PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 010
DETERMINE UCX SERVICE WAGES

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process of obtaining information regarding active military service. This use case begins when the System determines the claim being filed is for a Claimant with applicable active military service (UCX) and indicated (s)he is physically located in PA. This use case ends when the data necessary to determine military service is obtained.

2. Actors

- System
- Claimant
- Agency Staff

2.1 Interfaces

- Federal Claims Control Center (FCCC)(via ICON)
- ICON
- Military State Data Exchange System (MSDES)(FCCC/via ICON)

3. Triggers

- Agency receives a UCX claim regarding military service.
- Military wages are needed for transfer in to be used on a claim.
- Agency Staff determines active military service information is needed and was not collected on the original application.

4. Preconditions

- UCX claim has been filed.
- Agency Staff has configured the annual military pay/wage schedule.

5. Post conditions

- Data regarding active military service is obtained.

6. Main Flow

The Main Flow describes the steps necessary to determine UCX Service wages.

1. The System shall provide the ability for Agency Staff to enter data related to active military service.
2. The System shall determine the Claimant indicated (s)he is physically present in PA.
   - If the System determines that the Claimant indicated (s)he is not physically present in PA, proceed to Alternate Flow 7.4 Claimant is not physically present in PA.
3. The System shall provide the ability for Agency Staff to indicate Claimant did not receive a DD-214/215 for any active military service relevant to the claim.
   - If the System determines Agency Staff indicated the Claimant received a DD-214/215 for any active military service relevant to the claim, proceed to Alternate Flow 7.1 Claimant received a DD-214/215 for any active military service relevant to the claim.
4. The System shall provide the ability for Agency Staff to indicate the Claimant did not receive military orders for any active military service relevant to the claim.
   - If the System determines Agency Staff did indicate the Claimant received military orders for any active military service relevant to the claim, proceed to Alternate Flow 7.2 Claimant received military orders for any active military service relevant to the claim.
5. The System shall provide the ability to enter data necessary to request DD-214/215 from the FCCC for any active military service that a DD-214/215 was not received.
6. The System shall determine UCX Wages are within the base year.
   - If the System determines UCX Wages are not within the base year, proceed to Alternate Flow 7.3 UCX wages are not within the base year.
7. The System shall determine there are no other reasons for disqualification (e.g., character of service is honorable or general narrative reasons).
   - If the System determines there are other reasons for disqualification (e.g., character of service is not honorable or general narrative reasons), proceed to Alternate Flow 7.5 Other reasons for disqualification.
8. The System shall indicate that the wages are assignable to PA.
   - If the System determines wages are assigned to another state, proceed to Alternate Flow 7.6 Wages are assigned to another state.
9. The System shall calculate the wages based on data entered and the military pay/wage schedule.
10. The System shall allow days lost and accrued leave to be calculated on UCX Claims.
11. The System shall apply the calculated military wages to the claim.
12. Proceed to **UCS MONDET 060 Apply Wages.**
13. The Main Flow ends.

7. Alternate Flow(s)

7.1 Claimant received a DD-214/215 for any active military service relevant to the claim

1. The System shall provide the ability for Agency Staff to indicate Claimant received a DD-214/215 for any active military service relevant to the claim.
2. The System shall provide the ability for Agency Staff to enter required data from DD-214/215 for any active military service relevant to the claim.
3. Continue with Main Flow, Step 4.

7.2 Claimant received military orders for any active military service relevant to the claim

1. The System shall provide the ability for Agency Staff to indicate Claimant received military orders for any active military service relevant to the claim.
2. The System shall provide the ability for Agency Staff to enter data from orders for any active military service relevant to the claim.
3. Continue with Main Flow, Step 5.

7.3 UCX wages are not within the base year

1. The System shall determine UCX wages are not within the base year.
2. The System shall create a work item for Agency Staff.
3. The Alternate Flow ends.

7.4 Claimant is not physically present in PA

1. The System shall determine that the Claimant indicated (s)he is not physically present in PA.
2. The System shall determine the wages are not assignable to the state due to the Claimant not being physically present in PA.
3. The System shall create a work item for Agency Staff to review.
4. The Alternate Flow ends.

7.5 Other reasons for disqualification

1. The System shall determine the character of service is not honorable or general.
2. The System shall determine general narrative reasons disqualify the Claimant.
3. The System shall generate notification to the Claimant.
4. The Alternate Flow ends.

7.6 Wages are assigned to another state

1. The System shall determine wages are assigned to another state.
2. The System shall determine the Claimant has in-state wages within the base year.
   - If the System determines the Claimant does not have in-state wages within the base year, proceed to Alternate Flow 7.7 Claimant does not have in-state wages within the base year.
3. Proceed to **UCS INTRFDRL 200 Send IB-4 Request Out**.

4. The Alternate Flow ends.

7.7 Claimant does not have in-state wages within the base year

1. The System shall determine the Claimant does not have in-state wages within the base year.
2. The System shall create a work item for Agency Staff to review.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0200	The System shall interface with internal and external Systems to support the UCX processes.
HR-INTRFDRL-2400	The System shall determine UCX eligibility based on Agency Staff input.
HR-INTRFDRL-2410	The System shall provide the ability for Agency Staff to enter information to determine UCX eligibility.
HR-INTRFDRL-2420	The System shall provide the ability for Agency Staff to enter UCX wages.
HR-INTRFDRL-2800	The System shall interface with Federal Claims Control Center (FCCC) (via ICON) to determine wage assignment.
HR-INTRFDRL-3000	The System shall provide the ability for days lost and accrued leave to be computed on UCX claims.
HR-INTRFDRL-3100	The System shall (re)calculate wages per quarter based on the selected federal schedule of remuneration for military claims.
HR-INTRFDRL-3300	The System shall maintain multiple federal schedules of remuneration for military claims.
HR-INTRFDRL-3500	The System shall determine state of assignment of UCFE/UCX wages.
HR-INTRFDRL-3510	The System shall provide the ability for Agency Staff to determine assignment of UCFE/UCX wages.
HR-INTRFDRL-3600	The System shall notify the FCCC (via ICON) of UCFE/UCX wage assignment.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 020 PROCESS ES-934 RESPONSE

FEBRUARY 4, 2016

1. Brief Description

This use cases describes the process when the System receives an ES-934 response. This use case begins when the System has received an ES-934 response. The use case ends when the System has been updated or creates a work item for Agency Staff.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- FCCC (via ICON)

3. Triggers

- ES-934 response is received.

4. Preconditions

- System receives ES-934 response via ICON or a paper ES-934.
- ES-934 was sent.

5. Post conditions

- The System determines wages match the UCFE wages used to establish the financial determination.
- Work item is created for Agency Staff to review discrepancy.

6. MAIN FLOW

The Main Flow describes the steps necessary to process an ES-934 response.

1. The System shall provide the ability to electronically receive the ES-934 response.
2. The System shall provide the ability for Agency Staff to enter data from a paper ES-934 response.
3. The System shall determine there are no issues on the ES-934 response.
   - If the System determines there are issues on the ES-934 response, proceed to Alternate Flow 7.1 Issues on the ES-934 response.
4. The System shall determine the wages on the ES-934 response match the UCFE wages used to establish the financial determination.
   - If the System determines the wages on the ES-934 response do not match the UCFE wages used to establish the financial determination, proceed to Alternate Flow 7.2 Wages on the ES-934 response do not match the UCFE Wages.
5. The System shall determine that a financial determination was issued.
   - If the System determines that a financial determination was not issued, proceed to Alternate Flow 7.4 Financial determination was not issued.
6. The System shall determine that the financial determination was not vacated.
   - If the System determines that the financial determination was vacated, proceed to Alternate Flow 7.3 Financial determination was vacated.
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Issues on the ES-934 response

1. The System shall determine there are issues on the ES-934 response.
2. The System shall create a work item for Agency Staff to review issues on the ES-934 response.
3. The Alternate Flow ends.

7.2 Wages on the ES-934 response do not match the UCFE wages

1. The System shall determine the wages on the ES-934 response do not match the UCFE wages previously used to establish the financial determination.
2. The System shall create a work item for Agency Staff to review.
3. The Alternate Flow ends.

7.3 Financial determination was vacated.

1. The System shall determine that the financial determination was vacated.
2. Proceed to **UCS MONDET 070 Recalculate Financial Determination**.
3. The Alternate Flow ends.

7.4 Financial determination was not issued

1. The System shall determine a financial determination was not issued.
2. Proceed to **UCS MONDET 060 Apply Wages**.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0300	The System shall interface with internal and external Systems to support the UCFE processes.
HR-INTRFDRL-0900	The System shall create a work item for Agency Staff for exceptions.
HR-INTRFDRL-2100	The System shall process ES-934 (Request for Additional Information Regarding Federal Findings) information.
HR-INTRFDRL-2110	The System shall provide the ability for Agency Staff to enter an ES-934 (Request for Additional Information Regarding Federal Findings).
HR-INTRFDRL-2130	The System shall track the status of response to ES-934 (Request for Additional Information Regarding Federal Findings).
HR-INTRFDRL-2160	The System shall provide the ability to view response(s) to ES-934.
HR-INTRFDRL-2170	The System shall receive responses to ES-934 (Request for Additional Information Regarding Federal Findings).
HR-INTRFDRL-2800	The System shall interface with Federal Claims Control Center (FCCC) (via ICON) to determine wage assignment.
HR-INTRFDRL-3500	The System shall determine state of assignment of UCFE/UCX wages.
HR-INTRFDRL-3600	The System shall notify the FCCC (via ICON) of UCFE/UCX wage assignment.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 030 GENERATE ES-934 REQUEST

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when Agency Staff initiates an ES-934 request to a federal agency. This use case begins when Agency Staff enters information for the ES-934 request. The use case ends when the System has transmitted the ES-934 request.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- FCCC (via ICON)

3. Triggers

- Agency Staff initiates an ES-934 request.

4. Preconditions

- Agency Staff determines more information is needed.
- Federal (UCFE) claim is filed.

5. Post conditions

- ES-934 request is sent to a federal agency via ICON.

6. Main Flow

The Main Flow describes the steps necessary to generate an ES-934 request.

1. The System shall allow Agency Staff to enter the information needed for the ES-934 request.
2. The System shall provide the ability to transmit the ES-934 request.
    - If the System determines that the ES-934 cannot be transmitted, proceed to Alternate Flow 7.1 System cannot transmit ES-934.
3. The System shall transmit the ES-934 request via ICON.
4. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 System cannot transmit ES-934

1. The System shall determine the ES-934 request cannot be transmitted.
2. The System shall provide functionality for Agency Staff to generate a paper ES-934.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0300	The System shall interface with internal and external Systems to support the UCFE processes.
HR-INTRFDRL-2100	The System shall process ES-934 (Request for Additional Information Regarding Federal Findings) information.
HR-INTRFDRL-2120	The System shall provide the ability for Agency Staff to send an ES-934 (Request for Additional Information Regarding Federal Findings).
HR-INTRFDRL-2150	The System shall provide the ability to view ES-934 request.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 040
SEND UCFE UCX TYPE REQUEST

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when the System or Agency Staff initiates the Unemployment Compensation for Federal Employees (UCFE) or Unemployment Compensation for Ex-Service Members (UCX) type request to be sent to the Federal Claims Control Center (FCCC) via Interstate Connection (ICON). This use case begins when the UCFE/UCX type request is determined to be needed by either System or Agency Staff. This use case ends when the UCFE or UCX type response is sent.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON
- Federal Claims Control Center (FCCC) (via ICON)

3. Triggers

- System or Agency Staff determines a UCX or UCFE type request is needed to inquire, assign or return federal or military wages.

4. Preconditions

- UCX or UCFE claim is filed.

5. Post conditions

- System or Agency Staff initiates the transmission of the UCX or UCFE type request to FCCC via ICON.

6. MAIN FLOW

The Main Flow describes the steps necessary to send UCFE or UCX type request.

1. The System shall determine the UCFE or UCX type request.
2. The System shall determine the UCFE or UCX type request does not lack required information to determine the type of request.
   - If the System determines the UCFE or UCX type request lacks required information to determine the type of request, proceed to Alternate Flow 7.1 UCFE or UCX type request lacks required information to determine the type of request.
3. The System shall determine the request is not a UCFE Type 1.
   - If the System determines the request is a UCFE Type 1, proceed to Alternate Flow 7.2 Request is a UCFE Type 1.
4. The System shall determine the request is not a UCX Type 1.
   - If the System determines the request is a UCX Type 1, proceed to Alternate Flow 7.3 Request is a UCX Type 1.
5. The System shall determine the request is not for a Joint claim (UCFE, UCX).
   - If the System determines the request is for a Joint claim (UCFE, UCX), proceed to Alternate Flow 7.4 Request is for a Joint claim (UCFE, UCX).
6. The System shall determine the request is not a Type 2 (UCX, UCFE, or Joint).
   - If the System determines the request is a Type 2 (UCX, UCFE, or Joint), proceed to Alternate Flow 7.5 Request is a Type 2 (UCX, UCFE, or Joint).
7. The System shall determine the request is not a Type 3.
   - If the System determines the request is a Type 3, proceed to Alternate Flow 7.6 Request is a Type 3.
8. The System shall determine the request is not a Type 4.
   - If the System determines the request is a Type 4, proceed to Alternate Flow 7.7 Request is a Type 4.
9. The System shall determine the request is not a Type 5.
   - If the System determines the request is a Type 5, proceed to Alternate Flow 7.8 Request is a Type 5.
10. The System shall determine the request is not a Type 6.
    - If the System determines the request is a Type 6, proceed to Alternate Flow 7.9 Request is a Type 6.
11. The Main Flow ends.

7. Alternate Flow(s)

7.1 UCFE or UCX type request lacks required information to determine the type of request

1. The System shall determine that UCFE or UCX type request lacks required information to determine the type of request.
2. The System shall create a work item for Agency Staff to review the request type.
3. The System shall provide the ability for Agency Staff to send the applicable UCFE/UCX request type.
4. The Alternate Flow ends.

7.2 Request is a UCFE Type 1

1. The System shall determine the request is a UCFE Type 1.
2. The System shall send the UCFE Type 1 request via ICON seeking availability of federal wages.
3. The Alternate Flow ends.

7.3 Request is a UCX Type 1

1. The System shall determine the request is a UCX Type 1.
2. The System shall send a UCX Type 1 request via ICON seeking availability of military wages.
3. The Alternate Flow ends.

7.4 Request is for a Joint claim (UCFE, UCX)

1. The System shall determine the request is for a Joint claim (UCFE, UCX).
2. The System shall send UCFE and a UCX Type 1 request separately.
3. The Alternate Flow ends.

7.5 Request is a Type 2 (UCX, UCFE, or Joint)

1. The System shall determine the request is a Type 2 (UCX, UCFE, or Joint).
2. The System shall send a Type 2 request via ICON to assign UCFE and/or UCX wages (Note: If requesting both UCFE and UCX wages, it is a Joint Type 2 request).
3. The Alternate Flow ends.

7.6 Request is a Type 3

1. The System shall determine the request is a Type 3.
2. The System shall send a Type 3 request via ICON to assign lag and/or current quarters UCFE or UCX wages (*Note: if requesting both UCFE and UCX wages, it is a Joint Type 3 request*).
3. The Alternate Flow ends.

7.7 Request is a Type 4

1. The System shall determine the request is a Type 4.
2. The System shall send a Type 4 request via ICON to cancel the Type 2 response.
3. The Alternate Flow ends.

7.8 Request is a Type 5

1. The System shall determine the request is a Type 5.
2. The System shall send a Type 5 request via ICON to cancel UCFE, UCX, or joint Type 3 response.
3. The Alternate Flow ends.

7.9 Request is a Type 6

1. The System shall determine the request is a Type 6.
2. The System shall send a Type 6 request via ICON to cancel UCX Type 1 response.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0200	The System shall interface with internal and external Systems to support the UCX processes.
HR-INTRFDRL-0300	The System shall interface with internal and external Systems to support the UCFE processes.
HR-INTRFDRL-0900	The System shall create a work item for Agency Staff for exceptions.
HR-INTRFDRL-1400	The System shall identify the wages and wage types that were transferred via the Interstate Connection Network (ICON).
HR-INTRFDRL-3800	The System shall send all FCCC record Types (e.g., Type 1-6).
HR-INTRFDRL-3900	The System shall provide the ability for Agency Staff to send all FCCC record Types (e.g., Type 1-6).
HR-INTRFDRL-5100	The System shall provide the ability to receive and process the FCCC Type 1-6 responses.
HR-INTRFDRL-5200	The System shall provide the ability for Agency Staff to enter the FCCC response for all record Types (e.g., Type 1-6).

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 050 REQUEST
UCFE WAGES FROM IB-4 REQUEST

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to identify wages based on an IB-4 request. This use case begins when a request for Unemployment Compensation for Federal Employees (UCFE) wages is received via an IB-4 request. This use case ends when an IB-4 response is sent.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON
- Federal Claims Control Center (FCCC) (via ICON)
- Wage records

3. Triggers

- IB-4 request for UCFE wages is received.

4. Preconditions

- IB-4 request for UCFE wages is received.

5. Post conditions

- UCFE employment/wage information is received.
- IB-4 response is sent.

6. Main Flow

The Main Flow describes the steps necessary to request UCFE Wages.

1. The System shall provide the ability to initiate the processing of the IB-4 request without Agency Staff intervention.
   - If the System determines Agency Staff intervention is needed, proceed to Alternate Flow 7.1 Agency Staff intervention is needed to complete this process.
2. The System shall determine the data for the ES-931 request.
3. The System shall determine the ES-931 request can be electronically transmitted.
   - If the System determines the ES-931 request cannot be electronically transmitted, proceed to Alternate Flow 7.2 ES-931 cannot be electronically transmitted.
4. The System shall electronically transmit the ES-931 request via ICON.
5. The System shall determine Agency Staff did not indicate other federal employment.
   - If the System determines the Agency Staff indicated other federal employment, proceed to Alternate Flow 7.3 Agency Staff indicated other federal employment.
6. The System shall determine the ES-931 response was received.
   - If the System determines the ES-931 response was not received, proceed to Alternate Flow 7.6 ES-931 response not received.
7. The System shall determine wages should be applied.
   - If the System determines that wages cannot be applied, proceed to Alternate Flow 7.4 Wages cannot be applied.
8. The System shall provide the ability for Agency Staff to enter wage information.
9. The System shall apply wages.
10. The System shall generate an IB-4 response automatically.
    - If the System determines that an IB-4 response cannot be generated automatically, proceed to Alternate Flow 7.5 IB-4 response cannot be generated automatically.
11. The Main Flow ends.

7. Alternate Flow(s)

7.1 Agency Staff intervention is needed to complete this process

1. The System shall determine Agency Staff intervention is needed to complete this process.
2. The System shall create a work item for Agency Staff.
3. The System shall provide the ability for Agency Staff to enter federal employment information (ES-931).
4. Continue with Main Flow, Step 3.

7.2 ES-931 cannot be electronically transmitted

1. The System shall determine the ES-931 request cannot be electronically transmitted.
2. The System shall generate a paper ES-931 request.
3. Continue with Main Flow, Step 5.

7.3 Agency Staff indicated other federal employment

1. The System shall determine Agency Staff indicated other federal employment.
2. Continue with Main Flow, Step 2.

7.4 Wages cannot be applied

1. The System shall determine wages cannot be applied.
2. The System shall create a work item for Agency Staff.
3. The Alternate Flow ends.

7.5 IB-4 response cannot be generated automatically

1. The System shall determine an IB-4 response cannot be generated automatically.
2. The System shall create a work item for Agency Staff.
3. The Alternate Flow ends.

7.6 ES-931 response not received

1. The System shall determine the ES-931 response was not received.
2. The System shall create a work item for Agency Staff to collect ES-935 information.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0300	The System shall interface with internal and external Systems to support the UCFE processes.
HR-INTRFDRL-0900	The System shall create a work item for Agency Staff for exceptions.
HR-INTRFDRL-2000	The System shall process ES-931 (Request for Wage and Separation Information) information.
HR-INTRFDRL-2020	The System shall provide the ability for Agency Staff to send an ES-931 (Request for Wage and Separation Information).
HR-INTRFDRL-2070	The System shall provide the ability to view ES-931 request.
HR-INTRFDRL-2310	The System shall capture information to create the ES-935.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY
UC BENEFITS MODERNIZATION
PROJECT MANAGEMENT SERVICES

UCS INTRFDRL 060
PROCESS UCX RESPONSE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when the System receives an Unemployment Compensation for Ex-Service Members (UCX) Type 1 response from the Federal Claims Control Center (FCCC) via Interstate Connection (ICON). This use case begins when the System receives a Type 1 response. The use case ends when the Type 1 response is processed.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON
- Federal Claims Control Center (FCCC) (via ICON)

3. Triggers

- System receives UCX Type 1 response from FCCC via ICON.

4. Preconditions

- A UCX claim was filed.
- UCX Type 1 request was sent.

5. Post conditions

- Type 1 response is processed.

6. MAIN FLOW

The Main Flow describes the steps to process UCX Type 1 response.

1. The System shall determine the Type 1 response does not indicate UCX wages assigned to another state.
    - If the System determines the Type 1 response indicates UCX wages are assigned to another state, proceed to Alternate Flow 7.1 Type 1 response indicates UCX wages are assigned to another state.
2. The System shall determine DD-214 information was received on the Type 1 response.
    - If the System determines the DD-214 information was not received on the Type 1 response, proceed to Alternate Flow 7.2 DD-214 information was not received on the Type 1 response.
3. The System shall determine the Character of Service was acceptable.
    - If the System determines the Character of Service was unacceptable, proceed to Alternate Flow 7.4 Character of Service was unacceptable.
4. The System shall determine first Term of Service is complete.
    - If the System determines first Term of Service is not complete, proceed to Alternate Flow 7.3 First Term of Service is not complete.
5. The System shall calculate base period, lag and/or current quarter UCX wages based on military pay schedule.
6. The System shall adjust base period, lag and/or current quarter UCX wages based on days lost and accrued leave.
7. Perform **UCS MONDET 060 Apply Wages.**
8. The System shall provide the ability to notify the Employer of wage assignment.
9. The Main Flow ends.

7. Alternate Flow(s)

7.1 Type 1 response indicates UCX wages are assigned to another state

1. The System shall determine the Type 1 response indicates UCX wages are assigned to another state.
2. The System shall create a work item for Agency Staff to review the claim.
3. The Alternate Flow ends.

7.2 DD-214 information was not received on the Type 1 response

1. The System shall determine the DD-214 information was not received on the Type 1 response.
2. The System shall determine the DD-214 information has not been received from the Claimant.
   - If the System determines the DD-214 information has been received from the Claimant, proceed to Alternate Flow 7.5 DD-214 information has been received from the Claimant.
3. The System shall create a work item for Agency Staff to review the claim.
4. The Alternate Flow ends.

7.3 First Term of Service is not complete

1. The System shall determine first Term of Service is not complete.
2. The System shall determine the Narrative Reason for Separation.
   - If the System is unable to determine the Narrative Reason for Separation, proceed to Alternate Flow 7.6 Unable to determine the Narrative Reason for Separation.
3. The System shall determine the Narrative Reason for Separation is unacceptable.
   - If the System determines the Narrative Reason for Separation is acceptable, proceed to Alternate Flow 7.7 Narrative Reason for Separation is acceptable.
4. The System shall generate notification to the Claimant.
5. The Alternate Flow ends.

7.4 Character of Service was unacceptable

1. The System shall determine the Character Service was unacceptable.
2. The System shall determine that the financial determination was issued.
   - If the System determines that the financial determination was not issued, proceed to Alternate Flow 7.8 Financial determination was not issued.
3. The System shall generate notification to the Claimant.
4. The Alternate Flow ends.

7.5 DD-214 information has been received from the Claimant

1. The System shall determine DD-214 information has been received from the Claimant.
2. Continue with Main Flow, Step 3.

7.6 Unable to determine the Narrative Reason for Separation

1. The System shall determine the Narrative Reason for Separation is undeterminable.
2. The System shall create a work item for Agency Staff to determine the reason for separation.
3. The Alternate Flow ends.

7.7 Narrative Reason for Separation is acceptable

1. The System shall determine the Narrative Reason for Separation was acceptable.
2. Continue with Main Flow, Step 5.

7.8 Financial determination was not issued

1. The System shall determine the financial determination was not issued.
2. The System shall issue a financial determination.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0200	The System shall interface with internal and external Systems to support the UCX processes.
HR-INTRFDRL-0900	The System shall create a work item for Agency Staff for exceptions.
HR-INTRFDRL-1400	The System shall identify the wages and wage types that were transferred via the Interstate Connection Network (ICON).
HR-INTRFDRL-2400	The System shall determine UCX eligibility based on Agency Staff input.
HR-INTRFDRL-2410	The System shall provide the ability for Agency Staff to enter information to determine UCX eligibility.
HR-INTRFDRL-2800	The System shall interface with Federal Claims Control Center (FCCC) (via ICON) to determine wage assignment.
HR-INTRFDRL-3000	The System shall provide the ability for days lost and accrued leave to be computed on UCX claims.
HR-INTRFDRL-3100	The System shall (re)calculate wages per quarter based on the selected federal schedule of remuneration for military claims.
HR-INTRFDRL-3200	The System shall process Unemployment Compensation for Ex-Service members (UCX) claims.
HR-INTRFDRL-3800	The System shall send all FCCC record Types (e.g., Type 1-6).
HR-INTRFDRL-3900	The System shall provide the ability for Agency Staff to send all FCCC record Types (e.g., Type 1-6).

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY
UC BENEFITS MODERNIZATION
PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 070
PROCESS UCFE UCX RESPONSE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when the System receives an Unemployment Compensation for Federal Employees (UCFE) or Unemployment Compensation for Ex-service Members (UCX) type response from the Federal Claims Control Center (FCCC) via Interstate Connection (ICON). This use case begins when the System has determined the timeframe for a response has expired and a response has not been received or a response has been received. This use case ends when the System receives a confirmation from the FCCC via ICON.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON
- Federal Claims Control Center (FCCC) (via ICON)

3. Triggers

- Response received from FCCC (via ICON).
- Time frame for response expired.

4. Preconditions

- Request to FCCC (via ICON) was sent.
- Military, federal, or joint (military & federal) claim was filed.

5. Post conditions

- System receives a response from ICON.
- A work item is created for past due response not received.

6. Main Flow

The Main Flow describes the steps necessary to process an UCFE or UCX response.

1. The System shall monitor for timely ("X" business days configurable by state) response to outbound requests.
   - If the System determines a timely response was not received for a request, proceed to Alternate Flow 7.1 Timely response was not received to a request.
2. The System shall determine the type of response received.
3. The System shall determine the response is not a Type 1.
   - If the System determines this is a Type 1 response, proceed to Alternate Flow 7.2 Response is a Type 1 response.
4. The System shall determine the response is not a Type 2 response to an initial claim for a subsequent benefit year (False Type 2).
   - If the System determines this is a Type 2 response to an initial claim for a subsequent benefit year (False Type 2), proceed to Alternate Flow 7.3 Response is a Type 2 response to an initial claim for a subsequent benefit year (False Type 2).
5. The System shall determine the response is not a Type 2.
   - If the System determines this is a Type 2 response, proceed to Alternate Flow 7.4 Response is a Type 2 response.
6. The System shall determine the response is not a Type 3.
   - If the System determines this is a Type 3 response, proceed to Alternate Flow 7.5 Response is a Type 3 response.
7. The System shall determine the response is not a Type 4.
   - If the System determines this is a Type 4 response, proceed to Alternate Flow 7.6 Response is a Type 4 response.
8. The System shall determine the response is not a Type 5.
   - If the System determines this is a Type 5 response, proceed to Alternate Flow 7.7 Response is a Type 5 response.
9. The System shall determine the response is not a Type 6 (UCX only).
   - If the System determines this is a Type 6 response, proceed to Alternate Flow 7.8 Response is a Type 6 response.
10. The System shall determine there are no error or messages in the response requiring agency review.
    - If the System determines there are errors or messages in the response requiring agency review, proceed to Alternate Flow 7.9 Errors or messages in the response require Agency Staff review.
11. The System shall generate notification of the wage assignment for UCFE.
12. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Timely response was not received to a request

1. The System shall determine a timely response was not received to a request.
2. The System shall create a work item for Agency Staff to review the missing response.
3. The Alternate Flow ends.

7.2 Response is a Type 1 response

1. The System shall determine the response is a Type 1 response.
2. The System shall determine the response is for UCFE.
   - If the System determines the response is not for UCFE, proceed to Alternate Flow 7.10 Response is for UCX.
3. The System shall identify the federal wages are not assigned to another state.
   - If the System determines the federal wages are assigned to another state, proceed to Alternate Flow 7.11 Federal wages assigned to another state.
4. The Alternate Flow ends.

7.3 Response is a Type 2 response to an initial claim for a subsequent benefit year (False Type 2)

1. The System shall determine the response is a Type 2 in response to an initial claim for a subsequent benefit year (False Type 2).
2. The System shall create a work item for Agency Staff to review the Type 2 response.
3. The Alternate Flow ends.

7.4 Response is a Type 2 response

1. The System shall determine the response was a Type 2 response.
2. The System shall provide the ability to confirm the base period wage assignment from FCCC via ICON.
3. The System shall determine an amended IB-4 response should not be sent to another state.
   - If the System determines an amended IB-4 response should be sent to another state, proceed to Alternate Flow 7.12 IB-4 should be sent to another state.
4. The System shall determine the FIPS code is for PA.
   - If the System determines the FIPS code is not for PA, proceed to Alternate Flow 7.13 FIPS code is not for PA.
5. Continue with Main Flow, Step 10.

7.5 Response is a Type 3 response

1. The System shall determine response was a Type 3 response.
2. The System shall provide the ability to confirm the lag and/or current quarter wage assignment from FCCC via ICON.
3. Continue with Main Flow, Step 10.

7.6 Response is a Type 4 response

1. The System shall determine response was a Type 4 response.
2. The System shall provide the ability to confirm from FCCC via ICON that a Type 2 response is cancelled.
3. Continue with Main Flow, Step 10.

7.7 Response is a Type 5 response

1. The System shall determine response was a Type 5 response.
2. The System shall provide the ability to confirm from FCCC via ICON that a Type 3 inquiry is cancelled.
3. Continue with Main Flow, Step 10.

7.8 Response is a Type 6 response

1. The System shall determine response was a Type 6 response.
2. The System shall provide the ability to confirm from FCCC via ICON that a Type 1 pending record is cancelled.
3. Continue with Main Flow, Step 10.

7.9 Errors or messages in the response that require Agency Staff review

1. The System shall determine there are errors or messages in the response that require Agency Staff review.
2. The System shall create a work item for Agency Staff to review errors/messages.
3. The Alternate Flow ends.

7.10 Response is for UCX

1. The System shall determine the response is not for UCFE.
2. Proceed to **UCS INTRFDRL 060 Process UCX Response**.
3. The Alternate Flow ends.

7.11 Federal wages assigned to another state

1. The System identifies the federal wages are assigned to another state.
2. The System shall create a work item for Agency Staff review the federal wage assignment.
3. The Alternate Flow ends.

7.12 IB-4 should be sent to another state

1. The System shall determine an IB-4 should be sent to another state.
2. Proceed to **UCS INTRFDRL 200 Send IB-4 Request Out.**
3. The Alternate Flow ends.

7.13 FIPS code is not for PA

1. The System shall determine the FIPS code is not for PA.

2. The System shall create a work item for Agency Staff to review the FIPS code.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0200	The System shall interface with internal and external Systems to support the UCX processes.
HR-INTRFDRL-0300	The System shall interface with internal and external Systems to support the UCFE processes.
HR-INTRFDRL-0900	The System shall create a work item for Agency Staff for exceptions.
HR-INTRFDRL-2420	The System shall provide the ability for Agency Staff to enter UCX wages.
HR-INTRFDRL-2800	The System shall interface with Federal Claims Control Center (FCCC) (via ICON) to determine wage assignment.
HR-INTRFDRL-2900	The System shall determine when federal wages can be used on a claim.
HR-INTRFDRL-2910	The System shall provide the ability for Agency Staff to determine federal wages can be used on a claim.
HR-INTRFDRL-3200	The System shall process Unemployment Compensation for Ex-Service members (UCX) claims.
HR-INTRFDRL-3400	The System shall process Unemployment Compensation for Federal Employees (UCFE) claims.
HR-INTRFDRL-3500	The System shall determine state of assignment of UCFE/UCX wages.
HR-INTRFDRL-3510	The System shall provide the ability for Agency Staff to determine assignment of UCFE/UCX wages.
HR-INTRFDRL-3600	The System shall notify the FCCC (via ICON) of UCFE/UCX wage assignment.
HR-INTRFDRL-5100	The System shall provide the ability to receive and process the FCCC Type 1-6 responses.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

UCS INTRFDRL 080
PROCESS ES-935 RESPONSE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when Agency Staff take the ES-935 affidavit from a Claimant. This use case begins when ES-935 information is received from the Claimant. The use case ends when the System captures the ES-935 information and the System has been updated (pending wages applied or work item created).

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- ES-935 information received from the Claimant.

4. Preconditions

- UCFE claim was filed.

5. Post conditions

- System applies Claimant wages.

6. MAIN FLOW

The Main Flow describes the steps necessary to process an ES-935 response.

1. The System shall provide the ability for Agency Staff to enter data to complete the ES-935.
2. The System shall provide the ability for Agency Staff to indicate wages to be used.
3. The System shall determine wages have not already been added based on an ES-931 response.
   - If the System determines wages have already been added based on an ES-931 response, proceed to Alternate Flow 7.1 Wages have already been added.
4. Proceed to **UCS MONDET 060 Apply Wages**.
5. The Main Flow ends.

7. Alternate Flow(s)

7.1 Wages have already been added

1. The System shall determine the wages have already been added based on an ES-931 response.
2. The System shall determine that financial determination was not vacated.
   - If the System determines that financial determination was vacated, continue with Main Flow, Step 4.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-2060	The System shall provide the ability for Agency Staff to enter federal wages.
HR-INTRFDRL-2140	The System shall provide the ability for Agency Staff to modify federal wages.
HR-INTRFDRL-2300	The System shall process ES-935 (Claimant's affidavit of federal civilian service, wages and reason for separation) information.
HR-INTRFDRL-2310	The System shall capture information to create the ES-935.
HR-INTRFDRL-2900	The System shall determine when federal wages can be used on a claim.
HR-INTRFDRL-2910	The System shall provide the ability for Agency Staff to determine federal wages can be used on a claim.
HR-INTRFDRL-3400	The System shall process Unemployment Compensation for Federal Employees (UCFE) claims.
HR-INTRFDRL-3500	The System shall determine state of assignment of UCFE/UCX wages.
HR-INTRFDRL-3510	The System shall provide the ability for Agency Staff to determine assignment of UCFE/UCX wages.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 090
PROCESS ES-931/931A RESPONSE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when the System receives an ES-931/931A response. This use case begins when the System receives ES-931/931A information. This use case ends when the System has been updated and applies pending wages, generates Type 2 response, or creates workflow for Agency Staff.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON
- Federal Claims Control Center (FCCC) via ICON

3. Triggers

- System receives ES-931/931A response via ICON.
- Agency Staff enters paper ES-931/931A response.

4. Preconditions

- UCFE claim was filed.
- ES-931/931A request was previously sent

5. Post conditions

- System applies pending wages.
- System generates the Type 2 request to FCCC via ICON.
- System generates the Type 3 request to FCCC via ICON.
- System creates work item for Agency Staff.

6. Main Flow

The Main Flow describes the steps to process an ES-931/931A response.

1. The System shall process electronic ES-931/931A responses.
2. The System shall allow Agency Staff to enter data from a paper ES-931/931A response.
3. The System shall determine the ES-931/931A response is the original response.
   - If the System determines the ES-931/931A response is not the original response, proceed to Alternate Flow 7.1 Not an original ES-931/931A.
4. The System shall determine the ES-931/931A response indicates the Claimant worked for the federal agency.
   - If the System determines the ES-931/931A response indicates the Claimant did not work for the federal agency, proceed to Alternate Flow 7.2 Claimant did not work for the federal agency.
5. The System shall determine there is not an issue on the ES-931 response.
   - If the System determines there is an issue on the ES-931 response, proceed to Alternate Flow 7.6 Issue exists on the ES-931 response.
6. The System shall determine the response is not an ES-931A.
   - If the System determines the response is an ES-931A, proceed to Alternate Flow 7.3 Response is an ES-931A.
7. The System shall determine that the Claimant's last duty station was in this state or the duty station was located in another country and the Claimant is physically present (residence) in PA.
   - If the System determines the Claimant's last duty station is another state or the Claimant is not physically present (residence) in PA, proceed to Alternate Flow 7.4 Last duty station is another state or the Claimant is not physically present in PA.
8. The System shall determine the ES-931 wages were not previously added.
   - If the System determines the ES-931 wages were previously added, proceed to Alternate Flow 7.5 ES-931 wages were previously added.
9. The System shall assign wages by quarter.
10. Proceed to **UCS MONDET 060 Apply Wages.**
11. The Main Flow ends.

7. Alternate Flow(s)

7.1 Not an original ES-931/931A

1. The System shall determine the ES-931 response is not an original ES-931/931A response.
2. The System shall determine the ES-931/931A response is not an exact duplicate of the original ES-931/931A response.
   - If the System determines the ES-931/931A response is an exact duplicate of the original ES-931/931A response, proceed to Alternate Flow 7.7 Response is an exact duplicate of the original ES-931.
3. The System shall create a work item for Agency Staff to review the response discrepancies.
4. The Alternate Flow ends.

7.2 Claimant did not work for the federal agency

1. The System shall determine the ES-931/931A response indicates the Claimant did not work for the federal agency.
2. The System shall create a work item for Agency Staff to review the claim.
3. The Alternate Flow ends.

7.3 Response is an ES-931A

1. The System shall determine the response is an ES-931A.
2. The System shall determine there are no other issues on ES-931A response.
3. If the System determines the ES-931A response indicated there are other issues, proceed to Alternate Flow 7.8 ES-931A response indicated there are other issue.
4. The Alternate Flow ends.

7.4 Last duty station is another state or out of the country and the Claimant is not physically present in PA

1. The System shall determine the Claimant's last duty station is another state or out of the country.
2. The System shall determine the Claimant is not physically present in PA.
3. The System shall create a work item for Agency Staff to review the claim.
4. The Alternate Flow ends.

7.5 ES-931 wages were previously added

1. The System shall determine ES-931 wages were previously added.
2. The System shall determine the wages on the ES-931 response correlate to the UCFE wages with same federal identification code (FIC) previously used in the base year or lag quarters to establish the financial determination.
   - If the wages on the ES-931 response do not correlate to the UCFE wages, proceed to Alternate Flow 7.9 ES-931 response does not correlate to the UCFE wages.
3. The Alternate Flow ends.

7.6 Issue exists on the ES-931 response

1. The System shall determine there is an issue with the ES-931 response.
2. The System shall create a work item for Agency Staff to review the issue with the ES-931 response.
3. The Alternate Flow ends.

7.7 Response is an exact duplicate of the original ES-931

1. The System shall determine the ES-931/931A response is an exact duplicate of the original ES-931 response.
2. The System shall not process the duplicate ES-931 response.
3. Continue with Main Flow, Step 7.

7.8 ES-931A response indicated there are other issue

1. The System shall determine that ES-931A response indicated there are other issues.
2. The System shall create a work item for Agency Staff to review separation reason.
3. The Alternate Flow ends.

7.9 ES-931 response does not correlate to the UCFE wages

1. The System shall determine the wages on the ES-931 response do not correlate to the UCFE wages with the same federal identification code (FIC) and destination previously used in the base year or lag quarters.
2. The System shall create a work item for Agency Staff to review the claim.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0300	The System shall interface with internal and external Systems to support the UCFE processes.
HR-INTRFDRL-2010	The System shall provide the ability for Agency Staff to enter an ES-931 (Request for Wage and Separation Information).
HR-INTRFDRL-2030	The System shall receive responses to ES-931 (Request for Wage and Separation Information).
HR-INTRFDRL-2040	The System shall alert Agency Staff when information on the ES-931 Response does not match the ES-931 Request.
HR-INTRFDRL-2050	The System shall track the status of response to ES-931 (Request for Wage and Separation Information).
HR-INTRFDRL-2060	The System shall provide the ability for Agency Staff to enter federal wages.
HR-INTRFDRL-2070	The System shall provide the ability to view ES-931 request.
HR-INTRFDRL-2080	The System shall provide the ability to view response(s) to ES-931.
HR-INTRFDRL-2200	The System shall provide the ability to process ES-931A (Request for Separation Information for Additional Claim) information.
HR-INTRFDRL-2210	The System shall provide the ability for Agency Staff to enter ES-931A (Request for Separation Information for Additional Claim) information.
HR-INTRFDRL-2230	The System shall provide the ability to track the status of response to ES-931A (Request for Separation Information for Additional Claim) information.
HR-INTRFDRL-2240	The System shall provide the ability to view ES-931A request.
HR-INTRFDRL-2250	The System shall provide the ability to view ES-931A response.
HR-INTRFDRL-2800	The System shall interface with Federal Claims Control Center (FCCC) via ICON to determine wage assignment.
HR-INTRFDRL-2900	The System shall determine when federal wages can be used on a claim.

