

Unemployment Insurance Claimant Guide

Visit jobsnd.com and click on

UIICE
jobsnd.com

or call 701-328-4995

or TTY 800-366-6888

(TTY for hearing impaired only)

**JOB
SERVICE** 
North Dakota
jobsnd.com

Your Workforce Connection

To-Do List for Unemployment Insurance

Failure to Complete Activities As Directed Will Stop Your Claim And May Result in Loss of Benefits

Everyone filing a claim must:

- Complete weekly certifications to receive benefit payments. (See pages 4-8)
- Respond to requests for information by the designated deadline (See page 20)

If you are not returning to your employer and/or if you are required to do weekly job contacts, you must also:

Within 10 days of filing your claim:

- Put a Resume on www.jobsnd.com. (See pages 14-15)

Each week, starting the week you file your claim:

- Complete a **minimum** of 2 job contacts or the number assigned to you **each week**, and record them on page 30 of this guide. (See pages 15-16)

Complete assigned tasks no later than the due date indicated in letters mailed to you:

- Complete your online Eligibility Reviews on **UI ICE**. (See pages 17-18)
- Complete your online Reemployment Activities on **UI ICE**. After the first letter, you will need to look at the Reemployment Schedule on **UI ICE** for required activities and due dates. The Interview Workshop needs to be scheduled and completed in your nearest Job Service office. (See page 18-19)
- If you have been selected to participate in Case Management activities, contact your Case Manager on the date and time scheduled.

Your resume will expire after 90 days. To prevent a stop on your claim:

- Update your resume by going online to www.jobsnd.com. (Pages 14-15)

Your Resume, Eligibility Reviews, and Reemployment Activities need to be completed online at www.jobsnd.com. You can also do your weekly certifications online. To complete these activities, you will need two different login IDs and passwords: one for State of ND **UI ICE** one and for the resume.

Memorize your login information or keep them in a safe place.

Table of Contents

Introduction	1
File a Claim	2
What Will My Benefit Amount Be?	3
Canceling a Claim	3
Reopening a Claim	4
Weekly Certifications	4-6
Reporting Earnings	6-8
Accessing Unemployment Insurance Services on the Internet via <i>UI ICE</i>	9-11
Accessing Unemployment Insurance Services on the Telephone	12
Basic Eligibility Requirements	13-19
Able and Available to Work	13-14
Resume	14-15
Job Contacts	15-16
Suitable Work	16
Returning to Work/Eligibility Reviews	17-18
Reemployment Services	18-19
Disqualifications	20-21
Determinations	21-22
Appealing a Determination	22-23
Benefit Payments—Debit Card or Direct Deposit	24
Deductions from Benefits/Tax on Benefits	25
Misrepresentation/Audits/Overpayments	26
Glossary of Terms	27-28
Forms	29-35
ES-935 Claimant's Affidavit of Federal Civilian Service Wages and Reason for Separation—UCFE	29
Job Contacts Record	30-32
Request for Benefits While in Training	33-34
Voluntary Tax Withholdings	35

Introduction Disclosure of Information What is Unemployment Insurance?

Introduction

This guide has been prepared to provide a simplified explanation of the benefit provisions of North Dakota Unemployment Compensation Law. **It is your responsibility to understand and follow the instructions provided in this guide.** This guide is not intended to be the sole source of Unemployment Insurance information, nor is it a substitute for North Dakota Unemployment Insurance Law. For further information and answers to specific questions, contact the Job Service North Dakota Unemployment Insurance Claims Center at 701-328-4995 or find information online at www.jobsnd.com.

This guide provides you with information concerning Unemployment Insurance benefits. Within the guide you will find instruction and direction on things like filing or reopening your claim, weekly certifications and completing eligibility requirements. It also explains your rights and responsibilities under North Dakota Unemployment Compensation Law. Read it carefully. You can only receive benefits if you meet all of the outlined requirements.

Disclosure of Information

State law provides that information obtained from both claimants and employers shall be held confidential and not be open to public inspection or disclosure, except as authorized by law. Notice: Confidential information collected from claimants as part of the Unemployment Insurance process may be requested and utilized for other governmental purposes, including, but not limited to, verification of eligibility under other government programs as required by law.

Please note that the Disclosure of Information provision also applies to a spouse, friend, or relative. If you have a question or problem with your claim for Unemployment Insurance benefits, YOU are the only individual to whom Job Service North Dakota will provide any information concerning your claim.

What is Unemployment Insurance?

The Unemployment Insurance Program was established during the Great Depression of the 1930s, to help workers who were unemployed through no fault of their own. It is intended to provide a temporary income to help you until you find other work. Unemployment Insurance is intended for persons who would be working if they could find a job. **Employers** pay all Unemployment Insurance Program costs.

How do I Receive Unemployment Insurance Benefits?

There are three steps to receive Unemployment Insurance benefits.

1. File a Claim or Reopen a Claim
2. Complete Weekly Certifications
3. Meet all Eligibility Requirements as required based on your unemployed status

File a Claim Other Types of Claims

File a Claim

In order to receive Unemployment Insurance benefits, you must first file or reopen a claim. You can file or reopen a claim online at www.jobsnd.com or by calling 701-328-4995. See pages 9-12 for more details. Your claim is effective the Sunday of the week you file your claim. **NO BACKDATING** of claims is allowed. When you file a claim, the claim is good for one year based on the effective date of your claim. This 52-week period is called your benefit year. Once your benefits are exhausted for your benefit year, you will have to wait until the benefit year is over to file a new claim in North Dakota. If you have earnings in another state and qualify in that state, you may be able to file a claim in that state. If you have not used all the benefits in your benefit year and return to work, you can reopen your claim within the benefit year.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Effective date

If your claim is filed at any time during the week, the effective date will be the Sunday that started the week.

Questions will be asked of both you and the employer(s) you have worked for concerning the reason you are no longer employed to determine if you are eligible to receive benefits. Depending on the circumstances of your separation the claim eligibility process can take several weeks to complete. This time period is necessary because Job Service North Dakota is required to allow all the parties involved appropriate time to respond to the questions asked of them. Generally, the sooner each party responds to questions, the sooner a decision on a claim can be made.

Other Types of Claims

Combined Wage – If you worked in North Dakota and in more than one state, you may be able to combine your wages and file a North Dakota claim.

Unemployment Compensation for Ex-Military Personnel (UCX) - As a former member of the Armed Forces, you may be entitled to Unemployment Insurance depending upon the length of your service and the nature of your discharge. If you separated from the Armed Forces within the last two years, have your DD-214 available when filing your claim. You will need to submit a copy to the Job Service North Dakota Claims Center.

Unemployment Compensation for Federal Employees (UCFE) - If your Unemployment Insurance is based on your federal civilian wages, Job Service will receive reports from the federal agency verifying your status, wage records and official duty station. In rare occasions, the federal agency may not provide the information to us in a timely manner. To ensure any payment due is made promptly, you may fill out the ES-935 Claimant's Affidavit of Federal Civilian Service Wages and Reason for Separation—UCFE form in the back of this guide. Credible evidence such as your SF50, your Earnings and Leave Statement and/or a W2 must be submitted with your ES-935 form. To ensure that the proper federal agency was contacted, please provide a copy of your SF-8.

What Will My Benefit Amount Be? Base Period Canceling a Claim

What Will My Benefit Amount Be?

Your Weekly Benefit Amount (WBA) is based upon wages you earned from liable employment during the Base Period of your claim. **Your approximate WBA will be the total of your highest two and one-half quarters of base period earnings divided by 65.** The maximum and the minimum benefit amounts are determined by law and are subject to change each July. A benefit chart is available for your review at www.jobsnd.com.

Your wages are also used to help determine the duration of your claim and the maximum benefit amount you can receive. The duration ratio, determined by law, establishes the number of weeks that you will receive benefits, and ranges from 12 to 26 weeks. This duration is calculated by dividing the total number of wages in your Base Period by your highest quarter. If you report earnings, or have other reductions to the benefits paid to you each week, you may actually receive benefits for more weeks than the number calculated by your ratio. However, you will not receive more benefits than your original maximum benefit amount. After filing your claim, you will receive a Monetary Determination that outlines your Weekly Benefit Amount and the duration of your Unemployment Insurance claim. You should receive your Monetary Determination within 5 business days of filing your claim.

Base Period

The amount of Unemployment Insurance that you can receive is based on the wages paid to you during your Base Period. Base period is defined as the 12-month period consisting of the first four of the last five completed calendar quarters preceding the date that you filed your claim.

If you filed your claim in calendar month:	Your base period is the previous:
January, February, March	October 1 through September 30
April, May, June	January 1 through December 31
July, August, September	April 1 through March 31
October, November, December	July 1 through June 30

Canceling a Claim

If you wish to cancel your claim, you must request cancellation in writing prior to the appeal date listed on the Monetary Determination you will receive within 5 days of filing your claim. Claims can only be cancelled if no weekly benefits have been paid and no Non-Monetary Determinations have been issued for your claim. Requests for claim cancellation can be mailed to the Claims Center or faxed to 701-328-2728.

Reopening a Claim

Moving Out-of-State When Receiving Benefits

Weekly Certifications

Reopening a Claim

When you initially file your claim, a benefit year is established for you. Your claim is available for you to access during this year. If you return to work or quit certifying for more than two consecutive weeks, your claim becomes inactive. Your claim is available to be reopened should you become unemployed again during the year. In order to receive benefits after your claim has gone to inactive status, you must first reopen your claim.

Once your claim is inactive, you **MUST** reopen your claim during the week you wish to be paid in order to receive benefits. Your claim becomes effective the Sunday of the week you reopen your claim. Backdating a claim is not allowed. Please note that for Unemployment Insurance purposes, **the week always starts on Sunday and ends on Saturday.**

You can reopen your claim via the Internet using **UI ICE** at www.jobsnd.com, or by calling the Unemployment Insurance Claims Center at 701-328-4995.

Moving Out-Of-State While Receiving Benefits

Notify Job Service North Dakota before you leave the state. You will be instructed how to continue your claim once you are living out of state. **Please note:** Your claim for unemployment benefits may stop if you fail to notify Job Service North Dakota of your move. You may reopen your claim on the Internet by using the **UI ICE** system on www.jobsnd.com or by calling 701-328-4995.

