

# Interactive Voice Response (IVR) Main Menu

| Option 1<br>Apply for a Weekly Benefit  | Option 2<br>Pending / Processed Applications   | Option 3<br>UC Monetary Determination (mondet)   | Option 4<br>Transfer to Payroll   | Option 5<br>Transfer to Representative          | Option 9<br>Main GMNA GBS SSC menu    |
|---|--|--|---|---|---------------------------------------|
| <p>Enter your SSN and Sunday week ending date</p> <p>Answer all unemployment compensation (UC) questions</p> <p>Answer all earnings questions</p> | <p>Hear the status of any applications pending for processing</p> <p>Hear the status of any applications processed last week</p> <p>Hear the detail of rejected applications</p> | <p>Enter all of the details associated with a new mondet</p> <p>Hear the details of an existing mondet</p> | <p>Transfer to Payroll for questions related to taxes, deductions, missing payments, etc.</p> | <p>Transfer to representative for inquiries</p> | <p>Transfer back to the main menu</p> |