

How to Respond to Suspense Messages and Questionnaires

If you see “Suspense” as the status of your weekly claim, it means that we need more information or have found an issue with your weekly claim.

Note: Frances Online is a new system for getting benefits from the Unemployment Insurance Program. We are making regular updates to the system, so the screens you see may look a little different from the images in this guide. You can use the “next” and “previous” buttons to move between screens and update your answers without losing your information. Selecting “cancel” will erase your progress.

- **Step 1 — Go to the Frances Online Claimant portal at frances.oregon.gov/claimant and log into your account.**

The screenshot shows the Frances Online Claimant portal. At the top, there is a header with the State of Oregon Employment Department logo and the text "Frances Online for Claimants". On the right side of the header, there is a "Español" link, a help icon, and the text "Can I Help?". The main content area features the "FRANCES ONLINE Claimant" logo. To the right of the logo is a login form with fields for "Username" and "Password", a "Log in" button, and links for "Forgot username or password?", "New to Frances Online? Sign Up for an Online Account", and "Sign Up for an Online Account". Below the login form is a search bar with the text "Search our online services". At the bottom, there are three service tiles: "Verify My Identity" (Respond to your Identity Verification letter), "Contact Us" (Send a message to Paid Leave or the Unemployment Insurance Department), and "Sign up for an Online Account" (As a claimant, you can use this secure portal to sign in, file a claim, and manage benefits online).

Step 2 — You will have a “Suspense” message for each weekly claim that has an issue.

- Select “Respond to Questionnaire” to give us more information so we can make a decision or move forward with your claim.
- Please check your account daily, as we may send more questionnaires as we review your claim.
- Not every “Suspense” message will have a questionnaire or have one immediately. Check your messages and U.S. mail for other tasks you need to complete.

Home Action Center Settings I Want To...

Filter

GUS MORGAN
 ***-**-2023
 550 E JOHNSON ST
 CARLTON OR 97111-1060

Claimant Services > File a Paid Leave Oregon Claim

Current Unemployment Insurance Benefits
 Benefit Begin: 10-Mar-2024
 Eligibility Through: 08-Mar-2025

Questionnaire > Respond to Questionnaire
 You have 2 questionnaires to answer.
 Respond By
21-Mar-2024

Claim for Week of 16-Mar-2024
 This week is not being paid while an issue is resolved.
 Status
Suspense

Step 3 — Select “Respond” to start a questionnaire.

- You may have more than one questionnaire.
- You must send your response by the listed due date or we will make a decision with the information we currently have.

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Questionnaires We require answers for these questionnaires before the Respond By date.

Regular Unemployment Insurance Benefits
 000-0514713
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Questionnaires

Respond By	Type of Questionnaire	Association	
21-Mar-2024	Out of Labor Market - Able, Available, Actively Seeking Work		Respond
21-Mar-2024	No Earnings Provided for the First Effective Week		Respond

Step 4 — The questionnaires help us understand your unique situation.

- Be sure to answer the questions accurately.
- The questions will be different depending on your situation.

< Questionnaires

Questionnaire: Out of Labor Market - Able, Available, Actively Seeking Work

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Questionnaire

Questionnaire

You previously indicated that the reason you are not able or available to work was: Out Of Labor Market. Is that correct? *

Yes No

Cancel < Previous **Next** >

Step 5 — After answering questions, you can attach copies of documents to many questionnaires.

- Select the “Add Attachment” button to share a copy of the document with us.
- Write a description of the document so we know what it is.
- You can attach multiple documents.

Questionnaire Questions Attachments

Attachments

Attach all supporting documentation here. If you do not have any supporting documentation, click Next.

1. Click the **Add** hyperlink.
2. Click **Choose File**. Search for and select the document you want to attach.
3. Enter a description of the file, and then click **OK**.
4. Repeat steps 1-3 to upload additional documents, as needed.

Attachments

Type	Name	Size
There are no attachments.		

Add Attachment

Cancel < Previous **Next** >

Step 6 — Make sure you have added all relevant information and documents before you select “Submit.”

- You will not be able to change your answers to the questionnaire after you select “Submit.”

The screenshot shows a progress bar at the top with four steps: Questionnaire, Questions, Attachments, and Confirm Submission. The first three steps are marked with checkmarks, and the fourth step is marked with a right-pointing arrow. Below the progress bar, the text reads: "Confirm Submission" followed by "Your Able or Available questionnaire response is ready to be submitted. Are you sure you want to submit it?". At the bottom of the form, there are three buttons: "Cancel", "Previous", and "Submit".

What you need to know:

- Check Frances Online regularly for additional questionnaires and decisions about your benefits.
- Continue to file weekly claims while we decide if you are eligible for benefits.
- If we decide that you are eligible for benefits, you will only receive money for the weeks that you file a claim.
- If you make a mistake or send us incomplete information, you will need to contact us to make changes or updates. This will delay your claim.