

Refer an RTI dispute
Book an appointment
Carer's Element
Childcare Costs
Sanction Record
Ineligible partner
Record the death of a claimant
Additional actions (record the death of a claimant)
Record the death of a child
Record Child Benefit
Transfer a debt control sheet
Tell third party that a deduction is stopping
Change jobcentre
Change from phone claim to online
Change from an online account to a phone claim
Print and post statement
Alternative Payment Arrangement PRS Landlords
Alternative Payment Arrangement SRS Landlords
Alternative Payment Arrangements
Review Alternative Payment Arrangements
Refer to Decision Maker (entitlement)
Review and refer to Decision Maker (HRT)
Refer to Decision Maker (HRT)
Record a decision (HRT)
Refer to Decision Maker (temporary absence prison)
Refer to Decision Maker (temporary absence not prison)
Book first commitments appointment
Book gateway intervention appointment
Book gateway intervention (mandatory) appointment
Book a commitments review
Start self-employment review for claimant affected by coronavirus (COVID-19)
Establish gainful self-employment status (COVID-19)
Review gainful self-employment status (COVID-19)
Establish gainful self-employment status
Check work group and commitments
Make a decision (backdate claim)
Change claim start date
Consider backdating claim
Non standard housing
Verify claimant identity
Verify claimant identity: biographical questions
Verify claimant identity: face to face appointment
Check ID document uploads
Confirm claimant identity to reissue PSN
Check CIS
Verify national insurance number
Review entitlement
Make a decision (HRT)
Make a decision (HRT - fast track)

Review HRT decision
Check eligibility for support for mortgage interest (SMI)
Reply to claimant's journal entry
Ad hoc
Non-dependant DLA/CDP or PIP/ADP review
Review entitlement to child element
Contact claimant - end of relationship
Update CIS
New details for CIS
Update identity details in CIS
Update contact details in CIS
Notify existing benefit
Issue Personal Security Number
Account unlock
Verify bank details
Verify capital
Verify care leaver details
Self reported earnings
Verify a deduction
Calculate deductions
Make a payment
Make a payment - advance
Make an extra frequency payment
Recall a payment
Calculate Payment
Check automated calculation
Advances
Prepare commitments
Record digital work search review
Create or edit commitments
RTE feed
Review claimant's completed to-do
Report this - Retrospective calculation
Report this - Education
Report this - Caring for someone
Report this - Other income
Report this - Self-employment
Generate statement
Check work group: caring activities
Review an overpayment or underpayment
Self-employment Status
Verify self-employment
Review earnings for sanctions termination
Consider closing claim
Verify childcare costs
Additional actions (close claim)
Agent tool feedback
Review "Choose your activities"
Investigate CIS interest error
Self-employed earnings

Apply waiting days
Remove waiting days
Gather evidence for waiting days
Review uploaded documents
Review uploaded CV
Review proof of housing costs
Help with proof of housing costs
Support for Mortgage Interest (SMI)
Inform claimant and lender that support for mortgage interest (SMI) is no longer being paid
Review upload deadline
Review deadline for uploading housing costs
Review CV upload deadline
Check proof for HRT
Confirm benefit details
Correct a data mismatch
Record Overlapping Benefit
Recover overlapping benefit payments
Switch claim to full service
Switch claim with overlapping live payments to full service
Switch claim to full service (work capability decisions)
Check LCW payment eligibility - age and benefits
Switch claim to full service (sanctions)
Switch claim to full service (advances)
Refer an overpayment
Record a payment error
Apply for Recoverable Hardship Payment
Request an Alternative Payment Arrangement (APA)
Create an Alternative Payment Arrangement (APA)
Review an Alternative Payment Arrangement (APA)
Check landlord details for an alternative payment arrangement (APA)
Verify shared ownership
Record National Insurance number
Call about work allowance changes
Discuss Benefit Cap changes with claimant
Assign case manager
Make a payment to claimant and landlord
Make a combined payment
Overdue to-dos to calculate payment
Record Guardian's Allowance
Verify Armed Forces Independence Payment
Prove you can apply - HRT
Investigate duplicate accounts
Review Minimum Income Floor
Confirm Youth Obligation status
Make a decision (disability stops claimant from sharing a bedroom)
Make a decision (disability stops child from sharing a bedroom)
Refer to Decision Maker (late reporting of a change)
Offer help to increase self-employed earnings
Change how often a claimant is paid (Scotland)
Change who housing money is paid to (Scotland)