Weekly Certifications

Once you file your Unemployment Insurance claim, you must complete weekly certifications and meet all eligibility requirements to receive benefits for the week. **Establishing your claim does not start payments to you. You must complete your weekly certification for each week you wish to receive benefit payments.** You can complete your weekly certification online or by phone. If you complete your certification online, you will find the link to certify under “My To Do List” on the Main Menu of UI ICE. During the certification process, you will be asked a series of questions including questions regarding earnings for the week. Weekly certification is the process used to verify that you were unemployed during the week and are eligible to receive a benefit payment.

If you do not complete your certification by the timeframes listed below, you will not be able to receive benefits for the week and you will be required to reopen your claim prior to receiving any further benefits. In order to ensure that your certifications are timely, you should stay within the following timeframes when certifying:

- Certify within 13 days of the Saturday of the week in which you started your claim; or
- Certify within 13 days of the Saturday of the last week you had previously certified.

Weekly Certifications Waiting Week

Please note that you cannot skip a week of certification and then certify a later week. All weeks must be certified in order, without a break. Even if you know that you were not eligible during a specific week, you should certify the week if you plan on certifying the following week.

When to Certify:

- Certification cannot be completed until after the week has ended.
- Each week ends on Saturday so you can complete your weekly certification beginning Sunday
- You have 13 days from each Saturday to complete your certification for that week.
- You must complete your weekly certification by 10:00 pm on the 13th day.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Week ending date.
(This is the week being certified.)

13th day from week ending date.
(Last day to certify for the week ending the 13th.)

- Your certification generates your payment if you meet all other eligibility requirements.
- Most people do their weekly certification the same day every week so they do not miss the certification deadline.

Waiting Week

The first week that you establish a claim for benefits is generally your waiting week, and no benefits are paid for that week. However, you must still certify that week and meet all other eligibility requirements in order to be eligible for future benefits. A waiting week is required based on state law and enables Job Service the opportunity to obtain the necessary information to ensure the proper payment of benefits. To get credit for a waiting week, you must:

- Certify the week either via **UI ICE** at www.jobsnd.com or by calling 701-328-4995.
- Work less than full-time.
- Earn less than your weekly benefit amount.
- Meet all eligibility requirements for the week.

You will never receive payment for your waiting week. You serve only one waiting week in your benefit year. A week cannot be your waiting week if you are disqualified for any reason during that week.

Weekly Certifications

Personal Identification Number (PIN) Important Notes about Certification

Personal Identification Number (PIN)

To complete your weekly certification, and to access certain other Unemployment Insurance services, a Personal Identification Number (PIN) is required. This is the PIN you established when you filed your claim. If you don't have a PIN, call 701-328-4995 and choose option 3, "Frequently Asked Questions," between the hours of 8 a.m. and 5 p.m. Central time, Monday through Friday. After listening to the questions, you will have the option to speak to a Claims Center Representative. They can provide you with a PIN. Your PIN can be used on both the Internet and telephone systems.

Important Notes about Certification

- If you are completing your certification online, you will need to choose My To Do List to get to the Certify link.
- If you are eligible to certify two weeks, you will be given the option to certify the second week after you have completed the certification process for the first week.
- When an issue is established on your claim, payment is withheld until all of the information is gathered and an eligibility decision is made. **Continue to complete your weekly certifications during this time, even if you are not receiving payments.** If a decision is made in your favor and you meet all other eligibility requirements, you will receive payment for all weeks you certified. If you do not complete weekly certifications during this time, you will not be paid for those weeks, even if a decision is made in your favor.
- If you return to temporary employment (1-3 weeks), you should continue to certify each week regardless of your earnings, making sure to report the amount of earnings for the week.
- If you return to work for more than 3 weeks, stop certifying. To resume benefit payments, you will need to reopen your claim the week you are laid off again (see page 4).
- After your certification is completed, your information is immediately entered into our computer system. If you are eligible, your payment is processed the following business day. If you certify on a weekend, your payment is processed on Tuesday. See page 24 for more details on payment information.
- You cannot certify a week for another person, nor can anyone else certify for you.
- When you complete your weekly certification, you must report all of your earnings for the week (See pages 7-8).
- You must report **gross** earnings, not net earnings unless otherwise specified. Gross earnings are earnings before payroll deductions.
- Earnings should be reported in the week **earned**, not the week paid unless there is an exception (See page 7).
- Excess Earnings: You must report all work and gross wages earned during the week you worked. This includes income from self-employment. You can earn up to 60% of your weekly benefit amount without affecting the weekly benefit you receive. Every dollar over 60% is deducted dollar for dollar, until you earn your weekly benefit amount. If you earn wages equal to or greater than your weekly benefit amount, no payments will be issued for the week.

Reporting Earnings Common Types of Earnings

Reporting Earnings

When you certify a week of unemployment, you must report all of your earnings for the week. If in doubt about when to report earnings, you should report the earnings and then contact Job Service North Dakota at 701-328-4995. This will help you avoid an overpayment of benefits, which you would be required to repay.

- You must report **gross** earnings, not net earnings unless otherwise specified. Gross earnings are earnings prior to payroll deductions. To report your earnings, take the number of hours worked and multiply them by your hourly wage.
- Earnings should be reported in the week **earned**, not the week paid. There are some exceptions to this. Please see the following types of earnings.

Common Types of Earnings:

Regular Pay

- This includes normal pay, e.g. hourly, weekly, monthly pay, incentive pay, shift differential, project differentials, tips, commissions, piecework pay, and attendance incentives.
- These wages must be reported in the week that you earned them, even if you do not receive payment for the wages until a later date.

Holiday Pay

- Must be reported in the week the holiday occurs.

Sick Leave Pay

- Reported in the week taken; or
- Reported in the week received, when received as a lump sum payout of accrued leave.

Vacation Pay

- If you can identify the specific day(s) within a week that you are getting paid vacation or annual leave pay, then report that amount for the week in which the day(s) or hours fell.
- If you were able to direct the employer to pay vacation pay for a specific number of hours within a specific week, then report that amount for the week in which the day(s) or hours fell.
- If you cannot identify the day(s) or could not direct the employer to pay for a specific number of hours within a specific week, report the earnings for the week in which you actually receive payment.
- If you are receiving a lump sum payout of vacation pay, report the earnings for the week in which you actually receive payment.

Bonus Pay

- This is pay that is in addition to your regular pay. A bonus can be in the form of a Christmas bonus, year-end bonus, early completion bonus, or many other forms. If you are unsure whether to report earnings, contact the Unemployment Insurance Claims Center.
- Must be reported in the week received, unless it is considered part of your regular pay.

Reporting Earnings

Common Types of Earnings

Severance Pay

- Severance pay affects your Unemployment Insurance benefits when the severance pay is not based on your years of service with your employer and is intended as payment for a certain period of time following the effective date of the claim.
- Job Service North Dakota will issue a determination as to how severance pay should be reported. If Job Service North Dakota issues a determination, report the severance pay amount as specified in the determination; or
- Must be reported in the week received.

Disability Insurance Benefits

- You are required to report disability insurance benefits when your employer has paid the insurance premium for you. These benefits must be reported for the week the payment was intended. If the payment is not weekly, then it must be converted to a weekly amount. For example, if the payment is monthly, convert the number to a weekly amount by multiplying the monthly amount by three and dividing the resulting number by thirteen.

Commissions

- For each week worked, report the actual **gross** commissions earned. If you are unable to establish the actual commission amount, report an estimate. The estimate should be based on the minimum wage you designated with Job Service North Dakota as acceptable for work multiplied by the number of hours you worked. If you report the value based on this calculation, send a copy of the check stub, or some other documentation, that will verify the actual amount when you receive it. Your records and benefit amounts will be adjusted accordingly.

Income from Self-Employment

- Report your net income from self-employment in the week that you earn it. If you are unable to establish the actual amount, report an estimate by multiplying the wage for which you are willing to accept work by the number of hours you actually worked in self-employment. The estimate should be based on the minimum wage you designated with Job Service North Dakota as acceptable for work multiplied by the number of hours you worked. If you report the value based on this calculation, send a copy of the check stub or some other documentation that will verify the actual amount when you receive it. Your records and benefit amounts will be adjusted accordingly.

Other Items Considered Earnings:

- Earned or received income in the form of money, room, board, or other form of value.
- Back pay: Considered wages for the weeks covered. Notify Job Service North Dakota that you are seeking or will be receiving back pay when you file your claim. If you did not note this while filing your claim, call 701-328-4995 and speak with a Claims Center Representative for proper reporting. If you received back wages for these weeks, you may have to repay all or some of the Unemployment Insurance benefits you received.
- Farming or ranching income: Calculate your net income by multiplying the number of hours you worked by the minimum wage you designate as acceptable for work.

Note: For vacation, sick leave, and holiday pay: Even though you are not performing services for your employer in these situations, the money that you are receiving is either based on work you have already done or a continuing relationship between you and your employer, or is intended for a specific week.

Accessing Unemployment Insurance Services Accessing Unemployment Insurance Services on the Internet

Accessing Unemployment Insurance Services

You can file your claim, complete weekly certifications and check the status of your claim by telephone or on the Internet. Changing your payment option from debit card to direct deposit or direct deposit to debit card, completing Eligibility Reviews, checking items that are required on My To Do List and doing online reemployment activities can be done only on the Internet. Access Unemployment Insurance services by going to the Unemployment Insurance Internet Claim Entry (**UI ICE**) system link at www.jobsnd.com, or by calling the Unemployment Insurance Claims Center at 701-328-4995.

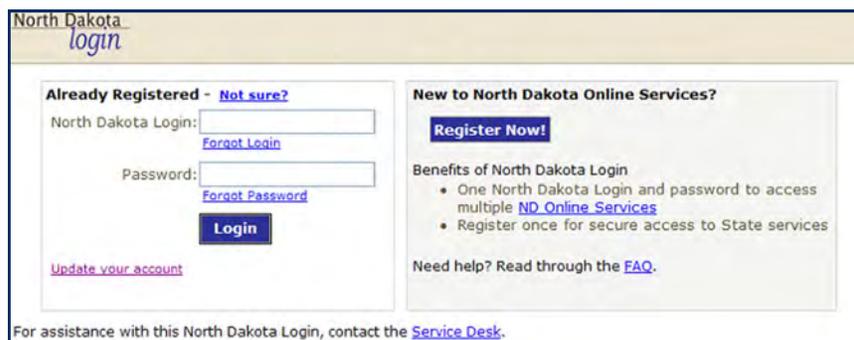
Both the **UI ICE** Internet system and the telephone system are unavailable from 10 p.m. until midnight Central Time Monday through Friday and periodically between midnight and 6 a.m. Central Time. The Unemployment Insurance Claims Center is staffed from 8 a.m. to 5 p.m., Monday through Friday, excluding holidays.

