



# **Employer Self Service User Guide**

DUA QUEST Project

Department of Unemployment Assistance (DUA)

Commonwealth of Massachusetts

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# QUEST Quick Start

## HOW TO START WITH QUEST

### Introduction

How you start with QUEST depends on whether you are a **regular user** or an **Administrator** who is setting up your QUEST account.

### *For Regular Users*

Regular users can start using QUEST once they are notified that their account is ready. Start with these sections to get up and running:

- *QUEST Requirements*
- *Accessing QUEST*
- *Navigation and Software Tips*

### *For Administrators*

Before regular users can use QUEST, an Administrator must set up the Employer account, create users, and (if applicable) authorize Third Party Administrators (TPAs) to act on your behalf.

### **Registering or Activating the Account**

An **Administrator** must set up the Employer account – either by **registering** it, or **activating** it – before QUEST can be used.

- If your business was established after December 7, 2009 or you have not yet conducted business with the Massachusetts Department of Unemployment Assistance (DUA), you must **register** with the DUA before you can use QUEST. Start with the section, ***Employer Registration***.
- If your firm conducted business with the DUA before the QUEST system was rolled out on December 7, 2009, then an Employer account was probably already created on your behalf. However, you must **activate the account** before you can use QUEST. Start with the section, ***Account Activation***.

### **Creating Additional QUEST Users**

The person who completes the **Employer registration** or **account activation** is assigned the **Employer System Administrator** role by default. This user receives login credentials to access the QUEST self – service account during the registration/activation process.

This user can in turn add additional users to the QUEST account. New users can be assigned the Employer System Administrator role or any of six other roles. For detailed instructions, see the section, *User Maintenance*.

### **Authorizing Your TPA(s)**

Some Employers contract with Third Party Administrators (TPA) to perform accounting and/or payroll services. Many of these TPAs routinely conduct business with DUA on behalf of those Employers. If you use any TPA(s) you must authorize them from within QUEST to act on your behalf. See *TPA Authorization* under the *Account Maintenance* section for instructions.

For each TPA you authorize you must enter the TPA ID that was issued by DUA, and assign the roles that are specific to the functions you want the TPA to perform. DUA recommends that you coordinate with your TPA(s) to arrange authorization.

## GETTING SUPPORT FROM DUA

Revenue Services Main Number	617-626-5075
General Inquiries	
Account Activation	
Temporary User ID/Password for Account Activation	
Passwords	617-626-5551
User ID/Password for QUEST	
Password Reset (for permanent passwords only)	
Employer Liability	617-626-5050
New Account Registration	
Closing an Account	
Address change	
Method of Payment	
Third Party Administrator Update	
Business Transfers	617-626-5272
Change of Ownership	
Purchase, sale or transfer of business	
Change in organizational type	
Reporting new Federal Tax ID number	
Tax Rates	617-626-6893
Experience Rating Information	
Voluntary Contribution Program	
Annual Rate Notice	
Contributory Benefit Charges	617-626-6350
Statement of Benefit Charges/Protests	
Reimbursable Benefit Charges	617-626-5790
Bills/Charge Reviews	
FUTA Certifications	617-626-5790
ACH Credit Applications	617-626-5790
Employment and Wage Reporting	617-626-5243
How to file employment and wage detail reports	
How to make payments	
Adjustments/Refunds	617-626-5090
Employment and Wage Detail adjustments	
Refunds	
Payment information	
Out of State Wage Detail Credits	

## *QUEST - Employer User Guide*

Revenue Collections Payment Plan	617-626-5770
Enforcement Notice and demand for payments Tax Liens and Bankruptcy Tax Intercept	617-626-5750
Revenue Audit Boston Western Region	617-626-6820 413-452-4725
Claimant Overpayment Recovery	617-626-6300
Seasonal Employer Certification	617-626-5451
Fair Share Contributions	617-626-6080
Wage Processing Calls for Monetary Employers for 1062 & 1074 Applicants requesting alternate base periods Applicants for wages W-2 pay stubs (form 1099)	617-626-5039
Economic Data LMI and Career Information Resource Center Local Area Unemployment Statistics	617-626-5744
Mass Career Information System	617-626-5718
24-Hour Fraud Hotline	800-354-9927
Hearings Department Greater Boston Regional Hearings Office Northeast Regional Hearings Office (Lawrence) Southeast Regional Hearings Office (Brockton) West/Central Regional Hearings Office (Springfield)	617-626-5200 978-738-4400 508-894-4777 413-452-4700
Web Address: <a href="http://www.mass.gov/uima">www.mass.gov/uima</a>	

## QUEST REQUIREMENTS

**To run the QUEST software the following are required:**

A connection to the Internet

Web browser software. Any of the following browsers are recommended:

- Microsoft Internet Explorer, versions 6, 7, 8, 9.
- Mozilla Firefox, versions 1, 2.
- Apple Safari, versions 2, 3.
- Netscape Navigator, versions 8, 9.

Adobe Acrobat Reader, versions 7, 8.

**IMPORTANT BROWSER SETTINGS:**

- Add <https://uionline.detma.org> to the list of Trusted Sites.
- Disable pop-up blockers.

## SYSTEM OVERVIEW

Introduction to QUEST	<p>QUEST (Quality Unemployment System Transformation) is the system that currently provides Employers and Third Party Administrators (TPAs) with a fast, interactive web-enabled way to transact business with the Department of Unemployment Assistance (DUA). These transactions involve in large part the processing of Employer contributions to the Massachusetts UI system. These contributions are part of the revenue from which Claimants who qualify for Unemployment Insurance may be paid. This <b>Revenue system</b> was rolled out in December of 2009.</p> <p>This user guide is limited to the Revenue System. It is intended for use by Employers accessing QUEST, and by Third Party Administrator (TPAs) who perform Employer account-level activities for their client Employers using QUEST. (TPAs should also use the <i>QUEST TPA Self Service User Guide</i>. It can be found on <a href="http://www.mass.gov/uima">www.mass.gov/uima</a>.)</p>
REVENUE System	<p>The DUA QUEST Revenue System automates the Registration, Wage and Employment Reporting, and Tax Calculation and Payment processes with the following time-saving improvements:</p> <ul style="list-style-type: none"><li>• Employers can get complete up-to-date account information and access and maintain their accounts online, via self service.</li><li>• Wage and Employment filings, UI and UHI Tax filings can be completed in a single process.</li><li>• Third Party Administrators can file electronically and process multiple records at the same time using file uploads.</li><li>• Employers can use online processing for quarterly tax filing and either manually enter data, or upload files for larger submissions.</li><li>• Employers and Third Party Administrators can make secure online payments.</li></ul>
Disclaimer:	<p>The purpose of this user guide is to help Employers to navigate the QUEST system. It should not be used as a reference for Unemployment Insurance Program policies and procedures. Please refer to the DUA website at <a href="http://www.mass.gov/dua">www.mass.gov/dua</a> for Unemployment Insurance Program Policies and Procedures.</p>

## ACCESSING QUEST

### Introduction

This section describes how to access the QUEST system.

- **Most new users** typically access QUEST **for the first time** by clicking the link in an email they receive. See the section, *First Time Account Access with Emailed Link*.
- **After their first time** accessing QUEST, **all users** can log in from the DUA website. See the section, *Logging In*.

**IMPORTANT NOTE:** The **System Administrator** who registers or activates the Employer account will access QUEST **for the first time** using a different login process. See the section, *First Time Login After Registration* or the section, *First Time Login After Account Activation*.

### *First Time Account Access with Emailed Link*

When your System Administrator creates an account for you, the QUEST system automatically generates an email message containing a link.

1. Click the link in the email message to launch a browser with a special login page.
2. Enter a Password of your choosing, select a security question, answer the security question, set a PIN, and click **Save**.

### *Logging In*

If you have previously logged into QUEST, you can log in using the following steps.

1. Navigate to the DUA – QUEST webpage at [www.mass.gov/uima](http://www.mass.gov/uima).
2. Scroll to the **QUEST** area of the page. Click **Employer Login**.

**Login to QUEST**  
**Monday to Friday: 7:00am - 10:00pm.**  
**Saturday: 7:00am - 3:00pm.** Employers can login to report wages, file payments, change address and even authorize access for an agent who does business on your behalf.





Employers currently registered with DUA must activate their QUEST account first. Please click the Account Activation button and enter your DUA Employer Account Number (EAN) and Activation Password which were mailed to you to begin your account activation.

3. In the **Employer Login** page, enter your User ID and Password. Click **Login**.

4. When the **Employer Home** page appears you have successfully logged into the QUEST system.

## Logging Off

Click **Logoff** to end your QUEST session.



## NAVIGATION AND SOFTWARE TIPS

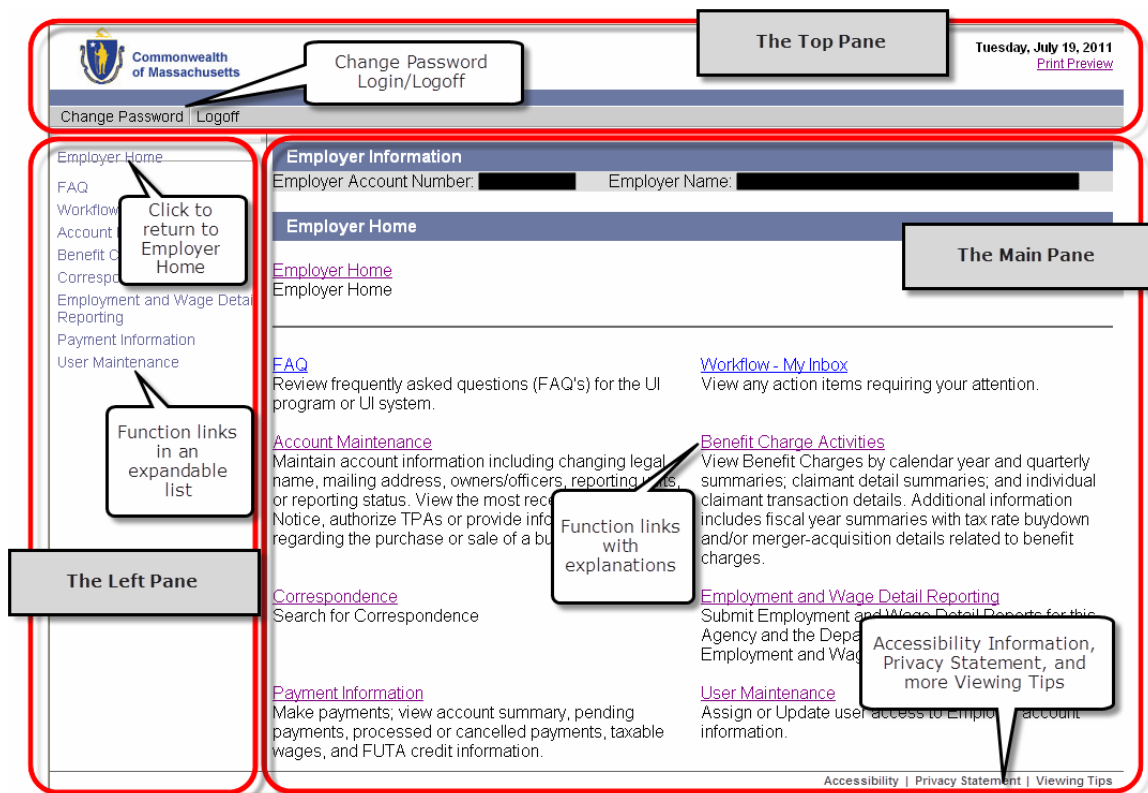
### Introduction

This section provides tips on navigating and using the QUEST software:

- The Employer Home page
- System Timeout
- Helpful Hints – Assistive Content
- Additional Tips

### The Employer Home Page

The first page that appears after you log in to the system is the **Employer Home** page.



The **Employer Home** page has three panes: the **left pane**, the **top pane**, and the **main pane**.

- The top pane has links to **Change Password**, **Login**, and **Logoff**.
- The **left pane** has links you can click to bring up the main QUEST **functions**. When you click function links in QUEST, the list in the left pane expands to show the additional functions that are available under the main functions. The left pane also has the **Employer Home** link. Click this link at any time to return to the Employer Home page.
- The **main pane** initially displays the same links to Employer functions as the left pane. It also provides explanations about each function.

If you click a function link, the main pane displays information and controls that are specific to the function.

**IMPORTANT NOTE:** Not all function links display for all users. The Employer System Administrator at your place of business has configured which functions links you see when you use QUEST.

## System Timeout

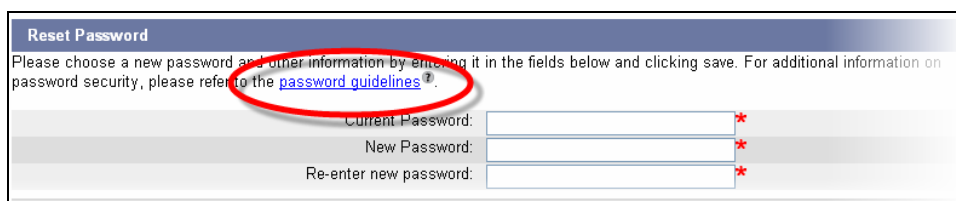
The QUEST system times out after 30 minutes. If you are entering detailed data, save frequently; otherwise if a timeout does occur, the data may be lost. (Save by clicking the Save button or by navigating to the next page and then returning to the previous page.)

## Helpful Hints – Assistive Content

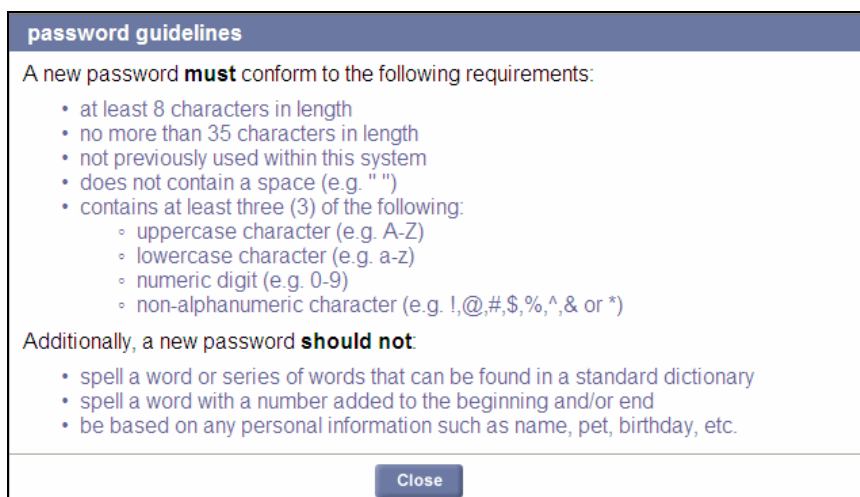
Most pages in QUEST provide helpful hints about using the software right on screen. In addition, there are links that you can click to bring up a separate window with more in-depth information about a topic. This information is known as **Assistive Content** in QUEST.

Assistive Content links are blue and underlined, with a small question mark to the right.

An example of an assistive content link for **password guidelines**:



Click the Assistive Content link to display information about the phrase in a separate window.



Click **Close** to close the Assistive Content window.

## Additional Tips

Do not use your browser's **Back** or **Forward** buttons to navigate in QUEST. Click the **Previous** or **Next** (or Save or Submit) buttons that are provided right on each QUEST page.

Use the **Employer Home** link to return to the top-level Employer Home page at any time.

Data in some **tables in QUEST can be sorted by column**. Columns that can be used for sorting have a bold blue underlined column heading. Click the column heading to sort data in the table by that column.

## FORGOTTEN PASSWORD

**NOTE:** If you need to change your password because it has been forgotten, follow these instructions.

1. Navigate to [www.mass.gov/uima](http://www.mass.gov/uima), and click **Employer Login**.
2. The **Login** page appears. Click **Forgot Password**.

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Lupon \* Indicates Required Field

Employer Registration  
System Availability  
User Guide  
Returning Employer  
Account Activation

**Massachusetts Division of Unemployment Assistance : Employer Login**

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID: \*  
Password: \*

Log In **Forgot Password**

3. The **User ID** page appears. Enter your User ID and click **Next**.

**User ID**

In order to reset your password, you need to provide your User ID:

User ID: \*

Previous Next

4. The **Verify Alternate Credentials** page appears. Enter Last Name, FEIN, Employee ID, 4-digit PIN Code, and your Security Answer. Click **Submit**.

• Employee ID: The Employee ID is a numeric entry containing a maximum of 8 characters. The Employee ID is an alternate "User" credential which is manually assigned/created by the administrator of the users account. This information is requested for authentication purposes when the user indicates they have forgotten their password.

• 4 Digit Pin Code: The 4 Digit Pin Code is a 4 digit numeric entry of your choosing. The PIN is an alternate "User" credential which you create(d) during the permanent password set up. This information is requested for authentication purposes when the user indicates they have forgotten their password.

**Verify Alternate Credentials**

In order to reset your password, please provide the following information:

User ID: [Redacted]  
Last Name: \*  
FEIN: \*  
Employee ID: \*  
4 digit PIN Code: \*

Security Question: **What is your father's middle name?**  
Security Answer: \*

Submit Cancel

**NOTE:** If you are the user that **registered** the Employer, your Employee ID is set by default to the Employer Account Number (EAN), unless it was later changed. All other users should get their Employee ID from their System Administrator.

5. The **Reset Password** page appears. Enter a new password two times, and re-enter the security answer and the PIN Code. Click **Save**.

Reset Password	
Please choose a new password and other information by entering it in the fields below and clicking save. For additional information on password security, please refer to the <a href="#">password guidelines</a> .	
New Password:	<input type="password"/> *
Re-enter new password:	<input type="password"/> *
Security Question:	What is your father's middle name? ▾ *
Security Answer:	<input type="text"/> *
4-digit PIN Code:	<input type="text"/> *
<input type="button" value="Save"/>	

## CHANGING A PASSWORD

If you wish to change your password while you are logged in to QUEST, click the **Change Password** link in the upper left corner.

Enter your old password, a new password, security answer, and PIN. Click **Save**.

# Employer Registration

## ABOUT EMPLOYER REGISTRATION

Introduction	<p>This section describes how to <b>start</b> and <b>complete</b> an Employer registration.</p> <p>Employers who pay wages to anyone working or living within Massachusetts are required to <b>register</b> with and <b>report quarterly wage data</b> to the Department of Unemployment Assistance (DUA). This registration process will determine if you the Employer will be subject to Unemployment Insurance (UI) Contributions, and after successful registration it will provide access to the system through which Quarterly Wage records are reported.</p> <p><b>NOTE:</b> The instructions in this section are only for Employers <b>registering for the first time with DUA</b>. If you have an existing account with DUA and have received a correspondence about activating your account on the QUEST system, please refer to the <b>Account Activation</b> section of this user guide for instructions.</p> <p><b>IMPORTANT NOTE:</b> The person who registers the account is actually creating a user who is assigned the System Administrator role by default. This user has access to all information in the Employer's account and is able to make changes, perform transactions, add additional users to the account, and choose what permissions those users get. Therefore, the person chosen by an Employer to activate the account should be a highly trusted employee.</p>
Required Information	<p>The following information is required to complete the registration process:</p> <ul style="list-style-type: none"><li>• Type of legal entity (sole proprietor, partnership, LLC, etc.)</li><li>• Doing business as name (DBA)</li><li>• Federal Employer Identification Number (FEIN)</li><li>• State and date of formation or incorporation</li><li>• Date that employees first performed services in Massachusetts</li><li>• Owner/Officer information: SSN, FEIN, percent of ownership</li><li>• North American Industry Classification System (NAICS) Code</li><li>• Principal Business Activity performed in Massachusetts</li><li>• Quarterly Gross Summary of wages paid to date</li><li>• Number of employees currently on the payroll</li></ul>
Helpful Hints	<p>The registration can be <b>started</b> and <b>completed</b> in separate sessions (though they don't need to be).</p> <p>When the steps involved in <b>starting the registration</b> have been performed, a <b>temporary user name</b> and <b>temporary password</b> are provided onscreen and corresponded to you. This password cannot be reset, but you can contact the DUA if you later forget it.</p> <p>Once the temporary user name and temporary password are issued, the system saves the information entered to that point. You can leave the session and resume where you left off for up to 30 days, using the procedure for returning to an Employer registration.</p> <p><b>After 30 days</b>, the temporary user name and temporary password expire, and the information in the account is purged. If this happens, you must <b>restart</b> the</p>

registration from the beginning.

When the registration is **completed**, a **permanent user name** and a **temporary password** are provided. The first time you log in using this user name, you will be asked to set a permanent password.

The **Employer Account Number** (EAN) is assigned when registration is complete.

The **Employee ID** of the user who performs the registration is the same as the EAN (though this can be changed later if desired).

The user who performs the registration is always given the Employer System Administrator role, with full privileges.

**IMPORTANT NOTE:** Communication Method for correspondence is selected during registration. This choice determines the default method for all official communications to you from DUA.

**NOTE:** The system times out after 30 minutes of inactivity. If steps involved in starting the registration are not completed and the temporary user name and temporary password are not issued before a timeout, the information is not saved. If this happens, you must **restart** the registration from the beginning.

**NOTE:** When Registration is complete:

- Official Correspondence about the registration will be generated and transmitted to you.
- If you are a Non-Profit or Governmental organization, you will be assigned contributory status. However, your payment method will be changed to reimbursable if proof of 501(c)(3) status is received within 30 days.

## STARTING AN EMPLOYER REGISTRATION

The following steps show how an Owner, Officer or Authorized Employee can start the process of registering a business with the DUA.

1. Navigate to <http://www.mass.gov/uima>. Scroll to the **Login to QUEST** area. Click the **Employer Login** button.



2. The Massachusetts Department of Unemployment Assistance: **Employer Login** page appears. Click the **Employer Registration** link.

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Wednesday, June 08, 2011 [Print Preview](#)

Ligon \* Indicates Required Field

**Employer Registration**  
System Security  
User Guide  
Returning Employer  
Account Activation

**Massachusetts Division of Unemployment Assistance : Employer Login**

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID:  \*


Password:  \*

**Login** **Forgot Password**

Your account will be locked after 4 attempts. If you are having problems logging in, select the "Forgot Password" button to reset your password.



3. The **Welcome to the UI Registration** page displays. Read the following onscreen sections for important information about the registration process:
  - **Welcome to UI Employer Registration** for a brief introduction.
  - **Necessary Registration Information** for the information you need to supply during registration.
  - **Notification** for information about certifying the information you provide.

 <span>Commonwealth of Massachusetts</span> <span style="float: right;">Wednesday, June 08, 2011 <a href="#">Print Preview</a></span>	
★ Indicates Required Field	
<a href="#">Logon</a>  <a href="#">Employer Registration</a> <a href="#">System Availability</a> <a href="#">User Guide</a> <a href="#">Returning Employer</a> <a href="#">Account Activation</a>	<div style="background-color: #4a7ebb; color: white; padding: 5px;"><b>Welcome to UI Employer Registration</b></div> <p>Employers who pay wages within Massachusetts are required to register with and report quarterly wage data to this agency. This registration process will determine if you are subject to Unemployment Insurance (UI) Contributions and after successful registration it will provide access to the system through which Quarterly Wage records are reported.</p> <div style="background-color: #4a7ebb; color: white; padding: 5px;"><b>Necessary Registration Information</b></div> <p>To successfully complete registration, you will need the following pieces of information:</p> <ul style="list-style-type: none"> <li>• Type of legal entity (sole proprietor, partnership, LLC, etc.)</li> <li>• Doing business as name (DBA)</li> <li>• Federal Employer Identification Number (FEIN)</li> <li>• State and date of formation or incorporation</li> <li>• Date that employees first performed services in Massachusetts</li> <li>• Owner/Officer information: SSN, FEIN, percent of ownership</li> <li>• Third party Administrator (TPA) code (if TPA is performing employer registration)</li> <li>• Principle Business Activity performed in Massachusetts</li> <li>• Quarterly Gross Summary of wages paid to date</li> <li>• Number of employees currently on the payroll</li> </ul> <div style="background-color: #4a7ebb; color: white; padding: 5px;"><b>Notification</b></div> <p>You will be asked to certify that all of the information provided in this filing is complete, true and accurate. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this Agency.</p> <p>I certify, under pains and penalties of perjury, that all information provided in this filing will be complete and true to the best of my knowledge and belief.</p>

4. On the same page, scroll to **Beginning a New UI Registration**, answer the questions on the page, and click **Next**.

**Beginning a New UI Registration**

To begin registration, provide the necessary information:

Are you an Employer compensating individuals for services performed in Massachusetts? ☐ Yes ☐ No★

If yes, enter the date you first paid wages to individuals working in Massachusetts:  (mm/dd/yyyy)

Are you an out-of-state Employer with Massachusetts residents working outside of Massachusetts? ☐ Yes ☐ No★

Have you previously registered with this Agency? ☐ Yes ☐ No★

Please enter your Federal Employer Identification Number (FEIN):

Do you use a [common paymaster](#)? ☐ Yes ☐ No★

If yes, enter the FEIN for your common paymaster:

Next

- On the **Select User Role** page, select the applicable role (owner, or authorized employee of the Employer being registered, or TPA) and click **Next**.

**NOTE:** If you are a Third Party Administrator, select "I am a Third Party Administrator (TPA) with power of attorney registering on the Employer's behalf."

**Select User Role**

To begin a new registration, designate the user role below and click on 'Next' to begin.

☐ I am the owner, officer, or authorized employee of the employer being registered

☐ I am a **Third Party Administrator**® (TPA) with power of attorney registering on the employer's behalf. Only select "I am a TPA" if you have already registered as a TPA in the system

[Previous](#) [Next](#)

- On the **Administrator Information** page, enter administrator information, check the box, and click **Next**.

**Enter Administrator Information**

To enter information for this employer you must be an [authorized administrator](#)® of this account.

First Name:  \*

Last Name:  \*

Business Phone:  \* ext:

Secondary Phone:  \* ext:

Business Title:  \*

Email:

☐ By checking this box, I certify that I am authorized by the owner/officer of this organization to enter employer information. I also certify that I am authorized to function as an Administrator on this account.

[Previous](#) [Next](#)

- On the **Contact Information** page, put a check in **Same as Administrator Information** box, or enter contact information if different, and click **Next**.

**Enter Contact Information**

In order to proceed with employer registration, please let us know who we should contact regarding the information provided during this registration. If you select 'Same as Administrator Information' you are not required to enter any field data.

Same as Administrator Information: ☒

First Name:

Last Name:

Business Phone:  ext:

Secondary Phone:  ext:

Business Title:

Email:

[Previous](#) [Next](#)

8. On the **Enter FUTA Liability** page, indicate whether the Employer has FUTA liability from another state by selecting Yes or No, and click **Next**.

1 Enter Users → 2 Enter Employer Information → 3 Enter Business Information → 4 Enter Owner/Officer → COMPLETE

### Enter FUTA Liability

Did this employer have [FUTA liability](#) in another state prior to having employees in Massachusetts? ☐ Yes ☐ No\*

[Previous](#) [Next](#)

9. In the **Employer Identification Information** page, enter legal, business, and address/email information. Select a Communication Method. Click **Next**.

**NOTE:** Communication Method is always set to **Email** by default. The other choice is **US Mail**. Make sure to select your preferred communication method before proceeding.

**NOTE:** Select the Legal Entity type from the following: Sole Proprietor, Partnership, Corporation, Trust, LLC (single owner), LLC (partnership), LLC (corporation), or Governmental entity.

1 Enter Users → 2 Enter Employer Information → 3 Enter Business Information → 4 Enter Owner/Officer → COMPLETE

### Employer Identification Information

Please provide the legal address and other following information about the employer being registered.

Legal Entity Type: [Select One] \*

Legal Name: \*

Doing Business As (DBA) Name: \*

Address Line 1: \* (do not enter PO Box)

Address Line 2: \*

City: \*

State: MA - Massachusetts

Zip Code: \*

Country: US - United States Of America \*

Business Phone Number: \* ext:

Business Fax Number: \*

Business Email Address: \*

Re-enter Business Email Address: \*

[Communication Method](#): Email

[Previous](#) [Next](#)

10. On the **Address Validation** page, select the address that is closest to your actual address. Click **Next**.

**NOTE:** If applicable, select the address with the 9-digit extended Zip code (known as "Zip +4").

**Address Validation**

One or more potential addresses are provided below to comply with U.S. Post Office standards. Please indicate your choice and click "Next" to proceed, or click "Previous" to change the address you provided.