Requirement ID	Description
HR-INTRFDRL-3400	The System shall process Unemployment Compensation for Federal Employees (UCFE) claims.
HR-INTRFDRL-3500	The System shall determine state of assignment of UCFE/UCX wages.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 100 AMENDED IB-4 RESPONSE OUT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when the System receives information that wages changed and an amended IB-4 response is required. When wages are added or decreased in a base period of an outbound IB-4 response and there is not an IB-5 returning the wages, the System shall send an amended response to include all wages that were originally sent with any changes. The System shall track wages transferred to another state. Wages may change due to adding UCFE/UCX wages or completion of a wage investigation. This use case begins when the System determines an amendment occurred to wages previously sent to another state. This use case ends when the System sends the amended IB-4 response.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON
- Wage record

3. Triggers

- Revision needed to wages previously sent to other state(s) via IB-4.

4. Preconditions

- Existing IB-4 response.
- No existing IB-5 returned wages received.
- Wages have been modified from the original IB-4 response.

5. Post conditions

- Amended outbound IB-4 response is generated.
- Transferred wages are flagged.

6. Main Flow

The Main Flow describes the steps to process an amended IB-4 response.

1. The System shall determine wages changed after the IB-4 response was sent.
2. The System shall send an amended IB-4 response.
3. The System shall provide the ability for the Agency Staff to enter information to process an amended IB-4.
4. The System shall provide the ability for Agency Staff to send an amended IB-4 response.
5. The System shall provide the ability for Agency Staff to view an outbound IB-4 and history of all IB-4 responses.
6. The System shall determine there is not an existing overpayment for the Claimant who is requesting wages.
    - If the System determines there is an existing overpayment for the Claimant who is requesting wages, proceed to Alternate Flow 7.1 Existing overpayment for the Claimant.
7. The System shall update the wage records indicating wages transferred out.
8. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Existing overpayment for the Claimant

1. The System shall determine there is an existing overpayment for the Claimant who is requesting wages.
2. Perform **UCS OVERPAY 160 Request and Process Recoupment from Other State**.
3. Continue with Main Flow, Step 7.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0100	The System shall interface with internal and external Systems to support the combined wage claim processes.
HR-INTRFDRL-0110	The System shall provide the ability for Agency Staff to enter any type of IB-Form.
HR-INTRFDRL-0120	The System shall provide the ability for Agency Staff to enter IB-4 Response to wage request from other state(s).
HR-INTRFDRL-0130	The System shall maintain history of IB-4s, IB-5s, and IB-6s sent and received.
HR-INTRFDRL-0400	The System shall support ICON real time Interstate Inquiry (IBIQ).
HR-INTRFDRL-0610	The System shall provide the ability to view IB-1, IB-4, IB-5, IB-6, and IB-14.
HR-INTRFDRL-1300	The System shall transfer wages to another state.
HR-INTRFDRL-1400	The System shall identify the wages and wage types that were transferred via the Interstate Connection Network (ICON).
HR-INTRFDRL-1410	The System shall indicate wage status when wages are transferred.
HR-INTRFDRL-1420	The System shall maintain the status of wages (e.g., transferred, used, available).
HR-INTRFDRL-2500	The System shall maintain the status of CWC request.
HR-INTRFDRL-2600	The System shall maintain the status of CWC responses.
HR-INTRFDRL-5300	The System shall provide functionality to create, send, receive and process IB-4/IB-5 requests and responses.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 110 DETERMINE IB-5 NOT RECEIVED

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when the System determines an IB-5 has not been received in response to an IB-4 response. This use case begins when the System determines an IB-5 was not received in a timely manner. This use case ends when the System sends notification to requesting state for an IB-5 response.

2. Actors

- System

2.1 Interfaces

- ICON

3. Triggers

- IB-5 not received within a defined time frame.

4. Preconditions

- IB-4 Response exists.
- No Corresponding IB-5 has been received.

5. Post conditions

- Notification has been sent to requesting state.

6. MAIN FLOW

The Main Flow describes the steps to determine that an IB-5 was not received.

1. The System shall track the history of IB-5.
2. The System shall determine corresponding IB-5 was received within the acceptable time period.
    - If the System determines corresponding IB-5 was not received within the acceptable time period, proceed to Alternate Flow 7.1 Corresponding IB-5 was not received within the acceptable time period.
3. The Main Flow ends.

7. Alternate Flow(s)

7.1 Corresponding IB-5 was not received within the acceptable time period

1. The System shall determine corresponding IB-5 was not received within the acceptable time period.
2. The System shall generate a notification requesting follow up (per ICON model code).
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0100	The System shall interface with internal and external Systems to support the combined wage claim processes.
HR-INTRFDRL-0130	The System shall maintain history of IB-4s, IB-5s, and IB-6s sent and received.
HR-INTRFDRL-0600	The System shall provide functionality to generate multiple requests of IB-4/IB-5/IB-6/IB-14.
HR-INTRFDRL-0610	The System shall provide the ability to view IB-1, IB-4, IB-5, IB-6, and IB-14.
HR-INTRFDRL-2500	The System shall maintain the status of CWC request.
HR-INTRFDRL-2600	The System shall maintain the status of CWC responses.
HR-INTRFDRL-2610	The System shall track the status of CWC request to other state(s).

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 120 GENERATE IB-5

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when the System generates an IB-5 response indicating the use or non-use of transferred wages (including credit weeks). This use case begins when the System retrieves all data needed for the IB-5. This use case ends when the System sends the IB-5(s) to the transferring state(s).

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON
- Wage record

3. Triggers

- Wages are received from other state(s).
- Financial determination issued or claim cancelled.

4. Preconditions

- Request for wages from other state(s) exists.

5. Post conditions

- IB-5 has been generated to other state(s).
- Wages indicated as used or not used.

6. MAIN FLOW

The Main Flow describes the steps necessary to generate IB-5 response.

1. The System shall retrieve the data to generate the IB-5.
2. The System shall determine that all requested IB-4 responses have been received.
   - If the System determines that all requested IB-4 responses have not been received, proceed to Alternate Flow 7.4 All requested IB-4 response not received.
3. The System shall determine the IB-5 should not return the wages due to insufficient wages.
   - If the System determines the IB-5 should return the wages due to insufficient wages, proceed to Alternate Flow 7.1 IB-5 should return the wages due to insufficient wages.
4. The System shall determine the IB-5 should not return the wages due to the combined wage claim being withdrawn (*Note: This also includes an effective date change or canceled claim*).
   - If the System determines the IB-5 should return the wages due to the combined wage claim being withdrawn, proceed to Alternate Flow 7.2 IB-5 should return the wages due to the combined wage claim being withdrawn.
5. The System shall determine the IB-5 should not return the wages due to the wages or credit weeks not increasing benefits.
   - If the System determines the IB-5 should return the wages due to the wages or credit weeks not increasing benefits, proceed to Alternate Flow 7.3 IB-5 should return the wages due to the wages or credit weeks not increasing benefits.
6. The System shall create an IB-5 reflecting the use of all wages used on the claim.
7. The System shall provide the ability for Agency Staff to manually generate and send an IB-5 response.
8. The System shall generate an IB-5 response to the transferring state(s).
9. The Main Flow ends.

7. Alternate Flow(s)

7.1 IB-5 should return the wages due to insufficient wages

1. The System shall determine the IB-5 should return the wages due to insufficient wages.
2. The System shall assemble the data appropriate for an IB-5 to return the wages due to insufficient wages.
3. Continue with Main Flow, Step 8.

7.2 IB-5 should return the wages due to the combined wage claim being withdrawn

1. The System shall determine the IB-5 should return the wages due to the combined wage claim (CWC) being withdrawn (*Note: This also includes an effective date change or canceled claim*).
2. The System shall assemble the data appropriate for an IB-5 to return to wages due to the combined wage claim being withdrawn.
3. Continue with Main Flow, Step 8.

7.3 IB-5 should return the wages due to the wages or credit weeks not increasing benefits

1. The System shall determine the IB-5 should return the wages due to the wages or credit weeks not increasing benefits.
2. The System shall assemble the data appropriate for an IB-5 to return the wages due to the wages or credit weeks not increasing benefits.
3. Continue with Main Flow, Step 8.

7.4 All requested IB-4 responses not received

1. The System shall determine that all requested IB-4 responses are not received.
2. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0100	The System shall interface with internal and external Systems to support the combined wage claim processes.
HR-INTRFDRL-0130	The System shall maintain history of IB-4s, IB-5s, and IB-6s sent and received.
HR-INTRFDRL-0400	The System shall support ICON real time Interstate Inquiry (IBIQ).
HR-INTRFDRL-0610	The System shall provide the ability to view IB-1, IB-4, IB-5, IB-6, and IB-14.
HR-INTRFDRL-0800	The System shall add wages received from another state when no exceptions exist.
HR-INTRFDRL-1400	The System shall identify the wages and wage types that were transferred via the Interstate Connection Network (ICON).
HR-INTRFDRL-1420	The System shall maintain the status of wages (e.g., transferred, used, available).
HR-INTRFDRL-1500	The System shall notify the transferring state of the use of transferred wages through creation of an IB-5.
HR-INTRFDRL-1600	The System shall notify the transferring state of the potential charges through creation of an IB-5.
HR-INTRFDRL-1700	The System shall return wages not used to establish a claim.
HR-INTRFDRL-1710	The System shall return wages to the other state(s) when the claim value is not increased.
HR-INTRFDRL-1800	The System shall provide functionality to enter IB-5 information.
HR-INTRFDRL-1900	The System shall provide functionality to amend IB-5 information.
HR-INTRFDRL-2500	The System shall maintain the status of CWC request.
HR-INTRFDRL-2600	The System shall maintain the status of CWC responses.

Requirement ID	Description
HR-INTRFDRL-2610	The System shall track the status of CWC request to other state(s).
HR-INTRFDRL-2620	The System shall track the status of CWC request from other state(s).
HR-INTRFDRL-5300	The System shall provide functionality to create, send, receive and process IB-4/IB-5 requests and responses.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 130 PROCESS IB-5 DETERMINATION OF CWC

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when the requesting state returns an IB-5 indicating the status of transferred wages. The System validates the accuracy of the IB-5 data against the IB-4 response. This use case begins when the IB-5 information is received. This use case ends when the wage record is updated with information from the IB-5.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON
- Wage record

3. Triggers

- IB-5 is received from requesting state.

4. Preconditions

- IB-4 request is received.
- IB-4 response was sent with wages.

5. Post conditions

- System updates the wage record.

6. MAIN FLOW

The Main Flow describes the steps to process IB-5 determination of a Combined Wage Claim (CWC).

1. The System shall provide the ability for Agency Staff to enter IB-5 data when the IB-5 is received via paper or other manual transmission.
2. The System shall determine the IB-5 received was due to an IB-4 response.
   - If the System determines the IB-5 received was not due to an IB-4 response, proceed to Alternate Flow 7.1 IB-5 received was not due to an IB-4 response.
3. The System shall determine that the other state used the wages.
   - If the System determines that the other state did not use the wages, proceed to Alternate Flow 7.2 Other state did not use the wages.
4. The System shall determine the IB-5 matches the most recent associated IB-4 response.
   - If the System determines the IB-5 does not match the most recent associated IB-4 response, proceed to Alternate Flow 7.3 IB-5 does not match the most recent associated IB-4 response.
5. The System shall indicate wages as 'Transferred Out' (transferred to the other state and used on a claim).
6. Proceed to **UCS BENCHG 090 Identify Employers for Transferred Wages (IB-5**).
7. The Main Flow ends.

7. Alternate Flow(s)

7.1 IB-5 received was not due to an IB-4 response

1. The System shall determine the IB-5 received was not due to an IB-4 response.
2. The System shall generate a notice to the requesting state.
3. The Alternate Flow ends.

7.2 Other state did not use the wages

1. The System shall determine that the other state did not use the wages.
2. The System shall update the wage records to indicate the wages as ‘Returned’ (e.g., not used).
3. The Alternate Flow ends.

7.3 IB-5 does not match the most recent associated IB-4 response

1. The System shall determine the IB-5 does not match the most recent associated IB-4 response.
2. The System shall generate a notice to the requesting state.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0100	The System shall interface with internal and external Systems to support the combined wage claim processes.
HR-INTRFDRL-0130	The System shall maintain history of IB-4s, IB-5s, and IB-6s sent and received.
HR-INTRFDRL-0400	The System shall support ICON real time Interstate Inquiry (IBIQ).
HR-INTRFDRL-0610	The System shall provide the ability to view IB-1, IB-4, IB-5, IB-6, and IB-14.
HR-INTRFDRL-1300	The System shall transfer wages to another state.
HR-INTRFDRL-1400	The System shall identify the wages and wage types that were transferred via the Interstate Connection Network (ICON).
HR-INTRFDRL-1410	The System shall indicate wage status when wages are transferred.
HR-INTRFDRL-1420	The System shall maintain the status of wages (e.g., transferred, used, available).
HR-INTRFDRL-2500	The System shall maintain the status of CWC request.
HR-INTRFDRL-2600	The System shall maintain the status of CWC responses.
HR-INTRFDRL-2610	The System shall track the status of CWC request to other state(s).
HR-INTRFDRL-2620	The System shall track the status of CWC request from other state(s).
HR-INTRFDRL-2700	The System shall process Combined Wage Claims (CWC).
HR-INTRFDRL-5000	The System shall provide the ability to receive IB-5.
HR-INTRFDRL-5300	The System shall provide functionality to create, send, receive and process IB-4/IB-5 requests and responses.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

UCS INTRFDRL 140 PROCESS IB-14 INTERSTATE REQUEST FOR RECONSIDERATION IN

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when a Claimant contacts another state indicating no PA wages or incorrect PA wages were transferred. This use case begins when an IB-14 is received from another state. Agency Staff provides wage information which is included on the Interstate Request for Reconsideration of Monetary Determination/Wage Credits (IB-14). The use case ends when the IB-4 response has been sent to the requesting state(s).

2. Actors

- Agency Staff
- System

2.1 Interfaces

- ICON
- Wage record

3. Triggers

- IB-14 request has been received from another state.

4. Preconditions

- Notification is received from another state indicating missing or incorrect wages.
- Received an IB-14 request from another state.

5. Post conditions

- IB-4 response has been sent to requesting state(s).

6. MAIN FLOW

The Main Flow describes the steps to process IB-14 Interstate Request for Reconsideration of Monetary Determination.

1. The System shall provide the ability for Agency Staff to input IB-14 data from another state.
2. The System will provide the ability to capture IB-14 data electronically.
3. The System shall create a work item for Agency Staff to enter IB-14 data.
4. The System shall provide the ability for Agency Staff to initiate a wage investigation.
5. The System shall provide Agency Staff the ability to send an IB-4 in response to other states' IB-14 request.
6. The System shall provide the ability to generate necessary correspondence,
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0100	The System shall interface with internal and external Systems to support the combined wage claim processes.
HR-INTRFDRL-0130	The System shall maintain history of IB-4s, IB-5s, and IB-6s sent and received.
HR-INTRFDRL-0150	The System shall track IB-14 status.
HR-INTRFDRL-0160	The System shall maintain a history of IB-14s.
HR-INTRFDRL-0400	The System shall support ICON real time Interstate Inquiry (IBIQ).
HR-INTRFDRL-0610	The System shall provide the ability to view IB-1, IB-4, IB-5, IB-6, and IB-14.
HR-INTRFDRL-1300	The System shall transfer wages to another state.
HR-INTRFDRL-1400	The System shall identify the wages and wage types that were transferred via the Interstate Connection Network (ICON).
HR-INTRFDRL-1410	The System shall indicate wage status when wages are transferred.
HR-INTRFDRL-1420	The System shall maintain the status of wages (e.g., transferred, used, available).
HR-INTRFDRL-2500	The System shall maintain the status of CWC request.
HR-INTRFDRL-2600	The System shall maintain the status of CWC responses.
HR-INTRFDRL-2620	The System shall track the status of CWC request from other state(s).
HR-INTRFDRL-2700	The System shall process Combined Wage Claims (CWC).
HR-INTRFDRL-5300	The System shall provide functionality to create, send, receive and process IB-4/IB-5 requests and responses.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 150 GENERATE IB-14 INTERSTATE REQUEST FOR RECONSIDERATION OUT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when a Claimant contacts the agency indicating missing or incorrect out-of-state wages. This use case begins when the Claimant provides wage information including credit weeks which is included on the Interstate Request for Reconsideration of Monetary Determination/Wage Credits (IB-14). The use case ends when the IB-14 request has been sent to the appropriate state(s).

2. Actors

- User (Agency Staff, Claimant)
- System

2.1 Interfaces

- ICON
- Wage records

3. Triggers

- Notification is received from Claimant indicating missing or incorrect out-of-state wages.

4. Preconditions

- IB-4 response is sent.

5. Post conditions

- IB-14 request has been sent to appropriate state(s).

6. Main Flow

The Main Flow describes the steps necessary to process IB-14 Interstate Request for Reconsideration of Monetary Determination.

1. The System shall provide the ability for the User to enter information for the IB-14.
2. The System shall provide the ability for the User to submit documentation for proof of wages.
3. The System shall determine that the IB-14 is being requested against the state with the corresponding IB-4.
    - If the System determines that the IB-14 is being requested against the state without a corresponding IB-4, proceed to Alternate Flow 7.1 IB-14 is being requested against the state without a corresponding IB-4.
4. The System shall associate the IB-14 request to the IB-4.
5. The System shall generate an IB-14 request (along with proof of wages, if provided) to the appropriate state(s).
6. The System shall determine a response to the IB-14 was received within the expected response period from the transferring state.
    - If the System determines a response to the IB-14 was not received within the expected response period from the transferring state, proceed to Alternate Flow 7.2 Response to the IB-14 was not received within the expected response period.
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 IB-14 is being requested against the state without a corresponding IB-4

1. The System shall determine that the IB-14 is being requested against the state without a corresponding IB-4.
2. The System shall provide the ability for Agency Staff to determine if an IB-4 request is needed.
3. Perform **UCS INTRFDRL 200 Send IB-4 Request Out**.
4. Continue with Main Flow, Step 4.

7.2 Response to the IB-14 was not received within the expected response period

1. The System shall determine a response to the IB-14 was not received within the expected response period from the transferring state.
2. The System shall generate a second IB-14 request.
3. The System shall create a work item for Agency Staff after the second IB-14 is not received within the expected time for Agency Staff to notify the transferring state.
4. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0100	The System shall interface with internal and external Systems to support the combined wage claim processes.
HR-INTRFDRL-0140	The System shall provide the ability for Agency Staff to create an IB-14.
HR-INTRFDRL-0150	The System shall track IB-14 status.
HR-INTRFDRL-0160	The System shall maintain a history of IB-14s.
HR-INTRFDRL-0400	The System shall support ICON real time Interstate Inquiry (IBIQ).
HR-INTRFDRL-0610	The System shall provide the ability to view IB-1, IB-4, IB-5, IB-6, and IB-14.
HR-INTRFDRL-0900	The System shall create a work item for Agency Staff for exceptions.
HR-INTRFDRL-1000	The System shall provide functionality for Agency Staff to resolve exceptions.
HR-INTRFDRL-1400	The System shall identify the wages and wage types that were transferred via the Interstate Connection Network (ICON).
HR-INTRFDRL-1420	The System shall maintain the status of wages (e.g., transferred, used, available).
HR-INTRFDRL-2610	The System shall track the status of CWC request to other state(s).
HR-INTRFDRL-2700	The System shall process Combined Wage Claims (CWC).
HR-INTRFDRL-5300	The System shall provide functionality to create, send, receive and process IB-4/IB-5 requests and responses.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 160 SEND IB-4 RESPONSE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process in which the System receives information to send an IB-4 response. This use case begins when the System receives an IB-4 request from another state. The use case ends when the System sends the IB-4 response.

2. Actors

- System

2.1 Interfaces

- ICON
- Wage records

3. Triggers

- Wages require transferring to another state.
- IB-4 request is received from another state.

4. Preconditions

- IB-4 request is processed.

5. Post conditions

- Wages are flagged as transferred out.
- IB-4 response is generated.

6. MAIN FLOW

The Main Flow describes the steps necessary to send an IB-4 response.

1. The System shall identify wages to be transferred.
   - If the System determines there are no wages to be transferred, proceed to Alternate Flow 7.1 No wages to transfer.
2. The System shall update the wage records indicating the wages were transferred out.
3. The System shall determine there is not an existing overpayment for the Claimant for whom wages are being requested.
   - If the System determines there is an existing overpayment for the Claimant for whom wages are being requested, proceed to Alternate Flow 7.2 Existing overpayment for the Claimant for whom wages are being requested.
4. The System shall determine the appropriate IB-4 response message.
5. The System shall send the IB-4 response.
6. The Main Flow ends.

7. Alternate Flow(s)

7.1 No wages to transfer

1. The System shall confirm there are no wages to transfer.
2. Continue with Main Flow, Step 3.

7.2 Existing overpayment for the Claimant for whom wages are being requested

1. The System shall determine there is an existing overpayment for the Claimant for whom wages are being requested.
2. Perform **UCS OVERPAY 160 Request and Process Recoupment from Other State.**
3. Continue with Main Flow, Step 4.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0100	The System shall interface with internal and external Systems to support the combined wage claim processes.
HR-INTRFDRL-0130	The System shall maintain history of IB-4s, IB-5s, and IB-6s sent and received.
HR-INTRFDRL-0400	The System shall support ICON real time Interstate Inquiry (IBIQ).
HR-INTRFDRL-0610	The System shall provide the ability to view IB-1, IB-4, IB-5, IB-6, and IB-14.
HR-INTRFDRL-1300	The System shall transfer wages to another state.
HR-INTRFDRL-1400	The System shall identify the wages and wage types that were transferred via the Interstate Connection Network (ICON).
HR-INTRFDRL-1410	The System shall indicate wage status when wages are transferred.
HR-INTRFDRL-1420	The System shall maintain the status of wages (e.g., transferred, used, available).
HR-INTRFDRL-2500	The System shall maintain the status of CWC request.
HR-INTRFDRL-2600	The System shall maintain the status of CWC responses.
HR-INTRFDRL-2620	The System shall track the status of CWC request from other state(s).
HR-INTRFDRL-2700	The System shall process Combined Wage Claims (CWC).
HR-INTRFDRL-5300	The System shall provide functionality to create, send, receive and process IB-4/IB-5 requests and responses.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 170 RESEND IB-4 REQUEST

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when an IB-4 response is not received within the identified time frame from the date on an IB-4 request via Interstate Connection (ICON). This use case begins when the timeframe for an IB-4 request expired or additional information is needed. This process ends when the System resends the IB-4 request via ICON or a work item is created for Agency Staff.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON

3. Triggers

- IB-4 response has not been received within applicable time frame.
- Agency Staff determines the need for additional information.

4. Preconditions

- IB-4 request was sent via ICON.

5. Post conditions

- An IB-4 request is resent.
- The System creates a work item for Agency Staff.

6. Main Flow

The Main Flow describes the steps to resend an IB-4 request.

1. The System shall determine that a response has not been received for an initial IB-4 request.
   - If the System determines that a response has been received for the initial IB-4 request, proceed to Alternate Flow 7.1 IB-4 response has been received.
2. The System shall determine a subsequent IB-4 request has not been sent.
   - If the System determines a subsequent IB-4 request has been sent, proceed to Alternate Flow 7.2 Subsequent IB-4 request has been sent.
3. The System shall provide the ability for Agency Staff to resend an IB-4 request.
4. The System shall generate a subsequent IB-4 request.
5. The Main Flow ends.

7. Alternate Flow(s)

7.1 IB-4 Response has been received

1. The System shall determine a response has been received for the initial IB-4 request.
2. The Alternate Flow ends.

7.2 Subsequent IB-4 request has been sent

1. The System shall determine a subsequent IB-4 request has been sent.
2. The System shall determine a subsequent IB-4 request can be automatically sent.
   - If the System determines a subsequent IB-4 request cannot be automatically sent, proceed to Alternate Flow 7.3 Subsequent IB-4 request cannot be automatically sent.
3. Continue with Main Flow, Step 3.

7.3 Subsequent IB-4 request cannot be automatically sent

1. The System shall determine a subsequent IB-4 request cannot be automatically sent.
2. The System shall create a work item for Agency Staff to review.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0100	The System shall interface with internal and external Systems to support the combined wage claim processes.
HR-INTRFDRL-0110	The System shall provide the ability for Agency Staff to enter any type of IB-Form.
HR-INTRFDRL-0130	The System shall maintain history of IB-4s, IB-5s, and IB-6s sent and received.
HR-INTRFDRL-0400	The System shall support ICON real time Interstate Inquiry (IBIQ).
HR-INTRFDRL-0600	The System shall provide functionality to generate multiple requests of IB-4/IB-5/IB-6/IB-14.
HR-INTRFDRL-0610	The System shall provide the ability to view IB-1, IB-4, IB-5, IB-6, and IB-14.
HR-INTRFDRL-0900	The System shall create a work item for Agency Staff for exceptions.
HR-INTRFDRL-1000	The System shall provide functionality for Agency Staff to resolve exceptions.
HR-INTRFDRL-2500	The System shall maintain the status of CWC request.
HR-INTRFDRL-2600	The System shall maintain the status of CWC responses.
HR-INTRFDRL-2610	The System shall track the status of CWC request to other state(s).
HR-INTRFDRL-2700	The System shall process Combined Wage Claims (CWC).
HR-INTRFDRL-5300	The System shall provide functionality to create, send, receive and process IB-4/IB-5 requests and responses.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 180 PROCESS IB-4 REQUEST

FEBRUARY 4, 2016

1. Brief Description

This use case describes the steps to process an inbound IB-4 requesting PA wages. This use case begins when the System has received an inbound IB-4 request or Agency Staff has entered an inbound IB-4 request. The use case ends when an IB-4 response is sent or creates a work item for Agency Staff.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON
- Wage records

3. Triggers

- IB-4 Request (inbound) received for PA wages.
- IB-4 Request (inbound) has been manually entered for PA wages.

4. Preconditions

- CWC claim exists.

5. Post conditions

- System has identified any wages available to transfer.
- IB-4 response is sent.

6. MAIN FLOW

The Main Flow describes the steps necessary to process an inbound IB-4 request.

1. The System shall determine an inbound IB-4 request has been received.
2. The System shall provide the ability for Agency Staff to enter an inbound IB-4 request from another state.
3. The System shall determine the received IB-4 request contains valid data.
   - If the System determines the received IB-4 request contains invalid data, proceed to Alternate Flow 7.1 Received IB-4 request contains invalid data.
4. The System shall determine the IB-4 request has passed edits allowing transfer and update of wages.
   - If the System determines the IB-4 request has not passed edits allowing transfer and update of wages, proceed to Alternate Flow 7.2 IB-4 request has not passed edits allowing transfer and update of wages.
5. The System shall determine no comments exist on the inbound IB-4 request.
   - If the System determines comments exist on the inbound IB-4 request, proceed to Alternate Flow 7.3 Comments exist on the inbound IB-4 request.
6. The System shall determine no active claim with a balance is available.
   - If the System determines an active claim with a balance is available, proceed to Alternate Flow 7.4 Active claim with a balance is available.
7. The System shall determine the appropriate response to the IB-4 request.
8. The System shall determine that federal civilian (UCFE) wages are not indicated.
   - If the System determines that federal civilian (UCFE) wages are indicated, proceed to Alternate Flow 7.5 Federal civilian (UCFE) wages are indicated.
9. The System shall determine that military (UCX) wages are not indicated.
   - If the System determines that military (UCX) wages are indicated, proceed to Alternate Flow 7.6 Military (UCX) wages are indicated.
10. The System shall send all available wages for the period requested.
11. Proceed to **UCS INTRFDRL 160 Send IB-4 Response**.
12. The Main Flow ends.

7. Alternate Flow(s)

7.1 Received IB-4 request contains invalid data

1. The System shall determine a received IB-4 request contains invalid data.
2. The System shall send an outbound IB-4 response indicating invalid data along with the error that was encountered.
3. The Alternate Flow ends.

7.2 IB-4 request has not passed edits allowing transfer and update of wages

1. The System shall determine the IB-4 request has not passed edits.
2. The System shall create a work item for Agency Staff to review the request.
3. The Alternate Flow ends.

7.3 Comments exist on the inbound IB-4 request

1. The System shall determine that comments exist on the inbound IB-4 request.
2. The System shall create a work item for Agency Staff to review comments on the inbound IB-4 request.
3. Continue with Main Flow, Step 6.

7.4 Active claim with a balance is available

1. The System shall determine an active claim with a balance is available.
2. Proceed to **UCS INTRFDRL 160 Send IB-4 Response**.
3. The Alternate Flow ends.

7.5 Federal civilian (UCFE) wages are indicated

1. The System shall determine that federal civilian (UCFE) wages are indicated.
2. The System shall determine the IB-4 request indicated federal civilian wages need to be requested.
   - If the System determines the IB-4 request indicated federal civilian wages do not need to be requested, proceed to Alternate Flow 7.7 Federal civilian wages do not need to be requested.
3. Perform **UCS INTRFDRL 210 Request UC for Federal Employee**.
4. Continue with Main Flow, Step 9.

7.6 Military (UCX) wages are indicated

1. The System shall determine that military employment (UCX) wages are indicated.
2. The System shall determine the IB-4 request indicated military wages need to be requested.
   - If the System determines the IB-4 request indicated military wages do not need to be requested, proceed to Alternate Flow 7.8 Military wages do not need to be requested.
3. The System shall create a work item for Agency Staff to request military wages.
4. The Alternate Flow ends.

7.7 Federal civilian wages do not need to be requested

1. The System shall determine the IB-4 request indicated federal civilian wages do not need to be requested.
2. Continue with Main Flow, Step 9.

7.8 Military wages do not need to be requested

1. The System shall determine the IB-4 request indicated military wages do not need to be requested.
2. Continue with Main Flow, Step 10.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0100	The System shall interface with internal and external Systems to support the combined wage claim processes.
HR-INTRFDRL-0120	The System shall provide the ability for Agency Staff to enter IB-4 Response to wage request from other state(s).
HR-INTRFDRL-0130	The System shall maintain history of IB-4s, IB-5s, and IB-6s sent and received.
HR-INTRFDRL-0400	The System shall support ICON real time Interstate Inquiry (IBIQ).
HR-INTRFDRL-0600	The System shall provide functionality to generate multiple requests of IB-4/IB-5/IB-6/IB-14.
HR-INTRFDRL-0610	The System shall provide the ability to view IB-1, IB-4, IB-5, IB-6, and IB-14.
HR-INTRFDRL-0900	The System shall create a work item for Agency Staff for exceptions.
HR-INTRFDRL-1000	The System shall provide functionality for Agency Staff to resolve exceptions.
HR-INTRFDRL-1300	The System shall transfer wages to another state.
HR-INTRFDRL-1400	The System shall identify the wages and wage types that were transferred via the Interstate Connection Network (ICON).
HR-INTRFDRL-1410	The System shall indicate wage status when wages are transferred.
HR-INTRFDRL-1420	The System shall maintain the status of wages (e.g., transferred, used, available).
HR-INTRFDRL-2500	The System shall maintain the status of CWC request.
HR-INTRFDRL-2600	The System shall maintain the status of CWC responses.
HR-INTRFDRL-2620	The System shall track the status of CWC request from other state(s).
HR-INTRFDRL-2700	The System shall process Combined Wage Claims (CWC).
HR-INTRFDRL-2900	The System shall determine when federal wages can be used on a claim.
HR-INTRFDRL-2910	The System shall provide the ability for Agency Staff to determine federal wages can be used on a claim.

Requirement ID	Description
HR-INTRFDRL-3500	The System shall determine state of assignment of UCFE/UCX wages.
HR-INTRFDRL-3510	The System shall provide the ability for Agency Staff to determine assignment of UCFE/UCX wages.
HR-INTRFDRL-5300	The System shall provide functionality to create, send, receive and process IB-4/IB-5 requests and responses.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 190 PROCESS IB-4 RESPONSE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process when the System receives inbound IB-4 response(s) (wages in). This use case begins when IB-4 response(s) is/are received from another state(s). This use case ends when the System applies wages or creates a work item for Agency Staff.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON
- Wage Record

3. Triggers

- IB-4 response is received.

4. Preconditions

- Original financial determination has been issued.
- IB-4 request has been sent.
- Agency Staff manually entered IB-4 request.

5. Post conditions

- Wages are applied to a claim.
- System creates a work item for Agency Staff.
- Wages are returned to the state(s).

6. MAIN FLOW

The Main Flow describes the steps necessary to process an IB-4 response.

1. The System shall receive an IB-4 response.
2. The System shall provide the ability for Agency Staff to enter an IB-4 response.
3. The System shall determine no IB-4 exceptions exist.
   - If the System determines IB-4 exceptions exist, proceed to Alternate Flow 7.1 IB-4 exceptions exist.
4. Proceed to **UCS MONDET 060 Apply Wages.**
5. The Main Flow ends.

7. Alternate Flow(s)

7.1 IB-4 exceptions exist

1. The System shall determine IB-4 exceptions exist.
2. The System shall determine the name on the IB-4 wages do match the Claimant's name.
    - If the System determines the name on the IB-4 wages do not match the Claimant's name, proceed to Alternate Flow 7.2 IB-4 wages do not match the Claimant's name.
3. The System shall determine the effective date has not been changed on a CWC claim.
    - If the System determines the effective date has been changed on a CWC claim, proceed to Alternate Flow 7.3 Effective date has been changed on a CWC claim.
4. The System shall determine wages on the IB-4 response in base year for claim.
    - If the System determines the wages on the IB-4 response are not in base year for claim, proceed to Alternate Flow 7.4 Wages on the IB-4 response are not in base year for claim.
5. The System shall create a work item for Agency Staff to review other IB-4 exceptions.
6. The Alternate Flow ends.

7.2 IB-4 wages do not match the Claimant's name

1. The System shall determine the IB-4 wages do not match the Claimant's name.
2. The System shall create a work item for Agency Staff to review the name mismatch.
3. The Alternate Flow ends.

7.3 Effective date has been changed on a CWC claim

1. The System shall determine the effective date has been changed on a CWC claim.
2. Perform **UCS INTRFDRL 120 Generate IB-5**.
3. The System shall determine the wages from another state should be requested based on new effective date.
    - If the System determines wages from another state should not be requested based on the new effective date, proceed to Alternate Flow 7.5 Wages from another state not requested.
4. The System shall set the IB-4 indicator based on the revised claim data.
5. Proceed to **UCS INTRFDRL 200 Send IB-4 Request Out.**
6. The Alternate Flow ends.

7.4 Wages on the IB-4 response are not in base year for claim

1. The System shall determine that the wages on the IB-4 response not in base year for claim.
2. The System shall create a work item for Agency Staff to review the IB-4 response.
3. The Alternate Flow ends.

7.5 Wages from another state not requested

1. The System shall determine the wages from another state should not be requested based on the new effective date.
2. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0100	The System shall interface with internal and external Systems to support the combined wage claim processes.
HR-INTRFDRL-0120	The System shall provide the ability for Agency Staff to enter IB-4 Response to wage request from other state(s).
HR-INTRFDRL-0130	The System shall maintain history of IB-4s, IB-5s, and IB-6s sent and received.
HR-INTRFDRL-0400	The System shall support ICON real time Interstate Inquiry (IBIQ).
HR-INTRFDRL-0610	The System shall provide the ability to view IB-1, IB-4, IB-5, IB-6, and IB-14.
HR-INTRFDRL-0700	The System shall determine exceptions exist which prevent adding wages from another state.
HR-INTRFDRL-0800	The System shall add wages received from another state when no exceptions exist.
HR-INTRFDRL-0900	The System shall create a work item for Agency Staff for exceptions.
HR-INTRFDRL-1000	The System shall provide functionality for Agency Staff to resolve exceptions.
HR-INTRFDRL-1100	The System shall add the wages when the exception is resolved.
HR-INTRFDRL-1110	The System shall provide the ability for Agency Staff to enter wages when the exception is not resolved.
HR-INTRFDRL-1200	The System shall provide the ability for Agency Staff to enter other state wages once received.
HR-INTRFDRL-1400	The System shall identify the wages and wage types that were transferred via the Interstate Connection Network (ICON).
HR-INTRFDRL-1410	The System shall indicate wage status when wages are transferred.
HR-INTRFDRL-1420	The System shall maintain the status of wages (e.g., transferred, used, available).
HR-INTRFDRL-2500	The System shall maintain the status of CWC request.
HR-INTRFDRL-2600	The System shall maintain the status of CWC responses.
HR-INTRFDRL-2610	The System shall track the status of CWC request to other state(s).
HR-INTRFDRL-2620	The System shall track the status of CWC request from other state(s).

Requirement ID	Description
HR-INTRFDRL-2700	The System shall process Combined Wage Claims (CWC).
HR-INTRFDRL-5300	The System shall provide functionality to create, send, receive and process IB-4/IB-5 requests and responses.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 200
SEND IB-4 REQUEST OUT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to request out-of-state wages. This use case begins when the Claimant indicates the state(s) they worked in. The use case ends when a request to transfer the out of state wages is issued or reissued.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON

3. Triggers

- Agency staff determines an IB-4 needs to be issued.
- The System determines an IB-4 request needs to be issued.

4. Preconditions

- Claim with potential wages in another state.
- Claimant has elected to include the out of state wages.
- Claimant filed a combined wage claim.

5. Post conditions

- IB-4 request for out of state wages is sent.

6. Main Flow

The Main Flow describes the steps necessary to send an outbound IB-4 request.

1. The System shall determine the state(s), types of wages and base period to request based on the IB-4 Enabled Indicator.
2. The System shall provide the ability for Agency Staff to enter required data for the IB-4 request.
3. The System shall determine the wage request is an initial IB-4.
   - If the System determines the wage request is not an initial IB-4, proceed to Alternate Flow 7.1 The wage request is not an initial IB-4.
4. The System shall determine when to reissue IB-4 request.
5. The System shall determine an electronic IB-4 request out can be generated.
   - If the System determines an electronic IB-4 request out cannot be generated, proceed to Alternate Flow 7.2 Electronic IB-4 cannot be generated.
6. The System shall determine the due date for the response.
7. The System shall generate a single outbound IB-4 request for each state for all types of wages requested.
8. The System shall set an IB-4 indicator.
9. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 The wage request is not an initial IB-4

1. The System shall determine the wage request is not an initial IB-4.
2. Continue with Main Flow, Step 4.

7.2 Electronic IB-4 cannot be generated

1. The System shall determine an electronic outbound IB-4 request cannot be generated.
2. The System shall generate a paper outbound IB-4 request.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0100	The System shall interface with internal and external Systems to support the combined wage claim processes.
HR-INTRFDRL-0110	The System shall provide the ability for Agency Staff to enter any type of IB-Form.
HR-INTRFDRL-0130	The System shall maintain history of IB-4s, IB-5s, and IB-6s sent and received.
HR-INTRFDRL-0400	The System shall support ICON real time Interstate Inquiry (IBIQ).
HR-INTRFDRL-0600	The System shall provide functionality to generate multiple requests of IB-4/IB-5/IB-6/IB-14.
HR-INTRFDRL-0610	The System shall provide the ability to view IB-1, IB-4, IB-5, IB-6, and IB-14.
HR-INTRFDRL-2500	The System shall maintain the status of CWC request.
HR-INTRFDRL-2610	The System shall track the status of CWC request to other state(s).
HR-INTRFDRL-2700	The System shall process Combined Wage Claims (CWC).
HR-INTRFDRL-5300	The System shall provide functionality to create, send, receive and process IB-4/IB-5 requests and responses.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 210 REQUEST UC FOR FEDERAL EMPLOYEE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process of obtaining information regarding federal civilian employment. This use case begins when an Unemployment Compensation for Federal Employees (UCFE) claim is filed and a wage/separation request is needed. The use case ends when a request for UCFE wages and separation information is completed.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- Federal Claims Control Center (FCCC) via ICON
- ICON

3. Triggers

- Agency Staff receives claim for federal civilian employment.

4. Preconditions

- UCFE claim is filed.

5. Post conditions

- UCFE employment information is requested.
- UCFE wage and separation information is requested.

6. MAIN FLOW

The Main Flow describes the steps to request unemployment compensation information for federal employees.

1. The System shall provide the ability for Agency Staff to input data to generate an ES-931/931A request.
2. The System shall determine that wage and separation information is needed.
   - If the System determines that only separation information is needed, proceed to Alternate Flow 7.1 Only separation information is needed.
3. The System shall determine that information to generate an ES-931/931A request has been collected.
   - If the System determines that information to generate the ES-931/931A request has not been collected, proceed to Alternate Flow 7.2 Necessary information to generate the ES-931/931A is unavailable.
4. The System shall determine the recipient can receive an electronic ES-931/931A.
   - If the System determines recipient cannot receive an electronic ES-931/931A, proceed to Alternate Flow 7.3 Recipient cannot receive an electronic ES-931/931A.
5. The System shall generate the ES-931/931A request.
6. Proceed to **UCS INTRFDRL 040 Send UCFE UCX Type Request**.
7. The Alternate Flow ends.

7. ALTERNATE FLOW(S)

7.1 Only separation information is needed

1. The System shall determine that only separation information is needed.
2. Continue with Main Flow, Step 3.

7.2 Necessary information to generate the ES-931/931A request is unavailable

1. The System shall determine information to generate the ES-931/931A request has not been collected.
2. The System shall create a work item for Agency Staff to complete the ES-931/931A request.
3. The Alternate Flow ends.