Accessing Unemployment Insurance Services on the Internet

1. Go to www.jobsnd.com and click on the **UI ICE** logo.



2. Read the information on the Welcome Page and click on the **UI ICE** logo on the bottom of the page.
3. Create a State of North Dakota Login ID. If you have registered online for a hunting or fishing license or for other State of North Dakota services, you may already have this Login ID. If so, enter your Login ID and Password. If you don't have a State of North Dakota Login, click the **Register Now** link on the **UI ICE** login page. Enter your contact information, including an e-mail address and choose a Login ID and password.
4. After you submit this information on the State of North Dakota page, an e-mail will be sent to you with a link to a login activation page. Click on the link in the e-mail and enter your Login ID and Password to activate your account.
5. After logging in with your State of North Dakota Login, you will be asked to enter your social security number and your date of birth.

A screenshot of the North Dakota login page. The page has a header with 'North Dakota login' in a blue font. Below the header, there are two main sections. The left section is titled 'Already Registered - Not sure?' and contains a form with two input fields: 'North Dakota Login:' and 'Password:'. Below the 'Password:' field is a 'Login' button. There are also links for 'Forgot Login' and 'Forgot Password'. Below the form is a link for 'Update your account'. The right section is titled 'New to North Dakota Online Services?' and contains a 'Register Now!' button. Below this is a section titled 'Benefits of North Dakota Login' with two bullet points: 'One North Dakota Login and password to access multiple ND Online Services' and 'Register once for secure access to State services'. At the bottom of the right section is a link for 'Need help? Read through the FAQ.'. At the very bottom of the page, there is a footer that says 'For assistance with this North Dakota Login, contact the Service Desk.'

Accessing Unemployment Insurance Services on the Internet

6. You will then see the Main Menu of **UIICE**. **UIICE** will allow you to File or Reopen a Claim, check Job Openings, review and complete assigned tasks, and view **Correspondence and Current News** from links on the Main Menu. When you select **My To Do List**, you will be able to view a calendar of items that need to be completed including weekly certifications, eligibility reviews, fact finding questions, reemployment services and the like. Under **My Claim Info**, you will be able to view claim status information such as your benefit year end date and your balance, determinations and appeals information, wage history, your most recent certification/payment information, payment history, Unemployment Insurance forms and resources and your personal 1099-G tax information. When you choose **Payment Option**, you will be able to select debit card or direct deposit or change your banking information. **E-Alerts** gives you the option of receiving emails or text messages to remind you that a required due date is approaching, to share that a news item pertaining to unemployment or reemployment is available or to let you know there is an online notification (Monetary or Non-Monetary Determination, appeals information, notification of eligibility review due, fact finding letters) to view. If you select to receive E-Alerts for notifications, Job Service North Dakota will no longer mail out these types of notifications.

The screenshot shows the UIICE website interface. At the top, there is a navigation bar with links for Main Menu, My To Do List, My Claim Info, Jobs, E-Alerts, and News Items. The date 04/06/2011 is displayed in the top right corner. Below the navigation bar, the Main Menu section contains a red banner for system downtime and a blue banner for system unavailability. The Manage My Claim section lists links for File a Claim, My To Do List, Correspondence, and Determinations/Appeals. The Job Openings section displays a table of job listings with columns for Job Title, Employer, City, and Details.

Job Title	Employer	City	Details
Warehouse Associate	Acme Electric	Bismarck	View
Accounting Clerk I	ADM - Benson Quinn	Center	View
Administrative Assistance/Receptionist	Mac Inc	Bismarck	View
Benefits and Payroll Specialist	St. Alexium Medical Center	Bismarck	View
part time full time customer service representatives and dispatchers	CrossCountry Courier	Bismarck	View

If you file a claim or complete your weekly certification on the **UIICE** system, you will be assigned a claim or certification number on the upper right-hand corner of the page. Please write the number down and save it for your records.

Accessing Unemployment Insurance Services on the Internet System Availability

Internet Notifications and Required Follow-Up Actions

The last page of the Internet application will be your confirmation page. It will state that your claim or certification has been completed and will give you a confirmation number. Unless you receive a confirmation number, your claim or certification is not complete and will not be processed. Make sure to print a copy of the confirmation page.

The confirmation page may include a starter list of things that you need to do in order to receive benefits. It is important that you follow the instructions given to you. If you do not follow instructions, your benefits could be delayed and possibly denied. Refer to your "To Do List" in **UI ICE** for a complete lists of tasks and due dates.

Leaving or Logging Out

If you wish to exit **UI ICE**, click on "Log Out." You can return to the Web site and complete your activity during the same week you began the activity. If you close your browser or experience computer or Internet access problems that cause you to be disconnected from **UI ICE**, any data that has not been saved will be lost. **Important:** If you do not complete your activity prior to Saturday at 11:59 p.m. Central time in the week that you began your activity, your data will be lost.

Timeouts

You must press Save/Continue once every 30 minutes or you will be logged off UI ICE. You may be actively typing, but until you press the Save/Continue button, your session is considered inactive. If a timeout occurs and you are logged off, the entries you made since your last save will be lost. The system will prompt you when your session is about to time out. Select OK to prevent the timeout action from happening.

Navigation

When using the **UI ICE** system, **you should not use the Back button of your browser. Your connection to UI ICE and any unsaved data may be lost, and you could have to log in again.** To navigate within **UI ICE**, use the Previous and Save/Continue buttons available on each page.

System Availability

Both the **UI ICE** Internet system and the IVR telephone system are unavailable from 10 p.m. until midnight Central time Monday through Friday and periodically between midnight and 6 a.m. Central time. The Unemployment Insurance Claims Center is staffed from 8 a.m. to 5 p.m., Monday through Friday, excluding holidays. **If you call outside of normal business hours, you can complete the questions over the telephone, but will need to call back during regular business hours to speak with a Claims Representative to complete your claim.**

Accessing Unemployment Insurance Services on the Telephone

Accessing Unemployment Insurance Services on the Telephone

If you wish to file a claim, reopen an existing claim, complete your weekly certification, check the status of your claim or speak with a Claims Center Representative, you can call the Claims Center at **701-328-4995** or TTY Relay 800-366-6888 (TTY for hearing impaired only).

Job Service North Dakota utilizes an Interactive Voice Response (IVR) system to assist in processing telephone calls. The system asks several questions to identify the caller and gather information concerning the caller's eligibility for benefits. Although almost any telephone will work, rotary telephones and speaker telephones are not recommended. If you are using a cellular phone, ensure that you stay within an area with a strong cellular signal and understand that there are security concerns.

You can respond to the questions the system asks by either speaking your answers or by using the keypad of your touch-tone telephone. To enter answers with your telephone keypad, you must use a touch-tone telephone. To speak your answers, you should be in a place with very little background noise. The system is sensitive and may pick up background noises and ask you to repeat your answers. This is true for both keypad and voice entry options.

If you get cut off during your call, your answers will not be recorded, and you will have to call again to repeat your information. Without your information, benefit payments cannot be made to you. Your answers will be read back to you at the end of the call. At that time, you will be asked to verify, and if necessary, make changes to your answers. **Do not hang up until you are told your claim or certification has been accepted.**

Timesaving Tips

- If you choose to speak your answers, speak slowly and clearly. Say numbers one digit at a time.
Example: 1234 should be said as "one, two, three, four," rather than "one thousand two hundred thirty-four."
- When entering dates with your keypad, enter the 2-digit month, 2-digit day, and 4-digit year.
Example: January 1, 2005 should be entered "01012005."
- To repeat a question, press the star (*) key.
- To return to the main menu, press the pound (#) key.

**Basic Eligibility Requirements:
Covered Employment and Unemployment
Able to Work
Available for Work**

Basic Eligibility Requirements: Covered Employment and Unemployment

In order to receive Unemployment Insurance benefits, certain conditions must be met. Following are the eligibility requirements set forth by the Unemployment Insurance Program. These conditions are meant to ensure that payments are made only to individuals eligible to receive Unemployment Insurance.

Covered Employment

You must have worked for an employer who is liable under the North Dakota Unemployment Insurance program. Not all employers are considered liable or covered employers. Liable employers are required to pay Unemployment Insurance taxes on the wages that they pay out.

Unemployed

The definition of an unemployed week is a week during which an individual is substantially unemployed, and the gross wages earned during the week are less than the individual's weekly benefit amount. You may receive Unemployment Insurance benefits if you are working part-time and earn less than your weekly benefit amount.

Basic Eligibility Requirement: Able to Work

You must be physically able to work at the time you file your claim. If you become ill or disabled after filing a claim or are unable to work, notify the Claims Center at 701-328-4995. In some cases, you may be allowed to continue receiving benefits.

Basic Eligibility Requirement: Available for Work

If you are returning to the employer that laid you off, you must be available for recall upon the employer's request. If you are not returning to the employer that laid you off, and/or you are required to search for work and make job contacts, you must be immediately available to accept any work suitable to your training, experience, and capabilities.

Availability for work is a very important part of receiving unemployment insurance benefits. If such things as lack of transportation or lack of child care prevent you from being able to take a job, you are not considered available for work and you will not be eligible to receive benefits. You must also be willing to accept suitable employment for which you are qualified.

If you are out of the area for vacation or personal business other than job seeking, you are not eligible to receive benefits for the time you are gone. If you plan to be out of the area for one to two weeks and plan on drawing Unemployment Insurance benefits once you return, you should continue to complete your weekly certifications, even for the week(s) you are gone. When certifying, answer "NO" to the question about your availability. This will keep your claim open, but you will not receive benefits for the week(s). When you are again available for work, call the Claims Center at 701-328-4995 (TTY 800-366-6888) to notify Job Service that you are now available for work. If you plan to be out of the area for more than two weeks, you should stop certifying and reopen your claim when you return.

