

# FP&M Employees on Work-Share

## Frequently Asked Questions (FAQs)

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**Please note:** *FP&M Human Resources provides this only as reference for FP&M employees. This information is accurate as of June 10, 2020 and may not apply to other campus areas. Information about COVID-19 is changing often. Please contact your supervisor or FP&M Human Resources if you have specific questions.*

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### Am I eligible to apply for unemployment benefits?

- **Yes.** You are an employee in the Work-Share program, so you are eligible for unemployment benefits for the number of hours that UW-Madison reduced your schedule.
- If you have another job outside of UW-Madison, the time you work at your two jobs combined **cannot** be more than 90% of the total hours you normally work for UW.

**Example:** If you normally work 40 hours/week at UW and now have a 50% reduction in hours, your new schedule is 20 hours/week.

90% of 40 hours = 36 hours

To stay eligible for unemployment benefits, you should not work 36 or more total hours in all of your jobs combined. This means you cannot work 16 or more hours at your other job outside of UW. **If you work more than this, you will not be eligible for unemployment benefits.**

- You decide if you want to apply. The Department of Workforce Development (DWD) decides to approve you or not.

### What happens if DWD rejects my Work-Share Unemployment Claim?

As soon as possible:

- Email (or ask your supervisor to email) the Unemployment Benefits mailbox ([unemploymentbenefits@ohr.wisc.edu](mailto:unemploymentbenefits@ohr.wisc.edu)) and copy Kula Yang ([kula.yang@wisc.edu](mailto:kula.yang@wisc.edu)),  
or
- Leave a phone message for the UW Unemployment Support Team at 608-265-2257 between 8:00 am – 3:00 pm, Monday – Friday.

Give as much detail as possible about why DWD rejected your claim in the rejection letter you received.

The UW Office of Human Resources will usually email or call you within 24 hours.

### Do I include Memorial Day on my unemployment claim?

- If a **legal holiday** falls within your scheduled work hours:
  - list it on the time sheet for that day, and
  - report it as **work hours** (because UW pays it)
    - **Earned Wages** = (number of hours worked + legal holiday hours) x hourly pay rate
- If a legal holiday does **not** fall within your scheduled work hours, then the holiday becomes a floating holiday. Do **not** include floating holidays as work hours on your unemployment claim.

## I can't access or log into MyUW. Can HR give me a copy of my paystub?

- HR cannot print and mail your earnings statements.
- Contact DoIT to unlock your MyUW account. It's important you have access to MyUW to see work emails, paystubs, benefit information, and more.
  - Call Cultural Linguistic Services (CLS) for help contacting the DoIT Help Desk from 7:00 am to 9:00 pm, Monday – Friday. DoIT is available for 2<sup>nd</sup> shift until 9pm and 3<sup>rd</sup> shift employees can contact DoIT at the end of their shift.
  - You can use work time to call for help.
  - You can also call from home to get help accessing MyUW from a home computer or phone.
  - Go to [DoIT website](https://kb.wisc.edu/helpdesk/) for many resources and links: <https://kb.wisc.edu/helpdesk/>

## Can HR help me apply for unemployment benefits?

- You must submit your own weekly claims online. (UW does not have access to view or enter the DWD unemployment system.)
- HR can provide resources, tools, and guidance that may help in the process.
- If the Unemployment Guide or these Frequently Asked Questions don't answer your questions, email [unemploymentbenefits@ohr.wisc.edu](mailto:unemploymentbenefits@ohr.wisc.edu) and copy Kula Yang at [kula.yang@wisc.edu](mailto:kula.yang@wisc.edu).
- HR is working very hard to respond to questions in 24 hours or less.