7.3 Recipient cannot receive an electronic ES-931/931A

1. The System shall determine recipient cannot receive an electronic ES-931/931A.
2. The System shall generate a paper ES-931/931A.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0300	The System shall interface with internal and external Systems to support the UCFE processes.
HR-INTRFDRL-0400	The System shall support ICON real time Interstate Inquiry (IBIQ).
HR-INTRFDRL-0900	The System shall create a work item for Agency Staff for exceptions.
HR-INTRFDRL-2020	The System shall provide the ability for Agency Staff to send an ES-931 (Request for Wage and Separation Information).
HR-INTRFDRL-2070	The System shall provide the ability to view ES-931 request.
HR-INTRFDRL-2220	The System shall provide the ability for Agency Staff to send ES-931A (Request for Separation Information for Additional Claim) information.
HR-INTRFDRL-2240	The System shall provide the ability to view ES-931A request.
HR-INTRFDRL-2800	The System shall interface with Federal Claims Control Center (FCCC) (via ICON) to determine wage assignment.
HR-INTRFDRL-3400	The System shall process Unemployment Compensation for Federal Employees (UCFE) claims.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS INTRFDRL 220 PERFORMICON DATA INQUIRY

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for Agency Staff to perform a data inquiry from the ICON System (e.g., IBIQ wage and benefit inquiry, SIDI wage inquiry, WIC2 withdrawn/ineligible claim inquiry). This use case begins when Agency Staff selects the option to connect to the ICON hub. The use case ends when the information for the ICON inquiry is received.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON

3. Triggers

- Agency Staff selects an option to perform an ICON Inquiry.
- A claim requires ICON data.

4. Preconditions

- The System requests data from another state(s).

5. Post conditions

- Available data from other state(s) has been received from ICON.

6. MAIN FLOW

The Main Flow describes the steps necessary to initiate an ICON data inquiry.

1. The System shall provide the ability for the Agency Staff to select the option to request information from the ICON hub.
2. The System shall provide the ability for Agency Staff to select the type of ICON inquiry (e.g., IBIQ, SIDI, WIC2, handbook).
3. The System shall provide the ability for Agency Staff to enter required Claimant information (e.g., social security number, state FIPS code).
4. The System shall transmit the inquiry to the ICON hub.
5. The System shall accept and display inquiry results from the ICON hub.
6. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-INTRFDRL-0100	The System shall interface with internal and external Systems to support the combined wage claim processes.
HR-INTRFDRL-0170	The System shall receive IB-13s.
HR-INTRFDRL-0400	The System shall support ICON real time Interstate Inquiry (IBIQ).
HR-INTRFDRL-0500	The System shall provide real time State Identification Inquiry (SIDI).

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS NONMON 010 ESTABLISH ISSUE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for the System to establish an issue. This use case begins when the System determines an issue exists. This use case ends when the System has created the issue for fact finding.

2. Actors

- System

2.1 Interfaces

- SIDES
- Commonwealth Workforce Development System - CWDS (Workforce/Job Service)
- State IVR Systems

3. Triggers

- New, Additional, Reopen Claim is filed with an issue.
- New, Additional, or Reopened Claim process has detected an issue.
- TRA, State or Federal Extension, with an issue.
- Fact Finding received
- Labor Disputes
- Claim changes
- Certification
- Quality Review Processes
- Fraud report
- Cross match

4. Preconditions

- A record for a Claimant exists.

5. Post conditions

- An issue is created.

6. MAIN FLOW

The Main Flow describes the steps necessary for the System to establish an issue.

1. The System shall determine the issue is not open.
   - If the System determines the issue is open, proceed to Alternate Flow 7.1 Issue is open.
2. The System shall determine the issue has not been previously adjudicated.
   - If the System determines the issue has been previously adjudicated, proceed to Alternate Flow 7.2 Issue has been previously adjudicated.
3. The System shall assign a unique identifier to the non-monetary issue.
4. The System shall identify the attributes of the issue (e.g., status, effect on monetary/programs, separation vs non-separation)
5. The System shall determine the claim week(s) affected.
6. The System shall capture the source of the issue (e.g., created during an initial claim, program type).
7. The System shall calculate the due date for the determination.
8. The System shall identify the program type related to the issue.
9. The System shall determine the issue detection date.
10. The System shall identify the Interested Parties for the issue.
11. The System shall determine the fact-finding questions based on the issue.
12. The System shall associate correspondence or media to the issue.
13. The System shall create a non-monetary case for the issue.
14. The System shall provide the ability to hold payment based on the non-monetary issue.
15. The System shall assign a payment hold indicator.
16. The System shall provide the ability to assign the non-monetary or monetary issue to Agency Staff for review.
17. Proceed to **UCS NONMON 030 Conduct Fact Finding.**
18. The Main Flow ends.

7. Alternate Flow(s)

7.1 Issue is open

1. The System shall determine the issue is open.
2. The System shall create a work item for Agency Staff to review the open issue.
3. The Alternate Flow ends.

7.2 Issue has been previously adjudicated

1. The System shall determine the issue has been previously adjudicated (e.g., same separation, different application for benefit(s) date).
2. The System shall create a work item for Agency Staff.
3. The System shall provide the ability to create an issue from a previously adjudicated issue.
4. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-NONMON-0100	The System shall provide functionality to identify non-monetary issues for all Unemployment Insurance (UC) programs (e.g., unemployment insurance (UI), Trade Readjustment Allowance (TRA), Reemployment Trade Adjustment Assistance (RTAA), Alternate Trade Adjustment Assistance (ATAA), Disaster Unemployment Assistance (DUA), Federal Extensions, State Extended Benefits (EB), Shared Work).
HR-NONMON-0200	The System shall provide functionality to create an issue case file for non-monetary adjudication.
HR-NONMON-0300	The System shall provide the ability to create work items for non-monetary processes.
HR-NONMON-0400	The System shall provide functionality to conduct fact finding for non-monetary issues.
HR-NONMON-0600	The System shall interface with internal and external systems required for non-monetary processes.
HR-NONMON-0700	The System shall automatically identify non-monetary issues.
HR-NONMON-0900	The System shall provide the functionality to create a potential duplicate identifier.
HR-NONMON-1000	The System shall determine the issue detection date.
HR-NONMON-1100	The System shall classify non-monetary issues as a separation issue or non-separation issue.
HR-NONMON-1200	The System shall associate non-monetary issues with a claim.
HR-NONMON-1300	The System shall update the claim when a non-monetary issue is detected.
HR-NONMON-1400	The System shall determine an issue affects payment.
HR-NONMON-1500	The System shall identify interested parties to a non-monetary issue.
HR-NONMON-1600	The System shall provide reporting of non-monetary issue timeliness.

Requirement ID	Description
HR-NONMON-1700	The System shall maintain the status of non-monetary cases (e.g., opened, pending, closed, and deleted).
HR-NONMON-2800	The System shall associate correspondence to the non-monetary case.
HR-NONMON-2900	The System shall provide functionality to assign non-monetary cases for adjudication.
HR-NONMON-3900	The System shall provide functionality to generate documentation to Claimants, Employers, or their designee.
HR-NONMON-4000	The System shall identify non-monetary issues that have been previously adjudicated.
HR-NONMON-4010	The System shall identify previously adjudicated issues.
HR-NONMON-4900	The System shall provide functionality to process non-monetary cases related to a Labor Dispute.
HR-NONMON-4910	The System shall provide the functionality to process non-monetary cases associated to a Claim Event.
HR-NONMON-5210	The System shall associate issues.
HR-NONMON-6700	The System shall provide the ability to hold a benefit payment.

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UCS NONMON 020 ESTABLISH ISSUE - STAFF

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for Agency Staff to manually establish an issue. This use case begins when Agency Staff has accessed a claim to determine if an issue needs to be established. This use case ends when the issue has been created.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff determines the need to manually create an issue.

4. Preconditions

- A Record for a Claimant exists.

5. Post conditions

- An issue is created.

6. Main Flow

The Main Flow describes the steps necessary for Agency Staff to manually establish an issue.

1. The System shall provide the ability to receive non-monetary information from multiple sources (e.g., paper, electronic, interfaces).
2. The System shall provide the ability for Agency Staff to view all rendered decisions and open issues on a claim.
3. The System shall provide the ability for Agency Staff to enter data for the Claimant, claim, and issue.
4. The System shall provide the ability for Agency Staff to create an issue.
5. The System shall determine the issue is not open.
   - If the System determines the issue is open, proceed to Alternate Flow 7.1 Issue is open.
6. The System shall determine the issue has not been previously adjudicated.
   - If the System determines the issue has been previously adjudicated, proceed to Alternate Flow 7.2 Issue has been previously adjudicated.
7. The System shall assign a unique identifier to the non-monetary issue.
8. The System shall provide the ability for Agency Staff to enter the initial attributes of the issue (e.g., status, effect on monetary/programs, separation vs non-separation).
9. The System shall determine the compensable week(s) at issue.
10. The System shall provide the ability for Agency Staff to modify the compensable week(s) at issue.
11. The System shall capture the source of the issue (e.g., created during an initial claim, program type).
12. The System shall calculate the due date for the determination.
13. The System shall identify the program type related to the issue.
14. The System shall determine issue detection date.
15. The System shall provide the ability for Agency Staff to modify the issue detection date.
16. The System shall provide the ability for Agency Staff to identify Interested Parties for the issue.
17. The System shall determine the fact finding questions based on the issue and interested parties.
18. The System shall create a non-monetary case for the issue.
19. The System shall provide the ability for Agency Staff to update the hold payment indictor.
20. The System shall determine Agency Staff did not elect to hold payment.
    - If the System determines Agency Staff elects to hold payment, proceed to Alternate Flow 7.3 Agency Staff elects to hold payment.
21. The System shall provide the ability for Agency Staff to (re) assign the non-monetary issue.
22. The System shall provide the ability for Agency Staff to conduct fact finding.
    - If the System determines Agency Staff does not elect to conduct fact finding, proceed to Alternate Flow 7.4 Agency Staff does not elect to conduct fact finding.
23. Proceed to **UCS NONMON 030 Conduct Fact Finding.**
24. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Issue is open

1. The System shall determine the issue is open.
2. The System shall provide the ability for Agency Staff to indicate the issue is open.
    - If the System determines Agency Staff indicates the issue is not open, continue with Main Flow, Step 6.
3. The System shall provide the ability for Agency Staff to modify the issue.
4. Proceed to **UCS NONMON 040 Modify Issue Details.**
5. The Alternate Flow ends.

7.2 Issue has been previously adjudicated

1. The System shall determine the issue has been previously adjudicated (e.g., same separation, different application for benefits date).
2. The System shall provide the ability for Agency Staff to create an issue from a previously adjudicated issue.
3. Continue with Main Flow, Step 7.

7.3 Agency Staff elects to hold payment

1. The System shall determine Agency Staff elects to hold payment.
2. The System shall provide the ability for Agency Staff to enter a reason for holding payment.
3. The System shall assign a payment hold indicator.
4. Continue with Main Flow, Step 21.

7.4 Agency Staff does not elect to conduct fact finding

1. The System shall determine Agency Staff does not elect to conduct fact finding.
2. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-NONMON-0100	The System shall provide functionality to identify non-monetary issues for all Unemployment Insurance (UC) programs (e.g., unemployment insurance (UI), Trade Readjustment Allowance (TRA), Reemployment Trade Adjustment Assistance (RTAA), Alternate Trade Adjustment Assistance (ATAA), Disaster Unemployment Assistance (DUA), Federal Extensions, State Extended Benefits (EB), Shared Work).
HR-NONMON-0200	The System shall provide functionality to create an issue case file for non-monetary adjudication.
HR-NONMON-0300	The System shall provide the ability to create work items for non-monetary processes.
HR-NONMON-0600	The System shall interface with internal and external systems required for non-monetary processes.
HR-NONMON-0800	The System shall provide the ability for Agency Staff to manually create a non-monetary issue.
HR-NONMON-0900	The System shall provide the functionality to create a potential duplicate identifier.
HR-NONMON-1000	The System shall determine the issue detection date.
HR-NONMON-1100	The System shall classify non-monetary issues as a separation issue or non-separation issue.
HR-NONMON-1200	The System shall associate non-monetary issues with a claim.
HR-NONMON-1300	The System shall update the claim when a non-monetary issue is detected.
HR-NONMON-1400	The System shall determine an issue affects payment.
HR-NONMON-1500	The System shall identify interested parties to a non-monetary issue.
HR-NONMON-1600	The System shall provide reporting of non-monetary issue timeliness.
HR-NONMON-1700	The System shall maintain the status of non-monetary cases (e.g., opened, pending, closed, and deleted).
HR-NONMON-2400	The System shall provide functionality to capture fact finding.
HR-NONMON-2900	The System shall provide functionality to assign non-monetary cases for adjudication.
HR-NONMON-4000	The System shall identify non-monetary issues that have been previously adjudicated.
HR-NONMON-4010	The System shall identify previously adjudicated issues.

Requirement ID	Description
HR-NONMON-4910	The System shall provide the functionality to process non-monetary cases associated to a Claim Event.
HR-NONMON-5200	The System shall provide the ability for Agency Staff to associate issues.
HR-NONMON-5250	The System shall provide functionality to create or modify the association between an issue and a claim event (e.g., labor dispute, mass layoff).
HR-NONMON-5260	The System shall provide functionality to create or modify the association between an issue and a claim.
HR-NONMON-6600	The System shall provide the ability for Agency Staff to hold a benefit payment.

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS NONMON 030 CONDUCT FACT FINDING

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process of conducting fact finding associated with an issue. This use case begins when an issue is created and fact finding is needed. This use case ends when fact finding has been completed.

2. Actors

- System
- Agency Staff
- User (Claimant, Employer, Third Party Administrator (TPA))

2.1 Interfaces

- SIDES
- Recording software/ACD

3. Triggers

- The User selects an option to enter fact finding information.
- Self-service (at or subsequent to time of claim filing).
- Reopened or additional claim filed.
- Weekly certification.
- Fact finding is warranted.
- Fact finding is received.

4. Preconditions

- A claim has been filed.
- An issue has been established.

5. Post conditions

- Fact finding information has been initiated.
- Fact finding information has been received.

6. Main Flow

The Main Flow describes the steps necessary to conduct fact finding.

1. The System shall determine the User is not Agency Staff.
   - If the System determines the User is Agency Staff, proceed to Alternate Flow 7.1 User is Agency Staff.
2. The System shall determine the type of fact finding for the interested party (e.g., Claimant or Employer) based on the issue(s).
3. The System shall generate fact finding per the Claimant or Employer's preferred method of contact.
4. The System shall determine the Claimant or Employer submits fact finding via self-service.
   - If the System determines the Claimant or Employer does not submit fact finding via self-service, proceed to Alternate Flow 7.2 Fact finding not submitted via Self-Service.
5. The System shall capture responses to fact finding.
6. The System shall provide the ability for the Claimant or Employer to attach supporting documents or media.
7. The System shall determine fact finding questionnaire is complete.
   - If the System determines fact finding questionnaire is not complete, proceed to Alternate Flow 7.3 Fact finding questionnaire is not complete.
8. The System shall provide the ability for Agency Staff to request rebuttal or additional information from the interested parties.
9. The System shall determine Agency Staff does not request rebuttal or additional information from Interested Parties.
   - If the System determines Agency Staff requests rebuttal or additional information from Interested Parties, proceed to Alternate Flow 7.6 Agency Staff requests rebuttal or additional information from Interested Parties.
10. The System shall provide the ability to (re)schedule fact finding interviews.
11. The System shall process the fact finding and rebuttal information submitted or received.
12. The System shall determine the fact finding information should not establish a new issue.
    - If the System determines the fact finding information should establish a new issue, proceed to Alternate Flow 7.4 Fact finding information should establish a new issue.
13. The System shall determine the issue can be automatically adjudicated.
    - If the System determines the issue cannot be automatically adjudicated, proceed to Alternate Flow 7.5 Issue cannot be automatically adjudicated.
14. The System shall provide the ability for Agency Staff to update the status of the non-monetary case.
15. Proceed to **UCS NONMON 050 Adjudicate Issue**.
16. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 User is Agency Staff

1. The System shall determine the User is Agency Staff.
2. The System shall provide the ability for Agency Staff to search for the issue.
3. The System shall present the issues associated to the claim.
4. The System shall provide the ability for Agency Staff to select the issue(s).
5. The System shall display the fact finding questions related to the issue(s).
6. The System shall provide the ability for Agency Staff to identify the interested parties (e.g., Claimant, Employer, Agency or Third Parties) for fact finding.
7. The System shall provide the ability for Agency Staff to select or modify the fact finding questions to be generated.
8. The System shall capture Agency Staff entered responses to fact finding questions.
9. Continue with Main Flow, Step 2.

7.2 Fact finding not submitted via self-service

1. The System shall determine the Claimant or Employer does not submit fact finding via self-service.
2. The System shall associate documents received to the issue.
3. Continue with Main Flow, Step 5.

7.3 Fact finding questionnaire is not complete

1. The System shall determine fact finding questionnaire is not complete.
2. The System shall provide the ability for the User to complete fact finding questionnaire.
3. Continue with Main Flow, Step 8.

7.4 Fact finding information should establish a new issue

1. The System shall determine the fact finding information should establish a new issue.
2. Perform **UCS NONMON 010 Establish Issue.**
3. The Alternate Flow ends.

7.5 Issue cannot be automatically adjudicated

1. The System shall determine the issue cannot be automatically adjudicated.
2. The System shall provide the ability for Agency Staff to indicate that rebuttal or additional information is not necessary.
   - If the System determines Agency Staff indicates rebuttal or additional information is necessary, proceed to Alternate Flow 7.6 Agency Staff requests rebuttal or additional information from Interested Parties.
3. Proceed to **UCS NONMON 050 Adjudicate Issue**.
4. The Alternate Flow ends.

7.6 Agency Staff requests rebuttal or additional information from Interested Parties

1. The System shall provide the ability for Agency Staff to request rebuttal or additional information is necessary.
2. The System shall notify interested parties of the need to provide rebuttal or additional information.
3. The System shall capture fact finding attempts.
4. Continue with Main Flow, Step 7.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-NONMON-0300	The System shall provide the ability to create work items for non-monetary processes.
HR-NONMON-0400	The System shall provide functionality to conduct fact finding for non-monetary issues
HR-NONMON-1900	The System shall generate the fact finding associated with a non-monetary issue.
HR-NONMON-2000	The System shall provide functionality to send fact finding through multiple methods (e.g., mail, electronic).
HR-NONMON-2100	The System shall provide functionality to receive fact finding through multiple methods.
HR-NONMON-2200	The System shall provide functionality to schedule fact finding interviews.
HR-NONMON-2300	The System shall provide functionality to schedule rebuttal interviews.
HR-NONMON-2400	The System shall provide functionality to capture fact finding.
HR-NONMON-2500	The System shall provide functionality to document reasonable attempts to obtain fact finding.
HR-NONMON-2600	The System shall provide functionality to request documentation from an interested party.
HR-NONMON-2700	The System shall associate fact finding to the non-monetary case.
HR-NONMON-2800	The System shall associate correspondence to the non-monetary case.
HR-NONMON-2900	The System shall provide functionality to assign non-monetary cases for adjudication.
HR-NONMON-3100	The System shall identify issues during fact finding.
HR-NONMON-3200	The System shall identify new issues detected during fact finding.
HR-NONMON-3400	The System shall interface with external hearing recording software and conferencing software.
HR-NONMON-3900	The System shall provide functionality to generate documentation to claimants, employers, or their designee.
HR-NONMON-6000	The System shall provide the ability for Agency Staff to send fact finding (including rebuttal).

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS NONMON 040 MODIFY ISSUE DETAILS

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for modifying an issue. Modification may include changing data or adding new information (Note: Modifying an issue may change the time lapse, detection date, due dates, etc.). This use case begins when Agency Staff determines an issue needs to be modified. This use case ends when the issue has been modified.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff selects to modify an existing issue.
- The System determined a modification to an issue is necessary.

4. Preconditions

- An issue is established.

5. Post conditions

- Modifications to an existing issue have been processed.

6. Main Flow

The Main Flow describes the steps necessary to modify an issue.

1. The System shall provide the ability for Agency Staff to search and select a non-monetary case.
2. The System shall provide the ability for Agency Staff to select an issue to modify.
3. The System shall determine the issue can be modified (e.g., has not reached finality or a determination has been issued).
    - If the System determines the issue cannot be modified, proceed to Alternate Flow 7.2 Issue cannot be modified.
4. The System shall determine an issue has not been affected based on changes to the claim.
    - If the System determines an issue has been affected based on changes to the claim, proceed to Alternate Flow 7.1 Issue has been affected based on changes to the claim.
5. The System shall provide the ability for Agency Staff to modify the status of the non-monetary case.
6. The System shall provide the ability for Agency Staff to modify the issue (e.g., issue details, weeks, detection date).
7. The System shall provide the ability for Agency Staff to associate or disassociate issues.
8. The System shall provide the ability to update the payment hold indicator (e.g., release or hold).
9. The System shall provide the ability for Agency Staff to indicate the reason for the modification of the issue.
10. The System shall provide the ability for Agency Staff to change the issue type.
11. The System shall provide the ability for Agency Staff to add or remove Employer's from the determination notification.
12. The System shall provide the ability for Agency Staff to add or remove other Interested Parties from the determination notification.
13. The System shall provide the ability for Agency Staff to (re)assign the non-monetary issue for adjudication (e.g., to individual or work queue).
14. The System shall provide the ability to associate correspondence to the issue.
15. The System shall provide the ability for Agency Staff to indicate adjudication of issue has occurred in another state whose wages are being used.
16. The System shall determine there has been no change to the fact finding for the issue.
    - If the System determines there has been a change to the fact finding for the issue, proceed to Alternate Flow 7.3 There has been a change to the fact finding for the issue.
17. The System shall determine there has been no change to the separation or non-separation information for the issue.
    - If the System determines there has been a change to the separation or non-separation information for the issue, proceed to Alternate Flow 7.4 There has been a change to the separation or non-separation information for the issue.
18. The System shall provide the ability to generate correspondence to interested parties.
19. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Issue has been affected based on changes to the claim

1. The System shall determine an issue has been affected based on changes to the claim.
2. The System shall update the issue.
3. The System shall determine finality has not been reached for the issue.
4. The System shall store the reason for modification.
5. The System shall determine the change to the claim does not result in a change to the issue detection date.
    - If the System determines the change to the claim results in a change to the issue detection date, proceed to Alternate Flow 7.5 Change to the claim results in a change to the issue detection date.
6. Continue with Main Flow, Step 5.

7.2 Issue cannot be modified

1. The System shall determine the issue cannot be modified (e.g., has reached finality or a determination has been issued).
2. The System shall determine a determination within the appeal period does not exist for the issue.
    - If the System determines a determination exists for the issue, proceed to **UCS NONMON 070 Reconsider Determination.**
3. The System shall create a work item for Agency Staff.
4. The Alternate Flow ends.

7.3 There has been a change to the fact finding for the issue

1. The System shall determine there has been a change to the fact finding for the issue.
2. The System shall attach additional fact finding information to the issue.
3. Continue with Main Flow, Step 17.

7.4 There has been a change to the separation or non-separation information for the issue

1. The System shall determine there has been a change to the separation or non-separation information for the issue.
2. The System shall attach additional separation or non-separation information to the issue.
3. Continue with Main Flow, Step 18.

7.5 Change to the claim results in a change to the issue detection date

1. The System shall determine the change to the claim does result in a change to the issue detection date.
2. The System shall update the issue detection date based on the changes to the claim.
3. Continue with Main Flow, Step 5.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-NONMON-0820	The System shall provide the ability for Agency Staff to modify an issue.
HR-NONMON-1700	The System shall maintain the status of non-monetary cases (e.g., opened, pending, closed, and deleted).
HR-NONMON-1800	The System shall provide functionality to modify a non-monetary issue.
HR-NONMON-2800	The System shall associate correspondence to the non-monetary case.
HR-NONMON-2900	The System shall provide functionality to assign non-monetary cases for adjudication.
HR-NONMON-3900	The System shall provide functionality to generate documentation to Claimants, employers, or their designee.
HR-NONMON-4000	The System shall identify non-monetary issues that have been previously adjudicated.
HR-NONMON-5100	The System shall provide the ability for Agency Staff to indicate an issue has been adjudicated in another state when wages are used from the other state.
HR-NONMON-5200	The System shall provide the ability for Agency Staff to associate issues.
HR-NONMON-5220	The System shall provide the ability for Agency Staff to modify issues that are associated.
HR-NONMON-5230	The System shall provide the ability for Agency Staff to disassociate issues.
HR-NONMON-5250	The System shall provide functionality to create or modify the association between an issue and a claim event (e.g., labor dispute, mass layoff).
HR-NONMON-5260	The System shall provide functionality to create or modify the association between an issue and a claim.
HR-NONMON-6100	The System shall display cases.
HR-NONMON-6200	The System shall identify when additional information is received regarding a previous determination that has not reached finality.
HR-NONMON-6600	The System shall provide the ability for Agency Staff to hold a benefit payment.
HR-NONMON-6700	The System shall provide the ability to hold a benefit payment.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS NONMON 050 ADJUDICATE ISSUE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for adjudicating an issue. This use case begins when the fact finding for an issue has been completed. This use case ends when the determination has been made.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- Recording software

3. Triggers

- The System automatically adjudicates an issue.
- Agency Staff selects an issue to resolve/adjudicate.

4. Preconditions

- An issue exists.
- Fact finding is complete.

5. Post conditions

- A determination is issued.

6. Main Flow

The Main Flow describes the steps necessary to adjudicate an issue.

1. The System shall present the issues.
2. The System shall provide the ability for Agency Staff to select the issue(s) to be adjudicated.
3. The System shall provide the ability for Agency Staff to close an issue(s) without generating a determination (e.g., resolve no issue).
4. The System shall determine Agency Staff does not elect to close an issue(s) without generating a determination (e.g., resolved no issue).
    - If the System determines Agency Staff elects to close an issue without generating a determination (e.g., resolve no issue), proceed to Alternate Flow 7.1 Close an issue(s) without generating a determination (e.g., resolved no issue).
5. The System shall determine the issue cannot be automatically adjudicated.
    - If the System determines the issue can be automatically adjudicated, proceed to Alternate Flow 7.2 Issue can be automatically adjudicated.
6. The System shall provide the ability for Agency Staff to indicate additional information is not needed.
    - If the Agency Staff indicates additional information is needed, proceed to Alternate Flow 7.3 Additional information is needed.
7. The System shall display the weeks included in the issue.
8. The System shall provide the ability for Agency Staff to enter the details of the determination (*Note: This would include indefinite disqualification, specific weeks affected, specific period of denial, eligibility, display the weeks*).
9. The System shall determine the claim affected by the decision.
10. The System shall determine the law/policy for the determination based on the details.
11. The System shall provide the ability for Agency Staff to select predefined language to insert into the determination.
12. The System shall provide the ability for Agency Staff to edit the determination.
13. The System shall provide the ability for Agency Staff to render a determination.
14. The System shall provide the ability for Agency Staff to save a draft determination (*Note: This step could occur anywhere during the adjudication process)*.
15. The System shall determine the Agency Staff does not save a determination.
    - If the System determines Agency Staff does save a determination, proceed to Alternate Flow 7.4 Save draft determination.
16. The System shall update the issue status.
17. The System shall determine all interested parties to the determination.
18. The System shall provide the functionality for Agency Staff to modify the Interested Parties to the determination.
19. Proceed to **UCS NONMON 080 Process Non-monetary Determination**.
20. The Main Flow ends.

7. Alternate Flow(s)

7.1 Close an issue(s) without generating a determination (e.g., resolved no issue)

1. The System shall determine Agency Staff elects to close an issue(s) without generating a determination (e.g., resolved no issue).
2. The System shall provide the ability for Agency Staff to indicate the reason for closing an issue without generating a determination.
3. The System shall display the weeks.
4. The System shall provide the ability for Agency Staff to remove or clear the issue.
5. The System shall provide the ability for Agency Staff to release pending payments.
6. Proceed to **UCS CLMCERT 040 Process Certification**.
7. The Alternate Flow ends.

7.2 Issue can be automatically adjudicated

1. The System shall determine the issue can be automatically adjudicated.
2. The System shall automatically render the determination for the issue.
3. Continue with Main Flow, Step 18.

7.3 Additional information is needed

1. The System shall provide the ability for Agency Staff to indicate additional information is needed.
2. The System shall provide the ability for Agency Staff to indicate contact attempts to the interested parties.
3. The System shall provide the ability for Agency Staff to schedule fact finding interviews, as needed.
4. The Alternate Flow ends.

7.4 Save draft determination

1. The System shall determine Agency Staff elects to save a draft determination.
2. The System shall provide the ability for Agency Staff to complete the saved draft determination.
3. Continue with Main Flow, Step 6.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-NONMON-0500	The System shall provide functionality to render determinations for UC programs.
HR-NONMON-0810	The System shall provide the ability for Agency Staff to close an issue without a determination.
HR-NONMON-1700	The System shall maintain the status of non-monetary cases (e.g., opened, pending, closed, and deleted).
HR-NONMON-3000	The System shall provide functionality to adjudicate non-monetary cases for UC programs.
HR-NONMON-3300	The System shall provide the ability to prioritize assignment of non-monetary cases for adjudication.
HR-NONMON-3400	The System shall interface with external hearing recording software and conferencing software.
HR-NONMON-3500	The System shall identify the status of issues associated with a claim.
HR-NONMON-3600	The System shall generate non-monetary determinations for UC programs to all interested parties.
HR-NONMON-3700	The System shall count non-monetary determinations per USDOL guidelines for reporting purposes.
HR-NONMON-3800	The System shall provide information related to the timeliness of non-monetary determinations.
HR-NONMON-3900	The System shall provide functionality to generate documentation to Claimants, employers, or their designee.
HR-NONMON-4010	The System shall identify previously adjudicated issues.
HR-NONMON-4020	The System shall display the status of the determination including appeal.
HR-NONMON-4100	The System shall determine the disqualification based on the determination.
HR-NONMON-4110	The System shall determine the week(s) of disqualification based on the determination.
HR-NONMON-4120	The System shall provide the ability for Agency Staff to determine the week(s) of disqualification.

Requirement ID	Description
HR-NONMON-4200	The System shall determine the re-eligibility requirements based on the non-monetary determination.
HR-NONMON-4210	The System shall provide the ability for Agency Staff to determine the re-eligibility requirements.
HR-NONMON-5100	The System shall provide the ability for Agency Staff to indicate an issue has been adjudicated in another state when wages are used from the other state.
HR-NONMON-5200	The System shall provide the ability for Agency Staff to associate issues.
HR-NONMON-5210	The System shall associate issues.
HR-NONMON-5240	The System shall provide the ability to issue multiple determinations for the same Claimant on the same day.
HR-NONMON-5250	The System shall provide functionality to create or modify the association between an issue and a claim event (e.g., labor dispute, mass layoff).
HR-NONMON-5260	The System shall provide functionality to create or modify the association between an issue and a claim.
HR-NONMON-5400	The System shall provide functionality to automatically lift a previous disqualification.
HR-NONMON-5410	The System shall provide the ability for Agency Staff to lift a previous disqualification.
HR-NONMON-5500	The System shall create a potential requalification indicator.
HR-NONMON-5700	The System shall provide functionality to automatically adjudicate non-monetary issues.
HR-NONMON-5710	The System shall provide the ability for Agency Staff to adjudicate non-monetary issues.
HR-NONMON-6100	The System shall display cases.
HR-NONMON-6200	The System shall identify when additional information is received regarding a previous determination that has not reached finality.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY
UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS NONMON 070 RECONSIDER DETERMINATION

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process of reconsidering a determination. This use case begins when information is received regarding a determination that results in the need to reconsider a determination. This use case ends when the reconsideration process is completed and a new determination is generated if warranted.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Information associated with an issue changes, indicating a modification to a determination may be necessary.
- Agency Staff selects a determination for reconsideration.

4. Preconditions

- A determination has been issued.

5. Post conditions

- The determination was modified.

6. Main Flow

The Main Flow describes the steps necessary to reconsider a determination.

1. The System shall provide the ability for Agency Staff to select the determination for reconsideration.
2. The System shall provide the ability for Agency Staff to vacate the determination.
3. The System shall determine Agency Staff elects not to vacate the determination.
   - If the System determines Agency Staff elects to vacate the determination, proceed to Alternate Flow 7.3 Vacate determination.
4. The System shall provide the ability for Agency Staff to conduct additional fact finding.
5. The System shall determine Agency Staff does not elect to conduct additional fact finding.
   - If the System determines Agency Staff elects to conduct additional fact finding, proceed to Alternate Flow 7.1 Conduct additional fact finding.
6. The System shall provide the ability for Agency Staff to modify the determination.
7. The System shall determine Agency Staff elects to modify the determination.
   - If the System determines Agency Staff does not elect to modify the determination, proceed to Alternate Flow 7.2 Agency Staff does not elect to modify the determination.
8. The System shall provide the ability for Agency Staff to provide a reason for the modification.
9. The System shall provide the ability for Agency Staff to select predetermined language to insert into the determination.
10. The System shall determine the law/policy for the determination based on the details.
11. The System shall determine the program(s) on the claim affected by the modified determination.
12. The System shall determine the details of the modification (e.g., elements of the determination, affected weeks, penalties).
13. The System shall provide the ability for Agency Staff to enter the details of the modification.
14. The System shall determine the status of the (re) determination based on the modification.
15. The System shall apply the new status to the (re) determination.
16. The System shall determine all the Interested Parties to the (re) determination.
17. The System shall provide the ability for Agency Staff to add or remove Interested Parties.
18. Proceed to **UCS NONMON 080 Process Non-Monetary Determination**.
19. The Main Flow ends.

7. Alternate Flow(s)

7.1 Conduct additional fact finding

1. The System shall determine Agency Staff choose to conduct additional fact finding.
2. Perform **UCS NONMON 030 Conduct Fact Finding**.
3. Continue with Main Flow, Step 6.

7.2 Agency Staff does not elect to modify the determination

1. The System shall determine Agency Staff does not elect to modify the determination.
2. The System shall provide the ability for Agency Staff to close without generating a redetermination.
3. The Alternate Flow ends.

7.3 Vacate Determination

1. The System shall determine Agency Staff elects to vacate a determination.
2. Proceed to **UCS NONMON 110 Vacate Determination.**
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-NONMON-1700	The System shall maintain the status of non-monetary cases (e.g., opened, pending, closed, and deleted).
HR-NONMON-1800	The System shall provide functionality to modify a non-monetary issue.
HR-NONMON-2600	The System shall provide functionality to request documentation from an interested party.
HR-NONMON-2700	The System shall associate fact finding to the non-monetary case.
HR-NONMON-2800	The System shall associate correspondence to the non-monetary case.
HR-NONMON-3500	The System shall identify the status of issues associated with a claim.
HR-NONMON-4300	The System shall provide the ability for non-monetary determinations to be reconsidered.
HR-NONMON-6200	The System shall identify when additional information is received regarding a previous determination that has not reached finality.
HR-NONMON-6300	The System shall provide the ability for Agency Staff to reconsider a previous determination.
HR-NONMON-6400	The System shall provide the functionality to vacate a determination.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS NONMON 080 PROCESS
NON-MONETARY DETERMINATION

FEBRUARY 4, 2016

1. Brief Description

This use case describes the processing of a non-monetary determination. This use case begins when a determination has been rendered on an issue. This use case ends when System has applied the associated outcomes to the claim.

2. Actors

- System

2.1 Interfaces

- N/A

3. Triggers

- An issue has been adjudicated.
- A determination has been reconsidered.
- A determination has been modified.
- A determination has been vacated.

4. Preconditions

- A determination has been rendered.

5. Post conditions

- The claim is updated.
- Determination is issued.

6. MAIN FLOW

The Main Flow describes the steps necessary to process a determination.

1. The System shall determine the effective date (Application for benefits date) of the claim did not change.
   - If the System determines the effective date (Application for benefits date) of the claim did change, proceed to Alternate Flow 7.1 Effective date (Application for benefits date) of the claim did change.
2. The System shall determine the determination does not impact monetary.
   - If the System determines the determination does impact monetary, proceed to Alternate Flow 7.2 Determination does impact monetary.
3. The System shall determine the determination does not create an overpayment.
   - If the System determines the determination does create an overpayment, proceed to Alternate Flow 7.3 Determination does create an Overpayment.
4. The System shall determine the determination does not impact previously paid weeks.
   - If the System determines the determination does impact previously paid weeks, proceed to Alternate Flow 7.4 Determination does impact previously paid weeks.
5. The System shall determine the determination indicates pended weeks should not be paid.
   - If the System determines the determination indicates pended weeks should be paid, proceed to Alternate Flow 7.11 Pended Weeks should be paid.
6. The System shall determine there are no relief from charge requests.
   - If the System determines there are relief from charge requests, proceed to Alternate Flow 7.12 Relief from Charge Request.
7. The System shall determine the determination does not impact charging.
   - If the System determines the determination does impact charging, proceed to Alternate Flow 7.5 Determination does impact charging.
8. The System shall determine the determination does not impact established overpayments.
   - If the System determines the determination does impact established overpayments, proceed to Alternate Flow 7.6 Determination does impact established overpayments.
9. The System shall apply the determination to the associated UC program.
10. The System shall include multiple issues for a Claimant on one determination.
11. The System shall determine the determination does not have an impact on the available balance.
    - If the System determines the determination does have impact on the available balance, proceed to Alternate Flow 7.7 Determination does have impact on the available balance.
12. The System shall determine there are no linked Claimants as part of the determination.
    - If the System determines there are linked Claimants as part of the determination, proceed to Alternate Flow 7.8 There are linked Claimants as part of the determination.
13. The System shall generate a determination to the Claimant, Employer or designee.
14. The System shall maintain the status of the determination (e.g., issued, appealed).
15. The System shall provide the ability to suppress a determination.
16. The System shall determine the non-monetary determination should be counted for reporting purposes.
17. The Main Flow ends.

7. Alternate Flow(s)

7.1 Effective date (Application for benefits date) of the claim did change

1. The System shall determine the effective date (Application for benefits date) of the claim did change.
2. Perform **UCS CLAIMMAINT 040 Process Application for Benefits Date Change**.
3. Continue with Main Flow, Step 2 .

7.2 Determination does impact monetary

1. The System shall determine the determination does impact monetary.
2. Perform **UCS MONDET 060 Apply Wages**.
3. Continue with Main Flow, Step 3.

7.3 Determination does create an Overpayment

1. The System shall determine the determination creates an overpayment.
2. Perform **UCS OVERPAY 030 Establish Overpayment**.
3. Continue with Main Flow, Step 4.

7.4 Determination does impact previously paid weeks

1. The System shall determine the determination does impact previously paid weeks.
2. Perform **UCS BENPAY 090 Process Adjustments for Previously Paid Weeks**.
3. Continue with Main Flow, Step 5.

7.5 Determination does impact charging

1. The System shall determine the determination does impact charging.
2. Perform **UCS BENCHG 030 Modify Employer Charging Liability**.
3. Continue with Main Flow, Step 8.

7.6 Determination does impact established overpayments

1. The System shall determine the determination does impact established overpayments.
2. Perform **UCS OVERPAY 040 Redetermine Overpayment**.
3. Continue with Main Flow, Step 9.

7.7 Determination does have impact on the available balance

1. The System shall determine the determination does have an impact on the available balance.
2. Perform **UCS CLAIMMAINT 080 Manage Available Balance**.
3. Continue with Main Flow, Step 12.

7.8 There are linked Claimants as part of the determination

1. The System shall determine there are linked Claimants as part of the determination.

2. The System shall provide the ability for Agency Staff to indicate a (re) determination of the entire group is not warranted.
    - If the Agency Staff indicates a (re) determination of the entire group is warranted, proceed to Alternate Flow 7.9 (Re) determination of the entire group is warranted.
    - If the Agency Staff indicates a (re) determination of a portion of the group is warranted, proceed to Alternate Flow 7.10 (Re) determination of a portion of the group is warranted. (*Note: Portion would be more than one Claimant*).
3. The Alternate Flow ends.

7.9 (Re) determination of the entire group is warranted

1. The System shall determine Agency Staff indicates (re) determination of the entire group is warranted.
2. The System shall provide the ability for Agency Staff to issue (re) determination for the entire group.
3. The Alternate Flow ends.

7.10 (Re) determination of a portion of the group is warranted

1. The System shall determine Agency Staff indicates (re) determination of a portion of the group is warranted.
2. The System shall provide the ability for Agency Staff to select the members of the group who should be issued the (re) determination.
3. The Alternate Flow ends.

7.11 Pended Weeks should be paid

1. The System shall determine the determination indicates pended weeks should be paid.
2. Proceed to **UCS BENPAY 010 Calculate Payment.**
3. The Alternate Flow ends.

