

## 44-100.O. How to Use the On-line Real Time EDD U/DI Option

### Table of Contents

Section	Topic
<a href="#">44-100.O.1</a>	General
<a href="#">44-100.O.2</a>	Recipient Uses Single Name
<a href="#">44-100.O.3</a>	Displayed Message
<a href="#">44-100.O.4</a>	Active Claim
<a href="#">44-100.O.5</a>	Non-active Claim

### 44-100.O.1 General

From the IEVS main menu, select option “E”, and enter the applicant’s Social Security Number (SSN) and press the ENTER key. The EDD REAL-TIME MATCH Screen will appear with the SSN prefilled. Enter the applicant’s name, at least one character of the first name and the entire last name (appropriate spaces and special characters such as dashes or apostrophes can be used), the birthdate and sex codes are optional, and press the ENTER key.

### 44-100.O.2 Recipient Uses Single Name

If the recipient uses a single name, put a space in the First name field by depressing the space bar and put the single name in the Last name field.

EDD does their match with only the SSN and the name, so including the birthdate and sex code will not change the results returned.

The response is displayed on the lower portion of the screen, the top part of the screen will reflect exactly what you entered. EDD does not return the name that is on their file.

### 44-100.O.3 Displayed Message

There will always be a message displayed on the bottom line of the screen. If the message starts with an “M”, the request was not sent to or processed by EDD either because there was an input error or there was a problem with connectivity. (NOTE: EDD offers this service from 6:30 A.M. to 6:00 P.M., Monday through Friday only.)

---

**44-100.O.4  
Active Claim**

If there is an **active** UI or DI claim and the input matches, EDD will return with data in the CURRENT CLAIM portion of the screen.

- If the current claim is for UI the system will show the weekly benefit amount.
- If the current claim is for DI the system will show the daily amount.
- If the applicant has both a UI and DI claim, only the information about the UI claim will appear on the screen.

**NOTE:** If there is an active claim for the input SSN, but the claim name does not match the input name, EDD will return with a message. In these situations, the applicant should be asked if they are known to EDD by a different name. If another name has been used, resubmit using the other name. If another name has not been used, the applicant must resolve the problem by calling the EDD call center (336-5000).

---

**44-100.O.5  
Non-active Claim**

If there are **no active** UIB or DIB claims, EDD's program will determine if the applicant has enough wages to support the UI claim.

There are four possible responses:

- No claim or qualifying wages were found for the SSN.
- The potential claim was not calculated because the input name does not match any name on EDD's wage files for his SSN.
- The potential claim was not calculated due to multiple names associated with the SSN (applicant is required to contact EDD to resolve this issue).
- There is a potential claim. The claim data will appear in the POTENTIAL CLAIM section of the screen.

**NOTE:** A "Y" next to the EDD ISSUE TO BE RESOLVED means:

- There is a pending claim; or
  - The applicant is disqualified from getting benefits for a certain period of time because he/she committed fraud; or
  - Benefits are being withheld until the applicant provides requested information to EDD.
-