**Possible Matches**

☐ 19 Staniford St  
Boston, MA 02114-2502

**Provided Address**

☐ 19 Staniford St  
Boston, MA 02114

**Previous** **Next**

Once the Temporary User ID and Temporary User Password display on the page, the Employer registration data is saved. You have up to 30 days to complete the registration.

1 → 2 → 3 → 4 → COMPLETE

Enter Users Enter Employer Information Enter Business Information Enter Owner/Officer

**Temporary User ID and Password**

The partial registration has been saved and your account has been assigned a temporary User ID and password. This ID and password will allow you to exit at any point in the registration process and return later to complete the process. **Print this page for your records.**

The temporary user ID and password will expire 30 days after date of issue.

Temporary User ID: [REDACTED]

Temporary User Password: [REDACTED]

A permanent ID and password will be forwarded once registration is complete.

**Next**

11. **You must still complete the registration** before you can be issued an **EAN** and use the account.

You can complete the registration without pausing, or stop at this point, and resume the process later.

- To complete the registration **now**, click **Next**. Skip the next section in the document and go directly to *Completing an Employer Registration*.
- To complete the registration **later**, start with the instructions in the next section: *Returning to an Employer Registration*.

**IMPORTANT:** Print or otherwise record the Temporary User ID and Temporary User Password in case you need them to access your account.

**IMPORTANT:** The Temporary User ID and Temporary User Password you receive onscreen are **valid for 30 days**. If they are allowed to expire before you complete your Employer account registration, you must start the process from the beginning.

## RETURNING TO AN EMPLOYER REGISTRATION

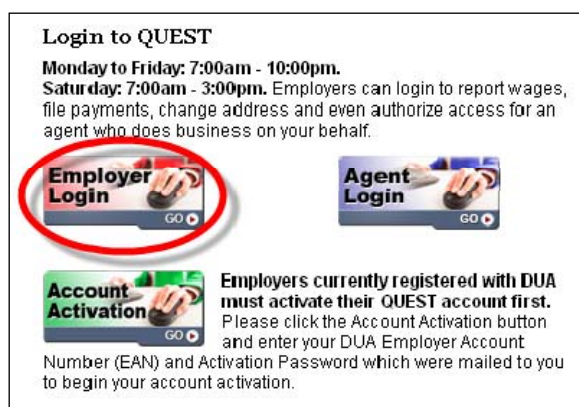
### Introduction

If you **started an Employer registration** with the DUA (and received your Temporary User ID and Temporary User Password onscreen) but you **did not complete the registration in the same session**, you can return to the point where you stopped, by following the instructions in this section.

**NOTE:** If you are still in the original registration session (and you still see the Temporary User ID and Temporary User Password onscreen), simply click **Next** to continue. Go directly to *Completing an Employer Registration* for instructions.

**NOTE:** The Temporary User ID and Temporary User Password you receive when you create an account are **valid for 30 days**. If they expire, begin the process anew by performing the steps in *Starting an Employer Registration*.

1. Navigate to <http://www.mass.gov/uima>. Scroll to the **Login to QUEST** area. Click the **Employer Login** button.



2. The **Massachusetts Department of Unemployment Assistance: Employer Login** page appears. Click the **Returning Employer** link.

Commonwealth of Massachusetts

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**Logon** \* Indicates Required Field

Employer Registration  
System Availability  
**Returning Employer**  
Account Activation

**Massachusetts Division of Unemployment Assistance : Employer Login**

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID:  \*

Password:  \*

**Login** **Forgot Password**

Your account will be locked after 4 attempts. If you are having problems logging in, select the "Forgot Password" button to reset your password.

3. The **Continuing a Registration** page appears. Enter the Temporary User ID and Temporary User Password you received when you started the registration. Click **Next**.

The screenshot shows the 'Continuing a Registration' page of the QUEST system. At the top left is the Commonwealth of Massachusetts logo. At the top right, it says 'Wednesday, June 08, 2011' and has a 'Print Preview' link. Below the header is a 'Logon' section with a red star icon and the text '\* Indicates Required Field'. On the left side, there is a navigation menu with links: 'Employer Registration', 'System Availability', 'User Guide', 'Returning Employer', and 'Account Activation'. The main content area has a blue header 'Continuing a Registration'. Below this, it says 'To continue a previously started registration, enter the Temporary User ID and Password you received in the fields below, then click on "Next".' There are two input fields: 'Temporary User ID:' and 'Temporary Password:'. Both fields have a red star icon to their right, indicating they are required. Below the input fields is a blue 'Next' button.

4. Continue to the next section, *Completing an Employer Registration*.

**NOTE:** If the Temporary User ID and Temporary Password do not work, it may be because it has been more than 30 days since the account was created. If this is the case, start the process from the beginning by following the instructions in *Starting an Employer Registration*.

## COMPLETING AN EMPLOYER REGISTRATION

After an Employer account has been **started**, and the Temporary User ID and Temporary User Password have been established, the registration still needs to be **completed**.

Perform the following steps to **complete** the registration.

**NOTE:** If you interrupted the registration after the account was **started** but before the registration was **completed** (i.e., if you stopped after receiving the Temporary User ID and Temporary User Password), see the instructions in the section *Returning to a Pending Employer Registration* first.

1. Perform the steps in *Starting an Employer Registration*, and (if necessary) *Returning to an Employer Registration*.
2. The **Enter Employer Business Information** page appears.
  - a. Select a Business type (Agricultural, Domestic, Other, or Out-of-State).
  - b. Answer the remaining questions.
  - c. Click **Next**.

1 → 2 → 3 → 4 → COMPLETE  
 Enter Users    Enter Employer Information    Enter Business Information    Enter Owner/Officer

**Enter Employer Business Information**

The following questions are used to determine whether or not an employer is subject to UI law. Additional follow-up questions may follow.

Legal entity type: **Corporation**

Business type: [Select One] \*

Federal Employer Identification Number (FEIN): [REDACTED] \*

How many individuals are being compensated for services performed?: [ ] \*

Have services been performed for this company in MA?: ☐ Yes ☐ No \*

If yes, what date were services first performed in MA?: [ ] (mm/dd/yyyy)

Will this employer act as a [Leasing Company](#)? \*: ☐ Yes ☐ No \*

Is this employer the client of a Leasing Company?: ☐ Yes ☐ No \*

Does this employer have workers that are exempt under [Section 6 of MGL 151A](#)? \*: ☐ Yes ☐ No \*

Does this employer have workers considered to be independent contractors?: ☐ Yes ☐ No \*

- The **Enter Employer Business Information (cont'd)** page appears. Answer the questions about your company and click **Next**.

1 Enter Users → 2 Enter Employer Information → 3 Enter Business Information → 4 Enter Owner/Officer → COMPLETE

### Enter Employer Business Information (cont.)

The following questions are used to determine whether or not an employer is subject to UI law. Additional follow-up questions may follow.

Do you hold an exemption from federal income taxes as a non-profit organization described under section 501(c)(3) of the internal Revenue Code? ☐ Yes ☐ No\*

Did you acquire any part of an existing Massachusetts business? ☐ Yes ☐ No\*

Did you reorganize your business? (Examples include - but are not limited to - changes from a sole proprietorship to corporation, LLC to a partnership): ☐ Yes ☐ No\*

Did your FEIN change? ☐ Yes ☐ No\*

Did you acquire any assets/inventory of an already existing business operating in Massachusetts? ☐ Yes ☐ No\*

Was there a purchase & sale agreement with another entity or entities operating in Massachusetts? ☐ Yes ☐ No\*

Was there an acquisition, merger or consolidation with another entity or entities operating in Massachusetts? ☐ Yes ☐ No\*

Was there a transfer of employees or spin-off from another entity or entities operating in Massachusetts? ☐ Yes ☐ No\*

Are you part of a franchise? ☐ Yes ☐ No\*

Do you have more than one business location in Massachusetts? ☐ Yes ☐ No\*

If yes, how many?

Previous Next

- Enter **Formation/Incorporation Information** and click **Next**.

1 Enter Users → 2 Enter Employer Information → 3 Enter Business Information → 4 Enter Owner/Officer → COMPLETE

### Enter Formation / Incorporation Information

Legal Name: Mass Inc

Business formation/incorporation date: \* (mm/dd/yyyy)

Business formation/incorporation state: MA - Massachusetts\*

First date of employment in Massachusetts: \* (mm/dd/yyyy)

Previous Next

- If you are **NOT** a Non-Profit or Governmental organization go to **Step 6**.

If you **ARE** a Non-Profit or Governmental organization, go to **Step 8**.

- The **Employer information – Wages** page appears. The questions on the page are specific to the Business Type you selected in **Step 2**. (This example shows what Employers who selected Business Type **Other** would see.)

Answer the questions on the page and click **Next**.



7. Depending on how you answered in **Step 6**, the **Employment Information – Other** page may appear. If it does, answer the questions on it, and click **Next**.

8. Depending on your Business Type and your previous answers, the **Enter Address – Physical Location** page may appear. If it does, fill in the fields and click **Next**.

**NOTE:** If the physical address is the same as the legal address, select **Legal** in the **Same as** field, and skip to the next relevant field. However, Employers who don't have a physical address in Massachusetts should select **None**.

9. The **Enter Address – Additional** page appears. Select **Yes** if any of the following addresses – Mailing, Wage & Separation, Benefit Charge, or Business Records Location – are different than your Legal address; otherwise select **No**. Click **Next**.

**NOTE:** If you select **Yes** in **Step 9**, you will be prompted to address information for any applicable addresses, before **Step 10** appears.

10. The **Enter Business Description** page appears. Fill in the principal business activity and principal product or service, and click **Next**.

11. The **NAICS Classification** page appears. Select the 1<sup>st</sup> NAICS classification from the drop-down list and click **Next**. Select the 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, and 5<sup>th</sup> classifications the same way. Click **Submit** once all five classifications have been added correctly.

**NOTE:** Some Religious organizations have NAICS code 813110.

**NOTE:** If you do not know your NAICS Classification, you can look it up from the following website:  
<http://www.naics.com>

12. The **Owner/Officer** page appears. Add, correct, or delete Owner/Officer entries using the instructions below.

1 → 2 → 3 → 4 → COMPLETE  
 Enter Users    Enter Employer Information    Enter Business Information    Enter Owner/Officer

**Review Owner/Officer Information**

- To **ADD** an Owner/Officer, enter the information in the Add/Modify section below.
- To **MODIFY** existing information, identify the record by selecting the radio button to the left of the name and select "Modify".
- To **DELETE** an entry, identify the record by selecting the radio button to the left of the name and select "Delete".
- You may not enter more than 5 owner/officers.
- After completing all updates to the Owner/Officer information, select "Next".

No records found..

Modify
Delete

**Add/Modify Owner/Officer Information**

- If the Owner/Officer is an individual, complete the individual Owner/Officer section and Additional Information section.
- If the Owner/Officer is a business/entity, complete the Business/Entity Owner/Officer section and Additional Information section.

Individual Owner/Officer	OR	Business/Entity Owner/Officer
First Name: <input style="width: 90%;" type="text"/>		Legal Entity Name: <input style="width: 90%;" type="text"/>
Middle Initial: <input style="width: 80%;" type="text"/>		FEIN: <input style="width: 80%;" type="text"/>
Last Name: <input style="width: 90%;" type="text"/>		
Social Security Number: <input style="width: 90%;" type="text"/>		

**Additional Information**

- The Additional Information section is required for both the Individual Owner/Officer and the Business/Entity Owner/Officer.

Business Title: [Select One] \*  
 Percent of Ownership:  \*  
 First Date of Ownership / Appointment:  \* (mm/dd/yyyy)  
 Is the owner/officer compensated for their services?: 
☐ Yes ☐ No
  \*  
 Address Line 1:  \*  
 Address Line 2:  \*  
 City:  \*  
 State: MA - Massachusetts \*  
 Zip Code:  \*  
 Country: US - United States Of America \*  
 Email:

- Select the "ADD" button to **SAVE** the entered Owner/Officer information.
- Select the "Reset" button to clear the entered information.

Add
Reset

Previous
Next

To add Owner/Officer entries:

- Enter the information into the fields in the **Add/Modify Owner/Officer Information** and **Additional Information** areas.
- Click **Add** below the **Additional Information** area.
- Repeat for each new Owner/Officer entry you want to add.

**IMPORTANT NOTE:** Information about an Owner/Officer in the **Add/Modify Owner/Officer Information** area should either go under **Individual Owner/Officer** (left column) or **Business Entity Owner/Officer** (right column). Do not put information in both columns.

To modify/correct an Owner/Officer entry:

- Select the radio button to the left of an entry.
- Click **Modify**.
- Edit the fields in the **Add/Modify Owner/Officer Information** and **Additional Information** areas.
- Click **Save** below the **Additional Information** area.
- Repeat for each existing Owner/Officer entry.

Review Owner/Officer Information					
<ul style="list-style-type: none"><li>• To <b>ADD</b> an Owner/Officer, enter the information in the Add/Modify section below.</li><li>• To <b>MODIFY</b> existing information, identify the record by selecting the radio button to the left of the name and select "Modify".</li><li>• To <b>DELETE</b> an entry, identify the record by selecting the radio button to the left of the name and select "Delete".</li><li>• You may not enter more than 5 owner/officers.</li><li>• After completing all updates to the Owner/Officer information, select "Next".</li></ul>					
	Name	Title	SSN / FEIN	Address Information	% Ownership
<input checked="" type="radio"/>	[REDACTED]	President	[REDACTED]	19 Staniford St, Boston, MA 02114-2502	100%
Total Number of Owner/Officers:		1	Total Percentage of Ownership:		100.00%
<input type="button" value="Modify"/> <input type="button" value="Delete"/>					

To delete an entry:

- Select the radio button to the left of that entry.
- Click **Delete**.

If necessary, clear the fields in the **Add/Modify Owner/Officer Information** and **Additional Information** areas by clicking **Reset**. This does **not** delete saved entries.

13. When the information on the page is complete, click **Next**.

14. The **Registration Summary/Edit** page appears. Review the information.

Business Information and Ownership Information can be edited if necessary. To return to the page where the information was originally input, double click the blue band behind the 3) Confirm Business Information label or the 4) Confirm Ownership Information label.

When the information is correct, proceed through the pages until you have reached the **Registration Summary/Edit** page again.

To complete the registration, click **Submit**.

1 2 3 4 COMPLETE  
Enter Users Enter Employer Information Enter Business Information Enter Ownership Information

**Registration Summary/Edit**  
 Your registration is almost complete!  
 Please scroll down to review and "Submit" the following information by clicking the corresponding header link.

### 1) Confirm Users Information

**Administrator**

First Name: [REDACTED]  
 Last Name: [REDACTED]  
 Phone: [REDACTED]  
 Secondary Phone: [REDACTED]  
 Business Title: Owner  
 E-mail: [REDACTED]

**Contact**

First Name: [REDACTED]  
 Last Name: [REDACTED]  
 Phone: [REDACTED]  
 Secondary Phone: [REDACTED]  
 Business Title: Owner  
 E-mail: [REDACTED]

### 2) Confirm Employer Information

Legal Entity Type: Sole Proprietorship  
 Entity Name: [REDACTED]  
 DBA Name: [REDACTED]  
 Address Line 1: 19 Staniford St  
 Address Line 2: [REDACTED]  
 City: Boston  
 State: Massachusetts  
 Zip: 02114-2602  
 Country: United States Of America  
 Business Phone Number: [REDACTED]  
 Business Fax Number: [REDACTED]  
 Business E-mail: [REDACTED]  
 Communication Method: Email

### 3) Confirm Business Information

Legal Entity Type: Sole Proprietorship  
 Business Type: Other  
 Federal Employer Identification Number (FEIN): [REDACTED]  
 How many individuals are being compensated for services performed?: 60  
 Have services been performed for this company in MA? Yes  
 If Yes, what date were services first performed in MA? 7/1/2010  
 Are you a 501(c)(3) employer? No  
 Did this employer acquire any part of an existing Massachusetts business? No  
 Did you reorganize your business? (Licenses include but are not limited to: changes from a sole proprietorship to corporation, LLC to a partnership) No  
 Did your FEIN change? No  
 Did you acquire any assets/inventory of an already existing business operating in Massachusetts? No  
 Was there a purchase & sale agreement with another entity operating in Massachusetts? No  
 Was there an acquisition, merger or consolidation with another entity operating in Massachusetts? No  
 Was there a transfer of employees or spin off from another entity operating in Massachusetts? No  
 Are you part of a franchise? No  
 Does this employer have workers considered to be independent contractors? No  
 Does this employer have more than one business location in Massachusetts? No  
 If yes, how many? No  
 Will this employer act as a Leasing Company? No  
 Is this employer the client of a Leasing Company? No  
 Do you perform any services that are exempt under section 8 or MCL 151A? No

### 4) Confirm Ownership Information

First Name: [REDACTED]  
 Last Name: [REDACTED]  
 Social Security Number: [REDACTED]  
 Legal Entity Name: [REDACTED]  
 FEIN: [REDACTED]  
 Is the owner/owner compensated for their services? Yes  
 Address Line 1: [REDACTED]  
 Address Line 2: [REDACTED]  
 City: Boston  
 State: Massachusetts  
 Zip: 02114-2603  
 Country: United States Of America  
 E-mail: [REDACTED]  
 Business Title: Sole Proprietor  
 Percent of Ownership: 100%  
 First Date of Ownership / Appointment: 7/1/2010

### Certification

By pressing **Submit**, I agree to the following terms:

- information you provide will be used for the purpose of determining your liability to fund under the Massachusetts Unemployment Insurance Law and other purposes;
- You are asked to certify that all of the information provided in this filing is complete. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, nondisclosure, and failure or refusal to furnish reports or requested information to
- certify, under pains and penalties of perjury, that all information provided in this filing is complete and true to the best of my knowledge and belief.

If the above is correct, please click **Submit** to process your registration information.  
 To correct any of the above information, navigate to the associated section and make the necessary change.

**Submit**

**Confirm Users Information**  
(cannot be edited)

**Confirm Employer Information**  
(cannot be edited)

**Confirm Business Information**  
(can be edited)

**Confirm Ownership Information**  
(can be edited)

**Certification**

15. If you are a Non-Profit or Governmental organization, the **Reimbursable vs. Contributory** page appears. Select a payment approach and click **Submit**.

**Reimbursable vs. Contributory**  
Non-profit/Governmental organizations are required to pay contributions to the unemployment insurance system, unless they elect to reimburse the fund for the amount equal to UI benefits paid to former employees, which are attributable to that employer. Section 14A requires that the non-profit/Governmental organization which elects payment in lieu of contributions, i.e., reimbursement, must notify the agency within thirty (30) days of this determination letter.  
You have 30 days to select your payment approach.  
[Reimbursable](#) ☐ (requires additional documentation)  
[Contributory](#) ☐  
**Submit**

16. The **Registration Status** page appears. Registration is complete. If you indicated a transfer of experience, you will continue to the Experience Transfer process, where you provide historical information that is used for Rate Calculation (see the section *Provide information on the Purchase or Sale of a Business*). Otherwise, you can log in immediately by clicking **Home**, or close your browser and login later. See the section, *First Time Login After Registration* for instructions.

**IMPORTANT NOTES:** The Registration Status page contains details about the Employer registration:

- **Confirmation** of the registration.
- The Determination of Employer Status, and (if applicable) the **effective date** at which the Employer is subject to Massachusetts Unemployment Law.
- **UI Employer Account number** (EAN).
- The permanent **User ID**.
- Temporary **password**.
- If you are subject to UI tax you will see one of the following:
  - Notice of UI Tax Rate (if you are a contributory Employer).
  - The **quarter end date** for which the Employer must submit an employment and wage detail report.
  - Obligations of Employers Selecting the UI Reimbursement Method (if you are a reimbursable Employer).
- If you are not subject to UI tax, a Non-Subject Employer Information area.

**Example:** The **Registration Status** page for a newly registered contributory Employer.

**Registration Status**

This is confirmation of successful registration. Please print a copy for your records.

**Determination of Employer Status**

Effective **7/1/2009**, you are an employer subject to Massachusetts Unemployment Insurance (UI) Law (MGL 151A). You will be required to submit quarterly wage detail records and pay UI taxes on the wages paid to each of your employees.

**UI Employer Account Number**

Employer Account Number:	
Reporting Type:	<b>Contributory</b>
Permanent User ID:	
Password:	

**Notice of UI Tax Rate**

You have been assigned the following Unemployment Insurance (UI) tax rate:  
**2009: 2.83%**

Your UI tax rate is one of [several components](#)® used to determine your total amount due once you have submitted your quarterly Employment and Wage Detail Report.

**Quarterly Employment and Wage Detail Report Information**

You will be required to submit quarterly employment and wage detail reports. Employment and wage detail reports may be submitted using the Temporary ID and password you received earlier in this registration. Go to the Massachusetts UI website for additional details about submitting these reports. Quarterly reports are due by the last day of the month following the end of the quarter after you become liable for UI contributions. Please complete and submit the reports with your payments promptly. Interest charges are mandated by law on overdue contributions.

The information provided during your registration indicates that you are required to submit an employment and wage detail report for the quarter ending **9/30/2009** and all subsequent quarters.

[Home](#)

## First Time Login After Registration

This section applies only if you are logging in for the **first time** after completing the initial **Employer registration**. It describes how to change the QUEST-generated password and establish your security question and PIN.



(If you have previously logged in using these instructions, then you should follow the regular log in procedure in the section, *Logging In*.)


1. If you just registered your account and you just clicked **Home**, skip to **Step 3**.

If you closed your browser before logging in, navigate to the DUA – QUEST webpage at [www.mass.gov/uima](http://www.mass.gov/uima).

2. Scroll to the QUEST area of the page. Click **Employer Login**.

**Login to QUEST**  
**Monday to Friday: 7:00am - 10:00pm.**  
**Saturday: 7:00am - 3:00pm.** Employers can login to report wages, file payments, change address and even authorize access for an agent who does business on your behalf.

**Employer Login**  **Agent Login** 

**Account Activation** 

**Employers currently registered with DUA must activate their QUEST account first.** Please click the Account Activation button and enter your DUA Employer Account Number (EAN) and Activation Password which were mailed to you to begin your account activation.

3. In the **Employer Login** page, enter the User ID and Password you received onscreen or by U.S. mail when you completed the registration. Click **Login**.

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Ligon \* Indicates Required Field

Employer Registration  
System Availability  
User Guide  
Returning Employer  
Account Activation

**Massachusetts Division of Unemployment Assistance : Employer Login**

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID:  \*

Password:  \*

4. The **Reset Password** page appears. Enter the current password and new password, select a security question, answer the question, and enter a 4-digit PIN code. Click **Save** to continue.

**Reset Password**

Please choose a new password and other information by entering it in the fields below and clicking save. For additional information on password security, please refer to the [password guidelines](#).

Current Password:  \*

New Password:  \*

Re-enter new password:  \*


Security Question: What is your father's middle name?  \*

Security Answer:  \*

4-digit PIN Code:  \*



5. When the **Employer Home** page appears you have successfully changed your password and logged into the QUEST system.

 <b>Commonwealth of Massachusetts</b>		Thursday, June 23, 2011 <a href="#">Print Preview</a>	
<a href="#">Change Password</a>   <a href="#">Logout</a>			
<a href="#">Employer Home</a> <a href="#">FAQ</a> <a href="#">Workflow - My Inbox</a> <a href="#">Account Maintenance</a> <a href="#">Benefit Charge Activities</a> <a href="#">Correspondence</a> <a href="#">Employment and Wage Detail Reporting</a> <a href="#">Payment Information</a> <a href="#">User Maintenance</a>	<b>Employer Information</b>		
	Employer Account Number: [REDACTED]      Employer Name: [REDACTED]		
	<b>Employer Home</b>		
	<a href="#">Employer Home</a> Employer Home		
	<hr/>		
	<a href="#">FAQ</a> Review frequently asked questions (FAQ's) for the UI program or UI system.		
	<a href="#">Workflow - My Inbox</a> View any action items requiring your attention.		
	<a href="#">Account Maintenance</a> 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.		
	<a href="#">Benefit Charge Activities</a> 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.		



# Account Activation

## ABOUT ACCOUNT ACTIVATION

### Introduction

**NOTE:** Account Activation only applies to Employers who were doing business with DUA *before* December 7, 2009.

The QUEST system for Employers was rolled out on December 7, 2009. Almost every Employer who was *already* conducting business with DUA before that date was automatically set up with an account in QUEST. However, before you can use the account that was created for you, you must **activate** it.

If you need to activate your account, you should have received a communication from DUA (via US mail or other method) that included a **temporary password**. (Call 617-626-5075 if this information is not available.)

The temporary user ID is simply the **DUA Employer ID** you used before QUEST was introduced. You may also know this ID as your **State Unemployment Insurance** (SUI) Number. In the QUEST software, this number is referred to as the Massachusetts **Employer Account Number** (EAN).

Before beginning the activation process, also gather the following information:

- Federal Employer Identification Number (FEIN)
- Business contact information (addresses, phone, email)
- Owner/Officer contact information (name, SSN, home address, and phone)

Follow the instructions in this section to activate your account.

Once the account has been activated, a permanent User ID and a QUEST-generated password will be provided.

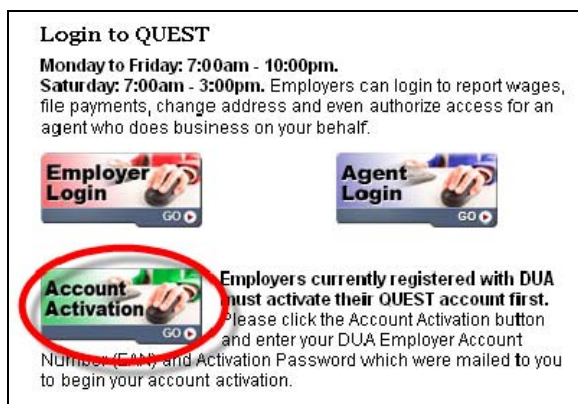
The first time you log into the account with the permanent User ID, you will also be prompted to change the QUEST-generated password to one of your own choosing.

**IMPORTANT NOTE:** The person who activates the account is actually creating a user who is assigned the System Administrator role by default. This user has access to all information in the Employer's account and is able to make changes, perform transactions, add additional users to the account, and choose which permissions those users get. Therefore, the person chosen by the Employer to activate the account should be a highly trusted employee.

## PERFORMING THE ACCOUNT ACTIVATION

Perform the following steps to activate an account.

1. Go to [www.mass.gov/uima](http://www.mass.gov/uima)
2. Scroll to the QUEST area of the page. Click the **Account Activation** button.



3. The **Activate Your Account** page appears.

A screenshot of the "Activate Your Account" page on the Commonwealth of Massachusetts website. The page has a header with the state seal and the date "Thursday, June 23, 2011". A sidebar on the left contains links: "Employer Registration", "System Availability", "User Guide", "Returning Employer", and "Account Activation". The main content area is titled "Activate Your Account" and contains instructions: "You can activate your account by completing just a few quick steps. To begin, enter your Employer Account Number(EAN) and the Activation Password you received and select 'Next'. If you need to access your account prior to receiving your permanent logon credentials, you may use the login information from your activation letter for the next 30 days." Below the instructions are two input fields: "Employer Account Number(EAN):" and "Activation Password:", both marked with a red asterisk to indicate they are required fields. A "Next" button is at the bottom of the form. At the very bottom of the page, there are links for "Accessibility", "Privacy Statement", and "Viewing Tips".

- Enter your **Employer Account Number** without dashes. You may know this number as your DUA Employer ID or your State Unemployment Insurance (SUI) Number.
- Enter the **Activation Password** that was provided to you.
- Click **Next** to continue.

- The **Welcome** page appears. Your **Employer Account Number** and **Employer Name** display at the top of the page. Read the information on the page and click **Next** to continue.

The screenshot shows the 'Welcome to UI Employer Account Activation!' page. At the top left is the Commonwealth of Massachusetts logo. The top right shows the date 'Thursday, June 23, 2011' and a 'Print Preview' link. A 'Logon' button is visible. On the left is a navigation menu with links: 'Employer Registration', 'System Availability', 'User Guide', 'Returning Employer', and 'Account Activation'. The main content area has a header 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name'. Below this is a 'Welcome to UI Employer Account Activation!' section with a paragraph explaining the requirement to register and report quarterly wage data. A note states: 'Please note that not completing the activation process could result in the loss of entered data.' This is followed by a 'Necessary Activation Information' section listing required information: 'Federal Employment Identification Number (FEIN)', 'Contact Information', 'Employer Information, including Legal and Physical address', and 'Owner/Officer Information'. A 'Notification' section contains a disclaimer about the accuracy of information. At the bottom right is a 'Next' button. The footer includes links for 'Accessibility', 'Privacy Statement', and 'Viewing Tips'.

