

# FOR ASSISTANCE, PLEASE CALL TELCLAIM: (866) 831-1724

### IF YOU HAVE BEEN OVERPAID UNEMPLOYMENT BENEFITS, YOU MUST REPAY THE DEBT TO DEW.

You may submit payments online using a debit card, credit card or electronic check. This guide provides step-by-step instructions on how to pay with credit or debit.

**Please note that an online convenience charge will be applied to your payment amount.** The convenience charge is administered by a third party and is determined by the method or amount of the payment.

Visit https://dew.sc.gov/individuals/how-unemployment-insurance-works/overpayments for more information.

VELCOME		
Actions Required		Important Messages
Go To My Home Page	۵	REPORT EARNINGS: You may have the opportunity to work part time while you are filing for unemployment. When you certify your dam, you must report the saming for any work you did the previous Sunday through Saturday dain week, even if you have not yet been paid for that work.
File a New Unemployment Insurance Claim	۵	Testing
		WERLY CERTIFICATION: Claim weeks run Sunday through Saurday, DVERY WEEk you must complete a weekly certification in the Mybinetits portal. That simply means you are confirming with the agency that you did not work the previous week and that you are aliable and abalisitie in own: For the you understand the thempolyment homance process, you will be required to week video the first week after you file your initial claim and then every few weeks as you continue to file for unemployment benefits
		WORK SEARCH: Each week that you certify for benefits, you are required to complete at less two work searches in the SC Work Online Services (SCWOB) portal while logged into your SCWOS account. This active search for work helps increase your chances of findement which has a word in entropy above forces.

**1.** LOG ON TO

HTTPS://SCUIHUB.DEW.SC.GOV/CSS/ CSSLOGON.HTM, BY ENTERING YOUR USERNAME AND PASSWORD.

# CHECK THE "I'M NOT A ROBOT" BOX AND VERIFY, THEN CLICK LOGIN.

ON THE WELCOME PAGE, CLICK THE DASHBOARD TAB LOCATED AT THE TOP LEFT. YOU CAN ALSO CLICK ON THE GO TO MY HOME PAGE LINK LOCATED UNDER ACTIONS REQUIRED.

 ON YOUR DASHBOARD, YOU CAN LOCATE YOUR OVERPAYMENT BALANCE IN A BOX ON THE FAR RIGHT.

**3.** CLICK THE MAKE PAYMENT LINK LOCATED BELOW YOUR OVERPAYMENT BALANCE.



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dew	<b>Employment and Workforce</b>

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- **4.** ONCE YOU CLICK MAKE PAYMENT, YOU WILL BE TAKEN TO THE PAYMENT OPTION SCREEN.
  - IF YOU HAVE NOT SETUP A PAYMENT PLAN YOU WILL NEED TO ENTER INTO A PAYMENT AGREEMENT IF YOU WANT YOUR PAYMENT TO BE APPLIED TOWARD YOUR PAYMENT AGREEMENT.
  - \*IN ORDER TO PREVENT FUTURE COLLECTION ACTIVITY YOU MUST BE IN A CURRENT AND ACTIVE PAYMENT AGREEMENT.
- **5.** THE **PAYMENT OPTIONS** SCREEN WILL PROVIDE YOU WITH THE FOLLOWING PAYMENT AMOUNT OPTIONS:
  - OUTSTANDING BALANCE
    - THIS OPTION IS CHOSEN IF YOU CAN PAY YOUR BALANCE IN FULL.
  - MINIMUM PAYMENT
    - THIS OPTION IS YOUR MINIMUM MONTHLY PAYMENT AMOUNT THAT WAS AGREED UPON WHEN YOU REQUESTED A PAYMENT AGREEMENT WITH DEW.
  - OTHER
    - THIS OPTION IS CHOSEN IF YOU CANNOT PROVIDE PAYMENT IN FULL OR ARE ENTERED INTO A PAYMENT AGREEMENT WITH DEW.

\*YOU MUST MAKE THE TOTAL MINIMUM MONTHLY PAYMENT ON OR BEFORE YOUR DUE DATE TO ENSURE YOUR PAYMENT AGREEMENT DOES NOT DEFAULT.

