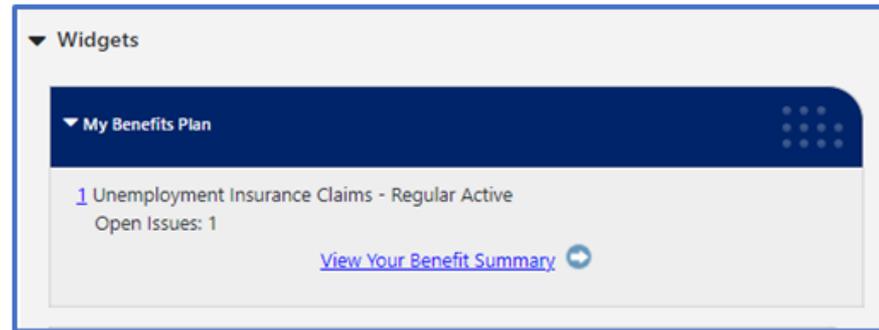


# Status of weeks claimed and payments

After a week is filed, and the payment status of the week(s) can be checked by going to the Dashboard, and under “**My Benefits Plan**” widget, click on [View Your Benefit Summary](#) (as shown below)



All the information about your current claim will be displayed. Under the “In Progress” there is an issue pending and the UCSC staff needs to look at.

**Weekly Certifications Review**

Below are the weeks for which you have completed certifications to continue your unemployment benefits.

| # | Week Ending                | Certification Filing Date | Benefit Pay Date | Payment Number | Benefit Amount | Federal Withholding | Payment Amount         |
|---|----------------------------|---------------------------|------------------|----------------|----------------|---------------------|------------------------|
| 3 | <a href="#">10/09/2021</a> | 10/10/2021 10:00:02 AM    | In Progress      | N/A            | \$415.00       | \$0.00              | <a href="#">\$0.00</a> |
| 2 | <a href="#">10/02/2021</a> | 10/3/2021 9:02:02 AM      | In Progress      | N/A            | \$415.00       | \$0.00              | <a href="#">\$0.00</a> |
| 1 | <a href="#">09/25/2021</a> | 9/26/2021 7:31:29 PM      | Not Applicable   | N/A            | \$415.00       | \$0.00              | <a href="#">\$0.00</a> |

Page 1 of 1 Rows: 100

[Delete Most Recently Filed Pending Weekly Certification](#)

# Status of weeks claimed and payments

Sometimes the issue is created by the system, but sometimes it is an error made by the claimant. The issues can be found also under [View Your Benefits Summary](#) as shown below.

**Outstanding Claim Issues**

Below are the active issue(s) on your claim, which could affect future benefits. You will be notified by mail when the decision is made. As long as you remain unemployed, continue to file your weekly claim as instructed.

| Create Date | Issue Description             | Employer | Status |
|-------------|-------------------------------|----------|--------|
| 10/10/2021  | Change in Status (ineligible) | N/A      | New    |
| 10/03/2021  | Illness/Injury/Disability     | N/A      | New    |
| 09/26/2021  | Illness/Injury/Disability     | N/A      | New    |

In this case the issue was created by the claimant when weeks were claimed. Claimants can review the answers given by clicking on the blue hyperlink located under the Week ending column on the Weekly Certifications Review.

**Summary of Eligibility Review Answers**

During the week beginning Sunday, September 26, 2021 and ending Saturday, October 2, 2021:

|   |     |
|---|-----|
| Were you absent from work when work was available during this week?   | Yes |
| Were you able and available to go to work during the week?  | No  |
| Was your lack of availability for work due to an illness, injury, or disability?  | Yes |
| Was your lack of availability for work due to a family responsibility?  | No  |
| Was your lack of availability for work due to self-employment?  | No  |
| Was your lack of availability for work due to other issues?   | No  |
| Was your lack of availability for work due to lack of transportation?   | No  |
| Did you engage in any new self-employment activities or increase participation in a sideline business during this week? | No  |

# Status of weeks claimed and payments

Sometimes the issue is created by the system, but sometimes it is an error made by the claimant. The issues can be found also under [View Your Benefits Summary](#) as shown below.

