

PUA Issue Codes and Their Meanings

Several PUA issues deal with your potential eligibility for regular unemployment, the need to verify your identity, or other considerations which affect PUA eligibility. Many of these issues deal with your "separation," which is the reason you became - and continue to be - unemployed. If you indicated any separation reason other than a lack of work due to a COVID-19 reason listed on the application, then we must review if you are eligible for PUA. A person can only qualify for PUA benefits if he/she is unemployed due to one of the COVID-19-related reasons.

If the Issues section of your dashboard shows the issue...		...This means...	The action you must take is...
Code	Name/Description		Note: if the action described is to continue filing weekly and the system is not allowing you to file, then your past weeks will be caught up for you at a time a determination is made on your claim.
1	Abusive language	You indicated on your claim that you left your employment due to an abusive language situation, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
2	Accept Work	You indicated on your claim that you left your employment to accept other work, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
6	Conscientious Objection - Sabbath	You indicated on your claim that you left your employment as a conscientious objector, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
7	Contract Violation	You indicated on your claim that you left your employment due to a contract violation, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
8	Disagreement/Conflict	You indicated on your claim that you left your employment due to a disagreement or conflict, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
9	Disciplinary Action/Reprimand	You indicated on your claim that you left your employment due to a disciplinary action or reprimand, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
10	Distance to Work	You indicated on your claim that you left your employment due to the distance to travel to work, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
13	Failure to Report	You indicated on your claim that you left your employment by not reporting to work, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
16	Hours	You indicated on your claim that you left your employment due to the hours being offered, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
20	To Avoid Being Discharged	You indicated on your claim that you left your employment to avoid being discharged, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.

25	Personal or Other Reasons	You indicated on your claim that you left your employment due to personal or other reasons, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
26	Personality Conflict	You indicated on your claim that you left your employment due to a personality conflict, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
31	Resignation	You indicated on your claim that you resigned, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
32	Retirement	You indicated on your claim that you retired, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
33	Seek Other Work	You indicated on your claim that you left your employment to seek other work, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
36	Loss of Transportation	You indicated on your claim that you left your employment due to a loss of transportation, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
38	Work location transfer	You indicated on your claim that you left your employment due to being transferred to another work location, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
44	Work Outside of Craft	You indicated on your claim that you left your employment due to the employer asking you to work outside of your craft, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
45	Absenteeism/Tardiness	You indicated on your claim that you are no longer employed because of being absent or tardy, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
46	Attitude	You indicated on your claim that you are no longer employed due to an issue with attitude, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
48	Rule Violation	You indicated on your claim that you are no longer employed due to a rule violation, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
49	Customer Complaints	You indicated on your claim that you are no longer employed due to customer complaints, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
50	Unknown reasons	You indicated on your claim that you are no longer employed because of unknown reasons, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.

52	Unsatisfactory Work Performance	You indicated on your claim that you are no longer employed due to unsatisfactory work performance, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
55	Fighting	You indicated on your claim that you are no longer employed due to fighting on the job, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
60	Insubordination	You indicated on your claim that you are no longer employed due to insubordination, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
66	On-Call (Layoff Status)	You indicated on your claim that you are on call and your employment status is in question, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
67	Refusal of Overtime	You indicated on your claim that you are no longer employed due to a refusal to work overtime, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
68	Personality Conflict	You indicated on your claim that you are no longer employed due to a personality conflict, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
71	Use of Profanity	You indicated on your claim that you are no longer employed due to profanity use, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
74	Sleeping on the Job	You indicated on your claim that you are no longer employed due to sleeping on the job, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
84	Cash/Inventory Shortages	You indicated on your claim that you are no longer employed because of a cash or inventory shortage, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
118	Alien (402.3)	You indicated on your claim that you are not a U.S. citizen or authorized to work in the United States. In order to receive unemployment benefits you must be a US citizen, registered alien authorized to work in the US, or permanent resident.	Continue to file your weekly claims. Please upload to your dashboard a copy of your work authorization statement and a copy of the front and back of your Social Security card.
120	Incarceration	We received information that you are incarcerated, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
152	Weeks Claimed Prior to BYB	You filed your PUA claim prior to the start date of the CARES Act. In accordance with the CARES Act, the first week potential week for PUA on a national basis is February 2, 2020. However, you are not eligible until the week you are unemployed due to a COVID-19-related reason.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.