Basic Eligibility Requirements: Available for Work Resume

It is not necessary to call if you plan to be away from home on weekends or if you are available to immediately accept work. If at any time you are unable to work, or have restrictions on your availability for work, contact the Claims Center at 701-328-4995. If you do not contact the Claims Center in these situations, you may be found to be ineligible for benefits, and have to repay any benefits you have already received.

Basic Eligibility Requirement: Resume

If you are not returning to the employer that laid you off, and/or you are required to search for work and make job contacts, **you must register for work by completing at least one online resume at www.jobsnd.com within 10 days of filing or reopening your claim.** Failure to complete or update your online resume will result in a stop on your claim and may result in a loss of benefits. If you are unable to complete your resume prior to the due date, contact the Claims Center. Job Service North Dakota will consider your reasons for failing to complete your resume within the timeframe and determine whether you have good cause.

If you reside in North Dakota or normally commute to work in North Dakota, you must complete a resume at www.jobsnd.com. The resume must reflect the type of work that you most recently completed. It must be accessible to employers, include your name, contact information and employment history.

If you reside in another state and do not normally commute to work in North Dakota, you must register for employment at the nearest public employment office in your state of residence.

The resume you create will be accessible to employers so make sure that you highlight your skills, education and employment background. For assistance with creating an employer friendly resume, go to your nearest Job Service North Dakota office. Job Service office locations are found on the inside of the back cover of this guide.

To create a resume, go to www.jobsnd.com and click on the "Find a Job" link.

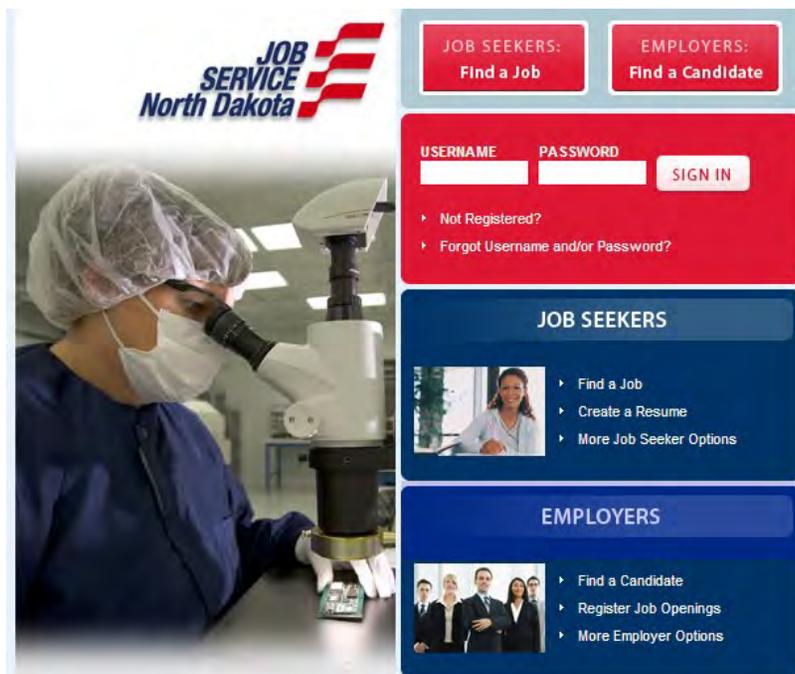
If you have previously completed a resume on www.jobsnd.com, you may already have a username and password in the system. Please note that your username and password for completing your resume may be different than the User ID and password used to enter the **UIICE** system to file your claim and complete your weekly certifications. If you do not remember your username or password or need assistance with completing your online resume, contact your local Job Service Customer Service office for assistance.



Basic Eligibility Requirements: Resume Job Contacts

If you have not completed a resume on www.jobsnd.com, click Not Registered? to complete your resume. When you get to the next page, click the Register link and then the Individual link and complete each page displayed. **You must include your Social Security Number when completing your resume. Failure to include your correct Social Security Number will result in a stop placed on your claim.**

Resumes stay active within the system for 90 days. If your resume is in the system for more than 90 days, you must update your resume in order to meet the registration requirements. Not having an active resume may result in loss of benefits. If you reopen your claim, check your resume to ensure that it is accessible to employers.



Basic Eligibility Requirement: Job Contacts

If you are not returning to the employer who laid you off and/or if you are required to search for work and make job contacts, you must actively search for work for each week you wish to receive benefits, including your waiting week. Begin making your job contacts in the same week that you apply for benefits.

You are required to **make a minimum of 2 acceptable job contacts in each calendar week.** Job Service North Dakota may assign more contacts per week.

Basic Eligibility Requirements: Job Contacts Suitable Work

Job contacts are contacts you make with employers for positions you are willing to accept. You may contact employers in person, by mailing a resume or job application, or online via the Internet. Telephone contacts are **only** acceptable if the employer requests it as the preferred method of contact. The purpose of a job contact is to become employed.

Job contacts are acceptable if they are with an identifiable employer, are verifiable and are for positions you would be willing to accept. Please note that a selection of job contacts is verified by Job Service to ensure that acceptable contacts are being made. In-person job contacts must be made with the company's hiring authority. All other job contacts must be made in the manner dictated by the employer.

Job contacts are not acceptable if you do not know the identity of the employer, if the contact is with a networking contact not in a hiring capacity, if the contact is made for the purpose of obtaining self-employment, or if you post a resume with an online recruiting firm without applying for a specific position. Job Contacts are also not acceptable if the contact is for the same job for which you already applied. For example, if you apply one week for a specific job and the next week you have an interview for the same job, this is considered one job contact.

Regardless of how many times you apply for different jobs with an employer during an eligibility review period, **an employer can only be listed as a contact twice during each 4-week eligibility review period.** Maintain a record of your job contacts on the Job Contacts Record forms in the back of this Claimant Guide. Include the date the contact was made, the company name, company address and phone number, the person or Web site with which the contact was made, the type of work applied for, and the result of the contact. For verification purposes, it is important to have the address and phone number of the employer you contacted. You are required to keep a record of your job contacts for one year. These records must be stored for this period of time in case you are selected for an audit of your claim.

Basic Eligibility Requirement: Suitable Work

Job Service North Dakota generally will not consider work to be suitable if:

- The work presents a degree of risk to your health, safety or morals.
- The work is not compatible with your prior training and experience, unless your regular work does not exist in your labor market area, and dependent upon previous work, travel arrangements, and work history.
- The work is outside your labor market area, unless opportunities for employment do not exist within your labor market area.
- The wages, hours, or other conditions of employment are substantially less than those common to the occupation in your labor market.
- The work is available because of a strike or labor dispute.

Note: If you have been receiving Unemployment Insurance benefit payments for 18 consecutive weeks, the standard of suitable work changes. If the wages offered by the employer offering work are equal to or greater than your weekly benefit amount, your refusal to accept work could cause you to become ineligible for benefits from that point forward.

Basic Eligibility Requirements: Returning to Work Eligibility Reviews

Returning to Work

If you are offered a job, the start date is within four weeks and you wish to be excused from making further job contacts, you must submit a letter or e-mail from your new employer or a copy of the letter of offer. The letter/e-mail must include your name, the name and address of the employer, the position title, the hours to be worked, and your start date. After Job Service receives the letter, a decision will be made as to whether or not you need to continue making job contacts.

Continue to make your job contacts until you receive notification to stop by Job Service North Dakota.

Remember that you will need to complete Eligibility Reviews for all weeks that you receive benefit payments.

You may still be able to receive benefits until you begin your new job, even if you are offered a position but will not begin immediately. Depending upon the day of the week that you start your new job, you may also be eligible to receive benefits for the week that you return to work. When you complete your certification, you need to report all of your gross income for the week. Remember that you will need to complete your Eligibility Review and make job contacts for any week that you receive benefit payments.

Basic Eligibility Requirement: Eligibility Reviews

If you are not returning to the employer that laid you off and/or if you are required to search for work and make job contacts, you will be required to complete monthly eligibility reviews. You will be notified when each eligibility review is due.

1. The reviews are online and can be accessed through the **UI ICE** link on www.jobsnd.com. For instructions on how to access the **UI ICE** system, please see pages 9-11.
2. Click on My To Do List on the Main Menu page on **UI ICE**. The Eligibility Review link will be available the week the Eligibility Review is due.

North Dakota nd.gov Official Portal for North Dakota State Government

JOB SERVICE North Dakota jobsnd.com

Unemployment Insurance Internet Claims Entry UIICE jobsnd.com

Main Menu My To Do List My Claim Info Jobs Payment Option E-Alerts News Items 01/19/2011

Main Menu

UI ICE System is unavailable weekdays from 10:00 pm - midnight due to system maintenance.

Manage My Claim

[My To Do List](#) - Complete Weekly Certifications and Other Unemployment Insurance Tasks

[Correspondence](#) - Recent Claim Related Information

Job Openings

Results based on: Transportation and Material Moving Occupations / within 50 miles of 58640 zip code.

Job Title	Employer	City	Details
CDL Driver	Company Confidential	Dickinson	View
CDL Class A Drivers	USC, Inc.	Dickinson	View
JOB ANNOUNCEMENT-TAT-04-07. Truck Driver/Laborer	Mandan Hidatsa & Arikara Nation	New Town	View
Transportation Technician I (2 positions)	Department of Transportation	Walford City	View
Online Classified: Driver...	Not Available	Dickinson	View

Basic Eligibility Requirements: Eligibility Review Reemployment Services

3. Click on the Eligibility Review link on the My To Do List calendar.
4. The first time you do an Eligibility Review, you need to complete an online orientation. The orientation will provide you with information concerning the requirements of the Unemployment Insurance program and services available to help you return to work. After you complete your orientation, check the box verifying that you have completed the entire orientation.
5. You will answer a series of questions to determine if you meet the requirements to receive benefits and will be required to enter job contacts for the review period. If you have entered job contacts during the weeks you have certified, you will be able to view these contacts. Carefully check that the dates of your job contacts match the review period dates.
6. If you are late completing our Eligibility Review, you may not receive payment for the week(s) you are late. If you are unable to complete your Eligibility Review prior to the due date, contact the Claims Center. Job Service North Dakota will consider your reasons for failing to complete your Eligibility Review within the required timeframe and determine whether you have good cause.
7. When you have completed the Eligibility Review, print a copy of the Confirmation Page and follow up on any requirements listed on the page.

