

# WIC2

## Withdrawal /Invalid Claim

Dec 14 Tech Talk



# WIC2 Reference UIPLs

## UNEMPLOYMENT INSURANCE PROGRAM LETTER (UIPL)

- NO. 28-98 (WIC)
- NO. 01-12 (WIC2)



# WIC2 DOCUMENTATION

- \*WIC User Guide (written by IB Subcommittee)
- \*WIC2 System User Guide
- \*WIC2 Installation Guide for Model Code
- \*WIC2 Non-Model Code Guide
- \*WIC2 Variable Description (Record layout)
- \*WIC2 TCP/IP Header
- \*WIC2 Schema
- \*Web Services Info Document
- \*SOAP Document
- \*WIC2 Web Application QRG (Quick Reference Guide)
- \*WIC2 Web Application User Guide



# WIC2 HISTORY

Withdrawal/Invalid Claims WIC came about as a result of States taking their own Interstate Claims via telephone.

When an individual with wages in multiple states cancels/withdraws a claim in one State and immediately calls another State to file a claim, the 2<sup>nd</sup> State had no way of knowing that the 1<sup>st</sup> State cancelled their claim. WIC2 fills that void by letting the 2<sup>nd</sup> State know all the details of the withdrawal/cancelled claim



# WIC2 Business Function

WIC2 is a real-time application that allows a State to IMMEDIATELY post and view withdrawn or invalid claim information. This information is stored at the UI-ICON Hub in a WIC2 file which is accessed by all States.

Individual contacts State to file a UI claim

State may use UIQ to verify SSN

States may use SID and IBIQ to check to see if the individual has a claim or wages in another State. If wages in multiple States the Filing State must provide the claimant with filing options to help them to determine which State to choose as the Paying State. Note: The ICON Handbooks are useful in providing State specific information to assist with claimant filing options.

**If the claimant originally filed in a different State, then the new State would use WIC2 to make sure the previous claim was withdrawn and to determine if the new claim should be backdated.**



# WHEN TO USE WIC2

**Use the WIC2 application when a claim is:**

- ✓ withdrawn
- ✓ canceled or
- ✓ monetarily ineligible

**When a State withdraws cancels or determines a claim invalid:**

- ✓ refer the claimant to the State(s) where he/she may be eligible for UI benefits and
- ✓ immediately complete WIC2 information regarding the withdrawn claim and send to the UI-ICON Hub.



# WIC2 FEATURES

- **State/SSN/Effective Date is what makes the WIC2 record unique**
- **More than one State may add the SSN**
- **One State may add the SSN more than once with different Effective Dates**
- **Staff Phone Number w Extension** (This is an individual's name and number who can answer WIC2 questions for your State)
- **Authorize Overpayment Recovery field** (Claimant authorizes Overpayment to be recovered – can only be marked if there's an amount greater than zero in Overpayment)





# WIC2 FEATURES (cont.)

- **56 Occurrences of Weeks Claimed Date**
- **56 Earnings Amount (dollars and cents) (You can add a Weeks Claimed with no Earnings Amount - If you have an Earnings Amount you must have a Weeks Claimed Date )**
- **Update Option (Can only update your State's data - when updating can't change either SSN or Effective Date)**
- **WIC2 Response File is required in State to allow selection and paging (Ensure you clear the WIC2 Response File often)**



