



Department of  
**Labor & Workforce  
Development**

# GUIDE TO PARTIAL & MASS LAYOFF CLAIMS FOR EMPLOYERS

This guide will help employers to understand Partial and Mass Layoff Claims; what they are, how they can be filed and the advantages to them, their employees and the agency.

# Partial & Mass Layoff Claims

When a company suffers a work shortage or closure and has to layoff most or all of their employees, either temporarily or permanently, the TDLWD has ways to make the process of filing unemployment insurance claims easier when it comes time for the separation.

When a company is shutting down, either permanently or temporarily, an employer should contact the agency to let us know about the shutdown. The unit responsible for handling these situations is called the TRAC Unit (Training, Research and Compliance). The contact should be by e-mail sent to [Employer.Helpdesk@jobs4tn.zendesk.com](mailto:Employer.Helpdesk@jobs4tn.zendesk.com) and give a brief explanation of the circumstances of the layoff. Once the TRAC Unit receives the e-mail a representative from the unit will contact the employer to get additional information as soon as possible and explain the options the agency has regarding a mass layoff. You should contact the agency as soon as you know about a temporary or permanent shutdown in order to get the best possible help.

There are two methods the agency uses that can help an employer going through a mass layoff, both of them require the employer to gather information about the affected employees and enter it onto a specific spreadsheet provided by the agency. There are similarities and differences to both methods. This manual will explain both methods and when and employer can and cannot use them. It will also give you a sample template of both specific spreadsheets and instructions for both. The two methods are:

- Partial Claims List
  
- Mass Layoff List

## Partial Claims

Partial claims are filed when an employer is experiencing a **TEMPORARY LAYOFF ONLY**, meaning that employees are going to only be off for a short amount of time (between 1-16 weeks) and has a definite return to work date. An employee who is discharged from their job or quits their job is not eligible for a Partial Claim. Once the TRAC Unit speaks to the employer about the Partial Claims option the representative will send the employer a MS Excel spreadsheet and instruction sheet to the employer. The employer is responsible for giving the agency specific information about each employee affected using this Partial Claim Spreadsheet. The spreadsheet is then e-mailed to the TRAC Unit using the [Partial.Claims@tn.gov](mailto:Partial.Claims@tn.gov) address. Once the spreadsheet is received by the unit it is checked for correctness and corrected if needed (the spreadsheet has to be completed in a specific format). After checking, the agency then uploads the spreadsheet into our unemployment system. What the system does is uses the information given on the spreadsheet and files a claim for each employee listed on the sheet. It takes away the employee's responsibility for having to file their own claim. Once the claim is filed it IS the employee's responsibility to certify each week in order to receive their benefits. Each employee will receive an e-mail each week containing a link which they use to certify. By clicking this link they will be taken to the Jobs4TN website weekly certification page where they answer several questions in order to get their benefits for the week.

If the layoff is going to last longer than 16 weeks the employer must request an extension, in writing, to the UI Administrator prior to beginning the process. If, after the layoff has occurred, the partial claims have been filed and the employer discovers the layoff is going to be longer than first expected more than 16 weeks they would also need to request an extension, in writing, to the UI Administrator.

This method is best for you because the claim is filed and approved as soon as the list is uploaded. The agency will not have to call for verification or send a letter for each employee for verification of the layoff.

## Partial Unemployment Claims Bullet List

- A Partial Unemployment Claim filed by the employer **does** file an unemployment claim for the employee during a temporary layoff. The employee **will** receive an e-mail notification with a link to file their weekly certification.
- The employee **does not** need to file their own unemployment claim.
- It is still the employees` responsibility to file their own weekly certification in a timely manner. Failure to do so can/will result in not serving a Waiting Week if it has not already been served, or Benefits not being paid or delayed.
- The employer should only submit Partial Unemployment Claims to be filed on the affected employees on the provided Excel Spread Sheet.
- Any questions or issues the employer encounters while trying to submit a spreadsheet for Partial Unemployment Claims should be submitted to the appropriate agency staff.
- Agency staff will work with the employer representative to resolve any issues that may arise in order to see that the affected employees` claims are entered correctly and timely.
- Any issues arising from an employees` weekly certification should be directed to the agency at the following number: **877-813-0950 option 1**.
- No list of issues or errors caused by a claimant`s weekly certification should be e-mailed or sent to agency staff. The employee should be directed to the phone number provided above.

