

## FILING 4<sup>th</sup> QUARTER WAGES FOR 2009 USING QUEST – FOR TPA(S)

Introduction	<p>The instructions below show how a Third Party Administrator (TPA) can submit employment and wage detail report to DUA (Division of Unemployment Assistance) for the 4<sup>th</sup> Quarter of 2009. For this quarter, the TPA(s) filing on behalf of employers are responsible for two separate filings: 1. a. UI taxable wages, b. UHI taxable wages. (i.e., DUA UI and UHI Gross Employment and Wages) 2. DOR (Department of Revenue) Employment and Wage Detail report.</p> <p><b>Mass filing for all your assigned employer accounts:</b> Both the above-mentioned reports should be filed using the file upload method available in the new QUEST system. For uploading UI and UHI taxable wages, the file format remains the same as the one been in use, immediately preceding the QUEST system. The UI and UHI taxable wages submitted will be used to process and calculate the UI contributions due for the quarter. For DOR filing, the user will submit wage detail at employee level, but it will not be used in the calculation of UI contributions due. This file format is the new QUEST file format. During the process, the user will first be required to upload the gross employment and wages (i.e., DUA Contribution Report) and will then be prompted to provide the detail employment and wage information (i.e., DOR Wage Report).</p> <p><b>Filing by individual employer account:</b> If you are dealing with a smaller number of employer accounts and if you prefer, an alternate method to report DUA UI and UHI taxable wages / DOR wage detail will be : Go to each employer's individual account accessible from your TPA account and file wages using the 4<sup>th</sup> Qtr. Wage Filing Instructions for employers. The instructions to file wages from within an employer account are available at <a href="http://www.mass.gov/uima">www.mass.gov/uima</a></p>
Abbreviations Used	1) DUA – Division of Unemployment Assistance 2) DOR – Department of Revenue 3) UI – Unemployment Insurance 4) UHI – Unemployment Health Insurance 5) Third Party Administrator.

### ***Step-by-Step Instructions:***

1. Login to your QUEST TPA online account at [www.mass.gov/uima](http://www.mass.gov/uima)
2. Your account home page will appear as shown below. Click on the link 'Employment and Wage Detail Reporting'.

*IMPORTANT: If you wish to file wages individually for each of your assigned employer's account, proceed to step 13 for instructions.*

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Change Password   Logoff	
TPA Home	<b>Third Party Administrator</b>
Account Maintenance	TPA ID: 100 TPA Name: XXXXX
Correspondence	
Employment and Wage Detail Reporting	<b>TPA Home</b>
Payment Information	<a href="#">TPA Home</a>
Searches	TPA Home
User Maintenance	
	<a href="#">Account Maintenance</a> View or update TPA account information such as; Name, Organization Type, addresses and phone numbers.
	<a href="#">Correspondence</a> Search for Correspondence.
	<a href="#">Employment and Wage Detail Reporting</a> Submit Employment and Wage Detail files for multiple or individual Employer accounts (adjustments and original reports), or view employment wage detail report information for TPA submissions and client groups. Manage Employment and Wage Detail Reports for individual employer accounts, this includes 'Copy from Previous' or 'Manual' submissions, navigate to the Employer's account via the 'Searches' function.
	<a href="#">Payment Information</a> Make payments for multiple or individual employer accounts or view payment information for agent submissions and client groups. To manage individual employer accounts, navigate to the employer's account via the 'Searches' function.
	<a href="#">Searches</a> Search for employers for which the TPA has been assigned account
	<a href="#">User Maintenance</a> Create new or update existing TPA user information

Click Here

3. The following page will appear. Click on the link 'Submit Employment and Wage Detail for Quarters Prior to 2010'.

Change Password   Logoff	
TPA Home	<b>Third Party Administrator</b>
Account Maintenance	TPA ID: 100 TPA Name: XXXXX
Correspondence	
<b>Employment and Wage Detail Reporting</b>	<b>Employment and Wage Detail Reporting</b>
<ul style="list-style-type: none"> <li>Submit Employment and Wage Detail File</li> <li>Submit Employment and Wage Detail File for Quarters Prior to 2010</li> <li>View Employer History</li> <li>View Submission History</li> </ul>	<a href="#">Submit Employment and Wage Detail File</a> Submit a Wage Detail file for delinquent, current, or adjusted quarters containing one or many Employer accounts. TPA's must have security access to Wage Detail Update and Submit for each Employer account submitted.
	<a href="#">Submit Employment and Wage Detail File for Quarters Prior to 2010</a> For quarters prior to 2010, submit a Wage Detail file for delinquent, current, or adjusted quarters containing one or many Employer accounts. TPA's must have security access to Wage Detail Update and Submit for each Employer account submitted.
	<a href="#">View Employer History</a> View individual Employer history, this includes quarter and year, gross wages, and amount due.
	<a href="#">View Submission History</a> View submission history by date range for original and adjusted wage detail reports. The data includes the Submission Date and Time, Filing Method, and Error information.