Refer for Support for Mortgage Interest offer
Confirm the claimant has qualified for SMI
Request service charge details
Check if HRT interview is needed
Investigate failed faster payment
Investigate shared bank account
Offer underpayment to Debt Management
Explain a decision in writing (WCA)
Explain a decision in writing (Sanction)
Explain a decision in writing
Explain a decision in writing (HRT)
Record an appeal
Record a change in joint tenancy costs
Check a change to date of birth
Check blocked advance
Transfer an SDP claimant to UCFS
Confirm EU settlement status
Confirm right to reside (pre-settled)
Check housing details
Verify Constant Attendance Allowance
Contact claimant about starting their Kickstart Scheme job
Contact claimant about their Kickstart Scheme job ending
Update joint claim after bereavement run-on
Restart Scheme pre-referral
Restart Scheme referral and handover
Check self reported employed earnings
Gather non-standard housing information
Decide if an advance should be approved
Request a National Insurance number
Refer a claim for closure
Close claim following an intervention
Claim Review: agent process
Claim Review: bank statements review
Claim Review: document review
Consider Additional Work Coach Time (AWCT)
Re-engage claimant after sanction
Review EUSS status to decide UC entitlement
Make a decision (case investigation)
Book commitments review (AET change)
Offer in-work progression (IWP) support
Consider job matching trial
Record compliance outcome (Other)
Update claim from compliance outcome
Close claim from compliance outcome
Check claimant's eligibility for SDP transitional protection
Add an LCW or LCWRA decision
Application for New Style ESAC (Dual Claim)
Application for New Style JSAC (Dual Claim)
Calculate a retrospective payment
Change of Circumstances

Check further education eligibility
Check shared ownership
Check provider referral
Close child benefit
Consider a Cold Weather Payment
Consider civil penalty - advances
Consider Work and Health Programme
Ending a Sanction (low level)
Entitlement Action Required
Failure to attend initial appointment
Failure to attend mandatory appointment
Failure to attend (WCA)
Genuine prospect of work interview
Refer to Decision Maker (late reporting of a change) old
Local Council Tax Reduction Scheme
Make a decision (Failure to attend)
Make a decision (Failure to be available to take up work)
Make a decision (Failure to participate or comply)
Make a decision (Failure to search for work)
Make a decision (Failure to apply or take up work)
Make a decision (Leaving Voluntarily/Misconduct/Lost Pay)
Make a decision (housing / family unit)
Make a decision (others)
Make a decision (capital / other income)
Make a decision (Work Capability Assessment)
Make a decision (WCA - capable for work)
Make a decision (mandatory reconsideration)
Make a decision: mandatory reconsideration (WCA - capable for work)
Make a decision: mandatory reconsideration (capital / other income)
Make a decision: mandatory reconsideration (FTA)
Make a decision (young person)
Referral to provision
Non-Mandatory Referral to Provision
Monitoring New Enterprise Allowance
New Enterprise Allowance referral
Record ESA appeal outcome
Record an existing WCA decision
Record a FTRQ decision
Refer to Decision Maker (capital / other income) old
Refer to Decision Maker (capital / other income)
Refer to Decision Maker (mandatory reconsideration)
Refer for mandatory reconsideration: WCA - capable for work
Refer to Decision Maker: Mandatory Reconsideration (FTA)
Refer for mandatory reconsideration: capital / other income
Refer to Decision Maker (Failure to Attend)
Refer to Decision Maker (Failure to be available to take up work)
Refer to Decision Maker (Failure to Participate or Comply)
Refer to Decision Maker (Failure to Search for Work)
Refer to Decision Maker (Failure to apply or take up work)
Refer for a Home Visit

