

Mass Claim Frequently Asked Questions (FAQ's)

How do I as an employer file a Mass Claim for my employees?

Go to ([link for Mass Claim Web Page](#)) for information on how to file the Mass Claim and information to give employees?

What is the advantage of the employer filing the Mass Claim?

This allows the Division of Employment Security to file the initial or renewed claim on behalf of the employees quickly and efficiently.

What do my employees need to do after I, the employer, files the Mass Claim?

The employer would need to give the employees the instruction sheet that is included information when filing the Mass Claim. This will instruct the employees to go into [Uinteract.labor.mo.gov](#) and create an account. After the account is created, the employee would then need to do the Weekly Request for Payment after the Saturday of the week they are wanting to claim unemployment.

Is there a waiting period for when the unemployment claim is filed before the employees will get paid?

Yes, there is an initial ten day waiting period. The employees still need to set up their account and user id in [Uinteract.labor.mo.gov](#). Each employee will also need do their Weekly Requests for Payment each Sunday.

If some of my employees have already filed for unemployment, can I still include them on the list of employees for the Mass Claim?

Yes, our System will not file another unemployment claim if the employee has already filed. These will show as "Reject" when the Mass Claim process is completed. "Reject" doesn't mean there is no claim, it just means we did not file again.

I have filed the Mass Claim and see that there are some of the claims that show "Reject". What does "Reject" mean?

These reject because the employee has already filed a claim prior to this processing. There is no issue as the employee does have an unemployment claim. This does put in the recall date that you entered for the mass claim.

What is a "Recall Date?"

This is the set date that your employees are scheduled to return to work. Uinteract will only let you put in a Saturday date, so you will put in the Saturday of the week they are scheduled to return to work.

What if the employees return to work prior to the set "Recall Date?"

If the business reopens prior to the set recall date, then the employees can just stop claiming unemployment. If the employee does not return to work on or before the set recall date, then they will be required to do work search activities for weeks they claim after the set recall date.

Do my employees have to look for work while on the Mass Claim temporary layoff?

No, the employees will not be required to search for work as long as they do not continue to claim past the recall date. If they continue to claim past the recall date they then will be required to search for work.

After the Mass Claim is filed, do the employees go to me, the employer for questions concerning their unemployment claim?

No, the employees would need to call their local RCC (included on the Employee Instructions Sheet) for any questions or issues they might have about their unemployment claim. The employees will also receive in the mail "Information for Workers" pamphlet answering most questions.

Can I add more employees to the Mass Claim that I has already been filed?

No. Once the Mass Claim has been filed you cannot add to that list. You, the employer can file an additional Mass Claim for the additional employees. Just follow the same process as filing the initial Mass Claim.

Do my employees need to wait until they hear from you before they claim their weeks for unemployment?

No. When you have completed the process of filing the Mass Claim in UInteract (meaning you have completed the upload of the excel file of employees on the layoff) the employees would then need to start doing the weekly request for payment after the Saturday of each week the want payment.

We have several employees who live in another state but work in Missouri, can we include them in the Mass Claim?

Yes, unemployment is determined by what state they have worked in the last eighteen months and not necessarily where they live.

What do I do if I am having trouble either finding my Employer Account Number (EAN) or setting it up?

1. You will need to the log in page for UInteract and select "*Don't have an account? Create one*" and then select, "*I need to register a business.*" UInteract will then walk you through creating a user id and password. If you receive a message that an account already exists, go to step 3.
2. If you already have an account number, but do not have the user id or password, then on the log in page for UInteract and select "*Don't have an account? Create one*" and then select, "*I am an employer and have a DES Employer Account Number.*" You can then create a user id and password. If you receive a message that a user id and password already exists, go to step 3.
3. All employers can call the 573-751-1995 option 1 to gain assistance from our staff during normal business hours Monday through Friday 8am to 5pm.

For additional questions or information, please email it to DOLIR.MassClaims@labor.mo.gov.