# WIC2 Model Code

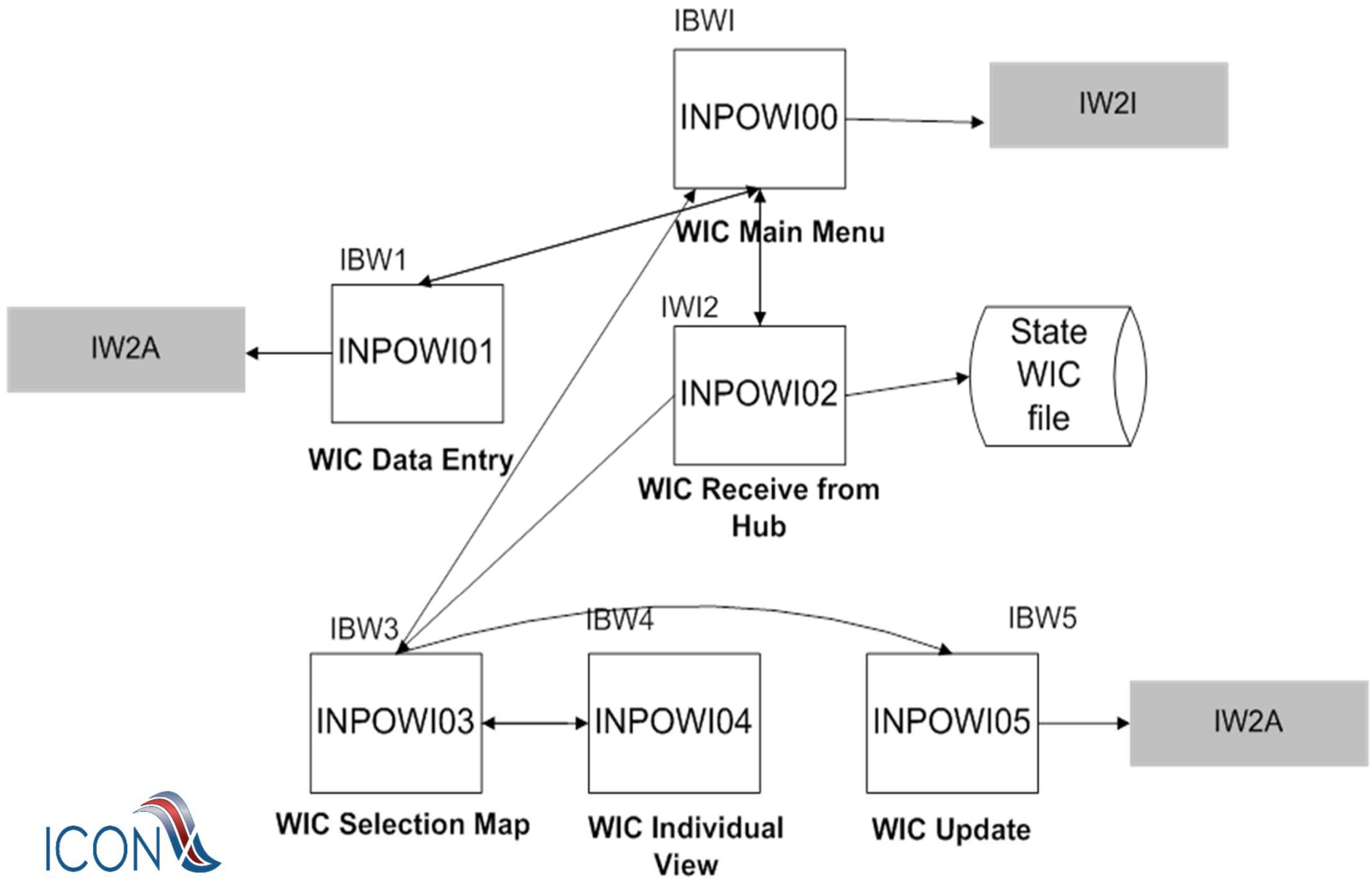
Consists of 6 programs 9 maps and 1 file

Change copybook INCBW102 to your  
State's Postal Code

Delete/define State WIC2 response file as  
desired (daily/weekly/monthly)