Click Here

4. The following page will appear. Use the 'Browse' button to locate the UI and UHI gross wage files from your local folders. The UI and UHI should be ready and available before executing this step. The UI and UHI file names should begin with UI and UHI respectively.

NOTE: You must have security access to Wage Detail Update and Submit for each Employer account being submitted

Change Password   Logoff	
TPA Home	<b>Third Party Administrator</b>
Account Maintenance	TPA ID: 100 TPA Name: XXXXX
Correspondence	
Employment and Wage Detail Reporting	<b>Upload UI and UHI Files</b>
<ul style="list-style-type: none"> <li>Submit Employment and Wage Detail File</li> <li><b>Submit Employment and Wage Detail File for Quarters Prior to 2010</b></li> <li>View Employer History</li> <li>View Submission History</li> </ul>	<ul style="list-style-type: none"> <li>To upload the necessary UI and UHI files choose file by selecting the 'Browse' button.</li> <li>Once files are selected, click 'Next'.</li> <li>File names are limited to a maximum of 35 characters, excluding the file extension.</li> <li>Uploaded files will be processed in an overnight batch. Please check back next day to view submission details.</li> </ul>
Payment Information	<b>Select UI Tax Transmission Report File</b>
Searches	File Name must start with UI. <input type="text"/> <input type="button" value="Browse..."/>
User Maintenance	<b>Select UHI Tax Transmission Report File</b>
	File Name must start with UHI. <input type="text"/> <input type="button" value="Browse..."/>
	<input type="button" value="Next"/>

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- The screen will be updated with chosen file locations to upload from. Click on 'Next' to complete the upload.

The screenshot shows the 'Third Party Administrator' interface. The left sidebar contains navigation links: TPA Home, Account Maintenance, Correspondence, Employment and Wage Detail Reporting (with sub-links for Submit Employment and Wage Detail File, Submit Employment and Wage Detail File for Quarters Prior to 2010, View Employer History, and View Submission History), Payment Information, Searches, and User Maintenance. The main content area is titled 'Upload UI and UHI Files' and includes instructions: 'To upload the necessary UI and UHI files choose file by selecting the 'Browse' button. Once files are selected, click 'Next'. File names are limited to a maximum of 35 characters, excluding the file extension. Uploaded files will be processed in an overnight batch. Please check back next day to view submission details.' Below the instructions are two sections: 'Select UI Tax Transmission Report File' with a text input field for 'File Name must start with UI' and a 'Browse...' button, and 'Select UHI Tax Transmission Report File' with a text input field for 'File Name must start with UHI' and a 'Browse...' button. A 'Next' button is located at the bottom center.

- The following screen will appear. This is your indication that the UI and UHI gross wage files have been uploaded. Here, you will be prompted to submit the DOR wage detail file. Choose 'Yes' and click 'Next' to continue.

The screenshot shows the 'DOR Wage Detail Option' screen. The left sidebar is identical to the previous screenshot. The main content area is titled 'DOR Wage Detail Option' and contains the question: 'Would you like to submit DOR Wage Detail?' with radio buttons for 'No' and 'Yes\*'. The 'Yes\*' option is selected. Below the question are 'Previous' and 'Next' buttons. A red asterisk in the top right corner indicates a required field.

- The following page will appear, (shown in next page) prompting you to choose among the file formats available to upload the DOR wage detail file. Indicate your choice using the radio buttons. If you wish to read the instructions on each file format proceed to next step (**step 8**), Otherwise, Click on 'Next' and proceed to **step 10**.

**IMPORTANT:** It is recommended that you use the Delimited file format for uploading wage details, if you are not already using the ICESA and EFW2 formats. Instructions to prepare a delimited file from scratch are available on the next page.

**NOTE:** For the purposes of this illustration the 'Delimited' option will be used. The step by step instructions to process ICESA and EFW2 files are the same, except for the file formats. Click on each file format for additional information on the file format. In order to use the delimited option, the data that needs to be uploaded should be in the form of a comma delimited text file (with an extension .txt) or a comma separated value file (with an extension .CSV).