| <b>Outstanding Claim Issues</b>  |                               |          |        |
|--|-------------------------------|----------|--------|
| Below are the active issue(s) on your claim, which could affect future benefits. You will be notified by mail when the decision is made. As long as you remain unemployed, continue to file your weekly claim as instructed. |                               |          |        |
| Create Date  | Issue Description             | Employer | Status |
| 10/10/2021   | Change in Status (ineligible) | N/A      | New    |
| 10/03/2021   | Illness/Injury/Disability     | N/A      | New    |
| 09/26/2021   | Illness/Injury/Disability     | N/A      | New    |

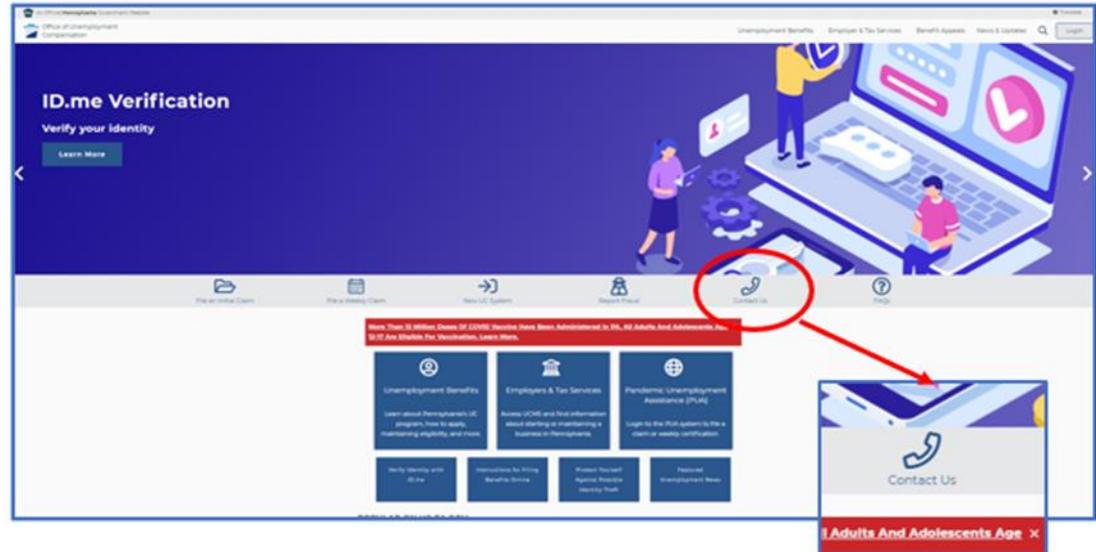
In this case the issue was created by the claimant when weeks were claimed. Claimants can review the answers given by clicking on the blue hyperlink located under the Week ending column on the Weekly Certifications Review.

| <b>Summary of Eligibility Review Answers</b>  |     |
|---|-----|
| During the week beginning Sunday, September 26, 2021 and ending Saturday, October 2, 2021:                              |     |
| Were you absent from work when work was available during this week?   | Yes |
| Were you able and available to go to work during the week?  | No  |
| Was your lack of availability for work due to an illness, injury, or disability?  | Yes |
| Was your lack of availability for work due to a family responsibility?  | No  |
| Was your lack of availability for work due to self-employment?  | No  |
| Was your lack of availability for work due to other issues?   | No  |
| Was your lack of availability for work due to lack of transportation?   | No  |
| Did you engage in any new self-employment activities or increase participation in a sideline business during this week? | No  |

I have highlighted the answers that created the issues. If they were mistakenly answered, then the claimant will need to contact the UCSC at 888-313-7284 Monday to Friday from 8:00 am to 4:30 pm to get a ticket, and a UCSC staff will review the ticket at the time that the ticket is being assigned.

# ▶ What ticket number UCSC staff is working on?

Please check the Unemployment Compensation website [www.uc.pa.gov](http://www.uc.pa.gov), and click on the “Contact Us” Icon as shown next:



The information about the ticket number worked on the prior day is being displayed

UC > Contact Us - UC Benefits

## Contact Information

**NOTE: The PUA hotline (1-855-284-8545) and PUA email ([ucpua@pa.gov](mailto:ucpua@pa.gov)) will be decommissioned on September 17, 2021.** Individuals with PUA questions after this date may still reach out through UC contact methods provided below.