## Mass Layoff Claims

A mass layoff list can be completed by an employer for both a temporary **OR** permanent layoff. The same rules apply in that the employer would contact the agency using the [Employer.Helpdesk@jobs4tn.zendesk.com](mailto:Employer.Helpdesk@jobs4tn.zendesk.com) e-mail address notifying the agency of the layoff. The TRAC Unit would contact the employer and get additional information about the layoff and send the employer a copy of the Mass Layoff spreadsheet (if permanent layoff) and instruction page. The employer would complete the spreadsheet and send it back using the [Mass.Layoff@tn.gov](mailto:Mass.Layoff@tn.gov) e-mail address. Once received by the TRAC Unit, they would check it for correctness then upload it to our system. The difference in a Mass Layoff Claim and a Partial Claim is that the employees are responsible for filing their own claims. What the Mass Layoff spreadsheet does is automatically approves the claims when one of the employees on the list files their claim. It is similar to the Partial Claim in that it saves the agency from having to call the employer to verify the layoff or send a letter to the employer for verification. It saves time for the employees due to their not having to wait for a determination on the approval. The employees are **NOT** sent an e-mail with a link to certify, they have to log in to the system each week and certify for their benefits.

The Mass Layoff Claim method is the **ONLY** method that can be used when there is a permanent layoff or closure by the employer and the employees don't have a definite return to work date.

For a temporary layoff the employer has a choice on which method it prefers to use. Both methods are easier on the employer and the employee because the approval is instant once the claim is filed.

# Mass Layoff Bullet List

- When you submit a Mass Layoff List, it **does not** file an unemployment claim for your employee. It only serves as verification of a Lack of Work. The employee **will not** receive an e-mail with a link to file their weekly certification.
- It is the Employees responsibility to file their own unemployment claim **during** the week in which they are laid off.
- It is the Employees responsibility to file their own weekly certification in order to serve their Waiting Week or receive payment of Benefits if the Waiting Week has already been served.
- Failure of the employee to file their unemployment claim timely can/will result in their Waiting Week not being served if it has not already been, or Benefits not being paid or delayed.
- Failure of the employee to file a timely weekly certification can/will also result in a Waiting Week not being served or Benefits not being paid or delayed.
- The agency (Tn. Dept. of Labor & Workforce Development) **will not** backdate any claims on a Mass Layoff List that were not filed in a timely manner by the employee.
- If an employee makes errors when filing their unemployment claim or encounters difficulties filing, they should call the agency at the following number: **877-813-0950 option 1**.
- No list of errors or issues should be e-mailed or sent to agency staff. Once the employee calls the provided number, a Claims Agent will contact the employee as soon as possible to resolve any issues or assist in getting their claim filed.

## Partial Claim Spreadsheet (example)

	A	B	C		D	E	F
1	col_empname	col_employer_account_number	col_ssn	1	col_firstname	col_middle_initial	col_lastname
2	Employer Name (required)	Employer account number (required)	Claimant SS (no dashes)	2	First name (required)	Leave blank	Last Name Required
3	BENTON STEEL FABRICATION INC	554432	111223333	3	John	J	Rambo
4				4			
5				5			
6				6			
7				7			
8				8			
9				9			
	G	H	I		J	K	L
1	col_address1	col_address2	col_city	1	col_state	col_zip	col_phone
2	Claimant Adress (required)	Leave blank	City (required)	2	State Abbr	Zip Code (required)	Phone number (no dashes)
3	105 MAGNOLIA CIRCLE		DUNLAP	3	TN	37327	4237105022
4				4			
5				5			
6				6			
7				7			
8				8			
9				9			
	M	N	O				
1	col_email	col_dob	col_USCitizenStatus				
2	Email address (required)	Date of Birth (required) must be mm/dd/yyyy	Required, use 1 - Yes or 0 - No format				
3	MBRANAN4@GMAIL.COM	8/1/1984	1 - Yes				
4							
5							
6							
7							
8							
9							
	P	Q	R		S		
1	col_VeteranStatus	col_date_endwork	col_date_recall	1	col_SeparationWeekEndingDate		
2	Required,must use 1 - Yes or 0 - No format	Last Day of work mm/dd/yyyy	Recall date mm/dd/yyyy	2	The Saturday date of the week the employee was separated mm/dd/yyyy		
3	0 - No	11/15/2017	11/27/2017	3	11/18/2017		
4				4			
5				5			
6				6			
7				7			
8				8			
9				9			
	T	U	V		W	X	
1	col_severance_begin_date	col_severance_end_date	col_severance_total	1	col_pension	col_effective_date_of_claim	
2	Leave column blank	Leave column blank	Leave column blank	2	Leave column blank (do not delete)	Leave blank, agency will complete	
3				3		11/12/2017	
4				4			
5				5			
6				6			
7				7			
8				8			
9				9			