The screenshot shows the 'Third Party Administrator' interface. At the top, it displays 'TPA ID: 100' and 'TPA Name: XXXXX'. Below this is a flowchart titled 'Employment and Wage Detail Submission Process' with four steps: 1. Select Filing Method, 2. Submit Wage Information, 3. Confirm Submission, and 4. Process and Calculate, leading to 'COMPLETE'. Underneath the flowchart is a 'File Format' section with a table of options:

File Type	Record Length	File Extension
<a href="#">Delimited</a> (i.e., export from Excel with a comma delimiter)	Variable	.bt or .csv
<a href="#">ICESA</a> (NASWA Standard File Format)	275	.bt
<a href="#">EFW2</a> (Formally MMREF-SSA)	512	.bt

A callout box points to the 'Delimited' link with the text: 'Click here for instructions on this format.' A 'Next' button is located at the bottom right of the table.

8. Click on the file type name (blue text) as shown in the screenshot from **step 7**.

9. The following message will appear in a new window. Click on the link provided here to open the PDF file format specifications.

The screenshot shows a browser window with the address bar containing 'http://uiq-uat-web-01/Static/Revenue/WageDetail/FileFormatEFW2.htm'. The page title is 'EFW2 File Format'. The main content area contains the text: 'EFW2 is a standard file format that may be used to file employment and wage detail. For file layout and instructions please select [here](#)'. A callout box points to the 'here' link with the text: 'Click here to open the file format details.' A 'Close' button is visible at the bottom center of the message box.

**PREPARING THE DELIMITED FILE FOR UPLOAD:** *Before proceeding to the next step, it is important that you have the delimited file containing wage detail records, ready for upload. If you require additional information on the file format, refer to steps 8 and 9.*

In order to use the delimited option, the data that needs to be uploaded should be in the form of a comma delimited text file (with an extension .txt) or comma separated value file – saved from EXCEL (with the extension .CSV).

It is recommended that you begin by entering your wage detail upload information in an EXCEL file and convert it to a .CSV file. A downloadable EXCEL template is available at [http://www.mass.gov/Elwd/docs/dua/quest/delimited\\_template\\_4th\\_09.xls](http://www.mass.gov/Elwd/docs/dua/quest/delimited_template_4th_09.xls). You can use this template to enter your wage detail information for the purposes of filing. You must convert the EXCEL file to a .CSV format before uploading it. If you would like to view instructions on saving an EXCEL file to .CSV format, please refer to the bottom of this document.

On the file, each wage detail record should contain the following information and in the order described below.

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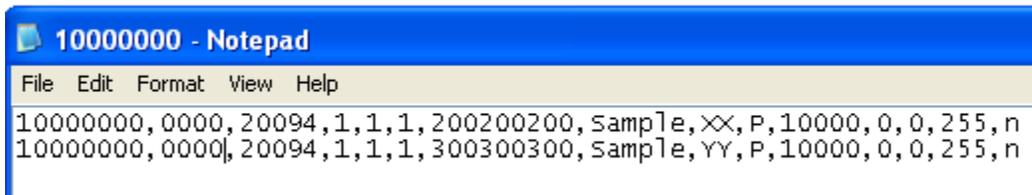
Employer Account Number	Unit Number (Enter 0000 if unknown)	Year/Qtr (YYYYQ)	Employed on 12th of 1st month (0 if yes, 1 if no)	Employed on 12th of 2nd month (0 if yes, 1 if no)	Employed on 12th of 3rd month (0 if yes, 1 if no)	Social Security number (no hyphens)	Last Name	First Name
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Continued from First name column.

Middle Initial	UI Gross Wages	DOR Withholding Wages	DOR Amount Withheld (MA Income tax)	Hours Worked	Officer Code ( y if officer, otherwise blank or n)
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The comma delimited text file (.txt) or comma separated value (.CSV) or should file look like below:

**NOTE:** If you using .CSV do not open the .CSV file with EXCEL to compare against this screenshot. Right-click on the .CSV file, choose 'Open with' and select 'Notepad' from the list of programs.