# WIC2 Model Code Overview

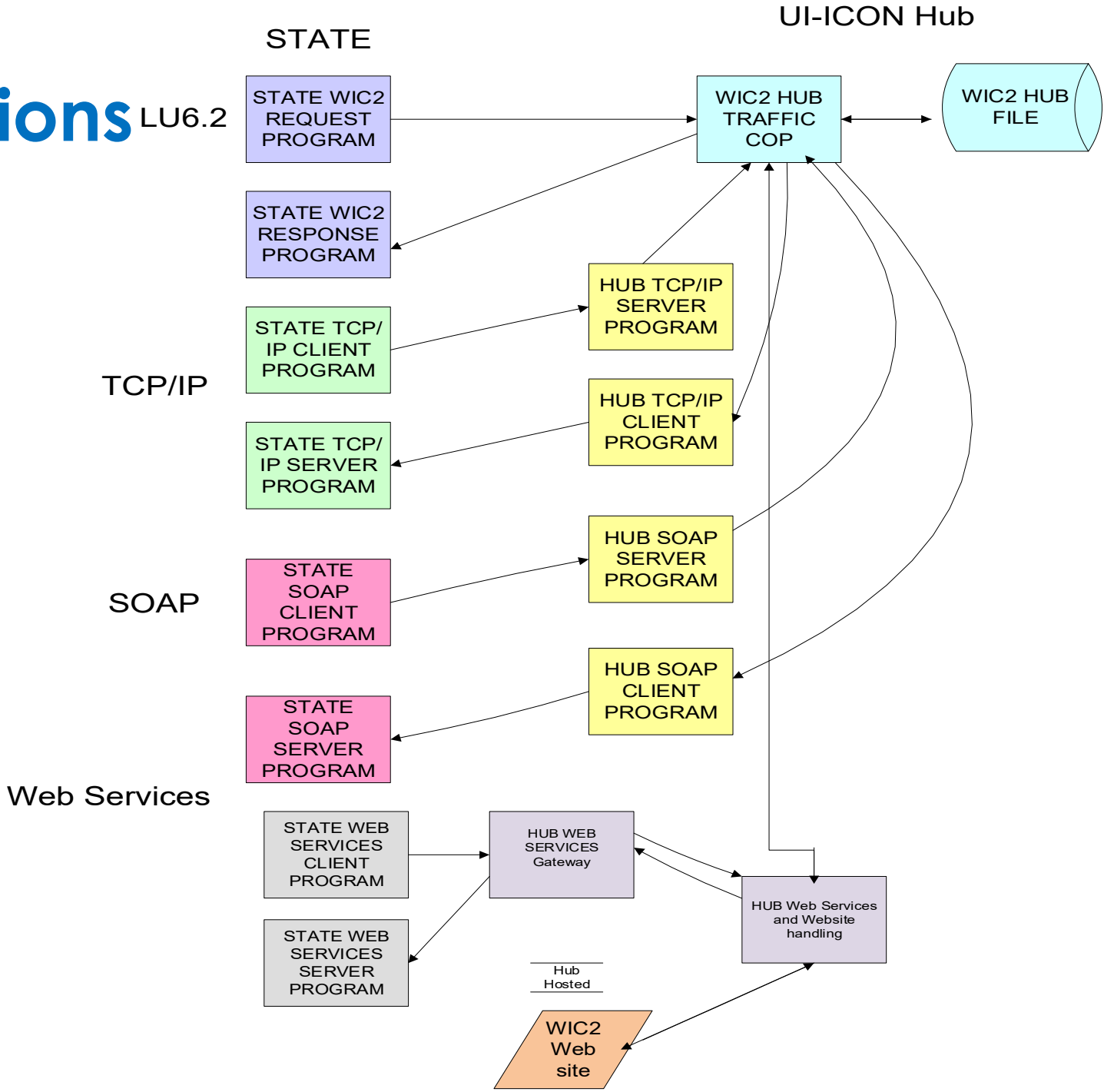


# WIC2 Communication Methods

- Model code installed in your State's IBM Compatible mainframe
- Written in-house in your State
  - ✓ LU6.2
  - ✓ TCP/IP
  - ✓ SOAP
  - ✓ WEB SERVICES
- Website hosted at the UI-ICON Hub
- Each State has the option of using a combination of WIC2 model code or in-house written code AND the WIC2 web application.
- **All ways of communicating are accessing the same WIC2 Hub file.**



# WIC2 Communications LU6.2 Flowchart



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# WIC<sub>2</sub> STATUS CODE

**WIC-STATUS** PIC X(01).

88 WIC-COMplete	VALUE '0'.
88 WIC-NOT-FOUND	VALUE '1'.
88 WIC-INVALID-DATA-SENT	VALUE '8'.
88 WIC-ERROR	VALUE '9'.

```
<xsd:element name="WIC_status"  
type="WIC_StatusType"/>  
<xsd:simpleType  
name="WIC_StatusType">  
  <xsd:restriction base="xsd:string">  
    <xsd:maxLength value="1"/>  
    <xsd:enumeration value="0"/>  
    <xsd:enumeration value="1"/>  
    <xsd:enumeration value="8"/>  
    <xsd:enumeration value="9"/>  
  </xsd:restriction>  
</xsd:simpleType>
```



# Record Layout

## 1.1 WIC INQUIRY/MESSAGE FROM HUB

This record is sent by a state to inquire on an existing record at the hub. It is also used by the hub program to return a message to a state. The WIC Inquiry/Message from Hub record is 48 bytes. Required fields are in **bold print**.

<u>FIELD NAME</u>	<u>PIC</u>	<u>FIELD DESCRIPTION</u>
WIC-LENGTH	S9(4) COMP	Length of the data
WIC-SSN		Social Security Number of Claimant
WIC-SSN1	9(03)	First three nbrs of SSN
WIC-SSN2	9(02)	Second two nbrs of SSN
WIC-SSN3	9(04)	Last four number of SSN
WIC-STATE-POSTAL	X(02)	State Postal Abbreviation of originating state
WIC-EFFECTIVE-DATE		Effective Date is not populated on inquiry
WIC-EFF-YY	X(02)	Effective Date of Claim
WIC-EFF-MM	X(02)	Effective date year
WIC-EFF-DD	X(02)	Effective date month
WIC-STATE-APPLID	X(08)	Effective date day
		State CICS Applid or equivalent of originating state
WIC-STATE-NETID	X(08)	Netid of originating terminal
WIC-STATE-USERID	X(08)	Userid of sender
WIC-STATE-TERMINID	X(04)	Terminal id of originating terminal
WIC-STATUS	X(01)	Status of Add/Inquiry
		State initializes to space
		Hub program sets to:
		'0' Complete - Added
		'1' Not Found
		'8' Invalid Data Sent
		'9' Processing Error

# Record Layout

## 1.3 WIC ADD/VIEW

This record is sent by a state to add/update the information to the Hub Withdrawal/Invalid Claim File. Also, it is sent to a state by the Hub program when an inquiry has been sent for that SSN. The WIC Add/View/Update record is 1500 bytes. Required fields for adding are in **bold print**. Optional fields should be initialized to spaces if they are not being filled out.