## When do I have to file for unemployment benefits?

Dates you... <ul style="list-style-type: none"> <li>• Worked, and</li> <li>• file claim, and</li> <li>• used vacation, sick leave, holiday</li> </ul>	You Can File between these dates	Report Bonus for	Find Shift Differential / Bonus Pay on paycheck
5/17/20-5/23/20	5/24/20-6/6/20	4/26/20-5/9/20	5/21/20
5/24/20- 5/30/20	5/31/20-6/13/20		
5/31/20-6/6/20	6/7/20-6/20/20	5/10/20-5/23/20	6/4/20
6/7/20-6/13/20	6/14/20-6/27/20		
6/14/20-6/20/20	6/21/20-7/4/20	5/24/20-6/6/20	6/18/20
6/21/20-6/27/20	6/28/20-7/11/20		
6/28/20-7/4/20	7/5/20-7/18/20	6/7/20-6/20/20	7/2/20
7/5/20-7/11/20	7/12/20-7/25/20		
7/12/20-7/18/20	7/19/20-8/1/20	6/21/20-7/4/20	7/16/20
7/19/20-7/25/20	7/26/20-8/8/20		
7/26/20-8/1/20	8/2/20-8/15/20	7/5/20-7/18/20	7/30/20

## How do I estimate and calculate my weekly wage?

- Once you calculate your claim, it will be similar each week. (See the paystub example below).
- You must enter these calculations on the DWD website:
  - **Weekly wage:** report the week you work
    - Weekly wage = number of hours worked x hourly pay rate (“x” means “multiplied by”)
    - Enter the dollar (\$) amount, not the hours
  - **Differential/Bonus:** report this during the week you receive it on your paycheck (**NOT** for the week you worked)
    - **Night Differential** = number of hours worked between 6:00 pm to 6:00 am x \$0.80
      - If you work on weekends between 12:01 am Saturday to 12:00 am Sunday, you must **also** add your weekend shift differential
    - **Weekend Differential** = number of hours worked on weekend x \$0.80
    - Enter the dollar (\$) amount, not the hours
  - **Holiday/vacation/sick time:** report this during the week you use it
    - Holiday/vacation/sick = number of hours taken x hourly pay rate

## What do I report, and when?

How do I report **shift differential payments** on my weekly unemployment claim? Here are some examples:

### Example 1:

A university staff employee is filing a weekly claim certificate for 5/24/20-5/30/20.

They make \$15.00/hour and worked the below schedule.

	Shift Worked	Wages	Holiday/Vacation/Sick Leave	Bonus Pay
Sunday, May 24 <sup>th</sup>				
Monday, May 25 <sup>th</sup>				
Tuesday, May 26 <sup>th</sup>				
Wednesday, May 27 <sup>th</sup>	12:00pm-4:00pm	\$60.00		
Thursday, May 28 <sup>th</sup>	3:00pm-11:00pm	\$120.00		
Friday, May 29 <sup>th</sup>	5:30pm-12:00am	\$97.50		
Saturday, May 30 <sup>th</sup>	12:00am-1:30am	\$22.50		
<b>TOTAL Reported to DWD</b>		<b>\$300.00</b>		

On every weekly claim certificate, you report:

- hours worked
- leave taken
- **\*bonus paid**
- Report **\*all differentials** when you get paid for them.

You earned 12.5 hours night differential and 1.5 hours weekend differential during this weekly claim, but ***you do not report this pay on this week's claim.***

The night and weekend differential for 5/24/20-5/30/20 are paid on 6/18/20, so the employee reports all of those differential earnings on the 6/14/20-6/20/20 weekly claim certification.

## Example 2:

The same employee is filing a weekly claim certification for 6/14/20-6/20/20.

They worked the same schedule as in Example 1.

	Shift Worked	Wages	Holiday/Vacation/ Sick Leave	Bonus Pay
Sunday, June 14				
Monday, June 15				
Tuesday, June 16				
Wednesday, June 17	12:00pm-4:00pm	\$60.00		
Thursday, June 18	3:00pm-11:00pm	\$120.00		\$22.40 paid on differential earned 5/24/20-6/6/20
Friday, June 19	5:30pm-12:00am	\$97.50		
Saturday, June 20	12:00am-1:30am	22.50		
<b>TOTAL Reported to DWD</b>		<b>\$300.00</b>		<b>\$22.40</b>

On every weekly claim certificate, you report:

- hours worked
- leave taken
- **\*bonus paid**
- Report **\*all differentials** when you get paid for them.