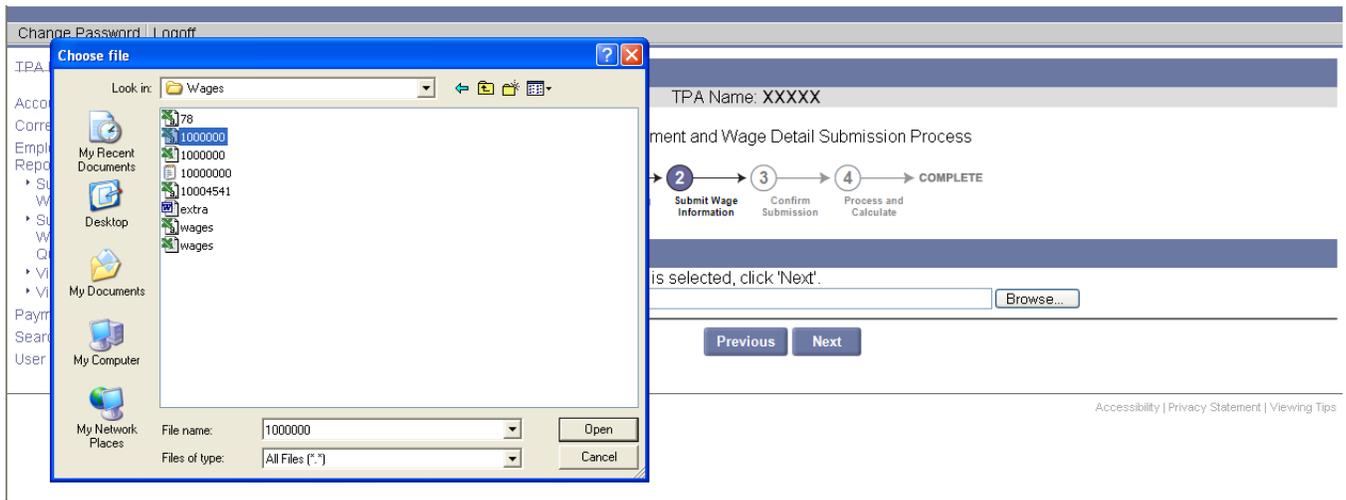


10. The following page will appear and you will be able to upload the wage detail file from here, using the 'Browse' button. (The delimited file should be ready with all the required data before it can be uploaded.)

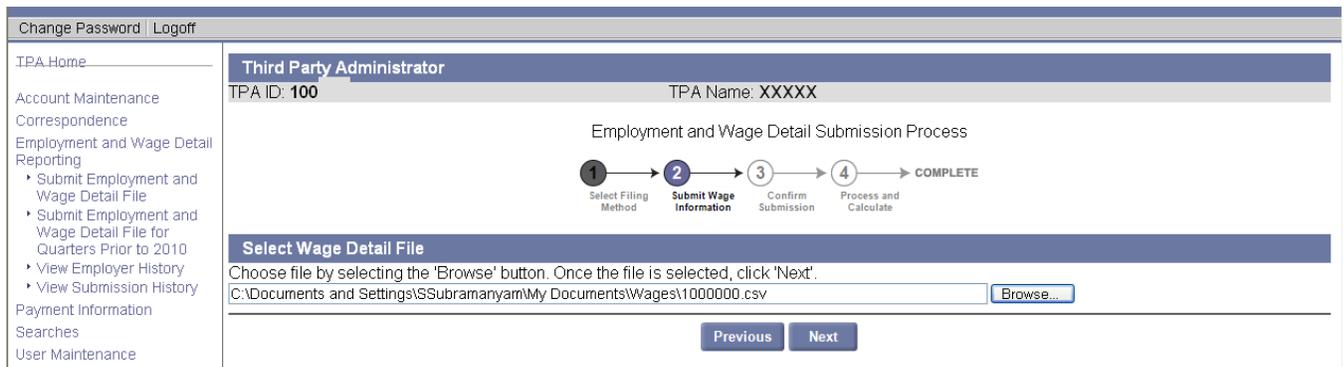
The screenshot shows a web interface for a Third Party Administrator. It includes a navigation menu on the left with options like 'Account Maintenance', 'Correspondence', and 'Employment and Wage Detail Reporting'. The main content area displays the 'Employment and Wage Detail Submission Process' with a four-step flow: 1. Select Filing Method, 2. Submit Wage Information, 3. Confirm Submission, and 4. Process and Calculate. A 'Select Wage Detail File' section contains a text box and a 'Browse...' button. A callout bubble points to the 'Browse...' button with the text 'Click here to locate your wage detail file.' At the bottom, there are 'Previous' and 'Next' buttons.

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- The following Windows explorer screen will appear. Navigate to the location of your wage detail file and double click on it.



- The wage detail screen will be updated with the location of the file, as shown below. Click 'Next' to continue with the upload.



- If your wage detail file did not contain any errors, the file will be uploaded successfully, but will not be processed immediately. It will be batch processed on a nightly basis. You will be able to view the submission history and calculations the following day, by clicking on the link – 'View Submission History' in your employment and wage detail reporting home page. The following screen will appear with the message – 'File cannot be processed online but is saved to be processed in Batch (634)'. This means that the wage filing for DOR/DUA is complete at this point.

If your file contained errors the errors will be displayed and you must fix the errors before it can be uploaded. Additional information on error management can be found at:

<http://www.mass.gov/Elwd/docs/dua/quest/wsgi.pdf>



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14. You have completed filing employment and wage detail for the 4<sup>th</sup> Quarter of 2009.
15. **Continued from step 2:** Click on the link 'Searches' in the screen shown in step 2.
16. The following page will appear. Click on the link 'Employer Search'.