### Progress Tracker

|   |  |
|---|--|
| <b>Phone</b>                                | Staff work on inquiries in the order they are received and provide callers with a tracking number so they can see where their questions are in the queue. Callers can choose to get a phone call or email from UC staff to resolve an issue. |
| Now Serving Ticket Number:                  | 323,842 (7:45 am)  |
| 3,688 Tickets completed on October 13, 2021 |  |

# Other Contact information for Claimants

On the same “Contact Us” screen located on the UC website ([www.uc.pa.gov](http://www.uc.pa.gov)) other important information on how to contact the UCSC staff is being provided. Please see below:

## Contacts for Claimants

### Online Self-Service

- General questions: [uc.pa.gov](http://uc.pa.gov)
- Regular UC and related claim types: [Manage Unemployment Claim](#)
- PUA: [Manage PUA Claim](#)

### Telephone Self-Service

- **PAULA virtual assistant (general questions):** 1-833-755-0882
- **Weekly claims filing:** 888-255-4728 | Español: 877-888-8104

### Telephone

#### UC and General Questions

- 888-313-7284
- Monday - Friday from 8:00 am - 4:30 pm (EST)

#### Videophone Service for ASL Users

- 717-704-8474
- Wednesdays and Fridays from 8:00 am - 4:00 pm (EST)
- Sign language is the ONLY means of communication provided at this number.

### Text

A new [short messaging service \(SMS\) system](#) is now available to notify you when a customer service representative is trying to contact you about your unemployment claim. **All UC text messages will come from 888-313-7284.**

Please note: This is an automated text message system. This number will not provide you with information/assistance about your claim.

### Chat

Chat services are currently unavailable. Check back soon to discover when this service will be restarting.

### Email

- **UC and General Questions:** [UCHelp@pa.gov](mailto:UCHelp@pa.gov)

In all emails, please provide:

- A brief description of what you need,
- Your full name (as it appears on your claim, including any suffix used), and
- The last four digits of your Social Security Number

If you send an email previously and the issue was addressed or is not impacting your claim payments, you will not receive a response.

[PA Treasury](#) for changes to payment method or tracking a lost payment: **877-869-1956**.

[U.S. Bank Reliacard](#)  for questions regarding your debit card account: **888-233-5916**.

# When do you must reopen a UC claim?

Please remember to always reopen your UC claim the first week that you are totally or partially unemployed, in special after you have not claimed some weeks, or if you claimed weeks and your earnings exceed the amount that you are allowed to earn. Please see below:

**Payment Summary**  
Below are the details on how each weekly payment was determined.

Waiting Week: No

| #  | Week Ending | WBA      | Partial Credit | Earnings Claimed     | Dependent(s) Allowance | Reduction Amount | Total Deductions | Stimulus Amount | Payment Amount | Pay Type           | Trans Number |
|----|-------------|----------|----------------|----------------------|------------------------|------------------|------------------|-----------------|----------------|--------------------|--------------|
| 27 | 10/09/2021  | \$583.00 | \$175.00       | \$0.00               | \$8.00                 | \$15.00          | \$58.00          | \$0.00          | \$518.00       | Partial Check      | [REDACTED]   |
| 26 | 10/02/2021  | \$583.00 | \$175.00       | Claimant: \$1 160.00 | \$0.00                 | \$1.00           | \$0.00           | \$0.00          | \$0.00         | Excessive Earnings | [REDACTED]   |