After completing your first eligibility review, you will receive periodic notices from Job Service letting you know when additional eligibility reviews are due. You need to complete assigned Eligibility Reviews for the weeks that you have received benefits, even if you returned or are returning to work.

When entering your job contacts, you will need to note the date of the job contact, the type of work you applied for, the name of the employer, and either the address and phone number of the employer or the website if you completed an online application. If you do not know the phone number, you can use 000-000-0000. A good practice is to keep a list of all your job contacts on the Job Contact Record forms beginning on page 30 of this guide. Remember that you cannot count a job contact for the same position more than once.

Basic Eligibility Requirement: Reemployment Services

If you are not returning to the employer that laid you off and/or if you are required to search for work and make job contacts, you may receive a notification from Job Service that you have been selected to complete online reemployment services. The letter outlines the date the first service is due. Reemployment services may include reading or viewing information about topics such as Coping with Job Loss, Job Seeking and Creating Cover Letters and Resumes. To view your reemployment services, you will need to log into the **UI ICE** system on www.jobsnd.com (see pages 9-11 for details on how to access UI ICE) and click on My To Do List. The services will display the date they are due. When you click on your reemployment service, a list of the other reemployment services you must complete will be displayed on your Reemployment Services Schedule on **UI ICE**. You can complete the services at any time prior to the due dates but must complete each reemployment service by the due date assigned. The sooner you complete your services, the better prepared you will be for your job search.

Basic Eligibility Requirements: Reemployment Services Employment Assistance

One of your reemployment services is to schedule an Interview Skills Workshop in your nearest Job Service North Dakota Customer Service office. Call the office nearest you as soon as possible to schedule this in-person service. Some offices offer this service only twice per month. You need to complete this workshop prior to the due date outlined in your Reemployment Services Schedule. Once you complete the Interview Workshop, the staff in the Job Service office will mark it as completed on your schedule.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7 <i>Interview Skills Workshop due</i>	8 ←
9	10	11	12	13 <i>Make a Minimum of 2 Job Contacts this week</i>	14	15
16	17	18	19	20 <i>Make a Minimum of 2 Job Contacts this week</i>	21	22
23 <i>Certify</i> <i>Create/Update Resume</i>	24 <i>8:30am Reemployment Appointment</i>	25	26	27 <i>Make a Minimum of 2 Job Contacts this week</i>	28	29

In certain instances, you may be chosen to work with a case manager who will work with you in your efforts to become re-employed. If so, you will receive a letter indicating that you are to call and visit with your case manager. Follow any instructions given in the letters you receive from Job Service North Dakota.

If you are unable to complete your reemployment service prior to the due date, contact the Claims Center. Job Service North Dakota will consider your reasons for failing to complete your service within the timeframe and determine whether you have good cause.

Employment Assistance

Job Service North Dakota professionals are available in your nearest Job Service Customer Service office to assist you in finding employment. These staff members can show you how to find information about job opportunities in your area and give you information about your skills and abilities and how they fit into your local labor market.

Disqualifications

Disqualifications

Following are several situations in which an individual may receive an issue on their claim and be disqualified from receiving Unemployment Insurance benefits.

Voluntary Quit

If you voluntarily quit work without good cause attributable to your employer, you may be disqualified from benefits until you work for another insured employer and earn wages equal to or greater than eight times your current weekly benefit amount.

Misconduct

If you are fired for misconduct connected with your work, you may be disqualified from benefits until you obtain work from another insured employer and earn wages equal to or greater than ten times your weekly benefit amount. Grounds for being disqualified for misconduct include, but are not limited to: (a) the violation of a posted or known company rule; (b) insubordination; (c) theft; (d) destruction of company property; and (e) unexcused absences.

The law also provides that if you are discharged because of gross misconduct, you will be disqualified from receiving any benefits for a period of one year.

Labor Dispute

You may be disqualified from receiving benefits if your unemployment is related to a labor dispute. There are exceptions to this law and you should always apply for benefits to allow Job Service North Dakota to make a formal decision on your eligibility.

Failure to Report, To Respond to Requests for Information or To Properly Claim Benefits

You may be denied payments for failing to report to your Job Service North Dakota office as directed or for failing to properly claim benefits. In addition, you may be denied payments for failing to respond to requests for information in a timely manner by the due date in the request without good cause.

Alien Status

If you are not a citizen of the United States or are not legally authorized to work in the country, you cannot be paid benefits.

Not Available or Actively Looking For Work

You will be denied benefits for each week in which you are not available for work or actively seeking work. Your eligibility is determined week by week. You must actively search for work each week that you will be certifying your eligibility. This includes your waiting week. Begin your search in the same week that you apply for benefits.

Disqualifications Monetary Determinations

Failure to Complete Reemployment Activities

Federal law requires Job Service North Dakota to identify individuals who are most likely to use up all of their Unemployment Insurance benefits and provide those individuals with intensive reemployment services. These services may include testing, counseling, Job Search Assistance activities, working with a case manager, reemployment services, and training. You will be notified if you have been selected to participate in this program. Failure to participate may result in disqualification of benefits.

Refusal to Work

If you fail to accept suitable work when it is offered or if you fail to apply for a job when directed to do so, you will be disqualified until such time as you have obtained subsequent employment and earn wages equal to or greater than ten times your current weekly benefit amount.

Schooling/Training

Generally, attendance in school or a training program would disqualify you from receiving benefits. In limited situations, Job Service North Dakota can approve the receipt of Unemployment Insurance benefits for claimants attending school or an approved training program. North Dakota Century Code allows for the payment of benefits and provides specific instructions as to the approval process.

If you have been denied Unemployment Insurance benefits as a result of your attendance in a school or training program, you may be eligible to receive benefits, but only AFTER you have been approved to receive benefits while in training by Job Service North Dakota. In order to receive benefits while attending training, you must complete the Request for Benefits While in Training form in the back of this guide.

Determinations

Determinations issued by Job Service North Dakota are official decisions regarding a claim for Unemployment Insurance. Determinations fall into two categories: monetary and non-monetary.

Monetary Determinations

In most instances, you should receive a letter from us within five days from the date that you apply for Unemployment Insurance. This letter, a monetary determination, outlines the wages reported for you by your employer(s) during your "base period." Wages earned in another state may be included. If you have not received a monetary determination letter within two weeks of starting/filing your claim, contact the Job Service North Dakota Claims Center at 701-328-4995 and choose Option 3 after the language choice.

If you have earned enough wages, you are considered "monetarily eligible." The letter will reflect your weekly benefit amount and how many weeks you are eligible to receive payments.

If your wages include military wages, federal civilian wages or wages earned in another state, you will receive another monetary determination when your wages are received.

Monetary and Non-Monetary Determinations

Appealing a Determination

If the information on your monetary determination is incorrect, you may appeal the decision in writing by following the instructions on the bottom of your determination. Please provide proof of earnings, such as paycheck stubs or W-2 tax forms with your appeal.

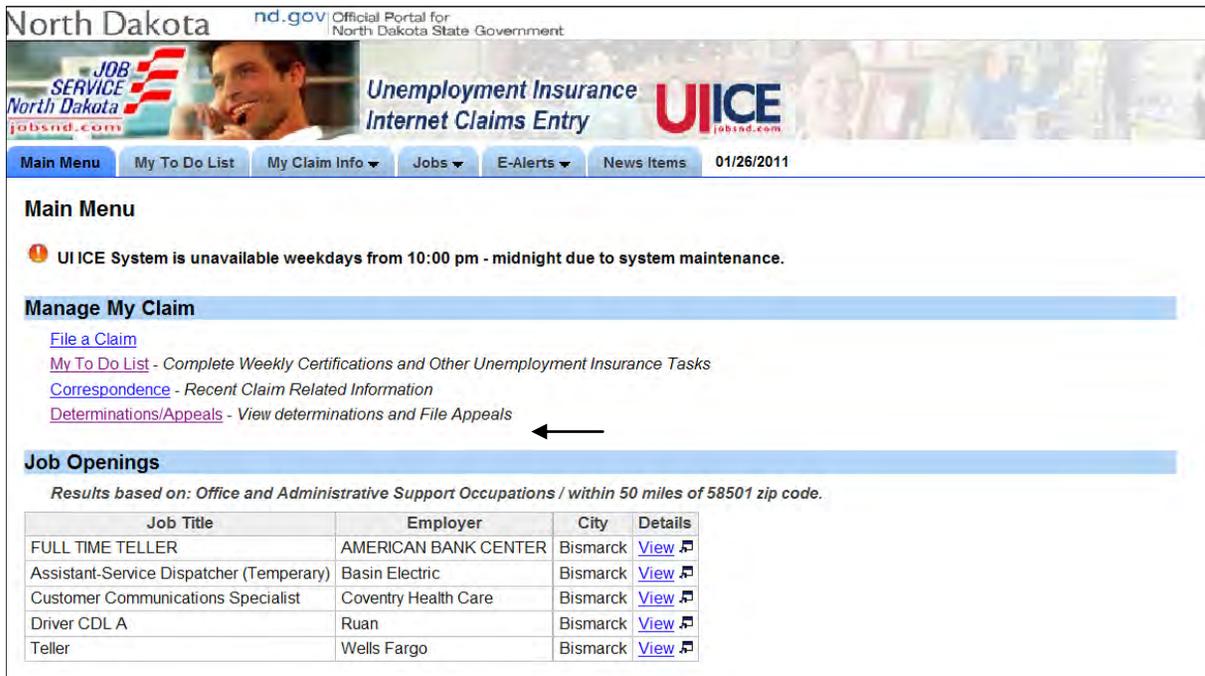
Non-monetary Determinations

You may also receive a letter entitled non-monetary determination. The determination will state whether Unemployment Insurance benefits are to be allowed or denied on your claim. Even though you may have earned enough money in your base period to qualify for Unemployment Insurance, you can be disqualified for other reasons.