17. The following page will appear. Enter your search criteria to locate the employer account for which you wish to file 4<sup>th</sup> Quarter wages for 2009.

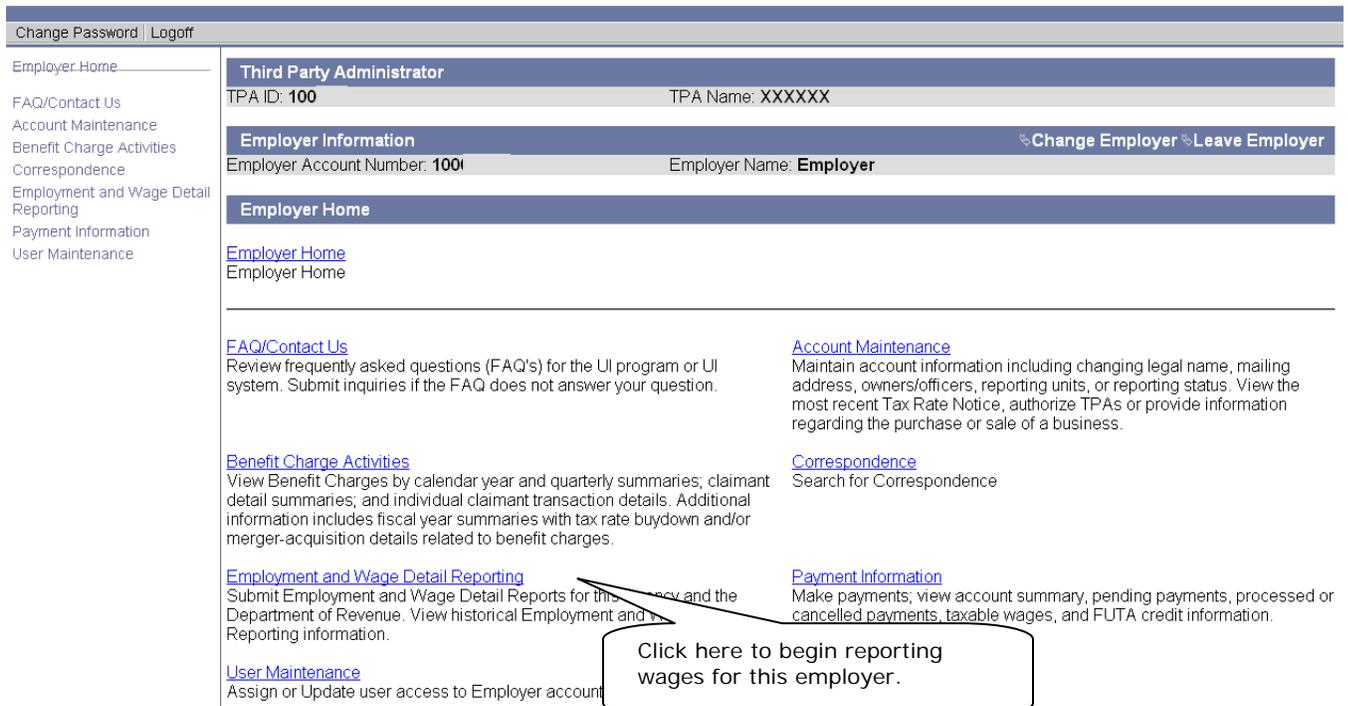
18. The search results will appear as shown below. Based on your search criteria, one or more employer accounts displayed.. Click on the Employer name to go to the home page of the employer.

Employer Name	FEIN	EAN	Role	Services Begin Date	Services End Date
<a href="#">Employer</a>	100	10C	Account Maintenance Update and Submit	7/31/2009	
<a href="#">Employer</a>	100	10C	Benefit Charges Protest Submission	7/31/2009	
<a href="#">Employer</a>	100	10C	Payments Update and Submit	7/31/2009	
<a href="#">Employer</a>	100	10C	Employment and Wage Detail Update and Submit	7/31/2009	
<a href="#">Employer</a>	100	10C	Wage and Separation Mailing	7/31/2009	
<a href="#">05</a>		10C	Account Maintenance Update and Submit	11/20/2009	
<a href="#">05</a>		10C	Benefit Charges Protest Submission	11/20/2009	
<a href="#">05</a>		10C	Payments Update and Submit	11/20/2009	
<a href="#">05</a>		10C	Employment and Wage Detail Update and Submit	11/20/2009	

Click on an employer name to go the account's home page.

