

How to Apply for a SUBenefit Using the Voice Response System (VRS)

1. You will need your UC monetary determination in front of you when you call the VRS for the first time. The monetary determination information is systematically retained until your Benefit Year Ending (BYE) date so that subsequent layoffs do not require you to redo the input. You will be sent a reminder for a new UC determination when your BYE expires.
2. The VRS will prompt you for your social security number and ask you to respond to a series of questions requiring you to input the answers from your monetary determination. Typical required input would be the number of benefit weeks, weekly benefit amount, benefit year beginning date, and maximum benefit amount payable in the benefit year, depending on the state in which you are working.
3. The VRS will prompt you for the week ending date for which you are applying for a SUBenefit and ask whether you have any other earnings from a non-company job or to confirm company holiday pay, for example, for the week.
4. The VRS will compare your input to information predetermined by the system. The VRS will inform you immediately if a discrepancy has occurred. You will be transferred to a Customer Service Associate for assistance.
5. If no discrepancies occur, the VRS will accept the application. The system will perform other eligibility and coordination of benefits processing during the early morning hours and a final edit during the weekly processing cycle, usually on Wednesday evenings.
6. You must call the VRS to apply for each week that you are eligible for a SUBenefit. The VRS menu will allow you to “skip” past the monetary determination input if such information has been input for prior weeks of layoff. You will be able to go directly to the application input. For most employees, this will mean simply entering your social security number, a week ending date, and confirming your weekly UC benefit.
7. Inputting the monetary determination takes approximately 10 minutes and the weekly application input takes approximately 5 minutes, provided you are prepared.