157	Holiday Pay	You indicated on your claim that you received holiday pay. Staff must ensure the proper deduction is made from weekly benefits.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
158	Severance Pay	You indicated you are receiving or about to receive severance pay, so an examiner must review your situation to see if a further deduction is needed.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
159	Vacation Pay	You indicated on your claim that you received vacation pay, so staff must review to see if a deduction from your weekly benefits is needed.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
163	Pension	You indicated you are receiving a pension, so an examiner must review your situation to see if a further deduction is needed.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
177	PUA - Other program eligibility	It appears you may be eligible for regular UC. If so, you are not eligible for PUA and may be overpaid for past weeks if the UC eligibility is retroactive. Refer to page 2 of the CARES Act document for more information on order of program payment.	Continue to file your weekly claims. Department staff will reach out to instruct if you need to file a UC claim.
183	Base period wage decrease	You indicated to us that the wages you reported for 2019 were too high (for example, maybe you originally provided gross and not net) and your weekly reate will potentially be reduced.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
186	Labor Dispute	You indicated on your claim that you are involved in a labor dispute, therefore an examiner must review your claim. A labor dispute is a strike or lockout.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
187	Other	Staff received information that your eligibilty is in question, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
189	No employment history	You have not provided adequate employment history to qualify for this claim. Staff must review your eligibility.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
197	Filed outside US/Canada	You filed for benefits while outside of the United States or Canada. Section 401(d)(1) of the UC law requires you be physically present in the United States, the Virgin Islands or Canada, to file an unemployment claim.	When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
198	Inadequate job searches	You reported not doing the required job searches when you filed your weekly claim. Because you indicated you did not do them, the system generated an issue to stop payment.	Job searches have been suspended during the Pandemic-declared-disaster in PA, so there will be no eligibility dispute and staff will release your payments.
200	Invalid Employer Chosen	When you opened your PUA claim, you indicated you had an employer which is not in our database. We need to resolve this question of your employment.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
214	Requires Staff Review	An issue has been detected which may affect your eligibility.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.

217	Claimant worked outside of US or Canada	The term "Employment" shall include an individual's services wherever performed within the United States, the Virgin Islands or Canada. Section 401(C) of the UC law requires employment to be within the United States, the Virgin Islands or Canada.	When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
219	Claimant has prior military or civil employment	You indicated on your claim that you have prior military and/or federal civilian employment within the past two years. This means you could have enough wages to qualify for regular UC.	Continue to file your weekly claims. For military service, upload your Member 4 DD-214(s), (any copy but Member 1 is acceptable). For federal service employment upload your Standard Form 8, Standard Form 50, W-2's and/or paystubs.
230	Refusal of Work	We received information that you refused work, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
261	IP – Investigation Case Special Project Scheme System	The claim is potentially fraudulent, or it is a brand new claim and identity must be verified before any payments can be made.	The Department will send you a link in your dashboard message center. The link is for verifying your identity through a company called ID.Me. Follow the link to start the identification process. Individuals under 18 years of age cannot be verified through ID.Me and must be verified by L&I staff. This is done by uploading 2 forms of identification to your dashboard and emailing UCPUA@pa.gov to explain that you need to be verified.
271	DUA - Unemployment not result of disaster	When filing your claim, you indicated that you are not unemployed due to the disaster (COVID-19). Therefore, an examiner must review your eligibility since PUA benefits only for individuals unemployed due to a COVID-19 reason.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
273	Combined Wage Claim	You indicated on your claim that you have out-of-state employment within the past two years. This means you could have enough wages to qualify for regular UC.	Continue to file your weekly claims. Staff will reach out to the states you indicated to request your wages and determine if you could qualify for regular UC.
283	Absenteeism/Tardiness Due to Exceeding Point System	You indicated on your claim that you are no longer employed because your absenteeism/tardiness exceeded your employer's point system, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
290	Military Disability Compensation	You indicated on your claim that you are receiving/or will receive a Veterans Administration disability pension. Therefore an examiner must review your claim to see if a deduction is needed.	Continue to file your weekly claims. Upload to your Dashboard any documents verifying your VA disability pension award.
306	Prior Issue (Non-Separation)	There is an issue which potentially affects your eligibility and staff must review.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
314	Quit Freehand	We received information that you quit your job, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.

