

Employers are required to file employer filed (partial) claims online on behalf of their full and part-time employees whenever it is necessary to temporarily reduce work hours or there is no work available due to COVID-19. Filing employer filed claims results in your employees receiving unemployment insurance (UI) benefit payments faster, usually within 48 hours for claims filed electronically.

### Eligibility

You may submit employer filed claims for full and part-time employees who are temporarily laid off or whose hours have been temporarily reduced because of a lack of work due to COVID-19. Employees must be expected to return to work when the COVID-19 emergency ends. They must also be United States (U.S.) citizens or non-citizens who are authorized to work in the U.S.

Do NOT submit claims for employees who:

- are on scheduled/customary vacation, scheduled/customary plant shut down, or scheduled/customary plan closure (O.C.G.A. Section 34-8-195).
- employed by a temporary agency and are currently working at your place of business.
- were employed in another state in the last 18 months.
- were employed with the federal government or on active military service in the last 18 months.
- are 1099 employees.
- are voluntarily out of work, e.g., quits, requested leaves of absence, self-quarantined, etc.
- have been permanently separated from your company.

### Required Information

You will need the following information for each employee:

- Name
- Social Security Number
- Work authorization information for non-citizens
- Address
- Date of Birth
- Whether or not they want federal and/or state income taxes withheld (GDOL will withhold 10% for federal and 6% for state taxes.)
- Earnings (Report gross wages—amount of pay before deductions—for any work they performed during the week for which you are filing. Report any vacation pay, holiday pay, and/or earnings during the week in which it was earned, NOT during the week it was paid to the employee. Report any additional income employees are receiving to the GDOL, except Social Security benefits, jury duty income, and pay for weekend military reserve duty.)

### How to File Online

You must be a registered user on the [Employer Portal](#) with administrator or user privileges permitting you to submit employer filed claims. If your company is not registered on the [Employer Portal](#), you must first establish an administrator account. Download the [Administrator Guide](#) on the [Employer Portal](#) login page and follow the step-by-step instructions. If a third-party service provider is the administrator on your account, ask them to add you as a user and give you the ability to file employer filed claims. If you are already a registered user on the portal, but are not currently permitted to file employer filed claims, contact your Employer Portal administrator for assistance.

Follow these steps to file employer filed claims on the [Employer Portal](#):

1. Log into the [Employer Portal](#).
2. Select the **employer account number** under **Registered Account**.
3. Select the **File Employer Filed Claims** link under **Common Links**.
4. Select your method of filing—Multi-Claims Upload or Single Claim Entry. You must download and use the GDOL Excel template for Multi-Claims Upload. The Employer Filed Claims application will not retain your employee information when using Single Claim Entry. You must re-enter for each week.
5. Follow the on-screen instructions.

**NOTE:** See the *Employer Filed Claims Desk Aid* for instructions.

### WHEN YOU FILE

- You must file an employer filed claim for each pay period. A week of partial unemployment consists of an employer's established pay period week. Once a pay period is established, it should remain the same.
- There must be seven (7) days between payment week ending dates.
- Accurately report the employee's name, social security number (SSN), and date of birth. They must match the Social Security Administration's records.
- Do NOT submit claims until after the week ending date on the claim. The Georgia Department of Labor (GDOL) cannot accept claims filed prior to the week ending date on the claim.
- Report any leave pay, vacation pay, holiday pay, and/or earnings during the week in which it was earned, NOT during the week it was paid to the employee.
- Report any additional income employees are receiving to the GDOL, except Social Security benefits, jury duty income, and pay for weekend military reserve duty.

### ADVISE YOUR EMPLOYEES

Advise your employees of the following:

- They do NOT have to file an unemployment insurance claim. You are doing that for them.
- They can elect to have state and/or federal taxes withheld by GDOL.
- They have the option of using direct deposit or the Georgia UI Way2Go Debit MasterCard®.
- Employees choosing direct deposit must enter their direct deposit information on the GDOL website by selecting **UI Benefit Payments Method** under **Individuals** on the [Online Services](#) page. A personal identification number (PIN) is required. A letter (DOL-8475) will be mailed to them notifying them of their PIN. If they do not receive the letter or forget their PIN, give them the following instructions:
  1. Go to [dol.georgia.gov](http://dol.georgia.gov).
  2. Select **Claim Weekly UI Benefits Payments**. **You will NOT claim benefits**. This online application allows you to establish a new PIN.
  3. Enter your Social Security Number.
  4. Leave the field labeled "If you have already set up a PIN, enter it here" blank.
  5. Enter a 4-digit PIN of your choice in the field labeled "If you need to set up a PIN, enter it here."
  6. Re-enter your 4-digit PIN in the field labeled "Reenter for verification."
  7. Click on the Submit button.

- Unemployment benefits are paid on a weekly basis. All weekly earnings over \$50.00 are deducted dollar for dollar from the benefit payment.
- They are NOT required to report to a career center, register for Employment Services on EmployGeorgia.com, or search for work.
- If they receive notification from GDOL that their claim is not monetarily valid due to insufficient wages **and** they know they have other employment in the quarters, they should contact their local career center for assistance.
- Claims for non-citizens cannot be processed until their legal presence in the U.S. is verified by Homeland Security. If Homeland Security cannot verify their legal presence using the information you submitted when filing their claim, the GDOL will mail a *Request for Verification of Citizenship or Alien Status (DOL-5154PC)* to the employee. They must submit a copy of the DOL-5154PC letter they received and any of the following documents to GDOL:
  - I-551 (Permanent Resident Card)
  - I-766 (Employment Authorization Card)
  - I-94 (Arrival/Departure Record) in Unexpired Foreign Passport
  - I-94 (Arrival/Departure Record)
  - Unexpired Foreign Passport (with picture and temporary I-94 or I-551 stamp or other supporting documentation)
  - I-20 (Certificate of Eligibility for Nonimmigrant (F-1) Student Status)
  - DS2019 (Certificate of Eligibility for Exchange Visitor (J-1) Status)
  - Naturalization Certificate
  - Certificate of Citizenship
  - I-571 (Refugee Travel Document)
  - I-327 (Reentry Permit)
  - Machine Readable Immigrant Visa (with picture and Temporary I-551 Language)

**Failure to provide the requested documents by the deadline stated in the letter will delay their benefit payments or may result in disqualification from receiving benefits.** They may mail or fax the required documents to their local career center or Claims Administration using any of the following methods:

E-mail the documents to: [PartialClaims@gdol.ga.gov](mailto:PartialClaims@gdol.ga.gov)

Fax the documents to: 404.232.3049

Mail the documents to: Georgia Department of Labor  
Claims Administration  
148 Andrew Young International Blvd., NE, Suite 900  
Atlanta, GA 30303-1751