7.12 Relief from Charge Request

1. The System shall determine Relief from Charge Request.
2. Perform UCS BENCHG 020 Process Employer Protests.
3. Continue with Main Flow, Step 7.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-NONMON-1700	The System shall maintain the status of non-monetary cases (e.g., opened, pending, closed, and deleted).
HR-NONMON-3600	The System shall generate non-monetary determinations for UC programs to all interested parties.
HR-NONMON-3900	The System shall provide functionality to generate documentation to Claimants, employers, or their designee.
HR-NONMON-4400	The System shall provide functionality to make adjustments to the claim based on the non-monetary determination rendered.
HR-NONMON-4500	The System shall update claim information based on the non-monetary determination rendered.
HR-NONMON-4600	The System shall update Employer benefit charging based on non-monetary determinations rendered.
HR-NONMON-4700	The System shall provide functionality to apply non-monetary determination results across UC programs.
HR-NONMON-4910	The System shall provide the functionality to process non-monetary cases associated to a Claim Event.
HR-NONMON-5000	The System shall provide functionality to apply a single determination to multiple Claimants.
HR-NONMON-5600	The System shall identify non-monetary determinations which will result in an overpayment.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS NONMON 110 VACATE DETERMINATION

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for vacating a determination (e.g., monetary, non-monetary). This use case begins when Agency Staff determines the need to vacate a determination. A vacated determination nullifies a previous determination and allows for a subsequent determination to be issued. This use case ends when the previous determination has been vacated and correspondence has been issued.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff determines the need to vacate a determination.

4. Preconditions

- A determination has been issued.

5. Post conditions

- The determination has been vacated.
- Correspondence is issued.

6. MAIN FLOW

The Main Flow describes the steps necessary to vacate a determination.

1. The System shall provide the ability for Agency Staff to select the determination to vacate.
2. The System shall provide the ability to present the issues associated with the determination.
3. The System shall provide the ability for Agency Staff to override finality rules.
4. The System shall display the compensable weeks associated with the effective date of the determination.
5. The System shall provide the ability for Agency Staff to provide a reason for vacating the determination.
6. The System shall assign a vacate identifier.
7. The System shall provide the ability for Agency Staff to take the next appropriate action.
8. The System shall provide the ability for Agency Staff to select predetermined language to insert into the vacate correspondence.
9. The System shall determine the law/policy for the vacate correspondence based on the details.
10. The System shall provide the ability for Agency Staff to edit the vacate correspondence.
11. The System shall determine the program(s) on the claim affected by the vacate correspondence.
12. The System shall determine all the Interested Parties to the vacate correspondence.
13. The System shall provide the ability for Agency Staff to add or remove Interested Parties from vacate correspondence.
14. The System shall generate the vacated correspondence.
15. The System shall provide the ability for Agency Staff to indicate that no new issue was identified when vacating the determination.
    - If Agency Staff indicates a new issue was identified when vacating the determination, proceed to Alternate Flow 7.1 New issue identified while vacating the determination.
16. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 New issue identified while vacating the determination

1. The System shall provide the ability for Agency Staff to determine a new issue was identified while vacating the determination.
2. Proceed to **UCS NONMON 020 Establish Issue - Staff**.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-NONMON-6400	The System shall provide the functionality to vacate a determination.
HR-NONMON-6500	The System shall provide the functionality to override finality rules.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 020
SUBMIT PAYMENT VIA SELF SERVICE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for a Claimant to submit payment via the self-service application for an overpayment. The use case begins when the Claimant accesses the System to submit a payment for an overpayment. The use case ends when the payment is submitted and the overpayment balance is updated.

2. Actors

- System
- Claimant

2.1 Interfaces

- External Third Party Payment provider

3. Triggers

- Claimant accesses the System to submit repayment.

4. Preconditions

- Overpayment exists.

5. Post conditions

- Payment posted to the overpayment account.
- Overpayment balance is updated.

6. MAIN FLOW

The Main Flow describes the steps necessary for a Claimant to submit an overpayment payment via self-service.

1. The System shall provide the ability for a Claimant to submit a payment via self-service.
2. The System shall provide the overpayment amount due information (e.g., total and minimum payment)
3. The System shall determine the Claimant does not indicate payment by paper check.
   - If the System determines the Claimant has indicated payment by paper check, proceed to Alternate Flow 7.1 Payment by paper check.
4. The System shall provide the status of a payment.
5. The System shall determine the Claimant has not elected to cancel an unprocessed payment.
   - If the System determines the Claimant has elected to cancel an unprocessed payment, proceed to Alternate Flow 7.2 Cancel unprocessed payment.
6. The System shall identify the payment type (e.g., ACH debit/echeck, credit card).
7. The System shall provide the ability for the Claimant to submit an ACH debit/echeck or credit card payment.
8. The System shall provide the ability for the Claimant to enter ACH debit/echeck or credit card payment information (e.g., account number, routing number, credit card number, expiration date).
9. The System shall provide the ability for the Claimant to enter a payment amount.
10. The System shall determine the payment amount entered equals the payment amount due.
    - If the System determines the payment amount entered does not equal the payment amount due, proceed to Alternate Flow 7.3 Payment amount entered does not equal payment amount due.
11. The System shall provide the ability for the Claimant to enter a payment date.
12. The System shall determine the payment date is not a date in the future.
    - If the System determines the payment date is a date in the future, proceed to Alternate Flow 7.4 Payment date in future.
13. The System shall provide the ability for the Claimant to change the payment details (e.g., payment date, cancel, payment amount, method).
14. The System shall provide the ability for the Claimant to confirm and submit a payment.
15. The System shall provide the ability to print payment confirmation receipt.
16. The System shall determine the payment was received within a defined time frame.
17. Perform **UCS OVERPAY 270 Process Payment**.
18. Perform **UCS TFA 030 Allocate Payments**.
19. The Main Flow ends.

7. Alternate Flow(s)

7.1 Payment by paper check

1. The System shall determine the Claimant has indicated payment by paper check.
2. The System shall provide the ability to identify the source of payment as paper check.
3. The System shall provide the ability for the Claimant to print a payment voucher.
4. The Alternate Flow ends.

7.2 Cancel unprocessed payment

1. The System shall provide the ability for the Claimant to cancel an unprocessed payment.
2. The System shall determine the Claimant elected to cancel an unprocessed payment.
3. The System shall update the payment status.
4. The System shall provide confirmation to the Claimant of the payment cancellation.
5. The System shall cancel the unprocessed payment.
6. The Alternate Flow ends.

7.3 Payment amount entered does not equal payment amount due

1. The System shall determine the payment amount entered does not equal the payment amount due.
2. The System shall provide the ability for the Claimant to enter an ‘other’ payment amount.
3. The System shall provide the ability for the Claimant to confirm the ‘other’ payment amount.
4. Continue with Main Flow, Step 11.

7.4 Payment date in future

1. The System shall determine the payment date is in the future.
2. The System shall determine the future payment date entered will accrue interest.
3. The System shall provide an informational message regarding the future payment date potential to accrue interest.
4. The System shall provide the ability for the Claimant to confirm the future payment date.
5. The System shall process the payment once the date in the future is reached.
6. Continue with Main Flow, Step 13.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-0100	The System shall provide functionality to create and maintain overpayments for UC programs.
HR-OVERPAY-3400	The System shall provide the ability to accept multiple forms of payments for overpayments.
HR-OVERPAY-7000	The System shall provide the ability for Claimants to submit payments through a self-service portal.
HR-OVERPAY-9000	The System shall capture the recoupment payment method.
HR-OVERPAY-10000	The System shall identify the source of the recoupment where permitted.
HR-OVERPAY-13500	The System shall provide the ability to interface with a third party payment service.
HR-OVERPAY-14500	The System shall provide the ability to accept voluntary payments.
HR-OVERPAY-14800	The System shall provide the ability for the Claimant to print a coupon that can be submitted with their paper check.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 030
ESTABLISH OVERPAYMENT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process of establishing an overpayment or penalty week(s). This use case begins when the System or Agency Staff determines there is an overpayment or penalty week. This use case ends when the System establishes an overpayment or penalty week(s), including any applicable penalties and interest and generates the overpayment determination.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON

3. Triggers

- Overpayment is identified (e.g., decision, determination, and other adjustment).
- Penalty weeks are identified.

4. Preconditions

- Claim exists.
- Benefit payment was issued to the Claimant.

5. Post conditions

- Claimant overpayment established.
- Penalty weeks are identified, if applicable.
- Penalties and interest are applied if applicable.
- Overpayment determination issued.
- Overpayment account summary is updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to establish overpayment or penalty weeks.

1. The System shall provide the ability to establish an overpayment based on decisions/determinations (e.g., monetary, non-monetary, appeal, court decision).
2. The System shall provide the ability for Agency Staff to establish an overpayment or penalty weeks.
3. The System shall provide the ability for Agency Staff to indicate the overpayment is not due to identity theft.
   - If the System determines Agency Staff indicates the overpayment is due to identity theft, proceed to Alternate Flow 7.7 Overpayment Due to Identity Theft.
4. The System shall determine the overpayment does not exist.
   - If the System determines the overpayment does exist, proceed to Alternate Flow 7.3 Overpayment exists for the Claimant.
5. The System shall collect information needed to establish the overpayment.
6. The System shall determine the UI program(s) for the overpayment.
7. The System shall determine the week(s) overpaid.
8. The System shall determine the total amount of overpaid benefits.
9. The System shall determine the amount overpaid per week.
10. The System shall determine the cause of overpayment.
11. The System shall determine the type of overpayment.
12. The System shall determine the method of detection of the overpayment.
13. The System shall determine the overpayment is not for a claim with federal civilian or military employer wages.
    - If the System determines the overpayment for a claim with federal civilian or military employer wages, proceed to Alternate Flow 7.6 Overpayment is for a claim with federal civilian or military employer wages.
14. The System shall provide the ability for Agency Staff to modify overpayment details (e.g., method of detection, cause, amount, weeks).
15. The System shall provide the ability for Agency Staff to classify type of overpayment (e.g., fault, non-fault, fraud, non-fraud).
16. The System shall provide the ability for Agency Staff to determine the overpayment was not non-fault, non-recoupable.
    - If the Agency Staff determines that the overpayment was non-fault, non-recoupable, proceed to Alternate Flow 7.1 Overpayment was non-fault, non-recoupable.
17. The System shall determine bankruptcy does not exist.
    - If System determines that bankruptcy exists, proceed to Alternate Flow 7.5 Bankruptcy exists.
18. The System shall identify overpayments for prosecution.
19. The System shall provide the ability for Agency Staff to identify overpayment(s) for prosecution.
20. The System shall determine Agency Staff did not identify an overpayment(s) for prosecution.
    - If the System determines Agency Staff identified an overpayment(s) for prosecution, proceed to Alternate Flow 7.4 Prosecute Overpayment.
21. The System shall apply applicable penalty weeks.
22. The System shall apply applicable overpayment penalties.
23. The System shall determine interest (if applicable).

24. The System shall establish the overpayment (e.g., create overpayment for each Application for Benefits date, by program type).
25. The System shall update the claim.
26. The System shall determine the Claimant does not have a claim in another state.
    - If the System determines the Claimant does have a claim in another state, proceed to Alternate Flow 7.2 Claimant does have a claim in another state.
27. The System shall generate overpayment related correspondence to the Claimant and interested parties.
28. The System shall create or update the overpayment account summary for the Claimant.
29. The System shall route the overpayment for collection activity based on state-defined criteria (e.g., fraud, predefined amount).
30. The System shall restore the claim balance once the overpayment is established.
31. The System shall generate the overpayment determination.
32. Perform **UCS CLAIMANT 080 Manage Available Balance.**
33. Proceed to **UCS BENCHG 060 Process Adjustments**.
34. The Main Flow ends.

7. Alternate Flow(s)

7.1 Overpayment was non-fault, non-recoupable

1. The System shall set the overpayment type indicator to non-fault, non-recoupable.
2. The System shall establish the overpayment.
3. The System shall waive the overpayment.
4. The System shall generate correspondence.
5. Proceed to **UCS BENCHG 060 Process Adjustments**.
6. The Alternate Flow ends.

7.2 Claimant does have a claim in another state

1. The System shall determine the Claimant does have a claim in another state.
2. Perform **UCS OVERPAY 160 Request and Process Recoupment from Other State**.
3. Continue with Main Flow, Step 28.

7.3 Overpayment exists for the Claimant

1. The System shall determine that the overpayment exists for the Claimant.
2. Proceed to **UCS OVERPAY 040 Redetermine Overpayment.**
3. The Alternate Flow ends.

7.4 Prosecute Overpayment

1. The System shall determine Agency Staff identified an overpayment(s) for prosecution.
2. The System shall provide the ability for Agency Staff to apply a prosecution indicator.
3. The System shall identify other prosecution overpayments for the Claimant.
4. The System shall provide the ability for Agency Staff to associate other overpayments for prosecution.
5. Continue with Main Flow, Step 22.

7.5 Bankruptcy exists

1. The System shall determine that bankruptcy exists.
2. Perform **UCS OVERPAY 200 Manage Bankruptcy Process.**
3. Continue with Main Flow, Step 18.

7.6 Overpayment is for a claim with federal civilian or military employer wages

1. The System shall determine the overpayment is for a claim with federal civilian or military employer wages.
2. The System shall assign a federal civilian or military employer overpayment indicator.
3. The System shall generate correspondence.
4. Continue with Main Flow, Step 14.

7.7 Overpayment Due to Identity Theft

1. The System shall determine Agency Staff indicates the overpayment is due to identity theft.
2. Proceed to **UCS OVERPAY 300 Create Identity Theft Overpayment**.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-0100	The System shall provide functionality to create and maintain overpayments for UC programs.
HR-OVERPAY-0200	The System shall determine the UC program associated with the overpayment.
HR-OVERPAY-0300	The System shall capture the source of the overpayment.
HR-OVERPAY-0310	The System shall provide the functionality for Agency Staff to identify overpayments.
HR-OVERPAY-0400	The System shall capture the cause of the overpayment.
HR-OVERPAY-0600	The System shall provide the ability to automatically calculate overpayments for UC programs.
HR-OVERPAY-0700	The System shall include penalty week(s) in the overpayment calculation based on the overpayment determination.
HR-OVERPAY-0800	The System shall calculate the penalty based on the overpayment determination.
HR-OVERPAY-0900	The System shall calculate the interest based on the overpayment determination.
HR-OVERPAY-0910	The System shall provide the ability to assign fees to the overpayment (e.g., dishonored check, court costs).
HR-OVERPAY-1000	The System shall provide the ability to summarize overpayment details.
HR-OVERPAY-1010	The System shall provide the ability to separately track overpayments based on determination date, overpayment type, program type, and the application for benefit date.
HR-OVERPAY-1200	The System shall provide the ability to establish an overpayment on an expired claim.
HR-OVERPAY-2700	The System shall provide the ability to establish an overpayment when there is an existing issue on a claim.
HR-OVERPAY-2710	The System shall provide the ability to correctly calculate the overpayment when multiple issues are established for the same week.
HR-OVERPAY-2900	The System shall determine Claimant overpayment(s) and type of overpayment.
HR-OVERPAY-3200	The System shall provide the ability to notify the individual of an overpayment determination.
HR-OVERPAY-4600	The System shall provide the ability to file a civil case for overpayment recovery.

Requirement ID	Description
HR-OVERPAY-5700	The System shall determine the Employer account eligibility for credit based on the establishment of an overpayment.
HR-OVERPAY-6600	The System shall provide the ability to classify fault determinations.
HR-OVERPAY-6700	The System shall provide the ability to classify non-fault determinations.
HR-OVERPAY-6800	The System shall provide the ability to classify fraud determinations.
HR-OVERPAY-6900	The System shall provide the ability to classify non-fraud determinations.
HR-OVERPAY-6910	The System shall provide the ability to classify non-fault, non-recoupable determinations.
HR-OVERPAY-10900	The System shall provide the functionality to determine the recoupment percentage of federal and state programs.
HR-OVERPAY-11000	The System shall provide the ability to modify the recoupment percentage for federal and state programs.
HR-OVERPAY-12300	The System shall provide itemized overpayment details.
HR-OVERPAY-12400	The System shall provide the ability to capture the method of detection.
HR-OVERPAY-13400	The System shall adjust (e.g., restore) the claim balance when the overpayment is established or modified.
HR-OVERPAY-13900	The System shall provide the ability for Agency Staff to set a threshold amount for establishing an overpayment based on an improper payment.
HR-OVERPAY-14600	The System shall provide the ability to establish penalty weeks for an overpayment.
HR-OVERPAY-15600	The System shall provide the ability to credit/debit accounts upon setup of overpayments.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 040 REDETERMINE OVERPAYMENT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for redetermining an existing overpayment or penalty weeks. This use case begins when the System or Agency Staff receives information that requires an redetermination to an existing overpayment or penalty weeks. This use case ends when the overpayment or penalty weeks is updated and a redetermination is generated to the Claimant.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Adjustment is required to an established overpayment or penalty weeks.

4. Preconditions

- Claimant overpayment exists.
- Claimant penalty weeks exists.

5. Post conditions

- Overpayment and/or penalty weeks, including any applicable penalties and interest, are updated.
- Overpayment account summary is updated.
- Overpayment Redetermination is generated.

6. MAIN FLOW

The Main Flow describes the steps to re-determine the existing overpayment(s).

1. The System shall receive information to redetermine an existing overpayment(s) or penalty weeks.
2. The System shall determine finality has not been reached on the overpayment determination.
    - If the System determines finality has been reached on the overpayment determination, proceed to Alternate Flow 7.2 Finality has been reached on the overpayment determination.
3. The System shall provide the ability for Agency Staff to modify the existing overpayment details.
4. The System shall provide the ability for Agency Staff to cancel an overpayment or penalty week(s).
5. The System shall provide the ability for Agency Staff to cancel a disqualification period.
6. The System shall recalculate the existing overpayment.
7. The System shall recalculate penalty weeks.
8. The System shall recalculate overpayment penalties and interest if applicable.
9. The System shall provide a summary of changes to Agency Staff.
10. The System shall provide the ability for Agency Staff to change or confirm the overpayment adjustment.
11. The System shall update the overpayment to reflect recalculation.
12. Perform **UCS CLAIMMAINT 080 Manage Available Balance**.
13. The System shall determine the recalculated overpayment does not create a refund due to the Claimant.
    - If the System determines the recalculated overpayment creates a refund due to the Claimant, proceed to Alternate Flow 7.1 Recalculated overpayment creates a refund due to the Claimant.
14. The System shall update the overpayment account summary.
15. The System shall route the overpayment for collection activity based on state-defined criteria (e.g., fraud, predefined amount).
16. The System shall provide the ability for Agency Staff to generate correspondence.
17. The System shall generate re-determination overpayment correspondence to the Claimant.
18. The System shall provide the ability for Agency Staff to suppress correspondence.
19. Proceed to **UCS BENCHG 040 Post Benefit Payment Activities**.
20. The Main Flow ends.

7. Alternate Flow(s)

7.1 Recalculated overpayment creates a refund due to the Claimant

1. The System shall determine the recalculated overpayment creates a refund due to the Claimant.
2. Perform **UCS OVERPAY 130 Refund Excess Amount**.
3. Continue with Main Flow, Step 14.

7.2 Finality has been reached on the overpayment determination

1. The System shall determine finality has been reached on the overpayment.
2. The System shall create a work item for Agency Staff.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-0100	The System shall provide functionality to create and maintain overpayments for UC programs.
HR-OVERPAY-0200	The System shall determine the UC program associated with the overpayment.
HR-OVERPAY-0300	The System shall capture the source of the overpayment.
HR-OVERPAY-0310	The System shall provide the functionality for Agency Staff to identify overpayments.
HR-OVERPAY-0400	The System shall capture the cause of the overpayment.
HR-OVERPAY-0500	The System shall provide the ability to determine the impact of the cause and effect of an overpayment (e.g., method of detection, cause of the overpayment).
HR-OVERPAY-0600	The System shall provide the ability to automatically calculate overpayments for UC programs.
HR-OVERPAY-0700	The System shall include penalty week(s) in the overpayment calculation based on the overpayment determination.
HR-OVERPAY-0800	The System shall calculate the penalty based on the overpayment determination.
HR-OVERPAY-0900	The System shall calculate the interest based on the overpayment determination.
HR-OVERPAY-2710	The System shall provide the ability to correctly calculate the overpayment when multiple issues are established for the same week.
HR-OVERPAY-2900	The System shall determine Claimant overpayment(s) and type of overpayment.
HR-OVERPAY-3000	The System shall provide the ability to modify existing overpayments.
HR-OVERPAY-3100	The System shall calculate current overpayment balance including fees, interest, penalties, and any other amounts before overpayment billing.
HR-OVERPAY-3200	The System shall provide the ability to notify the individual of an overpayment determination.
HR-OVERPAY-5700	The System shall determine the Employer account eligibility for credit based on the establishment of an overpayment.
HR-OVERPAY-5900	The System shall identify restored overpayments and/or penalty weeks for which benefit offsets and/or penalty weeks have been reversed.
HR-OVERPAY-6000	The System shall identify benefit payments associated with overpayment offsets

Requirement ID	Description
	which are reversed.
HR-OVERPAY-6100	The System shall provide the ability to modify an overpayment based on an appeal decision.
HR-OVERPAY-6400	The System shall provide the ability to post debits to existing overpayments.
HR-OVERPAY-6500	The System shall provide the ability to refund excess amount.
HR-OVERPAY-6600	The System shall provide the ability to classify fault determinations.
HR-OVERPAY-6700	The System shall provide the ability to classify non-fault determinations.
HR-OVERPAY-6800	The System shall provide the ability to classify fraud determinations.
HR-OVERPAY-6900	The System shall provide the ability to classify non-fraud determinations.
HR-OVERPAY-10200	The System shall receive claims adjustments resulting from improper payments.
HR-OVERPAY-10300	The System shall process claims adjustments resulting from improper payments.
HR-OVERPAY-11300	The System shall provide the ability to record overpayment balances from data conversion.
HR-OVERPAY-12400	The System shall provide the ability to capture the method of detection.
HR-OVERPAY-12500	The System shall provide the functionality to modify a disqualification period.
HR-OVERPAY-15400	The System shall provide the functionality to modify the overpayment recoupment period.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 050
TRANSFER OVERPAYMENT PAYMENT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process of transferring a payment to a different overpayment or Claimant. This transfer could be for the same Claimant or a different Claimant. This use case begins when Agency Staff determines the need to transfer an overpayment payment. This use case ends when the overpayment payment has been transferred.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff determine an overpayment payment should be transferred.

4. Preconditions

- An overpayment payment has been applied to an overpayment incorrectly.

5. Post conditions

- Payment has been transferred to correct overpayment.

6. MAIN FLOW

The Main Flow describes the steps necessary to transfer a payment to a different overpayment.

1. The System shall provide the ability for Agency Staff to select the overpayment payment to be transferred.
2. The System shall provide the ability for Agency Staff to enter the details regarding the transfer of the overpayment payment.
3. The System shall provide the ability for Agency Staff to identify the itemized payments that should be transferred (e.g., dishonored check fee, interest amount, 15 percent penalty, lien filing fee).
4. The System shall provide the ability for Agency Staff to attach documentation regarding the transferred overpayment payment.
5. The System shall provide the ability for Agency Staff to transfer an overpayment payment to a different Claimant.
6. The System shall determine Agency Staff transferred an overpayment payment to a different Claimant.
   - If the System determines Agency Staff did not transfer an overpayment payment to a different Claimant, proceed to Alternate Flow 7.1 Overpayment payment transfer for same Claimant.
7. The System shall remove the overpayment payment from the incorrect Claimant and update the itemized overpayment balance summary.
8. The System shall provide the ability for Agency Staff to apply the overpayment payment to the correct Claimant.
9. The System shall apply the overpayment payment to the correct Claimant.
10. The System shall provide the ability for Agency Staff to generate correspondence as necessary.
11. The System shall update the itemized overpayment balance summary.
12. Proceed to **BENCHG 040 Post Benefit Payment Activities.**
13. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Overpayment payment transfer for same Claimant

1. The System shall determine the overpayment payment is being transferred to an overpayment for the same Claimant.
2. Proceed to **UCS OVERPAY 220 Manage Overpayment Account**.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-2800	The System shall process a repayment received from a Claimant.
HR-OVERPAY-2910	The System shall provide the ability to restore an overpayment.
HR-OVERPAY-4100	The System shall process payments recovered by external partners.
HR-OVERPAY-3500	The System shall provide the functionality to allocate recoupment payments received through multiple methods.
HR-OVERPAY-12600	The System shall provide the ability to transfer an overpayment payment to a different Claimant.
HR-OVERPAY-12700	The System shall provide the ability to transfer an overpayment payment to a different overpayment.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 060
PROCESS SUSPENSE PAYMENT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to apply suspended monies. This use case begins when a payment deposit is posted and the Claimant or overpayment could not be identified for the payment received. This use case ends when the payment is refunded to the party who submitted the payment, the payment is applied to the overpayment, or the payment is held as credit.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- UC Treasury

3. Triggers

- Repayment processing detects a payment that cannot be applied.

4. Preconditions

- A payment is received.

5. Post conditions

- Payment is applied to an overpayment or other amounts due.
- Payment is refunded.
- Payment is applied to appropriate fund.

6. Main Flow

The Main Flow describes processing suspense payments.

1. The System shall provide the ability for Agency Staff to manage suspense payments.
2. The System shall provide the ability for Agency Staff to select a suspense payment to manage.
3. The System shall determine Agency Staff does not elect to apply a suspense payment to an overpayment.
   - If the System determines that Agency Staff elects to apply suspense payment, proceed to Alternate Flow 7.1 Agency Staff elects to apply suspense payment to an overpayment.
4. The System shall provide the ability for Agency Staff to request additional information from the payor.
5. The System shall provide the ability for Agency Staff to indicate suspense monies can be refunded.
   - If Agency Staff determines that the payment cannot be refunded, proceed to Alternate Flow 7.2 Payment cannot be refunded.
6. Proceed to **UCS OVERPAY 130 Refund Excess Amount**.
7. The Main Flow ends.

7. Alternate Flow(s)

7.1 Agency Staff elects to apply suspense payment to an overpayment

1. The System shall provide the ability for Agency Staff to associate a suspense payment to an existing overpayment or other amount due.
2. The System shall provide the ability for Agency Staff to apply the suspense payment.
3. Proceed to **UCS OVERPAY 270 Process Payment.**
4. The Alternate Flow ends.

7.2 Payment cannot be refunded

1. The System shall provide the ability for Agency Staff to indicate the suspense payment cannot be refunded.
2. The System shall provide the ability for Agency Staff to indicate the suspense payment should be moved to unclaimed credits.
3. Proceed to **UCS TFA 020 Identify Claimant Credits**.
4. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-8500	The System shall identify suspense payments.
HR-OVERPAY-8510	The System shall provide the ability to route suspense payments to Agency Staff for disposition.
HR-OVERPAY-8600	The System shall provide the ability to associate suspense payments with an existing overpayment or other amounts due.
HR-OVERPAY-8610	The System shall provide the ability to refund a suspense payment.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 070 MANAGE WAIVER

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to manage an overpayment waiver (e.g., non-fraud EUC overpayment, non-fraud FAC overpayment). This use case begins when the Claimant requests a waiver or a waiver request is submitted by Agency Staff. This use case ends when a decision is rendered regarding the waiver and the information is updated in System.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Waiver request is received.
- Agency Staff determines waiver should be modified.

4. Preconditions

- Overpayment account exists.

5. Post conditions

- A waiver decision is rendered and information is updated in the System.

6. MAIN FLOW

The Main Flow describes managing overpayment waivers.

1. The System shall provide the ability for the Agency Staff to enter a waiver request.
2. The System shall provide the ability for Agency Staff to modify an existing waiver.
3. The System shall determine Agency Staff did not elect to modify an existing waiver.
   - If the System determines Agency Staff elects to modify an existing waiver, proceed to Alternate Flow 7.4 Modify existing waiver.
4. The System shall create a work item for Agency Staff.
5. The System shall provide the ability for Agency Staff to determine the Claimant overpayment can be waived.
   - If Agency Staff determines the Claimant overpayment cannot be waived, proceed to Alternate Flow 7.1 Claimant overpayment cannot be waived.
6. The System shall provide the ability for the Agency Staff to select the overpayment(s) to waive.
7. The System shall determine the overpayment for which the waiver request was received does not have an appeal pending.
   - If the System determines the overpayment for which the waiver request was received does have an appeal pending, proceed to Alternate Flow 7.2 Overpayment for which the waiver request was received does have an appeal pending.
8. The System shall provide the ability for the Agency Staff to select the amounts to be waived including penalty, interest, and fees.
9. The System shall provide the ability for Agency Staff to waive penalty week(s).
10. The System shall provide the ability for Agency Staff to enter other data to complete the overpayment waiver request.
11. The System shall provide the ability for Agency Staff to attach supporting documentation to waiver request.
12. The System shall provide the ability for Agency Staff to approve the overpayment waiver request.
    - If Agency Staff does not approve the waiver request, proceed to Alternate Flow 7.3 Agency Staff denies waiver request.
13. The System shall determine no credits exist.
    - If the System determines credits exist, proceed to Alternate Flow 7.5 Credits exist.
14. The System shall generate correspondence to notify Claimant and other interested parties of overpayment waiver approval determination.
15. The System shall waive the approved amount of the overpayment debt.
16. The System shall assign a waiver indicator to the identified amounts.
17. The System shall update the overpayment.
18. The System shall update the overpayment account summary.
19. The System shall update the claim account balance.
20. Proceed to **CLAIMMAINT 080 Manage Available Balance**.
21. The Main Flow ends.

7. Alternate Flow(s)

7.1 Claimant overpayment cannot be waived

1. The System shall determine the Claimant overpayment cannot be waived (e.g., fraud, non-federal program).
2. The System shall display a message to the Agency Staff indicating the overpayment cannot be waived.
3. The Alternate Flow ends.

7.2 Overpayment for which the waiver request was received does have an appeal pending

1. The System shall determine the overpayment for which the waiver request was received does have an appeal pending.
2. The System shall display a message to Agency Staff indicating the overpayment for which the waiver request was received has an appeal pending.
3. The Alternate Flow ends.

7.3 Agency Staff denies waiver request

1. The System shall provide the ability for Agency Staff to deny the waiver request.
2. The System shall generate correspondence to notify Claimant of overpayment waiver denial.
3. The System shall update the overpayment waiver request and the overpayment history information based on the determination.
4. The System shall continue Claimant overpayment collection activities.
5. The Alternate Flow ends.

7.4 Modify existing waiver

1. The System shall determine Agency Staff elected to modify an existing waiver.
2. The System shall provide the ability for Agency Staff to enter waiver modification details.
3. Continue with Main Flow, Step 5.

7.5 Credits exist

1. The System shall determine credits exist.
2. Perform **UCS OVERPAY 130 Refund Excess Amount.**
3. Continue with Main Flow, Step 14.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-1500	The System shall provide the ability to process overpayment waivers.
HR-OVERPAY-1600	The System shall provide the ability to waive overpayments.
HR-OVERPAY-1610	The System shall provide the ability to waive fees, penalty, and interest.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 080
PROCESS OTHER STATE OVERPAYMENT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to collect an overpayment on behalf of another state. The process begins when Agency Staff receive a request to collect overpaid monies on behalf of another state. The establishment of the other state overpayment account allows for offset or other monies to be applied and tracked. This use case ends when the out of state overpayment is satisfied or no longer recoupable.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Receipt of a request to recoup an overpayment on behalf of another state.

4. Preconditions

- Collectible overpayment exists in another state.

5. Post conditions

- System creates other state overpayment account on behalf of the other state.
- System proceeds to collect monies on behalf of the other state.

6. MAIN FLOW

The Main Flow describes the steps necessary to process other state overpayments (IRORA).

1. The System shall receive other state overpayment requests both manually and electronically.
2. The System shall assign an other state overpayment indicator to the claim.
3. The System shall provide the ability for the Agency Staff to create an other state overpayment account based on request from the other state.
4. The System shall determine the Claimant has an eligible claim.
   - If the System determines the Claimant does not have an eligible claim, proceed to Alternate Flow 7.3 Claimant does not have an eligible claim.
5. The System shall determine the Claimant is still filing.
   - If the System determines the Claimant is no longer filing, proceed to Alternate Flow 7.1 Claimant is no longer filing.
6. The System shall determine the Benefit Year has not expired.
   - If the System determines the Benefit Year has expired, proceed to Alternate Flow 7.2 Benefit Year has expired.
7. The System shall establish an overpayment account on behalf of another state in order to collect or offset benefit payments or apply other credits.
8. The System shall provide the ability for Agency Staff to update the other state overpayment account.
9. The System shall generate notification to the Claimant indicating benefit recoupment for other state overpayment.
10. The System shall offset benefit payments to collect monies for the other state.
11. The System shall provide the ability to generate notification to the other state.
12. The System shall update other state overpayment account based on new overpayment balance information received from the requesting state.
13. The Main Flow ends.

7. Alternate Flow(s)

7.1 Claimant is no longer filing

1. The System shall determine the Claimant is no longer filing.
2. The System shall notify the other state that the Claimant is no longer filing.
3. The Alternate Flow ends.

7.2 Benefit Year has expired

1. The System shall determine the Benefit Year has ended.
2. The System shall notify the other state that the Claimant Benefit Year has ended.
3. The Alternate Flow ends.

7.3 Claimant does not have an eligible claim

1. The System determines that the Claimant does not have an eligible claim.
2. The System shall notify the other state that the Claimant does not have an eligible claim.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-1700	The System shall provide functionality for the Interstate Reciprocal Overpayment Recovery Arrangement (IRORA).
HR-OVERPAY-1800	The System shall provide the ability to offset UC payments based on IRORA.
HR-OVERPAY-1900	The System shall receive information from other state(s) regarding overpayments for current UC Claimants.
HR-OVERPAY-2200	The System shall remit payment of offsets to the state of the overpayment origin.
HR-OVERPAY-5100	The System shall automatically interface with internal and external systems to support overpayment processes.
HR-OVERPAY-12800	The System shall provide the functionality to establish an out of state overpayment.
HR-OVERPAY-12900	The System shall provide the ability to track out of state overpayment activity.
HR-OVERPAY-14700	The System shall identify if there is a collectible PA overpayment balance.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 090
GENERATE OVERPAYMENT BILLING

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for generating bills to Claimants for overpayments including penalties, interest and fees. This use case begins when the billing cycle commences. This use case ends when the billing notices are generated to the Claimant.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Automated job to generate Claimant bills is scheduled.

4. Preconditions

- Claimant has existing collectable overpayment or other amounts.

5. Post conditions

- System generates bills.

6. MAIN FLOW

The Main Flow describes the process for generating overpayment bills.

1. The System shall initiate the scheduled billing process for a defined cycle based on business rules.
2. The System shall determine the overpayments that require billing notices (e.g., excluding bankruptcies, prosecutions).
3. The System shall calculate the amount of interest due.
4. The System shall calculate any other amounts due.
5. The System shall update the overpayment with interest based on business rules.
6. The System shall identify payments and adjustments for the billing period and reflect that information on the billing statement.
7. The System shall calculate the total amount due.
8. The System shall calculate minimum payment due.
9. The System shall determine the payment due date.
10. The System shall determine the amount due for the billing cycle includes missed payments if applicable.
11. The System shall provide the ability to include variable messaging on the billing statement.
12. The System shall generate a payment coupon with the billing statement to the Claimant.
13. The System shall generate an itemized billing statement to the Claimant.
14. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-0900	The System shall calculate the interest based on the overpayment determination.
HR-OVERPAY-3100	The System shall calculate current overpayment balance including fees, interest, penalties, and any other amounts before overpayment billing.
HR-OVERPAY-3300	The System shall provide functionality to send overpayment billing.
HR-OVERPAY-3700	The System shall determine an overpayment including fees, interest, penalties, and any other amounts have been satisfied.
HR-OVERPAY-4400	The System shall cease collection activity when an overpayment is satisfied.
HR-OVERPAY-4500	The System shall notify interested parties when an overpayment has been satisfied.
HR-OVERPAY-11700	The System shall generate collection correspondence.
HR-OVERPAY-14800	The System shall provide the ability for the Claimant to print a coupon that can be submitted with their paper check.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY
UC BENEFITS MODERNIZATION
PROJECT MANAGEMENT OFFICE

UCS OVERPAY 100 PROCESS INTERCEPT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process of receiving and applying intercept offsets to an overpayment or other amounts due. This use case begins when an offset file is received from an external entity and the Claimant is included on the intercept offset list. It should be noted that an intercept can apply to numerous Claimants and overpayments. This use case ends when the overpayment and overpayment account summary are updated in the System.

2. Actors

- System
- Agency Staff
- External Entity
  - State Tax Agencies (e.g., State Income Tax Intercept, Lottery Winnings Intercept)
  - Treasury Offset Program (TOP)

2.1 Interfaces

- UC Treasury
- Department of Revenue

3. Triggers

- Claimant is referred for intercept.
- Claimant is referred for intercept from an external entity.

4. Preconditions

- Existing, collectible overpayment account exists.

5. Post conditions

- Overpayment is updated.
- Overpayment account summary is updated.

6. Main Flow

The Main Flow describes the process for processing an overpayment intercept.

1. The System shall provide the functionality to receive an offset file (e.g., TOP, state, revenue, other).
2. The System shall determine the intercept offset file does not contain duplicates.
    - If the System determines the intercept offset file contains duplicates, proceed to Alternate Flow 7.1 Intercept offset file contains duplicates.
3. The System shall provide the ability to determine a reverse intercept code does not exist on the TOP interface.
    - If the System determines a reverse intercept code exists on the TOP interface, proceed to Alternate Flow 7.3 Reverse intercept code exists on TOP interface.
4. The System shall provide the ability for Agency Staff to apply intercepted amounts to the overpayment.
5. The System shall determine the intercept offset hierarchy.
6. The System shall determine the intercept offset can be applied.
    - If the System determines that the intercept offset cannot be applied, proceed to Alternate Flow 7.4. Intercept offset cannot be applied.
7. The System shall associate the allocated payment with the unique payment ID for the specified intercept transaction.
8. The System shall provide the ability for Agency Staff to refund an unallocated intercept.
9. The System shall update the external intercept offset list (e.g., TOP, state offset).
10. The System shall determine the application of the intercept offset does not result in a refund to the Claimant.
    - If the System determines the application of the intercept offset results in a refund to the Claimant, proceed to Alternate Flow 7.2 Refund Intercept.
11. The System shall update the overpayment.
12. The System shall update the overpayment account summary.
13. Proceed to **UCS TFA 030 Allocate Payments**.
14. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Intercept offset file contains duplicates

1. The System shall determine the intercept file contains duplicates.
2. The System shall provide the ability to create work items for Agency Staff when duplicates are identified.
3. Continue with Main Flow, Step 3.

7.2 Refund Intercept

1. The System shall determine the intercept offset results in a refund.
2. Proceed to **UCS OVERPAY 130 Refund Excess Amount.**
3. The Alternate Flow ends.

7.3 Reverse intercept code exists on TOP interface

1. The System shall determine a reverse intercept code exists on the TOP interface.
2. The System shall provide the ability for Agency Staff to reverse the TOP Intercept Payment.
3. The System shall provide the ability for Agency Staff to re-establish the overpayment debt due.
4. The System shall provide the ability for Agency Staff to generate correspondence to the Claimant.
5. The Alternate Flow ends.

7.4 Intercept offset cannot be applied

1. The System shall determine the intercept offset cannot be applied (e.g., bankruptcy).
2. The System shall create a work item for Agency Staff.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-2210	The System shall provide the ability to identify overpayments for intercept (e.g., TOP, state refund, lottery winnings).
HR-OVERPAY-2300	The System shall provide functionality to offset an overpayment via Treasury Offset Program.
HR-OVERPAY-2400	The System shall provide the ability to request recoupment of an overpayment from state income tax refunds.
HR-OVERPAY-2500	The System shall provide the ability to recoup overpayments from other state resources.
HR-OVERPAY-3500	The System shall provide the functionality to allocate recoupment payments received through multiple methods.
HR-OVERPAY-3600	The System shall process funds received to apply to an overpayment.
HR-OVERPAY-3700	The System shall determine an overpayment including fees, interest, penalties and any other amounts have been satisfied.
HR-OVERPAY-4000	The System shall determine the intercepted funds are in excess of the existing overpayment(s).
HR-OVERPAY-4100	The System shall process payments recovered by external partners.
HR-OVERPAY-5500	The System shall provide the ability to exclude overpayment accounts from collection activities.
HR-OVERPAY-6300	The System shall provide the ability to post credits to existing overpayments.
HR-OVERPAY-6500	The System shall provide the ability to refund excess amount.
HR-OVERPAY-7200	The System shall apply recoupment payments from multiple sources.
HR-OVERPAY-7300	The System shall provide the ability to establish the overpayment hierarchy for applying funds received to existing overpayment(s).
HR-OVERPAY-8100	The System shall provide the ability to receive payment files from a third party.
HR-OVERPAY-8300	The System shall update the overpayment balance when payment is processed.
HR-OVERPAY-8900	The System shall maintain the overpayment repayment history.
HR-OVERPAY-9000	The System shall capture the recoupment payment method.

Requirement ID	Description
HR-OVERPAY-10000	The System shall identify the source of the recoupment where permitted.
HR-OVERPAY-11400	The System shall provide the ability to determine the recoupment of interest, fees, and penalty once the principal is paid.
HR-OVERPAY-11410	The System shall provide the functionality to capture Claimant overpayment recoupment authorization, when required, to collect overpayment recoupment.
HR-OVERPAY-13000	The System shall provide the functionality to associate allocated payment(s) with a unique payment ID for the specified intercept transaction.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 130
REFUND EXCESS AMOUNT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to refund monies. This use case begins when the Claimant overpays the amount due, another agency action (e.g., a decision) creates a refund, or suspense monies need to be refunded. This use case ends when monies are refunded.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Need to refund is identified.