On 6/18/20 you are paid for differential earned from work hours before this week's claim, during 5/24/20-6/6/20.

You earned \$11.20 differential for each week. Your paycheck is for two weeks, so your total bonus pay to report is \$22.40 total.

**Report this total bonus pay on this week's claim. Not when you worked the hours.**

## Where can I find my pay rate, hours worked, and differential payments on my earning statement (paystub)?

University of Wisconsin System 660 W WASHINGTON AVE STE 201 MADISON, WI 53703-4703		Pay Group: HPR Business Unit: UWMSN Advice #: 000000011412427	Pay Begin Date: 11/24/2019 Pay End Date: 12/07/2019 Payment Date: 12/19/2019 ★									
Employee ID: [REDACTED] Department: [REDACTED] Location: [REDACTED] Job Title: [REDACTED] Pay Rate: [REDACTED]		TAX DATA: Federal WI State	Marital Status: Single Single Allowances: 0 0 Addl. Percent: Addl. Amount:									
<b>HOURS AND EARNING</b>												
Description	EmplID	EmplRec	Rate	Current		YTD		Description	Tax Wages		Deductions	
				Hours	Earnings	Hours	Earnings		Current	YTD	Current	YTD
US Lmp Pmt No IC/Stu/T	[REDACTED]	0			2.70		32.70	Fed OASDI/EE	1,456.28	27,770.48	90.29	1,721.77
US Performance - No IC	[REDACTED]	0			500.00		500.00	Fed OASDI/ER*	1,456.28	27,770.48	90.29	1,721.77
Regular Hours - No IC/	[REDACTED]	0	13.270	★	55.00	1,806.25	23,952.32	Fed MED/EE	1,456.28	27,770.48	21.11	402.67
Night Dif 0.80 No IC/S	[REDACTED]	0	0.800		2.25	71.25	57.00	Fed Withholding	1,353.70	25,878.22	137.44	2,455.38
LH Use - No IC/Stu/Trn	[REDACTED]	0	13.270		16.00	78.75	1,045.02	Fed Med/ER*	1,456.28	27,770.48	21.11	402.67
SL Use - No IC/Stu/Trn	[REDACTED]	0	13.270		8.25	29.50	391.48	WI Withholding	1,353.70	25,878.22	65.52	1,054.29
VN Use - No IC/Stu/Trn	[REDACTED]	0	13.270		0.75	110.50	1,462.25					
OT .5 Hol Prem - No IC	[REDACTED]	0			0.00	16.25	108.67					
Overtime 1.5 - No IC/S	[REDACTED]	0			0.00	30.00	597.79					
Comp Earned @ 1.0	[REDACTED]	0			0.00	12.00	159.24					
Comp Earned @ 1.5	[REDACTED]	0			0.00	0.50	9.96					
Comp Time Use - No IC/	[REDACTED]	0			0.00	18.75	248.83					
PH Use - No IC/Stu/Trn	[REDACTED]	0			0.00	36.25	480.97					
Weekend Dif 0.80 No IC	[REDACTED]	0			0.00	16.00	12.80					
Tax Fr - Health/Wellne	[REDACTED]	0			0.00		150.00					
<b>TOTAL:</b>					<b>82.25</b>	<b>1,566.10</b>	<b>2,226.00</b>	<b>28,889.83</b>	<b>TOTAL:</b>		<b>314.36</b>	<b>5,634.11</b>

- Look for the **HOURS AND EARNINGS** section
  - **Important:** Use --- **Current** --- Hours and Earnings (see the **green** box in the example).
  - This section shows any bonus payments you're receiving on this paycheck.
- You must claim all **bonus payments** on the weekly claim certification for the week they are **paid** on your paycheck. DWD considers all **lump sums, differential payments, and holiday premiums** to be bonus payments.
- In the example, the orange highlighted codes under "Description" show bonus payments. Find your **pay rate** and check the **payment date** for the earnings you are reporting. The **yellow stars** in the example show where to find pay rate and payment date.

