



Understanding Your Unemployment Insurance Information Page

This document is designed to help you navigate through the sections of the Unemployment Insurance Information page. You will only see links to the sections that apply to your specific situation. This help page outlines the information found in each link of the Unemployment Insurance Information page.

Current Claim, Filing Status or Most Recent Claim Sections

These are the sections that give you information about your basic claim facts. If you have a current claim, the link will be Current Claim. If you have not filed a claim in this benefit year but have filed a claim in the past, the previous claim information will be under Most Recent Claim. If you do not have a claim for this benefit year, information on filing a claim will be noted under the Filing Status section.

What does **Claim Filed On** mean?

The date the Unemployment Insurance claim was filed via *UI ICE* or automated phone system.

What does **Claim Effective As Of** mean?

The effective date of an Unemployment Insurance claim is the Sunday of the week the claim is filed.

What is the **Weekly Benefit Amount**?

The weekly amount you are eligible to receive during your claim year. This is calculated based upon wages earned during your four-quarter base period.

What is the **Number of Weeks Eligible**?

It is also called the duration of a claim. It is the number of weeks you are eligible to receive benefits within a benefit year. This is calculated based upon wages earned during your four-quarter base period. The minimum is 12 weeks and the maximum is 26 weeks.

What is the **Maximum Benefit Amount**?

This is the total dollar amount of benefits that you are eligible to receive within the benefit year.

What is **Benefits Remaining**?

This is the amount of money you have left in Unemployment Insurance benefits for this benefit year. This amount can only be used in the current benefit year.



What is an **Overpayment Balance**?

It is the balance of unemployment benefit payments made to you, to which you were not entitled. These payments need to be paid back to Job Service.

What is **Last Day Worked**?

This is the last day you reported you worked.

What does **Benefit Year Ends** mean?

The Saturday date which ends the 52-week period of your claim in which you may receive Unemployment benefits, if eligible.

Most Recent Payment Activity

This section describes the payment activity that occurred after your last certification. If no payment was made, the reason(s) why will be explained in this section

What does **Week Ending Date** mean?

It is the end of a claim week, which is Sunday through Saturday. To have a week ending date, you will have needed to complete a weekly certification.

What does the **Payment Sent On** date mean?

Job Service sends payments late in the evening on the payment sent on date. Since the Bank of North Dakota needs to send the payment through the Federal Reserve, it takes two to three business days for the payments to reach your debit card or bank account. Your payment will be delayed one day if there is a holiday between the date the benefits were paid and the date the Federal Reserve receives the request to send the money to the proper account.

What is the **Payment Method**?

Unemployment benefits are made either on debit cards or by direct deposit. If direct deposit is not indicated, payment will be made via debit card. Request for direct deposit as your payment option can only be made under the Choose your Payment Option link on the Main Menu of **UI ICE**.

What does **Gross Amount** mean?

This is the total amount of the Unemployment Insurance payment before any deductions such as federal/state taxes, child support, pension and overpayment recoveries.



What are **Deductions**?

They can be federal or federal and state taxes, child support, pension, benefit reductions due to earned income or overpayment recoveries. You have the option to have federal (10 percent) or federal and state taxes (12 percent) withheld from any Unemployment Insurance payments. When Job Service receives a withholding order from the Child Support Enforcement Unit, we can deduct up to half of your weekly benefit amount for Child Support. If you are receiving a monthly pension from a base period employer (unemployment benefits are based on wages from this employer), a deduction may be made from any Unemployment Insurance payment. When a claimant receives unemployment to which they were not entitled, this is known as an overpayment and can be recovered from any future unemployment payments. Earnings over 60 percent of the Weekly Benefit Amount will be deducted dollar for dollar after 60 percent. To see the deductions taken out of your benefit payment, click the View Deductions button. Additional payments can be found under the Payment History Search link.

What is a **Net Payment**?

This is the amount of the unemployment payment after any deductions are made. Deductions could be federal or federal and state taxes, child support, pension or overpayment recoveries.

What are **Excess Earnings**?

These are any reportable earnings (wages) that are greater than your Weekly Benefit Amount.

What does **Fact Finding** mean?

This is the process of obtaining information from either the claimant or an employer or both on a potential situation. This may be done by mail or telephone. The information is used to make a decision on whether a person is eligible for unemployment.

What is a **Waiting Week**?

It is the first payable week of an unemployment claim. You are never paid for this week and it is not included in the total number of weeks you are eligible to receive. You must meet all the requirements (have earnings less than your weekly benefit amount, make work search contacts and certify for that week) in order for a week to be considered the waiting week.

To Do List

This is the list that explains what tasks you need to complete to be eligible for Unemployment Insurance benefits. If one of the items is overdue, it means your Unemployment Insurance benefits have stopped.



What does **Certify** mean?

This is the process that is used to verify you are eligible to receive an Unemployment Insurance benefit payment. Weekly certification needs to be completed your waiting week and each week you wish to receive benefits. Certifications can be completed on the Internet using **UI ICE** or by the automated phone system and need to be done no more than 13 days after the week ends. Most people certify on Sunday or Monday so that payment comes more quickly.

Why do I need to have a **Resume** online?

Employers view resumes posted on jobsnd.com and may contact you if they are interested in your skills. Employers enter certain key words and look at resumes that fall into that category. The resumes that are entered online can also be printed and used when you apply for a job. To enter your resume online, go to jobsnd.com and click the Find a Job link.

What is an **Eligibility Review**?

This is the online periodic review in which you are required to answer questions concerning your job search and list your job contacts for a specific time period. A letter will be mailed indicating when this needs to be completed. Complete the review only after your job contacts are done for the week the review is due. The Eligibility Review is usually done every four weeks after the initial review. Failure to complete the Eligibility Review by the deadline date will result in Unemployment Insurance benefit payments being stopped.