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19. The employer home page will appear as shown below. You will be able to perform employer functions from here by clicking on the appropriate links. In this case, click on the link 'Employer and Wage Detail Reporting'. File wages for this employer using the 4<sup>th</sup> Quarter wage filing instructions for employers. The instructions to file wages from within an employer account are available at [www.mass.gov/uima](http://www.mass.gov/uima)



Change Password | Logoff

Employer Home

Third Party Administrator  
TPA ID: 100 TPA Name: XXXXXX

Employer Information [Change Employer](#) [Leave Employer](#)  
Employer Account Number: 1001 Employer Name: Employer

Employer Home

[Employer Home](#)  
Employer Home

[FAQ/Contact Us](#)  
Review frequently asked questions (FAQ's) for the UI program or UI system. Submit inquiries if the FAQ does not answer your question.

[Account Maintenance](#)  
Maintain account information including changing legal name, mailing address, owners/officers, reporting units, or reporting status. View the most recent Tax Rate Notice, authorize TPAs or provide information regarding the purchase or sale of a business.

[Benefit Charge Activities](#)  
View Benefit Charges by calendar year and quarterly summaries; claimant detail summaries; and individual claimant transaction details. Additional information includes fiscal year summaries with tax rate buydown and/or merger-acquisition details related to benefit charges.

[Correspondence](#)  
Search for Correspondence

[Employment and Wage Detail Reporting](#)  
Submit Employment and Wage Detail Reports for this employer and the Department of Revenue. View historical Employment and Wage Detail Reporting information.

[Payment Information](#)  
Make payments; view account summary, pending payments, processed or cancelled payments, taxable wages, and FUTA credit information.

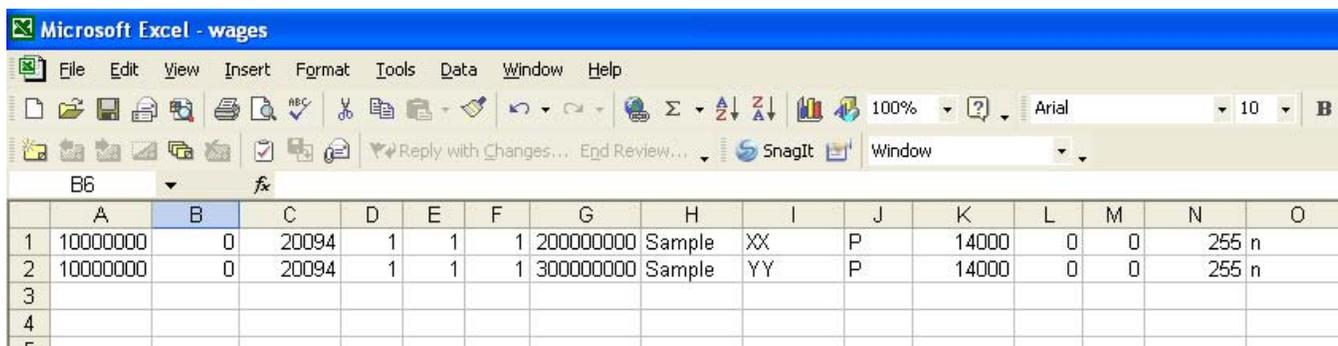
[User Maintenance](#)  
Assign or Update user access to Employer account

Click here to begin reporting wages for this employer.

20. Repeat steps 15 to 20 for each employer.

### INSTRUCTIONS TO CONVERT EXCEL FILE TO COMMA SEPARATED VALUE FORMAT:

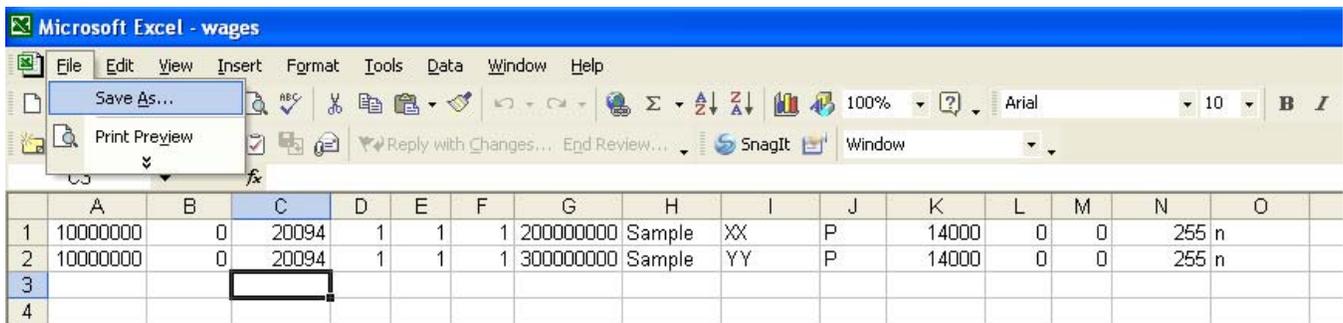
1. Open your EXCEL file containing wage detail information. (There should be only one worksheet in your workbook. Delete all other worksheets).