## Will future lump sums affect my unemployment claim?

- You must report any lump sums on your weekly claim certification.
  - UW cannot give you advice about your individual unemployment claims. However, the UW-Madison Office of Human Resources talked with DWD and believes that lump sum payments for working during the pandemic will not affect unemployment claims.

## What happens if I have to call in sick on the days I'm scheduled to work?

- Follow normal call-in procedures.
- Cover the missed hours with leave time (as usual).
- Follow the Attendance Policy. (5/5/20)

## My application status says:

- Your issue is being reviewed by an adjudication  
or
- Issue: Review of educational employment  
or
- Issue: Review of workshare

## What does this mean?

This means that DWD is still reviewing your application. If DWD needs more information, they will contact you directly by mail or through central OHR at 21 N Park Street.

## I've tried calling the Unemployment Help Center many times. I can't get through or they put me on hold.

## How can I reach them?

We know it's a challenge to reach the Unemployment Help Center or claims specialist. **Please keep trying!**

### Tips:

- Email through your unemployment account.
- **If your last name starts with a letter A – M**, try calling between 7 am – 12 noon (Monday-Friday).
- **If your last name starts with a letter N – Z**, try calling between 12 noon – 5 pm (Monday-Friday).
- Call early in the morning when the office opens.
- Try online services:

**Online services are available at the following times:**

If you are unemployed and need to file a new claim:

Sunday	12:00 pm - 5:00 pm
Monday - Friday	6:00 am - 7:00 pm
Saturday	9:00 am - 2:30 pm

If you need to file a weekly claim for a benefit payment or get information about your benefit account:

Sunday	9:00 am - Midnight
Monday - Friday	Available 24 Hours
Saturday	1:00 am - 3:00 pm

- Go to the DWD website at <https://dwd.wisconsin.gov/uiben/> for many Unemployment Insurance resources and answers. CLS can help you read the Frequently Asked Questions (FAQs).

## How do I correct my application after I submit it?

- If you submit your claim with a mistake, you can correct it the same day you submitted it.
  - Click the link on your summary page and correct the information.
  - If you can't do this, submit the contact form or call the Unemployment Help Center as early as 7:00 am.

### How to Correct Mistakes

If I answered a question incorrectly on my initial or weekly application but before I submit the claim will I be given a chance to make corrections?	[-]
Yes, you will have the opportunity to review the initial and weekly claim before submitting. You should go back and review the answers, make corrections if necessary before submitting. You may also want to print a copy of your answers.	
I already submitted my initial claim, but realized I made a mistake. Can I make changes?	[-]
Yes, you may click on the link on your summary page and make changes as long as it is the <b>same day</b> as the claim is filed. On your summary page under "Summary for" you will find "Important Message: We have received your initial application. Your claim is being processed, to change information or withdraw you claim click here". After that you will need to contact the UI Help Center.	
I already submitted my weekly claim, but realized I made a mistake. How do I make corrections?	[-]
You will need to contact the UI Help Center.	

## When will I get my unemployment paycheck?

- The DWD website says that approved applicants should get unemployment benefits within 7 days of filing their initial claim, but the department is so busy it may take longer.
- Submit your weekly claims as soon as possible and check the status of your application often.

If you have become unemployed or partially unemployed, you may [apply](#) for unemployment benefits online. File [weekly claims](#) to receive benefit [payments](#) after requirements are met.



Apply for Benefits  
Online



File Your Weekly  
Claim



Your Claim  
Information



Handbook for  
Claimants

- Delays may happen for different reasons:
  - Many people are contacting DWD about unemployment applications right now.
  - You might have an eligibility issue. (DWD contacts you by mail about this.)
  - DWD might find a mistake on your application. (DWD contacts you by mail about this.)