<u>FIELD NAME</u>	<u>PIC</u>	<u>FIELD DESCRIPTION</u>
WIC-LENGTH	S9(4) COMP	Length of the data
WIC-SSN		Social Security Number of Claimant
WIC-SSN1	9(03)	First three <del>chars</del> of SSN
WIC-SSN2	9(02)	Second two <del>chars</del> of SSN
WIC-SSN3	9(04)	Last four number of SSN
WIC-STATE-POSTAL	<u>X(02)</u>	State Postal Abbreviation of originating state
WIC-EFFECTIVE-DATE		Effective Date of Claim
WIC-EFF-YY	<u>X(02)</u>	Effective date year
WIC-EFF-MM	<u>X(02)</u>	Effective date month
WIC-EFF-DD	<u>X(02)</u>	Effective date day
WIC-STATE-APPLID	<u>X(08)</u>	State CICS Applid or equivalent of originating state
WIC-STATE-NETID	<u>X(08)</u>	<del>Uxxxxx</del> Netid of originating terminal
WIC-STATE-USERID	<u>X(08)</u>	<del>Uxxxxx</del> Userid of sender
WIC-STATE-TERMINID	<u>X(04)</u>	Terminal id of originating terminal
WIC-STATUS	<u>X(01)</u>	Status of Add/Inquiry State initializes to space Hub program sets to: '0' Complete - Added '1' Not Found '8' Invalid Data Sent '9' Processing Error
WIC-DATE-POSTED		State initializes to Spaces Hub program puts in Date record added/updated at Hub
WIC-POSTED-MN	<u>X(02)</u>	Month record added
WIC-POSTED-DY	<u>X(02)</u>	Day record added
WIC-POSTED-YR	<u>X(02)</u>	Year record added
WIC-TIME-POSTED		State initializes to Spaces Hub program puts in Time Record was added/updated at
Hub		
WIC-POSTED-HR	<u>X(02)</u>	Hour record added
WIC-POSTED-MIN	<u>X(02)</u>	Minutes record added
WIC-POSTED-SEC	<u>X(02)</u>	Seconds record added
WIC-CLAIM-FIRST	<u>X(16)</u>	Claimant's First Name
WIC-CLAIM-MIDDLE	<u>X(01)</u>	Claimant's Middle Initial



# Record Layout

WIC-CLAIM-LAST	X(27)	Claimant's Last Name
WIC-OTHER-FIRST	X(16)	Claimant's Other First Name
WIC-OTHER-MIDDLE	X(01)	Claimant's Other Middle Initial
WIC-OTHER-LAST	X(27)	Claimant's Other Last Name
WIC-CLAIM-STREET	X(50)	Claimant's Street Address
WIC-CLAIM-CITY	X(26)	Claimant's City
WIC-CLAIM-STATE	X(02)	Claimant's State Postal Code
WIC-CLAIM-ZIP1	X(05)	Claimant's Zip Code - First 5
WIC-CLAIM-ZIP2	X(04)	Claimant's Zip Code - Last 4
WIC-CLAIM-TELEPHONE		Claimant's Telephone <del>NO</del>
WIC-CLAIM-AREA	X(03)	Claimant's Area Code
WIC-CLAIM-EXCH	X(03)	Claimant's Exchange
WIC-CLAIM-NUMBER	X(04)	Claimant's Phone number
WIC-BACKDATE-REASON	X(01)	Backdate Reason (0-6)
WIC-DATE-WAGES-RETURNED		Date Wages Were Returned Fill out if backdate code is 5
WIC-WGRT-MM	X(02)	Month Wages Returned
WIC-WGRT-DD	X(02)	Day Wages Returned
WIC-WGRT-YY	X(02)	Year Wages Returned
If Backdate Reason is 6, at least one of the Explanations/Remarks must be filled out.		
WIC-BDC6-EXPL-LINE1	X(79)	Explanations/Remarks 1
WIC-BDC6-EXPL-LINE2	X(79)	Explanations/Remarks 2
WIC-BDC6-EXPL-LINE3	X(79)	Explanations/Remarks 3
WIC-BDC6-EXPL-LINE4	X(79)	Explanations/Remarks 4
WIC-STAFF-NAME	X(20)	Name of staff contact
WIC-STAFF-PHONE		Telephone <del>NO</del> of staff
WIC-STAFF-AREA	X(03)	Staff phone area code
WIC-STAFF-EXCH	X(03)	Staff phone Exchange
WIC-STAFF-NUMBER	X(04)	Staff phone number
WIC-STAFF-EXTN	X(06)	Staff phone extension
WIC-OVERPAYMENT-AMT	X(07)	Overpayment amount
WIC-OVERPAYMENT-AMT-NUM REDEFINES		(dollars and cents)
WIC-OVERPAYMENT-AMT	9(5)V99	or spaces
WIC-AUTHORIZE-OP-RCV	X(01)	"X" if claimant authorizes or spaces

Weeks claimed and earnings amount occur 56 times. They should be populated in ascending sequence. Fill with spaces if unused. Dates appear in MMDDYY format. Earnings amount are dollar/cents.]