Refer to Decision Maker (housing / family unit)
Refer to Decision Maker (Late reporting of a backdated claim)
Refer to Decision Maker (Leaving Voluntarily/Misconduct/Lost Pay)
Refer to Decision Maker (mandatory reconsideration) old
Refer to Decision Maker (others) old
Refer to Decision Maker (others)
Refer to Fair Start Scotland
Refer to Decision Maker (Work Capability Assessment) old
Refer to Decision Maker (Work Capability Assessment)
Refer to Decision Maker (sanction)
Refer to Decision Maker (Written Explanation)
Refer to Decision Maker (young person)
Service Charge Calculation
Calculate student income
Make a decision (student income)
Refer for WCA
Refer for WCA reassessment
Review WCA actions
Verify existing appointee (corporate acting body)
Verify appointee (personal acting body)
Check outcome of referral to provision
Consider Intensive Personalised Employment Support
Youth Offer referral
Provision: non-contracted referral
Provision: contracted referral
Make a decision (late reporting of a change)
Check ID document upload referral
Verify Carer element
Decision made for late reporting of a change
Verify claimant identity (security concern)
Record decision maker outcome (living together)
Record compliance outcome (living together)
Confirm your housing costs
Housing
Housing - declare changes
Report any changes to your housing costs
Confirm your housing details
Contact your landlord to agree your housing details
Tell us whether you use an extra bedroom because of your disability
Tell us about your use of an extra bedroom
Work and earnings
Work and earnings - declare changes
Confirm previous earnings from work
Caring for someone
Caring for someone - starting caring
Caring for someone - stop caring
Caring for someone - caring time off
Report when your break in caring ends
Caring for someone - declare changes
Who lives with you?

Who lives with you - declare changes
Your child is part of someone else's claim
Health
Health - declare changes
Health - declare a new fit note
New illness or condition - declare changes
Accept your commitments
Closure of your Post Office card account
Tell us how you would like your Universal Credit to be paid
You are being moved onto our Payment Exception Service
Address
Where you live and what it costs
Review your details
Apply for an NI number
Attend appointment
Bank account details - declare changes
Bank account details
Book appointment about your new bank details
Book your commitments meeting
Book your Habitual residence test
We will call you
Reminder: Book your appointment
Money, savings and investments
Address details - declare changes
Confirm your address details
Confirm if your child is in education or training
Childcare costs - declare changes
Children and other people who live with you - declare changes
Report your earnings from employers
Complete commitment
Switch to a joint claim
Confirm your new bank details
Confirmation of new bank details
Contact details - declare changes
Report changes by phone
Education and training
Answer a few equality questions
Report your EU Settlement Scheme status
Report your immigration document details
Upload proof to support your Universal Credit claim
Prepare your documents
Get your identity documents ready
Register for GOV.UK Verify
Confirm Guardian's Allowance
Work search
Joint claim
Make a joint claim
Set up extra security
Update information about your nationality
Nationality

Income other than earnings
Partner details
Do you have a partner?
Contact details
Personal details - declare changes
Book your Universal Credit interview
Prepare to meet your work coach
Tell us about your work search
Previous address
Provide a fit note
Provide proof of your childcare costs again
Provide proof of childcare costs
Provide proof of your childcare provider
Provide proof of your childcare costs
Read about reduced payments (sanctions)
My circumstances have changed
Tell us about your income and expenses
Report your income and expenses
Give feedback (optional)
Savings and investments
Report any changes to your savings and investments
Choose how your housing costs are paid
Choose how often you are paid
Confirm your details are correct
Tell us about your work situation
Upload documents
Upload proof of your identity
Confirm your identity