**If DWD needs more information**, they will contact you directly by mail or through central OHR at 21 N Park Street.

## What financial help is available while I wait for my unemployment paycheck?

- UW-Madison has an **Employee Emergency Loan Program** if you are having financial problems because you are on Work-Share or Position Specific Furlough.
  - Loans have **no interest**.
  - The maximum loan amount is equal to 1 month of your take home (net) pay.
  - You repay the loan in 2021.
  - The fastest way to apply is online. You can contact CLS to help or ask your supervisor to print out translated instructions.
  - You can also use a paper application. Business Services can give you a copy, or your supervisor may be able to print the form for you.
    - **YOU CAN NO LONGER MAIL THE FORM IN.** If you want to drop it off in person, you must make an appointment using the instructions on the form.

It's ok if you **already** put your application in the mail. You do not need to reapply, but you must show ID and pick up the promissory note in person.
  - Find more information at: <https://businessservices.wisc.edu/emergency-loan-program/>

## Do I have to be looking for work to qualify for unemployment benefits?

- No. You are not required to search for work. You **may** be required to register for work with the Job Center of Wisconsin if **DWD tells you to do that**. DWD will provide detailed steps to register. Not everyone has to do this step.
- Find more information about this on the DWD website: <https://dwd.wisconsin.gov/covid19/public/ui.htm>

### Registration for Work FAQ

Frequently asked questions about registering for work with Wisconsin Job Service.

#### No unemployment benefits will be paid to you until you register

You must be fully registered with Wisconsin Job Service within 14 days of applying for unemployment benefits (filing your initial claim). Failure to fully register by the deadline will result in a suspension of benefits until the registration is complete.

You will not be eligible for benefits for any week prior to your registration if your registration is completed after 14 days, or if you fail otherwise to participate in re-employment programs or services as directed. No retroactive benefits will be paid.

[Expand All](#) | [Collapse All](#)

#### Am I required to register for work with Wisconsin Job Service?

The department will notify you that you are required to register for work with Wisconsin Job Service. There are limited exceptions to the registration requirement such as being enrolled in schooling that qualifies as approved training or having a definite return to work date within 8 weeks of your initial claim (which can be extended an additional 4 weeks with verification by your former employer).

#### Why do I have to register with Wisconsin Job Service?

Registration is a requirement of the Unemployment Insurance (UI) program and must be completed in order to maintain eligibility for UI benefits. In addition, Wisconsin Job Service provides numerous pathways to valuable services that help you return to fulltime work.

#### How do I register for work with Wisconsin Job Service?

Register with Wisconsin Job Service online at: <https://JobCenterofWisconsin.com/ui>. To register complete three steps:

- Set up a Logon Profile or logon using your UI username/password,
- Register for services (including SSN), and
- Complete a résumé.

If you have questions or need help, please visit your [local Job Center](#) or contact the Job Service Call Center toll-free at (888) 258-9966.

#### How do I know my registration is complete?

#### How long do I have to register?

#### What if I fail to register within 14 days?

#### What if I live in another state?

#### Who do I contact for questions or help registering?



## Topics that DO NOT apply to FP&M

### 1. Pandemic Emergency Unemployment Compensation (PEUC)

- This program provides 13 more weeks of emergency benefits for people who are still unemployed **after** they use all their regular Unemployment Insurance benefits.
- You **cannot** apply, because you are on Work-Share or Position Specific Furlough.

### 2. Pandemic Unemployment Assistance (PUA)

- This program provides up to 39 weeks of unemployment benefits to **people not eligible** for regular Unemployment Insurance benefits (for example, self-employed, independent contractors, workers with limited work history).
- You **cannot** apply for PUA at this time. We'll tell you if that changes.

## Addendum: Screen Shots of DWD Site

### Part 3: Filing a Weekly Claim Certification

[In English](#) | [En Español](#) | [Tshais lus Hmoob](#)

#### What is a Weekly Claim Certification?

A weekly claim certification is the claim you file for a certain calendar week when you want to receive an unemployment benefit payment for that week. A calendar week for UI purposes always starts on Sunday and ends on Saturday.

#### When to File

You must file a weekly claim certification **within 14 days** of the end of the calendar week you are claiming, but you cannot file your claim for a week until after the week has ended.