What is a **Job Contact**?

A job contact is when you check with an employer for the possibility of employment. Job contacts can be made by mail, the Internet, or in person. Most claimants are required to contact at least two employers each week when looking for work. A written log needs to be kept of these contacts. A Job Contact Record log is located in the *Unemployment Insurance Claimant Guide*. You will be required to submit these contacts to Job Service periodically.

What are **Reemployment Services**?

Unemployment Insurance claimants not returning to their employer may be required to complete online reemployment services. The Reemployment Services are found by clicking the View Reemployment link on the Main Menu of **UI ICE**. Some of the services involve reading information about job search related activities and one is a workshop that is held at the nearest Job Service Office. There are deadline dates for these services and if they are not completed by the deadline date, benefit payments are stopped.

Issues/Appeals

This section tells you about issues that may be holding up payment of your benefits. Job Service North Dakota issues Non-Monetary Determinations that explain if you are allowed or denied benefits and why. If you are denied benefits, you may appeal the non-monetary decision if you appeal within the time frames given. You can use this section to file an appeal. This section also allows you to view the status of your appeals including appeal dates and times under the Appeal tab. Under the Bureau Review tab, this section gives you information on any Bureau Review decisions.

What is an **Issue**?

It is a situation or potential situation that prevents an individual from being eligible for unemployment benefits. A separation issue involves reasons for leaving employment (such as being discharged or quitting). A non-separation issue involves such items as not being able to work, not available for work, not looking for work, etc. If the issue identified needs information from the employer, the name of the employer is included.

What is a **Non-Monetary Determination**?

This is the decision that is made regarding a potential issue. Decisions can be to allow unemployment benefits or to deny.

What is a **Disqualification Period**?

It is the time frame of a disqualification. It can be for a specific time period or an indefinite period of time. It can also be requalified with earnings. This means for this period of time, you will not receive Unemployment Insurance benefits unless you appeal the decision and the decision is reversed.

What is an **Appeal**?

It is a written request to have a decision reconsidered by the next higher level of authority. This can be requested by either the claimant or the employer. An appeal can be done by mail, fax or e-mail. If the appeal is done by the appeal due date, you can file your appeal by clicking the File an Appeal link on the Unemployment Insurance Information page in *UI ICE*. The request for an appeal must be made within 12 days from the date of the decision.

What is an **Appeal Deadline**?

The date that an appeal needs to be postmarked, e-mailed or faxed to Job Service. The date is 12 days from the day the decision was made. If the deadline is on a holiday or weekend, it will be accepted the next working day.



How do I **File an Appeal**?

Simply click the File Appeal link and you will be able to give the reasons you are filing the appeal, note a phone number that is current, certify the information is correct and hit submit. Please print a copy of the confirmation page for your records as this shows that you have filed your appeal. If you have supporting documentation, please fax the information to 701-328-2414 or mail it to Job Service North Dakota UI Appeals, PO Box 5507, Bismarck ND 58506. Once your appeal is scheduled, you will receive information pertaining to your appeal. You can see the appeal details including the time and date of each appeal under the Appeals tab within the Issues/Appeals link.

What is a **Decision**?

This is the conclusion reached by the appeals referee about your appeal. The referee can decide to affirm, reverse or remand the original determination on your issue.

What does **Affirmed** mean?

This means the original determination has been upheld.

What does **Reversed** mean?

This means that the original determination has been changed.

What does **Remanded** mean?

This means that the appeal has been sent back for another decision to be made.

What is a **Bureau Review Request Deadline**?

A Bureau Review is the next level of appeal. The deadline to file a Bureau Review is 12 days from the decision date of the Appeals Decision. You can request a bureau review by clicking the Bureau Review Request link on the appropriate appeal. Bureau review information can be viewed by clicking the Bureau Review tab.

Payment History Search

This section gives you access to a list of Unemployment Insurance payments for a specific period of time. You can input the start and end dates and a list of benefit payments for that time period will display on the screen. Job Service generally keeps the information for up to six years, so you will not be able to access the payments prior to that time. This payment record should not be used for income tax purposes as the 1099-G we send is more accurate. A printer friendly version can be printed for you to use for verification of your Unemployment Insurance benefits.

What is the **Week Ending Date**?

It is the end of a claim week, which is Sunday through Saturday.

Why does my payment not show up on the **Payment Sent On** date?

Job Service sends payments late in the evening on the payment sent on date. Since the Bank of North Dakota needs to send the payment through the Federal Reserve, it takes two to three business days for the payments to reach your debit card or bank account. Your payment will be delayed one day if there is a holiday between the date the benefits were paid and the date the Federal Reserve receives the request to send the money to the proper account.

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What is a **Net Payment**?

This is the amount of the unemployment payment after any deductions are made. Deductions could be federal or federal and state taxes, child support, pension or overpayment recoveries.



Wage History Search

This section allows you to see your wage history. You can put the start date and end date for a quarter and a list of your wage history for that time period will display on the screen. Job Service generally keeps the information for up to three years so you will not be able to access wage history prior to that time. This wage history only shows the wages used in North Dakota unless wages have been transferred from another state to use in your benefit payments. A printer friendly version can be printed for you to use for verification of your wages.

Why can I only search my wage history by **Quarter**?

We receive wage information from your employer by quarters so this is the only information we have available for your wage history.

Why may there be a different name than my actual **Employer** listed?

The name on the employer is the name of the company responsible for your payroll. In cases where your employment is with an employer in another state, we request the records from the state and do not receive the actual name of the employer.

What is included in **Wages**?

This is the amount of earnings reported to Job Service by your employer. This is gross income for the quarter you requested.