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	10000000	0	20094	1	1	1	200000000	Sample	XX	P	14000	0	0	255	n
2	10000000	0	20094	1	1	1	300000000	Sample	YY	P	14000	0	0	255	n
3															
4															
5															

2. Select 'File' from the menu bar. When the drop-down menu appears, select 'Save As'.

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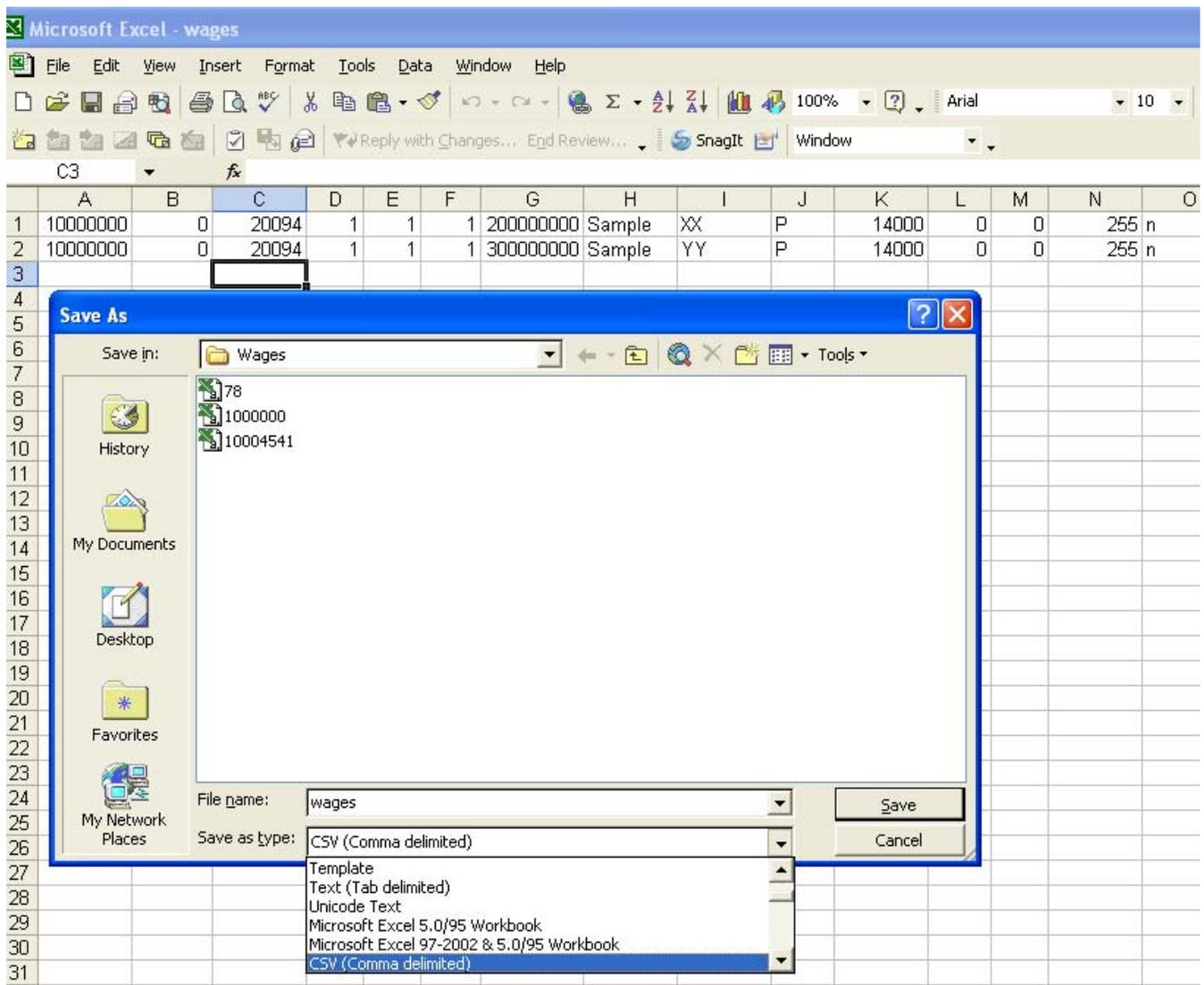
3. In the "Save As" dialogue box:

