

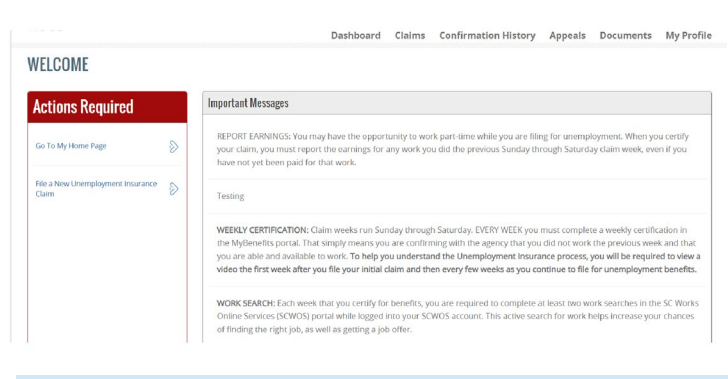
FOR ASSISTANCE, PLEASE CALL TELCLAIM:  
**(866) 831-1724**

## 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.

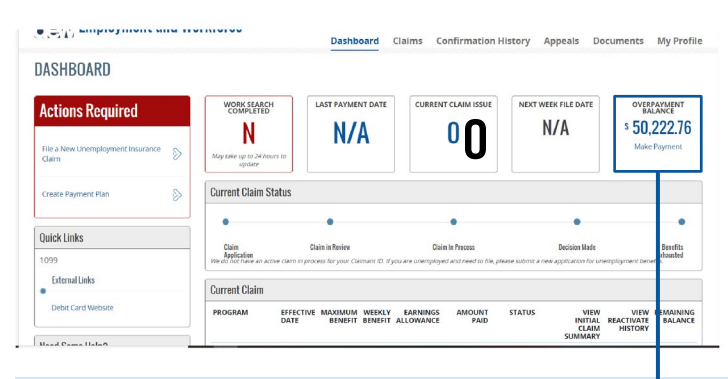
Visit <https://dew.sc.gov/individuals/how-unemployment-insurance-works/overpayments> for more information.



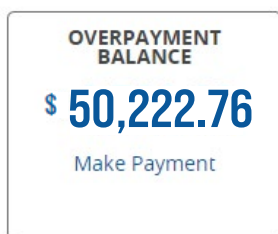
1. LOG ON TO  
<HTTPS://SCUIHUB.DEW.SC.GOV/CSS/CSSLOGIN.HTM>, BY ENTERING YOUR USERNAME AND PASSWORD.

**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.



2. 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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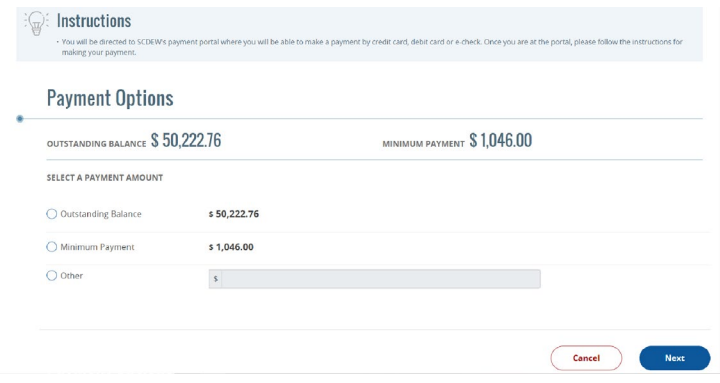
- 4.** ONCE YOU CLICK MAKE PAYMENT, YOU WILL BE TAKEN TO THE PAYMENT OPTION SCREEN.
- **IF YOU HAVE NOT SETUP A PAYMENT PLAN YOU WILL NEED TO ENTER INTO A PAYMENT AGREEMENT** IF YOU WANT YOUR PAYMENT TO BE APPLIED TOWARD YOUR PAYMENT AGREEMENT.

**\*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.**



**Instructions**  
\* You will be directed to SC DEW's payment portal where you will be able to make a payment by credit card, debit card or e-check. Once you are at the portal, please follow the instructions for making your payments.

### Payment Options

OUTSTANDING BALANCE \$ 50,222.76      MINIMUM PAYMENT \$ 1,046.00

SELECT A PAYMENT AMOUNT

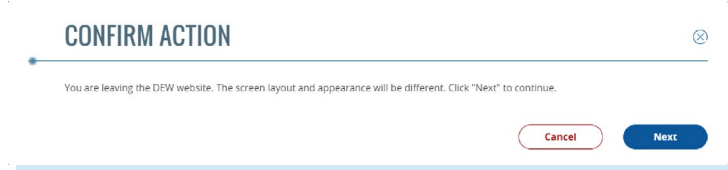
Outstanding Balance      \$ 50,222.76

Minimum Payment      \$ 1,046.00

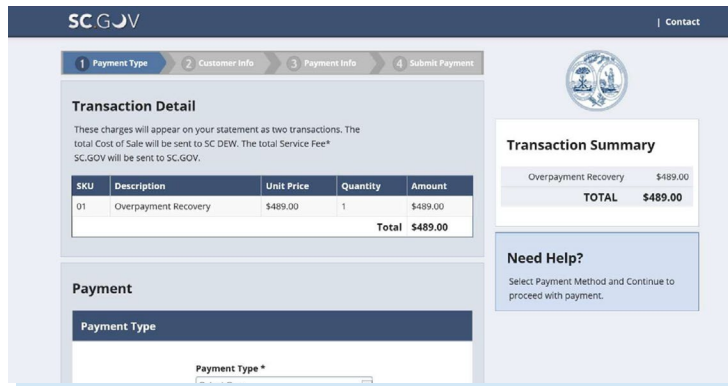
Other      \$

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- 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.**

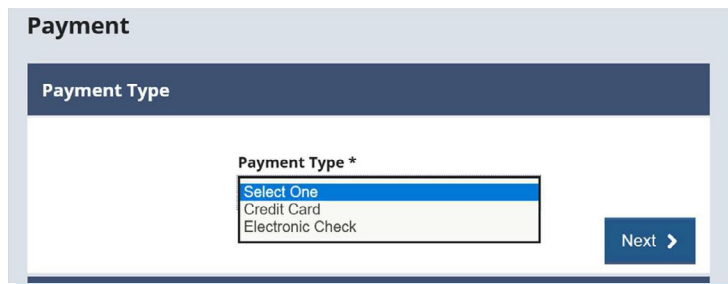
- **CREDIT CARD - A 1.7% MERCHANT CHARGE AND A \$1.00 PORTAL CHARGE** WILL BE ADDED TO EACH CREDIT CARD TRANSACTION.
- **ELECTRONIC CHECK - A \$2.50 PORTAL CHARGE** WILL BE ADDED FOR USING THE ELECTRONIC CHECK OPTION.

**\*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**

**First Name \***  **Last Name \***

**Address \***

**Address 2**

**City \***  **State**

**ZIP/Postal Code \***

**Phone \***

**Email \***

[Next >](#)

**9.** YOU WILL BE REDIRECTED TO THE  
**CUSTOMER INFORMATION** PAGE.





- YOUR INFORMATION WILL BE PRE-POPULATED. PLEASE **CONFIRM ACCURACY OF INFORMATION**.

**Payment Info**

Complete all required fields [ \* ]

**Credit Card Number \***

Credit Card Type

**Expiration Month \***  **Expiration Year \***

**Security Code \***

**Name on Credit Card \***

[Next >](#)

[Cancel](#)

**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**.

**13.** 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.