4. Preconditions

- Excess payment has been made on an existing overpayment that requires a refund.
- Other amounts that require a refund.

5. Post conditions

- Monies are refunded.

6. Main Flow

The Main Flow describes refunding monies to the Claimant.

1. The System shall receive request to refund monies.
2. The System shall initiate the process to identify overpaid monies.
3. The System shall provide the ability for Agency Staff to initiate the process to refund an overpayment.
4. The System shall identify all Claimants that meet the refund criteria.
5. The System shall provide the ability for Agency Staff to prevent the overpaid monies from being refunded.
6. The System shall provide the ability for Agency Staff to apply the refund to an overpayment.
7. The System shall determine the amount to be refunded.
8. The System shall determine the refund does not need Agency Staff review.
   - If the System determines the refund does need Agency Staff review, proceed to Alternate Flow 7.1 Refund needs Agency Staff review.
9. The System shall issue the refund.
10. Perform **UCS TFA 080 Create Payment File**.
11. The System shall capture the reason for the refund.
12. The System shall update the overpayment record with the refunded amounts.
13. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Refund needs Agency Staff review

1. The System shall determine the refund needs Agency Staff review.
2. The System shall create a work item for Agency Staff to review the refund.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-1300	The System shall provide the ability to track overpayments.
HR-OVERPAY-4000	The System shall determine the intercepted funds are in excess of the existing overpayment(s).
HR-OVERPAY-6300	The System shall provide the ability to post credits to existing overpayments.
HR-OVERPAY-6500	The System shall provide the ability to refund excess amount
HR-OVERPAY-8900	The System shall maintain the overpayment repayment history.
HR-OVERPAY-11100	The System shall provide the ability to identify records that have a credit balance in excess of X days.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 140
MANAGE DOUBTFUL COLLECTIONS

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to identify overpayments as doubtful collections. Doubtful collections are debts which Department of Labor and Industry (DLI) is unlikely to be able to collect. This use case begins when the doubtful collections scheduled job identifies Claimant overpayments meeting DLI's doubtful collection criteria. This use case ends when overpayments are indicated as doubtful.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Doubtful collections job is scheduled.

4. Preconditions

- Overpayment exists.

5. Post conditions

- Overpayment is updated as a doubtful collection.

6. Main Flow

The Main Flow describes the steps necessary to manage doubtful collections.

1. The System shall schedule the doubtful collections job.
2. The System shall identify overpayments that meet doubtful collection parameters (e.g., past statute of limitation, no lien).
3. The System shall provide the ability for Agency Staff to manage doubtful collections.
4. The System shall capture the reason for the doubtful collection.
5. The System shall determine the Claimant is not deceased.
    - If the System determines the Claimant is deceased, proceed to Alternate Flow 7.1 Claimant is deceased.
6. The System shall determine the Claimant does not have a bankruptcy status (e.g., dismissed, discharge, active, pending).
    - If the System determines the Claimant does have an appropriate bankruptcy status, proceed to Alternate Flow 7.2 Claimant has bankruptcy status.
7. The System shall change the status of the overpayment to doubtful.
8. The System shall determine Agency Staff did not elect to restore a doubtful overpayment.
    - If the System determines Agency Staff elects to restore a doubtful overpayment, proceed to Alternate Flow 7.5 Restore doubtful overpayment.
9. The System shall determine Agency Staff does not elect to pursue other collection methods.
    - If the Agency Staff elects to pursue other collection methods, proceed to Alternate Flow 7.4 Pursue other collection methods.
10. Proceed to **UCS OVERPAY 150 Manage Write Offs**.
11. The Main Flow ends.

7. Alternate Flow(s)

7.1 Claimant is deceased

1. The System shall determine the Claimant is deceased.
2. The System shall create a work item for Agency Staff to evaluate for collection from the estate.
3. The System shall determine Agency Staff has indicated the State will pursue the estate for the overpayment.
   - If the System determines Agency Staff has indicated the State will not pursue the estate for the overpayment, proceed to Alternate Flow 7.3 Do not pursue the estate for the overpayment.
4. The System shall provide the ability for Agency Staff to change the status of the overpayment to collectable from the estate.
5. The Alternate Flow ends.

7.2 Claimant has bankruptcy status

1. The System shall determine the Claimant has a bankruptcy status.
2. The System shall determine the overpayment is not a fault/fraud overpayment.
   -
3. The System shall assign a bankruptcy write-off indicator.
4. The System shall create a work item for Agency Staff.
5. Continue with Main Flow, Step 7.

7.3 Do not pursue the estate for the overpayment

1. The System shall determine Agency Staff has indicated the state will not pursue the estate for the overpayment.
2. Continue with Main Flow, Step 6.

7.4 Pursue other collection methods

1. The System shall determine Agency Staff elected to pursue other collection methods.
2. Proceed to **UCS OVERPAY 220 Manage Overpayment Account**.
3. The Alternate Flow ends.

7.5 Restore doubtful overpayment

1. The System shall determine Agency Staff elects to restore a doubtful overpayment.
2. The System shall provide the ability for Agency Staff to enter the reason the doubtful collection was restored.
3. The System shall update the overpayment balance.
4. The System shall update the overpayment account summary.
5. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-2600	The System shall provide the ability for Agency Staff to determine an overpayment is uncollectible.
HR-OVERPAY-2610	The System shall provide the functionality to identify overpayments that meet the uncollectible criteria.
HR-OVERPAY-2620	The System shall provide the functionality to automatically write off debt as uncollectible.
HR-OVERPAY-2630	The System shall provide the functionality for Agency Staff to write off, cancel, modify, and restore a debt identified as uncollectible.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

UCS OVERPAY 150
MANAGE WRITE OFFS

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for writing off overpayments. This use case begins when the write off process is initiated and identifies overpayments meeting state defined criteria or Agency Staff determine an overpayment should be written off. This use case ends when the overpayment is updated as written off.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Write off job (e.g., batch process) is scheduled.
- Agency Staff identifies the overpayment can be written off.

4. Preconditions

- Overpayment exists that is eligible to be written off.

5. Post conditions

- Overpayment is written off.

6. MAIN FLOW

The Main Flow describes managing the write off process.

1. The System shall schedule the write off job.
2. The System shall determine that Claimant has an overpayment that meets write off criteria based on state business rules (e.g., not under lien, age of overpayment, beyond the statute of limitations for recoupment).
3. The System shall provide the ability for Agency Staff to write off an overpayment.
4. The System shall determine the Claimant does not have pending legal action for an overpayment (e.g., bankruptcy, prosecution).
   - If the System determines the Claimant has pending legal action for an overpayment, proceed to Alternate Flow 7.1 Claimant has pending legal action for the overpayment.
5. The System shall determine the write off does not require additional approval.
   - If the System determines the write off requires additional approval, proceed to Alternate Flow 7.2 Write off requires additional approval.
6. The System shall determine Pennsylvania (PA) did not request recoupment of the overpayment from another state.
   - If the System determines that PA requested recoupment of the overpayment from another state, proceed to Alternate Flow 7.3 PA requested recoupment of the overpayment from another state.
7. The System shall provide the ability for Agency Staff to restore a debt written off as uncollectible.
8. The System shall determine Agency Staff did not elect to restore a debt written off as uncollectible.
   - If the System determines Agency Staff elects to restore a debt written off as uncollectible, proceed to Alternate Flow 7.4 Restore a debt written off as uncollectible.
9. The System shall change the status of the overpayment to written off.
10. The System shall assign a write off identifier to the overpaid amounts.
11. The System shall update the overpayment account summary.
12. The System shall adjust the applicable claim account balance per program type and classification.
13. The Main Flow ends.

7. Alternate Flow(s)

7.1 Claimant has pending legal action for the overpayment

1. The System shall determine the Claimant has pending legal action for an overpayment.
2. The System shall indicate the overpayment cannot be written off.
3. The Alternate Flow ends.

7.2 Write off requires additional approval

1. The System shall determine the amount of the write off requires additional approval.
2. The System shall create a work item for Agency Staff to approve the write off.
3. The Alternate Flow ends.

7.3 PA requested recoupment of the overpayment from another state

1. The System shall determine PA requested recoupment of the overpayment from another state.
2. The System shall create a work item for Agency Staff.
3. Continue with Main Flow, Step 7.

7.4 Restore a debt written off as uncollectible

1. The System shall determine Agency Staff has elected to restore a debt written off as uncollectible.
2. The System shall provide the ability for Agency Staff to enter the reason the debt written off as uncollectible was restored.
3. The System shall provide the ability for Agency Staff to elect to pursue other collection methods.
4. The System shall determine Agency Staff does not elect to pursue other collection methods.
   - If Agency Staff elects to pursue other collection methods, proceed to Alternate Flow 7.5 Pursue other collection methods.
5. The System shall update the overpayment balance.
6. The System shall update the overpayment account summary.
7. The System shall update the claim account balance.
8. Proceed **UCS CLAIMANT 080 Manage Available Balance**.
9. The Alternate Flow ends.

7.5 Pursue other collection methods

1. The System shall determine Agency Staff elects to pursue other collection methods.
2. Proceed to **UCS OVERPAY 220 Manage Overpayment Account**.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-2600	The System shall provide the ability for Agency Staff to determine an overpayment is uncollectible.
HR-OVERPAY-2620	The System shall provide the functionality to automatically write off debt as uncollectible.
HR-OVERPAY-2630	The System shall provide the functionality for Agency Staff to write off, cancel, modify, and restore a debt identified as uncollectible.
HR-OVERPAY-5600	The System shall provide the ability to write off an overpayment.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 160
REQUEST & PROCESS RECOUPMENT FROM OTHER STATE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for Pennsylvania (PA) requesting recoupment of an overpayment from another state per the interstate reciprocal overpayment recovery agreement (IRORA). This use case begins when the Claimant with a collectible Pennsylvania overpayment has an unemployment claim in another state and a request for recoupment is sent to the other state. This use case ends when Pennsylvania receives receipt of monies from another state or notification is received from the other state of the inability to collect monies on behalf of Pennsylvania.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- ICON

3. Triggers

- Information is received from ICON that the Claimant has a claim in another state.

4. Preconditions

- Claimant has a collectible overpayment in Pennsylvania.
- There is a claim in another state.

5. Post conditions

- The request for recoupment is sent to the other state.

6. MAIN FLOW

The Main Flow describes requesting recoupment from another state.

1. The System shall determine the Claimant has a collectible overpayment.
2. The System shall determine the Claimant has a claim in another state.
3. The System shall maintain a record of all IRORA participating states including state contact information.
4. The System shall provide the ability for Agency Staff to manage IRORA participating states information.
5. The System shall assign an IRORA indicator to the overpayment(s).
6. The System shall provide the ability for Agency Staff to enter required information to request recoupment from another state (e.g., weeks to recoup, amount to recoup).
7. The System shall provide the ability for Agency Staff to modify the recoupment request to another state.
8. The System shall generate the recoupment request to the other state.
9. The System shall generate correspondence to the Claimant.
10. The System shall provide the ability to send updated balance information to another state based on repayment on the Pennsylvania overpayment.
11. The System shall provide the ability to notify the other state if the overpayment is no longer collectible.
12. The System shall provide the ability to accept payments from other states to repay a Pennsylvania overpayment.
13. The System shall provide the ability for Agency Staff to apply repayments received from another state to a PA overpayment.
14. The System shall provide the ability to cancel a request for recoupment from another state.
15. The System shall provide notification to another state when recoupment is no longer requested from the other state.
16. The System shall provide the ability to receive and record information from another state that the PA overpayment is no longer collectible due to benefit year expiration in another state.
17. The System shall provide the ability to receive and record information from another state that the Claimant is no longer filing for benefits in the other state.
18. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-1700	The System shall provide functionality for the Interstate Reciprocal Overpayment Recovery Arrangement (IRORA).
HR-OVERPAY-1800	The System shall provide the ability to offset UC payments based on IRORA.
HR-OVERPAY-1900	The System shall receive information from other state(s) regarding overpayments for current UC Claimants.
HR-OVERPAY-2000	The System shall apply funds received from other state(s) to the existing overpayments.
HR-OVERPAY-2500	The System shall provide the ability to recoup overpayments from other state resources.
HR-OVERPAY-4100	The System shall process payments recovered by external partners.
HR-OVERPAY-5100	The System shall automatically interface with internal and external Systems to support overpayment processes.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 200
MANAGE BANKRUPTCY PROCESS

FEBRUARY 4, 2016

1. Brief Description

This use case describes the management of claimants in bankruptcy. This use case begins when bankruptcy information is received for a Claimant. This use case ends when the Claimant claim reflects bankruptcy information and is managed throughout bankruptcy proceeding.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff receive notification that Claimant filed bankruptcy.

4. Preconditions

- Claim exists.
- Overpayment exists.

5. Post conditions

- Claimant overpayment reflects bankruptcy information.

6. MAIN FLOW

The Main Flow describes the management of overpayments when a Claimant files for bankruptcy.

1. The System shall receive bankruptcy information.
2. The System shall provide the ability for Agency Staff to enter bankruptcy details.
3. The System shall assign a bankruptcy indicator.
4. The System shall provide the ability for Agency Staff to assign a bankruptcy indicator.
5. The System shall determine the Claimant does not have an existing overpayment.
    - If the System determines the Claimant does have an existing overpayment, proceed to Alternate Flow 7.1 Claimant has an existing overpayment.
6. The System shall provide the ability for Agency Staff to update bankruptcy details when case or disposition information is received from the bankruptcy court (e.g., discharged, dismissed).
7. The Main Flow ends.

7. Alternate Flow(s)

7.1 Claimant has an existing overpayment

1. The System shall determine the Claimant has an existing overpayment.
2. The System shall determine the overpayment does not have any legal actions.
   - If the System determines the overpayment has legal actions, proceed to Alternate Flow 7.2 Overpayment has legal actions.
3. The System shall provide the ability for Agency staff to determine the overpayment meets the criteria for submission of claim or complaint to the bankruptcy court.
4. The System shall determine the overpayment meets criteria for submission of claim or complaint to the bankruptcy court.
   - If the System determines the overpayment does not meet criteria for submission of claim or complaint to the bankruptcy court, proceed to Alternate Flow 7.3 Overpayment does not meet criteria for submission of claim or complaint to the bankruptcy court.
5. The System shall provide the ability for Agency Staff to prepare the documentation needed for submission to the bankruptcy court (e.g., proof of claim, fraud adversary complaint).
6. The System shall update the overpayment account with the bankruptcy information.
7. The System shall prevent new collection activities during bankruptcy.
8. The System shall prevent the establishment of any new liens during bankruptcy.
9. The System shall cancel any applicable collection activities during bankruptcy.
10. The System shall suspend billing statements during bankruptcy.
11. The System shall provide the ability for Agency Staff to attach documentation to the overpayment regarding the bankruptcy information.
12. The System shall generate notification to interested parties as necessary.
13. The System shall provide the ability to update bankruptcy details when case or disposition information is received from the bankruptcy court (e.g., discharged, dismissed, pre or post-petition amounts).
14. Proceed to **UCS OVERPAY 220 Manage Overpayment Account.**
15. The Alternate Flow ends.

7.2 Overpayment has legal actions

1. The System shall determine the overpayment has legal actions.
2. The System shall create a work item for Agency Staff.
3. Continue with Alternate Flow 7.1, Step 3.

7.3 Overpayment does not meet criteria for submission of claim or complaint to the bankruptcy court

1. The System shall determine the overpayment does not meet criteria for submission of claim or complaint to the bankruptcy court.
2. The System shall prevent the overpayment from being submitted as part of bankruptcy proceedings.
3. Continue with Alternate Flow 7.1, Step 6.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-4900	The System shall identify overpayments to be submitted to bankruptcy court.
HR-OVERPAY-4910	The System shall provide the functionality to suppress collection activities for overpayments.
HR-OVERPAY-4920	The System shall provide the functionality for Agency Staff to identify the overpayment for which to suppress collection activities.
HR-OVERPAY-5000	The System shall provide the ability to associate bankruptcy information with an overpayment.
HR-OVERPAY-5400	The System shall provide the ability to process information received from bankruptcy court.
HR-OVERPAY-5500	The System shall provide the ability to exclude overpayment accounts from collection activities.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY

UCS OVERPAY 210
DETERMINE OVERPAYMENT OFFSET

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to determine the offset to recover overpayments. This use case begins when a benefit payment is being made to a Claimant who has an overpayment with an outstanding balance. This use case ends when the benefit payment offset is determined.

2. Actors

- System

2.1 Interfaces

- N/A

3. Triggers

- Claimant has an overpayment.
- Claimant is receiving a benefit payment.

4. Preconditions

- Claimant has an established overpayment.
- Claimant is due a benefit payment.

5. Post conditions

- Offset percentage is calculated.

6. MAIN FLOW

The Main Flow describes the steps necessary to determine the overpayment offset.

1. The System shall apply the overpayment hierarchy for each overpayment established (e.g., order of recoupment, by program type, overpayment type, penalty weeks, application for benefit date).
2. The System shall determine the overpayment is recoupable.
   - If the System determines the overpayment is not recoupable, proceed to Alternate Flow 7.6 Overpayment is not recoupable.
3. The System shall determine the program for which the benefit payment is being made is eligible to offset the overpayment.
   - If the System determines program for which the benefit payment is being made is not eligible to offset the overpayment, proceed to Alternate Flow 7.1 Overpayment is not eligible for benefit offset.
4. The System shall determine the offset is not for a federal employer.
   - If the System determines the offset is for a federal employer, proceed to Alternate Flow 7.5 Offset is for a federal employer.
5. The System shall determine penalty week(s) do not apply.
   - If the System determines penalty week(s) apply, proceed to Alternate Flow 7.2 Penalty week(s) apply.
6. The System shall determine the overpayment principal is not satisfied.
   - If the System determines the overpayment principal is satisfied and other amounts remain (e.g., only fees, penalty/interest due remains), proceed to Alternate Flow 7.4 Overpayment balance principal is satisfied and other amounts remain.
7. The System shall determine the overpayment offset percentage.
8. The System shall calculate the offset amount.
9. The Main Flow ends.

7. Alternate Flow(s)

7.1 Overpayment is not eligible for benefit offset

1. The System shall determine the program for which the benefit payment is being made cannot be offset to pay the existing overpayment.
2. The Alternate Flow ends.

7.2 Penalty week(s) apply

1. The System shall determine penalty week(s) apply.
2. The System shall mark the penalty week(s).
3. The System shall update the penalty week balance.
4. The Alternate flow ends.

7.3 Consent indicator does not grant permission to continue recoupment

1. The System shall determine the Consent indicator does not grant permission to continue recoupment.
2. The Alternate Flow ends.

7.4 Overpayment balance principal is satisfied and other amounts remain

1. The System shall determine the overpayment balance principal is satisfied and other amounts remain (e.g., only penalty/interest due remains).
2. The System shall determine the consent indicator does indicate permission is granted to continue recoupment for other amounts.
   - If the System determines the consent indicator does not indicate permission is granted to continue recoupment for other amounts, proceed to Alternate Flow 7.3 Consent indicator does not grant permission to continue recoupment.
3. Continue with Main Flow, Step 7.

7.5 Offset is for a federal employer

1. The System shall determine the offset is for a federal employer.
2. The System shall determine the charges to the federal employer.
3. Continue with Main Flow, Step 6.

7.6 Overpayment is not recoupable.

1. The System shall determine the overpayment is not recoupable.
2. The System shall determine the Claimant permission consent indicator grants permission to continue recoupment (e.g., past recoupment date).
   - If the System determines the Claimant permission consent indicator does not grant permission to continue recoupment, proceed to Alternate Flow 7.3 Consent indicator does not grant permission to continue recoupment.

3. Continue with Main Flow, Step 3.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-3800	The System shall provide the functionality to offset benefit payments from UC programs to apply to an existing overpayment.
HR-OVERPAY-4300	The System shall stop offset of benefit payment when an overpayment is satisfied.
HR-OVERPAY-4400	The System shall cease collection activity when an overpayment is satisfied.
HR-OVERPAY-4820	The System shall provide the functionality to automatically offset benefit payments.
HR-OVERPAY-4840	The System shall provide the functionality for Agency Staff to determine amounts recoverable via offset.
HR-OVERPAY-10000	The System shall identify the source of the recoupment where permitted.
HR-OVERPAY-10900	The System shall provide the functionality to determine the recoupment percentage of federal and state programs.
HR-OVERPAY-14900	The System shall provide the functionality to create, maintain and apply business rules for offsetting overpayment balances based on the program types, overpayment types, and other criteria (e.g., age, liened status).

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 220 MANAGE OVERPAYMENT ACCOUNT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for managing an overpayment account. This use case begins when the System or Agency Staff determines the need to manage an overpayment account. A Claimant overpayment account houses the individual itemized overpayment records for the Claimant. This use case ends when the overpayment account has been updated.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- System or Agency Staff detects maintenance of an overpayment account is needed.

4. Preconditions

- Overpayment account exists.

5. Post conditions

- The overpayment account has been updated.

6. MAIN FLOW

The Main Flow describes the steps necessary for managing an overpayment case.

1. The System shall provide the ability to receive updates for the overpayment account.
2. The System shall provide the ability for Agency Staff to select an overpayment account to update.
3. The System shall provide the ability to attach documentation received to the overpayment.
4. The System shall provide the ability for Agency Staff to attach documents to the overpayment.
5. The System shall provide the ability for Agency Staff to view the details of an overpayment.
6. The System shall update overpayment details.
7. The System shall provide the ability for Agency Staff to update overpayment details (e.g., overpayment collection status, reset overpayment type, reclassify fault to non-fault, add or remove weeks to overpayment, modify amount overpaid for a specific week, modify total paid amount).
8. The System shall provide a list of available actions to be taken for the overpayment.
9. The System shall provide the ability for Agency Staff to select the action to be taken for the overpayment.
10. The System shall provide the ability for Agency Staff to change the collection method.
11. The System shall provide the ability for Agency Staff to record recoupment consent from the Claimant (e.g., maximum percentage, maximum dollar value).
12. The System shall provide the ability for Agency Staff to include/exclude overpayment amounts from collection activities (e.g., bankruptcy, appeal).
13. The System shall provide the ability to modify or cancel an overpayment balance, penalty weeks, interest and fees.
14. The System shall provide the ability for Agency Staff to modify or cancel an overpayment balance, penalty weeks, interest, and fees.
15. The System shall provide the ability for Agency Staff to enter a reason for the modification.
16. The System shall provide the ability to modify an overpayment based on an appeal decision.
17. The System shall provide the ability for Agency Staff to modify an overpayment based on an appeal decision.
18. The System shall provide the ability for Agency Staff to override a benefit offset.
19. The System shall provide the ability for Agency Staff to modify a benefit offset (e.g., maximum percentage, maximum dollar value).
20. The System shall provide the ability for Agency Staff to modify a disqualification period.
21. The System shall provide the ability for Agency Staff to modify the billability portions of an overpayment.
22. The System shall provide the ability for Agency Staff to transfer an overpayment to a different Claimant or claim.
23. The System shall provide the ability for Agency Staff to assign an overpayment recoupment permission indicator for principal and non-principal amounts.
24. The System shall provide the ability for Agency Staff to change the doubtful or write-off status.
25. The System shall provide the ability to assign an overpayment collection indicator for non-principal amounts (e.g., penalty, interest, fees).
26. The System shall provide the ability for Agency Staff to indicate the overpayment is uncollectable.
27. The System shall determine Agency Staff does not elect to close the overpayment(s).

- If the System determines Agency Staff elects to close overpayment(s), proceed to Alternate Flow 7.1 Close overpayment(s).

28. The System shall determine no overpayment credit exists.
    - If the System determines an overpayment credit exists, proceed to Alternate Flow 7.2 Overpayment credit exists.
29. The System shall provide the ability for Agency Staff to select correspondence to be generated for an overpayment.
30. The System shall generate correspondence for an overpayment as necessary.
31. The System shall provide the ability for Agency Staff to suppress billing.
32. The System shall provide the ability for Agency Staff to suspend collection correspondence.
33. The System shall maintain a history of overpayment details (e.g., modifications).
34. The System shall maintain a history of the overpayment account summary.
35. The System shall provide the ability for Agency Staff to view or print historical data of the overpayment throughout the life cycle of the case.
36. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Close overpayment(s)

1. The System shall determine Agency Staff elects to close the overpayment.
2. The System shall provide the ability for Agency Staff to enter details for the closure of the overpayment (e.g., appeals, Claimant death, discharged bankruptcy, uncollectible, refunded).
3. Proceed to **UCS OVERPAY 150 Manage Write Offs.**
4. The Alternate Flow ends.

7.2 Overpayment credit exists

1. The System shall determine overpayment credit exists.
2. The System shall provide the ability for Agency Staff to apply credits to an overpayment.
3. The System shall provide the ability for Agency Staff to refund the credit.
4. Perform **UCS OVERPAY 130 Refund Excess Amount.**
5. The System shall close the overpayment.
6. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-0600	The System shall provide the ability to automatically calculate overpayments for UC programs.
HR-OVERPAY-0910	The System shall provide the ability to assign fees to the overpayment (e.g., dishonored check, court costs).
HR-OVERPAY-1000	The System shall provide the ability to summarize overpayment details.
HR-OVERPAY-1300	The System shall provide the ability to track overpayments.
HR-OVERPAY-2910	The System shall provide the ability to restore an overpayment.
HR-OVERPAY-4830	The System shall provide the functionality for Agency Staff to override a benefit payment offset.
HR-OVERPAY-4840	The System shall provide the functionality for Agency Staff to determine amounts recoverable via offset.
HR-OVERPAY-4910	The System shall provide the functionality to suppress collection activities for overpayments.
HR-OVERPAY-4920	The System shall provide the functionality for Agency Staff to identify the overpayment for which to suppress collection activities.
HR-OVERPAY-5500	The System shall provide the ability to exclude overpayment accounts from collection activities.
HR-OVERPAY-6200	The System shall provide the ability to modify penalty weeks.
HR-OVERPAY-8900	The System shall maintain the overpayment repayment history.
HR-OVERPAY-11000	The System shall provide the ability to modify the recoupment percentage for federal and state programs.
HR-OVERPAY-11800	The System shall provide the ability to suspend overpayment from collection activities.
HR-OVERPAY-12500	The System shall provide the functionality to modify a disqualification period.
HR-OVERPAY-13100	The System shall provide the ability to create and maintain detailed overpayment account information.
HR-OVERPAY-15400	The System shall provide the functionality to modify the overpayment recoupment period.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 240 PROCESS CLAIMANT REPAYMENT FOR DEPOSIT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for preparing Claimant repayments for deposit to a financial institution. This use case begins when a check, money order, or cash payment has been received. This use case ends when the Claimant repayments are entered for deposit to a financial institution.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Check, money order, or cash payment is received.

4. Preconditions

- Claimant has an established overpayment.

5. Post conditions

- Check, money order, or cash payment is prepared for deposit to a financial institution.
- Deposit sheet is created.
- Payment is processed.
- Claimant overpayment reflects the payment.

6. MAIN FLOW

The Main Flow describes the steps necessary for processing Claimant repayments for deposit.

1. The System shall assign a deposit identifier for each payment received.
2. The System shall provide the ability for Agency Staff to scan overpayment deposit materials (e.g., check, money order, payment coupon).
3. The System shall create an itemized overpayment deposit sheet from the scanned deposit materials.
4. The System shall determine Agency Staff did not elect to create the overpayment deposit sheet.
    - If the System determines Agency Staff elects to create the overpayment deposit sheet, proceed to Alternate Flow 7.1 Create overpayment deposit sheet – Agency Staff.
5. The System shall provide the ability for Agency Staff to indicate the type of deposit (e.g., check, money order, cash).
6. The System shall provide the ability to balance the deposit.
7. The System shall provide the ability for Agency Staff to change overpayment deposit information.
8. The System shall provide the ability for Agency Staff to divide a payment to multiple claimants.
9. The System shall provide the ability for Agency Staff to confirm the overpayment deposit.
10. The System shall provide the ability for Agency Staff to post the overpayment deposit.
11. The System shall maintain a history of the posted overpayment deposits.
12. The System shall print the overpayment deposit sheet(s)/slip for the financial institution.
13. The System shall determine the Claimant exists in the System.
    - If the System determines the Claimant does not exist in the System, proceed to Alternate Flow 7.2 Claimant does not exist.
14. The System shall provide the ability for Agency Staff to indicate the payment should not be suspended.
    - If the System determines Agency Staff indicates the payment should be suspended, proceed to Alternate Flow 7.3 Agency Staff suspends payment.
15. The System shall provide the ability for Agency Staff to apply the payment.
16. Perform **UCS OVERPAY 270 Process Payment.**
17. Perform **UCS TFA 030 Allocate Payments.**
18. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Create overpayment deposit sheet – Agency Staff

1. The System shall determine Agency Staff elects to create the overpayment deposit sheet.
2. The System shall provide the ability for Agency Staff to enter deposit information.
3. Continue with Main Flow, Step 5.

7.2 Claimant does not exist

1. The System shall determine the Claimant does not exist in the System.
2. The System shall provide the ability to assign the payment to a suspense 'holding' account.
3. The System shall include the suspense payment in the deposit.
4. The System shall create a work item for Agency Staff to resolve the suspense 'holding' account.
5. Proceed to **UCS OVERPAY 060 Process Suspense Payment.**
6. The Alternate Flow ends.

7.3 Agency Staff suspends payment

1. The System shall determine Agency Staff elects to suspend the payment.
2. Proceed to **UCS OVERPAY 60 Process Suspense Payment.**
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-3600	The System shall process funds received to apply to an overpayment.
HR-OVERPAY-7200	The System shall apply recoupment payments from multiple sources.
HR-OVERPAY-8300	The System shall update the overpayment balance when payment is processed.
HR-OVERPAY-8400	The System shall record deposits of external recoupments.
HR-OVERPAY-9000	The System shall capture the recoupment payment method.
HR-OVERPAY-10000	The System shall identify the source of the recoupment where permitted.
HR-OVERPAY-13200	The System shall provide the ability to create a deposit sheet.
HR-OVERPAY-14000	The System shall provide the functionality to generate an electronic record of check deposits to a financial institution.
HR-OVERPAY-14100	The System shall provide the functionality to maintain detailed check deposit information.
HR-OVERPAY-15000	The System shall provide the ability for Agency Staff to allocate a payment to multiple Claimants.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 270 PROCESS PAYMENT

FEBRUARY 4, 2016

1. Brief Description

This use case describes applying and processing payments for an overpayment or other amounts due. This use case begins when payments are received from the Claimant, an external source, recouped, or through any other collection source. The payment is accepted by the System and processed. This use case ends when the overpayment and overpayment account summary are updated in the System.

2. Actors

- System
- Agency Staff
- Claimant
- External Sources
  - Banking/Financial Institution or Third Party

2.1 Interfaces

- UC Treasury

3. Triggers

- Payment was submitted.

4. Preconditions

- Existing collectible overpayment exists.

5. Post conditions

- Overpayment balance is updated.
- Overpayment account summary is updated.

6. MAIN FLOW

The Main Flow describes processing an overpayment payment.

1. The System shall receive payment information through a variety of methods (e.g., check, ACH, benefit payment offset, credit card, debit card).
2. The System shall validate the payment information.
   - If the System does not validate the payment information, proceed to Alternate Flow 7.1 Payment information was not validated.
3. The System shall apply money received to the overpayment(s) per the overpayment hierarchy.
4. The System shall provide the ability for Agency Staff to apply payment to specific overpayment(s).
5. The System shall determine the Claimant paid the minimum amount.
   - If the System determines the Claimant did not pay the minimum amount, proceed to Alternate Flow 7.3 Claimant did not pay minimum amount.
6. The System shall deduct the payment amount reducing the overpayment balance.
7. The System shall update collection status.
8. The System shall determine the overpayment was not collected on behalf of another state.
   - If the System determines the overpayment was collected on behalf of another state, proceed to Alternate Flow 7.2 Overpayment was collected on behalf of another state.
9. The System shall determine if the overpayment balance and other amounts are satisfied.
10. The System shall determine a lien indicator does not exist.
    - If the System determines a lien indicator does exists, proceed to Alternate Flow 7.5 Lien indicator exists
11. The System shall determine the payment was not returned (e.g., insufficient fund).
    - If the System determines the payment was returned (e.g., insufficient fund), proceed to Alternate Flow 7.6 Payment returned.
12. The System shall determine there is not a refund due the Claimant.
    - If the System determines there is a refund due the Claimant, proceed to Alternate Flow 7.4 Refund Overpayment.
13. The System shall update the overpayment balance and the overpayment account summary.
14. The System shall apply the offset amount (deduction) when the benefit payment is issued.
15. The system shall determine the payment did not impact a Federal Employer
    - If the system determines the payment impacts a Federal Employer, proceed to Alternate Flow 7.7 Payment impacts a Federal Employer.
16. Proceed to **UCS TFA 030 Allocate Payment.**
17. The Main Flow ends.

7. Alternate Flow(s)

7.1 Payment information was not validated

1. The System shall determine the payment information cannot be associated to an existing overpayment.
2. The System shall create a suspense record for the payment.
3. Proceed to **UCS OVERPAY 060 Process Suspense Payment.**
4. The Alternate Flow ends.

7.2 Overpayment was collected on behalf of another state

1. The System shall determine the overpayment was collected on behalf of another state.
2. The System shall issue the collected overpayment monies to the other state.
3. The System shall update the other state overpayment.
4. Proceed to **UCS OVERPAY 080 Process Other State Overpayment.**
5. The Alternate Flow ends.

7.3 Claimant did not pay minimum amount

1. The System shall determine the Claimant did not pay the minimum amount.
2. The System shall update the next minimum payment amount.
3. The System shall include the increased minimum payment amount in the itemized billing statement.
4. Continue with Main Flow, Step 6.

7.4 Refund Overpayment

1. The System shall determine the refund is due the Claimant.
2. Proceed to **UCS OVERPAY 130 Refund Excess Amount.**
3. The Alternate Flow ends.

7.5 Lien indicator exists

1. The System shall determine a lien indicator exists.
2. The System shall determine the lien is satisfied.
3. Perform **UCS OVERPAY 320 Create and Manage Lien**.
4. The System shall show the lien as satisfied on the overpayment summary.
5. The System shall generate notification of the lien satisfaction.
6. Continue with Main Flow, Step 11.

7.6 Payment returned

1. The System shall determine the payment was returned (e.g., insufficient funds).
2. The System shall update the overpayment including penalty, interest and fees.
3. The System shall update the overpayment and the overpayment account summary.
4. The Alternate Flow ends.

7.7 Payment impacts a Federal Employer

1. The System shall determine the payment impacts a Federal Employer.
2. Proceed to **UCS BENCHG 040 Post Benefit Payment Activities.**
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-0100	The System shall provide functionality to create and maintain overpayments for UC programs.
HR-OVERPAY-0200	The System shall determine the UC program associated with the overpayment.
HR-OVERPAY-2800	The System shall process a repayment received from a Claimant.
HR-OVERPAY-3500	The System shall provide the functionality to allocate recoupment payments received through multiple methods.
HR-OVERPAY-3600	The System shall process funds received to apply to an overpayment.
HR-OVERPAY-3700	The System shall determine an overpayment including fees, interest, penalties, and any other amounts have been satisfied.
HR-OVERPAY-4500	The System shall notify interested parties when an overpayment has been satisfied.
HR-OVERPAY-5800	The System shall identify Employer accounts eligible for credit based on the repayment of an overpayment.
HR-OVERPAY-6300	The System shall provide the ability to post credits to existing overpayments.
HR-OVERPAY-6500	The System shall provide the ability to refund excess amount.
HR-OVERPAY-7200	The System shall apply recoupment payments from multiple sources.
HR-OVERPAY-7300	The System shall provide the ability to establish the overpayment hierarchy for applying funds received to existing overpayment(s).
HR-OVERPAY-8300	The System shall update the overpayment balance when payment is processed.
HR-OVERPAY-8700	The System shall provide the ability to reverse application of funds to an overpayment due to declined payment from a financial institute.
HR-OVERPAY-8900	The System shall maintain the overpayment repayment history.
HR-OVERPAY-11400	The System shall provide the ability to determine the recoupment of interest, fees, and penalty once the principal is paid.
HR-OVERPAY-11410	The System shall provide the functionality to capture Claimant overpayment recoupment authorization, when required, to collect overpayment recoupment.
HR-OVERPAY-15500	The System shall provide the ability to apply and maintain overpayment status indicators.

PENNSYLVANIA
DEPARTMENT OF
LABOR AND INDUSTRY
UC BENEFITS
MODERNIZATION
PROJECT MANAGEMENT
OFFICE

UCS OVERPAY 290
EXECUTE PROSECUTION

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process of prosecuting individuals with fraudulent Unemployment Compensation (UC) benefit overpayments. This use case begins when a fault determination rises to the level of fraud and meets the current criteria for prosecution. This use case ends when the court's disposition is received on the case and an update is made to the claim record to reflect the actions taken by the court.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff has determined the threshold for prosecution is met.
- Agency Staff determines the need to modify a prosecution case.

4. Preconditions

- Administrative and appeals rights have expired for the Claimant.
- A fault determination rises to the level of fraud.
- Overpayment criteria have been met for prosecution.
- No bankruptcy exists on the claim record.

5. Post conditions

- Court disposition of the case has been updated in the System.

6. Main Flow

The Main Flow describes the steps necessary to execute a prosecution process.

1. The System shall provide the ability to determine prosecution criterion have been met.
2. The System shall provide the ability for Agency Staff to create a prosecution case.
3. The System shall provide the ability for Agency Staff to remove a Claimant from prosecution.
    - If the System determines Agency Staff elects to remove a Claimant from prosecution, proceed to Alternate Flow 7.1 Agency Staff elects to remove a Claimant from prosecution.
4. The System shall assign a prosecution indicator to the overpayment case.
5. The System shall provide the ability for Agency Staff to assign a prosecution indicator.
6. The System shall provide the ability for Agency Staff to indicate prosecution details (e.g., Jurisdiction, federal, district attorney or magistrate, docket number).
7. The System shall provide the ability for Agency Staff to modify the details of the prosecution case.
8. The System shall prioritize submission of the prosecution case for action.
9. The System shall provide the ability for Agency Staff to review the cases for prosecution.
10. The System shall create a work item for Agency Staff to initiate the prosecution process.
11. The System shall provide the ability for Agency Staff to select an overpayment case for prosecution.
12. The System shall provide the ability for Agency Staff to assign a legal action payment plan indicator (*Note: This is to indicate there is a payment plan with the courts*).
13. The System shall generate documentation required by court for the prosecution case.
14. The System shall provide the ability for Agency Staff to add information/additional documents as appropriate to the prosecution case.
15. The System shall provide the ability for Agency Staff to prioritize submission of the prosecution case for action.
16. The System shall provide the ability for Agency Staff to submit the prosecution case to appropriate court for prosecution.
17. The System shall provide the ability for Agency Staff to associate a prosecution case(s) to multiple Claimants or claims.
18. The System shall provide the ability for Agency Staff to associate a prosecution case to overpayment(s).
19. The System shall receive the court disposition for the prosecution case.
20. The System shall provide the ability to attach documents to the prosecution case.
21. The System shall provide the ability for Agency Staff to enter/modify the court disposition of the prosecution case including restitution amounts (e.g., fees, total amounts, payment plan from the court).
22. The System shall provide the ability for Agency Staff to generate correspondence appropriate to the prosecution case.
23. The System shall provide the ability for Agency Staff to update the status of the prosecution case (e.g., confirmed, closed, and pending).
24. The System shall provide the ability for Agency Staff to enter the disqualification period for the conviction (e.g., one year from conviction).
25. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Agency Staff elects to remove a Claimant from prosecution

1. The System shall provide the ability for Agency Staff to remove a Claimant from prosecution.
2. The System shall provide the ability for Agency Staff to enter the reason a Claimant was removed from prosecution.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-1300	The System shall provide the ability to track overpayments.
HR-OVERPAY-4600	The System shall provide the ability to file a civil case for overpayment recovery.
HR-OVERPAY-4910	The System shall provide the functionality to suppress collection activities for overpayments.
HR-OVERPAY-4920	The System shall provide the functionality for Agency Staff to identify the overpayment for which to suppress collection activities.
HR-OVERPAY-5500	The System shall provide the ability to exclude overpayment accounts from collection activities.
HR-OVERPAY-10400	The System shall determine an overpayment meets the criteria to prosecute.
HR-OVERPAY-10500	The System shall include functionality for prosecution of overpayments.
HR-OVERPAY-10600	The System shall generate legal documents for court proceedings.
HR-OVERPAY-11800	The System shall provide the ability to suspend overpayment from collection activities.
HR-OVERPAY-12200	The System shall provide the functionality to establish a disqualification period.
HR-OVERPAY-12500	The System shall provide the functionality to modify a disqualification period.
HR-OVERPAY-13800	The System shall provide the ability to enter prosecution outcome information.
HR-OVERPAY-15200	The System shall utilize the overpayment unique identifier to associate the overpayment detail to any collection or legal action (e.g., lien filing, bankruptcy, prosecution).
HR-OVERPAY-15210	The System shall associate overpayment detail to any collection or legal action (e.g., lien filing, bankruptcy, prosecution).

