

## How to Apply for SUB Using the Interactive Voice Response (IVR)

1. You will need your “**UC monetary determination**” in front of you when you call the IVR 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 IVR 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 IVR will prompt you for the “**week ending date**” for which you are applying for SUB and ask whether you have any other “**earnings**” for the week.
4. The IVR will compare your input to information predetermined by the system. The IVR will inform you immediately if a discrepancy has occurred. You will be transferred to a Representative for assistance.
5. If no discrepancies occur, the IVR will accept the application. The system will perform other eligibility and coordination of benefits processing during the weekly processing cycle, typically Thursday evenings.
6. You must call the IVR to apply for each week that you are eligible for SUB. The IVR 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,**” confirming your “**weekly UC benefit**” and “**entitlement to other pay.**”
7. Inputting the monetary determination takes approximately 10 minutes and the weekly application input takes approximately 5 minutes, provided you are prepared.