GUIDE TO SUBMITTING AN ONLINE PAYMENT USING CREDIT OR DEBIT

If you have been overpaid unemployment benefits, you must repay the debt to DEW. You may submit payments online using a debit card, credit card or electronic check. This guide provides step-by-step instructions on how to pay with credit or debit. Please note that an online convenience charge will be applied to your payment amount. The convenience charge is administered by a third party and is determined by the method or amount of the payment. Visit dew.sc.gov/overpayments-and-collections for more information.

Getting Started

Log on to MyBenefits.dew.sc.gov, enter your User ID and click Next. Enter your password and click Login. On the customer menu page, select Go To My Home Page located in the center of the page.

You can also click on the Claimant Homepage tab.

Overpayment Balance

On the claim information ribbon, you can locate your Overpayment Balance on the far right.

Click Make Payment to the above and left of your Overpayment Balance.
Make Payment

Once you click Make Payment, you will be taken to the Payment Option screen.

If you have not setup a payment plan you will be provided with two options:

a) One-Time Payment
b) Payment Agreement – Once your payment agreement is approved and setup, you will only see the One-Time Payment Option displayed in your portal.

* In order to prevent future collection activity you must be in a current and active payment agreement.

Payment Options

Click One-Time Payment. You will be taken to the Payment Options screen with the following payment amount options:

a) Outstanding Balance - This option is chosen if you can pay your balance in full.

b) Minimum Payment - This option is chosen if you plan to pay only the minimum monthly payment amount agreed upon in your payment agreement with DEW.

c) Other - This option is chosen if you cannot provide payment in full or are entered into a payment agreement with DEW.

Once your payment option is chosen, click continue. Please note you cannot go back or you will not be able to process your payment until the next day.
3rd Party Payment Site

Once you click Continue you will be taken to a 3rd party website, sc.gov.

Choose Payment Type

Choose Payment Type:

a) Credit Card – 1.7% merchant charge and a $1.00 portal charge will be added to each credit card transaction.

b) Electronic Check - $2.00 portal charge for using an electronic check.

These fees will not be applied to your outstanding balance, but instead are convenience charges for online payments. Any payments denied due to errors in submission, insufficient funds in your account, or credit card refusal will be added back to the balance owed.

Click Next once finished.
Customer Information

After you click Next, you are taken to the Customer Information page.

Your information will be pre-populated. Please confirm accuracy of information.

Payment Info

After you click Next, you are taken to the Payment Info page.

Enter your payment information and click Next.

You will be brought to the Submit Payment Info page where you will validate all information provided (Payment Type, Customer Info, and Payment Info) and click Submit.

When you click Submit, your payment will be processed and you will receive a sc.gov receipt. The receipt page confirms that your payment has been made.

You are encouraged to keep a receipt for your records.

Please allow up to three business days for this payment to be reflected on your portal’s account balance.