**Important:** The system will not let you file a weekly claim certification for a benefit payment if the last week you claimed ended more than 14 days earlier. When this happens you must reapply for benefits.

#### Filing a Weekly Claim Certification:

You will need to answer several questions about the week(s) you are claiming, such as:

- the reason you are no longer working
- if you are currently unemployed or working reduced hours
- whether you are able to work and available for work
- whether you have refused any job offers or referrals to a job
- whether you are actively looking for work (unless waived)
- any pay or pension payment.

Take time to answer all questions completely and correctly. It is your responsibility to follow the instructions to answer each question. **You could be penalized if you give false information to get benefits.**

Each question asked contains step-by-step instructions for answering the question. If you do not understand the question, ask a claims specialist for assistance.

#### **Important Points to Remember When Filing a Weekly Claim:**

**All questions apply to the specific calendar week for which you are claiming.** For example, when asked if you quit a job, you are being asked if you quit during the week you are claiming. If you did not quit during that week, answer "NO."

For help using online services or if you are unable to go online call (414) 435-7069 or toll-free (844) 910-3661 during business hours.

When filing a weekly claim, will be asked about pay. You will be asked separate questions regarding the following:

- wages earned
- sick pay
- vacation pay
- bonus pay
- holiday pay
- dismissal/severance/termination pay
- other income types

**You are responsible for any inaccurate or incomplete information that you provide. If you receive more income than you reported, you are responsible to immediately contact the department to correct previously reported earnings. Failure to correctly report all work and earnings could result in overpayments and penalties. (See [Part 7: Fraud](#)).**

## When to Report You Worked and Earned Wages

If you start a shift on Saturday that ends on Sunday, the hours worked and wages earned during that entire shift must be reported on your weekly claim that includes the Saturday.

**Hours:** Report hours and minutes worked.

**Wages:** Wages include any type of pay for full-time (32 hours or more per week) or part-time work you do in the week. Wages must be reported in the week they are earned, even if they will not be paid until a later week.

If you worked at a company through a **temporary help agency** you are considered an employee of that agency, not of the client company where you did the work.

- **Worker's Compensation** payments must be reported on the claim for the week to which the payment applies.
- **Bonuses and profit sharing** income must be reported on your weekly claim the week you are paid the bonus.
- **Commission Sales:** There is a special way to report work and wages from commission sales. If you worked, you must report the hours and minutes that you worked even if you earned no commissions. If a commission is earned, it must be reported on your weekly claim, usually for the week in which the sale is made.

**You must report all work, hours, and wages regardless of the amount. Failure to do this may result in overpayment of benefits and penalties, including prosecution.**

**Do not report the following activities as "work" on your weekly claim certifications, and do not report the income from these activities as wages:**

- Self-employment
- Volunteer Fire Fighter, Volunteer Emergency Medical Services Practitioner, or Volunteer Emergency Medical Responder. (If you are unsure if your services are "volunteer," call a claims specialist.)
- Jury Duty (Payments made by the court are not reportable; however, if you receive a wage from your employer for time spent serving on Jury Duty, these wages are reportable.)
- Inactive Duty for WI National Guard and Military Reserves (i.e., weekend duty)

**Retirement Pay.** You must tell us if you have applied for or are receiving a retirement payment, but you do not report the retirement payment as wages on your weekly claim certifications. Your weekly unemployment benefit payments may be reduced if you are receiving a retirement payment. (See [Part 6](#) for more information about Retirement Pay Reductions.)

**Instructions for reporting other types of income not mentioned in the Handbook for Claimants** are available online at <https://dwd.wisconsin.gov/uiben/other-income.htm>.

If you are unable to use online services and have questions on reporting other types of income, contact a claims specialist for assistance.

## When to Report that You Received Holiday, Vacation or Dismissal Pay

Holiday, vacation and dismissal pay must be reported for the week to which it is assigned, even if you receive the pay in a later week.

Call your employer if you are uncertain whether these types of pay have been assigned.