Select '**Desktop**' (an icon on the left side of the dialogue box)

ii. Give your file a name in the '**File name:**' area

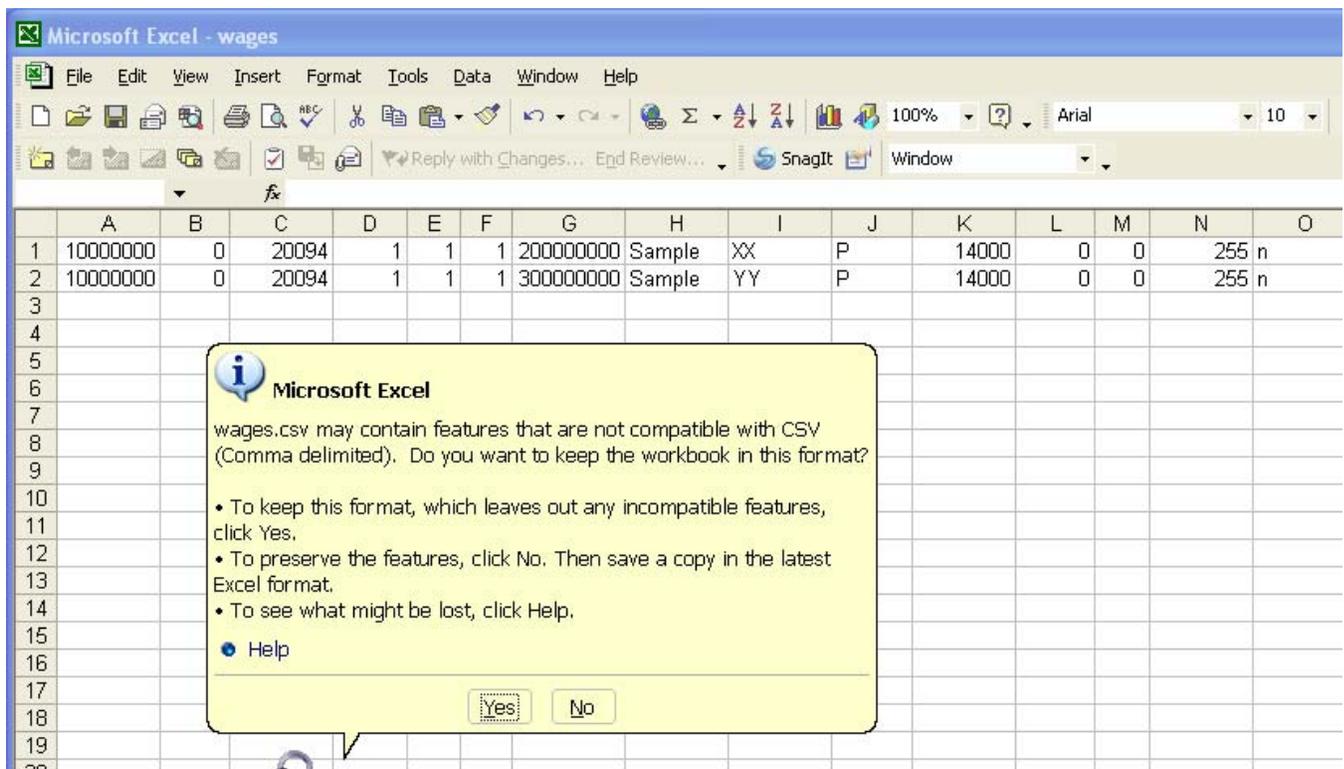
iii. In the '**Save as type:**' area, use the "down arrow" to select: "**CSV (Comma Delimited) (\*.CSV)**"

v. Click on the "Save" button



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- A dialogue box will appear, asking you the following question: "YourFileName.csv may contain features that are not compatible with CSV (Comma delimited). Do you want to keep the workbook in this format?" You should click the "Yes" button to accept the file in CSV format.



- Now, go to your desktop and find the \*.CSV file you just saved. Right-click on the file, choose 'Open with' and select 'Notepad' from the list (or choose 'Notepad' from Programs | Accessories). **Do NOT open this file in EXCEL.**

In 'Notepad' you can see the file just as it will be sent to e-file. Does everything look right?

- It should be comma delimited (i.e. there should be a comma separating each data field item).
- The account number should be an eight-digit number and the reporting unit a four-digit number. (Make sure that any leading zeroes are still there).
- There should be no hyphens in the SSN.
- Does this file end with the very last character? There should be NO extra lines, spaces, tabs. Also, NO TOTALS. Remove EVERYTHING after the last character.

Once you have verified that the file is correct, save it, close it and use for submission.

If it is not correct, delete this \*.CSV file from your desktop, make corrections to your spreadsheet file, and save it again as outlined above.