- The **Administrator Information** page appears. Enter the requested information, check the box to certify that you are authorized, and click **Next** to continue.

The screenshot shows the 'Administrator Information' page. At the top is a progress bar with three steps: 1. Employer Information, 2. Business Information, and 3. Owner/Officer Information, followed by 'COMPLETE'. The 'Employer Information' section is filled out with 'Employer Account Number' and 'Employer Name'. The 'Administrator Information' section contains a paragraph stating that the user must be an 'authorized administrator' and then lists fields for 'First Name', 'Last Name', 'Phone', 'Secondary Phone', 'Business Title', and 'Email'. Each field has a red asterisk indicating it is required. There are also 'ext' fields for the phone and secondary phone. At the bottom is a checkbox with the text: 'By checking this box, I certify that I am authorized by the owner/officer of this organization to enter employer information. I also certify that I am authorized to function as an Administrator on this account.' Below the checkbox are 'Exit' and 'Next' buttons.

- The **Contact Information** page appears. Enter the requested information **or** put a check next to **Same as Administrator**. Click **Next** to continue.

Commonwealth of Massachusetts

Thursday, June 23, 2011 [Print Preview](#)

Logon

Employer Registration  
System Availability  
User Guide  
Returning Employer  
Account Activation

1 → 2 → 3 → COMPLETE  
Employer Information Business Information Owner/Officer Information

**Employer Information**  
Employer Account Number: [redacted] Employer Name: [redacted]

**Contact Information**  
Please enter the following information about the person that should be contacted with questions regarding the initiation of this self-service account.

Same as Administrator: ☒  
First Name: [text box]  
Last Name: [text box]  
Business Title: [text box]  
Business Phone: [text box] ext: [text box]  
Secondary Phone: [text box] ext: [text box]  
Email: [text box]

Previous Next

Accessibility | Privacy Statement | Viewing Tips

- The **Communication Method / Business Information** page appears. Select Email or US Mail, enter an email address if applicable, answer the business questions, and click **Next**.

**IMPORTANT NOTE:** The Communication Method you choose at this point determines the default method for all official communications to you from DUA.

Commonwealth of Massachusetts

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Logon

Employer Registration  
System Availability  
User Guide  
Returning Employer  
Account Activation

1 → 2 → 3 → COMPLETE  
Employer Information Business Information Owner/Officer Information

**Employer Information**  
Employer Account Number: [redacted] Employer Name: [redacted]

**Communication Method**  
The following questions are used to gather missing account information:  
Please indicate your preferred [Method Of Communication](#): Email ☒\*


Business E-Mail Address: [text box]

**Business Information**  
Do you use a [common paymaster](#)? ☐ Yes ☒ No\*  
If yes, enter the FEIN for your common paymaster: [text box]  
Will this employer act as a [Leasing Company](#)? ☐ Yes ☒ No\*  
Do you have employees that perform services that may be exempt under [Section 6 of MGL 151A](#)? ☐ Yes ☒ No\*

Previous Next

Accessibility | Privacy Statement | Viewing Tips

- The **Legal Address** page appears. The address that DUA has on file is displayed. Edit the address if necessary. Click **Next** to continue.



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[Print Preview](#)

Logon
\* Indicates Required Field

Employer Registration

System Availability

User Guide

Returning Employer

**Account Activation**

1 → 2 → 3 → COMPLETE

Employer Information   Business Information   Owner/Officer Information

**Employer Information**

Employer Account Number: [redacted]   Employer Name: [redacted]

**Legal Address**

Please confirm, or make modifications to your [Legal Address](#)®. This address cannot be a Post Office box. Do not enter a client site, other temporary job site, or employee home address.

Address Line 1: [redacted] \*

Address Line 2: [redacted]

City: Boston

State: MA - Massachusetts

Zip Code: 02143

Country: US - United States Of America \*

Phone: [redacted]   ext: [redacted]

Fax: [redacted]

E-Mail: [redacted]

[Previous](#)   [Next](#)

[Accessibility](#) | [Privacy Statement](#) | [Viewing Tips](#)

9. The **Address Validation** page appears. Select the address that is closest to your actual address. Click **Next**.

**Address Validation**

One or more potential addresses are provided below to comply with U.S. Post Office standards. Please indicate your choice and click "Next" to proceed, or click "Previous" to change the address you provided.

**Possible Matches**

☐ 19 Staniford St  
Boston, MA 02114-2502

**Provided Address**

☐ 19 Staniford St  
Boston, MA 02114

[Previous](#)   [Next](#)

**NOTE:** If applicable, select the address with the 9-digit extended Zip code (known as "Zip +4").

10. The **Physical Location** page appears. Indicate whether your business has a presence in Massachusetts, and click **Next** to continue. (If you answer No, skip to **Step 12**.)

1 → 2 → 3 → COMPLETE

Employer Information   Business Information   Owner/Officer Information

**Employer Information**

Employer Account Number: [redacted]   Employer Name: [redacted]

**Massachusetts Physical Location**

Does this employer have a [Physical Location](#)® in Massachusetts?(This cannot include a P.O box or client site or employee home address)

☒ Yes   ☐ No\*

[Previous](#)   [Next](#)



11. The **Massachusetts Physical Location Address** page appears. Enter or correct your Massachusetts address **OR** select an address type from the **Same as** box. Click **Next**.

1 → 2 → 3 → COMPLETE  
Employer Information Business Information Owner/Officer Information

**Employer Information**  
Employer Account Number: [ ] Employer Name: [ ]

**Massachusetts Physical Location Address**  
Please enter, confirm or make modifications to your [MA physical location address](#).<sup>®</sup> This address cannot be a Post Office box. Do not enter a client site, other temporary job site, or employee home address.

Same as: Legal [v]  
Address Line 1: [ ]  
Address Line 2: [ ]  
City: [ ]  
State: **Massachusetts**  
Zip Code: [ ]  
Country: **United States Of America**  
Phone: [ ] ext: [ ]  
Fax: [ ]  
EMail: [ ]

**Previous** **Next**

12. The **Owner/Officer** page appears (see figure on next page).

- Review any Owner/Officer entries in the **Review Owner/Officer Information** section.
  - If an entry needs correction, or the percentage of ownership is blank:
    - Select the radio button to the left of that entry.
    - Click **Modify**.
    - Edit the fields in **Add/Modify Owner/Officer Information** and **Additional Information**.
    - Click **Save** below the **Additional Information** area.
    - Repeat for each existing Owner/Officer entry.
  - If an entry should be deleted:
    - Select the radio button to the left of that entry.
    - Click **Delete**.
- If no Owner/Officer information appears, or if you need to add more Owner/Officer entries:
  - Enter the information into the fields in **Add/Modify Owner/Officer Information** and **Additional Information**.
  - Click **Add** below the **Additional Information** area.
  - Repeat for each new Owner/Officer entry you want to add.
- At any point, you can clear the fields in **Add/Modify Owner/Officer Information** and **Additional Information** by clicking **Reset**. This does not delete saved entries.
- When all information listed in **Review Owner/Officer Information** is correct, click **Next**.

**IMPORTANT NOTE:** Information about an Owner/Officer in the **Add/Modify Owner/Officer Information** area should *either* go under **Individual Owner/Officer** (left column) *or* **Business Entity Owner/Officer** (right column). Do not put information in both columns.

**IMPORTANT NOTE:** A maximum of five (5) Owner/Officers can be listed with an Employer account.

1 → 2 → 3 → COMPLETE  
 Employer Information    Business Information    Owner/Officer Information

**Employer Information**

Employer Account Number: XXXXXXXXXX    Employer Name: XXXXXXXXXX

**Review Owner/Officer Information**

- To **ADD** an Owner/Officer, enter the information in the Add/Modify section below.
- To **MODIFY** existing information, identify the record by selecting the radio button to the left of the name and select "Modify".
- To **DELETE** an entry, identify the record by selecting the radio button to the left of the name and select "Delete".
- You may not enter more than 5 owner/officers.
- After completing all updates to the Owner/Officer information, select "Next".

	Name	Title	SSN/FEIN	Address Information	% Ownership
<input type="radio"/> *	Roger <span style="background-color: black; color: black;">XXXXXXXXXX</span>	President	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	19 Staniford St. Boston	99.00%
<input type="radio"/> *	Tony <span style="background-color: black; color: black;">XXXXXXXXXX</span>	Partner	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	19 Staniford St. Boston	1.00%
<b>Total Number of Owner/Officers:</b>		<b>2</b>		<b>Total Percentage of Ownership:</b>	<b>100.00%</b>

Modify
Delete

**Add/Modify Owner/Officer Information**

- If the Owner/Officer is an individual, complete the individual Owner/Officer section and Additional Information section.
- If the Owner/Officer is a business/entity, complete the Business/Entity Owner/Officer section and Additional Information section.

Individual Owner/Officer	OR	Business/Entity Owner/Officer
First Name: <input style="width: 150px;" type="text"/>		Legal Entity Name: <input style="width: 150px;" type="text"/>
Middle Initial: <input style="width: 80px;" type="text"/>		FEIN: <input style="width: 150px;" type="text"/>
Last Name: <input style="width: 150px;" type="text"/>		
Social Security Number: <input style="width: 150px;" type="text"/>		

**Additional Information**

- The Additional Information section is required for both the Individual Owner/Officer and the Business/Entity Owner/Officer.

Business Title:	<span style="background-color: #a6a6a6; padding: 2px;">[Select One]</span> <span style="color: red;">*</span>
Percent of Ownership:	<input style="width: 150px;" type="text"/> <span style="color: red;">*</span>
First Date of Ownership / Appointment:	<input style="width: 150px;" type="text"/> <span style="color: red;">*</span> (mm/dd/yyyy)
Is the owner/officer compensated for their services?:	<input type="radio"/> Yes <input type="radio"/> No <span style="color: red;">*</span>
Address Line 1:	<input style="width: 150px;" type="text"/> <span style="color: red;">*</span>
Address Line 2:	<input style="width: 150px;" type="text"/>
City:	<input style="width: 150px;" type="text"/> <span style="color: red;">*</span>
State:	<span style="background-color: #a6a6a6; padding: 2px;">MA - Massachusetts</span> <span style="color: blue;">v</span>
Zip Code:	<input style="width: 150px;" type="text"/>
Country:	<span style="background-color: #a6a6a6; padding: 2px;">US - United States Of America</span> <span style="color: blue;">v</span> <span style="color: red;">*</span>
Email:	<input style="width: 150px;" type="text"/>

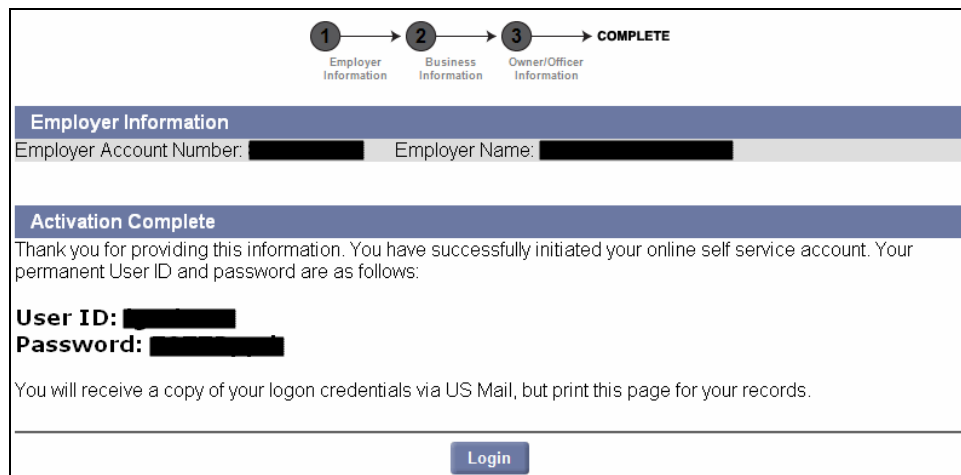
- If modifying an existing Owner/Officer, select "**SAVE**" button to **SAVE** the entered information.
- If adding an existing Owner/Officer, select "**ADD**" button to **SAVE** the entered information.
- Select the "Reset" button to clear the entered information.

Add
Reset

Previous
Next

13. The **Activation Complete** page appears. It provides a permanent **User ID** and a temporary **password**. You can log in immediately by clicking **Login**, or close your browser and login later. See the section, *First Time Login After Account Activation* for instructions.

**IMPORTANT NOTE:** Print the page or otherwise record the User ID and Password.



### *First Time Login After Account Activation*

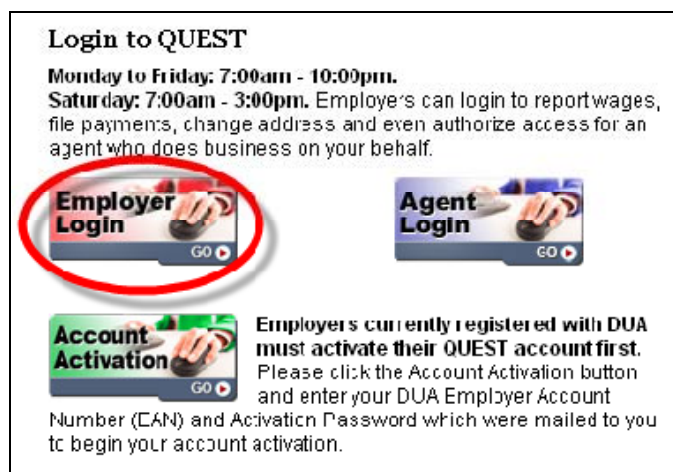
This section applies only if you are logging in for the **first time** after completing the account **activation**. It describes how to change the QUEST-generated password and establish your security question and PIN.

(If you have previously logged in using these instructions, then you should follow the regular log in procedure in the section: *Logging In*.)

1. If you just activated your account and are still viewing the **Activation Complete** page, skip to **Step 3**.

If you closed your browser before logging in, navigate to the DUA – QUEST webpage at [www.mass.gov/uima](http://www.mass.gov/uima).

2. Scroll to the QUEST area of the page. Click **Employer Login**.



- In the **Employer Login** page, enter the User ID and Password you received when you completed the activation. Click **Login**.

Commonwealth of Massachusetts

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Logon \* Indicates Required Field

Employer Registration  
System Availability  
User Guide  
Returning Employer  
Account Activation

**Massachusetts Division of Unemployment Assistance : Employer Login**

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID:  \*

Password:  \*

[Login](#) [Forgot Password](#)

- The **Reset Password** page appears. Enter the current password and new password, select a security question, answer the question, and enter a 4-digit PIN code. Click **Save** to continue.

**Reset Password**

Please choose a new password and other information by entering it in the fields below and clicking save. For additional information on password security, please refer to the [password guidelines](#).

Current Password:  \*

New Password:  \*

Re-enter new password:  \*

Security Question: What is your father's middle name? \*

Security Answer:  \*

4-digit PIN Code:  \*

[Save](#)

- When the **Employer Home** page appears you have successfully changed your password and logged into the QUEST system.

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Change Password | Logoff

Employer Home

FAQ  
Workflow - My Inbox  
Account Maintenance  
Benefit Charge Activities  
Correspondence  
Employment and Wage Detail Reporting  
Payment Information  
User Maintenance

**Employer Information**

Employer Account Number:  Employer Name:

**Employer Home**

[Employer Home](#)  
Employer Home

[FAQ](#)  
Review frequently asked questions (FAQ's) for the UI program or UI system.

[Workflow - My Inbox](#)  
View any action items requiring your attention.

[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.

# Account Maintenance

## ABOUT ACCOUNT MAINTENANCE

### Introduction

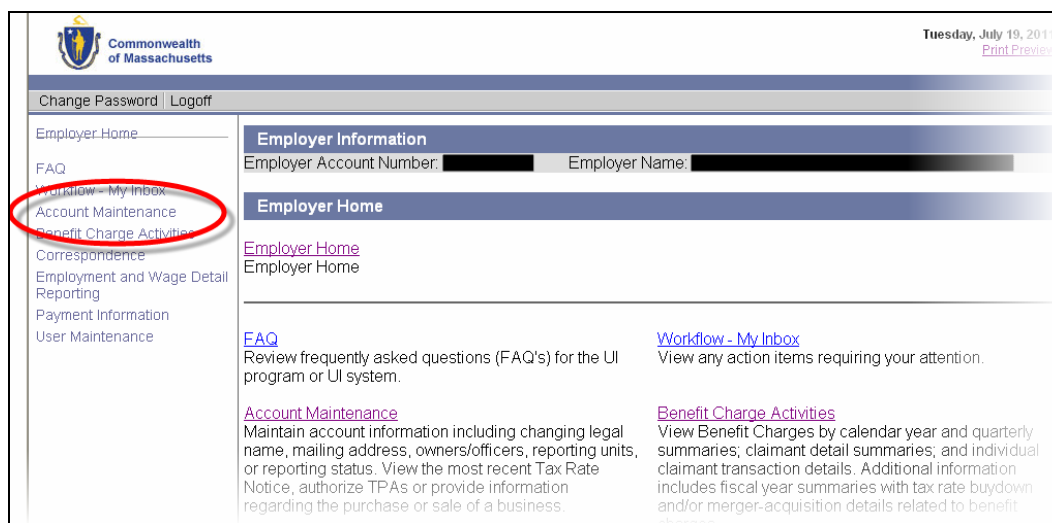
This section describes how to use the functions available from the Account Maintenance page. Functions include:

- View Employer Account Profile
- Address Information
- Employer Appeals
- Maintain Employer Name
- Maintain Owners/Officers
- Maintain Employer Reporting Units
- Provide Information on the Purchase or Sale of a Business
- Suspend Employer Account
- Revive Employer Account (for Suspended Accounts)
- View Rate Notice
- Voluntary Contribution
- Third Party Administrator (TPA) Authorization
- Change Method of Payment (for Governmental and Non-Profit Organizations)


## NAVIGATING TO ACCOUNT MAINTENANCE

To navigate to Account Maintenance, perform the following steps:

1. Log in to QUEST. Click the **Account Maintenance** link in the left pane (the link also appears on the main pane of the Employer Home page).



- The **Account Maintenance** page appears. Available account maintenance functions are listed in links in the left pane as well as the main pane. The main pane also displays explanations of the functions. Click a link to access a function.



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of Massachusetts

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[Print Preview](#)

[Change Password](#) | [Logout](#)

Employer Home

FAQ

Workflow - My Inbox

**Account Maintenance**

- View Employer Account Profile
- Address Information
- Employer Appeals
- Maintain Employer Name
- Maintain Owners/Officers
- Maintain Employer Reporting Units
- Provide Information on the Purchase or Sale of a Business
- View Rate Notice
- Voluntary Contribution
- Third Party Administrator (TPA) Authorization

Benefit Charge Activities

Correspondence

Employment and Wage Detail Reporting

Payment Information

User Maintenance

**Employer Information**

Employer Account Number: [REDACTED]    Employer Name: [REDACTED]

**Account Maintenance**

[View Employer Account Profile](#)  
View summary profile and history information related to the Employer Account.

[Employer Appeals](#)  
Appeal a determination regarding your Employer Account.

[Maintain Owners/Officers](#)  
View, Add, or Update Owner/Officer information for the Employer Account

[Provide Information on the Purchase or Sale of a Business](#)  
Provide information on the sale or acquisition of a business, or on a change of legal entity or business reorganization.

[Voluntary Contribution](#)  
Submit a voluntary contribution payment to buy down the experience rate of the Employer.

[Address Information](#)  
View or Update address types. Maintain phone numbers and e-mail addresses.

[Maintain Employer Name](#)  
Provide information regarding a change to the legal name of the business entity or change the Doing Business As (DBA) name of the business entity.

[Maintain Employer Reporting Units](#)  
Create and update Employer reporting units

[View Rate Notice](#)  
View most recent UI rate notice.

[Third Party Administrator \(TPA\) Authorization](#)  
Create new or update existing TPA authorizations to access Employer account information.

[Accessibility](#) | [Privacy Statement](#) | [Viewing Tips](#)

## VIEW EMPLOYER ACCOUNT PROFILE

### Introduction

The Account Profile area displays numerous details about your business, your DUA Employer account, and your status. Many of the details can be clicked to display greater detail and/or history. Information includes the following:

#### Employer Account Identification Information

- Employer Account Number (EAN)
- Federal Employer Identification Number (FEIN)

#### Employer Account Subjectivity Information

- DBA
- Converted Employer (Y/N)
- Subjectivity Date
- Registration Initiated By (system / employer)
- Registration Date
- Date of First Wages
- Subjectivity Reason\*

#### Employer Account Status Information

- Employer Status\*
- Revival Date\*
- Suspension Date
- Suspension Reason\*
- Bankruptcy Date\*
- Bankruptcy Chapter

#### Employer Account Rate Information

- UI Contribution Rate\*
- UI Rated Year
- UHI Contribution Rate\*
- UHI Rated Year

#### Employer Account Business Information

- Legal Entity Type\*
- Business Type\*
- Reporting Method\*
- NAICS\*
- Incorporation/Formation State
- Incorporation/Formation Date
- Ownership\*
- Has multiple reporting units?
- Using Leasing Company?
- 501(c)3\*
- Electronic File Waiver

#### Employer Account Action Information

- Status Determination Pending\*
- Pending Appeal

Items with an asterisk (\*) can be clicked to display additional details.



## Navigating to Account Profile

Navigate to the **Account Profile** page by performing the following steps:

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **View Employer Account Profile** link.

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[Change Password](#) | [Logoff](#)

[Employer Home](#)

[FAQ](#)

[Workflow - My Inbox](#)

**Account Maintenance**

- ▶ [View Employer Account Profile](#)
- ▶ [Address Information](#)
- ▶ [Employer Appeals](#)
- ▶ [Maintain Employer Name](#)
- ▶ [Maintain Owners/Officers](#)
- ▶ [Maintain Employer Reporting Units](#)
- ▶ [Request Worker Status Determination](#)

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Account Maintenance**

[View Employer Account Profile](#)  
View summary profile and history information related to the Employer Account.

[Address Information](#)  
View or Update address types. Maintain phone numbers and e-mail addresses.

[Employer Appeals](#)  
Appeal a determination regarding your Employer Account.

[Maintain Employer Name](#)  
Provide information regarding a change to the legal name of the business entity or change the Doing Business As (DBA) name of the business entity.

3. The **Account Profile** page appears.

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Account Profile**

Please note that this information reflects the current state of this account and may not include pending actions

**Employer Account Identification Information**

EAN: [REDACTED] FEIN: [REDACTED]

**Employer Account Subjectivity Information**

DBA: [REDACTED] Registration Initiated By: **System**

Converted Employer: **Yes** Registration Date: **9/12/2003**

Subjectivity Date: **6/1/2003** Date of First Wages: **Not Available**

[Subjectivity Reason](#): **Payroll - All Others**

**Employer Account Status Information**

[Employer Status](#): **Active** [Revival Date](#): **Not Applicable**

[Suspension Date](#): **Not Applicable** [Suspension Reason](#): **Not Applicable**

[Bankruptcy Date](#): **Not Applicable** Bankruptcy Chapter: **Not Applicable**

**Employer Account Rate Information**

[UI Contribution Rate](#): **To Be Determined** UI Rated Year: **2005**

[UHI Contribution Rate](#): **0.36%** UHI Rated Year: **2005**

**Employer Account Business Information**

[Legal Entity Type](#): **Not Available** [Business Type](#): **Other**

[Reporting Method](#): **Contributory** [NAICS](#): **541711 Research and Development in Biotechnology**

Incorporation/Formation State: [REDACTED] Incorporation/Formation Date: **Not Available**

[Ownership](#): **Private Sector Ownership**

Has multiple reporting units?: **No** Using Leasing Company?: **No**

[501\(c\)3](#): **No** Electronic File Waiver: **No**

**Employer Account Action Information**

[Status Determination Pending](#): **No** Appeal Pending: **No**

For additional information regarding any Employer Account transaction, refer to the Event Log.

[Previous](#)

## Viewing Account Profile Details

1. Perform the steps in Navigating to Account Profile.
2. Click a link on the page to view details and/or history. (See examples 1, 2, and 3.)

**Example 1:** UI Contribution Rate History displays if you click the **UI Contribution Rate** link.

Employer Information			
Employer Account Number: [REDACTED]		Employer Name: [REDACTED]	
UI Contribution Rate History			
Date and Time Changed	Effective Begin Date	Experience Rate	Adjusting User Name
3/12/2010 5:20:18 PM	1/1/2010	3.300%	CONVERSION
12/4/2009 2:51:53 PM	1/1/2009	4.410%	CONVERSION
12/4/2009 2:51:53 PM	1/1/2008	3.370%	CONVERSION
12/4/2009 2:51:53 PM	1/1/2007	3.650%	CONVERSION
12/4/2009 2:51:53 PM	1/1/2006	4.210%	CONVERSION
12/4/2009 2:51:53 PM	1/1/2005	5.200%	CONVERSION
12/4/2009 2:51:53 PM	1/1/2004	2.530%	CONVERSION
12/4/2009 2:51:53 PM	1/1/2003	2.125%	CONVERSION
<div>Previous</div>			

**Example 2:** UHI Contribution Rate History displays if you click the **UHI Contribution Rate** link.

Employer Information			
Employer Account Number: [REDACTED]		Employer Name: [REDACTED]	
UHI Contribution Rate History			
Date and Time Changed	Effective Begin Date	Experience Rate	Adjusting User Name
2/4/2011 4:08:37 AM	1/1/2011	0.360%	batch
12/4/2009 5:24:24 PM	1/1/2010	0.240%	CONVERSION
12/4/2009 5:24:24 PM	1/1/2009	0.120%	CONVERSION
12/4/2009 5:24:24 PM	1/1/2008	0.120%	CONVERSION
12/4/2009 5:24:24 PM	1/1/2007	0.120%	CONVERSION
12/4/2009 5:24:24 PM	1/1/2006	0.080%	CONVERSION
12/4/2009 5:24:24 PM	1/1/2005	0.040%	CONVERSION
12/4/2009 5:24:24 PM	1/1/2004	0.000%	CONVERSION
12/4/2009 5:24:24 PM	1/1/2003	0.000%	CONVERSION
<div>Previous</div>			

**Example 3:** Employer Status History displays if you click the **Employer Status** link.

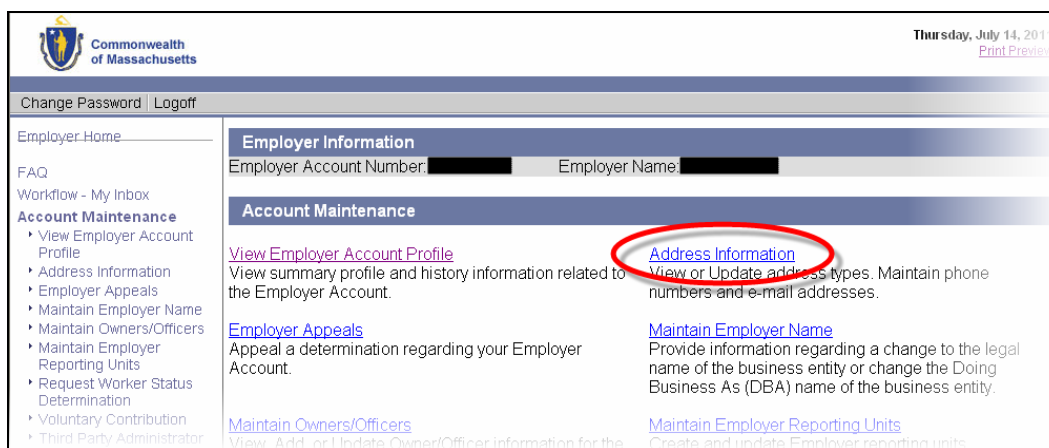
Employer Information		
Employer Account Number: [REDACTED]		Employer Name: [REDACTED]
Employer Status History		
Date and Time Changed	Employer Status	Adjusting User Name
9/12/2003 12:00:01 AM	Active	CONVERSION
Previous		

## ADDRESS INFORMATION

Introduction	<p>This section describes how to:</p> <ul style="list-style-type: none"> <li>View and modify the <b>primary address information</b> on an Employer account.</li> <li>View Employer address <b>history</b>.</li> <li>View and modify <b>Correspondence Preferences</b> that designate whether you receive official correspondence from DUA via <b>US Mail</b>, or <b>Email</b>.</li> </ul>
Additional Information	<p>An Employer account can have up to six different types of addresses:</p> <ul style="list-style-type: none"> <li>Legal</li> <li>Physical Location</li> <li>Mailing</li> <li>Business Records Location</li> <li>Benefits Charge</li> <li>Wage and Separation</li> </ul> <p>There can only be one address per address type.</p> <p><b>NOTE:</b> An Employer can have reporting units attached to the primary account. Two types of addresses are allowed on each reporting unit: Physical Location and Wage and Separation.</p> <p>Address maintenance for reporting units is performed from <b>Maintain Reporting Units</b> page (and not the Address Information page). See the section <i>Maintain Reporting Units</i> under <i>Account Maintenance</i> for instructions.</p>

### Navigating to the Address Information Page

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Address Information** link.