315	Discharge - Freehand	We received information that you were discharged from your job, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
316	Able & Available - Free hand	We received information that you may not be able or available for work, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
320	Labor Dispute - Failure to Return	You indicated on your claim that you did not return to work after a strike/lockout, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
323	Falsifying - Time Records	You indicated on your claim that you are no longer employed due to falsifying time records, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
331	No violation	Your eligibility for PUA is in question because you may qualify for a UC claim or have some other similar reason for an eligibility review unrelated to your employment separation.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
410	Change in hiring agreement	You indicated on your claim that you quit due to a change in your hiring agreement, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
411	Illness/Injury work related	You indicated on your claim that you are no longer employed due to a work-related injury or illness, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
412	Other	You indicated on your claim that you quit due to "other" reasons, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
418	Discharge - not most recent work	You indicated on your claim that you are no longer employed due to a discharge with a prior employer, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
424	Identity Single Issue	Your identification information did not pass the Social Security screening. Your claim cannot proceed because your identity is in question. The data will need to be fixed before the claim can proceed (such as if the SSN is wrong, or your name is wrong, etc.).	You will need to provide proof of identity to the Department by uploading 2 forms of identification to your dashboard and emailing UCPUA@pa.gov to explain you need verification.
445	Info Provided To Agency	Information has been provided to the Agency regarding your eligibility, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
449	Free Form	Your eligibility for PUA is in question because you may qualify for a UC claim or have some other similar reason for an eligibility review unrelated to your employment separation.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
600	Overpayment Without A Cause	Staff received information that your eligibility is in question, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
601	Fraud	Confirmed fraudulent claim	N/A - this claim is fraudulent

607	Disruptive Influence	You indicated on your claim that you are no longer employed due to having a disruptive influence, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
608	Discrimination	You indicated on your claim that you are no longer employed due to committing a discriminatory act, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
609	Dishonesty	You indicated on your claim that you are no longer employed due to dishonesty, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
610	Failure of a Drug/Alcohol Test	You indicated on your claim that you are no longer employed due to your failure of a drug or alcohol test, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
612	Seek-Accept Work	You indicated on your claim that you are no longer employed in order to seek or accept other work, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
615	Apprenticeship/Training	You indicated on your claim that you left your employment in order to attend apprenticeship training, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
616	Attend TAA School/Training	You indicated on your claim that you left your employment in order to attend TAA school or training, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
617	Follow Spouse	You indicated on your claim that you left your employment to follow your spouse, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
620	Safety Concern(s)	You indicated on your claim that you left your employment due to safety concern(s), therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
621	Sexual Harassment	You indicated on your claim that you left your employment due to sexual harassment, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
622	Voluntary Layoff Option	You indicated on your claim that you left your employment to take a voluntary layoff option, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
644	Professional between School Years and Terms	Staff received information that you work for an educational institution and are currently not working as normally scheduled, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
649	Invalid Claim/Application	You may not have a valid claim/application, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
663	PUA - Fraud Penalty Disqualification	Your claim has been found to be a fraudulent claim.	If you feel you are receiving this in error, follow the instructions for clearing a 261 issue.

664	Hours Missed	You indicated that you did not work all hours, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
746	PUA - Eligibility	An eligibility issue was raised on your claim, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
747	PUA - Refusal to Telework	You indicated on your claim that you refused to telework, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
748	PUA - Receiving Sick Leave	You indicated on your claim that you were receiving sick leave or other payments, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
749	PUA - Requires Staff Review	An issue has been detected and requires further review.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
750	PUA - Other program eligibility	You have other program eligibility available. PUA benefits can only be paid when no other program eligibility is available.	Continue to file your weekly claims. Department staff will contact you regarding your new program eligibility.
751	PUA - Refusal of work	You indicated on your claim that you refused work, therefore an examiner must review your claim.	Continue to file your weekly claims. When Department staff reach out to you for information about this issue, please respond to the questions promptly to avoid delaying your benefits.
753	PUA - Proof of employment sufficiency	You have not provided the required proof of employment to demonstrate your attachment to the labor market.	You must upload to your dashboard proof of your employment and wages and email ucpua@pa.gov to indicate you have provided the information.
757	Two-Factor Authentication	You failed the two-factor authentication steps to access your account.	This is not used in PA, so this is a system error and staff will be releasing your payments.