WIC-WEEKS-CLAIMED	X(06)	Weeks claimed date in MMDDYY Format or spaces
WIC-WEEK-CLMD-AMOUNT	X(06)	Earnings amount or spaces
WIC-WEEK-CLMD-AMOUNT	9(4)V99	_____(dollars and cents)

(the above fields occur 56 times)

WIC-FILLER	X(216)	Spaces
------------	--------	--------

# WIC2 TESTING

Determine if your users will utilize Hub WIC2 website, or if WIC2 data will be sent from your system or both

If from your system:

- ✓ Add a WIC2 record on Hub test system
- ✓ Add a second WIC2 record with the same SSN and different Effective Date
- ✓ Inquire on the SSN you entered – ensure you can handle both records
- ✓ Inquire on an SSN not on file
- ✓ Inquire on test SSNs – all 1's, all 2's, 1-9, 9-1
- ✓ Ask your interstate unit to provide some other SSNs



# WIC2 FAQ

**How do I delete a WIC2 record added in error?**

**You can't. WIC2 data is deleted by the UI-ICON Hub.**

- **Currently WIC2 data is kept 365 days (per the IB Subcommittee).**
- **If a record is added in error update the WIC2 record with a comment: 'record added in error'.**



# ICON CHECKLIST FOR CANCELLED CLAIMS

When canceling/withdrawing a claim with wages in multiple states:

- ✓ Automatically create IB5 to return transferred wages (if any)
- ✓ Automatically create WIC2
- ✓ If canceled claim included UCFE or UCX:
  - ✓ Automatically send FCCC:
    - Type 4 (if Type 2 already sent to FCCC)
    - Type 5 (if Type 3 already sent to FCCC)
    - Type 6 (if UCX Type 1 caused a pending record to be created)