- The **Address Information** page appears. The page has links that allow you to:
  - View and modify each type of address
  - View an address history with list events associated with address changes in the past.
  - View or modify Correspondence Preferences

**Employer Information**  
 Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Address Information**  
 Select the Address Types that you would like to update. If you need to add or update an address for a reporting unit, select the Maintain Reporting Units link for the left hand navigation.

Address Type	Employer/TPA	Residence Code
<a href="#">Legal</a>	[REDACTED]	
<a href="#">Physical Location</a>	[REDACTED]	051
<a href="#">Mailing</a>		
<a href="#">Business Records Location</a>		
<a href="#">Benefits Charge</a>		
<a href="#">Wage and Separation</a>		
<a href="#">View Employer Address History</a>		
<a href="#">Correspondence Preferences</a>		

Callouts:  
 - Click a link in the Address Type column to view or modify an address (points to Legal)  
 - Click to view Address History (points to View Employer Address History)  
 - Click to view or modify Correspondence Preferences (points to Correspondence Preferences)

## Viewing or Modifying an Address

- Display the **Address Information** page using the instructions in the previous section.
- Click one of the links in the Address Type column to display address details for that address type (if any).
- The **Modify Address** page appears. Make changes as necessary and click **Save**. (Return to the Address Information page without saving changes by clicking **Previous**.)

**Third Party Administrator**  
 TPA ID: [REDACTED] TPA Name: [REDACTED]

**Modify Address**  
 Enter address information below and click 'Save'.

Address Type: Mailing

Attention: [REDACTED]

Address Line 1: [REDACTED] \*

Address Line 2: [REDACTED]

City: Boston \*

State: MA - Massachusetts

Zip Code: 02114

Country: [REDACTED] \*

Phone: [REDACTED]

Fax: [REDACTED]

E-Mail: [REDACTED]

Buttons: Previous, Save

Callouts:  
 - Address Type (points to the dropdown menu)  
 - This email address is secondary information. Official correspondence is sent to your primary email. (points to the EMail field)

4. In the **Address Validation** page, select the address that is closest to your actual address. Click **Next**.

**Address Validation**

One or more potential addresses are provided below to comply with U.S. Post Office standards. Please indicate your choice and click "Next" to proceed, or click "Previous" to change the address you provided.

**Possible Matches**

☐ 19 Staniford St  
Boston, MA 02114-2508

**Provided Address**

☐ 19 Staniford St  
Boston, MA 02143

[Previous](#) [Next](#)

**NOTE:** Any time an address is saved, the **Address Validation** page appears. Select the closest match. If applicable, select the address with the 9-digit extended Zip code (known as "Zip +4").

5. Review the changes (if any) displayed in the **Confirm Address** area.

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Confirm Address**

Please confirm the address you have provided. If you would like to change the information you have provided, please select 'Previous'. To associate additional address types with the address you have provided, you may choose from the address types below and select 'Submit'.

Address Type: **Legal**

Address: **Boston, MA 02114-2508**  
**United States Of America**

Phone: [REDACTED]

Email: [REDACTED]

**Update Additional Addresses**

Select applicable address types that should have the same address as listed above.

☐ Physical Location ☐ Mailing ☐ Business Records Location ☐ Benefits Charge ☐ Wage and Separation

[Previous](#) [Submit](#) [Cancel](#)

6. Optional: update other addresses with the same information by checking an additional address box.
7. Click **Submit** to save the changes. (Click **Previous** to return to the **Modify Address** page. Click **Cancel** to return to the **Address Information** page.)

**NOTE:** If you assign a TPA the **Wage and Separation Mailing** role and **Benefits Charges Protest Submission** role, the TPA will receive the hard copy bill/correspondence from DUA, and their address will be listed under Address Information. If you want to change the address for benefits charges protest and wage and separation, the TPA's assignment must be changed to **Benefits Charges View Only**. See the section on *TPA Authorization* for instructions on changing TPA roles.

## Viewing Address History

1. Perform the steps in the section, *Navigating to the Address Information Page*.
2. Click **View Employer Address History**.
3. Select an **Address Type** and click **Search**. View the search results displayed below the search grid.

The screenshot shows the 'Address Historical Information' section of the QUEST system. At the top, there's a header with 'Employer Information' and links for 'Change Employer' and 'Leave Employer'. Below this, fields for 'Employer Account Number' and 'Employer Name' are visible. The main section is titled 'Address Historical Information' and includes a dropdown for 'Address Type' set to 'All'. Below the dropdown are 'Previous', 'Search', and 'Reset' buttons. A callout points to the 'Search' button with the text 'Click Search'. Below the buttons is a 'Search Results' table. A callout points to the table with the text 'View Search Results'. To the right of the table, a list of address types is shown: 'All', 'Benefits Charge', 'Business Records', 'Location', 'Legal', 'Mailing', 'Physical Location', and 'Wage and Separation'. A callout points to this list with the text 'Select an Address Type: All'.

Address Type	Attention	Address	Phone	En
Business Records				
Location		MA 018601110		
Legal				
Legal		Merrimac		7/29/2011
Legal		MA 018601110		
Legal		MERRIMAC MA 01860		12/4/2009 CONVERSION

## Viewing or Modifying Correspondence Preference

1. Display the **Address Information** page using the instructions in the previous section.
2. Click **Correspondence Preferences**.
3. The **Communication Method** page appears. Select **Email** or **US Mail**. Enter an email address.

The screenshot shows the 'Communication Method' page. At the top, there's a header with 'Employer Information' and fields for 'Employer Account Number' and 'Employer Name'. Below this is the 'Communication Method' section. It includes a dropdown for 'Communication Method' set to 'Email'. A callout points to this dropdown with the text 'Select Email or US Mail'. Below the dropdown is a text field for 'Communication Email' containing 'email.address@detma.org'. A callout points to this field with the text 'Enter Email Address'. At the bottom are 'Cancel' and 'Submit' buttons.

4. Click **Submit**.

## MAINTAIN EMPLOYER NAME

### Introduction

This section describes how to modify an Employer's legal and/or DBA name. It also describes how to view the name change history associated with an Employer account.

**NOTE:** In order to change the legal entity name with DUA, the Employer should have obtained Articles/Certificate of Amendment from the Secretary of State. The Articles/Certificate of Amendment must be attached to the printed confirmation of legal name change request and received by DUA within 30 days for the request to be approved. Upon receipt of documents, DUA staff will review them and deny or allow the request. If 30 days have passed since the initiation of the request without the receipt of documents, the name change request will be cancelled automatically.

### Navigating to the Employer Name Page

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Maintain Employer Name** link.

The screenshot displays the QUEST Employer User Guide interface. At the top, the Commonwealth of Massachusetts logo is on the left, and the date 'Thursday, July 14, 2011' with a 'Print Preview' link is on the right. Below the header, there is a navigation bar with 'Change Password' and 'Logoff' links. The main content area is divided into two columns. The left column contains a sidebar with links: 'Employer Home', 'FAQ', 'Workflow - My Inbox', and 'Account Maintenance'. Under 'Account Maintenance', there is a list of links: 'View Employer Account Profile', 'Address Information', 'Employer Appeals', 'Maintain Employer Name', 'Maintain Owners/Officers', 'Maintain Employer Reporting Units', 'Request Worker Status Determination', 'Voluntary Contribution', and 'Third Party Administrator (TPA) Authorization'. The right column contains the 'Employer Information' section, which includes 'Employer Account Number' and 'Employer Name' fields. Below this is the 'Account Maintenance' section, which contains links for 'View Employer Account Profile', 'Address Information', 'Employer Appeals', 'Maintain Employer Name', 'Maintain Owners/Officers', 'Maintain Employer Reporting Units', and 'Request Worker Status Determination'. The 'Maintain Employer Name' link is circled in red. The description for this link reads: 'Provide information regarding a change to the legal name of the business entity or change the Doing Business As (DBA) name of the business entity.'

- The **Name Change Request** page appears. Enter the new legal name and/or **Doing Business As** name and click **Next**.

Commonwealth of Massachusetts

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[Change Password](#) | [Logout](#)

[Employer Home](#)

[FAQ](#)

[Workflow - My Inbox](#)

[Account Maintenance](#)

- View Employer Account Profile
- Address Information
- Employer Appeals
- Maintain Employer Name**
- Maintain Owners/Officers
- Maintain Employer Reporting Units
- Request Worker Status Determination
- Voluntary Contribution
- Third Party Administrator (TPA) Authorization

[Benefit Charge Activities](#)

[Correspondence](#)

[Employment and Wage Detail Reporting](#)

[Payment Information](#)

[User Maintenance](#)

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Legal Name Change Request**

In order to change your Corporate Legal Name with this Agency, you must first have obtained Articles/Certificate of Amendment from the Secretary of State. The Articles/Certificate of Amendment must be attached to your printed Confirmation of Legal Name Change Request and received by this Agency within 30 days in order for your request to be approved.

**Note: If this name change is the result of a re-organization, acquisition, merger or formation of an entity with a new Federal Employer Identification (FEIN) being formed, information regarding the purchase or sale of information is required. To provide this information, click [here](#).**

Current Legal Name: [REDACTED]

New Legal Name: [REDACTED]

Contact Name: [REDACTED]

Contact Phone: [REDACTED] ext: [REDACTED]

**Doing Business As (DBA) Name Change**

Current Doing Business As (DBA) Name: [REDACTED]

New Doing Business As (DBA) Name: [REDACTED]

[Next](#)

[Accessibility](#) | [Privacy Statement](#) | [Viewing Tips](#)

- On the **Confirm Name Change** page, the current and new (requested) legal and DBA Names are displayed. Click **Submit** to confirm. (Click **Previous** to return to the Change Request page.)

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[User Maintenance](#)

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Confirm Legal Name Change**

Please confirm your requested Legal Name change. If you wish to change any information, please select "Previous" and re-enter your requested Legal Name.

Current Legal Name: [REDACTED]

Requested Legal Name: [REDACTED]

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

**Confirm DBA Name Change**

Please confirm your new Doing Business As (DBA) Name change. If you wish to change any information, please select "Previous" and re-enter your requested Doing Business As (DBA) Name.

Current Doing Business As (DBA) Name: [REDACTED]

New Doing Business As (DBA) Name: [REDACTED]

[Previous](#) [Submit](#)



5. A printable bar-coded page appears. Do the following:

- Print the page.
- Attach the page to a copy of your Articles/Certificate of Amendment from the Secretary of State.
- Mail it to the DUA by the date specified:

Department of Unemployment Assistance  
ATTN: Employer Liability Department  
19 Staniford St.  
Boston, MA 02114

FAX: 617-727-8221

**IMPORTANT NOTE:** Mail the bar-coded page with your Articles/Certificate of Amendment to DUA by the date specified on the page.

## MAINTAIN OWNERS/OFFICERS

Introduction	This section describes how to view, add, and modify owner/officer information, and view ownership history.
Helpful Hints	<ul style="list-style-type: none"> <li>The combined ownership percentage of all owners on the account cannot exceed 100%.</li> <li>It is not possible to add a second owner/officer when the business type is sole proprietorship.</li> <li>The owner can be an individual owner or a legally formed entity.</li> <li>Information on up to five owners can be added to an account.</li> </ul>

### Viewing Owner/Officer Information

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Maintain Owner/Officers** link.

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**Account Maintenance**

- View Employer Account Profile
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- Maintain Owners/Officers
- Maintain Employer Reporting Units
- Request Worker Status Determination
- Voluntary Contribution
- Third Party Administrator (TPA) Authorization

Benefit Charge Activities

Correspondence

Employment and Wage Detail Reporting

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Account Maintenance**

[View Employer Account Profile](#)  
View summary profile and history information related to the Employer Account.

[Address Information](#)  
View or Update address types. Maintain phone numbers and e-mail addresses.

[Employer Appeals](#)  
Appeal a determination regarding your Employer Account.

[Maintain Employer Name](#)  
Provide information regarding a change to the legal name of the business entity or change the Doing Business As (DBA) name of the business entity.

[Maintain Employer Reporting Units](#)  
Create and update Employer reporting units

[Voluntary Contribution](#)  
Submit a voluntary contribution payment to buy down the experience rate of the Employer.

[Maintain Owners/Officers](#)  
View, Add, or Update Owner/Officer information for the Employer Account.

[Request Worker Status Determination](#)  
Request an employer/employee relationship determination.

3. The **Owner/Officer Information** page appears.

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Employer Home

FAQ

Workflow - My Inbox

**Account Maintenance**

- View Employer Account Profile
- Address Information
- Employer Appeals
- Maintain Employer Name
- Maintain Owners/Officers**
- Maintain Employer Reporting Units
- Request Worker Status Determination

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Owner/Officer Information**

Please select "Update" to add or modify Owner/Officer Information.

Title	Name	Address	SSN/FEIN	Percentage of Ownership
Other	[REDACTED]	19 Staniford St, Boston, MA 02114	[REDACTED]	100.00%

[Link to Previous Owner/Officers](#)

[Click to view Ownership History](#)

[Update](#)

[Click to modify Ownership information](#)

## Updating Owner/Officer Information

1. Display the **Owner/Officer Information** page using the instructions in the previous section.
2. Click **Update**.
3. The **Review Owner/Officer** page appears. Add, modify, or inactivate Owner/Officer entries using the instructions below.

**NOTE:** Owner/Officer information that is being updated due to the purchase or sale of a business must be changed by following the steps in the section, *Provide Information on the Purchase or Sale of a Business*.

### Review Owner/Officer Information

- To **ADD** an Owner/Officer, enter the information in the Add/Modify section below.
- To **MODIFY** existing information, identify the record by selecting the radio button to the left of the name and select "Modify".
- To **INACTIVATE** an entry, identify the record by selecting "Modify". Then enter the Effective End Date of Ownership.
- You may not enter more than 5 owner/officers.
- After completing all updates to the Owner/Officer information, click the "Save" button.

	Title	Name	SSN/FEIN	Con
<input checked="" type="radio"/>	Other			19 Staniford
				<b>Total Percent</b>

Radio button for existing Owner/Officer

To modify an existing Owner/Officer:

Select the radio button for the Owner/Officer.

Click Modify.

Edit the fields in these sections:

--Add Owner/Officer Information

--Additional Information

Click Save.

### Add Owner/Officer Information

- If the Owner/Officer is an individual, complete the individual Owner/Officer section and Additional Information section.
- If the Owner/Officer is a business/entity, complete the Business/Entity Owner/Officer section and Additional Information section.

Individual Owner/Officer	OR	Business/Entity Owner/Officer
First Name: <input type="text"/>		Legal Entity Name: <input type="text"/>
Middle Initial: <input type="text"/>		FEIN: <input type="text"/>
Last Name: <input type="text"/>		
SSN: <input type="text"/>		

### Additional Information

- The Additional Information section is required for both the Individual Owner/Officer and Business/Entity Owner/Officer.

Business Title:

Percent of Ownership:

First Date of Ownership/Appointment:

Is the owner/officer compensated for their services?: ☐ Yes ☒ No\*

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Country:

E-Mail:

Select the "ADD" button to **SAVE** the entered Owner/Officer information.

Add

Submit

Cancel

When information is complete, click Submit

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### *To Add an Owner/Officer:*

1. Perform the steps in *Updating Owner/Officer Information*.
2. Enter the information into the fields in the **Add/Modify Owner/Officer Information** and **Additional Information** areas.
3. Click **Add** below the **Additional Information** area.
4. Repeat for each new Owner/Officer entry you want to add.

**IMPORTANT NOTE:** Information about an Owner/Officer in the **Add/Modify Owner/Officer Information** area should either go under **Individual Owner/Officer** (left column) or **Business Entity Owner/Officer** (right column). Do not put information in both columns.

### *To Modify Existing Owner/Officer Information:*

1. Perform the steps in *Updating Owner/Officer Information*.
2. Select the radio button to the left of an entry.
3. Click **Modify**.
4. Edit the fields in the **Add/Modify Owner/Officer Information** and **Additional Information** areas.
5. Click **Save** below the **Additional Information** area.
6. Repeat for each existing Owner/Officer entry.

### *To Inactivate an Owner/Officer:*

1. Perform the steps in *Updating Owner/Officer Information*.
2. Select the radio button to the left of that entry and click **Modify**.
3. Add a date to the Effective End Date of Ownership field.

**Additional Information**

- The Additional Information section is required for both the Individual Owner/Officer and the Business/Entity Owner/Officer.

Business Title:	Other	*
Percent of Ownership:	20	*
First Date of Ownership/Appointment:	1/1/2011	
Effective End Date of Ownership:		(mm/dd/yyyy)
Is the owner/officer compensated for their services?	Yes No	
Address Line 1:	19 Staniford St	*
Address Line 2:		
City:	Boston	*
State:	MA - Massachusetts	
Zip Code:	02114	
Country:	US - United States Of America	*
Email:		

4. Click **Save**.

## Viewing Owner/Officer History

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Maintain Owner/Officers** link.
3. Click **Link to Previous Owner/Officers**.

Employer Information				
Employer Account Number:			Employer Name:	
Owner/Officer Information				
Please select "Update" to add or modify Owner/ Officer Information.				
Title	Name	Address	SSN/FEIN	Percentage of Ownership
Other		19 Staniford St, Boston, MA 02114		100.00%
<a href="#">Link to Previous Owner/Officers</a>				

4. The **Previous Owner/Officer Information** page appears. It is similar to the Owner/Officer Information page, but displays **Effective Begin Date** of Ownership and **Effective End Date** of Ownership.

Employer Information						
Employer Account Number:			Employer Name:			
Previous Owner/Officer Information						
Title	Name	Percentage of Ownership	SSN/FEIN	Address	Effective Begin Date of Ownership	Effective End Date of Ownership
Other		20.00%		19 Staniford St, Boston, MA 02114	1/1/2011	7/1/2011
<a href="#">Previous</a>						

## MAINTAIN EMPLOYER REPORTING UNITS

Introduction	<p>This section of the document describes how to view, add, or modify an Employer reporting unit. Additional reporting units can be added to an Employer account when the business has multiple reporting units for administrative reasons. Each reporting unit can have its own NAICS code, <b>Doing Business As</b> (DBA) name, and physical location and wage and separation address.</p> <p>The section also explains how to inactivate or reactivate a reporting unit, view reporting unit history, and designate the reporting unit address as the Wage and Separation address.</p>
Helpful Hints	<ol style="list-style-type: none"> <li>1. The physical location for a reporting unit can never be modified. If the physical location of a reporting unit has to be changed, then the existing unit has to be inactivated and a new reporting unit has to be created.</li> <li>2. All registered Employers within the system are defaulted to the <b>00000</b> reporting unit.</li> </ol>

### Viewing a List of Employer Reporting Units

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Maintain Employer Reporting Units** link.

The screenshot displays the QUEST Employer User Interface. At the top, the Commonwealth of Massachusetts logo is on the left, and the date 'Thursday, July 14, 2011' with a 'Print Preview' link is on the right. Below the header, there are links for 'Change Password' and 'Logoff'. The main content area is divided into a left sidebar and a main panel. The sidebar contains links for 'Employer Home', 'FAQ', 'Workflow - My Inbox', 'Account Maintenance' (with sub-links like 'View Employer Account Profile', 'Address Information', 'Employer Appeals', 'Maintain Employer Name', 'Maintain Owners/Officers', 'Maintain Employer Reporting Units', 'Request Worker Status Determination', 'Voluntary Contribution', 'Third Party Administrator (TPA) Authorization', 'Benefit Charge Activities', 'Correspondence', and 'Employment and Wage Detail Reporting'), and 'Request Worker Status Determination'. The main panel has a top section for 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name'. Below this is the 'Account Maintenance' section, which contains several links: 'View Employer Account Profile', 'Address Information', 'Employer Appeals', 'Maintain Employer Name', 'Maintain Employer Reporting Units' (circled in red), 'Maintain Owners/Officers', 'Request Worker Status Determination', and 'Voluntary Contribution'. Each link has a brief description of its function.

- The **Maintain Reporting Units** page appears, displaying a list of Reporting Units associated with the Employer account. From this page you can view Reporting Unit details, inactivate a Reporting Unit, reactivate a Reporting Unit, or add a new Reporting Unit.

Commonwealth of Massachusetts  
Tuesday, July 12, 2011  
[Print Preview](#)

Change Password Logoff

Employer Home

FAQ  
Workflow - My Inbox  
Account Maintenance  
• View Employer Account Profile  
• Address Information  
• Employer Appeals  
• Maintain Employer Name  
• Maintain Owners/Officers  
• **Maintain Employer Reporting Units**  
• Request Worker Status Determination  
• View Inactive Reporting Unit  
• Add New Reporting Unit  
• Payment Information  
• User Maintenance

**Employer Information**  
Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Maintain Reporting Units**  
Employer Unit Identifier: [REDACTED] Reporting Unit Number: [REDACTED]  
Unit DBA Name: [REDACTED] ☐ Contains <sup>?</sup>

Search Reset

**Active Reporting Units**

Reporting Unit Number	Unit DBA	Employer Unit Identifier	Address	City	Zip Code	State Wide
00000	[REDACTED]	0000	19 STANIFORD ST	BOSTON	02114	

Select the [Reporting Unit Number](#) to view details about this Reporting Unit.

[View Inactive Reporting Unit](#)  
[Add New Reporting Unit](#)

Click to view or reactivate Inactive Reporting Units

Click to add a new Reporting Unit

Home

Accessibility | Privacy Statement | Viewing Tips

## Viewing Reporting Unit Details

- Follow the steps in *Viewing a List of Employer Reporting Units*.
- Click a **Reporting Unit** number. An information page appears. (Two examples of the page are provided below.)

**Example 1:** Page showing details for a **Primary** Reporting Unit. Primary Reporting Units cannot be edited, inactivated, or reactivated.

**Employer Information**  
Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Reporting Unit Historical Information**  
[View History](#)

**Review/Update Reporting Unit**  
Use this section to modify unit information. Click Next to submit this information. If the physical address has changed for this reporting unit, you will need to inactivate this reporting unit and create a new reporting unit.

Reporting Unit Number: 00000  
[Employer Unit Identifier](#) <sup>?</sup>

Address: 19 STANIFORD ST  
BOSTON, MA 02114  
United States Of America

Phone: 617-626 [REDACTED] ext: [REDACTED]  
Email: [REDACTED]  
NAICS Code: 921190 - Other General Government Support

**Unit Wage and Separation Address**  
☐ Check the box if you would like to receive requests for Wage and Separation information at the Physical Location for this reporting unit. If you do not enter a new address, all requests for Wage and Separation information will be sent to the default Wage and Separation address established during the registration process.

Address: MA  
United States Of America

Email: [REDACTED]

[Previous](#)

**Example 2:** Page showing details for an **additional** Reporting Unit. Additional Reporting Units can be edited, inactivated, or reactivated.

Employer Information	
Employer Account Number:	Employer Name:
Reporting Unit Historical Information	
View History	Click to view Reporting Unit History
Review/Update Reporting Unit	
Use this section to modify unit information. Click Next to submit this information. If the physical address has changed for this reporting unit, you will need to inactivate this reporting unit and create a new reporting unit.	
Reporting Unit Number:	00001
Reporting Unit Doing Business As (DBA) Name:	
Employer Unit Identifier:	2
Attention:	
Address Line 1:	19 Staniford St
Address Line 2:	
City:	Boston
State:	Massachusetts
Zip:	02114
Country:	United States Of America
Phone:	ext:
International Phone:	
Fax:	
International Fax:	
E-Mail:	
NAICS Code:	921190 - Other General Government Support
Change NAICS Code	
Inactivate Reporting Unit	
Use this section to inactivate this unit.	
Inactivate Reporting Unit?:	<input type="checkbox"/>
Date of Last Wages for this Reporting Unit:	(mm/dd/yyyy)
Is this unit being inactivated due to a sale of the unit?	<input type="radio"/> Yes <input type="radio"/> No
Is this unit being inactivated due to a move?	<input type="radio"/> Yes <input type="radio"/> No
Other ?:	
Unit Wage and Separation Address	
<input type="checkbox"/> Check the box if you would like to receive requests for Wage and Separation information at the Physical Location for this reporting unit. If you do not enter a new address, all requests for Wage and Separation information will be sent to the default Wage and Separation address established during the registration process.	
Attention:	
Address Line 1:	
Address Line 2:	
City:	
State:	MA - Massachusetts
Zip Code:	
Country:	US - United States Of America
Phone:	ext:
International Phone:	
Fax:	
International Fax:	
E-Mail:	
Previous Next	



## Viewing Reporting Unit History

1. Follow the steps in *Viewing Reporting Unit Details*.
2. Click **View History**. The **Reporting Unit Historical Information** page displays.

**NOTE:** The historical information is a log of events associated with the changes made on the reporting unit's **NAICS Code**, **Wage and Separation** address and account **status**.

3. Click **Previous** to return to the details page.
4. Click **Previous** to return to the list of Employer Reporting Units.

## Modifying Employer Reporting Unit Information

**NOTE:** Primary Reporting Units cannot be edited, inactivated, or reactivated. These instructions apply only to additional Reporting Units.

1. Follow the steps in *Viewing Reporting Unit Details*.
2. Edit the DBA Name, Employer Unit Identifier, Attention line, Phone, Fax, Email address, or NAICS code.
3. Click **Next** to submit your changes.
4. The **Reporting Unit Summary** page appears. Click **Save**.

Employer Information	
Employer Account Number:	████████
Employer Name:	████████
Reporting Unit Summary	
Please verify the information for this reporting unit. To assign a Third Party Administrator (TPA) to this reporting unit after submission, select the assign and maintain TPA function from Account Maintenance.	
Reporting Unit Information	
Employer Unit Identifier:	2
Reporting Unit Identifier:	00001
DBA:	████████
Address:	████████
	████████
	Boston, MA 02114
	United States Of America
Phone:	████████
E-Mail:	████████
NAICS Code:	
Confirm Reporting Unit Wage and Separation Address	
Address:	████
	████████
E-Mail:	
<div>Previous Save</div>	

## Inactivating an Employer Reporting Unit

1. Follow the steps in *Viewing Reporting Unit Details*.
2. On the **Reporting Unit** page, in the **Inactivate Reporting Unit** area, put a check in the **Inactivate Reporting Unit?** box, and answer the questions.

**Inactivate Reporting Unit**  
 Use this section to inactivate this unit.  
 Inactivate Reporting Unit?: ☐  
 Date of Last Wages for this Reporting Unit:  (mm/dd/yyyy)  
 Is this unit being inactivated due to a sale of the unit? ☐ Yes ☐ No  
 Is this unit being inactivated due to a move? ☐ Yes ☐ No  
 Other ? :

3. Click **Next** to submit your changes.

**NOTE:** If the inactivation is due to sale of the unit, you will be prompted for information on the transfer of the business. See the section, *Provide Information on the Purchase or Sale of a Business* for additional instructions.

4. The **Reporting Unit Summary** page appears. Click **Save**.
5. The **Reporting Unit Inactivated** page displays. Click **Home**.

**Employer Information**  
 Employer Account Number:  Employer Name:   
**Reporting Unit Inactivated**  
 You have inactivated reporting unit 00001 , 2

## Reactivating an Employer Reporting Unit

1. Click **Account Maintenance**. Click the **Maintain Employer Reporting Units** link.
2. Click **View Inactive Reporting Units**.

**Employer Information**  
 Employer Account Number:  Employer Name:   
**Maintain Reporting Units**  
 Employer Unit Identifier:  Reporting Unit Number:   
 Unit DBA Name:  ☐ Contains ?  
   
**Active Reporting Units**  

<a href="#">Reporting Unit Number</a>	<a href="#">Unit DBA</a>	<a href="#">Employer Unit Identifier</a>	<a href="#">Address</a>	<a href="#">City</a>	<a href="#">Zip Code</a>	<a href="#">State Wide</a>
<a href="#">00000</a>	<input type="text"/>	0000	19 STANFORD ST	BOSTON	02114	

Select the [Reporting Unit Number](#) ? link to update existing reporting unit information or to inactivate a reporting unit.