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY
UC BENEFITS MODERNIZATION
PROJECT MANAGEMENT OFFICE

UCS OVERPAY 300
CREATE IDENTITY THEFT OVERPAYMENT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for creating an overpayment as a result of identity theft. This use case begins when Agency Staff determines the overpayment for an identity theft or decedent investigation case should be established. This use case ends when the identity theft claim and overpayment are established.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff has determined the need to create an overpayment as a result of an identity theft or decedent investigation.

4. Preconditions

- A claim exists in the System.

5. Post conditions

- Agency Staff creates an identity theft claim.
- Agency Staff establishes the identity theft overpayment.

6. Main Flow

The Main Flow describes the steps necessary to create an identity theft overpayment.

1. The System shall provide the ability for Agency Staff to access the identity theft or decedent investigation case.
2. The System shall provide the ability for Agency Staff to search for identity theft claims.
3. The System shall provide the ability for Agency Staff to create an identity theft claim without a Social Security Number.
4. The System shall assign a unique identity theft indicator (in lieu of the SSN) to the identity theft claim.
5. The System shall provide the ability for Agency Staff to move all or part of the fraudulent information to the identity theft claim (e.g., entire claim or just specific weeks).
6. The System shall transfer the selected portions of the claim to the identity theft claim and make the appropriate adjustments to the 'real' claim.
7. The System shall associate the certification and payment information to the identity theft claim (e.g., certification information, weeks).
8. The System shall provide the ability for Agency Staff to attach documents to the identity theft claim.
9. The System shall provide the ability to associate the identity theft claim/overpayment with an individual.
10. The System shall provide the ability for Agency Staff to establish the identity theft overpayment.
11. The System shall assign a unique identity theft fraud indicator to the overpayment(s).
12. The System shall determine that benefits paid to the fraudulent filer did not impact benefit charging on the 'real' claim.
    - If the System determines that benefits paid to the fraudulent filer impacts benefit charging on the 'real' claim, proceed to Alternate Flow 7.1 Benefits paid impacts benefit charging.
13. Perform **UCS BENPAY 080 Generate Form 1099**.
14. The System shall provide the ability for Agency Staff to generate correspondence appropriate to the creation of an overpayment of an identity theft fraud overpayment.
15. The System shall provide the ability to create and maintain the identity theft overpayment account.
16. The System shall provide the ability for Agency Staff to create and maintain the identity theft overpayment account (e.g., including associating the identity theft claim to a Claimant.
17. The Main Flow ends.

7. Alternate Flow(s)

7.1 Benefits paid impacts benefit charging

1. The System shall determine that benefits paid to the fraudulent filer impacts benefit charging on the 'real' claim.
2. Perform **UCS BENCHG 040 Post Benefit Payment Activities.**
3. Continue with Main Flow, Step 14.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-1100	The System shall provide the ability to create an overpayment for an individual that does not have a claim.
HR-OVERPAY-10100	The System shall provide the ability for Agency Staff to transfer overpaid weeks to a different Claimant.
HR-OVERPAY-10110	The System shall provide the ability for Agency Staff to transfer overpaid weeks to a different claim.
HR-OVERPAY-10200	The System shall receive claims adjustments resulting from improper payments.
HR-OVERPAY-10300	The System shall process claims adjustments resulting from improper payments.
HR-OVERPAY-10700	The System shall provide the ability for Agency Staff to resolve overpayments resulting from duplicate SSNs
HR-OVERPAY-13600	The System shall provide the functionality to create an identity theft claim.
HR-OVERPAY-13700	The System shall provide the ability to create an account for tracking offsets and payments for an identity theft overpayment.
HR-OVERPAY-14200	The System shall provide the ability for Agency Staff to process fraud investigations for identity theft.
HR-OVERPAY-14300	The System shall provide the ability for Agency Staff to transfer information (e.g., payment, certifications, claims information, overpayment) to the correct SSN.
HR-OVERPAY-15100	The System shall maintain an audit trail when data is transferred to a different Claimant or claim.
HR-CLAIMS-6810	The System shall provide functionality to enter information regarding individuals without a claim.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 310
CREATE AND MANAGE INTERCEPT LIST

FEBRUARY 4, 2016

1. Brief Description

This use case describes the recovery process for creating and managing the offset lists for intercepting monies from external entities to apply to an overpayment. This use case begins when there is an existing, collectible overpayment balance and the Claimant is identified for interception. This use case ends when intercept processes are initiated.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- UC Treasury
- PA Department of Revenue
- Other State Agencies
- Treasury Offset Program (TOP)

3. Triggers

- Agency Staff elects to modify the intercept list.
- The scheduled list generation has been reached.

4. Preconditions

- Existing, collectible overpayment account exists.

5. Post conditions

- Intercept method is initiated.

6. Main Flow

The Main Flow describes the process for initiating an overpayment intercept.

1. The System shall identify Claimant overpayments that meet the intercept criteria.
2. The System shall determine the overpayment balance meets the minimum for criteria for intercept.
3. The System shall provide the ability to create the intercept list for Treasury Offset Program (TOP).
4. The System shall provide the ability to create other intercept lists (e.g., state refund, lottery).
5. The System shall provide the ability for Agency Staff to modify the intercept list(s).
6. The System shall determine Agency Staff does not elect to modify the TOP or other offset list(s).
    - If the System determines Agency Staff elects to modify the TOP or other offset list(s), proceed to Alternate Flow 7.1 Agency Staff elects to modify the TOP or other offset list(s).
7. The System shall generate notification to the Claimant regarding intercept proceedings as required.
8. The System shall assign an internal intercept type identifier (e.g., federal, state and other).
9. The System shall provide the ability for Agency Staff to suppress intercept correspondence.
10. The System shall create and store the intercept list file(s) for transmission to external entities.
11. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Agency Staff elects to modify the TOP or other offset list(s)

1. The System shall provide the ability for Agency Staff to modify the TOP or other offset list(s).
2. The System shall provide the ability for Agency Staff to add or remove Claimant overpayments from the TOP or other offset list(s).
3. Continue with Main Flow, Step 7.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-2210	The System shall provide the ability to identify overpayments for intercept (e.g., TOP, state refund, lottery winnings).
HR-OVERPAY-2300	The System shall provide functionality to offset an overpayment via Treasury Offset Program.
HR-OVERPAY-2400	The System shall provide the ability to request recoupment of an overpayment from state income tax refunds.
HR-OVERPAY-2500	The System shall provide the ability to recoup overpayments from other state resources.
HR-OVERPAY-5500	The System shall provide the ability to exclude overpayment accounts from collection activities.
HR-OVERPAY-10000	The System shall identify the source of the recoupment where permitted.
HR-OVERPAY-11400	The System shall provide the ability to determine the recoupment of interest, fees, and penalty once the principal is paid.
HR-OVERPAY-11410	The System shall provide the functionality to capture Claimant overpayment recoupment authorization, when required, to collect overpayment recoupment.
HR-OVERPAY-14400	The System shall provide the ability to create intercept lists.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS OVERPAY 320
CREATE AND MANAGE LIEN

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for creating and managing a lien on an overpayment. This use case begins when a lien needs to be created based on Pennsylvania criteria. This use case ends when the lien is created or updated (e.g., modified, removed, or satisfied).

2. Actors

- System
- Agency Staff
- External Entity

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff or the System elects to create a lien.
- Agency Staff or the System modifies an existing lien.

4. Preconditions

- Existing, collectible overpayment account exists.

5. Post conditions

- Lien is created or updated.

6. Main Flow

The Main Flow describes creating and managing a lien.

1. The System shall identify overpayments meeting Pennsylvania lien criteria.
2. The System shall provide the ability for Agency Staff to create a lien.
3. The System shall automatically create a lien based on Pennsylvania criteria.
4. The System shall provide the ability to indicate a high priority lien.
5. The System shall provide the ability to create liens for multiple jurisdictions for the same Claimant.
6. The System shall provide the ability to include lien details (e.g., including overpayment amount, overpaid weeks, the interest assessed, fees, penalties, involved party).
7. The System shall provide the ability to assign lien fees based on filing jurisdiction.
8. The System shall update the overpayment summary with the lien filing fee.
9. The System shall provide the ability to create the lien document packet.
10. The System shall provide the ability to associate and attach documents to the lien filing.
11. The System shall provide the ability to create lien invoices.
12. The System shall assign a lien indicator to the overpayment(s).
13. The System shall provide the ability for Agency Staff to cancel a lien prior to filing with the court.
14. The System shall provide the ability to generate correspondence for lien filing.
15. The System shall provide the ability for Agency Staff to determine a lien was not filed in error.
    - If Agency Staff determines a lien was filed in error, proceed to Alternate Flow 7.1 Lien filed in error.
16. The System shall provide the ability to apply lien payments to the overpayment.
17. The System shall determine if an overpayment is not satisfied based on liened collection activity.
    - If the System determines an overpayment is satisfied based on liened collection activity, proceed to Alternate Flow 7.2 Liened Overpayment and lien fees are satisfied.
18. The System shall provide the ability for Agency Staff to manage a lien.
    - If the Agency staff determines a lien requires management, proceed to Alternate Flow 7.3 Manage lien.
19. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Lien filed in error

1. The System shall provide the ability for Agency Staff to determine the lien was filed in error.
2. The System shall provide the ability for Agency Staff to remove the lien indicator.
3. The System shall update the overpayment and overpayment account summary removing the lien filing fee.
4. The System shall provide the ability for Agency Staff to capture the reason for removing the lien.
5. The System shall generate notification of the lien removal.
6. The Alternate Flow ends.

7.2 Liened Overpayment and lien fees are satisfied

1. The System shall determine the liened overpayment and lien fees are satisfied.
2. The System shall remove the lien indicator on the satisfied overpayment and lien.
3. The System shall provide the ability to update the lien status (e.g., satisfaction).
4. The System shall generate notification of the lien satisfaction.
5. The Alternate Flow ends.

7.3 Manage lien

1. The System shall provide the ability for Agency Staff to manage a lien.
2. The System shall provide the ability for Agency Staff to modify lien details (e.g., including overpayment amounts, interest, fees, penalties, involved party).
3. The System shall provide the ability for Agency Staff to update lien fees.
4. The System shall provide the ability for Agency Staff to attach documents associated to the lien filing.
5. The System shall provide the ability for Agency Staff to generate correspondence as needed.
6. The System shall provide the ability to determine lien payoff amount.
7. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-OVERPAY-4600	The System shall provide the ability to file a civil case for overpayment recovery.
HR-OVERPAY-11500	The System shall provide the functionality to generate lien filing documents.
HR-OVERPAY-11600	The System shall provide the ability for Agency Staff to record the lien filing information.
HR-OVERPAY-13300	The System shall provide the functionality to manage liens (e.g., satisfy, modify, remove).
HR-OVERPAY-15200	The System shall utilize the overpayment unique identifier to associate the overpayment detail to any collection or legal action (e.g., lien filing, bankruptcy, prosecution).
HR-OVERPAY-15210	The System shall associate overpayment detail to any collection or legal action (e.g., lien filing, bankruptcy, prosecution).

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS PROGMAINT 010 CREATE PROGRAM

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for entering information required to establish a new Unemployment Insurance (UI) program. This use case begins when information for the new program is entered in the System. The use case ends when the information to create the new program is processed.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff has collected information for the new program.

4. Preconditions

- A new program needs to be created.

5. Post conditions

- The new program is created.

6. Main Flow

The Main Flow describes the steps necessary to create a new program.

1. The System shall provide the ability for Agency Staff to create a new program.
2. The System shall determine the program does not already exist.
   - If the System determines the program already exists, proceed to Alternate Flow 7.1 Program already exists.
3. The System shall provide the ability for Agency Staff to indicate the program is not a subsequent program for an existing program.
   - If the System determines Agency Staff indicated the program is a subsequent program for an existing program, proceed to Alternate Flow 7.2 Program is a subsequent program for an existing program.
4. The System shall provide the ability for Agency Staff to enter identifying information for the program.
5. The System shall provide the ability for Agency Staff to enter the effective date information for the program.
6. The System shall provide the ability for Agency Staff to set the potential renewal indicator for the program.
7. The System shall provide the ability for Agency Staff to enter the eligibility period for the program.
8. The System shall provide the ability for Agency Staff to enter the maximum benefit entitlement to be paid for the program.
9. The System shall provide the ability for Agency Staff to enter the initial claim questions for the program.
10. The System shall provide the ability for Agency Staff to enter the sources of wage data for the program.
11. The System shall provide the ability to implement multiple funding sources for the program.
12. The System shall provide the ability to implement multiple time periods for each funding source for the program.
13. The System shall provide the ability for Agency Staff to select the option to create the program rules for the program.
14. The System shall provide the ability for Agency Staff to select the option to import program rules for the program.
    - If Agency Staff does not select the option to import program rules for the program, proceed to Alternate Flow 7.3 Clone an existing program rules.
15. The System shall provide the ability for Agency Staff to implement multiple time periods for each program rule.
16. The System shall provide the ability for Agency Staff to enter chargeability rules for the program.
17. The System shall provide the ability for Agency Staff to enter the overpayment rules for the program.
18. The System shall provide the ability for Agency Staff to enter eligibility rules for the program.
19. The System shall provide the ability for Agency Staff to enter the allowable earning rules for the program.
20. The System shall provide the ability for Agency Staff to enter the work search rules for the program.

21. The System shall provide the ability for Agency Staff to enter the work registration rules for the program.
22. The System shall provide the ability for Agency Staff to enter financial eligibility rules for the program.
23. The System shall provide the ability for Agency Staff to enter qualifying employment provision rules for the program.
24. The System shall provide the ability for Agency Staff to enter disqualification rules for the program.
25. The System shall provide the ability for Agency Staff to enter requalification rules for the program.
26. The System shall provide the ability for Agency Staff to enter reemployment services participation rules for the program.
27. The System shall provide the ability for Agency Staff to enter benefit computation rules for the program.
28. The System shall provide the ability for Agency Staff to enter the prioritization and hierarchy for the program.
29. The System shall provide the ability for Agency Staff to enter the filing rules for the program.
30. The System shall provide the ability for Agency Staff to enter the weekly certification questions for the program.
31. The System shall provide the ability for Agency Staff to enter the payment rules for the program.
32. The System shall provide the ability for Agency Staff to enter all other required information to establish the program.
33. The System shall create the new program.
34. The System shall provide the ability to test the program in a non-production test environment.
35. The System shall provide the ability for Agency Staff to activate the newly created program.
36. The System shall identify potentially eligible Claimants.
37. The System shall provide the ability to create and send correspondence.
38. The System shall provide the ability to collect data for reports and statistical purposes.
39. The Main Flow ends.

7. Alternate Flow(s)

7.1 Program already exists

1. The System shall determine the program already exists.
2. The Alternate Flow ends.

7.2 Program is a subsequent program for an existing program

1. The System shall provide the ability for Agency Staff to select the predecessor program for which to create the subsequent program.
2. The System shall establish a relationship between the subsequent program and the predecessor program selected.
3. Continue with Main Flow, Step 4.

7.3 Clone an existing program rules

1. The System shall provide the option for Agency Staff to clone an existing program rule.
2. The System shall provide the ability for Agency Staff to select the program rule to clone.
3. The System shall create an identical copy of the program rule and associate the cloned rule with the program.
4. Continue with Main Flow, Step 15**Error! Reference source not found.**.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-PROGMAINT-1500	The System shall identify individuals of potential eligibility for federal special programs.
HR-PROGMAINT-1600	The System shall notify individuals of potential eligibility for federal special programs.
HR-PROGMAINT-1700	The System shall identify individuals of potential eligibility for state special programs.
HR-PROGMAINT-1800	The System shall notify individuals of potential eligibility for state special programs.
HR-PROGMAINT-1810	The System shall provide the functionality to track state special program activity.
HR-PROGMAINT-1820	The System shall provide functionality to enter the parameters for the state special programs.
HR-PROGMAINT-1830	The System shall provide functionality to enter the parameters for the federal special programs.
HR-PROGMAINT-2600	The System shall provide functionality to create UC program specific work search requirements.
HR-PROGMAINT-2610	The System shall provide the functionality to create UC program specific work registration requirements.
HR-PROGMAINT-3300	The System shall provide functionality to establish parameters for new UC benefit programs.
HR-PROGMAINT-3310	The System shall provide the ability to create and maintain data necessary to determine the UC program eligibility hierarchy.
HR-PROGMAINT-3320	The System shall provide the ability to create and maintain data necessary (hierarchy) for the allocation of credits to multiple UC overpayments (e.g., program type, overpayment type).
HR-PROGMAINT-3330	The System shall provide the ability to manage reference tables (e.g., benefit rate, military rate, office locations, addresses).
HR-PROGMAINT-3500	The System shall provide the functionality to establish claims for multiple programs based on the UI claim.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS PROGMAINT 020 MAINTAIN PROGRAM

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for updating information for an existing program. This use case begins when Agency Staff selects a program to update. The use case ends when the information for the existing program is updated.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff initiates the process to update an existing program.

4. Preconditions

- Program exists in the System.

5. Post conditions

- Program information has been updated.

6. Main Flow

The Main Flow describes the steps necessary to maintain a program.

1. The System shall provide the ability for Agency Staff to select the program to maintain.
2. The System shall provide the ability for Agency Staff to update identifying information for the program.
3. The System shall provide the ability for Agency Staff to add or modify information specific to the program.
4. The System shall provide the ability for Agency Staff to update the effective date information for program.
5. The System shall provide the ability for Agency Staff to update the eligibility period for the program.
6. The System shall provide the ability for Agency Staff to update the potential renewal indicator for the program.
7. The System shall provide the ability for Agency Staff to update the maximum benefit entitlement to be paid for the program.
8. The System shall provide the ability for Agency Staff to update the initial claim questions for the program.
9. The System shall provide the ability for Agency Staff to update the sources of wage data for the program.
10. The System shall provide the ability to maintain multiple funding sources for each program.
11. The System shall provide the ability to maintain multiple time periods for each funding source for the program.
12. The System shall provide the ability for Agency Staff to select the option to maintain the program rules for the program.
13. The System shall provide the ability for Agency Staff to maintain multiple time periods for each program rule.
14. The System shall provide the ability for Agency Staff to update chargeability rules for the program.
15. The System shall provide the ability for Agency Staff to update the overpayment rules for the program.
16. The System shall provide the ability for Agency Staff to update eligibility rules for the program.
17. The System shall provide the ability for Agency Staff to update the allowable earning rules for the program.
18. The System shall provide the ability for Agency Staff to update the work search rules for the program.
19. The System shall provide the ability for Agency Staff to update the work registration rules for the program.
20. The System shall provide the ability for Agency Staff to update financial eligibility rules for the program.
21. The System shall provide the ability for Agency Staff to update qualifying employment provision rules for the program.
22. The System shall provide the ability for Agency Staff to update disqualification rules for the program.
23. The System shall provide the ability for Agency Staff to update requalification rules for the program.

24. The System shall provide the ability for Agency Staff to update reemployment services participation rules for the program.
25. The System shall provide the ability for Agency Staff to update benefit computation rules for the program.
26. The System shall provide the ability for Agency Staff to update the prioritization and hierarchy for the program.
27. The System shall provide the ability for Agency Staff to update the filing rules for the program.
28. The System shall provide the ability for Agency Staff to update the weekly certification questions for the program.
29. The System shall provide the ability for Agency Staff to update the payment rules for the program.
30. The System shall provide the ability for Agency Staff to update all other required information to establish the program.
31. The System shall provide the ability for Agency Staff to test program maintenance changes in a non-production environment.
32. The System shall identify potentially eligible Claimants affected by the changes to the program.
33. The System shall provide the ability for Agency Staff to change data collecting for statistical reports.
34. The System shall provide the ability for Agency Staff to indicate the effective date of the program changes.
35. The System shall provide the ability for Agency Staff to implement the program changes.
36. The System shall maintain a history of changes to the program.
37. Perform **UCS CLAIMMAINT 030 Process Claim Changes**.
38. The System shall provide the ability for Agency Staff to generate notification to the Claimants affected by the changes to the program.
39. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-PROGMAINT-1500	The System shall identify individuals of potential eligibility for federal special programs.
HR-PROGMAINT-1600	The System shall notify individuals of potential eligibility for federal special programs.
HR-PROGMAINT-1700	The System shall identify individuals of potential eligibility for state special programs.
HR-PROGMAINT-1800	The System shall notify individuals of potential eligibility for state special programs.
HR-PROGMAINT-1810	The System shall provide the functionality to track state special program activity.
HR-PROGMAINT-1820	The System shall provide functionality to enter the parameters for the state special programs.
HR-PROGMAINT-1830	The System shall provide functionality to enter the parameters for federal special programs.
HR-PROGMAINT-2700	The System shall provide the functionality to modify UC program specific work search requirements.
HR-PROGMAINT-2720	The System shall provide the functionality to modify UC program specific work registration requirements.
HR-PROGMAINT-2800	The System shall identify Claimants of the end of a UC program.
HR-PROGMAINT-3000	The System shall notify Claimants of the end of a UC program.
HR-PROGMAINT-3100	The System shall provide functionality to modify the parameters of existing UC benefit programs.
HR-PROGMAINT-3310	The System shall provide the ability to create and maintain data necessary to determine the UC program eligibility hierarchy.
HR-PROGMAINT-3320	The System shall provide the ability to create and maintain data necessary (hierarchy) for the allocation of credits to multiple UC overpayments (e.g., program type, overpayment type).
HR-PROGMAINT-3330	The System shall provide the ability to manage reference tables (e.g., benefit rate, military rate, office locations, addresses).
HR-PROGMAINT-3400	The System shall provide the functionality to track federal special program activity.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS PROGMAINT 030 ESTABLISH TAA PETITION

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for entering a new Trade Adjustment Assistance (TAA) petition based on information from the United States Department of Labor (USDOL). This use case begins when petition information is received and Agency Staff initiate the process to enter the information. The use case ends when the new TAA petition is entered.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff initiates the process to enter a new TAA petition.

4. Preconditions

- Notification is received from USDOL regarding a new TAA petition.

5. Post conditions

- The new TAA petition has been entered in the System.

6. Main Flow

The Main Flow describes the steps necessary to establish a TAA petition.

1. The System shall provide the ability for Agency Staff to select the option to enter a TAA petition.
2. The System shall provide the ability for Agency Staff to enter the TAA petition number.
3. The System shall determine the TAA petition does not already exist.
   - If the System determines the TAA petition already exists, proceed to Alternate Flow 7.2 TAA petition already exists.
4. The System shall provide the ability for Agency Staff to enter petition date(s) information.
5. The System shall provide the ability for Agency Staff to enter the petition as pending.
6. The System shall provide the ability for Agency Staff to enter the Employer(s) information.
7. The System shall provide the ability for Agency Staff to enter any other petition information.
8. The System shall provide the ability for Agency Staff to enter the wage subsidy status
9. The System shall provide the ability for Agency Staff to enter Group(s) of Workers information.
10. The System shall provide the ability for Agency Staff to send correspondence regarding the new petition to interested parties using their preferred method of contact.
11. The System shall provide the ability to populate a template with petition information to notify Agency Staff.
12. The System shall provide the functionality to associate TAA petitions with the federal law for the petition.
13. The System shall provide the ability for Agency Staff to request a list of Trade Affected Workers from the Employer.
14. The System shall provide the ability for the Employer to enter/upload a list of trade affected workers for the TAA petition.
15. The System shall determine a list of trade affected workers has been submitted within 'X' days.
    - If the System determines a list of trade affected workers has not been submitted within 'X' days, proceed to Alternate Flow 7.1 List of trade affected workers has not been submitted within 'X' days.
16. The System shall provide functionality to identify Claimants with potential eligibility under multiple petitions.
17. The System shall provide the ability to associate a Claimant to multiple petitions.
18. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 List of trade affected workers has not been submitted within 'X' days.

1. The System shall determine a list of trade affected workers has not been submitted with 'X' days.
2. The System shall generate a subsequent request to the Employer for a list of trade affected workers.
3. The System shall determine that the list of trade affected workers has not been submitted within 'X' days of the subsequent request.
   - If the System determines the list of trade affected workers has been submitted within 'X' days of the subsequent request, continue with Main Flow Step 16.
4. The System shall create a work item for Agency Staff regarding the Employer's untimeliness in submitting the list of trade affected workers.
5. The Alternate Flow ends.

7.2 TAA petition already exists

1. The System shall determine the TAA petition already exists.
2. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-PROGMAINT-0300	The System shall process TAA petition information.
HR-PROGMAINT-0400	The System shall provide the functionality to associate TAA petitions with the federal law for the petition.
HR-PROGMAINT-0410	The System shall provide the functionality to track TAA activity per federal law for the petition.
HR-PROGMAINT-0500	The System shall provide functionality that allows for a Claimant to be covered under multiple petitions.
HR-PROGMAINT-0610	The System shall provide the ability to receive information on potential trade impacted workers.
HR-PROGMAINT-0710	The System shall provide functionality to enter the parameters for the TAA program type.

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UCS PROGMAINT 040 MAINTAIN TAA PETITION

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for updating an established Trade Adjustment Assistance (TAA) petition. The use case begins when an established TAA petition requires an update (*Note: Agency Staff may update the petition information with or without a petition amendment. Petition amendments may involve multiple Employers, multiple groups of workers, and multiple separation- dates*). The use case ends when the TAA petition is updated.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff initiates the process to update an established TAA petition.
- An amendment to an established TAA petition is received from the United States Department of Labor (USDOL).

4. Preconditions

- The TAA petition already exists.

5. Post conditions

- The TAA petition has been updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to maintain a TAA petition.

1. The System shall provide the ability for Agency Staff to select the TAA petition to modify.
2. The System shall provide the ability for Agency Staff to update the TAA petition number.
3. The System shall provide the ability for Agency Staff to update the petition status.
4. The System shall determine the petition status has been updated to “certified”.
    - If the System determines the petition status has not been updated to “certified”, proceed to Alternate Flow 7.1 Petition status has not been updated to “certified”.
5. The System shall provide the ability for Agency Staff to update petition date(s) information.
6. The System shall provide the ability for Agency Staff to update the wage subsidy status.
7. The System shall provide the ability for Agency Staff to request a list of trade affected workers from the Employer.
8. The System shall provide the ability for Agency Staff to update the Employer(s) information.
9. The System shall provide the ability for Agency Staff to update Group(s) of Workers information.
10. The System shall provide the ability for Agency Staff to update other petition information.
11. The System shall provide the ability to populate a template with petition information to notify Agency Staff of the updates to the petition information.
12. The System shall provide the ability for Agency Staff to generate correspondence regarding updates to the petition information to interested parties using their preferred method of contact.
13. The System shall notify individual(s) of potential eligibility for TAA benefits.
14. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Petition status has not been updated to "certified"

1. The System shall determine the petition status has not been updated to "certified."
2. Continue with Main Flow, Step 5.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-PROGMAINT-0100	The System shall provide functionality to enter certified TAA petition.
HR-PROGMAINT-0200	The System shall provide the functionality to modify the TAA petition.
HR-PROGMAINT-0300	The System shall process TAA petition information.
HR-PROGMAINT-0400	The System shall provide the functionality to associate TAA petitions with the federal law for the petition.
HR-PROGMAINT-0410	The System shall provide the functionality to track TAA activity per federal law for the petition.
HR-PROGMAINT-0600	The System shall identify potential trade impacted workers.
HR-PROGMAINT-0620	The System shall provide functionality to provide notification to potential trade impacted workers.

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UCS PROGMAINT 060 ESTABLISH DUA DECLARATION

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for establishing a new Disaster Unemployment Assistance (DUA) declaration. This use case begins when the Agency Staff initiates the process to establish a new DUA declaration. The use case ends when the new DUA declaration is established and potential Claimants are identified.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff initiates the process to establish a new DUA declaration.

4. Preconditions

- A major disaster has been declared that includes individual assistance.
- A Notice of DUA declaration has been received from the United States Department of Labor (USDOL).

5. Post conditions

- The DUA declaration has been established in the System.
- Potential Claimants have been identified.

6. MAIN FLOW

The Main Flow describes the steps necessary to establish a new DUA declaration.

1. The System shall provide the functionality for Agency Staff to create a new DUA declaration.
2. The System shall provide the ability for Agency Staff to enter the disaster declaration information supplied by USDOL.
3. The System shall determine the DUA declaration does not already exist.
    - If the System determines the DUA declaration already exists, proceed to Alternate Flow 7.1 DUA declaration already exists.
4. The System shall provide the ability for Agency Staff to attach a copy of the Notice of Declaration.
5. The System shall identify potentially eligible Claimants who filed claims prior to DUA declaration.
6. The System shall notify potentially eligible Claimants who filed claims prior to DUA declaration.
7. The System shall provide the functionality to manage overlapping disaster declarations.
8. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 DUA declaration already exists

1. The System shall determine the DUA declaration already exists.
2. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-PROGMAINT-0800	The System shall provide the functionality to enter information for a newly declared disaster for the DUA program.
HR-PROGMAINT-1000	The System shall provide functionality to determine a Claimant's eligibility to file a DUA claim.
HR-PROGMAINT-1200	The System shall track DUA activity by disaster number.
HR-PROGMAINT-1300	The System shall provide the functionality to manage overlapping disaster declarations.
HR-PROGMAINT-1500	The System shall identify individuals of potential eligibility for federal special programs.
HR-PROGMAINT-1600	The System shall notify individuals of potential eligibility for federal special programs.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS PROGMAINT 070 MAINTAIN DUA DECLARATION

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for updating an established Disaster Unemployment Assistance (DUA) declaration. The use case begins when Agency Staff selects a declaration to update. The use case ends when the DUA declaration is updated and individuals who are potentially eligible to file a claim under the amended declaration are identified and notified of their eligibility.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- An amendment to an existing DUA declaration is received from the United States Department of Labor (USDOL).
- Agency Staff determines that an established DUA declaration requires an update.

4. Preconditions

- The DUA declaration exists.

5. Post conditions

- The DUA declaration has been updated.
- Potentially eligible individuals have been identified and notified.

6. Main Flow

The Main Flow describes the steps necessary to maintain an existing DUA declaration.

1. The System shall provide the ability for Agency Staff to select the DUA declaration to modify.
2. The System shall provide the ability for Agency Staff to enter the USDOL supplied declaration amendment information.
3. The System shall provide the ability for Agency Staff to attach a copy of the amended declaration to the existing DUA declaration.
4. The System shall identify claims that were processed under the DUA declaration prior to the amendment.
5. The System shall determine that the updated DUA declaration information requires a financial redetermination (e.g., a change to the beginning date).
    - If the System determines that the updated DUA declaration information does not require a financial redetermination, proceed to Alternate Flow 7.1 Updated DUA declaration information does not require a financial redetermination.
6. Perform **UCS MONDET 070 Recalculate Financial Determination.**
7. The System shall identify individuals that are newly eligible (potentially) to file a DUA claim based upon the amended declaration.
8. The System shall notify the newly eligible individuals of their potential eligibility for DUA benefits.
9. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Updated DUA declaration information does not require a financial redetermination

1. The System shall determine that the updated DUA declaration information does not require a financial redetermination.
2. Continue with Main Flow, Step 7.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-PROGMAINT-0900	The System shall provide the functionality to modify information for the DUA program.
HR-PROGMAINT-1000	The System shall provide functionality to determine a Claimant's eligibility to file a DUA claim.
HR-PROGMAINT-1200	The System shall track DUA activity by disaster number.
HR-PROGMAINT-1300	The System shall provide the functionality to manage overlapping disaster declarations.
HR-PROGMAINT-1500	The System shall identify individuals of potential eligibility for federal special programs.
HR-PROGMAINT-1600	The System shall notify individuals of potential eligibility for federal special programs.

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UCS PROGMAINT 080 ESTABLISH SHARED WORK PLAN

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for establishing a Shared Work Plan using information received from an Employer. This use case begins when Agency Staff enters the Shared Work Plan information from the Employer. The use case ends when the Shared Work Plan is either approved or denied.

2. Actors

- System
- Agency Staff
- Employer

2.1 Interfaces

- N/A

3. Triggers

- Employer submits a Shared Work Plan application.
- Agency Staff enters information submitted by the Employer to establish a Shared Work Plan.

4. Preconditions

- Agency Staff has received an application from an Employer for a Shared Work Plan.
- Employer submits a Shared Work Plan application.

5. Post conditions

- The Shared Work Plan is approved or denied.

6. MAIN FLOW

The Main Flow describes the steps necessary to establish a Shared Work Plan.

1. The System shall provide the ability for the Employer to submit a Shared Work Plan application.
2. The System shall provide the functionality for Agency Staff to enter the Shared Work Plan information received from the Employer.
3. The System shall create a work item for Agency Staff to review the Shared Work Plan application.
4. The System shall provide the ability for Agency Staff to deny/approve the Shared Work Plan application.
5. The System shall determine a claim does not already exist for a Claimant on the list from the Employer for an approved Shared Work Plan.
    - If the System determines a claim exists for a Claimant on the list from the Employer for an approved Shared Work Plan, proceed to Alternate Flow 7.1 Claim exists for a Claimant on the Shared Work Plan list.
6. The System shall notify the Employer of the decision (denied or approved) for the Shared Work Plan application.
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Claim exists for a Claimant on the Shared Work Plan list

1. The System shall determine a claim exists for a Claimant on the list from the Employer for an approved Shared Work Plan.
2. The System shall add an indicator to the Claimant's claim to designate it as a Shared Work claim.
3. The System shall associate the details for the Shared Work Plan to the Claimant.
4. Continue with Main Flow, Step 6.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-PROGMAINT-1900	The System shall provide the functionality to receive an Employer’s request to participate in the Shared Work program.
HR-PROGMAINT-2000	The System shall provide the functionality to process an Employer’s request to participate in the Shared Work program.
HR-PROGMAINT-2100	The System shall provide the functionality to approve an Employer’s request to participate in the Shared Work program.
HR-PROGMAINT-2200	The System shall provide the functionality to deny an Employer’s request to participate in the Shared Work program.
HR-PROGMAINT-2400	The System shall provide functionality for receipt of Shared Work information.
HR-PROGMAINT-2500	The System shall provide the functionality for processing of Shared Work information.
HR-PROGMAINT-3500	The System shall provide the functionality to establish claims for multiple programs based on the UI claim.

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UCS PROGMAINT 090 MAINTAIN SHARED WORK PLAN

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for maintaining Shared Work Plans. This use case begins when Agency Staff determines a change is needed to an existing Shared Work Plan. The use case ends when the plan information has been updated.

2. Actors

- System
- Agency Staff
- Employer

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff determine there is a need to update a Shared Work Plan.
- Employer has provided updates for their Shared Work Plan.

4. Preconditions

- The Employer has an existing Shared Work Plan.

5. Post conditions

- The Shared Work Plan has been updated.

6. Main Flow

The Main Flow describes the steps necessary to maintain a Shared Work Plan.

1. The System shall provide the functionality for Agency Staff to modify an existing Shared Work Plan.
2. The System shall provide the ability for Agency Staff to modify Claimant details for an individual associated with an existing Shared Work Plan.
3. The System shall provide the ability for Employers to request a modification to the Shared Work Plan.
4. The System shall provide the functionality to receive requests to terminate Shared Work participation.
5. The System shall provide the ability for Agency Staff to deny a modification request for an existing Shared Work Plan.
6. The System shall provide the ability for Agency Staff to approve a modification request for an existing Shared Work Plan.
7. The System shall provide the ability for Agency Staff to revoke the existing Shared Work Plan.
8. The System shall provide the ability to notify the Claimant of the changes to their existing Shared Work Plan.
9. The System shall provide the ability to notify the Employer of the changes to their existing Shared Work Plan.
10. The System shall associate the details of the modified Shared Work Plan to the Claimant.
11. The System shall maintain the history of Shared Work Plan changes.
12. The System shall provide the ability for Agency Staff to update the Shared Work claim indicators.
13. The System shall provide the ability for Agency Staff to generate correspondence.
14. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-PROGMAINT-2300	The System shall provide the functionality for Agency Staff to modify an approved request to participate in the Shared Work program.
HR-PROGMAINT-2310	The System shall provide functionality to receive requests to terminate shared work participation.
HR-PROGMAINT-2320	The System shall provide the functionality for Agency Staff to terminate an approved request for participation in the Shared Work program.
HR-PROGMAINT-2400	The System shall provide the functionality for receipt of Shared Work information.
HR-PROGMAINT-2500	The System shall provide the functionality for processing of Shared Work information.

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PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS REEMPLOY 010 IDENTIFY CLAIMANTS FOR REEMPLOYMENT SERVICES

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for selecting Claimants for Reemployment Services. This use case begins when the System identifies Claimants eligible for Reemployment Services. This use case ends when the Claimants information is updated with the Reemployment Service information and the file is transmitted to the Commonwealth Workforce Development Agency (CWDS).

2. Actors

- System
- Agency Staff

2.1 Interfaces

- Commonwealth Workforce Development System (CWDS)

3. Triggers

- Claimant files a claim.
- A predefined time has been reached to schedule the reemployment services job.

4. Preconditions

- Claimant has filed a financially eligible claim for a UC program.
- The claim has not been previously evaluated for Reemployment Services (RESEA) or Worker Profiling (PREP).

5. Post conditions

- Claimant is identified for Reemployment Services (RESEA) or Worker Profiling (PREP).
- A Reemployment Services indicator is assigned to the claim.
- Claimant information is updated with the Reemployment Services referral information.
- Claimant information for Reemployment Services has been transmitted to CWDS.

6. MAIN FLOW

The Main Flow describes the steps necessary to identify Claimants for Reemployment Services.

1. The System shall identify Claimants for Reemployment Services.
2. The System shall provide the ability for Agency Staff to (re)configure selection criteria to identify Claimants for Reemployment Services (e.g., no return work date, first payment status, industry, Standard Occupational Code [SOC], program type).
3. The System shall provide the ability to schedule the Reemployment Services batch selection job (e.g., daily, weekly, on-demand or quarterly).
4. The System shall run the Reemployment Services batch selection job.
5. The System shall assign a score based on the (re)configured criteria for each Claimant identified.
6. The System shall create a file with the results of the identified Claimants for Reemployment Services.
7. The System shall provide functionality to transmit the file of the identified Claimants for Reemployment Services to the Commonwealth Workforce Development System (CWDS).
8. The System shall update the claim with the Reemployment Services referral indicator.
9. The System shall generate correspondence to the Claimant per their preferred method of contact.
10. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-REEMPLOY-0100	The System shall provide functionality to identify Claimants for Reemployment Services.
HR-REEMPLOY-0200	The System shall provide the functionality to modify the selection criteria for Reemployment Services.
HR-REEMPLOY-0400	The System shall interface with the Commonwealth's Reemployment Services System to send Claimant information.
HR-REEMPLOY-0900	The System shall provide the functionality to generate correspondence for Reemployment Activities/Services.
HR-REEMPLOY-1200	The System shall provide the ability to create a Reemployment summary page.
HR-REEMPLOY-1300	The System shall provide the ability to capture Reemployment history activities.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS REEMPLOY 030 TRACK CLAIMANT PARTICIPATION IN REEMPLOYMENT SERVICE ACTIVITIES

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for tracking Claimant participation in Reemployment Services. This use case begins when Claimant participation in Reemployment is received from the Workforce Development System. This use case ends when Reemployment Services information has been received for Claimants and issues are created as necessary.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- Commonwealth's Workforce Development System (CWDS)

3. Triggers

- A file has been received from the Commonwealth's Workforce Development System with Reemployment outcome information.
- Agency Staff receives outcome information.

4. Preconditions

- Claimant identified to participate in Reemployment Services.

5. Post conditions

- Non-Monetary issues have been created based on Reemployment Service activity information received.
- Claim record has been updated.

6. Main Flow

The Main Flow describes the steps necessary to track Claimant participation in Reemployment Services.

1. The System shall provide functionality to receive Reemployment Service activity information from the Commonwealth's Workforce Development System.
2. The System shall update the claim record with the Reemployment Service information received (e.g., attended, reemployed, not meeting selection criteria due to approved waiver, return to work date).
3. The System shall provide the ability for Agency Staff to enter Reemployment Services activity information for Claimant(s).
4. The System shall provide the ability for Agency Staff to determine no new issues should be created based on information received from Reemployment Services.
    - If Agency Staff determines a new issue should be created based on information received from Reemployment Services, proceed to Alternate Flow 7.1 Agency Staff establish new issue.
5. The System shall generate correspondence to Claimants that are not registered (e.g., 21 day letter).
6. The System shall determine no new issues should be created based on information received from Reemployment Services.
    - If the System determines a new issue should be created based on information received from Reemployment Services, proceed to Alternate Flow 7.2 Establish new issue – System.
7. The System shall determine an issue does not already exist due to Claimant's failure to participate in a required Reemployment activity.
    - If the System determines an issue already exists (e.g., Claimant registers after denial) due to Claimant's failure to participate in a required Reemployment activity, proceed to Alternate Flow 7.3 An issue already exists due to Claimant's failure to participate in a required Reemployment activity.
8. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Agency Staff Establish new issue

1. The System shall provide the ability for Agency Staff to determine a new issue should be created based on information received from the Workforce Development System.
2. The System shall provide the ability for Agency Staff to identify the issue.
3. Proceed to **UCS NONMON 020 Establish Issue - Staff.**
4. The Alternate Flow ends.