## Instructions for Partial Filed Claims Spreadsheet by Column

**A-Employer Name – No punctuation or symbols**

**B-Employer Account Number**

**C-Employee Social Security Number – No dashes**

**D-Employee First Name**

**E-Employee Middle Initial (If any, if not, leave blank, no punctuation)**

**F-Employee Last Name**

**G-Employee Street Address – No punctuation or symbols**

**H-Leave Blank**

**I-City – No punctuation**

**J-State – No punctuation**

**K-Zip Code**

**L-Employee Phone Number – No slashes or dashes**

**M-Employee E-mail Address – Punctuation and symbols allowed**

**N-Employee Date of Birth ( \_\_/\_\_/\_\_\_\_ )**

**O-US Citizen ( 1 - Yes or 0 - No)**

**P-Veteran Status (1 - Yes or 0 - No)**

**Q-Last Day the Employee Physically Worked**

**R-The Date the Employee will return to work**

**S-The Saturday Date immediately following the week of layoff (ex; last day worked was Fri 05/19/2017, Partial Claim Filed Mon 05/22/2017, Separation Week Ending date is Sat 05/27/2017)**

**T-Severance Begin Date - If none, leave blank**

**U-Severance End Date – if none, leave blank**

**V-Total Gross Amount of Severance Payment – if none, leave blank**

**W-Pension (Yes or No) – If none, leave blank**

**X-Effective Date of Claim (Leave Blank for Agency to Enter)**



- Do not use any punctuation on the spreadsheet (ex; periods on street abbreviations)
- Save the Excel Spreadsheet file as: CSV (comma delimited)
- E-mail the Spreadsheet the week before the lay off to : [Partial.claims@tn.gov](mailto:Partial.claims@tn.gov)
- Inform the Employee that they will receive an E-Mail at the E-Mail Address they have provided from [JOBS4TN.GOV](http://JOBS4TN.GOV). The E-Mail will contain instructions and a link to file their weekly certification each Sunday following the week they are laid off.
- Inform the Employee that failure to file a Weekly Certification will result in a delay or loss of benefits.
- If they say they did not receive an E-mail with the link, have them check their Junk or Spam folder. If they truly did not receive the E-mail link, they can just create a user name and password on [Jobs4tn.com](http://Jobs4tn.com) and file their weekly certification that way.

# Mass Layoff Spreadsheet (example)

	A	B	C
1	col_empname	col_employer_account_number	col_ssn
2			
3			
4			
5			
6			
7			
8			
9			

	D	E	F
1	col_firstname	col_middle_initial	col_lastname
2			
3			
4			
5			
6			
7			
8			
9			

	G	H	I
1	col_address1	col_address2	col_city
2			
3			
4			
5			
6			
7			
8			
9			

	J	K	L
1	col_state	col_zip	col_phone
2			
3			
4			
5			
6			
7			
8			
9			

	M	N	O
1	col_date_endwork	col_date_recall	col_severance_begin_date
2			
3			
4			
5			
6			
7			
8			
9			

	P	Q	R
1	col_severance_end_date	col_severance_total	col_pension
2			
3			
4			
5			
6			
7			
8			
9			