Appealing a Determination

If you disagree with a decision made on your claim, you have the option to file an appeal. You may appeal if you believe the law was incorrectly applied or all the facts were not considered when the determination was made.

Your appeal rights and time limits are explained in each decision. **You must file your appeal within the time limit specified on the decision or you may lose your right to appeal.** You may file your appeal online by going to the Unemployment Insurance link on **UI ICE** and selecting the Determinations/Appeals link. You can also submit your appeal by completing and returning the appeal form included with your Nonmonetary Determination notice. If you are mailing or faxing your appeal, the appeal must be postmarked or received by Job Service North Dakota on or prior to the appeal period date specified on your determination or decision. You may contact Job Service North Dakota for assistance in filing your appeal.



North Dakota nd.gov Official Portal for North Dakota State Government

JOB SERVICE North Dakota jobsnd.com

Unemployment Insurance Internet Claims Entry UIICE jobsnd.com

Main Menu My To Do List My Claim Info Jobs E-Alerts News Items 01/26/2011

Main Menu

UI ICE System is unavailable weekdays from 10:00 pm - midnight due to system maintenance.

Manage My Claim

- [File a Claim](#)
- [My To Do List](#) - Complete Weekly Certifications and Other Unemployment Insurance Tasks
- [Correspondence](#) - Recent Claim Related Information
- [Determinations/Appeals](#) - View determinations and File Appeals ←

Job Openings

Results based on: Office and Administrative Support Occupations / within 50 miles of 58501 zip code.

Job Title	Employer	City	Details
FULL TIME TELLER	AMERICAN BANK CENTER	Bismarck	View
Assistant-Service Dispatcher (Temperary)	Basin Electric	Bismarck	View
Customer Communications Specialist	Coventry Health Care	Bismarck	View
Driver CDL A	Ruan	Bismarck	View
Teller	Wells Fargo	Bismarck	View

Appealing a Determination

Once you file your appeal, you will receive a Notice of Hearing stating the date and time of your appeal hearing. In the case of telephone hearings, you are required to call the Appeals Unit ten minutes prior to your hearing to provide the appeals referee with a telephone number where you can be reached for the hearing. The referee will contact all parties who have called in and will conference them together for the hearing. A toll-free number is listed on your Notice of Hearing. In the case of an in-person hearing, you should arrive ten minutes prior to the time of the hearing at the address specified in your Notice of Hearing.

It is very important that you participate in the telephone/in-person hearing, since the decision on your claim will be based primarily on testimony given at the hearing. Failure to participate in the hearing may result in a decision against you. If you call in or arrive late, you may not be able to join the hearing.

At the hearing, testimony will be taken, under oath, from all parties who are present for the hearing. You may have witnesses to testify on your behalf. The referee conducting the hearing will make every effort to assist you in presenting your case and obtaining the facts. An attorney may represent you if you wish. It is your responsibility to make your own arrangements if you choose to have an attorney that represents you during the hearing. Job Service North Dakota does not provide attorneys for any parties to a hearing. Job Service North Dakota requests that you provide us with the name of your attorney prior to the hearing; this will ensure that the attorney receives proper notification and copies of any exhibits to be used during the hearing.

If you disagree with the decision of the appeal referee, you may request a bureau review. As with the first level of appeals, there are time limits established as to when you must file your request for bureau review. The period in which you may request a bureau review is specified on the cover letter of the appeal referee's decision. If your request is not timely, you may lose your right to a review. Please note that in accordance with Section 52-06-19 of the North Dakota Century Code, a request for a bureau review of a decision will only be allowed in cases where the adjudicator's determination was not affirmed by the Appeal Referee's decision.

If the Appeals Referee decision affirms the determination made by the adjudicator and you wish to appeal further, you will still need to file a timely request for a bureau review. This will generate a written decision from the bureau denying the review request and informing you of further appeal rights through the court system. The written decision is necessary for you to continue with judicial review of the determination.

You can file a bureau review request on **UI ICE** by clicking on the Determinations/Appeal link or by using the appeals form included with the written Appeals Referee's decision. All requests must be filed with the Appeals Section of Job Service North Dakota on or prior to the deadline date listed in your letter. Written requests for bureau review may be delivered in person to any Job Service office, faxed to 701-328-2728, or mailed to: Appeals Section, P.O. Box 5507, Bismarck, North Dakota 58506-5507.

If you were denied benefits and appealed that decision, you must protect your right to benefits while your appeal is pending. You must continue to certify your weekly eligibility and meet all other eligibility requirements while you are in appeal status. If an appeal decision is made in your favor, benefits will be paid for the weeks you certified. No benefits will be paid for any weeks for which you did not make timely certification.

Benefit Payments

Benefit Payments: Debit Card or Direct Deposit

Benefit payments are paid automatically via the ReliaCard® Visa® **debit card**. You will receive your debit card in a plain white envelope with a Fargo, N.D., return address. Your debit card enrollment is created after you certify for your first payable week. It takes several days to create and mail your card. Once you receive the card, you will need to call the ReliaCard Customer Service number at 1-866-276-5114 to activate your card. You will be asked to enter your card number and the last four digits of your Social Security Number using the buttons on your touch-tone phone. You will be asked to create your own 4-digit Personal Identification Number (PIN). For security reasons, this PIN should not be the same as your Unemployment Insurance PIN.

Job Service North Dakota will deposit benefit payments on your card each time you certify and are found eligible for payment. These payments will be placed on your card within 2 to 3 business days. Payment will be delayed if there is a holiday between the time you certify and the time you normally receive payment. Your ReliaCard debit card works like any other debit card and can be used anywhere Visa debit cards are accepted. You can also withdraw money without fees from U.S. Bank and MoneyPass Automated Teller Machines (ATMs) and from a teller in any bank or financial institution that processes Visa. You will receive a new debit card each benefit year. However, the money already deposited on previous cards will remain on the old card and can be used until the card expiration date.

You can check the balance on your debit card for no charge at www.reliacard.com, by calling 1-866-276-5114 or on a U.S. Bank or MoneyPass ATM. If you lose your card or have questions about debit card transactions, contact the ReliaCard Customer Service center at 1-866-276-5114.

If you would like your Unemployment Insurance benefits via **direct deposit** into your existing checking or savings account, you will need to go online on the **UI ICE** system and select the Payment Options tab. Once you select direct deposit, you will be asked to choose checking or savings and enter your routing and account number. Your benefit payments will be transferred to your account within 2 to 3 business days after you complete your weekly certification and are found eligible for payment. Payment will be delayed if there is a holiday between the time you certify and the time you normally receive payment.

To choose the Direct Deposit payment option:

- Log on to www.jobsnd.com and click on the **UI ICE** logo
- Follow the directions to register or login to **UI ICE** found on pages 9-10 of this guide
- Select the Payment Options tab on the Main Menu
- Put in your PIN number and select the "Change Payment Option to Direct Deposit" link
- Enter your Bank Account Information and submit

You will need to follow the process outlined above for each benefit year. If you decide you want to change back to debit card or if you need to update any of your banking information, you can go back to the Payment Options tab on the Main Menu of **UI ICE** and make your changes. The change will be in effect the next time you receive a payment.

Deductions from Weekly Benefits Tax on Unemployment Insurance Benefits

Deductions from Weekly Benefits

In some cases, deductions may be made to your weekly benefit amount. Following are potential deductions.

Child Support

Job Service North Dakota may be required by federal law to make deductions from your Unemployment Insurance payments to satisfy your child support obligation. Job Service North Dakota, acting under court order, cannot modify or change a withholding order. If a question concerning child support withholding arises, contact the child support agency responsible for enforcing the obligation. Once established, the child support withholding amount will remain in effect until changed or cancelled by the child support agency.

Pensions

Pension, retirement, annuity, or other similar periodic payments will reduce your weekly payment of benefits if employers in your "base period" contributed to or maintained the pension plan. Pensions that may reduce your payment can include private employer and union pensions, state and local government pensions, federal civil service pensions (including disability pensions), military retirement pensions (non-disability and disability), and railroad retirement annuities. Nondeductible pensions include Social Security pensions and pensions based on the extent of disability or injury rather than length of service, such as, Veterans Administration service-connected disability compensation.

It is your responsibility to keep Job Service North Dakota informed of any changes in your retirement amount. Please notify us immediately when you receive a notice of benefit change from your pension source. Failure to do so may result in a substantial overpayment or underpayment of your Unemployment Insurance benefits.

Tax on Unemployment Insurance Benefits

Unemployment Insurance benefits are fully taxable; however, income tax is not withheld from your Unemployment Insurance benefits unless you request withholding. If you request that federal taxes be withheld, Job Service North Dakota will withhold 10% of your gross amount for taxes. You may also request North Dakota state tax be withheld at a rate of 2% of your gross amount.

Note: If you file your claim by telephone, taxes cannot be withheld until Job Service North Dakota receives the Voluntary Tax Withholding form back from you with your signature. The form is found on page 35 of this guide, and can be mailed or faxed to Job Service North Dakota. You are not required to return the form if you filed your claim via the Internet, and at that time, chose to have taxes withheld.

At the end of the year, the IRS is notified of the amount of benefits paid, along with the amount of taxes withheld. By January 31 of each year, Job Service North Dakota will mail a 1099 statement to your last known address. It is important to notify us of an address change, even if you are no longer claiming benefits.

Misrepresentation or Fraud

Overpayment of Benefits

Repayment of Overpaid Benefits

Misrepresentation or Fraud

If you knowingly make a false statement or fail to report a material fact in an attempt to collect benefits, you will be disqualified from benefits. You may also be subject to criminal prosecution. Since the disqualification period for misrepresentation or fraud may be imposed over a long period of time, it is important that you give Job Service North Dakota all of the information requested and that you give accurate information. Any benefits that you receive as a result of failing to report facts must be repaid.

Audits of Your Claim

Job Service North Dakota has programs for detecting claimants receiving Unemployment Insurance payments either through false statements or withholding of information. Some of these methods include:

- Random quality control audits;
- Internal audits of Job Service North Dakota claim records;
- Verification of return to work certifications;
- Verification of earnings; and
- Investigation of tips and leads from outside sources.

Job Service North Dakota will actively seek prosecution in cases where benefits were received fraudulently or by misrepresentation.

