

PANDEMIC UNEMPLOYMENT ASSISTANCE (PUA)



NC DEPARTMENT
of COMMERCE
EMPLOYMENT SECURITY

Updated October 26, 2020

**File your claim at
des.nc.gov**

**Pandemic Unemployment
Assistance**

866-847-7209

During periods of high call volume, you may experience longer wait times.

**North Carolina
Division of
Employment
Security**

WHAT IS PUA?

Pandemic Unemployment Assistance, or PUA, is a federal program for people:

- Who are unable to work as a direct result of COVID-19 AND
- Are not eligible for regular state unemployment benefits, such as independent contractors or self-employed workers.

PUA provides benefits to qualifying individuals who are otherwise able to work and available for work, except that they are unemployed, partially unemployed, or unable or unavailable to work due to one of the COVID-19 related reasons under the federal CARES Act.

You must certify that you continue to be out of work each week due to a COVID-19 related reason to receive ongoing PUA benefits. Click [here](#) for more information about eligibility.

HOW TO APPLY

- The fastest and most efficient way to apply for unemployment benefits is to create an online account and file online at des.nc.gov.
- Click on the Apply for Pandemic Unemployment Assistance link to complete the application process.
- If you are currently receiving state unemployment benefits, you will not see a link to file for PUA. You must be ineligible for regular state unemployment benefits to receive PUA.
- DES must review claims individually to determine whether a person is eligible for PUA. When claim volumes are high, it may take several weeks for to receive a determination of benefits.

PUA PAYMENTS

To receive payments, you must complete a Weekly Certification for every week you file for benefits. In your Weekly Certification, report any wages you earned during that week.

Any benefits owed for previous weeks will be paid retroactively.

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TIPS FOR APPLYING FOR PUA

1. DES recommends you upload all necessary documents with your application before you click 'Submit.' However, you can submit your application even if documents, such as tax returns, are not yet available.

If you do not have your documents when you start your application, you can save your work and come back to it when you are ready to submit all of your information. Failure to provide documentation could result in an individual being provided the minimum weekly benefit amount for Pandemic Unemployment Assistance.

Examples of documents to show past employment and income:

- 2019 tax returns
- Recent paycheck stubs
- Bank receipts
- 1099s
- Billing statements, notices
- Business licenses
- Contracts, invoices, ledgers

Examples of documents to show COVID-19 as the reason for loss of work:

- Documentation from medical professionals related to diagnosis or isolation instructions
- Notices from school or childcare providers
- Notices from county or state government regarding business closures or stay at home orders
- Documentation that a job offer or need for your services was canceled or delayed because of COVID-19

2. If you're a 1099 employee, list the name and address displayed on your 1099 when completing the last employer section on your application.

On the Employment
History page, select **Add
North Carolina
Employer.**

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APPLY FOR BENEFITS: ADD NC EMPLOYER

Initial Filing | Employment | Separation | Other Separation | Work Search | Occupation | Summary | Status | Confirmation

Please provide your employer by using one of the following options:

Option 1
*Enter the Employer Name and click on the Search button. Search
Please refer to the business name on your last payroll when searching for the correct employer.

Option 2
If you're unable to find your employer from above, click on the Manual Entry button. **Manual Entry**

Employer Selected

North Carolina Employer(s) may be added using one of the Options listed above, or continue to the next screen by pressing the Finish button below.

Finished adding North Carolina employer. Continue to next screen.

On the next page,
self-employed
workers and
independent
contractors
should click on
the green **Manual
Entry** button.

On the Manual Entry page,
enter the name and
address you use for work
purposes. (i.e., Joe
Claimant or Joe Claimant's
Business)

Upload your proof of
income before submitting
your claim.

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Fields marked with an asterisk * are required.

* Name of Employer as listed on W-2 or Paycheck:

* Employers Business Name:

Country: USA

* Employer's Address: Line1

City: Line2

* State:

* Zip Code: Validate

* Phone Number: (000-000-0000)

Fax Number:

* Dates of Employment: Start Date: End Date:

* Type of Work Performance: Line1

* Physical Location of Job: Line2

City:

* State:

Country: USA

* Zip Code: Validate

* Name of Immediate Supervisor:

Number you would call if calling in sick:

* Hourly Rate of Pay:

* Hourly Worked per Week:

* Method of Payment: Check Cash

* My Employer: Did or Did not deduct taxes from my check

* I: Did or Did not consider myself self-employed or an independent contractor

* Provide any supporting documents you have. Check all that apply: W-2 1099 Check Stubs Non Payroll Check Stubs

Tax Returns Employer Letter Non Available

Other Upload Maximum acceptable file size is 20MB

3. Complete your Weekly Certifications for every week you are filing for benefits.

A Weekly Certification is a series of yes/no questions that helps determine your eligibility for benefits each week. If you do not complete a Weekly Certification, you will not be considered for payment.

Log into your online account to complete your Weekly Certification. If you do not have online access, call 888-737-0259.

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