[View Inactive Reporting Units](#)  
[Add New Reporting Unit](#)

- A page displays Reporting Units that you can reactivate. Click on the Reporting Unit **Number** to be reactivated.

**Employer Information**  
Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Maintain Reporting Units**  
Employer Unit Identifier: [REDACTED] Reporting Unit Number: [REDACTED]  
Unit DBA Name: [REDACTED] ☐ Contains \*

**Reactivate Reporting Unit**

Employer Unit Identifier	Reporting Unit Number	Unit DBA Name	Address	City	Zip Code
2	<a href="#">00001</a>	[REDACTED]	19 Staniford St	Boston	02114

To reactivate a reporting unit at the existing address, select the Reporting Unit Number link. If the reporting unit you want to reactivate is at the Physical location, select [Add New Reporting Unit](#)

- In the **Reactivate** page, enter DBA, Employer Unit Identifier, the Date you resumed paying wages, and the current phone number, and click **Reactivate**.

**Reporting Unit Historical Information**

**Reactivate Reporting Unit**  
If the Physical Location has changed for this reporting unit, you will need to add a new reporting unit.

**Reporting Unit Information**

Reporting Unit Number: 00001  
Reporting Unit Doing Business As (DBA) Name: [REDACTED]  
Employer Unit Identifier: 2  
Date of Last Wages Paid for this Reporting Unit: 6/30/2011  
Date Wages Paid Resumed: 7/1/2011 \* (mm/dd/yyyy)  
NAICS Code: 921190 - Other General Government Support  
  
Address: 19 Staniford St  
City: Boston  
State: MA  
ZIP Code: 02114  
Country: US  
Phone: [REDACTED]

- A confirmation page appears. Click **Home**.

## Adding a New Reporting Unit

1. Click **Account Maintenance**. Click the **Maintain Employer Reporting Units** link.
2. Click **Add New Reporting Unit**.

**Employer Information**  
Employer Account Number: XXXXXXXXXX Employer Name: XXXXXXXXXX

**Maintain Reporting Units**  
Employer Unit Identifier:  Reporting Unit Number:   
Unit DBA Name:  ☐ [Contains ?](#)

**Active Reporting Units**

<a href="#">Reporting Unit Number</a>	<a href="#">Unit DBA</a>	<a href="#">Employer Unit Identifier</a>	<a href="#">Address</a>	<a href="#">City</a>	<a href="#">Zip Code</a>	<a href="#">State Wide</a>
<a href="#">00000</a>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	0000	19 STANIFORD ST	BOSTON	02114	

Select the [Reporting Unit Number](#) <sup>?</sup> link to update existing reporting unit information or to inactivate a reporting unit.

[View Inactive Reporting Units](#)  
[Add New Reporting Unit](#)

3. In the **Add Reporting Unit** page, enter DBA, Employer Unit Identifier, the Date you started paying wages, physical address, NAICS Code, wage and separation address, and Reporting Unit location details. Click **Next**.

Employer Information	
Employer Account Number:	Employer Name:
Add Reporting Unit	
Please enter the physical address information for this reporting unit.	
Reporting Unit Number:	1 <input type="checkbox"/> Check this box if this is a <a href="#">State-Wide Unit</a> ?
Reporting Unit Doing Business As (DBA) Name:	
<a href="#">Employer Unit Identifier</a> ?	
Date of First Wages Paid for this Reporting Unit:	* (mm/dd/yyyy)
Attention:	
Address Line 1:	
Address Line 2:	
City:	
State:	MA - Massachusetts
Zip Code:	
Country:	US - United States Of America
Phone:	ext.
Fax:	
E-Mail:	
NAICS Code:	921190 - Other General Government Support
<a href="#">Change NAICS Code</a>	
Is this Reporting Unit being created as a result of the purchase or sale of a business? <input type="radio"/> Yes <input type="radio"/> No*	
Is this Reporting Unit being created as a result of a move? <input type="radio"/> Yes <input type="radio"/> No*	
Reporting Unit Wage and Separation Address	
<input type="checkbox"/> Check the box if you would like to receive requests for Wage and Separation information at the Physical Location for this reporting unit. If you do not enter a new address, all requests for Wage and Separation information will be sent to the default Wage and Separation address established during the registration process.	
Attention:	
Address Line 1:	
Address Line 2:	
City:	
State:	MA - Massachusetts
Zip Code:	
Country:	US - United States Of America
Phone:	ext.
International Phone:	
Fax:	
International Fax:	
E-Mail:	
Reporting Unit Location Details	
Which one of these statements best describes this location?	
<input type="radio"/> This location mainly provides goods or services to the general public (that is, to individual consumers, other businesses, organizations, or institutions).	
<input type="radio"/> This location mainly supports other locations of this company. For example, this is a special purpose facility such as a headquarters, warehouse, data processing center, laboratory, or repair shop.	
*	
<a href="#">Next</a> <a href="#">Cancel</a>	

4. A **Reporting Unit Summary** page appears. Click **Submit**.
5. A **Confirmation** page appears. Click **Home**.

Employer Information	
Employer Account Number:	Employer Name:
Confirmation of Unit Creation	
You have successfully created this unit. The assigned unit number is 00001	
To assign a TPA to this Reporting Unit go to Assign and Maintain TPA or click	
Home to return to Maintain Units home page.	
<a href="#">Home</a>	

## CHANGE METHOD OF PAYMENT

Introduction	This section describes how an authorized user can submit a request to change the method of payment on an Employer account. An eligible Employer can elect to change the payment method from reimbursable to contributory or from contributory to reimbursable. In order to be eligible the Employer must be a private non-profit Employer or a Governmental entity. If a private non-profit Employer is requesting that the status be changed to reimbursable, the Employer's 501(c)(3) Federal Exemption Letter must be received and/or be on file for the change to take effect. Governmental employees do not need to provide the 501(c)(3) letter to change their status to reimbursable. If your request is to change from reimbursable to contributory status, no documentation is required.
Helpful Hints	<ul style="list-style-type: none"> <li>• A payment method can be elected only when (1) the annual election window for requesting change of payment method is open for the Employer or (2) Employer is registering for the first time and indicates 501(c)(3) status or is a governmental Employer.</li> <li>• The annual election window is from: <ul style="list-style-type: none"> <li>• September 1 to December 1 for private non-profit Employers;</li> <li>• September 1 to December 31 for governmental Employers.</li> </ul> </li> <li>• When a change in the method of payment is requested by eligible Employers during the annual re-election window, the new payment method will take effect on January 1 of the next year.</li> <li>• If an Employer indicates 501(c)(3) status during registration, then they will be initially assigned contributory status. If the 501(c)(3) exemption letter is received within a period of 30 days from registration, the status will be changed to reimbursable, effective from their subjectivity date.</li> </ul>

### *Changing the Method of Payment*

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Change Method of Payment** link.

**NOTE:** The link for **Change Method of Payment** only appears during the *annual election window*. This is the window during which Employers are allowed to change their method of payment:

**Private non-profit Employers:** September 1 through December 1.

**Governmental Employers:** September 1 through December 31.

3. The **Change Method of Payment** page appears. Enter the requested information. Click **Submit**.

Employer Information	
Employer Account Number:	Employer Name:
Change Method of Payment	
First Name:	*
Last Name:	*
Business Title:	*
Telephone Number:	ext: *
Effective Date of Change:	1/1/2012 * (mm/dd/yyyy)
Notes:	*
<input type="button" value="Submit"/>	

4. The **Payment Method Maintenance** page appears, confirming the update to the payment method.

Employer Information	
Employer Account Number:	Employer Name:
Payment Method Maintenance	
Payment Method:	<b>Contributory</b>
Effective Date:	<b>1/1/2012</b>
First Name:	
Last Name:	
Business Title:	
Telephone Number:	
Notes:	
The employer's payment method has been updated.	

**NOTE:** If Employer payment method is currently contributory, the system will change the payment method to reimbursable on the effective date, provided the federal exemption letter 501(c)(3) letter is received by DUA within a period of 30 days. If the Employer payment method is currently reimbursable, the system will change the payment method to contributory on the effective date.

## *Rescinding the Method of Payment*

If you wish to rescind your election, you can do so before the annual election window closes.

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Change Method of Payment** link.

3. The **Payment Method Maintenance** page appears. Put a check in the **Rescind Election** box, add Notes, and click **Submit**.

Employer Information	
Employer Account Number:	Employer Name:
Payment Method Maintenance	
Payment Method:	Contributory
Effective Date:	1/1/2012
First Name:	
Last Name:	
Business Title:	acct
Telephone Number:	
Rescind Election:	<input type="checkbox"/> *
Notes:	
<input type="button" value="Submit"/>	

4. The **Payment Method Maintenance** page redisplay with the old payment method.

Employer Information	
Employer Account Number:	Employer Name:
Payment Method Maintenance	
Payment Method:	Reimbursable
Effective Date:	1/1/2012
First Name:	
Last Name:	
Business Title:	acct
Telephone Number:	
Rescind Election:	Yes
Notes:	test



## TPA AUTHORIZATION

### Introduction

This section describes how to authorize Third Party Administrators (TPAs) to conduct business with the DUA on an Employer's behalf. The functions that TPAs can be authorized to perform are designated with specific role assignments. TPAs can be assigned one or multiple roles. Multiple TPAs can be authorized as well; however, no role can be assigned to more than one TPA.

To quickly perform a basic TPA authorization, perform the steps in these sections:

- **Viewing the Third Party Administrator (TPA) Authorization Page.**
- **Authorizing a TPA.** This includes instructions on setting TPA Services begin and end dates and assigning roles to the TPA.

Also see these sections for more detailed information:

- Displaying a List of Your Authorized TPAs
- Viewing TPA Authorization Details
- Modifying a TPA's Service Dates
- Adding or Removing TPA Role Assignments
- Assigning TPA Roles by Reporting Unit
- Ending a TPA's Authorization

**IMPORTANT NOTE:** You will need to enter a TPA ID for each TPA you authorize. If necessary, contact your TPA(s) for their current TPA ID(s) before you begin.

### Viewing the TPA Authorization Page

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Third Party Administrator (TPA) Authorization** link.

The screenshot shows the QUEST Employer User Guide interface. At the top, there is a header with the Commonwealth of Massachusetts logo and the date "Tuesday, July 19, 2011". Below the header, there is a navigation bar with "Change Password" and "Logoff" links. The main content area is divided into two columns. The left column contains a sidebar with links for "Employer Home", "FAQ", "Workflow - My Inbox", and "Account Maintenance". The "Account Maintenance" section is expanded, showing a list of links: "View Employer Account Profile", "Address Information", "Employer Appeals", "Maintain Employer Name", "Maintain Employer Reporting Units", "Provide Information on the Purchase or Sale of a Business", "Request Worker Status Determination", "Suspend Employer Account", "View Rate Notice", "Voluntary Contribution", and "Third Party Administrator (TPA) Authorization". The "Third Party Administrator (TPA) Authorization" link is highlighted with a red circle. The right column contains a "Employer Information" section with fields for "Employer Account Number" and "Employer Name". Below this is an "Account Maintenance" section with links for "View Employer Account Profile", "Address Information", "Employer Appeals", "Maintain Employer Name", "Maintain Employer Reporting Units", "Request Worker Status Determination", "Suspend Employer Account", "View Rate Notice", "Voluntary Contribution", and "Third Party Administrator (TPA) Authorization". The "Third Party Administrator (TPA) Authorization" link is also highlighted with a red circle. At the bottom of the page, there is a footer with "Accessibility | Privacy Statement | Viewing Tips".

3. The **Third Party Administrator (TPA) Authorization** page appears.

## Authorizing a TPA

1. Perform the steps in *Viewing the TPA Authorization Page*.
2. Click **New**.

Commonwealth of Massachusetts

Thursday, June 23, 2011 [Print Preview](#)

[Change Password](#) | [Logoff](#)

Employer Home

FAQ

Workflow - My Inbox

Account Maintenance

- View Employer Account Profile
- Address Information
- Employer Appeals
- Maintain Employer Name
- Maintain Owners/Officers
- Maintain Employer Reporting Units
- Request Worker Status Determination
- Suspend Employer Account
- Voluntary Contribution
- Third Party Administrator (TPA) Authorization**

Benefit Charge Activities

Correspondence

Employment and Wage Detail Reporting

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Third Party Administrator (TPA) Authorization**

Using either the TPA Name or TPA ID you may search for an existing Third Party Administrator that was previously assigned to your account.

To see all TPAs associated with your account press Search without entering any search criteria.

TPA Name: [REDACTED]

TPA ID: [REDACTED]

Role: All [v]

[Search](#) [Reset](#)

Select Link for [Role Definitions](#)

Select 'New' to assign a new TPA to your account. In order to assign a new TPA to your account, you must have their TPA ID (contact your TPA to get this information).

[Home](#) [New](#)

3. Enter the TPA ID and click **Next**.

Commonwealth of Massachusetts

Thursday, June 23, 2011 [Print Preview](#)

[Change Password](#) | [Logoff](#) \* Indicates Required Field

Employer Home

FAQ

Workflow - My Inbox

Account Maintenance

- View Employer Account Profile
- Address Information
- Employer Appeals
- Maintain Employer Name
- Maintain Owners/Officers
- Maintain Employer Reporting Units

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Assign Third Party Administrator (TPA)**

In order to authorize a Third Party Administrator (TPA) for your account you must have their TPA ID (contact your TPA to obtain this information). To begin the TPA authorization process, please enter the TPA ID in the field below and select 'Next'.

TPA ID: [REDACTED] \*

[Previous](#) [Next](#)

4. The **Third Party Administrator Information** page appears.
  - Enter the **TPA Services Begin Date**.
  - Enter a **TPA Services End Date** or leave blank.
  - Check each role that applies to this TPA.
  - Click **Save** to complete the authorization.

## IMPORTANT NOTES:


You cannot enter a **TPA Services Begin Date** that is prior to the current date, although once a TPA is authorized, they can perform TPA functions on data retroactively.

A role assignment can only be actively applied to one TPA at a time.

Most roles have two versions: active, and passive (view only). Only one of the two can be assigned to the same TPA.

Any role(s) not assigned to a TPA must be performed by the Employer.

If you assign the roles for **Wage and Separation Mailing** and **Benefits Charges Protests Submission** to a TPA, then that TPA (and not the Employer) will receive the hard copy bill/correspondence from DUA.


Thursday, June 23, 2011  
[Print Preview](#)

[Change Password](#) | [Logoff](#)
\* Indicates Required Field

[Employer Home](#)  
[FAQ](#)  
[Workflow - My Inbox](#)  
[Account Maintenance](#)  
   ▶ [View Employer Account Profile](#)  
   ▶ [Address Information](#)  
   ▶ [Employer Appeals](#)  
   ▶ [Maintain Employer Name](#)  
   ▶ [Maintain Owners/Officers](#)  
   ▶ [Maintain Employer Reporting Units](#)  
   ▶ [Request Worker Status Determination](#)  
   ▶ [Suspend Employer Account](#)  
   ▶ [Voluntary Cont...](#)  
   ▶ **Third Party Administrator Authorization**  
[Benefit Charge Ac...](#)  
[Correspondence](#)  
[Employment and V...](#)  
[Reporting](#)  
[Payment Information](#)  
[User Maintenance](#)

### Employer Information

 Employer Account Number:  Employer Name:

### Third Party Administrator (TPA) Information

 TPA ID:  TPA Name:

### TPA Details

Enter the date that this TPA will begin performing services for your organization. Enter the date that this TPA will cease performing services for your organization. If you choose not to enter an end date, the TPA will be authorized to perform services on your account indefinitely.

Using the check boxes in the 'Add' and 'Remove' columns, assign the TPA to the role(s) you would like them to perform.

TPA Services Begin Date:  \* (mm/dd/yyyy)

TPA Services End Date:  (mm/dd/yyyy)

Reporting units select the Assigned Units link in the Modify column.

es by business unit.

to all reporting units unless you change the units

Click the checkbox in the 'Remove' column to un-assign this role to the selected TPA.

No records found...

### Un-assigned Roles

Select the checkbox in the Add column to assign this role to the selected TPA, then press "Save". If you press "Previous", or do not press "Save" after checking your selection, role assignment selections will be lost.

Note that all Roles not assigned to TPAs can only be performed by the employer.

Add	Role
<input checked="" type="checkbox"/>	<a href="#">Account Maintenance Update and Submit</a> ®
<input type="checkbox"/>	Account Maintenance View Only
<input type="checkbox"/>	<a href="#">Benefit Charges Protest Submission</a> ®
<input type="checkbox"/>	Benefit Charges View Only
<input checked="" type="checkbox"/>	<a href="#">Payments Update and Submit</a> ®
<input type="checkbox"/>	Payments View Only
<input checked="" type="checkbox"/>	<a href="#">Employment and Wage Detail Update and Submit</a> ®
<input type="checkbox"/>	Employment and Wage Detail View Only
<input type="checkbox"/>	<a href="#">Wage and Separation Mailing</a> ®

[Previous](#) [Save](#)

[Accessibility](#) | [Privacy Statement](#) | [Viewing Tips](#)

## Displaying a List of Your Authorized TPAs

1. Perform the steps in *Viewing the TPA Authorization Page*.
2. Configure search criteria:
  - To see all TPA(s) associated with your Employer account, leave the search criteria blank.
  - To limit your search to a specific TPA, enter the TPA name or ID in the search fields.

Click **Search**.

Third Party Administrator (TPA) Authorization

Using either the TPA Name or TPA ID you may search for an existing Third Party Administrator that was previously assigned to your account.

To see all TPAs associated with your account press Search without entering any search criteria.

TPA Name:

TPA ID:

Role: All

Search

Reset

3. The search results appear in the same page, below the search grid.


Results				
To update a TPA's role or to remove a TPA from your account, select the TPA from the list below.				
TPA ID	TPA Name	TPA Services Begin Date	TPA Services End Date	Role(s)
<a href="#">000000</a>	TPA's Name	1/18/2011		Employment and Wage Detail Update and Submit Payments Update and Submit

## Viewing TPA Authorization Details

1. Perform the steps in *Displaying a List of Your Authorized TPAs*.
2. Click on a **TPA ID** to display authorization details.

Results				
To update a TPA's role or to remove a TPA from your account, select the TPA from the list below.				
TPA ID	TPA Name	TPA Services Begin Date	TPA Services End Date	Role(s)
<a href="#">000000</a>	TPA's Name	1/18/2011		Employment and Wage Detail Update and Submit Payments Update and Submit

- The **Third Party Administrator (TPA) Details** page appears.



Commonwealth of Massachusetts

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- ▶ **Third Party Administrator (TPA) Authorization**

[Benefit Charge Activities](#)

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[Payment Information](#)

[User Maintenance](#)

**Employer Information**

Employer Account Number: [REDACTED]    Employer Name: [REDACTED]

**Third Party Administrator (TPA) Details**

To assign and un-assign TPA roles or to remove the TPA from your account select the 'Modify' button.

TPA ID: [REDACTED]

TPA Name: [REDACTED]

Address: [REDACTED]

TPA Service Begin Date: **6/23/2011**

TPA Service End Date: [REDACTED]

[Modify](#)

**Assigned Roles**

To assign and un-assign TPA roles to individual reporting units select the Assigned Units link in the Modify column. This will open the window where you can assign roles by business unit.

**The system will, as default, assign a TPA role to all individual reporting units unless you change the roles assigned to each unit.**

Role	Reporting Unit Number	Reporting Unit Name	Modify
Account Maintenance Update and Submit	No units are assigned		
Employment and Wage Detail Update and Submit	0000	UNKN, Boston	<a href="#">Assigned Units</a>
Payments Update and Submit	No units are assigned		

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## Modifying a TPA's Service Dates

- Perform the steps in *Viewing TPA Authorization Details*.
- Click **Modify**.
- In the **TPA Details** area, change the **TPA Service Start Date** and/or **TPA Service End Date**.

**TPA Details**

Enter the date that this TPA will begin performing services for your organization. Enter the date that this TPA will cease performing services for your organization. If you choose not to enter an end date, the TPA will be authorized to perform services on your account indefinitely.

Using the check boxes in the 'Add' and 'Remove' columns assign the TPA to the role(s) you would like them to perform.

TPA Services Begin Date:	1/18/2011	* (mm/dd/yyyy)
TPA Services End Date:	6/23/2011	(mm/dd/yyyy)

- Click **Save**.

## Adding or Removing TPA Role Assignments

1. Perform the steps in *Viewing TPA Authorization Details*.
2. Click **Modify**. Scroll to the area showing **Assigned Roles** and **Unassigned Roles**.

Assigned Roles		
To assign and unassign TPA roles to individual reporting units select the Assigned Units link in the Modify column. This will open the window where you can assign roles by business unit.		
<b>The system will, as a default, assign a TPA role to all reporting units unless you change the units assigned to each role.</b>		
Click the checkbox in the 'Remove' column to un-assign this role to the selected TPA.		
Remove	Role	Modify
<input type="checkbox"/>	<a href="#">Account Maintenance Update and Submit</a> <sup>?</sup>	
<input checked="" type="checkbox"/>	<a href="#">Payments Update and Submit</a> <sup>?</sup>	
<input checked="" type="checkbox"/>	<a href="#">Employment and Wage Detail Update and Submit</a> <sup>?</sup>	<a href="#">Assigned Units</a>
Un-assigned Roles		
Select the checkbox in the Add column to assign this role to the selected TPA, then press "Save". If you press "Previous", or do not press "Save" after checking your selection, role assignment selections will be lost.		
Note that all Roles not assigned to TPAs can only be performed by the employer.		
Add	Role	
<input type="checkbox"/>	Account Maintenance View Only	
<input checked="" type="checkbox"/>	<a href="#">Benefit Charges Protest Submission</a> <sup>?</sup>	
<input type="checkbox"/>	Benefit Charges View Only	
<input type="checkbox"/>	Payments View Only	
<input type="checkbox"/>	Employment and Wage Detail View Only	
<input type="checkbox"/>	<a href="#">Wage and Separation Mailing</a> <sup>?</sup>	
<div>Previous Save</div>		

3. Check roles in the **Add** or **Remove** columns to designate new assignments.
4. Click **Save**.

## Assigning TPA Roles by Reporting Unit

1. Perform the steps in *Viewing TPA Authorization Details*.
2. Click **Assigned Units** in the row for the Role you want to reassign by reporting unit.

Assigned Roles			
To assign and un-assign TPA roles to individual reporting units select the Assigned Units link in the Modify column. This will open the window where you can assign roles by business unit.			
<b>The system will, as default, assign a TPA role to all individual reporting units unless you change the roles assigned to each unit.</b>			
Role	Reporting Unit Number	Reporting Unit Name	Modify
Account Maintenance Update and Submit	No units are assigned		
Employment and Wage Detail Update and Submit	0000	UNKN, Boston	<a href="#">Assigned Units</a>
Payments Update and Submit	No units are assigned		
<div>Previous</div>			

- The **Assigned Role / Assigned Employer Reporting Units** page appears. Check Reporting Units in the **Add** or **Remove** columns to designate new assignments. Click **Save**.

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**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Third Party Administrator (TPA) Information**

TPA ID: [REDACTED] TPA Name: [REDACTED] CPA

**Assigned Role**

Employment and Wage Detail Update and Submit

In order to add or remove a reporting unit assignment, please select the appropriate check-box, then click 'Save'. If you do not click 'Save', or click 'Previous', changes to role assignment will be lost.

**Assigned Employer Reporting Units** [Unassign All](#)

Remove	Reporting Unit Number	Name
<input type="checkbox"/>	0000	UNKN, Boston

**Un-assigned Employer Reporting Units** [Assign All](#)

No records found...

[Previous](#) [Save](#) [Next](#)

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## Ending a TPA's Authorization

To end a TPA's authorization to conduct business on your behalf, enter a date in the **TPA Services End Date** field.

- If you enter the **current date**, the authorization ends **at the beginning of the next day**.
- If you enter a **future date**, the authorization ends **at the beginning of the day after the date you entered**.

See *Modifying a TPA's Service Dates* for instructions.

## VIEW RATE NOTICE

### Introduction

This section explains how an authorized user can view the current tax rate notice for an Employer account.

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **View Rate Notice** link.

The screenshot displays the QUEST Employer User Guide interface. At the top, the Commonwealth of Massachusetts logo is on the left, and the date 'Tuesday, July 19, 2011' with a 'Print Preview' link is on the right. Below the header, there is a navigation bar with 'Change Password' and 'Logoff' links. The main content area is divided into a left sidebar and a right main panel. The sidebar contains links for 'Employer Home', 'FAQ', 'Workflow - My Inbox', 'Account Maintenance' (with sub-links like 'View Employer Account Profile', 'Address Information', etc.), 'Benefit Charge Activities', 'Correspondence', 'Employment and Wage Detail Reporting', 'Payment Information', and 'User Maintenance'. The main panel has a header 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name'. Below this is the 'Account Maintenance' section, which contains several links and descriptions: 'View Employer Account Profile', 'Address Information', 'Employer Appeals', 'Maintain Employer Name', 'Maintain Owners/Officers', 'Provide Information on the Purchase or Sale of a Business', 'Request Worker Status Determination', 'Suspend Employer Account', 'Voluntary Contribution', 'Third Party Administrator (TPA) Authorization', 'View Rate Notice' (circled in red), and 'Third Party Administrator (TPA) Authorization'. The 'View Rate Notice' link is highlighted with a red circle, indicating it is the next step in the process.

3. The **Employer's Unemployment Insurance Contribution Rate Statement of Account Balance** page appears. Click a link on the page to view greater detail.



Employer Information	
Employer Account Number:	Employer Name:
Employer's Unemployment Insurance Contribution Rate Statement of Account Balance	
The following factors were used when calculating your 2011 Unemployment Insurance (UI) Experience Rate	
Your Beginning Account Balance as of 10/01/2009:	\$1,092.01
Plus Contributions Paid through 10/31/2010:	\$3,089.55
Minus the Benefit Charges to your account:	\$0.00
Minus Refunds of UI Taxes:	\$0.00
Minus the Solvency Assessment on your account:	\$1,228.96
Account Balance Adjustments (+ or -):	\$0.00
Any transfer of Excess Reserves (+ or -):	\$0.00
Equals your Ending Account Balance:	\$2,952.60
Wages Subject to Contributions as of 09/30/2010:	\$71,869.26
Reserve Percentage (Ending Account Balance/Wages Subject to contributions):	4.10 %
This Reserve Percentage has been applied to 2011 Experience Rate Schedule E resulting in a 2011 UI Contribution Rate of:	4.880 %
The 2011 Workforce Training Fund rate is:	0.060 %
Your 2011 UHI Contribution Rate is:	0.360 %
<a href="#">Home</a>	

## VOLUNTARY CONTRIBUTION

### Introduction

The Voluntary Contribution option allows experience rated Employers to pay additional UI contributions in order to reduce their UI contribution rate for the forthcoming calendar year.

The Voluntary Contribution process will be available for 30 days after the issuance of your contribution rate notice each year. The link to make a Voluntary Contribution will appear only if you are eligible and it is before the Voluntary Contribution cut off date.

To qualify for the Voluntary Contribution program, you:

- Must be eligible for experience rating;
- Must have submitted all Employment and Wage Detail Reports;
- Must have paid all Unemployment Insurance contributions, interest, and penalties to date.

**NOTE:** Employers can make Voluntary Contributions, using a paper check or ACH Debit payment. TPAs **cannot** make Voluntary Contribution payments for clients.

**NOTE:** You cannot use the Voluntary Contribution option if you have outstanding debt with DUA.

**NOTE:** Each year during the Voluntary Contribution period, DUA publishes guidelines that can help you decide whether to use the Voluntary Contribution program, and which contribution level to select (for example, in some cases, the contribution that reduces your rate exceeds the overall savings you would get from a lower rate).

DUA urges you to read and understand these guidelines before making a contribution; they are available on [www.mass.gov](http://www.mass.gov). Also see the section, *Getting Support from DUA*, for contact information if you need additional advice.

### Making a Voluntary Contribution

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Voluntary Contribution** link.