Overpayment of Benefits

If you receive Unemployment Insurance benefits you are not entitled to, you have been overpaid. Some of the most frequent reasons for overpayment are:

- Failure to report your gross earnings correctly;
- Disqualification: Being paid benefits and later being disqualified because eligibility requirements were not met;
- Back pay: Being reinstated to a job, with pay, after a grievance hearing; and
- Misrepresentation: Deliberately failing to report all earnings from work while claiming Unemployment Insurance benefits. Since the disqualification for misrepresentation may be imposed for up to two years or involve criminal prosecution, it is important that you give accurate information to Job Service North Dakota when requested.

Repayment of Overpaid Benefits

In most cases where benefits were paid to a claimant and it is later determined that they should not have been, the claimant must repay the benefits. The overpayment may be repaid by lump sum payment or installment payments. Interest of 1.5% per month may be applied to overpayment balances. An individual may be released from liability if repayment of an overpayment is found by Job Service to be contrary to equity and good conscience. The waiver of overpayment process may be started by calling 701-328-2818.

Glossary of Terms

APPEAL—A formal request by a claimant or employer to have a decision, determination, or notice reconsidered by the next higher level of authority.

BASE PERIOD—The first four of the last five completed calendar quarters immediately preceding the quarter in which the individual files their claim.

BENEFIT YEAR—The 52 week period beginning the first week in which an insured worker first files a claim for unemployment insurance benefits.

BENEFIT YEAR END (BYE)—The ending date of a claim referred to as benefit year end or BYE. The Saturday date which ends the 52-week period of a claim in which a claimant may receive unemployment benefits, if eligible.

BONUS PAY—Pay from an employer that is in addition to regular pay. It is not necessarily directly related to an individual's production, but more so on that of the unit or entire business. A bonus can be in the form of a Christmas bonus, year-end bonus, early completion bonus, etc.

BUREAU REVIEW—Bureau means Job Service North Dakota. A bureau review is part of the appeals process, and can be requested if a claimant or employer does not feel that an appropriate decision was made during an appeal. A bureau review cannot occur until an appeal of a determination has been held.

BUSINESS INTEREST—Wages earned by an individual who is also considered an owner of the business.

CERTIFICATION (ALSO CALLED WEEKLY CERTIFICATION)—The process used to verify that you were unemployed during the week and are eligible to receive a benefit payment. Certifications are completed via the Internet or with the automated telephone system.

CLAIM WEEK—Consists of a period of seven consecutive days beginning at Midnight Sunday and ending 11:59 p.m. the following Saturday night.

COMBINED WAGE CLAIM—A claim established using base period wages from more than one state.

COMMUTER CLAIM—A claim for an individual who commutes to work from one local office area to another, or crosses state lines to commute to work.

COVERED WAGES—Wages paid to an employee by an employer who is required to pay Unemployment Insurance taxes.

DISCHARGE—To terminate an individual from employment. Discharges may be due to employment misconduct or non-misconduct.

DURATION—The length of time that a claimant is eligible to receive benefits within a benefit year. The duration is calculated based upon wages earned by the claimant during each quarter of the base period.

ELIGIBILITY REVIEW—Periodic reviews to determine your eligibility to receive unemployment insurance benefits. This is where job contacts are entered for review.

EXCESS EARNINGS—Gross earnings that equal or exceed the weekly benefit amount.

INTERSTATE CLAIM—A claim filed in one state using wages reported in another state.

Glossary of Terms

ISSUE—A situation or potential situation that prevents an individual from being eligible for benefits. A separation issue involves reasons for leaving employment. A non-separation issue involves non-employer related factors that could prevent the claimant from being immediately ready or able to return to work.

JOB CONTACTS—Contacts with employers that are made to become employed. Job contacts can be made by mail, Internet, or in person.

JUDICIAL REVIEW—A review by the courts of a decision rendered at the bureau review level.

LIABLE EMPLOYER—An employer that is required to pay Unemployment Insurance taxes on wages paid to employees.

MAXIMUM BENEFIT AMOUNT (MBA)—The total dollar amount of benefits the claimant is eligible to receive within the benefit year.

MISCONDUCT—Is conduct showing a willful or wanton disregard of employer's interests as is found in deliberate violations or disregards of behavior that the employer has the right to expect of an employee.

MONETARY DETERMINATION—A written determination of eligibility for benefits based on covered wages earned by the claimant in the base period. It also reflects the maximum benefit amount, duration, weekly benefit amount, effective date and benefit year ending date of your claim.

MONETARY ELIGIBILITY—Eligibility for benefits based upon the covered wages paid to the claimant in the base period. The maximum and minimum benefit amounts are determined by law and are subject to change each year.

NONMONETARY DETERMINATION—A written determination of eligibility regarding a specific issue or circumstance other than monetary eligibility that may affect benefit eligibility. Items include such things as quitting a job, being discharged, etc. See the definition of an Issue above.

NOTICE OF CLAIM—The notice the employer receives advising that a claim has been filed. The notice also asks the employer for details regarding the separation from employment.

PERSONAL IDENTIFICATION NUMBER (PIN)—A 4-digit code containing numbers which allow use of the automated Internet and phone systems to reopen claims, complete weekly certifications and complete other unemployment activities.

REEMPLOYMENT SERVICES SCHEDULE—The list of reemployment services that must be completed by claimants to assist them in finding employment. The list is accessed online via the **UI ICE** system.

REOPENED CLAIM—A claim that is a continuation of a claim with a current benefit year, and a remaining balance after a break in filing due to any reason other than returning to employment.

SEPARATION—Any termination or separation from employment.

SEVERANCE PAY—Payment given to an employee by an employer when the employee is separated from employment.

UCFE CLAIM—Unemployment Compensation for Federal Employees (UCFE) claims in which some or all of the base period wages have been earned in Federal Civilian Employment.

UCX CLAIM—A claim designed to pay unemployment benefits to those individuals separated from military service for qualifying reasons.

VOLUNTARY QUIT—Termination of employment initiated by the employee.

WEEKLY BENEFIT AMOUNT (WBA)—The dollar amount a claimant is eligible to receive during a claim week.



**ES-935 CLAIMANT'S AFFIDAVIT OF FEDERAL CIVILIAN SERVICE
WAGES AND REASON FOR SEPARATION – UCFE**
JSND/UI BENEFITS AREA
SFN 59872 (05/11)

State Agency: Job Service North Dakota Local Office: Central Contact Telephone Number: (701)328.4995

Name (First, M, Last Name)		Social Security Number	Birthdate	For Internal Use Only Claim Type New <input type="checkbox"/> Additional <input type="checkbox"/> Date Filed Effective Date	
Employer (Federal Agency Name)			3-Digit Code (from the SF8)	Dates of Employment From: To:	
Place of Employment: Address (per the SF8)		City			
State		ZIP Code			
Gross Wages Received From the Above Agency (last 6 months with agency BASE and LAG Period)				Documentary Evidence (Submitted by the claimant showing Federal Civilian Employment) MAIL CLAIMANTS -Send in with this form and copies of documentation you have showing that you worked for the listed federal agency. This includes SF-50, W-2 forms, pay stubs, leave and earnings statements, payroll change slips or other credible evidence of wages and reason for separation. These copies become part of your official record. Please DO NOT send originals unless absolutely necessary; originals will be returned to you.	
QUARTER ENDING	GROSS WAGES	HOURS WORKED	WEEKS WORKED		
	\$				
	\$				
	\$				
	\$				
Total					
Lump Sum Payments Received for Annual Leave					
Amount of Payment		Date of Payment		Amount of Leave Effective Period of Annual Leave	
\$				From To	
\$				From To	
Severance Pay—Did you receive or are you entitled to receive severance pay provided by any federal law or agency-employee agreement? Yes No If yes, complete the following information:					
Weekly Amount		Number of Weeks		Total Entitlement \$ Severance Pay Period	
\$				From: To:	
Pension: Are you entitled to receive a pension from any branch of the Federal Government? Yes No If yes, enter the gross monthly pension \$					
Reason for Separation:					
<p>I, the claimant, understand: 1) That penalties are provided by law for an individual making false statements to obtain benefits; 2) That any determination based on this affidavit is not final; 3) That it is subject to correction upon receipt of wage and separation information from the federal agency for which I worked; 4) That benefit payments made as a result of such determination may have to be adjusted on the basis of information furnished by the federal agency; 5) That any amount overpaid may have to be repaid or offset against future benefits.</p> <p>I, THE CLAIMANT, SWEAR OR AFFIRM THAT THE ABOVE STATEMENTS, TO THE BEST OF MY KNOWLEDGE OR BELIEF, ARE TRUE AND CORRECT.</p>					
Signature				Date	



Job Contacts Record
 JSND/Unemployment Insurance
 SFN-58789 (R.5/11)

Name _____

Social Security Number* _____

You must actively seek employment during the period you collect Unemployment Insurance (UI) benefits. After you file your UI claim, keep a record of the job contacts you make using this form. You may be asked to produce this record at any time. Additional copies can be found under the forms section on www.jobsnd.com.

Date	Employer Name, Address, and Telephone Number	How Contacted	Person or Website Contacted	Position Applied For	Results	Application or Resume Submitted?
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No

*In compliance with the Privacy Act of 1974, a Social Security Number is mandatory on this form pursuant to 20 CFR 666.150 and/or North Dakota Century Code 52-02-02. This number is used by Job Service North Dakota for identification, federal and state tax program eligibility purposes, and program performance accountability.

Job Service North Dakota is an equal opportunity employer/program provider.
 Auxiliary aids and services are available upon request to individuals with disabilities.



Job Contacts Record
 JSND/Unemployment Insurance
 SFN-58789 (R.5/11)

Name _____

Social Security Number* _____

You must actively seek employment during the period you collect Unemployment Insurance (UI) benefits. After you file your UI claim, keep a record of the job contacts you make using this form. You may be asked to produce this record at any time. Additional copies can be found under the forms section on www.jobsnd.com.

Date	Employer Name, Address, and Telephone Number	How Contacted	Person or Website Contacted	Position Applied For	Results	Application or Resume Submitted?
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No

*In compliance with the Privacy Act of 1974, a Social Security Number is mandatory on this form pursuant to 20 CFR 666.150 and/or North Dakota Century Code 52-02-02. This number is used by Job Service North Dakota for identification, federal and state tax program eligibility purposes, and program performance accountability.