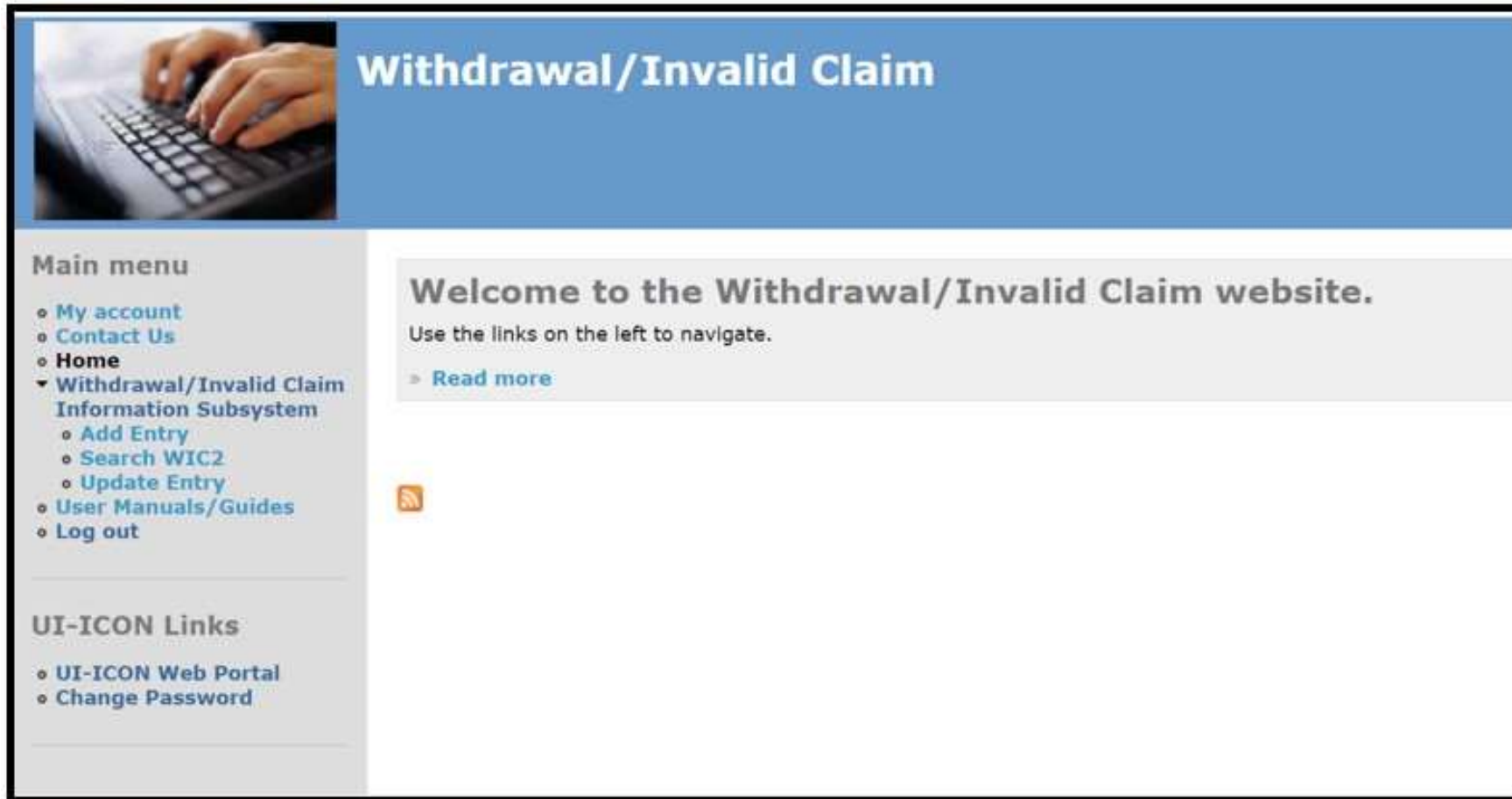


# WIC2 TIPS

- ❖ When filing a new initial claim with wages in multiples States in addition to using UIQ, SID & IBIQ you should check WIC2 to see if a prior claim was withdrawn.
- ❖ A recently withdrawn claim could affect the effective date on a new claim. An incorrect effective date and/or base period will delay a combined wage claim.



# WIC2 Access



The screenshot shows a web page titled "Withdrawal/Invalid Claim". On the left is a main menu with the following items: My account, Contact Us, Home, Withdrawal/Invalid Claim Information Subsystem (with sub-items: Add Entry, Search WIC2, Update Entry), User Manuals/Guides, and Log out. Below the menu are "UI-ICON Links" for UI-ICON Web Portal and Change Password. The main content area has a welcome message: "Welcome to the Withdrawal/Invalid Claim website. Use the links on the left to navigate." with a "Read more" link. A small orange RSS icon is visible below the welcome message. The top left of the page features a photograph of hands typing on a laptop keyboard.



<https://www.ui-icon.org>

# WIC2 Add Entry

Home » Withdrawal/Invalid Claim Information Subsystem

Add Entry

ST:  06/15/10

Staff Name: \*  Staff Phone #: \*  -  -  EXT:

Claimant SSN: \*  -  -  Effective Date: \*  /  /  Verify SSN: \*  -  -

Claimant Name: (F): \*  (M):  (L): \*

Other Name: (F):  (M):  (L):

Address:

City:  State:  Zip:  -

Telephone #:  -  -

Backdate Code: \*

If Backdate Code is 5, Enter Date Wages Returned:  /  /

Explanation/Remarks (316 char max):

Overpayment Amount(\$):  .  Authorize OP Recovery:

Required fields are marked with a red asterisk



<https://www.ui-icon.org>

# WIC2 Add Entry

Telephone #: [ ] - [ ] - [ ]

Backdate Code: \*

0. Not backdated

1. Filed non-valid interstate claim

2. Filed non-valid intrastate claim

3. Backdated due to workload scheduling in the Agent State

4. Backdated due to failure to file transitional claim non-claimant error

5. Backdated due to canceled combined wage claim

6. Other - Requires Explanation in Remarks Below

Overpayment Amount(\$): [ ] . [ ]

Submit

Backdate Code: \*

6. Other - Requires Explanation in Remarks Below

If Backdate Code is 5, Enter Date Wages Returned: [ ] / [ ] / [ ]

Explanation/Remarks (316 char max):

Office error.

Overpayment Amount(\$): 555 .00

Authorize OP Recovery: Yes

Submit



<https://www.ui-icon.org>



# WIC2 Add Entry

6. Other - Requires Explanation in Remarks Below

If Backdate Code is 5, Enter Date Wages Returned:  
[ ] / [ ] / [ ]

Explanation/Remarks (316 char max):  
[ ]

Overpayment Amount(\$): [555] . [00]

Authorize OP Recovery: [Yes]

[Submit]