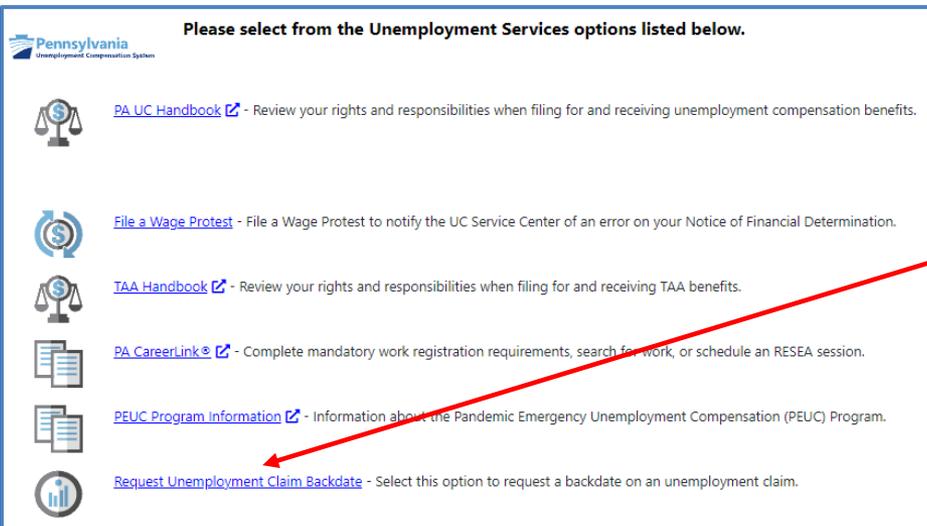
If you look at the figure shown below two additional were made. First additional has an effective date of 9-26-21, and this affect the week ending 10-2-21 which has the excessive earnings reported, and the second additional has an effective date of 10-3-21, and it is for the week ending 10-9-21.

|                           |         |            |  |                            |               |      |   |  |
|---------------------------|---------|------------|--|----------------------------|---------------|------|---|--|
| MACK TRUCKS INC (3914065) | 3914065 | 10/01/2021 |  | Part Time or Reduced Hours | Not Submitted | BASE | ✓ | Claim: [REDACTED]<br>Additional Effective: 9/26/2021 |
| MACK TRUCKS INC (3914065) | 3914065 | 10/10/2021 |  | Part Time or Reduced Hours | Not Submitted | BASE | ✓ | Claim: [REDACTED]<br>Additional Effective: 10/3/2021 |

# Requesting Backdate

All the additional/reopen/new UC claim will have an effective date as a Sunday day regardless the day of the week that any of these actions were made. This means, if you are being laid off on a Friday and you worked full time that week, please file the additional/reopen/new UC the immediately Sunday after that Friday in question, or any other day after you have until Saturday to do it.

If for some reason you were off a week, please file the additional/reopen/new UC, and the system will ask you if you want backcredit for prior weeks, and at this moment only one week (just the week prior to the additional/reopen/new UC) is allowed automatically by the system to be backdated. More weeks involved on the backdate must be reviewed by the UCSC Staff.



**Please select from the Unemployment Services options listed below.**

-  [PA UC Handbook](#) - Review your rights and responsibilities when filing for and receiving unemployment compensation benefits.
-  [File a Wage Protest](#) - File a Wage Protest to notify the UC Service Center of an error on your Notice of Financial Determination.
-  [TAA Handbook](#) - Review your rights and responsibilities when filing for and receiving TAA benefits.
-  [PA CareerLink®](#) - Complete mandatory work registration requirements, search for work, or schedule an RESEA session.
-  [PEUC Program Information](#) - Information about the Pandemic Emergency Unemployment Compensation (PEUC) Program.
-  [Request Unemployment Claim Backdate](#) - Select this option to request a backdate on an unemployment claim.

From the Dashboard click on “More Unemployment Services” located at the Unemployment Services Widget, and click on “Request Unemployment Claim Backdate”

# Requesting Backdate

The screen shown below with pop up, and select **Yes** ....

### Backdate Unemployment Insurance Claim

Would you like to backdate this claim?  Yes  No

You can change the date of the Effective Date of your claim (Initial claim or reopen) and you must provide a reason for the backdate. When you are done click on Save, and your request will be reviewed by the UCSC staff.

### Backdate Unemployment Insurance Claim

Would you like to backdate this claim?  Yes  No

IMPORTANT: Your request for backdating your claim will be reviewed. Complete the fact finding form after saving the backdate request. You will receive a determination of eligibility. Do not make multiple requests for backdating your claim as this could result in delays in benefit payments.

**Backdate Effective Date:**

You cannot backdate claim to a date prior to the BYE of a prior claim (Claim 2662761-7/24/2021).

**\* Please enter the reason why you are backdating this claim**