The screenshot shows the QUEST Employer User Interface. At the top, there is a header with the Commonwealth of Massachusetts logo and the date "Thursday, July 14, 2011". Below the header, there is a navigation bar with "Change Password" and "Logoff" links. The main content area is divided into two columns. The left column contains a sidebar with links: "Employer Home", "FAQ", "Workflow - My Inbox", "Account Maintenance" (highlighted), "View Employer Account Profile", "Address Information", "Employer Appeals", "Maintain Employer Name", "Maintain Owners/Officers", "Maintain Employer Reporting Units", "Request Worker Status Determination", "Voluntary Contribution", "Third Party Administrator (TPA) Authorization", "Benefit Charge Activities", "Correspondence", and "Employment and Wage Detail Reporting". The right column contains the "Account Maintenance" section, which is further divided into "Employer Information" and "Account Maintenance". Under "Account Maintenance", there are several links: "View Employer Account Profile", "Address Information", "Employer Appeals", "Maintain Employer Name", "Maintain Owners/Officers", "Maintain Employer Reporting Units", "Request Worker Status Determination", and "Voluntary Contribution". The "Voluntary Contribution" link is circled in red. Below the "Voluntary Contribution" link, there is a description: "Submit a voluntary contribution payment to buy down the experience rate of the Employer."

- The **Voluntary Contribution** page appears, with the suggested payments and corresponding tax rates that would result. Choose a payment amount and click **Next** to continue.

Employer Information

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

Voluntary Contribution

Voluntary Contribution Payments:

- **Cannot be refunded** and are only used to reduce the UI contribution rate.
- Are optional.
- Will not be used to satisfy other debt.
- Are not included in payments reported to IRS by DUA for 910 certification.
- Do not reduce Unemployment Health Insurance or Workforce Training Fund Rates.
- Must be for the exact amount that reduces the rate.
- Must be received by DUA by 10/1/2009
- Existing overpaid amounts cannot be used as a voluntary additional contribution payment.

Voluntary Contribution Amounts

Your current Unemployment Insurance Contribution Rate is: 3.36 %

Choose the amount you wish to pay to achieve the corresponding Unemployment Insurance Contribution rate and select 'Next' to make your payment.

*	If you pay this amount:	Your Unemployment Insurance rate will be:
<input type="radio"/>	\$3,948.00	2.33 %
<input type="radio"/>	\$18,825.00	2.37 %
<input type="radio"/>	\$33,701.00	2.52 %
<input type="radio"/>	\$48,578.00	2.36 %
<input type="radio"/>	\$63,454.00	2.20 %
<input type="radio"/>	\$78,331.00	2.05 %
<input type="radio"/>	\$93,208.00	1.39 %
<input type="radio"/>	\$108,084.00	1.57 %
<input type="radio"/>	\$137,837.00	1.42 %
<input type="radio"/>	\$167,591.00	1.26 %

Next

- The **Payment Method** page appears. Select a payment type and click **Next**. (For detailed information on making a payment, proceed to the section, *Payment Information*.)

**NOTE:** The Voluntary Contribution process is launched from Account Maintenance; however the process completes under the Payment Information area of the software.

Employer Information

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

1 Review Balance

2 Select Payment Method

3 Submit Payment Details

COMPLETE

Payment Method

Contributory Employer Due Dates:

Quarter 1 - April 30

Quarter 2 - July 31

Quarter 3 - October 31

Quarter 4 - January 31

Reimbursable Employer Due Dates:

30 calendar days from the mailing of the bill

If payment is not submitted by the date indicated, you may be subject to interest or penalties.

Amount Due: \$3,948.00

Payment Amount: \$3,948.00

Payment Method: ACH Debit \*

If you intend to submit payment by the ACH Credit method of payment, please [select here](#) \* before you proceed.

Previous Next

## PROVIDE INFORMATION ON THE PURCHASE OR SALE OF A BUSINESS

### Introduction

Experience transfers are initiated by the purchase or sale or change of legal entity type of all or part of a business. The system will determine ownership type, common or non-common, and the type of transfer, full or partial, and will make a determination on the transfer. New tax rates will then be assigned for your account. This section of the document will explain how an authorized user can provide information on the sale or purchase of a business. The system allows you to enter one of four different reasons to initiate an experience transfer and the information you are required to provide will vary according to the reason.

The procedure differs, depending on whether you:

- *Purchased, Re-organized, Consolidated, Merged, or Acquired a Business, or*
- *Sold a Business*

Use the procedure that conforms to the type of transfer that occurred with your business.

**NOTE:** If you sell all of your business, once you submit the sale information, the software will automatically allow you to proceed with the Suspend Employer Account process.

### *Purchased, Re-organized, Consolidated, Merged or Acquired a Business.*

The instructions below are applicable if you: 1. purchased a business; 2. re-organized a business; or 3. consolidated, merged or acquired a business.

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Provide Information on the Purchase or Sale of a Business** link.

The screenshot shows the QUEST Employer User Guide interface. At the top, there is a header with the Commonwealth of Massachusetts logo and the date 'Tuesday, July 19, 2011'. Below the header, there is a navigation bar with links for 'Change Password' and 'Logout'. The main content area is divided into two columns. The left column contains a sidebar with links for 'Employer Home', 'FAQ', 'Workflow - My Inbox', and 'Account Maintenance'. The 'Account Maintenance' section is expanded, showing a list of links: 'View Employer Account Profile', 'Address Information', 'Employer Appeals', 'Maintain Employer Name', 'Maintain Owners/Officers', 'Provide Information on the Purchase or Sale of a Business', 'Request Worker Status Determination', 'Suspend Employer Account', 'View Rate Notice', 'Voluntary Contribution', 'Third Party Administrator (TPA) Authorization', 'Benefit Charge Activities', 'Correspondence', and 'Employment and Wage Detail'. The 'Provide Information on the Purchase or Sale of a Business' link is highlighted with a red circle. The right column contains a section titled 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name'. Below this is a section titled 'Account Maintenance' with links for 'View Employer Account Profile', 'Address Information', 'Employer Appeals', 'Maintain Employer Name', 'Maintain Employer Reporting Units', 'Request Worker Status Determination', 'Suspend Employer Account', and 'View Rate Notice'. The 'Provide Information on the Purchase or Sale of a Business' link is also highlighted with a red circle in this section.

- The **Business Transfer** page appears. Select the type of business transfer and click **Next**.

**NOTE:** If you sold your business, skip to the next section, *Sold a Business*.

<b>Employer Information</b>	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
<b>Business Transfer</b>	
In order to process the business transfer you must answer the following question.	
What was the type of business transfer?*	
<input type="radio"/> Purchased/Acquired a business <input type="radio"/> Sold this business <input type="radio"/> Re-organized business <input checked="" type="radio"/> Consolidated or merged a business or businesses	
<input type="button" value="Next"/>	

- The **Business Purchase/Transfer Information** page appears. Enter the requested information and click **Next**.

**NOTE:** If you click **Yes** for the **Commonality of Ownership** question, one or more pages will display before the page described in **Step 5**. Enter requested information and resume at **Step 5**.

<b>Employer Information</b>	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
<b>Business Purchase/Transfer Information</b>	
Provide information regarding the business purchase or transfer.	
Was all or part of the business purchased or transferred?:	<input type="radio"/> All <input type="radio"/> Part*
What was the date of the business purchase/transfer?:	[REDACTED] * (mm/dd/yyyy)
Was there a purchase and sale agreement?:	<input type="radio"/> Yes <input type="radio"/> No*
Were employees transferred to you from the purchased or transferred business?:	<input type="radio"/> Yes <input type="radio"/> No*
What is the <a href="#">Employer Account Number</a> * of the business purchased or transferred?:	[REDACTED]
What is the FEIN of the business purchased or transferred?:	[REDACTED]
Legal Name of the business purchased or transferred:	[REDACTED] *
Address Line 1:	[REDACTED] *
Address Line 2:	[REDACTED]
City:	[REDACTED] *
State:	MA - Massachusetts
Zip Code:	[REDACTED] *
Did you continue the operations of the purchased or transferred business?:	<input type="radio"/> Yes <input type="radio"/> No*
Please select the major assets acquired.	
<input type="checkbox"/> Accounts Receivable <input type="checkbox"/> Franchise Rights <input type="checkbox"/> License <input type="checkbox"/> Stock <input type="checkbox"/> Trade Name <input type="checkbox"/> Other	<input type="checkbox"/> Customers <input type="checkbox"/> Goodwill <input type="checkbox"/> Place of business <input type="checkbox"/> Tools, Fixture <input type="checkbox"/> Workforce
Provide a brief summary of business reason(s) for the purchase or transfer:	
<input type="text"/>	
Is there any <a href="#">commonality of ownership, management and/or control</a> between the businesses?*	
<input type="radio"/> Yes <input type="radio"/> No*	
<input type="button" value="Previous"/> <input type="button" value="Next"/>	

Clicking Yes causes additional page(s) to appear before the next step

- The **Certification** page appears. Fill in the requested information, check the certification box, and click **Next**.

Employer Information	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
Certification	
<p>Massachusetts general law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this agency. Both the employer of the record or the third party administrator, who knowingly advises in such a way that results in a violation of these provisions, shall be subject to said penalties. (MGL Ch 151A, Section 14N). Failure to comply with all reporting and payment requirements under MGL Chapter 151A may result in loss of your organization's right to operate or renew your license by the Commonwealth of Massachusetts.</p>	
<input type="checkbox"/> I certify, under penalties of law, that all statements made hereon are true to the best of my knowledge and belief.*	
First Name:	[REDACTED]
Last Name:	[REDACTED]
Business Title:	[REDACTED]
Phone:	[REDACTED] ext: [REDACTED]
<div> <div>Previous</div> <div>Next</div> </div>	

- The **Business Purchase** page appears. If you have additional business(s) to add to the list, click **Add**. Repeat **steps 4, 5, and 6**. When all businesses are added, click **Submit**.

Employer Information		
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]	
Business Purchase		
FEIN	Name	Effective Date
	[REDACTED]	1/1/2011
<p>Select 'Add' to add another business to the list. If you have entered all of the businesses involved in the transaction select 'Submit'.</p>		
<div> <div>Previous</div> <div>Add</div> <div>Submit</div> </div>		

- The **Business Purchase** page changes to indicate that your information has been received.

Employer Information	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
Business Purchase	
<p>The business purchase/transfer information has been received. You may be contacted by Agency staff for more information. You will receive a determination regarding this transaction.</p>	

## Sold a Business

The instructions below are applicable if you have sold your business.

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Provide Information on the Purchase or Sale of a Business** link.

The screenshot shows the QUEST Employer User Guide interface. At the top, there is a header with the Commonwealth of Massachusetts logo and the date "Tuesday, July 19, 2011". Below the header, there is a navigation bar with "Change Password" and "Logoff" links. The main content area is divided into two columns. The left column contains a sidebar with links such as "Employer Home", "FAQ", "Workflow - My Inbox", and "Account Maintenance". The right column contains the "Employer Information" section, which includes fields for "Employer Account Number" and "Employer Name". Below this is the "Account Maintenance" section, which contains several links: "View Employer Account Profile", "Address Information", "Employer Appeals", "Maintain Employer Name", "Maintain Owners/Officers", "Maintain Employer Reporting Units", "Request Worker Status Determination", "Suspend Employer Account", "View Rate Notice", and "Provide Information on the Purchase or Sale of a Business". The link "Provide Information on the Purchase or Sale of a Business" is circled in red.

3. The **Business Transfer** page appears. Select **Sold this business** and click **Next**.

**NOTE:** If you purchased, acquired, re-organized, consolidated, or merged your business, see the previous section instead.

The screenshot shows the "Business Transfer" page in the QUEST system. The page has a header with "Employer Information" and fields for "Employer Account Number" and "Employer Name". Below this is the "Business Transfer" section, which contains the text "In order to process the business transfer you must answer the following question." and "What was the type of business transfer?\*" followed by four radio button options: "Purchased/Acquired a business", "Sold this business", "Re-organized business", and "Consolidated or merged a business or businesses". The "Sold this business" option is selected. At the bottom of the page, there is a "Next" button.

- The **Business Sale Information** page appears. Add information about the sale. Indicate whether you sold **all** or **part** of the business. Fill in the Certification information, check the certification box, and click **Save**.

Employer Information	
Employer Account Number:	Employer Name:
Business Sale Information	
<ul style="list-style-type: none"> <li>If you sold your business to more than one entity, enter the information for each business in the Add Business Sale Information section below. Select 'Save' after adding each business.</li> <li>Select 'Submit' when you have saved all businesses involved in the transaction. You must save the information before you submit.</li> </ul>	
Add Business Sale Information	
Provide information regarding the sale of your business.	
Was all or part of the business sold?:	<input type="radio"/> All <input type="radio"/> Part*
If all of the business was sold, what was the date of last payroll?:	<input type="text"/> (mm/dd/yyyy)
What was the effective date of the business transfer?:	<input type="text"/> * (mm/dd/yyyy)
Will you continue to be in business in Massachusetts?:	<input type="radio"/> Yes <input type="radio"/> No*
Was there a purchase and sale agreement?:	<input type="radio"/> Yes <input type="radio"/> No*
Were employees transferred to the purchaser?:	<input type="radio"/> Yes <input type="radio"/> No*
Purchaser FEIN (if known):	<input type="text"/>
Legal Name of Purchaser:	<input type="text"/> *
DBA Name of Purchaser:	<input type="text"/>
Address Line 1:	<input type="text"/> *
Address Line 2:	<input type="text"/>
City:	<input type="text"/> *
State:	MA - Massachusetts*
Zip Code:	<input type="text"/> *
Provide a brief summary of business reason(s) for the sale:	<input type="text"/> *
Certification	
<p>Massachusetts general law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this agency. Both the employer of the record or the third party administrator, who knowingly advises in such a way that results in a violation of these provisions, shall be subject to said penalties (MGL chapter 151A, Section 14N). Failure to comply with all reporting and payment requirements under MGL Chapter 151A may result in loss of your organization's right to operate or renew your license by the Commonwealth of Massachusetts.</p> <p><input type="checkbox"/> I certify, under penalties of law, that all statements made hereon are true to the best of my knowledge and belief.*</p>	
First Name:	<input type="text"/> *
Last Name:	<input type="text"/> *
Business Title:	<input type="text"/> *
Phone:	<input type="text"/> * ext: <input type="text"/>
<input type="button" value="Save"/>	
<p>Be sure the information you have entered is correct, you will not be able to edit it after it has been saved. Select 'Submit' after all business(es) information has been saved.</p>	
<input type="button" value="Previous"/> <input type="button" value="Submit"/>	



- If you sold your business to more than one entity, repeat **Step 4** for each entity. Make sure to click **Save** after each.

**NOTE:** Each time you click **Save**, the entity you added gets added to the list in the Business Sale Information area.

Business Sale Information		
<ul style="list-style-type: none"><li>If you sold your business to more than one entity, enter the information for each business in the Add Business Sale Information section below. Select 'Save' after adding each business.</li><li>Select 'Submit' when you have saved all businesses involved in the transaction. You must save the information before you submit.</li></ul>		
FEIN	Name	Effective Date
		1/1/2011

- When all entities have been entered, click **Submit**.
  - If you only sold **part** of your business, the **Business Sale Information** page reappears indicating that the information has been submitted.

Employer Information	
Employer Account Number:	Employer Name:
Business Sale Information	
The sale information has been submitted. You may be contacted by Agency Staff for more information.	

- If you sold **all** of your business, the **Business Sale Information** page also directs you to suspend your business account. Click the **Next** button. Proceed to the section, *Suspend Employer Account*, for detailed instructions.

Employer Information	
Employer Account Number:	Employer Name:
Business Sale Information	
The sale information has been submitted. You may be contacted by Agency Staff for more information. Select 'Next' to suspend your account for Unemployment Insurance filing.	
<a href="#">Next</a>	

## EMPLOYER APPEALS

### Introduction

This section describes how to file an appeal against a Determination on an Employer account. The Document ID (from QUEST) of the Determination will be required to begin the process. Upon submission of your appeal, DUA staff will review your appeal. If your appeal is timely, staff may choose to forward the Appeal to the Hearings Department or perform account resolution without forwarding the Appeal to the Hearings Department.

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Employer Appeals** link.

The screenshot shows the QUEST Employer Home page. On the left is a navigation menu with links like 'Employer Home', 'FAQ', 'Workflow - My Inbox', and 'Account Maintenance'. The 'Account Maintenance' section is expanded, showing links for 'View Employer Account Profile', 'Address Information', 'Employer Appeals', 'Maintain Employer Name', 'Maintain Owners/Officers', 'Maintain Employer Reporting Units', 'Request Worker Status Determination', 'Voluntary Contribution', and 'Third Party Administrator (TPA) Authorization'. The 'Employer Appeals' link is circled in red. The main content area shows 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name', and 'Account Maintenance' with links for 'View Employer Account Profile', 'Address Information', 'Employer Appeals', 'Maintain Employer Name', 'Maintain Employer Reporting Units', and 'Maintain Owners/Officers'.

3. The **Employer Appeals** page appears. Enter the **Document ID** from the Determination correspondence. Click **Next**.

The screenshot shows the QUEST Employer Appeals page. It has a header with 'Employer Information' and links for 'Change Employer' and 'Leave Employer'. Below the header are fields for 'Employer Account Number' and 'Employer Name'. The main section is titled 'Employer Appeals' and contains text explaining the appeal process. It says: 'If you disagree with a determination, you may file an appeal on this screen. Your appeal will be reviewed for timeliness and based on this Agency's policies, a hearing date will be scheduled as appropriate. For more important information regarding the appeal process, please read [What you need to know about the Appeal process](#).' Below this text is a form field for 'Document Identification Number' with a red asterisk indicating it is required. At the bottom are 'Home' and 'Next' buttons.

4. The **Determination Information** page appears. Enter all requested information and click **Next**.

<b>Employer Information</b>	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
<b>Determination Information</b>	
Document Identification Number: [REDACTED]	Mailing Date of Determination: 11/13/2009 6:22:58 PM
Determination Type: Acquisition Denied due to predecessor delinquency - Letter to the successor	
<b>Contact Information</b>	
Name of Individual Filing Appeal:	[REDACTED] *
Name of Contact Person for Hearing:	[REDACTED] *
Phone Number of Contact Person:	[REDACTED] * ext: [REDACTED]
<b>Address Information</b>	
Any correspondence generated by the appeals process will, by default, be sent to the Legal Address on the Employer Account. If you would like this information to be mailed to a different address on file please select one or enter a temporary mailing address.	
Address Type:	[REDACTED] Select
Attention:	[REDACTED]
Address Line 1:	[REDACTED] *
Address Line 2:	[REDACTED]
City:	[REDACTED] *
State:	MA - Massachusetts
Zip Code:	[REDACTED]
Country:	US - United States Of America *
E-Mail:	[REDACTED]
<b>Hearing Details</b>	
Please provide additional information:	
Reason for Appeal:	[REDACTED]
Will the employer be represented by a Third Party Administrator (TPA) or Attorney who was not sent a copy of the initial determination?:	<input type="radio"/> Yes <input checked="" type="radio"/> No *
If yes, please enter the name of the representative:	[REDACTED]
If the Employer will present witnesses other than the contact person, how many?:	[REDACTED]
Will the Employer need an interpreter at this hearing?:	<input type="radio"/> Yes <input checked="" type="radio"/> No *
If the Employer needs an interpreter, enter the language needed:	[REDACTED]
<input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Cancel"/>	

- The **Confirmation** page appears. Review the appeal details for confirmation. Confirm by clicking **Submit**.
- The page reappears indicating that the filing is complete.

<b>Employer Information</b>	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
<b>Determination Information</b>	
Document Identification Number: [REDACTED]	Mailing Date of Determination: 11/13/2009
Determination Type: Acquisition Denied due to predecessor delinquency - Letter to the successor	
<b>Notice of Appeal</b>	
Your appeal has been received. As appropriate, you will be informed of the date, time, and place of your hearing. To prepare for your hearing, please review <a href="#">What You Need to Know About the Appeal Process</a> . ®	
<input type="button" value="Home"/>	

## SUSPEND EMPLOYER ACCOUNT

### Introduction

This section describes how to request an Employer account suspension. The Employer account suspension can occur with or without DUA approval/intervention. If the reason for your request is permanent closure of business and if your account meets certain criteria, the system will suspend the account immediately. In other cases, the request must be reviewed by authorized DUA staff to approve or deny the suspension.

### *Suspending an Employer Account*

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Suspend Employer Account** link.

The screenshot displays the QUEST Employer User Interface. At the top, the Commonwealth of Massachusetts logo is on the left, and the date 'Tuesday, July 19, 2011' with a 'Print Preview' link is on the right. Below the header, there are links for 'Change Password' and 'Logoff'. The main content area is divided into a left sidebar and a main panel. The sidebar contains links for 'Employer Home', 'FAQ', 'Workflow - My Inbox', 'Account Maintenance' (with a sub-link for 'View Employer Account Profile'), 'Benefit Charge Activities', 'Correspondence', 'Employment and Wage Detail Reporting', 'Payment Information', and 'User Maintenance'. The main panel has a blue header for 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name'. Below this is another blue header for 'Account Maintenance'. The main panel contains several links and descriptions: 'View Employer Account Profile' (View summary profile and history information related to the Employer Account), 'Address Information' (View or Update address types. Maintain phone numbers and e-mail addresses), 'Employer Appeals' (Appeal a determination regarding your Employer Account), 'Maintain Employer Name' (Provide information regarding a change to the legal name of the business entity or change the Doing Business As (DBA) name of the business entity), 'Maintain Owners/Officers' (View, Add, or Update Owner/Officer information for the Employer Account), 'Maintain Employer Reporting Units' (Create and update Employer reporting units), 'Provide Information on the Purchase or Sale of a Business' (Provide information on the sale or acquisition of a business, or on a change of legal entity or business reorganization), 'Request Worker Status Determination' (Request an employer/employee relationship determination), 'Suspend Employer Account' (Suspend an Employer Account), 'View Rate Notice' (View most recent UI rate notice), 'Voluntary Contribution' (Submit a voluntary contribution payment to buy down the experience rate of the Employer), and 'Third Party Administrator (TPA) Authorization' (Create new or update existing TPA authorizations to access Employer account information). The 'Suspend Employer Account' link is circled in red. At the bottom right, there are links for 'Accessibility', 'Privacy Statement', and 'Viewing Tips'.

- The **Suspend Account** page appears. Select the reason for suspension and provide other requested information. Click **Next**.

Employer Information	
Employer Account Number:	Employer Name:
Suspend Account	
Use this screen to provide information regarding the suspension of your Employer Account.	
Reason for Suspension:	Change of ownership
Date of Last Wages Paid:	(mm/dd/yyyy)
Bankruptcy Case Number (if known):	
State where Bankruptcy was Filed (if known):	Select one (from dropdown)
<div> <div>for suspension is bankruptcy</div> <div>                     Select from:                      Change of ownership                      Permanently discontinued                      Operating without employees                      No covered employment                      No employees in Massachusetts                      Bankruptcy                 </div> </div>	
Contact Information	
Contact information is required in case this Agency needs to obtain additional information.	
First Name:	
Last Name:	
Address Line 1:	
Address Line 2:	
City:	
State:	MA - Massachusetts
Zip Code:	
Country:	US - United States Of America
Phone:	ext:
Fax:	
Email:	
By selecting "Next" I hereby certify that the information provided herein are true and correct to the best of my knowledge and belief. THIS STATEMENT IS MADE UNDER THE PENALTIES OF PERJURY.	
<div>Next Reset</div>	

- If the **Address Validation** page appears, select the address that is closest to your actual address. Click **Next**.

**NOTE:** If applicable, select the address with the 9-digit extended Zip code (known as "Zip +4").

- The **Suspend Account Summary** page appears, displaying the reason for suspension. Review the information and click **Submit**.

Employer Information	
Employer Account Number:	Employer Name:
Suspend Account Summary	
If the following information is correct, select "Submit" or select "Previous" to make any necessary changes.	
Reason for Suspension:	Permanently discontinued
Date of Last Wages Paid:	12/31/2010
Bankruptcy Case Number:	
State where Bankruptcy was Filed:	
Contact Information	
First Name:	
Last Name:	
Address:	19 Staniford St Boston, MA 02114 United States Of America
Email:	
By selecting "Submit" I hereby certify that the information provided herein are true and correct to the best of my knowledge and belief. THIS STATEMENT IS MADE UNDER THE PENALTIES OF PERJURY.	
<div>Previous Submit</div>	

6. If an **Additional Suspension Information** page appears, fill in the requested information and click **Next**.

Employer Information	
Employer Account Number:	Employer Name:
<b>Additional Suspension Information</b>	
This screen acknowledges receipt of your request to suspend your DUA account. Before your account can be suspended, additional information is required. Answer and submit the following questions to continue with this account suspension.	
1. Are the officers of the corporation being compensated for their services?:	<input type="radio"/> Yes <input type="radio"/> No*
If yes, please explain:	
2. Is the corporation in the process of being dissolved?:	<input type="radio"/> Yes <input type="radio"/> No*
If No, please explain:	
3. Is the business being conducted through independent contractors?:	<input type="radio"/> Yes <input type="radio"/> No*
If yes, please explain:	
4. Are the employees being leased from an employee leasing company?:	<input type="radio"/> Yes <input type="radio"/> No*
If yes, please explain:	
5. Has the business been sold or transferred?:	<input type="radio"/> Yes <input type="radio"/> No*
If yes, to whom:	
If yes, provide FEIN of entity to whom the entity is being transferred:	
6. Have the employees been (or are the employees being) transferred to another entity?:	<input type="radio"/> Yes <input type="radio"/> No*
If yes, to whom:	
If yes, provide FEIN of entity to whom the entity is being transferred:	
Next	

7. If the request has been received but the system has not processed it completely, the **Request to Suspend Processing** page appears.

Employer Information
Employer Account Number:      Employer Name:
<b>Request to Suspend Processing</b>
Your request to suspend is being reviewed. You may be contacted by staff from this Agency for additional information. If you have indicated that you are suspending your account due to a bankruptcy, please contact this Agency at : 6176265050
If you need to send any documentation associated with this suspension request, please print this page, attach it to your documentation, and mail to this Agency at:
<p><b>Division of Unemployment Assistance</b>  <b>19 Staniford Street</b>  <b>Charles F. Hurley Building</b>  <b>Boston, MA 02114</b></p>
Home

8. Once processing is complete, the **Confirmation of Suspension of Account** page displays instead.

<b>Employer Information</b>
Employer Account Number: [REDACTED]      Employer Name [REDACTED]
<b>Confirmation of Suspension of Account</b>
<b>The Massachusetts UI Program records indicate that you suspended your UI account effective 4/1/2011</b>
<b>REPORTING REQUIREMENTS FOR SUSPENDED ACCOUNTS</b>
You are responsible for filing quarterly employment and wage detail reports for all quarters in which you pay wages to any person working or living in Massachusetts. These reports are due on the last day of the month following the end of the calendar quarter. If suspended mid-quarter and no continuing monies are to be reported to Department of Revenue (DOR), you may submit the employment and wage detail immediately after the effective suspension date. Interest is assessed for any payments that are paid after the due date. To avoid assessment of interest, please submit your employment and wage detail reports on a timely basis until the suspension date, even if there are no wages to report.
<b>REVIVAL OF ACCOUNT</b>
If you resume operations again under the same legal entity, and again pay wages, you must reinstate your UI account. For information regarding revival with the Massachusetts UI Program, please refer to <a href="http://www.mass.gov">www.mass.gov</a>
<b>DEBT FOLLOWING SUSPENSION</b>
If this account has unpaid debt, that debt must be paid even though the account has been suspended. Interest will accrue until the debt has been paid.

## REVIVE EMPLOYER ACCOUNT

### Introduction

This section describes how to revive an Employer account. The Employer account can be revived from a state of suspension, when an Employer elects to revive their account. Upon revival, tax rates will be calculated based on experience factors from the previously suspended account. If Revival request is due to purchase of a business, you will be prompted to complete the process – *Provide Information on the Purchase or Sale of a Business*.

### Requesting an Account Revival

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Request Revival** link.