## If You Make a Mistake When Filing Your Weekly Claim Certification Before Claim Acceptance

Your weekly claim certification is considered incomplete and is erased if you stop the weekly claim certification before the system or a claims specialist tells you that your claim has been accepted. The system does not save a record of an incomplete weekly claim certification.

If you are using online benefit services and think you have given a wrong answer to any question, you can navigate back to the question and correct it.

## How You Know Your Weekly Claim Certification Filed is Complete (Claim Acceptance)

You will be instructed that your claim for the week ending (the week you claimed) has been accepted and have the opportunity to obtain a summary of your claim.

If you think you have given a wrong answer to any question and your claim has already been accepted, you must call a claims specialist.

## If Your Weekly Claim Certification Raises an Eligibility Question

If an eligibility issue is raised, you will be told to call a claims specialist within 5 days if you have not already given information about the issue to the department. You will be given a special telephone number to use for this call.

The claims specialist may take a short statement from you immediately or you may be asked to provide information at a later date. You may be scheduled for a fact-finding interview or be contacted by telephone or mail. **Even though you are told that your claim has been accepted, you MUST call a claims specialist if told to do so. If you do not call a claims specialist as you are told, you could lose benefits.**

## When to Expect Your Payments

Wisconsin has a waiting week for unemployment benefits. For every new benefit year, no benefits are payable for the first week you would otherwise be eligible for benefits. **UPDATE:** Governor Tony Evers signed a COVID-19 relief bill to help the response efforts to the public health emergency. The legislation suspends the state's one-week waiting period for all claimants who established an initial claim between the weeks of March 15, 2020 and February 7, 2021. After the waiting week has been claimed, benefit payments for subsequent weeks are usually made within 7 days after a completed weekly claim certification has been received (accepted), but payment could be delayed for a number of reasons. For example, an incomplete claim or an eligibility issue will delay payment.

**Do not expect to receive your benefit payments on the same day or within the same amount of time each week.**

If you do not receive a payment (or an explanation for not receiving a payment) within 7 days of filing a weekly claim certification, you should first view the status online. For help using online services or if you are unable to go online call (414) 435-7069 or toll-free (844) 910-3661 during business hours.

- If a payment **was not** issued for the week in question, and it has been at least 7 days since you filed your claim for that week, call a claims specialist immediately.

## Direct Deposit

You may enroll online by going to <https://my.unemployment.wisconsin.gov> and selecting Payment Method Option after logging in. For more information about online benefit services, please visit <https://dwd.wisconsin.gov/uiben/faqs/logon.htm>.

If you are unable to use online services, another option to enroll is to print and mail a completed [Direct Deposit Authorization form](#). You must also provide a voided personal check or a document from your financial institution which clearly identifies the bank routing number and your savings account number to ensure the account number and financial institution's routing number you provide are correct.

**Your Direct Deposit Information only needs to be submitted once, unless your bank information changes. You DO NOT need to resubmit a Direct Deposit Authorization each time you file for unemployment benefits.** For more information, please see the [direct deposit FAQ page](#).

## Visa® Pre-Paid Debit Card

If you do not have a bank account or prefer not to use direct deposit, your benefit payments will be deposited onto a Visa pre-paid debit card. The funds are then immediately available, and the card can be used anywhere that Visa debit cards are accepted. You can view payment status and current balance, and even pay bills online. For more information about the Visa pre-paid debit card, please see the [Visa pre-paid debit card FAQ page](#).

## Changing Your Address

The weekly claim system will ask if your address has changed since your last claim. If it has, follow directions the system provides to change your address. If you are not filing for benefits at the present time but wish to change your address on our records, go online at <https://my.unemployment.wisconsin.gov>. For help using online services or if you are unable to go online call (414) 435-7069 or toll-free (844) 910-3661 during business hours.

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**[DWD Frequently Asked Questions](https://dwd.wisconsin.gov/covid19/public/ui.htm)** - <https://dwd.wisconsin.gov/covid19/public/ui.htm>