7.2 Establish new issue – System

1. The System shall determine a new issue should be created.
2. The System shall update the claim information for the Claimant.
3. Proceed to **UCS NONMON 010 Establish Issue.**
4. The Alternate Flow ends.

7.3 An issue already exists due to Claimant's failure to participate in a required Reemployment activity

1. The System shall determine an issue already exists due to Claimant's failure to participate in a required Reemployment activity (e.g., Claimant registers after denial).
2. Proceed to **UCS NONMON 040 Modify Issue Details.**
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-REEMPLOY-0300	The System shall receive information regarding a Claimant’s participation or failure to participate in Reemployment Services activities.
HR-REEMPLOY-0500	The System shall interface with the Commonwealth's Reemployment Services System to receive Claimant participation information.
HR-REEMPLOY-0600	The System shall provide functionality to update claims with information received from the Reemployment Services System.
HR-REEMPLOY-0700	The System shall provide the ability to update Claimant data with information received from the Reemployment Services System.
HR-REEMPLOY-0800	The System shall provide the functionality to create an issue on a claim due to lack of participation in Reemployment Services.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS REEMPLOY 040 MANAGE CLAIMANT REEMPLOYMENT ACTIVITY INFORMATION

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to manage the details of Claimant Reemployment activity. This use case begins when Agency Staff determines the need to manage Claimant Reemployment information. This use case ends when the Claimant Reemployment information has been updated.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff accesses the Claimant Reemployment information.

4. Preconditions

- Reemployment information exists for the Claimant.
- Agency Staff selects the Claimant.

5. Post conditions

- Claimant Reemployment information has been updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to manage Claimant Reemployment information.

1. The System shall provide the ability for Agency Staff to view the Claimant Reemployment Services information.
2. The System shall provide the ability for Agency Staff to update the Reemployment Services information for the Claimant selected.
3. The System shall provide the ability for Agency Staff to manage the status of the Claimant Reemployment Services information.
4. The System shall provide the ability for Agency Staff to generate reports based on defined criteria.
5. The System shall provide the ability to record Reemployment Services (RESEA) or Worker Profiling (PREP) information for Claimants that are identified based on federal reporting requirements (e.g., ETA 9048, 9040, 9128, and 9129).
6. The System shall provide the ability to calculate the number of participants selected for Reemployment Services or Worker Profiling based on the batch selection job criteria (e.g., total profiled, number put in selection “pool/queue”).
7. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-REEMPLOY-0700	The System shall provide the ability to update Claimant data with information received from the Reemployment Services System.
HR-REEMPLOY-1100	The System shall provide the ability for Agency Staff to create reports for Reemployment Services.

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UCS TFA 010 CALCULATE FUNDS TO BE TRANSFERRED

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for calculating the funds to be transferred from Federal accounts or special benefit program accounts for the purpose of paying benefits including third party payments (e.g., child support, payments to other states). This use case begins when the time is reached to initiate the daily payment process. This use case ends when the payment amounts for transfer have been calculated by fund.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- The time is reached to initiate the daily payment process.

4. Preconditions

- Claimant exists in the System.
- Payment record to another entity exists.

5. Post conditions

- Daily payment process has run successfully.
- Amounts for all UC programs have been calculated.

6. MAIN FLOW

The Main Flow describes the steps necessary for calculating the funds to be transferred for daily benefit payments.

1. The System shall provide detailed Claimant payment information by UC benefit program (e.g., Regular UI, Special Program, last name, first name, SSN, deductions, payment amount).
2. The System shall calculate the total benefit amounts to be paid for Regular UI benefits.
3. The System shall calculate the total benefit amounts to be paid for each Special Program (e.g., EB, EUC, Shared Work, TRA, DUA, UCFE, and UCX).
4. The System shall calculate the total benefit payment deductions (e.g., child support, bankruptcy).
5. The System shall calculate overpayment offset for regular or Special UI programs.
6. The System shall calculate overpayment offset for state special programs (e.g., IRORA).
7. The System shall calculate the total federal tax withholding.
8. The System shall provide the total itemized benefit payment details by fund (e.g., gross payments, deductions, withholding, and net payment).
9. The System shall determine payment adjustments from the prior daily payments (e.g., financial redeterminations plus/minus, payees not receiving a payment, these adjustments would reduce the transfer amounts needed) when calculating the daily transfer amount.
10. The System shall provide the ability to summarize total payments by UC benefit program.
11. The System shall provide the ability for Agency Staff to review the benefit payment amounts, prior to submission.
12. Perform **UCS TFA 070 Create General Ledger Transactions**.
13. The System shall provide the ability to create the daily payment requisition and disbursements document(s) (e.g., UC 81, and Daily Disbursement Sheet).
14. The System shall provide the ability for Agency Staff to print the daily payment requisition and disbursements document(s).
15. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-0100	The System shall provide the functionality to calculate the funds required for transfer daily based upon all UC program activity.
HR-TFA-5000	The System shall provide the functionality to calculate the itemized payment details.

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UCS TFA 020 IDENTIFY CLAIMANT CREDITS

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for identifying Claimant credits. This use case begins when the time is reached to initiate the unclaimed credit process. This use case ends when the Claimant credits have been identified.

2. Actors

- System

2.1 Interfaces

- N/A

3. Triggers

- The time is reached to initiate the unclaimed credit process.

4. Preconditions

- The unclaimed credit exists in the System.

5. Post conditions

- The unclaimed credit process has run successfully.

6. MAIN FLOW

The Main Flow describes the steps necessary for identifying Claimant credits.

1. The System shall identify unclaimed Claimant credits.
2. The System shall assign an identifier to the Claimant credits.
3. Perform **UCS TFA 070 Create General Ledger Transactions**.
4. The System shall provide the ability to generate the unclaimed credit file.
5. The System shall provide the ability to store the unclaimed credit file.
6. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-3100	The System shall provide the ability to identify unclaimed credits on a Claimant's account.

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UCS TFA 030 ALLOCATE PAYMENTS

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for allocating the receipt of payments. This use case begins when payments have been received (e.g., repayment of benefit overpayments). This use case includes the allocation of monies to state special funds for penalty, interest, and fees. This use case ends when the payment has been allocated to the correct state, Federal, or state special fund.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- A payment is received from external sources for repayment of benefits.

4. Preconditions

- Payment is received.

5. Post conditions

- Payment is allocated to the correct fund.
- Penalty, interest, or fees are allocated to the correct fund.

6. MAIN FLOW

The Main Flow describes the steps necessary for allocating payments received.

1. The System shall provide the ability for Agency Staff to allocate payments received.
2. The System shall determine the Regular UI fund for which the payment should be allocated.
3. The System shall determine the special program for which the payment should be allocated.
4. The System shall determine the administrative fund to allocate penalty, interest or fees.
5. The System shall determine the fund(s) for which Claimant repayment should be allocated.
6. Proceed to **UCS TFA 070 Create General Ledger Transactions**.
7. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-0300	The System shall provide the functionality to receive and process funds from Claimants for the repayment of benefit overpayments.
HR-TFA-0400	The System shall provide the functionality to receive and process Treasury Offset Program (TOPS) amounts for the repayment of benefit overpayments.
HR-TFA-2100	The System shall determine the UC fund(s) in which to record monies paid, collected or refunded.
HR-TFA-4000	The System shall provide the ability to process Unemployment Compensation payments received from other states.
HR-TFA-4600	The System shall provide the ability to identify transactions charged to the State Adjustment Factor (state special account).

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS TFA 040 BALANCE ACCOUNTS

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for balancing benefit charge accounts or state special accounts. This use case begins when Agency Staff determines the need to balance benefit charge accounts or state special administrative accounts. This use case ends when the benefit charge accounts or state special administrative accounts are balanced.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff determines the need to balance benefit charge accounts or state special accounts.

4. Preconditions

- General ledger accounts exist for each fund.
- Template for balancing exists in the System.

5. Post conditions

- Balance template is posted.
- Agency Staff have made corrections as necessary.

6. MAIN FLOW

The Main Flow describes the steps necessary for balancing benefit charge accounts, state special accounts, or other identified accounts.

1. The System shall provide the ability for Agency Staff to determine the date range for account balancing.
2. The System shall provide the ability for Agency Staff to create a balance template for specified account(s).
3. The System shall provide ability for Agency Staff to enter balance template information.
4. The System shall generate a balance template for the identified account.
5. The System shall prepopulate predefined balance template information.
6. The System shall calculate the balance template.
7. The System shall identify balancing errors.
8. The System shall provide the ability for Agency Staff to correct balancing errors.
9. The System shall provide the ability for Agency Staff to view the detailed transactions associated with the balancing error.
10. The System shall provide the ability for Agency Staff to re-calculate the balance template.
11. The System shall provide the ability for Agency Staff to post the balance template.
12. The System shall provide the ability to carry forward balance template data to subsequent templates.
13. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-0500	The System shall provide the functionality to automatically balance and reconcile the UC System’s financial records at specified intervals.
HR-TFA-0600	The System shall provide the functionality to balance and reconcile the UC System’s financial records on demand.

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UCS TFA 050 PERFORM TRIAL BALANCE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for performing a trial balance. This use case begins when a trial balance is scheduled or Agency Staff elects to create a trial balance. This use case ends when the trial balance is created and posted.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- A specified period of time is scheduled to perform a trial balance.
- Agency Staff elects to create a trial balance.

4. Preconditions

- Trial balance template exists in the System.

5. Post conditions

- Trial balance is posted.
- Agency Staff have made corrections as necessary.

6. MAIN FLOW

The Main Flow describes the steps necessary for performing a trial balance.

1. The System shall provide the ability for Agency Staff to determine the date range for the trial balance.
2. The System shall provide the ability for Agency Staff to specify the type of trial balance to perform (e.g., general fund, state administrative fund, 1099).
3. The System shall generate a trial balance template.
4. The System shall prepopulate predefined trial balance template information.
5. The System shall provide the ability for Agency Staff to enter trial balance template information.
6. The System shall calculate the trial balance template.
7. The System shall identify trial balance errors.
8. The System shall provide the ability for Agency Staff to correct trial balance errors.
9. The System shall provide the ability for Agency Staff to re-calculate the trial balance template.
10. The System shall provide the ability for Agency Staff to post the trial balance template.
11. The System shall provide the ability to carry forward trial balance template data to subsequent templates.
12. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-0500	The System shall provide the functionality to automatically balance and reconcile the UC System's financial records at specified intervals.
HR-TFA-0600	The System shall provide the functionality to balance and reconcile the UC System's financial records on demand.
HR-TFA-0900	The System shall provide the functionality to perform trial balance calculations.
HR-TFA-4900	The System shall provide the functionality to perform trial balance for annual tax statements to Claimants.

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PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS TFA 060 MANAGE STATE SPECIAL ACCOUNTS

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for managing state special accounts (e.g., State adjustment factor, Penalty and interest fund, Benefit rate reduction, or any special fund that may need special designation). This use case begins when Agency Staff accesses the System to manage state special accounts. This use case ends when Agency Staff has performed state special account maintenance.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff accesses the System to update, create, or terminate a state special account.

4. Preconditions

- Agency Staff identifies a need to update, create, or terminate a state special account.

5. Post conditions

- Agency Staff has performed state special account maintenance.

6. Main Flow

The Main Flow describes the steps necessary for managing state special accounts.

1. The System shall provide the ability for Agency Staff to select a state special account to manage.
2. The System shall provide the ability for Agency Staff to update the selected state special account.
3. The System shall provide the ability for Agency Staff to create a state special account.
4. The System shall determine Agency Staff did not elect to create a state special account.
    - If the System determines Agency Staff elects to create a state special account, proceed to Alternate Flow 7.1 Create state special account.
5. The System shall provide the ability for Agency Staff to terminate a state special account.
6. The System shall determine Agency Staff did not elect to terminate a state special account.
    - If the System determines Agency Staff elects to terminate a state special account, proceed to Alternate Flow 7.2 Terminate state special account.
7. The System shall display the state special account information for the selected account(s).
8. The System shall provide the ability to maintain a history of changes made to a state special account(s).
9. The System shall provide the ability to manage the effective dates of changes.
10. The Main Flow ends.

7. Alternate Flow(s)

7.1 Create state special account

1. The System shall determine Agency Staff elects to create a state special account.
2. The System shall provide the ability for Agency Staff to enter state special account creation details.
3. The System shall provide the ability for Agency Staff to confirm the created state special account details.
4. The System shall create the appropriate general ledger account for the created state special account.
5. The Alternate Flow ends.

7.2 Terminate state special account

1. The System shall determine Agency Staff elects to terminate a state special account.
2. The System shall provide the ability for Agency Staff to enter required state special account termination details.
3. The System shall provide the ability for Agency Staff to confirm the terminated state special account details.
4. The System shall inactivate the terminated state special account.
5. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-2400	The System shall provide the functionality to create, manage or terminate state special accounts.
HR-TFA-4600	The System shall provide the ability to identify transactions charged to the State Adjustment Factor (state special account).

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UCS TFA 070 CREATE GENERAL LEDGER TRANSACTIONS

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for creating General Ledger (G/L) UI transactions. General Ledger transactions are created for each specific Unemployment Insurance (UI) fund or state special fund transaction when payments are issued, received, returned, or escheated. This use case begins when transaction activities occur in the System. This use case ends when the G/L transactions are created.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Transaction activity occurs in the System (e.g., adjustments, transfers, reallocation, and write-off).
- Payments are issued, received, returned, or escheated for a specific Unemployment Insurance (UI) fund or state special fund.

4. Preconditions

- Activities occur that create general ledger transactions.

5. Post conditions

- General ledger fund transactions are created.

6. MAIN FLOW

The Main Flow describes the steps necessary for creating General Ledger transactions.

1. The System shall provide the ability to create credit/debit G/L transactions per UI fund.
2. The System shall provide the ability to create credit/debit G/L transactions per state special fund.
3. The System shall provide the ability to create appropriate G/L reversing transactions.
4. The System shall provide the ability to create appropriate G/L unclaimed credit transactions.
5. The System shall provide the ability to summarize G/L transactions by UI fund.
6. The System shall provide the ability to summarize G/L transactions by state special fund.
7. The System shall provide the ability for Agency Staff to select various G/L transactions by date range.
8. The System shall provide the ability for Agency Staff to view G/L transactions.
9. The System shall provide the ability for Agency Staff to reconcile general ledger transactions.
10. The System shall provide the ability to generate G/L reports.
11. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-0500	The System shall provide the functionality to automatically balance and reconcile the UC System's financial records at specified intervals.
HR-TFA-0700	The System shall provide the ability to automatically make the corresponding accounting updates throughout the System when transactions occur that have a financial impact.
HR-TFA-0800	The System shall display the detailed financial information for each accounting transaction.
HR-TFA-1200	The System shall provide the functionality to view financial information from the System.
HR-TFA-3200	The System shall provide the functionality to create general ledger fund transactions.
HR-TFA-3700	The System must provide the functionality to meet Government Accounting Standards Board (GASB) accounting principles.
HR-TFA-3800	The System shall provide the functionality to generate general ledger reports.
HR-TFA-3900	The System shall provide the functionality to create general ledger transactions for payments issued to entities other than the Claimant.
HR-TFA-5100	The System shall provide the functionality to capture benefit charges related to Federal Special Programs (e.g., TRA, DUA, federal and state extension).

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UCS TFA 080 CREATE PAYMENT FILE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for creating the payment files. This use case begins when the time is reached to initiate the payment file process. This use case ends when the payment files are created and transmitted to UC Treasury for processing.

2. Actors

- System

2.1 Interfaces

- UC Treasury
- External entities

3. Triggers

- Time is reached to initiate the payment file process.

4. Preconditions

- Payment process exists in the System.

5. Post conditions

- Payment file process has run successfully.
- Daily payment file(s) are created.

6. MAIN FLOW

The Main Flow describes the steps necessary to create the daily payment file.

1. The System shall create the daily payment files containing detailed payment information.
2. The System shall assign a check number to each payment.
3. The System shall assign a payment identifier number.
4. The System shall include the check amount for each payment.
5. The System shall include the recipient name for each payment.
6. The System shall provide the ability to create payment file(s) for payments to be issued to external entities (e.g., child support agency, bankruptcy, Department of Public Assistance).
7. The System shall provide the ability to create a payment detailed list for payments issued to external entities (e.g., first name, last name, case number, Claimant SSN).
8. The System shall store the history of the payment file sent (e.g., recipient name, payment amount, check number, payment identifier).
9. The System shall update the status of the recipient's payment history (e.g., issue date, amount paid to Claimant and details of any diversions).
10. The System shall generate payment output file(s) for transmission to UC Treasury.
11. The System shall interface with external entities for transmission of the payment file(s).
12. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows identified for this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-1600	The System shall provide the ability to automatically create daily payment file(s) for all payments issued by the System.
HR-TFA-4100	The System shall provide the functionality to generate UC payments to another state.
HR-TFA-4110	The System shall capture and maintain payment details for payments issued to other states.
HR-TFA-4400	The System shall provide the ability to capture, view, and maintain payment transmittals.
HR-TFA-4410	The System shall provide an audit trail for payments that are diverted to other entities whether in or out of state.
HR-TFA-4700	The System shall provide the ability to interface with internal/external systems to transmit the daily payment file(s) (e.g., UC Treasury).
HR-TFA-4800	The System shall provide functionality to create the payment file in multiple formats.

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PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS TFA 090 RECEIVE RETURNED PAYMENTS

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for receiving returned payment information. This use case begins when non-sufficient Fund (NSF) information has been received or a payment has otherwise been returned. This use case ends when the status of the returned payment is reflected on the Claimant account.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- UC Treasury

3. Triggers

- Dishonored check information is received (e.g., non-sufficient funds).
- Claimant benefit payment has been returned.

4. Preconditions

- Claimant has made or has been issued a payment.

5. Post conditions

- Claimant Account reflects the status of the returned payment.
- System assesses dishonored check penalties and accrues interest.
- System updates Claimant payment history.
- System updates the Claimant overpayment amount due.

6. MAIN FLOW

The Main Flow describes the steps necessary for managing returned payments.

1. The System shall provide functionality for Agency Staff to indicate the type of returned payment received.
2. The System shall provide the ability for Agency Staff to indicate the returned payment is not a benefit payment.
   - If Agency Staff determines the returned payment is a benefit payment, proceed to Alternate Flow 7.1 Returned benefit payment.
3. The System shall provide the ability for Agency Staff to indicate the returned payment is not from a Claimant repayment of an overpayment.
   - If Agency Staff indicates the returned payment is from a Claimant repayment of an overpayment, proceed to Alternate Flow 7.2 Returned Claimant repayment of overpayment.
4. The System shall provide the ability for Agency Staff to indicate the returned payment is not a Claimant overpayment refund.
   - If Agency Staff indicates the returned payment is a Claimant overpayment refund, proceed to Alternate Flow 7.3 Manage returned Claimant overpayment refund .
5. The System shall provide the ability for Agency Staff to indicate the payment was returned due to NSF.
6. The System shall update the status of the Claimant payment history.
7. Perform **UCS TFA 070 Create General Ledger Transactions.**
8. The System shall re-establish the monetary delinquency (including refunded amounts if applicable) to the Claimant's account.
9. The System shall re-establish the overpayment (including refunded amounts if applicable) to the Claimant's account.
10. The System shall generate correspondence for the returned payment to interested parties.
11. The Main Flow ends.

7. Alternate Flow(s)

7.1 Returned benefit payment

1. The System shall provide the ability for Agency Staff to determine the returned payment is a benefit payment.
2. Perform **UCS TFA 070 Create General Ledger Transactions.**
3. Proceed to **UCS BENPAY 110 Process Returned Payments.**
4. The Alternate Flow ends.

7.2 Returned Claimant repayment of overpayment

1. The System shall provide the ability for Agency Staff to indicate the returned payment is from a Claimant repayment of an overpayment.
2. Continue with Main Flow, Step 5.

7.3 Manage returned Claimant overpayment refund

1. The System shall provide the ability for Agency Staff to indicate the returned payment is a Claimant overpayment refund.
2. The System shall create a credit on the Claimant account.
3. Proceed to **UCS TFA 030 Allocate Payment.**
4. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-1100	The System shall provide the functionality to receive information required to update the status of a payment issued or received.
HR-TFA-1400	The System shall process returned payment information.
HR-TFA-1500	The System shall provide the functionality to update the Claimant account with returned payment information.
HR-TFA-1900	The System shall provide the functionality to generate correspondence related to payments.
HR-TFA-3300	The System shall provide the functionality to receive reversing transactions information for payments returned from a financial institution.
HR-TFA-3400	The System shall provide the ability to receive information regarding escheated payments.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY
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UCS TFA 110 GENERATE FEDERAL TAX DATA

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for generating federal income tax 1099(s) withholdings. This use case begins when Agency Staff determine the need to generate federal income tax 1099(s) withholdings data for reporting (e.g., daily, and annually). This use case ends when the federal tax data is created for reporting (e.g., 945).

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff determine the need to generate Federal tax data.

4. Preconditions

- Federal tax information exists in the System.

5. Post conditions

- Federal tax data is generated.

6. MAIN FLOW

The Main Flow describes the steps necessary for compiling federal income tax 1099(s) withholdings.

1. The System shall capture data necessary for the federal income tax 1099(s) withholdings.
2. The System shall provide the ability for Agency Staff to generate the daily federal income tax withholding information.
3. The System shall provide the ability for Agency Staff to review the federal income tax withholding information.
4. The System shall provide the ability for Agency Staff to re-generate the federal income tax information as necessary.
5. The System shall provide the ability for Agency Staff to print the federal income tax information.
6. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-2000	The System shall provide the ability to generate and populate the data used on the federal tax filing forms (e.g., 945).
HR-TFA-2010	The System shall provide the ability to query benefit payment federal income tax withholding information for federal tax verification.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS TFA 120 GENERATE FINANCIAL DATA

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for generating financial data. This use case begins when the time is reached to generate financial data or Agency Staff determines the need to generate financial data. This use case ends when the financial data is generated.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff determines the need to generate financial data.
- The time is reached to generate financial data.

4. Preconditions

- Financial data templates exist in the System.

5. Post conditions

- Financial data is generated.

6. MAIN FLOW

The Main Flow describes the steps necessary for generating financial data.

1. The System shall determine the time is reached to generate financial data (e.g., monthly, quarterly, and annually).
2. The System shall provide the ability for Agency Staff to generate financial data.
3. The System shall determine Agency Staff does not elect to generate financial data.
    - If the System determines Agency Staff elects to generate financial data, proceed to Alternate Flow 7.1 Generate financial data – Agency Staff.
4. The System shall retrieve the financial data (e.g., transaction data, write off amounts).
5. The System shall provide the ability to compile predefined data elements (e.g., benefit payments by week ending dates).
6. The System shall provide the ability for Agency Staff to review the financial data.
7. The System shall provide the ability for Agency Staff to re-create the financial data.
8. The System shall provide the ability for Agency Staff to generate the financial data.
9. The Main Flow ends.

7. Alternate Flow(s)

7.1 Generate financial data – Agency Staff

1. The System shall determine Agency Staff elects to generate financial data.
2. The System shall provide the ability for Agency Staff to select the date range for the financial data.
3. Continue with Main Flow, Step 4.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-0200	The System shall provide the ability to reconcile the UC System with the Commonwealth UI trust fund accounts, federal accounts, and federal statements (ETA-191 report).
HR-TFA-2200	The System shall provide the functionality to generate financial data.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS TFA 130 IDENTIFY ESCHEATED PAYMENTS

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for identifying escheated payments. This use case begins when the information is received from UC Treasury regarding escheated payments (e.g., check that have not been negotiated). This use case ends when Agency Staff makes necessary updates for escheated payments.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Information is received regarding escheated payments.

4. Preconditions

- The issue date on the check has passed the escheat parameters.
- Claimant payment has been issued.

5. Post conditions

- Claimant payment information has been updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to identify escheated payments.

1. The System shall provide the ability for Agency Staff to manually identify escheated payments.
2. The System shall update the payment history status for payments which were identified as escheated.
3. The System shall determine the payment was a Claimant benefit payment.
4. The System shall determine the payment was not for a Claimant overpayment refund.
    - If the System determines the payment was for a Claimant overpayment refund, proceed to Alternate Flow 7.1 Payment for Claimant overpayment refund.
5. Perform **UCS TFA 070 Create General Ledger Transactions.**
6. Proceed to **UCS BENPAY 110 Process Returned Payment.**
7. The Main Flow ends.

7. Alternate Flow(s)

7.1 Payment for Claimant overpayment refund

1. The System shall determine the payment was for a Claimant overpayment refund.
2. The System shall create a work item for Agency Staff to review the escheated overpayment refund.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-0700	The System shall provide the ability to automatically make the corresponding accounting updates throughout the System when transactions occur that have a financial impact.
HR-TFA-1400	The System shall process returned payment information.
HR-TFA-2300	The System shall provide the functionality to update escheated payment information.
HR-TFA-3500	The System shall provide the functionality to process escheated payments.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS TFA 190 TRANSFER CREDITS TO CONSCIENCE FUND

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for transferring Claimant credits to the conscience fund. This use case begins when the time is reached to transfer Claimant credits to the conscience fund or Agency Staff determines the need to transfer a Claimant credit to the conscience fund. This use case ends when the credit is transferred to the conscience fund.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- The time is reached to initiate the Claimant credit transfer process to the conscience fund.
- Agency Staff determines the need to transfer Claimant credits to the conscience fund.

4. Preconditions

- Claimant account has a credit.

5. Post conditions

- Credit is transferred to the conscience fund.

6. Main Flow

The Main Flow describes the steps necessary for transferring Claimant credits to the conscience fund.

1. The System shall provide the functionality to schedule the transfer process to the conscience fund.
2. The System shall determine the credits eligible for transferring Claimant credits to the conscience fund (e.g., credit amount is too small to refund).
3. The System shall determine the credits can be automatically transferred to the conscience fund.
   - If System determines the credits cannot be automatically transferred to the conscience fund, proceed to Alternate Flow 7.1 Credits cannot be automatically transferred to the conscience fund.
4. The System shall reflect the transfer of credit on the Claimant account to the conscience fund.
5. Proceed to **UCS TFA 070 Create General Ledger Transactions.**
6. The Main Flow ends.

7. Alternate Flow(s)

7.1 Credits cannot be automatically transferred to the conscience fund

1. The System determines the credits cannot be automatically transferred to the conscience fund.
2. The System shall create work item for Agency Staff.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-TFA-2800	The System shall provide the functionality to transfer credits on the Claimants account to conscience fund.

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UCS QLTYAPPRAPPEAL 010 CREATE QUALITY APPRAISAL APPEAL UNIVERSE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the steps to identify the criteria to create Quality Appraisal Appeal random number universe. The use case begins when the System or the Agency Staff determine a universe must be identified. This use case ends when the universe is created.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- The System or the Agency Staff determine a universe must be identified.

4. Preconditions

- N/A

5. Post conditions

- Quality Appraisal Appeal Universe is identified.

6. Main Flow

The Main Flow describes the steps to create the Quality Appraisal Appeal universe.

1. The System shall provide the ability for Agency Staff to generate the universe based upon pre-defined specifications.
2. The System shall provide the ability for Agency Staff to enter a request to (re)create the Appeal universe.
3. The System shall provide the ability for Agency Staff to select the universe type(s) (e.g., lower authority Appeals).
4. The System shall provide the ability for Agency Staff to (re)enter exclusions for the Appeal sample.
5. The System shall provide the ability for Agency Staff to enter parameters for the Quality Appraisal Appeals sample.
6. The System shall provide the ability for Agency Staff to (re)enter a schedule to create the selected universe type(s).
7. The System shall provide the ability to automatically identify the universe.
8. The System shall exclude specific program types from Appeal case selections.
9. Proceed to **UCS QLTYAPPRAPPEAL 020 Quality Appraisal Appeal Sample.**
10. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-QLTYAPPRAPPEAL-0100	The System shall identify the universe for Quality Appraisal Appeal review.
HR-QLTYAPPRAPPEAL-0400	The System shall provide the ability for Agency Staff to enter the parameters (e.g., date ranges) for Quality Appraisal Appeal cases.
HR-QLTYAPPRAPPEAL-0600	The System shall provide the ability to exclude specific program types from the Quality Appraisal Appeal case selections.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS QLTYAPPRAPPEAL 020 GENERATE QUALITY APPRAISAL APPEAL SAMPLE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to randomly select Quality Appraisal Appeal samples for review. This use case begins when Agency Staff requests the sample or the System runs a scheduled job. This use case ends when the sample is randomly selected and the extract file is created for validation and stored.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Predefined period of time is reached.
- Agency Staff requests a sample extract.

4. Preconditions

- Universe was identified.

5. Post conditions

- Random Quality Appraisal Appeal sample is created and the extract file is created and stored.

6. Main Flow

The Main Flow describes the steps to generate the Quality Appraisal Appeal sample.

1. The System shall allow the Agency Staff to define the sample based on USDOL requirements.
2. The System shall provide the ability to automatically define the sample based on USDOL requirements.
3. The System shall provide the ability to generate a sample on specified intervals.
4. The System must create a file containing the selected sample cases.
5. The System shall provide the ability for Agency Staff to review the sample cases.
6. The System shall provide the ability for Agency Staff to validate the sample.
7. The System shall provide the ability to automatically validate the appeal sample.
8. The System shall provide the ability for Agency Staff to indicate the sample was valid.
9. The System shall determine Agency Staff indicated the sample was valid.
    - If the System determines Agency Staff did not indicate the sample was valid, proceed to Alternate Flow 7.1 Sample was invalid.
10. The System shall provide the ability for the Agency Staff to generate replacement information for the existing Quality Appraisal Appeal sample.
11. The System shall provide the ability for Agency Staff to modify the sample size.
12. The System shall maintain the random sample for a defined period of time.
13. The Main Flow ends.

7. Alternate Flow(s)

7.1 Sample was invalid

1. The System shall determine Agency Staff did not indicate the sample was valid.
2. The System shall provide the ability for Agency Staff to review the invalid sample.
3. Continue with Main Flow, Step 3.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-QLTYAPPRAPPEAL-0200	The System shall provide the ability to select a random sample of the universe.
HR-QLTYAPPRAPPEAL-0300	The System shall maintain the random sample for a specified period of time.
HR-QLTYAPPRAPPEAL-0500	The System shall provide functionality to randomly select cases for the Quality Appraisal Appeals review.
HR-QLTYAPPRAPPEAL-0700	The System shall provide the ability for Agency Staff to modify the sample size.
HR- QLTYAPPRAPPEAL-1200	The System shall create the Quality Appraisal Appeals extract file.

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UCS QLTYAPPRAPPEAL 030 CREATE AND ASSIGN QUALITY APPRAISAL APPEAL CASE

FEBRUARY 4, 2016

1. BRIEF DESCRIPTION

This use case describes the process to assign Quality Appraisal Appeal cases. Quality Appraisal Appeal cases are assigned after the sample is validated. This use case begins when a Quality Appraisal Appeal case is created after validation. This use case ends when Quality Appraisal Appeal cases are assigned to Agency Staff.

2. ACTORS

- System
- Agency Staff

2.1 Interfaces

- N/A

3. TRIGGERS

- Random sample was validated.

4. PRECONDITIONS

- Random sample was validated.

5. POST CONDITIONS

- Quality Appraisal Appeal cases are updated or modified by Agency Staff.

6. Main Flow

The Main Flow describes the steps to create and assign Quality Appraisal Appeal cases.

1. The System shall create appeal cases from the Quality Appraisal Appeal sample.
2. The System shall identify and attach documents to the Quality Appraisal Appeal cases (e.g., the determination that was appealed, the appeal, the notice of hearing, the hearing officer's decision).
3. The System shall provide the ability for Agency Staff to attach documents (e.g., the recording of the hearing, exhibits introduced at the hearing) to the Quality Appraisal Appeal cases.
4. The System shall provide the ability for Agency Staff to define criteria for automatic assignment of Quality Appraisal Appeal cases.
5. The System shall provide the ability to assign Quality Appraisal Appeal cases for Agency Staff review based on defined criteria.
6. The System shall provide the ability to select cases for assignment.
7. The system shall provide the ability for Agency Staff to generate replacement information for the existing Quality Appraisal Appeal sample (e.g., Agency Staff needs to bypass an appeal case for reasons including inaudible or missing hearing record, party non-appearance).
8. The System shall assign the status of Quality Appraisal Appeal cases.
9. The System shall determine the due date for the Quality Appraisal Appeal case review.
10. The System shall provide the ability for Agency Staff to assign the due date for the Quality Appraisal Appeal case review.
11. The System shall provide the ability for Agency Staff to assign a single case to one or more Agency Staff.
12. The System shall provide the ability for Agency Staff to select a Quality Appraisal Appeal case(s) to (re)assign.
13. The System shall provide the ability for Agency Staff to (re)assign the Quality Appraisal Appeal case(s).
14. The System shall provide the ability to notify Agency Staff (e.g., to gather additional documentation).
15. The System shall provide the ability for Agency Staff to indicate the Quality Appraisal Appeal case was included in the annual review.
16. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-QLTYAPPRAPPEAL-0510	The System shall create the Quality Appraisal Appeals case file.
HR-QLTYAPPRAPPEAL-0800	The System shall extract review documentation to score the Quality Appraisal Appeals cases.
HR-QLTYAPPRAPPEAL-0900	The System shall provide the ability for Agency Staff to add documentation to a Quality Appraisal Appeals case prior to scoring.
HR-QLTYAPPRAPPEAL-1100	The System shall present Quality Appraisal Appeals cases to Agency Staff to review.
HR-QLTYAPPRAPPEAL-2400	The System shall provide the ability to modify the Quality Appraisal Appeal case.

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PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS QLTYAPPRAPPEAL 040 MANAGE QUALITY APPRAISAL APPEAL CASE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to manage a Quality Appraisal Appeal case. The use case begins when Agency Staff receives Quality Appraisal Appeal case for review. This use case ends when a Quality Appraisal Appeal case is updated or modified.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- Federal System

3. Triggers

- Agency Staff has Quality Appraisal Appeal sample information requiring review.

4. Preconditions

- Quality Appraisal Appeal sample information exists.
- Quality Appraisal Appeal case exists.

5. Post conditions

- Quality Appraisal Appeal case is updated or modified by Agency Staff.

6. MAIN FLOW

The Main Flow describes the steps necessary to manage a Quality Appraisal Appeal case.

1. The System shall provide the ability for Agency Staff to select a Quality Appraisal Appeal case for review.
2. The System shall provide the ability to search for Quality Appraisal Appeal cases.
3. The System shall provide the ability to view all Quality Appraisal Appeal cases in the System.
4. The System shall provide the ability for Agency Staff to enter review information to the Appeal case (e.g., comments).
5. The System shall maintain the status of the Quality Appraisal Appeal case.
6. The System shall provide the ability to track the due date of the Quality Appraisal Appeal case.
7. The System shall provide the ability for Agency Staff to indicate the final score worksheet should be uploaded to the Federal System.
8. The System shall store the Quality Appraisal Appeal extract file for upload.
9. The System shall create a work item for Agency Staff to transmit final results from the Quality Appraisal Appeal review.
10. The System shall provide the ability for Agency Staff to upload the scoring data to the Federal System.
11. The System shall provide the ability to prevent modification of the Quality Appraisal Appeal scoring worksheet after it has been uploaded to the Federal System.
12. The System shall provide the ability for Agency Staff to generate a copy of the Quality Appraisal Appeal case (e.g., print, electronic format).
13. The System shall provide the ability for Agency Staff to indicate Quality Appraisal Appeal case was included in the annual review.
14. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-QLTYAPPRAPPEAL-1000	The System shall provide the ability to capture the scoring of Quality Appraisal Appeal cases.
HR-QLTYAPPRAPPEAL-1300	The System shall store the Quality Appraisal Appeal extract file for upload to the Federal SUN System.
HR-QLTYAPPRAPPEAL-1400	The System shall archive a copy of the Quality Appraisal Appeal extract file.
HR-QLTYAPPRAPPEAL-1410	The System shall provide the ability to view/display the archived Quality Appraisal Appeal files.
HR-QLTYAPPRAPPEAL-1420	The System shall provide the ability to query active/archived Quality Appraisal Appeal cases.
HR-QLTYAPPRAPPEAL-1800	The System shall interface with internal and external systems to support the Quality Appraisal Appeal.
HR-QLTYAPPRAPPEAL-2100	The System shall provide functionality for printing of Quality Appraisal Appeals case files.
HR-QLTYAPPRAPPEAL-2300	The System shall provide the ability to track Quality Appraisal Appeal case review.
HR-QLTYAPPRAPPEAL-2400	The System shall provide the ability to modify the Quality Appraisal Appeal case.

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UCS QLTYAPPRAPPEAL 050 CREATE QUALITY APPRAISAL APPEAL SCORING

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for completing the Quality Appraisal Appeal worksheets. This use case begins when Agency Staff accesses the System to complete the Quality Appraisal Appeal cases scoring worksheet. This use case ends when the Quality Appraisal Appeal cases are scored.

2. Actors

- System
- Agency Staff

2.1 Interfaces

-

3. Triggers

- Agency Staff selects an assigned Quality Appraisal Appeal case to score.

4. Preconditions

- Quality Appraisal Appeal case was assigned.

5. Post conditions

- A Quality Appraisal Appeal case is scored and stored for future transmittal to the Federal System.

6. Main Flow

The Main Flow describes the steps necessary to create a score for a Quality Appraisal Appeal case.

1. The System shall create scoring documentation in various media formats (e.g., printed, electronic).
2. The System shall provide the ability for Agency Staff to attach additional documents.
3. The System shall provide the ability for Agency Staff to access an electronic version of Quality Appraisal Appeal worksheet.
4. The System shall provide the ability for Agency Staff to generate the worksheet(s) for the scoring criteria.
5. The System shall provide the ability to automatically populate defined fields in the scoring worksheet.
6. The System shall identify if the scoring is part of the federally mandated quarterly review.
7. The System shall identify if the scoring is part of an internal review.
8. The System shall provide the ability for Agency Staff to (re)enter required criteria data for scoring.
9. The System shall provide the ability to save draft worksheets.
10. The System shall provide the ability for the Agency Staff to enter scoring documentation from multiple reviewers.
11. The System shall store cases upon scoring completion.
12. The System shall create a summary report of Quality Appraisal Appeal scores.
13. The System shall provide the ability for Agency Staff to indicate the appeal case for sample use for later training/continuous improvement.
14. The System shall provide the ability to enter and view comments from reviewer for Federal review.
15. The System shall provide the ability to enter and view comments from reviewer for internal review.
16. The System shall create an extract file of the Quality Appraisal Appeal scored cases to load into the Federal System.
17. The System shall provide the ability for management to track the status of scoring.
18. The System shall have the ability to create Quality Appraisal Appeal management reports.
19. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-QLTYAPPRAPPEAL-1000	The System shall provide the ability to capture the scoring of Quality Appraisal Appeals cases.
HR-QLTYAPPRAPPEAL-1500	The System shall produce case files for Federal peer review of Quality Appraisal Appeals cases.
HR-QLTYAPPRAPPEAL-1510	The System shall provide the ability for Agency Staff to enter comments.
HR-QLTYAPPRAPPEAL-1900	The System shall create state-specific Appeals samples for continuous improvement.
HR-QLTYAPPRAPPEAL-2000	The System shall generate reports of Quality Appraisal Appeals results for management.
HR-QLTYAPPRAPPEAL-2200	The System shall produce a summary report of the Quality Appraisal Appeals scoring results.

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UCS BAM 010
PROCESS BAM SAMPLE SELECTION INFORMATION

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for capturing BAM sample selection information (seed numbers) received from the United States Department of Labor (USDOL). The use case begins when Agency Staff enters Benefit Accuracy Measurement (BAM) sample selection information (seed numbers). The use case ends when the sample selection information is entered in the System.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff receives the sample selection information (seed numbers).

4. Preconditions

- USDOL has made the sample selection information available.

5. Post conditions

- Sample selection information (seed numbers) is entered in the System.

6. MAIN FLOW

The Main Flow describes the steps necessary to process BAM sample selection information.

1. The System shall provide the ability for Agency Staff to (re)enter random seed number(s) for the BAM sample frames (e.g., separation, non-separation, financial, paid claims).
2. The System shall store the information for use when creating a start number to generate the random sample.
3. Proceed to **UCS BAM 020 Generate BAM Sample**.
4. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-BAM-0100	The System shall include functionality for the Benefit Accuracy Measurement (BAM) program.

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UCS BAM 020
GENERATE BAM SAMPLE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to (re)generate samples for the four weekly Benefit Accuracy Measurement (BAM) audit types that measure the state's accuracy in paying and denying benefits to Unemployment Insurance (UI) Claimants. These samples are used to construct the BAM cases for Agency Staff review. The use case begins with a scheduled run that creates four BAM sample frames or by Agency Staff submitting a request to (re)generate samples. The use case ends when the BAM samples are created.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- Federal System

3. Triggers

- BAM sample selection information is entered.
- Specific time has been reached for the scheduled BAM run to be executed.
- Agency Staff determines a sample must be (re)generated.

4. Preconditions

- BAM runs have been scheduled.
- BAM sample selection information exists.

5. Post conditions

- BAM samples are created.

6. MAIN FLOW

The Main Flow describes the steps necessary to generate a BAM sample.