Payment Options	S		
OUTSTANDING BALANCE \$5	i0,222.76	MINIMUM PAYMENT \$ 1,1	046.00
SELECT A PAYMENT AMOUNT			
Outstanding Balance	\$ 50,222.76		
O Minimum Payment	s 1,046.00		
O Other	\$		



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CONFIRM ACTION	
You are leaving the DEW website. The screen layout and appearance will be diff	ferent. Click "Next" to continue.
	Cancel



Payment		
Payment Type		
	Payment Type *	
	Select One Credit Card Electronic Check	Novt &
		Next >

- ONCE YOUR PAYMENT OPTION HAS BEEN CHOSEN, **CLICK NEXT**.
- A POP UP "CONFIRM ACTION" WILL DISPLAY NOTIFYING YOU THAT YOU ARE LEAVING THE DEW WEBSITE.
- 6. CLICK NEXT. THEN, YOU WILL BE REDIRECTED TO A THIRD PARTY WEBSITE, THE SC.GOV PAYMENT PAGE.

### **7.** CHOOSE A PAYMENT TYPE.

- CREDIT CARD A 1.7% MERCHANT CHARGE AND A \$1.00 PORTAL CHARGE WILL BE ADDED TO EACH CREDIT CARD TRANSACTION.
- ELECTRONIC CHECK A \$2.50 PORTAL CHARGE WILL BE ADDED FOR USING THE ELECTRONIC CHECK OPTION.
- \*THESE FEES WILL NOT BE APPLIED TO YOUR OUTSTANDING BALANCE, BUT INSTEAD ARE CONVENIENCE CHARGES FOR ONLINE PAYMENTS.
- \*ANY PAYMENTS DENIED DUE TO ERRORS IN SUBMISSION, INSUFFICIENT FUNDS IN YOUR ACCOUNT, OR CREDIT CARD REFUSAL WILL BE ADDED BACK TO THE BALANCE OWED.
- **8.** CLICK NEXT ONCE FINISHED.
  - \*PLEASE NOTE YOU CANNOT GO BACK OR YOU WILL NOT BE ABLE TO PROCESS YOUR PAYMENT UNTIL THE NEXT DAY.



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Customer Information	
	Complete all required fields [ * ]
Country	
United States	
First Name *	Last Name *
WENDEL	ROBINSON
Address *	
255 WOODMONT SCHOOL RD	
Address 2	
City *	State
PIEDMONT	SC - South Carolina
ZIP/Postal Code *	
29673	
Phone *	
864-395-1143	
Email * 🍘	
PSSC@SCDEW.COM	
	Next >

	Complete all required fields [*]
Credit Card Number * 😨	Credit Card Type
Expiration Month *	Expiration Year *
Select a Month	Select a Year
Security Code *	
Security Code *   ⑦   Name on Credit Card *	
Security Code *	
Security Code *	Next >
Security Code *	Next >

- **9.** YOU WILL BE REDIRECTED TO THE **CUSTOMER INFORMATION** PAGE.
  - YOUR INFORMATION WILL BE PRE-POPULATED. PLEASE **CONFIRM** ACCURACY OF INFORMATION.

- **10.** CLICK NEXT AND YOU'LL BE TAKEN TO THE PAYMENT INFO PAGE.
- **11.** ENTER YOUR PAYMENT INFORMATION AND **CLICK NEXT**.
- **12.** YOU WILL BE BROUGHT TO THE **SUBMIT PAYMENT INFO PAGE**.
  - VALIDATE ALL INFORMATION YOU'VE PROVIDED (PAYMENT TYPE, CUSTOMER INFO, AND PAYMENT INFO).
  - CLICK SUBMIT.
- YOUR PAYMENT WILL BE PROCESSED AND YOU WILL RECEIVE A SC.GOV RECEIPT. THE RECEIPT PAGE CONFIRMS THAT YOUR PAYMENT HAS BEEN MADE.
  - YOU ARE ENCOURAGED TO KEEP A RECEIPT FOR YOUR RECORDS.

**NOTE:** Please allow up to three business days for this payment to be reflected on your portal's account balance.