Job Service North Dakota is an equal opportunity employer/program provider.
 Auxiliary aids and services are available upon request to individuals with disabilities.



Job Contacts Record
 JSND/Unemployment Insurance
 SFN-58789 (R.5/11)

Name _____

Social Security Number* _____

You must actively seek employment during the period you collect Unemployment Insurance (UI) benefits. After you file your UI claim, keep a record of the job contacts you make using this form. You may be asked to produce this record at any time. Additional copies can be found under the forms section on www.jobsnd.com.

Date	Employer Name, Address, and Telephone Number	How Contacted	Person or Website Contacted	Position Applied For	Results	Application or Resume Submitted?
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> In Person <input type="checkbox"/> Telephone <input type="checkbox"/> Mail/Fax <input type="checkbox"/> Internet			<input type="checkbox"/> Not Hiring <input type="checkbox"/> Pending <input type="checkbox"/> Interviewed <input type="checkbox"/> Hired	<input type="checkbox"/> Yes <input type="checkbox"/> No

*In compliance with the Privacy Act of 1974, a Social Security Number is mandatory on this form pursuant to 20 CFR 666.150 and/or North Dakota Century Code 52-02-02. This number is used by Job Service North Dakota for identification, federal and state tax program eligibility purposes, and program performance accountability .

Job Service North Dakota is an equal opportunity employer/program provider.
 Auxiliary aids and services are available upon request to individuals with disabilities

Request for Benefits While in Training



REQUEST FOR BENEFITS WHILE IN TRAINING JSND/UNEMPLOYMENT INSURANCE SFN 41227 (R. 05/11)

In limited situations, Job Service North Dakota can approve the receipt of unemployment insurance benefits for claimants attending school or an approved training program. North Dakota Century Code allows for the payment of benefits and provides specific instructions as to the approval process.

If you have been denied unemployment insurance benefits as a result of your attendance in a school or training program, you may be eligible to receive benefits, but only **AFTER** you have been approved to receive benefits while in training by Job Service North Dakota. In order to have your training approved, you must have this form completed and return it to the Unemployment Insurance Claims Center in Bismarck, North Dakota.

Section A should be completed by you and Section B must be completed by your Local Job Service North Dakota office.

Before requesting benefits while in training, please note that there are strict guidelines associated with approval. North Dakota Administrative Code 27-03-08-04, Approval of Training or Retraining Programs, provides the necessary guidance for approval. In order to be approved for benefits while in training, **ALL** of the following requirements must be met:

1. No reasonable or suitable jobs are available in your area. Your training, experience, and physical capabilities are reviewed in determining whether reasonable and suitable work opportunities exist for you.
2. The training course must be designed to prepare you for available employment. The training must be in a field that fits your abilities.
3. The training must be conducted by an agency, educational institution, or employing unit which has been approved by Job Service North Dakota. NOTE: A list of eligible training providers in North Dakota is provided on jobsnd.com.
4. The training must be vocational in nature or short term academic training vocationally directed to an occupation or skill for which there are, or are expected to be, reasonable work opportunities available to you.

If after reviewing the requirements listed above, you feel that you meet the eligibility requirements for receiving benefits while in training, complete this form and return it to:

Job Service North Dakota
Unemployment Insurance Claims Center
PO Box 5507
Bismarck, ND 58506-5507

-Or-

Fax to 701-328-2728

Job Service North Dakota Unemployment Insurance staff will review the information you provide and give you with a determination of eligibility. This determination of eligibility may take up to 14 days to complete.

SECTION A – TO BE COMPLETED BY CLAIMANT		
Last Name	First Name	Middle Initial
Social Security Number*	Customer Service Office	Proposed Training Facility
Length of Course	Course of Study	
Date Classes First Started	Date All Classes Completed (Graduation Date)	
Date	Claimant Signature	
SECTION B – TO BE COMPLETED BY JOB SERVICE NORTH DAKOTA CUSTOMER SERVICE OFFICE STAFF		
Is claimant enrolled in and attending training under the Workforce Investment Act? Yes _____ No _____		
Prior Education /Training		
Physical/Medical Restrictions		
Reason For Career Change/Enhancement		
Claimant's Prior Work Experience – Indicate claimant's relevant past work history		
Job 1 (Job Title)	Job 2 (Job Title)	
Duties	Duties	
Rate of Pay	Rate of Pay	
Years of Experience	Years of Experience	
Is similar work available? Yes _____ No _____ (If yes, indicate employment below)		
Similar Employment Available – Show available suitable jobs for the claimant		
Job 1 (Job Title)	Job 2 (Job Title)	
Duties	Duties	
Rate of Pay	Rate of Pay	
How will training prepare individual for future employment?		
Factors considered in determining individual's ability to benefit from training (test results, interest inventory, skills)		
Type of work expected	Rate of pay expected	
Is claimant willing to relocate after training, if necessary? Yes _____ No _____		
Demand for new skills (list employment possibilities)		
Date	Customer Service Representative	

*In compliance with the Privacy Act of 1974, a Social Security Number is mandatory on this form pursuant to 20 CFR 666.150 and/or North Dakota Century Code 52-02-02. This number is used by Job Service North Dakota for identification, federal and state tax, program eligibility purposes, and program performance accountability.

Job Service North Dakota is an equal opportunity employer/program provider.
Auxiliary aids and services are available upon request to individuals with disabilities.



VOLUNTARY TAX WITHHOLDING

JSND/Unemployment Insurance
SFN-59059 (R. 04-09)

Your unemployment insurance benefits are subject to federal and state income tax. You can choose to have federal and state income tax withheld from your benefit amount.

Job Service North Dakota **cannot refund these withholdings** to you even if you return a check to us or have an overpayment of unemployment benefits which you must repay. **Withholdings can only be refunded by the IRS and then only if you file and qualify for a refund on your annual income tax returns.**

Income tax withholding from your unemployment insurance benefits is voluntary and is not required by law.

If you choose to have income taxes withheld, complete this form, tear it out of the guide, and return it by fax or mail to Job Service North Dakota using the contact information below.

You may discontinue withholding at any time. If you choose to discontinue withholding, complete this form, tear it out of the guide, and return it by fax or mail to Job Service North Dakota using the contact information below.

- Yes, I want federal income tax withheld from my Unemployment Insurance benefit amount.**
- Yes, I want federal and North Dakota state income tax withheld from my Unemployment Insurance benefit amount.**
- I want to discontinue federal or federal and North Dakota state income tax withholdings from my Unemployment Insurance benefit amount.**

Signature: _____

Social Security Number*: _____

Date: _____

Return this form to:
Job Service North Dakota
Unemployment Insurance Claims Center
P.O. Box 5507
Bismarck, ND 58506-5507
or fax to 701-328-2728

*In compliance with the Privacy Act of 1974, a Social Security Number is mandatory on this form pursuant to 20 CFR 666.150 and/or North Dakota Century Code 52-02-02. This number is used by Job Service North Dakota for identification, federal and state tax, program eligibility purposes, and program performance accountability.

Job Service North Dakota is an equal opportunity employer/program provider. Auxiliary aids and services are available upon request to individuals with disabilities.

PLEASE NOTE: Unemployment Insurance Claims are processed by clicking on the **UI ICE** logo at www.jobsnd.com or the Unemployment Insurance Claims Center only.

Direct all claims calls and questions to the Job Service North Dakota UI Claims Center, 701-328-4995.

Assistance with finding employment, registering for work and using **UI ICE** is available at the following locations:

Job Service North Dakota Offices

Beulah

119 E Main
Beulah ND 58523
Ph: 701-873-5607
877-268-5437
Fax: 701-873-2166

Grafton

927 12th St W
Grafton ND 58237
Ph: 701-352-4450
800-321-7416
Fax: 701-352-4454

Oakes

924 S 7th St
Oakes ND 58474
Ph: 701-742-2546
Fax: 701-742-2742

Bismarck-Mandan

1601 E Century Ave
Bismarck ND 58503
Ph: 701-328-5000
800-247-0981
Fax: 701-328-5050

Grand Forks

1501 28th Ave S
Grand Forks ND 58201
Ph: 701-795-3700
800-247-0986
Fax: 701-795-3750

Rolla

103 E Main Ave
Rolla ND 58367
Ph: 701-477-5631
877-516-0600
Fax: 701-477-6701

Devils Lake

301 College Dr S
Devils Lake ND 58301
Ph: 701-662-9300
800-247-0982
Fax: 701-662-9310

Harvey

119 9th St W
Harvey ND 58341
Ph: 701-324-4552

Valley City

325 2nd St NW
Valley City ND 58072
Ph: 701-845-8860
800-831-6374
Fax: 701-845-8870

Dickinson

66 Osborn Dr
Dickinson ND 58601
Ph: 701-227-3100
800-247-0983
Fax: 701-227-3111

Jamestown

1307 12th Ave NE Ste 3
Jamestown ND 58401
Ph: 701-253-6200
800-247-0988
Fax: 701-253-6222

Wahpeton

524 2nd Ave N
Wahpeton ND 58075
Ph: 701-671-1550
888-671-9229
Fax: 701-671-1575

Fargo

1350 32nd St S
Fargo ND 58103
Ph: 701-239-7300
800-247-0985
Fax: 701-239-7350

Minot

3416 N Broadway
Minot ND 58702
Ph: 701-857-7500
800-482-0017
Fax: 701-857-7550

Williston

422 1st Ave W
Williston ND 58802
Ph: 701-774-7900
800-247-0989
Fax: 701-774-7925

New Town

204 Main St
New Town ND 58763
Ph: 701-627-4390
Fax: 701-627-4305

TTY Relay ND

Within ND: 711
Outside ND: 800-366-6888



UNEMPLOYMENT INSURANCE
JSND-4003 (R. 5-11)

Job Service North Dakota is an equal opportunity employer/program provider.
Auxiliary aids and services are available upon request to individuals with disabilities.



1000 East Divide Avenue
P.O. Box 5507
Bismarck, ND 58506-5507

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE \$300

CHANGE SERVICE REQUESTED

PRESORTED
STANDARD
POSTAGE & FEES
PAID
BISMARCK N.D.
PERMIT NO. 104