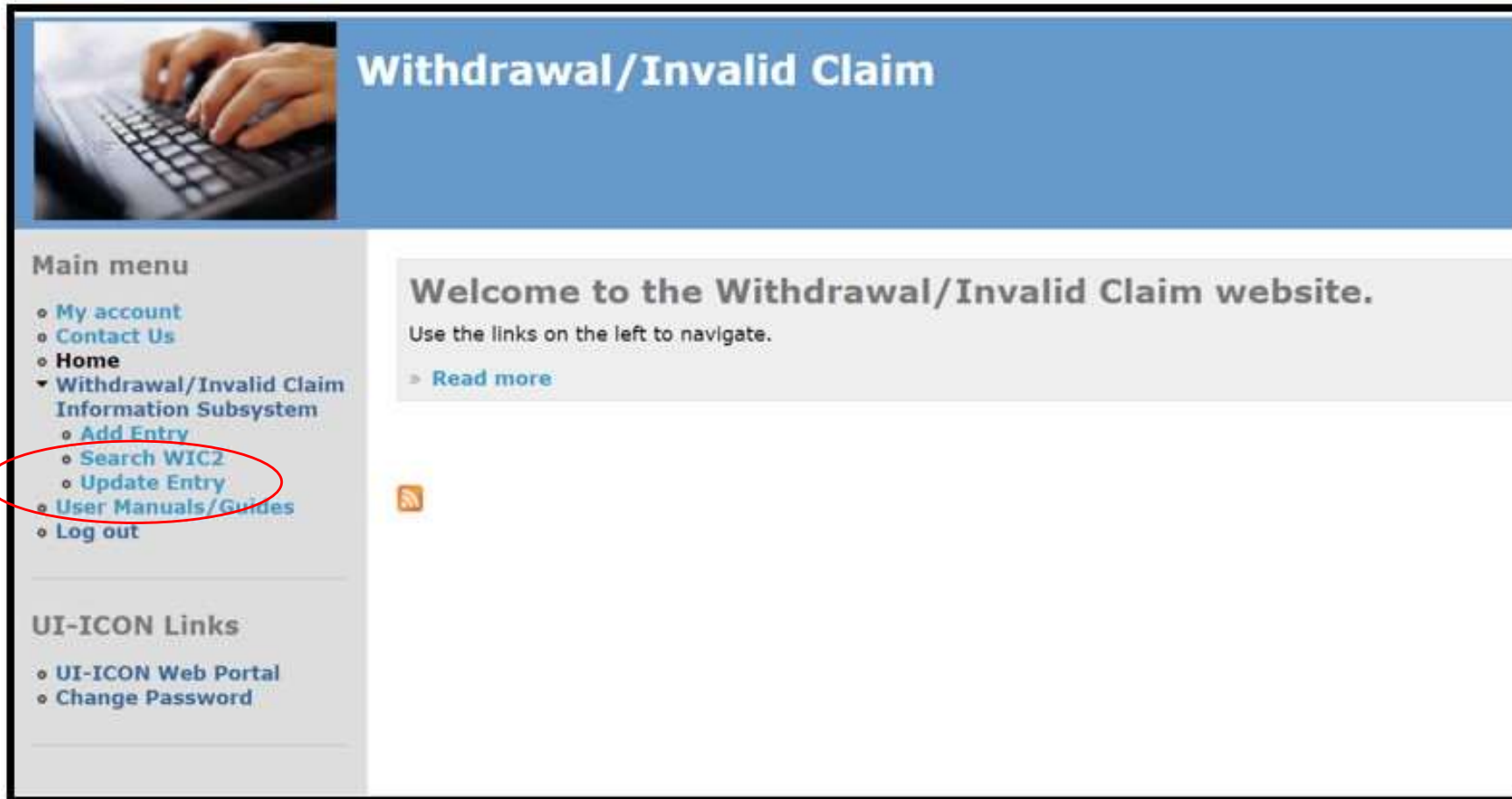
Weeks Claimed / Earnings Amount(\$)  
[ ] / [ ] / [ ] [ ] . [ ] [ ] / [ ] / [ ] [ ] . [ ]

[ ] / [ ] / [ ]	[ ] . [ ]	[ ] / [ ] / [ ]	[ ] . [ ]
[ ] / [ ] / [ ]	[ ] . [ ]	[ ] / [ ] / [ ]	[ ] . [ ]
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[ ] / [ ] / [ ]	[ ] . [ ]	[ ] / [ ] / [ ]	[ ] . [ ]
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# WIC2 Access



**Withdrawal/Invalid Claim**

**Main menu**

- [My account](#)
- [Contact Us](#)
- [Home](#)
- ▼ [Withdrawal/Invalid Claim Information Subsystem](#)
  - [Add Entry](#)
  - [Search WIC2](#)
  - [Update Entry](#)
  - [User Manuals/Guides](#)
  - [Log out](#)

**UI-ICON Links**

- [UI-ICON Web Portal](#)
- [Change Password](#)

**Welcome to the Withdrawal/Invalid Claim website.**

Use the links on the left to navigate.

[Read more](#)



<https://www.ui-icon.org>

# WIC2 Access



## WIC2 User Acceptance (Debian - Stretch AWS)

- Main menu**
- [My account](#)
  - [Home](#)
  - ▼ **Withdrawal/Invalid Claim Information Subsystem**
    - [My Requests](#) (2)
    - [Search WIC2](#)
    - [Update Entry](#)
    - [User Manuals/Guides](#)
    - [Log out](#)

**Home**

### Withdrawal/Invalid Claim Information Subsystem

- Add Entry**  
Add Withdrawal/Invalid Claim Information
- Search WIC2**  
Search Withdrawal/Invalid Claim Information
- Update Entry**  
Request Information to Update from Withdrawal/Invalid Claim Information
- My Requests** (2)   
Display My Requests