1. The System shall provide functionality to receive the BAM sample selection information to create the BAM universe.
2. The System shall provide the ability for Agency Staff to (re)enter the number of cases to select.
3. The System shall provide the ability for Agency Staff to enter the type of cases to select (e.g., separation, non-separation, financial, or paid claims).
4. The System shall create the BAM UI Transaction file (*Note: represents the universes of all four types of BAM* cases (e.g., separation, non-separation, financial, or paid claims).
5. The System shall create a file of randomly selected records (for each type of BAM case) from the BAM UI Transaction file.
6. The System shall generate an output file of the BAM sample cases (e.g., HITFILE).
7. The System shall provide the functionality for Agency Staff to print the file of randomly selected BAM sample cases (e.g., HITFILE).
8. The System shall provide functionality to transmit relevant data (e.g., HITFILE, Claimant demographic data) to the Federal System.
9. The System shall archive BAM information files.
10. The System shall indicate that the claim is being audited and assign an audit identifier number.
11. Proceed to **UCS BAM 030 Assign BAM Cases**.
12. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-BAM-0100	The System shall include functionality for the Benefit Accuracy Measurement (BAM) program.
HR-BAM-0200	The System shall provide the ability to schedule the automated execution of required BAM functions on a recurring basis.
HR-BAM-0300	The System shall identify the universe for the BAM review.
HR-BAM-0400	The System shall automatically create the BAM sample selection.
HR-BAM-0500	The System shall create BAM cases for each of the samples in the population.
HR-BAM-0600	The System shall interface with internal and external Systems to support BAM functions.
HR-BAM-1600	The System shall store the BAM information for upload to the Federal System.
HR-BAM-1610	The System shall generate the file for upload to the Federal System.
HR-BAM-1700	The System shall archive a copy of the BAM information.

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UCS BAM 030
ASSIGN BAM CASES

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for creating and assigning Benefits Accuracy Measurement (BAM) cases. The use case begins when a sample selection is completed. The use case ends when BAM cases have been assigned.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- BAM sample is generated.

4. Preconditions

- BAM sample file exists.

5. Post conditions

- BAM cases are created and assigned.

6. MAIN FLOW

The Main Flow describes the steps for creating and assigning BAM cases.

1. The System shall provide the ability for Agency Staff to select the category of cases to be assigned (e.g., separations, non-separations, financial, or paid claims).
2. The System shall create cases from the BAM sample populations.
3. The System shall provide the ability to attach documents required for the BAM Case file (e.g., questionnaires, forms, fact finding, and letters).
4. The System shall provide the ability for Agency Staff to define criteria for automatic scheduling of a BAM case file.
5. The System shall provide the ability to (re)assign the BAM case file to a BAM auditor.
6. The System shall provide the ability for Agency Staff to (re)assign the BAM case file to a BAM auditor.
7. The System shall create a work item for the assigned BAM auditor.
8. The System shall provide the functionality for Agency Staff to print the BAM Case file.
9. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-BAM-0100	The System shall include functionality for the Benefit Accuracy Measurement (BAM) program.
HR-BAM-0200	The System shall provide the ability to schedule the automated execution of required BAM functions on a recurring basis.
HR-BAM-0510	The System shall provide the functionality to include documentation associated to claim record of the BAM sample paid cases.
HR-BAM-0520	The System shall provide the functionality to include documentation associated to issue of the BAM sample denied cases.
HR-BAM-2010	The System shall provide the functionality to print a BAM case.

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UCS BAM 040
MAINTAIN BAM CASES

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for maintaining Benefits Accuracy Measurement (BAM) audit case file information. The use case begins when Agency Staff determines a modification to BAM audit case file information is needed. The use case ends when the BAM audit information is updated.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- New Hires

3. Triggers

- Agency Staff has determined a modification to BAM audit information is needed.

4. Preconditions

- BAM audit information exists.

5. Post conditions

- BAM audit information is updated.

6. MAIN FLOW

The Main Flow describes the steps necessary to maintain BAM cases.

1. The System shall provide the ability for Agency Staff to select a BAM audit case file.
2. The System shall provide the ability for Agency Staff to generate case files for audit/review.
3. The System shall provide the ability for Agency Staff to update the applicable audit information.
4. The System shall determine Agency Staff did not elect to (re)schedule an aspect of the audit.
   - If the System determines that Agency Staff elects to (re)schedule an aspect of the audit, proceed to Alternate Flow 7.1 Agency Staff elects to (re)schedule an aspect of the audit.
5. The System shall provide the functionality for Agency Staff to update the status of BAM cases.
6. The System shall determine there was not a hit as a result of the New Hire crossmatch.
   - If the System determines there was a hit as a result of the New Hire crossmatch, proceed to Alternate Flow 7.3 Hit on New Hire Crossmatch.
7. The System shall generate applicable correspondence and notification to interested parties.
8. The System shall compare weekly samples (paid cases) to the new hire cross match data until the cases are signed off.
9. The System shall provide the ability to store documentation with regard to the coding of BAM cases.
10. The System shall provide the ability for Agency Staff to add documentation to a BAM case.
11. The System shall determine a match does not occur between BAM cases and other agency work items for the cases.
    - If the System determines a match does occur between a BAM case and other agency work items for the case, proceed to Alternate Flow 7.2 BAM case match identified.
12. The Main Flow ends.

7. Alternate Flow(s)

7.1 Agency Staff elects to (re)schedule an aspect of the audit

1. The System shall determine that Agency Staff elects to (re)schedule an aspect of the audit.
2. Perform **UCS BAM 050 Process BAM Interviews and Correspondence**.
3. Continue with Main Flow, Step 5.

7.2 BAM case match identified

1. The System shall determine a match exists between a BAM case and other agency work items.
2. The System shall create a work item for Agency Staff to review the matching BAM case.
3. The Alternate Flow ends.

7.3 Hit on New Hire Crossmatch

1. The System shall determine there was a hit on the New Hire crossmatch.
2. The System shall create a work item for Agency Staff to review the hit on the New Hire crossmatch.
3. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-BAM-0100	The System shall include functionality for the Benefit Accuracy Measurement (BAM) program.
HR-BAM-0600	The System shall interface with internal and external Systems to support BAM functions.
HR-BAM-0900	The System shall provide the ability for Agency Staff to code BAM cases.
HR-BAM-1000	The System shall generate notifications to interested parties in a BAM case.
HR-BAM-1100	The System shall provide the ability for Agency Staff to add documentation to a BAM case prior to coding.
HR-BAM-1400	The System shall provide the ability for Agency Staff to update information to the BAM case.
HR-BAM-1500	The System shall provide the ability for Agency Staff to enter and complete coding of BAM.
HR-BAM-1600	The System shall store the BAM information for upload to the Federal System.
HR-BAM-1610	The System shall generate the file for upload to the Federal System.
HR-BAM-1800	The System shall store documentation with regard to the coding of BAM cases.
HR-BAM-2000	The System shall produce case files for federal peer review of BAM cases.
HR-BAM-2100	The System shall generate reports of BAM results for management.

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UCS BAM 050
PROCESS BAM INTERVIEWS AND CORRESPONDENCE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for scheduling Benefits Accuracy Measurement (BAM) interviews. The use case begins when Agency Staff selects a BAM case to schedule for an interview and/or generate verification document(s). The use case ends when the BAM case is updated with information from the interview.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff determines a BAM case interview is needed.

4. Preconditions

- BAM case exists.

5. Post conditions

- BAM case is updated with interview information.

6. MAIN FLOW

The Main Flow describes the steps necessary to schedule BAM interviews and/or generate verification correspondence.

1. The System shall provide the ability for Agency Staff to select a BAM audit.
2. The System shall provide the ability for Agency Staff to select the interested party (e.g., Claimant, Employer, Third Party Administrator (TPA)) for a BAM interview.
3. The System shall provide the functionality for Agency Staff to generate a BAM questionnaire.
4. The System shall determine Agency Staff did not elect to (re)schedule a BAM interview.
   - If the Systems determines Agency Staff elected to (re)schedule a BAM interview, proceed to Alternate Flow 7.1 Agency Staff elected to (re)schedule a BAM interview.
5. The System shall determine Agency Staff did not elect to (re)generate verification correspondence.
   - If the System determines Agency Staff elected to (re)generate verification correspondence, proceed to Alternate Flow 7.2 Agency Staff elected to (re)generate verification correspondence.
6. The System shall update the BAM case file with the applicable information (e.g., interview schedule, type of correspondence).
7. The Main Flow ends.

7. Alternate Flow(s)

7.1 Agency Staff elected to (re)schedule a BAM interview

1. The System shall determine Agency Staff elected to (re)schedule a BAM interview.
2. The System shall provide the ability for Agency Staff to enter interview information.
3. The System shall (re)schedule the BAM case for a BAM interview.
4. The System shall create a work item for Agency Staff to conduct the (re)scheduled BAM case interview.
5. Continue with Main Flow, Step 5.

7.2 Agency Staff elected to (re)generate verification correspondence

1. The System shall determine Agency Staff elected to (re)generate verification correspondence.
2. The System shall provide the ability for Agency Staff to select the type of verification correspondence to (re)generate.
3. The System shall generate applicable verification correspondence for interested parties using their preferred method of contact.
4. Continue with Main Flow, Step 6.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-BAM-0100	The System shall include functionality for the Benefit Accuracy Measurement (BAM) program.
HR-BAM-1200	The System shall provide the ability to schedule Claimant and Employer interviews.
HR-BAM-1300	The System shall provide the ability for Agency Staff to schedule Claimant and Employer interviews.
HR-BAM-1400	The System shall provide the ability for Agency Staff to update information to the BAM case.
HR-BAM-2200	The System shall provide the functionality to generate a BAM questionnaire.
HR-BAM-2300	The System shall provide the ability to issue a BAM questionnaire via preferred method of contact.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS BTQ 010
PROCESS BTQ NON MON RANDOM NUMBER

FEBRUARY 4, 2016

1. Brief Description

This use case describes the steps to process the Benefits Timeliness and Quality (BTQ) random number criteria provided by the United States Department of Labor (USDOL) for non-monetary determinations or defined by Pennsylvania Department of Labor and Industry. This use case begins when Agency Staff enters the random number criteria. This use case ends when the information is updated in the System.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Random number criteria have been identified.

4. Preconditions

- Random number criteria have been identified.

5. Post conditions

- BTQ random number information is updated in the System.

6. MAIN FLOW

The Main Flow describes the steps necessary to process the BTQ random number.

1. The System shall provide the ability for Agency Staff to enter a request to (re)create the universe.
2. The System shall provide the ability for Agency Staff to select the universe type(s) (e.g., separation, non-separation).
3. The System shall provide the ability for Agency Staff to (re)enter a schedule to create the selected universe type(s) (e.g., state sample schedule can be generated on demand).
4. The System shall provide the ability for Agency Staff to (re)enter the random number criteria.
5. The System shall provide the ability for Agency Staff to (re)enter exclusions for the universe (e.g., Trade Reemployment Allowance, redeterminations, Disaster Unemployment Assistance).
6. The System shall provide the ability for Agency Staff to (re)enter the number of cases (e.g., increase/decrease previously entered preset number of cases).
7. Proceed to **UCS BTQ 020 Generate BTQ Non Mon Sample.**
8. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-BTQNM-0100	The System shall provide full functionality for the Benefits Timelines and Quality (BTQ) program.
HR-BTQNM-0300	The System shall identify the universe for the BTQ review.

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UCS BTQ 020
GENERATE BTQ NON MON SAMPLE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to select Benefits Timeliness and Quality (BTQ) samples of determinations to measure statewide non-monetary performance. These samples are used to construct the case files to produce Federal report extract files for ETA 9056. This use case begins when Agency Staff request the sample, the System runs a scheduled job, or sample information parameters are received from the USDOL and entered into the System. This use case ends when the sample is selected, sample document is extracted, and the extract file is created and stored for upload to the Federal System.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- Federal System

3. Triggers

- Predefined period of time is reached.
- Agency Staff requests a sample extract.

4. Preconditions

- Random number criteria has been entered into the System.
- Period of time to measure is complete.

5. Post conditions

- BTQ non-monetary determination sample is created and the extract file is created and stored for upload to the Federal System.
- Sample is validated.

6. MAIN FLOW

The Main Flow describes the steps necessary to generate the Federal BTQ Sample.

1. The System shall create the sample based on state defined parameters.
2. The System shall create an extract file to validate the sample.
3. The System shall provide the ability for Agency Staff to review the sample information.
4. The System shall provide the ability to automatically validate the BTQ sample.
5. The System shall provide the ability for Agency Staff to indicate the sample was valid.
6. The System shall determine Agency Staff indicated the sample was valid.
   - If the System determines Agency Staff did not indicate the sample was valid, proceed to Alternate Flow 7.1 Sample was invalid.
7. The System shall provide the ability for Agency Staff to store/upload the file of sample validation data (e.g., Federal System).
8. The System shall provide the ability to modify a sample size at any time.
9. The System shall provide the ability for Agency Staff to create separate state specific samples for continuous improvement.
10. The Main Flow ends.

7. ALTERNATE FLOW(S)

7.1 Sample was invalid

1. The System shall determine Agency Staff did not indicate the sample was valid.
2. The System shall provide the ability for Agency Staff to review the invalid sample.
3. The System shall provide the ability for Agency Staff to generate replacement information for the BTQ sample.
4. Continue with Main Flow, Step 2.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-BTQNM-0100	The System shall provide full functionality for the Benefits Timelines and Quality (BTQ) program.
HR-BTQNM-0200	The System shall provide functionality to schedule the automated execution of required non-monetary BTQ functions on a recurring basis.
HR-BTQNM-0210	The System shall provide the ability for Agency staff to modify the sample size.
HR-BTQNM-0400	The System shall extract a Benefit Timeliness and Quality (BTQ) file sample per USDOL requirements.
HR-BTQNM-0500	The System shall support automated validation of the BTQ sample selection.
HR-BTQNM-0600	The System shall provide the ability for Agency Staff to request a replacement BTQ sample.
HR-BTQNM-1700	The System shall provide the ability for Agency Staff to create state specific samples for continuous improvement.
HR-BTQNM-1900	The System shall calculate the determination timeliness for the selected BTQ Non-Monetary samples.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS BTQ 030
CREATE AND ASSIGN BTQ NON MON CASE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to assign Benefits Timeliness and Quality (BTQ) cases. BTQ cases are assigned after the sample is validated. This use case begins when a BTQ case is created after validation. This use case ends when BTQ cases have been assigned to Agency Staff.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Sample was generated and validated.

4. Preconditions

- Sample was generated and validated.

5. Post conditions

- BTQ cases are created and assigned.

6. MAIN FLOW

The Main Flow describes the steps necessary to create and assign BTQ cases.

1. The System shall create cases from the BTQ sample population.
2. The System shall assign a BTQ case status.
3. The System shall identify and attach non-monetary case documents to the BTQ cases.
4. The System shall allow Agency Staff to attach non-monetary case documents to the BTQ cases.
5. The System shall provide the ability to associate or disassociate a document from the BTQ case.
6. The System shall provide the ability for Agency Staff to define criteria for automated assignment of BTQ cases.
7. The System shall provide the ability to assign BTQ cases for Agency Staff review based on state defined criteria.
8. The System shall provide the ability for Agency Staff to (re)assign a single case to one or more Agency Staff (e.g., for additional review).
9. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-BTQNM-0100	The System shall provide full functionality for the Benefits Timelines and Quality (BTQ) program.
HR-BTQNM-0700	The System shall create a BTQ case for each of the selected samples.
HR-BTQNM-1400	The System shall provide the ability for Agency Staff to add documentation to a BTQ case prior to scoring.

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UCS BTQ 040
MANAGE BTQ NON MON CASE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to manage a Benefits Timeliness and Quality (BTQ) case. This use case begins when Agency Staff receives BTQ case information for review. This use case ends when a BTQ case review is completed.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- Federal System

3. Triggers

- Agency Staff has BTQ sample information requiring review.

4. Preconditions

- BTQ sample information exists.

5. Post conditions

- BTQ sample information updated.
- BTQ case review is completed and scoring data uploaded to the Federal System.

6. MAIN FLOW

The Main Flow describes the steps necessary to manage a BTQ case.

1. The System shall provide the ability for Agency Staff to select a BTQ case for review.
2. The System shall provide the ability for Agency Staff to modify a BTQ case.
3. The System shall provide the ability for Agency Staff to generate a copy of the BTQ case (e.g., print, electronic format).
4. The System shall provide the ability for Agency Staff to enter review information to the case (e.g., comments).
5. Perform **UCS BTQ 050 Create BTQ Non Mon Scoring.**
6. The System shall provide the ability for Agency Staff to indicate the final score Federal worksheet should be uploaded to the Federal System.
7. The System shall determine all scoring worksheets are completed for the quarterly BTQ review.
8. The System shall create a work item for Agency Staff to transmit final results from the quarterly BTQ review.
9. The System shall provide the ability for Agency Staff to upload the scoring data to the Federal System.
10. The System shall provide the ability to prevent modification of the BTQ Federal scoring worksheet after it has been uploaded to the Federal System.
11. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-BTQNM-0100	The System shall provide full functionality for the Benefits Timelines and Quality (BTQ) program.
HR-BTQNM-1000	The System shall interface with internal and external Systems to support BTQ functions.
HR-BTQNM-1600	The System shall store the BTQ information for upload to the Federal System.
HR-BTQNM-2100	The System shall provide the ability for printing of BTQ case files.
HR-BTQNM-2300	The System shall provide the ability to modify BTQ cases.

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UCS BTQ 050
CREATE BTQ NON MON SCORING

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for completing the Benefits Timeliness and Quality (BTQ) worksheets. This use case begins when Agency Staff access the System to complete the BTQ Data Collection Instrument (DCI) cases scoring worksheet (ETA 9056). This use case ends when the BTQ cases are scored.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff selects an assigned BTQ case to score.

4. Preconditions

- BTQ case exists in the System.

5. Post conditions

- A BTQ case is scored and stored for future transmittal to the Federal System.

6. Main Flow

The Main Flow describes the steps necessary to create a score for a BTQ case.

1. The System shall create scoring documentation in various media formats (e.g., printed, electronic).
2. The System shall gather non-mon case information for BTQ scoring purposes (e.g., determination, fact finding, media documents related to the determination).
3. The System shall provide the ability for Agency Staff to generate the skeletal data for the DCI scoring worksheet(s).
4. The System shall provide the ability to automatically populate defined fields in the DCI scoring worksheet.
5. The System shall provide the ability for Agency Staff to access DCI scoring worksheets.
6. The System shall provide the ability for Agency Staff to (re)enter required worksheet data.
7. The System shall provide the ability for the User to enter scoring worksheet documentation from multiple reviewers.
8. The System shall provide the ability for Agency Staff to save a scoring worksheet.
9. The System shall provide the ability for Agency Staff to resume a scoring worksheet.
10. The System shall maintain the status of the BTQ assignments.
11. The System shall determine multiple scoring worksheet documentation was entered.
    - If the System determines multiple scoring worksheet documentation was not entered, proceed to Alternate Flow 7.1 Multiple scoring documentation was not entered.
12. The System shall compare all scoring of each DCI worksheet field for discrepancies.
13. The System shall determine no scoring discrepancies exist.
    - If the System determines scoring discrepancies exist, proceed to Alternate Flow 7.2 Scoring discrepancies exist.
14. The System shall include all comments from all scoring worksheets in the final scoring documentation.
15. The System shall store cases upon scoring completion.
16. The System shall create a summary report of BTQ scores.
17. The System shall provide the ability for Agency Staff to print a copy of the completed worksheet data.
18. The System shall provide the ability for Agency Staff to indicate the case for sample use for later training/continuous improvement.
19. The System shall store the Federal scoring worksheet(s) from regional review.
20. The System shall create an extract file of the BTQ sample cases to load into the Federal System.
21. The Main Flow ends.

7. Alternate Flow(s)

7.1 Multiple scoring documentation was not entered

1. The System shall determine multiple scoring worksheet documentation was not entered.
2. The Alternate Flow ends.

7.2 Scoring discrepancies exist

1. The System shall determine scoring discrepancies exist.
2. The System shall indicate a discrepancy exists on the BTQ case score.
3. The System shall create a work item for Agency Staff to review the discrepancy.
4. The System shall provide the ability for Agency Staff to (re)enter the scoring documentation.
5. The System shall determine the discrepancy has been resolved.
   - If the System determines the discrepancy was not resolved, proceed to Alternate Flow 7.3 Discrepancy was not resolved.
6. The System shall provide the ability for Agency Staff to determine the final outcome based on all scoring documentation.
7. Continue with Main Flow, Step 14.

7.3 Discrepancy was not resolved

1. The System shall determine the discrepancy has not been resolved.
2. The System shall create a work item for Agency Staff to assign the BTQ case to a third party tie breaker.
3. The System shall provide the ability for the User to (re)enter required worksheet data.
4. The System shall provide the ability for Agency Staff to determine the final outcome based on all scoring documentation.
5. Continue with Main Flow, Step 14.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-BTQNM-0100	The System shall provide full functionality for the Benefits Timelines and Quality (BTQ) program.
HR-BTQNM-1100	The System shall create a data collection instrument (DCI) for each BTQ sample.
HR-BTQNM-1200	The System shall pre-populate skeleton fields of the DCI.
HR-BTQNM-1300	The System shall present BTQ cases to Agency Staff for review.
HR-BTQNM-1500	The System shall provide the ability for Agency Staff to enter and complete scoring of BTQ cases.
HR-BTQNM-1600	The System shall store the BTQ information for upload to the Federal System.
HR-BTQNM-1800	The System shall store documentation related to BTQ cases including scores.
HR-BTQNM-2000	The System shall produce case files for Federal peer review of BTQ cases.
HR-BTQNM-2100	The System shall provide the ability for printing of BTQ case files.
HR-BTQNM-2200	The System shall produce a summary report of the BTQ scoring results.

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UCS DV 010
(RE)CREATE DATA VALIDATION EXTRACT FILE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process to produce data extract files for the United States Department of Labor (USDOL) prescribed Data Validation (DV) process which verifies that data reported on the federally required reports is accurate. A Data Validation population extract file is created for each population/sub-population. This use case begins when Agency Staff makes a request to run the batch program to create extract files for the benefit populations that are uploaded to the Federal System where the validation is performed. This use case ends when the DV population extract file is created and stored .

2. Actors

- System
- Agency Staff

2.1 Interfaces

- Federal System

3. Triggers

- Agency Staff initiates request for Data Validation extract files to be created by the System.

4. Preconditions

- The Data Validation population criteria has been provided by the USDOL.

5. Post conditions

- DV population extract file is created for each DV population.
- DV population extract file is transmitted to the Federal System.

6. MAIN FLOW

The Main Flow describes the steps necessary to create the DV population/sub-population extract file(s).

1. The System shall provide the ability for Agency Staff to query historical data to create DV extract file(s).
2. The System shall provide the ability for Agency Staff to configure current DV population types as defined by the USDOL.
3. The System shall provide the ability for Agency Staff to configure new DV population types as defined by the USDOL.
4. The System shall provide the ability for Agency Staff to enter request to (re) schedule the DV population extract job.
5. The System shall provide the ability for Agency Staff to enter DV population/sub population type(s).
6. The System shall provide the ability for Agency Staff to enter/store population specific information.
7. The System shall provide the ability for Agency Staff to modify population specific information.
8. The System shall provide the ability for Agency Staff to enter the time period for the data to be extracted.
9. The System shall execute the DV population extract job.
10. The System shall retrieve all UC transactions for the DV population types requested.
11. The System shall create the DV population/sub-population extract file in the USDOL specified format for the DV population type.
12. The System shall provide the ability for Agency Staff to review the data in the DV Population Extract File (e.g., print, query).
13. The System shall provide the ability for Agency Staff to analyze the data in the DV Population Extract File (e.g., query failed results, construct counts).
14. The System shall provide functionality for Agency Staff to transmit the DV population extract file to the Federal System.
15. The System shall store the DV population extract file for upload to the Federal System.
16. The Main Flow ends.

7. ALTERNATE FLOW(S)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-DV-0100	The System shall include full functionality for USDOL required Data Validation (DV).
HR-DV-0200	The System shall maintain historical data necessary to perform DV review.
HR-DV-0300	The System shall prepare the DV population.
HR-DV-0400	The System shall construct counts for populations for the USDOL prescribed DV.
HR-DV-0500	The System shall construct counts for sub-populations for the USDOL prescribed DV.
HR-DV-0600	The System shall provide functionality to extract DV samples.
HR-DV-0800	The System shall provide the ability to analyze the detail for failed DV populations.
HR-DV-1300	The System shall create DV extract files for upload to the federal system.
HR-DV-1400	The System shall provide reporting capability to support DV results analysis.
HR-DV-1600	The System shall provide the ability to interface with internal and external systems to support DV functions.
HR-DV-1700	The System shall maintain a history of DV extract files.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS DV 020 CREATE DEV CASE FILE AND RESULTS

FEBRUARY 4, 2016

1. Brief Description

This use case describes the case management process for the Data Element Validation (DEV) samples provided by the Federal System to support the Data Element Validation process for each population. Module 3 is certified (uploaded) and is used to identify the location of the benefit data needed to verify the extract file data and DEV sample data for each population. This use case begins when Report Validation passes and Agency Staff imports the DEV sample (e.g., sample worksheet) data from the Federal System. This use case ends when DEV information is transmitted to the Federal System (e.g., DEV results, Module 3 DEV State specific information).

2. Actors

- System
- Agency Staff

2.1 Interfaces

- Federal System

3. Triggers

- DEV sample data file received from the System.

4. Preconditions

- DV population extract file data exists and has been uploaded to the Federal System.
- Report Validation has been passed.

5. Post conditions

- A DEV case file is created for each element in the DEV sample.
- DEV result information is transmitted to the Federal System.

6. MAIN FLOW

The Main Flow describes the steps necessary to create DEV case files from the DV population sample and upload the DEV population results file to the Federal System.

1. The System shall provide the ability for Agency Staff to indicate that the Report Validation has passed.
2. The System shall provide functionality to receive the DEV sample data for each population (e.g., uniquely identify the UC data that is selected as samples in the Federal System population sample file).
3. The System shall provide functionality to expand the DEV sample data for each population when additional samples are received from the Federal System.
4. The System shall provide the ability to store DEV sample population(s).
5. The System shall provide the ability for Agency Staff to query the DEV sample data for each population.
6. The System shall provide the ability for Agency Staff to export query results for DEV sample data for each population.
7. The System shall create a DEV case file for each sample identified in the DEV sample data for each population.
8. The System shall update the DEV case file based on information provided in the DEV sample data for each population (e.g., sample type, population/sub-population, UC program, interstate/intrastate).
9. The System shall provide the ability for Agency Staff to drill down to the details of the UC transactions of the DEV case file (including audit trail details, if applicable).
10. The System shall identify and attach documents related to the DEV case.
11. The System shall provide the ability for Agency Staff to attach documents related to the DEV case.
12. The System shall provide the ability for Agency Staff to update the DEV case file.
13. The System shall provide the ability for Agency Staff to indicate the DEV case file as Pass/Fail.
14. The System shall provide the ability for Agency Staff to indicate Pass/Fail for multiple DEV case files.
15. The System shall close the DEV case file when Pass/Fail is indicated.
16. The System shall maintain DEV results for each population sample.
17. The System shall update the DEV results with the Pass/Fail information entered by Agency Staff on the DEV case file.
18. The System shall store the DEV results for upload to the Federal System.
19. The System shall provide functionality for Agency Staff to upload the DEV results to the Federal System.
20. The System shall provide functionality to receive confirmation from the Federal System that additional sample files are not required.
    - If additional sample files are required, continue with Main Flow, Step 3.
21. The System shall provide the ability for Agency Staff to enter/maintain DV write-ups and summaries (e.g., Information for Module 3 DEV State Specific).
22. The System shall provide the ability for Agency Staff to upload DV write-ups and summaries (e.g., Information for Module 3 DEV State Specific) to the Federal System.
23. The Main Flow ends.

7. Alternate Flow(s)

There are no Alternate Flows associated with this use case.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-DV-0700	The System shall provide functionality to create sample cases from DV populations for review.
HR-DV-0900	The System shall provide functionality to extract replacement sample cases for DV.
HR-DV-1000	The System shall provide functionality to enter DV written summaries.
HR-DV-1100	The System shall provide functionality to view DV written summaries.
HR-DV-1200	The System shall provide functionality to modify DV written summaries.
HR-DV-1500	The System shall provide the ability for Agency Staff to transmit the DV review findings to the federal system.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS FEDRPT 010
GENERATE FEDERAL REPORT

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for generating the Unemployment Insurance Federal Reports. Reports include but are not limited to those described in various USDOL Handbooks (e.g., 401, 402) (Employment and Training Administration (ETA) reports), as well as Unemployment Insurance Required Reports (UIRR), and Trade Activity Participant Report (TAPR). This use case begins when Agency Staff elects to schedule a federal report job or selects the option to generate an on demand federal report from a template available in the report repository. This use case ends when the federal report data/extract file is generated and transmitted to the Federal System.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- Federal System

3. Triggers

- Agency Staff selects the federal report to run on demand from a template available in the report repository.
- Scheduled date to run the federal data/extract report job has been reached.

4. Preconditions

- The federal report template is available in the report repository.

5. Post conditions

- The federal report data/extract file has been generated.
- The federal report data/extract file has been transmitted when required.
- The federal report data/extract file has been saved with the report name and version.

6. Main Flow

The Main Flow describes the steps necessary to generate a federal report.

1. The System shall provide the ability for Agency Staff to select a federal report to be generated.
2. The System shall provide the ability for Agency Staff to (re)schedule a report job with federal report parameters.
3. The System shall provide the ability for Agency Staff to elect to generate a report on demand.
    - If Agency Staff elects to generate a report on demand, proceed to Alternate Flow 7.1 Generate report on demand.
4. The System shall notify Agency Staff of an approaching scheduled federal report job based on configured report job parameters.
5. The System shall run a scheduled report job to generate the federal report data/extract file.
6. The System shall generate the federal report data/extract file selected based on the output format indicated in the report job.
7. The System shall notify Agency Staff of the generated federal report data/extract file based on configured report job parameters.
8. The System shall provide the ability for Agency Staff to review and validate the federal report data/extract file.
9. The System shall provide the ability for Agency Staff to add non-System generated information to the federal report data/extract file.
10. The System shall provide the ability for Agency Staff to add comments and make annotations to the generated federal report data/extract file.
11. The System shall provide the ability for Agency Staff to enter audit trail comments which are maintained but not included in the federal data/extract.
12. The System shall provide the ability for Agency Staff to (re)submit the federal report data/extract file.
13. The System shall provide the ability for Agency Staff to select the federal report data/extract file to be submitted.
14. The System shall save the federal reports data/extract file and report (name and version) for further use.
15. The System shall provide the ability for Agency Staff to publish the federal report data/extract file to the location selected by Agency Staff.
16. The System shall transmit the federal report data/extract file to the Federal System at the location defined in the federal report job parameters.
17. The System shall capture the date and time a report is submitted or amended.
18. The System shall store the history of the federal report transmission to the Federal System.
19. The Main Flow ends.

7. Alternate Flow(s)

7.1 Generate report on demand.

1. The System shall provide the ability for Agency Staff to generate a federal report on demand.
2. The System shall provide the ability for Agency Staff to select an existing report to generate.
3. The System shall provide the ability for Agency Staff to enter data and output format for the selected report.
4. The System shall provide the ability for Agency Staff to configure a report job with federal report job parameters.
5. The System shall provide the ability for Agency Staff to select the option to (re)generate an on demand federal report from a report template in the report repository.
6. The System shall generate the federal report data/extract file based on the output format selected by Agency Staff.
7. Continue with Main Flow, Step 8.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-FEDRPT-0300	The System shall provide functionality to maintain history of federal reports.
HR-FEDRPT-0400	The System shall provide functionality to schedule the generation of federal reports.
HR-FEDRPT-0500	The System shall provide functionality to generate federal reports upon request.
HR-FEDRPT-0600	The System shall provide the functionality to regenerate a report.
HR-FEDRPT-0700	The System shall provide functionality to change the parameters of the schedule for federal reports.
HR-FEDRPT-0800	The System shall provide functionality to view federal report extract file.
HR-FEDRPT-0900	The System shall provide functionality to print federal report extract file.
HR-FEDRPT-1000	The System shall provide functionality to import/export federal reports data in multiple formats.
HR-FEDRPT-1200	The System shall provide the functionality to generate reports from real time (live) data (without impacting performance).
HR-FEDRPT-1300	The System shall provide functionality for federal reporting for UC programs.
HR-FEDRPT-1400	The System shall provide the ability to edit federal reports data (e.g. input Non-System generated information).
HR-FEDRPT-1500	The System shall generate Employment and Training Administration (ETA) reports weekly, monthly, quarterly, semi-annually or annually as required in the Unemployment Insurance Required Reports (UIRR) by the USDOL (Note: Handbooks 401 and 402).
HR-FEDRPT-1600	The System shall save federal reports extract files to an agency-specified location for upload to the federal system.
HR-FEDRPT-1700	The System shall store and display federal report extract files upon request.
HR-FEDRPT-1800	The System shall provide the ability to review the extracted data prior to the submission of the report.
HR-FEDRPT-1900	The System shall generate federal reports in the format required by the USDOL.
HR-FEDRPT-2200	The System shall provide the ability to interface with internal and external systems for federal reporting.

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UCS FEDRPT 020
MANAGE REPORT TEMPLATE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for managing report template(s) for Unemployment Insurance Benefits and Appeals. The use case begins when Agency Staff selects a report template to modify. This use case ends when the report template is updated, exported, or removed from the report repository.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff manually selects the option to manage a report template.

4. Preconditions

- A report template exists in the report repository.

5. Post conditions

- The report template has been tested and updated in the report repository.
- The report template has been activated in the report repository.
- The report template has been inactivated in the report repository.
- The report template has been exported to a location specified by Agency Staff.

6. Main Flow

The Main Flow describes the steps necessary to manage the report templates.

1. The System shall provide the ability for Agency Staff to manage, activate or inactivate report templates.
2. The System shall determine that Agency Staff did not select option to activate a report template.
    - If Agency Staff selects the option to activate a report template, proceed to Alternate Flow 7.2 Agency Staff selects the option to activate a report template.
3. The System shall determine that Agency Staff did not select option to inactivate a report template.
    - If Agency Staff selects the option to inactivate a report template, proceed to Alternate Flow 7.1 Agency Staff selects the option to inactivate a report template.
4. The System shall provide the ability for Agency Staff to select the report template to manage.
5. The System shall provide the ability for Agency Staff to update the data source(s) for the report template.
6. The System shall provide the ability for Agency Staff to update the layout of the report template.
7. The System shall provide the ability for Agency Staff to update the title of the report template.
8. The System shall provide the ability for Agency Staff to update the data elements of the report template.
9. The System shall provide the ability for Agency Staff to update the filter criteria for the report template.
10. The System shall provide the ability for Agency Staff to update sorting criteria for the report template.
11. The System shall provide the ability for Agency Staff to update grouping criteria for the report template.
12. The System shall provide the ability for Agency Staff to update the formatting for the report template elements.
13. The System shall provide the ability for Agency Staff to update the formulas for the report template.
14. The System shall provide the ability for Agency Staff to update the default output format for the report template.
15. The System shall provide the ability for Agency Staff to update the default output location for the report template.
16. The System shall provide the ability for Agency Staff to update the report category for the report template.
17. The System shall provide the ability for Agency Staff to update the security restrictions for the report template.
18. The System shall provide the ability for Agency Staff to update the availability for the report template.
19. The System shall provide the ability for Agency Staff to update System generated comments for the audit trail which are not included in the generated report file for the report template.
20. The System shall provide the ability for Agency Staff to configure other reporting features as needed.
21. The System shall provide the ability for Agency Staff to review, validate and (re)test the report template prior to storing.

22. The System shall provide the ability for Agency Staff to save, delete and modify the report template prior to storing.
23. The System shall maintain a version history of the report template.
24. The System shall provide functionality for Agency Staff to export the report template to a specified location.
25. The System shall publish the updated report template to the report repository.
26. The Main Flow ends.

7. Alternate Flow(s)

7.1 Agency Staff selects the option to inactivate a report template

1. The System shall provide the ability for Agency Staff to select the report template to inactivate.
2. The System shall provide the ability for Agency Staff to confirm the inactivation of the template.
3. The System shall inactivate the report template from the report repository.
4. The System shall provide the ability for Agency Staff to enter comments for the audit trail which are not included in the generated report file for the report template.
5. The Alternate Flow ends.

7.2 Agency Staff selects the option to activate a report template

1. The System shall provide the ability for Agency Staff to select the report template to activate.
2. The System shall provide the ability for Agency Staff to confirm the activation of the template.
3. The System shall activate the report template from the report repository.
4. The System shall provide the ability for Agency Staff to enter comments for the audit trail which are not included in the generated report file for the report template.
5. Continue with Main Flow, Step 5.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-FEDRPT-0100	The System shall provide functionality to create and store federal report templates.
HR-FEDRPT-0200	The System shall provide functionality to manage, activate or inactivate federal report templates.
HR-FEDRPT-2000	The System shall provide the ability to reconfigure reports to meet new requirements (federal and state).
HR-FEDRPT-2300	The System shall provide functionality to save, modify and delete federal report template.
HR-FEDRPT-2400	The System shall provide functionality to test and validate a newly created or modified report template prior to publishing into production.

PENNSYLVANIA DEPARTMENT OF LABOR AND INDUSTRY UC BENEFITS MODERNIZATION PROJECT MANAGEMENT OFFICE

UCS FEDRPT 030 CREATE REPORT TEMPLATE

FEBRUARY 4, 2016

1. Brief Description

This use case describes the process for creating report templates for Unemployment Insurance Benefits and Appeals. This use case begins when Agency Staff selects criteria for the report template, clones an existing report template, or imports a report template. This use case ends when the report template is published and available in the report repository.

2. Actors

- System
- Agency Staff

2.1 Interfaces

- N/A

3. Triggers

- Agency Staff manually selects the option to create, clone, or import a report template.

4. Preconditions

- Agency Staff identified the need to create a report

5. Post conditions

- The report template has been created, tested and stored in the report repository.

6. Main Flow

The Main Flow describes the steps necessary to create a report template.

1. The System shall provide the ability for Agency Staff to select the option to create a new report template.
   - If Agency Staff selects the option to clone or import an existing report template, proceed to Alternate Flow 7.1 Agency Staff selects the option to clone an existing report template.
2. The System shall provide the ability for Agency Staff to select the data source(s) for the report template.
3. The System shall provide the ability for Agency Staff to configure the layout of the report template.
4. The System shall provide the ability for Agency Staff to configure the title of the report template.
5. The System shall provide the ability for Agency Staff to select the data elements of the report template.
6. The System shall provide the ability for Agency Staff to configure filter criteria for the report template.
7. The System shall provide the ability for Agency Staff to configure sorting criteria for the report template.
8. The System shall provide the ability for Agency Staff to configure grouping criteria for the report template.
9. The System shall provide the ability for Agency Staff to configure formatting for the report template elements.
10. The System shall provide the ability for Agency Staff to configure formulas for the report template.
11. The System shall provide the ability for Agency Staff to configure the default output format for the report template.
12. The System shall provide the ability for Agency Staff to configure the default output location for the report template.
13. The System shall provide the ability for Agency Staff to configure the report category for the report template.
14. The System shall provide the ability for Agency Staff to configure the security restrictions for the report template.
15. The System shall provide the ability for Agency Staff to configure the availability for the report template.
16. The System shall provide the ability for Agency Staff to configure System generated comments for audit trail which are not included in the generated report file for the report template.
17. The System shall provide the ability for Agency Staff to configure other reporting features as needed.
18. The System shall provide the ability for Agency Staff to review, validate and (re)test the report template prior to storing.
19. The System shall provide the ability for Agency Staff to save, delete and modify the report template prior to storing.
20. The System shall provide the ability for Agency Staff to export the created report template.
21. The System shall provide functionality to store the report template to the report repository.
22. The Main Flow ends.

7. Alternate Flow(s)

7.1 Agency Staff selects the option to clone an existing report template.

1. The System shall provide the ability for Agency Staff to select the option to clone an existing report template.
2. The System shall determine Agency Staff does not select the option to import a report template.
    - If Agency Staff selects the option to import a report template, proceed to Alternate Flow 7.2 Import report template.
3. The System shall provide the ability for Agency Staff to select the existing report template to clone.
4. The System shall provide the ability for Agency Staff to select the configuration elements to clone from the existing report template.
5. The System shall provide the ability for Agency Staff to store the report template.
6. Proceed to **UCS FEDRPT 020 Manage Report Template.**
7. The Alternate Flow ends.

7.2 Import report template.

1. The System shall provide the ability for Agency Staff to select the option to import a report template.
2. The System shall provide the ability for Agency Staff to select the report template to import.
3. The System shall provide the ability for Agency Staff to store the report template.
4. Proceed to **UCS FEDRPT 020 Manage Report Template.**
5. The Alternate Flow ends.

8. Related High Level Functional Requirements

Requirement ID	Description
HR-FEDRPT-0100	The System shall provide functionality to create and store federal report templates.
HR-FEDRPT-2300	The System shall provide functionality to save, modify and delete federal report template.
HR-FEDRPT-2400	The System shall provide functionality to test and validate a newly created or modified report template prior to publishing into production.