The screenshot shows the QUEST Employer User Interface. At the top, it says 'Commonwealth of Massachusetts' and 'Wednesday, August 10, 2011'. Below this is a navigation bar with 'Change Password' and 'Logoff'. The main content area is divided into a left sidebar and a main panel. The sidebar contains links like 'Employer Home', 'FAQ', 'Workflow - My Inbox', 'Account Maintenance', 'Benefit Charge Activities', 'Correspondence', 'Employment and Wage Detail Reporting', 'Payment Information', and 'User Maintenance'. The 'Account Maintenance' section is expanded, showing a list of links: 'View Employer Account Profile', 'Address Information', 'Employer Appeals', 'Maintain Employer Name', 'Maintain Owners/Officers', 'Maintain Employer Reporting Units', 'Provide Information on the Purchase or Sale of a Business', 'Request Revival', 'View Rate Notice', 'Voluntary Contribution', 'Third Party Administrator (TPA) Authorization', 'Benefit Charge Activities', 'Correspondence', 'Employment and Wage Detail Reporting', 'Payment Information', and 'User Maintenance'. The 'Request Revival' link is circled in red. The main panel displays the 'Employer Information' section with fields for 'Employer Account Number' and 'Employer Name'. Below this is the 'Account Maintenance' section, which contains several links and their descriptions: 'View Employer Account Profile' (View summary profile and history information related to the Employer Account), 'Address Information' (View or Update address types. Maintain phone numbers and e-mail addresses), 'Employer Appeals' (Appeal a determination regarding your Employer Account), 'Maintain Employer Name' (Provide information regarding a change to the legal name of the business entity or change the Doing Business As (DBA) name of the business entity), 'Maintain Owners/Officers' (View, Add, or Update Owner/Officer information for the Employer Account), 'Maintain Employer Reporting Units' (Create and update Employer reporting units), 'Provide Information on the Purchase or Sale of a Business' (Provide information on the sale or acquisition of a business, or on a change of legal entity or business reorganization), 'Request Revival' (Revive Employer Account), 'View Rate Notice' (View most recent UI rate notice), 'Voluntary Contribution' (Submit a voluntary contribution payment to buy down the experience rate of the Employer), and 'Third Party Administrator (TPA) Authorization' (Create new or update existing TPA authorizations to access Employer account information).

3. The **Initial Revival Information** page appears. Click **Yes** or **No** where asked if the revival is being requested as a result of the purchase of a business. Click **Next**.

The screenshot shows the 'Initial Revival Information' page. It has a header 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name'. Below this is the 'Initial Revival Information' section. A note states: 'Note: You may only revive an Employer Account if payroll has resumed with the same Federal Employer Identification Number (FEIN)'. The main question is 'Is revival being requested as a result of the purchase of a business?'. There are two radio buttons: 'Yes' and 'No'. A red asterisk is next to the 'No' button. A callout box points to the 'No' button with the text: 'Indicate whether the revival due to the purchase of a business'. At the bottom, there are 'Cancel' and 'Next' buttons.



- If the **Revive Account** page appears, enter the requested information and click **Next**.

<b>Employer Information</b>	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
<b>Revive Account</b>	
To revive this Employer Account, enter the information below and select "Next". If your FEIN has changed since you suspended the employer account, you must register as a new Employer.	
Please read the choices in the dropdown lists and make your selections carefully.	
Suspension Date:	8/28/2011
Business Type:	Local
FEIN:	[REDACTED]
<b>Verify Information</b>	
Date of Last Wages Paid:	1/1/2011
Date Wages Resumed:	[REDACTED] (mm/dd/yyyy)
Legal Entity Type:	Governmental entity
Reason Code:	Select one [v]
NAICS Code:	921190-921190 <a href="#">Change NAICS Code</a>
Notes:	[REDACTED]
<input type="button" value="Cancel"/> <input type="button" value="Next"/>	

- The **Revive Account Confirmation** page appears. Click **Submit**.

<b>Employer Information</b>	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
<b>Revive Account Confirmation</b>	
Suspension Date:	8/28/2011
Business Type:	Local
FEIN:	[REDACTED]
<b>Verify Information</b>	
Date of Last Wages Paid:	1/1/2011
Date Wages Resumed:	4/1/2011
Legal Entity Type:	Governmental entity
Reason Code:	Resumed Business
Business Type:	Local
NAICS Code:	921190-921190
Notes:	[REDACTED]
<input type="button" value="Previous"/> <input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

- If you are reviving the account due to the purchase of a business you will be instructed to contact DUA.

<b>Employer Information</b>	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
<b>Revival Request Information</b>	
Your Massachusetts Unemployment Insurance (UI) account revival request has been received effective 8/28/2011, but cannot be processed due to the following:	
<ul style="list-style-type: none"> <li>You have indicated that revival is being requested as a result of the purchase of a business</li> </ul>	
You must contact this Agency to provide additional purchase information. Please call 617-626-5050 regarding this revival request.	

7. If you are reviving the account for a reason other than the purchase of a business, the **Notice of Revival** page appears.

<b>Employer Information</b>		
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]	
<b>Notice of Revival</b>		
Your request for revival for [REDACTED] has been processed with an effective date of 8/28/2011. Written confirmation of this determination will follow. Note: Previously-created reporting units have been inactivated.		
<b>Quarterly Employment and Wage Detail Report Information</b>		
You will be required to submit quarterly employment and wage detail reports. Quarterly reports are due by the last day of the month following the end of the quarter. Please complete and submit the reports with your payments promptly. Interest charges are mandated by law on overdue contributions.		
The information provided during your revival indicates that you are required to submit an employment and wage detail report for the following quarters.		
Quarter/Year	Due Date	Status
2-2011	7/31/2011	Delinquent
<a href="#">Home</a>		

## Benefit Charge Activities

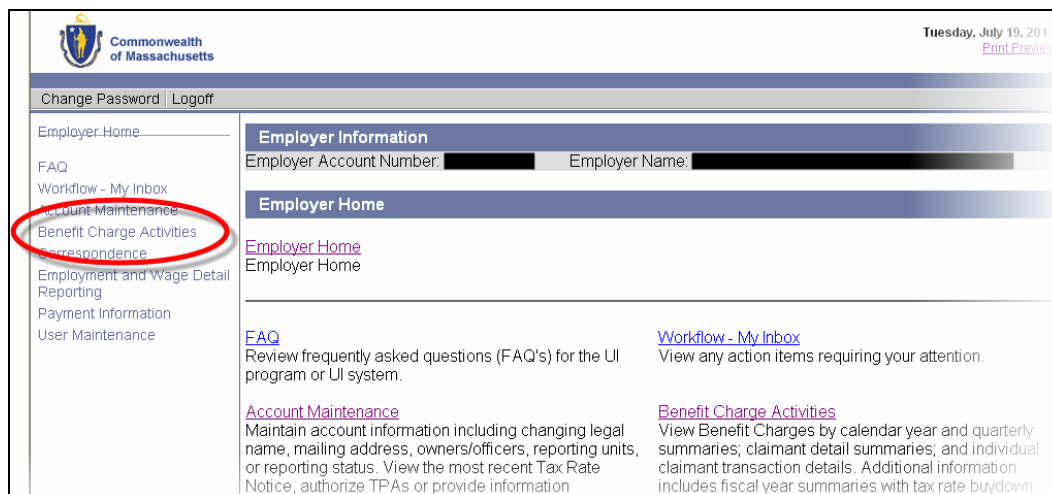
## ABOUT BENEFIT CHARGE ACTIVITIES

Introduction	<p>This section describes how to retrieve and view benefit charges on the Employer account. Benefit charges can be retrieved via:</p> <ul style="list-style-type: none"> <li>• Benefit Charges Search.</li> <li>• Calendar Year Summary and Detail.</li> <li>• Rated Year Summary.</li> </ul>
Helpful Tip	<p>Throughout the <b>Benefit Charge Activities</b> area, SSNs may display with the first 6 digits masked. If you are reviewing tables with multiple rows of data, it may be helpful if you sort the data by another column (for example, Employee Name or Date). If a table is sortable by a column, the column header appears in <b><u>bold blue underlined</u></b> text.</p>

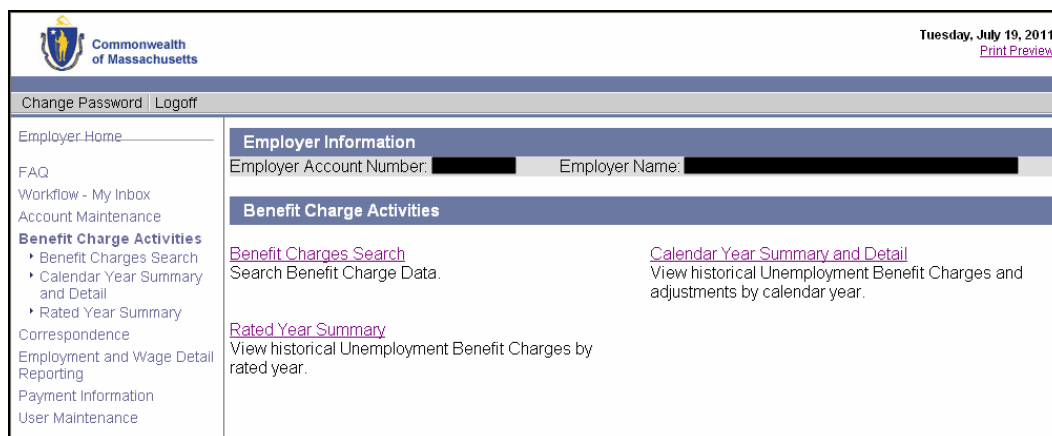
## NAVIGATING TO BENEFIT CHARGE ACTIVITIES

To navigate to the **Benefit Charge Activities** page, perform the following steps:

1. Log in to QUEST. Click the **Benefit Charge Activities** link in the left pane (the link also appears on the main pane of the Employer Home page).



2. The **Benefit Charge Activities** page appears. Available benefit charge functions are listed in links in the left pane as well as the main pane. Click a link to access a function.



## BENEFIT CHARGES SEARCH

This function allows the user to search for benefit charges data by the individual claimant name/SSN. The user also has the option to limit the search results to calendar year or rated year.

1. Follow the steps in the section, *Navigating to Benefit Charge Activities*.
2. Click **Benefit Charges Search**.

Commonwealth of Massachusetts

Tuesday, July 19, 2011 [Print Preview](#)

[Change Password](#) | [Logoff](#)

Employer Home

FAQ

Workflow - My Inbox

Account Maintenance

**Benefit Charge Activities**

- Benefit Charges Search
- Calendar Year Summary and Detail
- Rated Year Summary

Correspondence

Employment and Wage Detail Reporting

Payment Information

User Maintenance

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Benefit Charge Activities**

**Benefit Charges Search**  
Search Benefit Charge Data

[Calendar Year Summary and Detail](#)  
View historical Unemployment Benefit Charges and adjustments by calendar year.

[Rated Year Summary](#)  
View historical Unemployment Benefit Charges by rated year.

3. The **Benefit Charge Search** page appears. Enter search criteria (to see all charges, leave the criteria blank). Click **Search**.

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Benefit Charge Search**

Social Security Number: [REDACTED]

Claimant Last Name: [REDACTED]

Claimant First Name: [REDACTED]

Year: 2009 ☒ Calendar ☐ Rated

[Click Search](#)

[Enter search criteria](#)

[Search](#) [Reset](#)

4. The search results display under the search grid.

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Benefit Charge Search**

Social Security Number: [REDACTED]

Claimant Last Name: [REDACTED]

Claimant First Name: [REDACTED]

Year: 2009 ☒ Calendar ☐ Rated

[Search](#) [Reset](#)

SSN	Last Name	First Name	Claim Effective Date	Total Benefit Charges
<a href="#">000-00-0000</a>	[REDACTED]	[REDACTED]	4/27/2008	\$0.00

- Click an **SSN** to display claimant details.

Employer Information							
Employer Account Number: [REDACTED]		Employer Name: [REDACTED]					
Claimant Account Summary Information							
SSN	Last Name	First Name	Claim Effective Date	Dependency Allowance	Maximum Potential Benefits Allowed	Total Charges	
<a href="#">000-00-0000</a>	[REDACTED]	[REDACTED]	4/27/2008	\$0.00	\$562.86	\$0.00	
Individual Claimant Detail Information							
Rows 1-10 of 36			◀ 1 2 3 4 ▶		Page 1 of 4		
Transaction Date	Week Paid	Unit	Activity	Benefit Charges	Dependency Allowance	Program	Total Benefits Charged
6/10/2008	6/7/2008	0	Payment	\$0.00	\$0.00	Regular Federal Benefits	\$0.00
6/16/2008	6/14/2008	0	Payment	\$0.00	\$0.00	Regular Federal Benefits	\$0.00
6/24/2008	6/21/2008	0	Payment	\$0.00	\$0.00	Regular Federal Benefits	\$0.00
7/1/2008	6/28/2008	0	Payment	\$0.00	\$0.00	Regular Federal Benefits	\$0.00
7/7/2008	7/5/2008	0	Payment	\$0.00	\$0.00	Regular Federal Benefits	\$0.00
7/14/2008	7/12/2008	0	Payment	\$0.00	\$0.00	Regular Federal Benefits	\$0.00
7/22/2008	7/19/2008	0	Payment	\$0.00	\$0.00	Regular Federal Benefits	\$0.00
7/28/2008	7/26/2008	0	Payment	\$0.00	\$0.00	Regular Federal Benefits	\$0.00
8/4/2008	8/2/2008	0	Payment	\$0.00	\$0.00	Regular Federal Benefits	\$0.00
8/11/2008	8/9/2008	0	Payment	\$0.00	\$0.00	Regular Federal Benefits	\$0.00
Rows 1-10 of 36			◀ 1 2 3 4 ▶		Page 1 of 4		
<div>Previous</div>							

## CALENDAR YEAR SUMMARY AND DETAIL

Use this function to view historical Unemployment Benefit Charges and adjustments by calendar year.

1. Follow the steps in the section, *Navigating to Benefit Charge Activities*.
2. Click **Calendar Year Summary and Detail**.
3. The **Benefit Charge Calendar Year Summary** page appears. Amounts listed on the page reflect the total benefit charges and adjustments made during each reporting period.

Employer Information

Employer Account Number: [REDACTED]Employer Name: [REDACTED]

Benefit Charge Calendar Year Summary

Amounts listed below reflect the total benefit charges and adjustments made during each reporting period.

Calendar Year	Time Period		Contributory Charges	Reimbursable Charges <sup>?</sup>	Dependency Allowance	Benefit Charges
	Begin	End				
<a href="#">2006</a>	1-1-2006	12-31-2006	\$0.00	\$0.00	\$0.00	\$0.00
<a href="#">2008</a>	1-1-2008	12-31-2008	\$0.00	\$0.00	\$0.00	\$0.00
<a href="#">2009</a>	1-1-2009	12-31-2009	\$517.59	\$0.00	\$0.00	\$517.59

Click to view breakdown by month

Previous

4. Click a year in the **Calendar Year** column to display a breakdown by month for the year.

Employer Information

Employer Account Number: Employer Name:

Benefit Charge Monthly Summary

Annual breakdown of Benefit Charges:

Total Benefit Charges: \$517.59

Month/Year	Contributory Charges	Reimbursable Charges <sup>?</sup>	Dependency Allowance Charges	Benefit Charges
<a href="#">January 2009</a>	\$0.00	\$0.00	\$0.00	\$0.00
<a href="#">February 2009</a>	\$0.00	\$0.00	\$0.00	\$0.00
<a href="#">December 2009</a>	\$517.59	\$0.00	\$0.00	\$517.59

Previous

5. Click an entry in the **Month / Year** column to display entries on the claimant level.

Employer Information

Employer Account Number: [REDACTED]      Employer Name: [REDACTED]

Benefit Charge Claimant Summary

The individual claimant details below lists Benefit Charges and Adjustments assigned to **December** of year **2009**

Select the SSN link to view all transactions, payments and adjustments, associated with this claimant.

Total Monthly Charges **\$517.59**

<a href="#">SSN</a>	<a href="#">Last Name</a>	<a href="#">First Name</a>	<a href="#">Claim Effective Date</a>	<a href="#">Week Paid End Date</a>	Potential Benefit Charges	<a href="#">Remaining Potential Benefit Charges</a>	<a href="#">Weekly Charge Amount</a>
[REDACTED]	[REDACTED]	[REDACTED]	6/14/2009	12/19/2009	\$669.87	\$295.87	\$374.00
[REDACTED]	[REDACTED]	[REDACTED]	6/14/2009	12/12/2009	\$669.87	\$152.28	\$143.59

## RATED YEAR SUMMARY

Use this function to view historical Unemployment Benefit Charges by rated year.

1. Follow the steps in the section, *Navigating to Benefit Charge Activities*.
2. Click **Rated Year Summary**.
3. The **Benefit Charge Rated Year Summary** page appears listing the benefit charges by rated year.

**Employer Information**

Employer Account Number:  Employer Name:

**Benefit Charge Rated Year Summary**

Amounts listed below reflect the Benefit Charge data used to calculate your annual UI Contribution Rate. This includes the following data:

- Benefit Charge data for all locations and units.

Benefit Charges are attributed to the Rated Year based on the date the payment was made.

Rated Year	Rated Year Time Period		Contributory Charges	Benefit Charges
	Begin	End		
2006	10/1/2005	9/30/2006	\$0.00	\$0.00
2008	10/1/2007	9/30/2008	\$0.00	\$0.00
2009	10/1/2008	9/30/2009	\$0.00	\$0.00

Previous



## Employment and Wage Detail Reporting

## ABOUT EMPLOYMENT AND WAGE DETAIL REPORTING

### Introduction

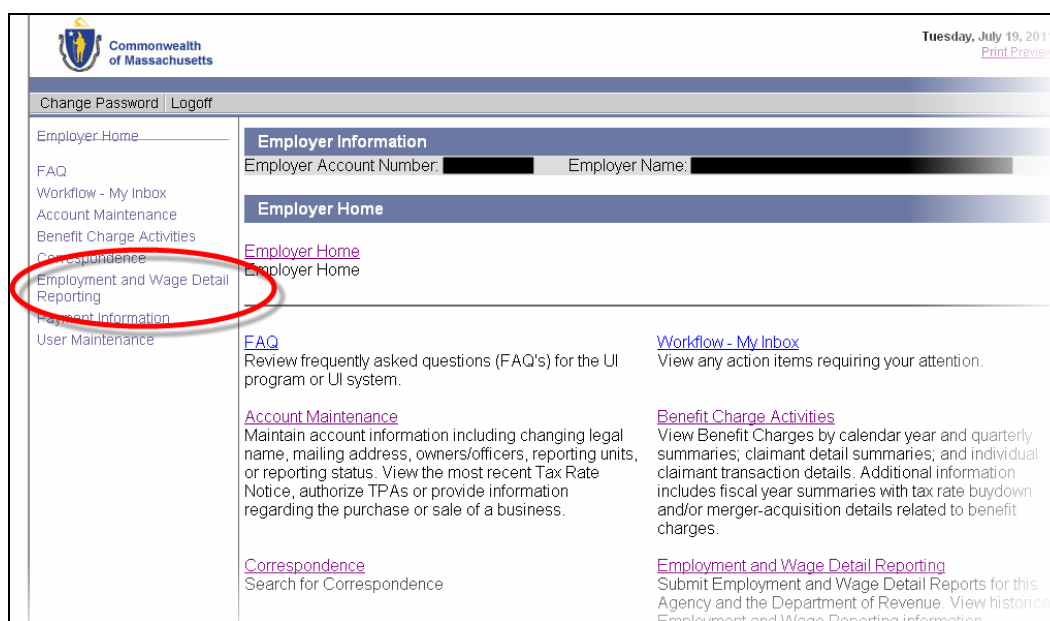
This section describes the activities that Employers perform related to Employment and Wage Detail reporting. Activities include:

- **Submitting** quarterly Employment and Wage Detail reports
- Submitting reports for quarters **prior to 2010**
- **Adjusting** previously submitted Employment and Wage Detail reports
- Viewing Employment and Wage Detail **calculation history**
- Viewing Employment and Wage Detail **history**
- Viewing the **submission history** of Employment and Wage Detail reports


## NAVIGATING TO EMPLOYMENT AND WAGE DETAIL REPORTING

To navigate to the **Employment and Wage Detail Reporting** page, perform the following steps:

1. Log in to QUEST. Click the **Employment and Wage Detail Reporting** link in the left pane (the link also appears on the main pane of the Employer Home page).



- The **Employment and Wage Detail Reporting** page appears. Available functions are listed in links in the left pane as well as the main pane. The main pane also displays explanations of the functions. Click a link to access a function.

 <b>Commonwealth of Massachusetts</b>		<b>Thursday, July 14, 2011</b> <a href="#">Print Preview</a>	
<a href="#">Change Password</a>   <a href="#">Logoff</a>			
<a href="#">Employer Home</a> <a href="#">FAQ</a> <a href="#">Workflow - My Inbox</a> <a href="#">Account Maintenance</a> <a href="#">Benefit Charge Activities</a> <a href="#">Correspondence</a> <b>Employment and Wage Detail Reporting</b> <ul style="list-style-type: none"> <li>Adjustments</li> <li>Submit Employment and Wage Detail for Quarters Prior to 2010</li> <li>Submit Employment and Wage Detail</li> <li>View Employment and Wage Detail Calculation History</li> <li>View Employment and Wage Detail History</li> <li>View Submission History</li> </ul>		<b>Employer Information</b> Employer Account Number: [REDACTED]    Employer Name: [REDACTED]	
		<b>Employment and Wage Detail Reporting</b>	
		<a href="#">Adjustments</a> Adjust previously submitted employment and wage detail records. Upload a file of adjustments, or select and modify specific records online. Note: Staff may review adjustments under certain circumstances.	<a href="#">Submit Employment and Wage Detail for Quarters Prior to 2010</a> Submit the original or adjust a Division of Unemployment Assistance (DUA) Contribution Report or Department of Revenue (DOR) Wage Report for quarters prior to 2010. Contributions, other charges, penalties and interest will be calculated online through this process."
		<a href="#">Submit Employment and Wage Detail</a> Submit Quarterly Employment and Wage Detail Records for current or prior quarters by using one of four filing methods. Contributions, Surcharges, Interest, and Penalties will be calculated online through this process. NOTE: the manual filing method allows up to one hundred employee records to be entered. If more than one hundred employee records need to be submitted, use the file upload filing method. This process is for 1st quarter 2010 and beyond filing.	<a href="#">View Employment and Wage Detail Calculation History</a> Search for and view historical calculations for quarterly employment and wage submissions.
		<a href="#">View Employment and Wage Detail History</a> View previous submissions and adjustments for each individual wage record submitted. Access current calculations and 12th of Month Employment data.	<a href="#">View Submission History</a> View basic information for each original and adjusted wage detail submission. The data includes the Submission Date and Time, Filing Method, Errors, Number of Records Processed, and Gross Wages Processed.

## SUBMIT EMPLOYMENT AND WAGE DETAIL

Introduction	<p>This section describes how to submit employment and wage detail information for Employer accounts for Q1 2010 and forward. <b>Employment and wage detail reports are due from Employers every quarter.</b> The employment and wage detail information can be submitted for current or prior quarters by using one of these filing methods.</p> <ul style="list-style-type: none"> <li>• Manual Entry</li> <li>• File Upload (real-time online)</li> <li>• No Employment/Wage Submission</li> <li>• Copy from Previous Quarter, and</li> <li>• FTP file upload.</li> </ul> <p><b>NOTE:</b> If you wish to submit employment and wage detail for quarters prior to 2010, please see the section, <i>Submit Employment and Wage Detail for Quarters Prior to 2010</i>.</p>
Helpful hints	<ul style="list-style-type: none"> <li>• The <b>Manual Entry Method</b> allows up to one hundred employee records to be entered. If more than one hundred employee records need to be submitted, the <b>File Upload Method</b> should be used.</li> <li>• <b>FTP</b> file upload is required when Employers/TPA(s) submit more than 29,999 records per quarter.</li> <li>• It is not possible to submit an employment and wage detail report for future dates if the quarter is not open for filing.</li> <li>• The <b>Gross UI Wages</b> column applies to wages on which UI and/or UHI is calculated. Reimbursable Employers must also report Gross UI wages for calculating unemployment benefits. (Note that actual UI payment will be based on the first \$14,000 each Employee earns in the calendar year.)</li> <li>• If you upload a file but you have not actually <b>submitted</b> it yet, its data <u>can</u> be re-uploaded in a corrected file and then submitted using either a <b>Merge</b> or <b>Overwrite</b> function.</li> <li>• It is not possible to submit an "original" employment and wage detail report more than once for any quarter or using more than one method. If a report was submitted incorrectly or incompletely, the adjustment function should be used to make corrections. (Contact DUA for wage transfers or removals.)</li> <li>• If you submit a report via File Upload, the first report for any quarter should be submitted with an Adjustment Reason Code of "0", indicating an "Original Submission". File Uploads with corrections should have an Adjustment Reason Code of 1 thru 8 to indicate it is an adjustment vs. an original submission. Once a File Upload with Adjustment Reason Code of 0 has been submitted to QUEST for a given quarter filing, QUEST will reject all subsequent filings for that quarter with an Adjustment Reason Code of 0.</li> <li>• <b>NOTE:</b> Depending on network or QUEST activity, and/or the size of file: <ul style="list-style-type: none"> <li>○ Your upload may be held for batch processing in "off peak" hours.</li> <li>○ Your upload may be processed immediately, but the calculations for contributions, surcharges, interest, and penalties may be performed during "off peak" hours.</li> </ul> <p>If this happens, right after you submit the report you will see an on-screen message that notifies you that processing and/or calculations are pending.</p> </li> </ul>

## Manual Entry Method

1. Click **Employment and Wage Detail Reporting**.
2. Click **Submit Employment and Wage Detail**. A page appears where you configure the report.

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

Employment and Wage Detail Submission Process

1 → 2 → 3 → 4 → COMPLETE

Select Filing Method Submit Wage Information Confirm Submission Process and Calculate

**Reporting Period**

Employment and Wages Paid for the Quarter: January, February, March (Q1) [v]  
Year: 2011 [v]

**Filing Methods**

If you have to report any changes to your account such as: Change in Ownership or Change of Address, please use the Account Maintenance link to perform these updates before you report quarterly employment and wages.

Select from the following Filing Methods:

- ☐ File Upload - Attach electronic wage file
- ☐ Copy from Previous Quarter - Modify previous quarter data. Note: You cannot copy data from prior to 2010 quarters to any other quarters.
- ☒ Manual Entry - Enter individual wage records manually online
- ☐ No Employment and No Wage Report - No employment and no wages paid in quarter \*

Next

3. Select a **Quarter** and a **Year**. Click the radio button for **Manual Entry**. Click **Next**.
4. The **Wage Detail Records** page appears. Enter the wage detail information. (See the detailed instructions on filling in the wage detail records that appear onscreen.)

**NOTE:** The maximum number of records that can be entered using manual entry is 100. The page will initially display 25 blank rows for wage detail entries. Upon reaching 25 records, you can add more records by clicking on **Add** at the end of the page.

**IMPORTANT NOTE:** It is strongly recommended that you periodically save the information being entered manually. The system times out after 30 minutes. Unsaved data is lost if a timeout occurs.

Employer Information

Employer Account Number:
Employer Name:

The following issue was detected with your submission:

Notices

☒ The employer has past due report(s), please submit the past due report(s) before submitting the current report. (10000053)

Employment and Wage Detail Submission Process

1

2

3

4

COMPLETE

Select Filing Method

Submit Wage Information

Confirm Submission

Process and Calculate

If a Notice appears, you can proceed;

if an Error appears, you must make a correction before proceeding

Reporting Information

Employment and Wages Paid for the Quarter:
Year:
Submission Type:

Employment and Wage Detail Records

- If you intend to be on the screen for more than 30 minutes, select 'Save'. If you do not select save within 30 minutes, you will lose all information entered.
- Enter employee information in space provided. If additional rows are needed, complete all rows select 'Save' and then select 'Add'.
- To permanently delete an employee record from the employment and wage report check the 'Delete' checkbox and select 'Next' or 'Save'.
- If you have more than 25 employees and need to enter employee information across MULTIPLE pages:
  - Complete each page and select the next page number.
  - Do not click 'Next' until you have completed all pages.
- When selections are complete, select 'Save', or 'Next'.
- Please note that adjustments to the MA Income Tax Amount Withheld on the amend the amount of withholding that you originally reported. If an adjustment to any employee results in an over/underpayment of your company's withholding tax withholding tax return(s) with the Department of Revenue (DOR). Employers filing withholding via DOR's website for Business (WFB) should use the Amend function available through their WFB account. Other employers should use DOR's Form CA-6, Application for Abatement/Amended return, available at [www.mass.gov/dor](http://www.mass.gov/dor), to amend the withholding amount paid.

Read detailed instructions on preparing the submission

Wage Detail Records

	SSN	Last Name	First Name	MI	Unit Number	UI Gross Wages	MA Wages Subject to Withholding	MA Income Tax Amount Withheld	Delete
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									

Previous

Save

Add

Next

Sort Criteria

- To view a specific SSN or Last Name enter the appropriate data and select 'Search' to continue.