## Instructions for Mass Layoff Spreadsheet by Column

**A-Employer Name**

**B-Employer Account Number (No dashes)**

**C-Employee Social Security Number (No dashes)**

**D-Employee First Name**

**E-Employee Middle Initial (If any, if not, leave blank)**

**F-Employee Last Name**

**G-Employee Street Address**

**H-Leave Blank**

**I-City**

**J-State**

**K-Zip Code**

**L-Employee Phone Number (No dashes or brackets)**

**M- Last Day the Employee Physically Worked (Use slashes. For example, XX/XX/XXXX)**

**N-The Date the Employee will return to work (Use slashes. For example, XX/XX/XXXX)**

**O- Severance Begin Date (If severance provided due to a permanent separation) If there is no severance agreement, leave blank**

**P- Severance End Date (If severance provided due to a permanent separation). If there is no severance agreement, leave blank**

**Q- Total Gross Amount of Severance Payment (leave blank if no severance)**

**R- Pension (Leave blank if employee is not receiving pension at time of claim filed)**

- **Do not use any punctuation on the spreadsheet (ex; periods on street abbreviations)**
- **Save the Excel Spreadsheet file as: CSV (comma delimited)**
- **E-mail the Spreadsheet the week before or during the week of the lay off to : [Mass.Layoff@tn.gov](mailto:Mass.Layoff@tn.gov)**
- **Inform the Employee that they will need to file an unemployment claim on [JOBS4TN.GOV](http://JOBS4TN.GOV).**
- **Inform the Employee that failure to file a Weekly Certification after the layoff week(s) will result in a delay or loss of benefits.**

As stated earlier, when an employer chooses to do Partial Claims during a temporary layoff, a claim is filed for each employee once the list has been checked and uploaded to our system. After the claim has been filed it is then up to the employee to certify themselves each week in order to receive their benefits. If the Partial Claim that is filed is a brand new claim the first week is a waiting week. The employee will certify as usual but will not get paid for that week. If the employee is off for four (4) *consecutive* weeks he/she will be paid for the waiting week. If the employee goes back to work before four weeks he/she will not be paid for the waiting week but will have served it for the benefit year. If another claim has to be filed no other waiting week will need to be served.

For the employees to certify they are sent a link that takes them to the certification page by e-mail to the e-mail address they provided and was entered on the list sent to the agency. This link will be sent usually late Saturday night or early Sunday morning. The employees can begin and should certify on Sunday of each week in order to receive their benefits as quickly as possible. See the link below:

<https://www.jobs4tn.gov/vosnet/ui/weeklycertifications/weeklycertificationsMassLayoffValidation.aspx>

The link will direct them to the certification page on our system and they will have to fill out some information to identify them, then they will answer several questions for the prior week that just ended (UI weeks begin on Sunday and end on Saturday, see below).

MONTHLY		PLANNER				
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	<b>Claim Filed</b>					
1 <sup>st</sup> Certification	<b>Waiting Week (no payment)</b>					
2 <sup>nd</sup> Certification	<b>2<sup>nd</sup> Payment</b>					
3 <sup>rd</sup> Certification	<b>3<sup>rd</sup> Payment</b>					
4 <sup>th</sup> Certification	<b>4<sup>th</sup> &amp; 1<sup>st</sup> Payments (waiting week pays)</b>					
	NOTES:					

## **Payments**

Once the claimant completes the certification they should expect payment within 48-72 hours depending on their chosen method of payment. A debit card is the default payment if the employee doesn't choose to change it to direct deposit. If the employee chooses direct deposit as their preferred method of payment, they will enter their banking information; the agency does NOT have access to this information so if there is an issue with a payment the claimant will have to contact their banking institution. If they get a debit card initially then decide to change to direct deposit they can do so on the [Jobs4TN.gov](http://Jobs4TN.gov) website at any time or vice versa.

## **Job Searches**

An employee who is laid off permanently has to do regular job searches just like any other claimant even if the employer sends in a Mass Layoff spreadsheet. If the employee has a return to work date they are not required to do the job searches as long as their return to work date is within 16 weeks of the separation date. An employee whose employer sends in a Partial Claim spreadsheet does NOT have to do the job searches.