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# WIC2 Search



**Main menu**

- My account
- Home
- Withdrawal/Invalid Claim Information Subsystem
  - Search WIC2**
  - Update Entry
- User Manuals/Guides
- Log out

Home » Withdrawal/Invalid Claim Information Subsystem

**Search WIC2**

Claimant SSN \*  
111 - 00 - 1111



Main menu

- My account
- Home
- Withdrawal/Invalid Claim Information Subsystem
  - My Requests
    - (1)
  - Search WIC2
  - Update Entry
- User Manuals/Guides
- Log out

Home » Withdrawal/Invalid Claim Information Subsystem

List of Records for a Request

Date/Time Posted	Claimant SSN	Originating State Code	Effective Date	Viewed
2022-12-08 16:06:14	111-00-1111	KS	2022-11-27 00:00:00	0
2022-12-05 13:24:55	111-00-1111	KS	2022-11-08 00:00:00	0



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# WIC2 Update Entry



- Main menu**
- My account
  - Home
  - ▼ **Withdrawal/Invalid Claim Information Subsystem**
    - My Requests (1)
    - Search WIC2
    - Update Entry**
    - User Manuals/Guides
    - Log out

Home » Withdrawal/Invalid Claim Information Subsystem

### Update Entry

Claimant SSN \*  
  -

Main menu

- My account
- Home
- ▼ **Withdrawal/Invalid Claim Information Subsystem**
  - My Requests (1)
  - Search WIC2
  - Update Entry
  - User Manuals/Guides
  - Log out

Home » Withdrawal/Invalid Claim Information Subsystem

List of Records for a Request

Date/Time Posted	Claimant SSN	Originating State Code	Effective Date	Viewed
2022-12-08 16:06:14	111-00-1111	KS	2022-11-27 00:00:00	0
2022-12-05 13:24:55	111-00-1111	KS	2022-11-08 00:00:00	0

Home » WIC2 Update Results

### Add Entry

ST KS Posted Date-Time 12 / 08 / 22 - 16 : 06 : 14 Today's Date 12/12/22

Staff Name \* CARRIE NORTH Staff Phone # \* 888 - 111 - 2222 EXT

Claimant SSN 111 - 00 - 1111 Effective Date 11 / 27 / 22

Claimant Name: (F) \* THOMAS (M) (L) \* JONES (L)

Other Name: (F) (M) (L)

Address 1234 MAPLE ST

City OAK GROVE State OK Zip 77777 -

Telephone # - -

Backdate Code \* 0. Not backdated

If Backdate Code is 5, Enter Date Wages Returned / /

Explanation/Remarks (4 lines/316 char max)

Overpayment Amount(\$) - - Authorize OP Recovery No

Weeks Claimed / Earnings Amount(\$)

Weeks Claimed	Earnings Amount(\$)
1/1/22 - 1/7/22	
1/8/22 - 1/14/22	
1/15/22 - 1/21/22	
1/22/22 - 1/28/22	
1/29/22 - 2/4/22	
2/5/22 - 2/11/22	
2/12/22 - 2/18/22	
2/19/22 - 2/25/22	
2/26/22 - 3/4/22	
3/5/22 - 3/11/22	
3/12/22 - 3/18/22	
3/19/22 - 3/25/22	
3/26/22 - 4/1/22	



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# WIC2 WEB User Guides



The screenshot shows a web portal interface. At the top, there is a blue header with the text "Withdrawal/Invalid Claim System" and an image of hands typing on a keyboard. Below the header, there is a navigation menu on the left with the following items: "acs\_KC95", "Contact us", "My account", "User Manuals/Guides", "Withdrawal/Invalid Claim Information Subsystem", and "Log out". A red arrow points from the "User Manuals/Guides" link to the text below. Below the navigation menu, there is a "Change password" link and a "Web Portal" link. The main content area is titled "Home" and "User Manuals/Guides". It contains a table with two columns: "Attachment" and "Size". The table lists two attachments: "WIC2 Web QRG.pdf" (459.91 KB) and "WIC 2 Web User Guide \_2015.pdf" (1.63 MB).

Attachment	Size
<a href="#">WIC2 Web QRG.pdf</a>	459.91 KB
<a href="#">WIC 2 Web User Guide _2015.pdf</a>	1.63 MB

**Click on the User Manual/Guides link  
to find the downloadable  
WIC2 Web User Guide and  
Quick Reference Guide.**



<https://www.ui-icon.org>

# Questions?

Contact Information:

[icon@naswa.org](mailto:icon@naswa.org),

[Martha.Stephens@conduent.com](mailto:Martha.Stephens@conduent.com),

[Paula.Hobdy@conduent.com](mailto:Paula.Hobdy@conduent.com),

or

UI-ICON Customer Support  
[ui-support@conduent.com](mailto:ui-support@conduent.com)  
1-800-327-9250, Option 2

