s)

Select *	Determination	Issue Description - Issue Details	Employer Name	Determination Mail Date	Appeal Status
<input type="radio"/>	Denied	Able and Available - Attending School/Training	N/A	05/03/2019	Not Appealed

If you do not see the issue you would like to appeal listed above fax or mail your appeal and a copy of the form you are appealing to,
FAX: 573-751-1321
MAIL: APPEALS SECTION
PO BOX 59
JEFFERSON CITY
MO 65104-0059

Help

Home Next>

Regional Claims Centers

Any questions, please call the local Regional Claims Center:

- Jefferson City Regional Claims Center (JCRCC)
 - Phone 573-751-9040
- Kansas City Regional Claims Center (KCRCC)
 - Phone 816-889-3101
- Springfield Regional Claims Center (SPRCC)
 - Phone 417-895-6851
- St. Louis Regional Claims Center (SLRCC)
 - Phone 314-340-4950

If outside the above calling areas, dial 800-320-2519



MISSOURI
Working Better
TOGETHER