SSN:

Last Name:

Search

Reset

Begin entering details here

Click the column heading to view Assistive Content on data that belongs in this column

Quickly retrieve a previously saved record by performing a search

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5. Once you have entered all the information, click **Next** to proceed to the next step.
6. The **Employment and Wage Detail Records** page appears. Use the instructions on the page to complete the requested information. (Also see the 'HOURS WORKED GUIDELINE' in the Addendum for additional pointers.) Click **Next**.

**NOTE:** Save frequently if you are making numerous data additions or changes, or if you want to leave the page and return in a later session.

**Employer Information**

Employer Account Number: XXXXXXXXXX Employer Name: XXXXXXXXXXXXXXXXXXXX

Employment and Wage Detail Submission Process  

```

graph LR
    1((1)) --> 2((2))
    2 --> 3((3))
    3 --> 4((4))
    4 --> COMPLETE[COMPLETE]
    style 1 fill:#ccc,stroke:#333
    style 2 fill:#000,color:#fff,stroke:#333
    style 3 fill:#ccc,stroke:#333
    style 4 fill:#ccc,stroke:#333
    style COMPLETE fill:#ccc,stroke:#333
          
```

**Reporting Information**

Employment and Wages Paid for the Quarter: **January, February, March (Q1)**  
 Year: **2011**  
 Submission Type: **Original**

**Employment and Wage Detail Records**

- The monthly employment data reported below should be a count of all full-time and part-time workers in covered employment(subject to Massachusetts's Unemployment Compensation Law)who performed services during the payroll period which includes the 12th of the month.
  - If an employee was employed in the payroll period based on the definition above, select 'Yes'.
  - If no employment for an employee in the payroll period based on the definition above, select 'No'.
- If you have more than 25 employees and need to enter employee information across MULTIPLE pages:
  - Complete each page and select 'Save' before clicking on the next page number.
  - Do not click 'Next' until you have completed and saved all pages.
- When selections are complete, select 'Save', or 'Next'.

	SSN	Last Name	First Name	MI	Unit Number	Employment Month#1	Employment Month#2	Employment Month#3	<a href="#">Hours Worked</a> <sup>?</sup>	Owner/Officer
1	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	<span style="background-color: black; color: black;">XXXXXX</span>		0	<div style="border: 1px solid black; width: 30px; height: 20px; background-color: #add8e6;"></div>	<div style="border: 1px solid black; width: 30px; height: 20px; background-color: #add8e6;"></div>	<div style="border: 1px solid black; width: 30px; height: 20px; background-color: #add8e6;"></div>	<div style="border: 1px solid black; width: 60px; height: 20px;"></div>	No <div style="border: 1px solid black; width: 20px; height: 20px; background-color: #add8e6;"></div>

Previous

Save

Next

**Sort Criteria**

- To view a specific SSN or Last Name enter the appropriate data and select 'Search' to continue.

SSN: 
 Last Name:

Search

Reset

7. The **Summary of Units Reported** page displays a summary of the gross wage detail information you entered. The information is tallied at the reporting unit level.

Employer Information

Employer Account Number:
Employer Name:

Employment and Wage Detail Submission Process

1
2
3
4
COMPLETE

Reporting Information

Employment and Wages Paid for the Quarter: April, May, June (Q2)
Year: 2011
Submission Type: Original

Employment and Wage Detail Report Summary

Number of Records: 1
Total UI Gross Wages: \$15,000.00

Summary of Units Reported

Unit Number	Business Name	Number of Records	Total UI Gross Wages	MA Wages Subject to Withholding	DOR Withheld Amount
0		1	\$15,000.00	\$15,000.00	\$1,500.00

- To continue processing your Employment and Wage Detail records, select 'Next'.
- To save data and continue in the future, select 'Save and Exit'. Click [here](#) for save and exit details.

Previous
Save and Exit
Next

8. A **Certification** page appears. Check the box, and click **Next**.

Employer Information

Employer Account Number:
Employer Name:

Employment and Wage Detail Submission Process

1
2
3
4
COMPLETE

Reporting Information

Employment and Wages Paid for the Quarter: April, May, June (Q2)
Year: 2011
Submission Type: Original

Employment and Wage Detail Certification

You are asked to certify that all of the information provided in this filing is complete, true and accurate. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this agency.

☒ I certify, under penalties of perjury, that all information provided in this filing is complete and true to the best of my knowledge and belief.\*

Previous
Next



9. A **Quarterly Calculations** page appears, showing calculations and the quarterly contributions due. If you are ready to submit the wage detail report, click **Submit**.

**NOTE:** If you need to correct any wage submission details at this point, click **Previous** to return to the **Employment and Wage Detail Records** page where you can edit your entries.

Employer Information

Employer Account Number:
Employer Name:

Employment and Wage Detail Submission Process

1
2
3
4
COMPLETE

Select Filing Method
Submit Wage Information
Confirm Submission
Process and Calculate

Reporting Information

Employment and Wages Paid for the Quarter: April, May, June (Q2)
Year: 2011
Submission Type: Original

Quarterly Calculations

Quarterly Wages	Amount
Total UI Gross Wages	\$15,000.00
UI Taxable Wages	\$14,000.00
UHI Taxable Wages	\$0.00
Contributions	
UI Contribution	\$198.80
UHI Contribution	\$0.00
Workforce Training Fund	\$8.40
Secondary Uniform Adjustment	\$0.00
Amount Due	
Quarterly Amount Due	\$207.20

Previous
Submit

10. The **Employment and Wage Detail Report Submission Confirmation** page appears, indicating that the reporting process has been successful. Click **Make Payment**.

Employer Information

Employer Account Number:
Employer Name:

Employment and Wage Detail Submission Process

1
2
3
4
COMPLETE

Select Filing Method
Submit Wage Information
Confirm Submission
Process and Calculate

Employment and Wage Detail Report Submission Confirmation

- Thank you for using our online Employment and Wage Detail Submission process. You have successfully submitted an Employment and Wage Detail Report for Quarter April, May, June (Q2) of Year 2011.
- Your confirmation number is 07151116332. For future reference, this number is in View Submission History.
- If you would like to make a payment for amounts due select 'Make Payment' at the bottom of this page.
- If you are closing your business and this is your final Employment and Wage Detail Report Select 'Account Maintenance' then 'Suspend Account' from the left navigation and proceed with the prompts.

Make Payment

11. The **Payment Method** page appears. Select **Payment Amount** and **Payment Method**.

- If **Check** is selected as the payment method, a voucher displays onscreen. Print copies of the voucher, and send a copy to DUA along with the paper check when you make the payment.
- To use **ACH Credit**, you must have prior approval from DUA. You can click the link below the Payment Method selection for detailed information on seeking DUA approval.
- No prior approval is required for using **ACH Debit**.

**NOTE:** For more information on making payments, see the section, *Payment Information*.

## File Upload Method

There are three file formats that can be used for file upload:

- ICESA,
- EFW2, and
- Delimited

### File upload tips

Always use a file upload method when there are more than 100 records in the wage detail.

Upload files may contain fewer than 100 records.

Expect files of 300 records or more to be batch processed. When batch processed, the file upload is scheduled by the system for off-peak hours. Results will not appear onscreen until the processing is complete. You may see the following screen message:

*Due to the size of the file Your\_file.csv, the employment and wage detail will be processed in an overnight batch. Please check back tomorrow in View Submission History for results (634).*

Files with more than 29,999 records must be uploaded using the File Transfer Protocol (FTP). Employers should consult with DUA staff to review file format and FTP a test file.

### ***Preparing ICESA or EFW2 Files***

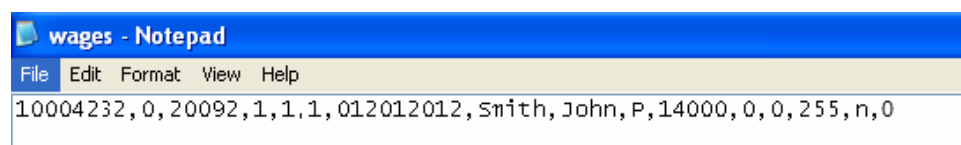
Some accounting packages output employment wage and detail reports in ICESA and EFW2 format. The ICESA file format that works with the QUEST file upload process includes only the “S” records, and has only 275 characters per record with the carriage return at space 275.

The EFW2 file format works only with “RS” records and has only 512 characters per record with the carriage return at space 512.

### ***Preparing Delimited Files***

Delimited files can be created and edited using readily available software.

Delimited files should be in a comma delimited text file format. The delimited file should look like the screen shot below (one record shown for a sample). There should be no header row.



The DUA provides a template with these fields. Its fields are formatted so the data uploads correctly. (Search for 'delimited template' from the DUA website at <http://www.mass.gov/uima> to locate the template.)

### ***Pointers on using the delimited template***

- Do not change any cell 'Number Format' in the file.
- Make sure that columns 1, 2, 4, 5, 6, and 15 are formatted as 'Text.'
- Delete rows 1-4 (i.e., rows with template notes in them, the column headings, and the sample data).
- If using Microsoft Excel, before uploading the file, save it in 'CSV (Comma delimited)' format. (Use similar selections with other software packages.)
- If you ever open the saved output file, RESAVE it in 'CSV (Comma delimited)' format before uploading it.

## Performing a File Upload

These instructions show a delimited file upload, but they apply as well to ICESA and EFW2 files.

1. Click **Employment and Wage Detail Reporting**.
2. Click **Submit Employment and Wage Detail**.
3. Select a **Quarter** and a **Year**. Click the radio button for **File Upload**. Click **Next**.

**Employer Information**  
Employer Account Number: [redacted] Employer Name: [redacted]

Employment and Wage Detail Submission Process

1 → 2 → 3 → 4 → COMPLETE  
Select Filing Method Submit Wage Information Confirm Submission Process and Calculate

**Reporting Period**  
Employment and Wages Paid for the Quarter: January, February, March (Q1)  
Year: 2011

**Filing Methods**  
If you have to report any changes to your account such as: Change in Ownership or Change of Address, please use the Account Maintenance link to perform these updates before you report quarterly employment and wages.

Select from the following Filing Methods:

- ☒ File Upload - Attach electronic wage file
- ☐ Copy from Previous Quarter - Modify previous quarter data. Note: You cannot copy data from prior to 2010 quarters to any other quarters.
- ☐ Manual Entry - Enter individual wage records manually online
- ☐ No Employment and No Wage Report - No employment and no wages paid in quarter

**Next**

4. In the **File Format** area, select a **File Type** (in this example, Delimited). Click **Next**.

**File Format**

- For details related to the most current file formats, select the appropriate link below.
- For details related to multiple file submissions or third party administrators (TPA) filings, click [here](#).

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

**Previous** **Next**

5. In the **Select Wage Detail File** area, click **Browse**.

**Select Wage Detail File**  
Choose file by selecting the 'Browse' button. Once the file is selected, click 'Next'.

[Text Field] **Browse...**

**Previous** **Next**

6. In the dialog box, choose a file, and click **Open**.
7. The file name displays in the **Select Wage Detail File** field. Click **Next**.

**NOTE:** Typically files with 300 records or more are processed during off-peak hours in a batch. In this case, the following message will appear:

*Due to the size of the file Your\_file.csv, the employment and wage detail will be processed in an overnight batch. Please check back tomorrow in View Submission History for results (634).*

8. If you uploaded fewer than 300 records, a **File Preview** appears. Review the uploaded information and click **Next**.

File Preview										
The following are the first ten (10) records accepted from your file. If one of the first ten records in the file submitted has a fatal error, it will not appear. For example, If record "1" has a fatal error and record "2" is clean, "2" will be the first number that appears in the record number column. If there is a problem with the file, please select "Previous" to resubmit a file online.										
Record Number	SSN	Last Name	First Name	MI	UI Gross Wages	MA Wages Subject to Withholding	MA Income Tax Amount Withheld	Hours Worked	Owner/Officer	Unit Number
1				X	\$3,000.00	\$10,000.00	\$100.48	520	No	0
2				X	\$5,000.00	\$10,000.00	\$100.48	521	No	0
3				X	\$7,000.00	\$10,000.00	\$100.48	522	No	0
4				X	\$9,000.00	\$10,000.00	\$100.48	523	No	0
5				X	\$11,000.00	\$10,000.00	\$100.48	524	No	0

**NOTE:** If errors are found in the file, the errors will be displayed. You can either correct the errors or ignore them. If you ignore the errors and a record contains a fatal error (e.g., a missing SSN), the system will reject the specific record. The system will accept records with non-fatal errors (e.g., hours worked missing). See the *Addendum* for a list of error messages, and for troubleshooting information.

9. Review the summary information about the upload and click **Next**.

Employer Information						<a href="#">Change Employer</a>	<a href="#">Leave Employer</a>						
Employer Account Number: [REDACTED]		Employer Name: [REDACTED]											
<p>Employment and Wage Detail Submission Process</p> <p>1 → 2 → 3 → 4 → COMPLETE</p> <p>Select Filing Method   Submit Wage Information   Confirm Submission   Process and Calculate</p>													
Reporting Information													
Employment and Wages Paid for the Quarter: <b>July, August, September (Q3)</b>													
Year: <b>2010</b>													
Submission Type: <b>Original</b>													
Employment and Wage Detail Report Summary													
Number of Records: <b>8</b>													
Total UI Gross Wages: <b>\$44,835.95</b>													
Summary of Units Reported													
Unit Number	Business Name	Number of Records	Total UI Gross Wages	MA Wages Subject to Withholding	DOR Withheld Amount								
0	Heart Candies	8	\$44,835.95	\$43,155.35	\$2,483.71								
<ul style="list-style-type: none"> <li>To continue processing your Employment and Wage Detail records, select 'Next'.</li> </ul>													
<div>Previous   Next</div>													

10. The **Employment and Wage Detail Certification** page appears. Check the box and click **Next**.

Employer Information

Employer Account Number:
Employer Name:

Employment and Wage Detail Submission Process

1
2
3
4
COMPLETE

Reporting Information

Employment and Wages Paid for the Quarter: April, May, June (Q2)
Year: 2011
Submission Type: Original

Employment and Wage Detail Certification

You are asked to certify that all of the information provided in this filing is complete, true and accurate. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this agency.

☒ I certify, under penalties of perjury, that all information provided in this filing is complete and true to the best of my knowledge and belief.\*

Previous
Next

11. Review the Quarterly Calculations and Amount Due.

**IMPORTANT NOTE:** If the uploaded data is incorrect, the file can be corrected and uploaded again without having to perform an Adjustment as long as you **do not click Submit** at this point. See *Performing a Merge or Overwrite*.

Employer Information

Employer Account Number:
Employer Name:

Employment and Wage Detail Submission Process

1
2
3
4
COMPLETE

Reporting Information

Employment and Wages Paid for the Quarter: April, May, June (Q2)
Year: 2011
Submission Type: Original

Quarterly Calculations

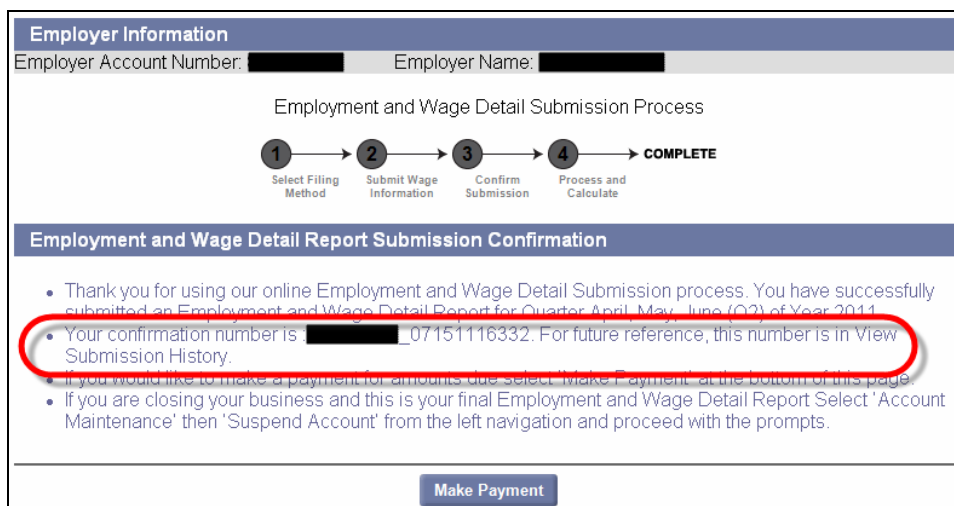
Quarterly Wages	Amount
Total UI Gross Wages <sup>?</sup>	\$1,205,630.82
UI Taxable Wages <sup>?</sup>	\$1,080,230.82
UHI Taxable Wages <sup>?</sup>	\$1,080,230.82
Contributions	
UI Contribution <sup>?</sup>	\$52,715.26
UHI Contribution <sup>?</sup>	\$3,888.83
Workforce Training Fund <sup>?</sup>	\$648.14
Secondary Uniform Adjustment <sup>?</sup>	\$0.00
Amount Due	
Quarterly Amount Due <sup>?</sup>	\$57,252.23

Previous
Submit

12. When you are satisfied that the data is correct, click **Submit**.

13. If the file upload is successful, the **Employment and Wage Detail Report Submission Confirmation** page appears. If desired, click **Make Payment**.

**NOTE:** For more information on making payments, see the section, *Payment Information*.



The screenshot shows the 'Employment and Wage Detail Submission Confirmation' page. At the top, there's a header 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name'. 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'. Step 2 is highlighted. The main section is titled 'Employment and Wage Detail Report Submission Confirmation' and contains a bulleted list of instructions. The second bullet point, 'Your confirmation number is [redacted] 07151116332. For future reference, this number is in View Submission History.', is circled in red. At the bottom is a 'Make Payment' button.

**Employer Information**  
Employer Account Number: [redacted] Employer Name: [redacted]

Employment and Wage Detail Submission Process

1 → 2 → 3 → 4 → COMPLETE  
Select Filing Method Submit Wage Information Confirm Submission Process and Calculate

**Employment and Wage Detail Report Submission Confirmation**

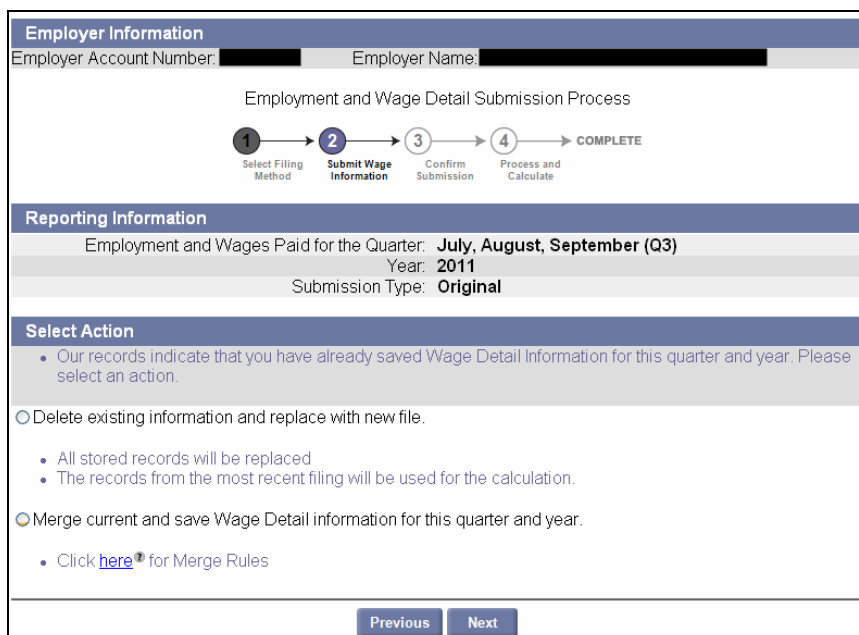
- Thank you for using our online Employment and Wage Detail Submission process. You have successfully submitted an Employment and Wage Detail Report for Quarter April, May, June (Q2) of Year 2011.
- Your confirmation number is [redacted] 07151116332. For future reference, this number is in View Submission History.
- If you would like to make a payment for amounts due select 'Make Payment' at the bottom of this page.
- If you are closing your business and this is your final Employment and Wage Detail Report Select 'Account Maintenance' then 'Suspend Account' from the left navigation and proceed with the prompts.

**Make Payment**

## Performing a Merge or Override

If at the point of submitting Employment Wage and Detail information via file upload, you realize that the data is incorrect, you can upload the data again without performing an Adjustment.

1. Do **NOT** click **Submit**.
2. Correct the file.
3. Click **Previous** on successive pages until you have returned to the **Browse for File** page.
4. Select the corrected file and click **Next** until you reach the **Select Action** page.



The screenshot shows the 'Select Action' page. It has a header 'Employer Information' with 'Employer Account Number' and 'Employer Name' fields. Below is the same flowchart as the previous page, but step 2 'Submit Wage Information' is highlighted. The main section is titled 'Reporting Information' and contains fields for 'Employment and Wages Paid for the Quarter' (July, August, September (Q3)), 'Year' (2011), and 'Submission Type' (Original). Below this is the 'Select Action' section with a message: 'Our records indicate that you have already saved Wage Detail Information for this quarter and year. Please select an action.' There are two radio button options: 'Delete existing information and replace with new file.' and 'Merge current and save Wage Detail information for this quarter and year.' The second option is selected. Below the options are two buttons: 'Previous' and 'Next'.

**Employer Information**  
Employer Account Number: [redacted] Employer Name: [redacted]

Employment and Wage Detail Submission Process

1 → 2 → 3 → 4 → COMPLETE  
Select Filing Method Submit Wage Information Confirm Submission Process and Calculate

**Reporting Information**  
Employment and Wages Paid for the Quarter: July, August, September (Q3)  
Year: 2011  
Submission Type: Original

**Select Action**  
• Our records indicate that you have already saved Wage Detail Information for this quarter and year. Please select an action.

☐ Delete existing information and replace with new file.

- All stored records will be replaced
- The records from the most recent filing will be used for the calculation.

☒ Merge current and save Wage Detail information for this quarter and year.

- Click [here](#) for Merge Rules

**Previous** **Next**

5. Select to either **delete** the records or **merge** them and click **Next** to continue with the upload. (See below for Merge Rules.)

**Employer Merge Rules**

**Wage Detail Merge Rules:**

When requested to merge, the System will merge distinct employee records at the unit level.

If an employee(s) exist within the same reporting unit while merging data for the same reporting unit the System will overwrite the previous employee data with the employee data from the latest filing. Please note: employee level merge (replace/add) has no ability to delete employees.

For example:

Employer user Jane saves an employment and wage detail file with the following reporting units:

- 0001
- 0003
- 0005
- 0007
- 0009

Employer user Bill follows Jane and uploads the following reporting units:

- 0000
- 0002
- 0004
- 0005
- 0006
- 0008
- 0009
- 0010

Jane and Bill have submitted two common units, 0005 and 0009. The System will keep Jane's units 0001, 0003, and 0007. The System will merge Jane's units 0005 and 0009 with Bill's 0005 and 0009 at the employee level. If the same employee(s) exist within unit 0005 and 0009 for both Jane and Bill's files, then the System will use the records from Bill's seeing that it is the latest filing.

The final submission will include the following units for calculation:

- 0000 (from Bill)
- 0001 (from Jane)
- 0002 (from Bill)
- 0003 (from Jane)
- 0004 (from Bill)
- 0005 (from Bill)
- 0006 (from Bill)
- 0007 (from Jane)
- 0008 (from Bill)
- 0009 (from Bill)
- 0010 (from Bill)

If the employer does not report using units and Employee A is in both files, (File 1 being uploaded first and file 2 being uploaded subsequently), the System will overwrite the Employee A record from file 1 with the Employee A record from file 2.

If employees A, B, D, and E are in File 1; and C, F, G, H are in file 2; submit A, B, C, D, E, F, G, and H.

If A, B, and D are in File 1 and B, C, and E are in File 2. Submit A and D from file 1 and B, C and E from file 2.

Close



## No Employment and No Wage Report

The **No Employment and No Wage Report** option can be used by Employers if they have no employees and no wages to report for a quarter.

**NOTE:** This filing method should not be used if the Employer **had employees** under employ who did not earn any wages during the quarter. In such cases, this information must be reported via one of the other filing methods, entering employee information with 0 wage information.

To file a No Employment and No Wage Report, perform these steps:

1. Follow the first 2 steps in *Manual Entry Method*.
2. Select **No Employment and No Wage Report** and click **Next**.

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

Employment and Wage Detail Submission Process

1 → 2 → 3 → 4 → COMPLETE

Select Filing Method Submit Wage Information Confirm Submission Process and Calculate

**Reporting Period**

Employment and Wages Paid for the Quarter: January, February, March (Q1)

Year: 2011

**Filing Methods**

If you have to report any changes to your account such as: Change in Ownership or Change of Address, please use the Account Maintenance link to perform these updates before you report quarterly employment and wages.

Select from the following Filing Methods:

- ☐ File Upload - Attach electronic wage file
- ☐ Copy from Previous Quarter - Modify previous quarter data. Note: You cannot copy data from prior to 2010 quarters to any other quarters.
- ☐ Manual Entry - Enter individual wage records manually online
- ☒ No Employment and No Wage Report - No employment and no wages paid in quarter

Next

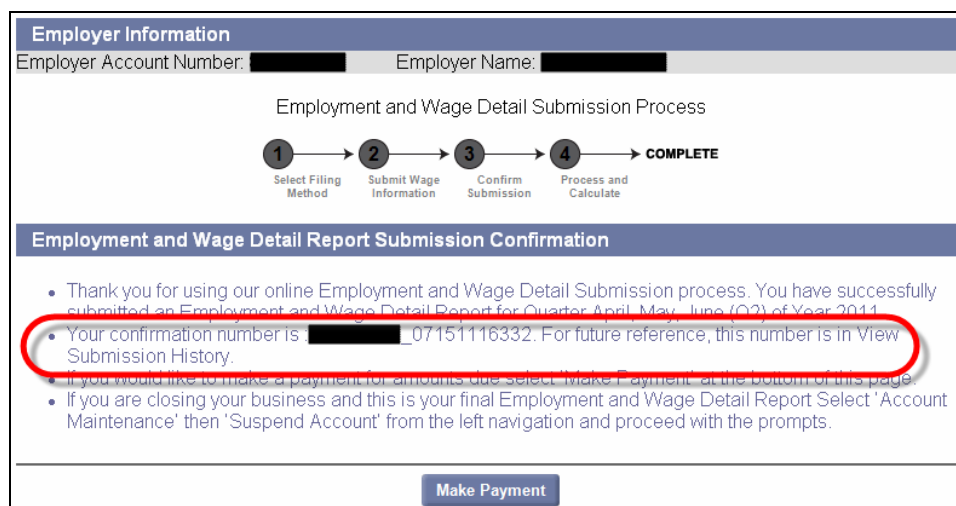
3. The **Section Header** page appears. Click **Submit**.

**Section Header**

- Do not use this filing method if you had employees that were under your employ, but did not earn any wages during the quarter, report their information via one of the other filing methods and enter "\$0.00" under UI Gross Wages. Then, enter the months they were employed under the 12th of the Month Employment section.
- Your selection of 'No Employment and No Wage Report' indicates the intent to report no employment and wages during Quarter 1 of Year 2011. If this is correct, please confirm by selecting 'Submit'. If this is not correct, select 'Previous' to return to the Filing Methods screen.

Previous Submit

4. A **Confirmation** page appears.



The screenshot shows the 'Employer Information' section of a confirmation page. It includes fields for 'Employer Account Number' and 'Employer Name'. Below these 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'. The main heading is 'Employment and Wage Detail Report Submission Confirmation'. A red circle highlights a bullet point stating: 'Your confirmation number is [redacted] 07151116332. For future reference, this number is in View Submission History.' Other bullet points thank the user and provide instructions on making payments or closing the account. A 'Make Payment' button is at the bottom.

**Employer Information**  
Employer Account Number: [redacted] Employer Name: [redacted]

Employment and Wage Detail Submission Process

1 → 2 → 3 → 4 → COMPLETE  
Select Filing Method Submit Wage Information Confirm Submission Process and Calculate

**Employment and Wage Detail Report Submission Confirmation**

- Thank you for using our online Employment and Wage Detail Submission process. You have successfully submitted an Employment and Wage Detail Report for Quarter April, May, June (Q2) of Year 2011.
- Your confirmation number is [redacted] 07151116332. For future reference, this number is in View Submission History.
- If you would like to make a payment for amounts due select 'Make Payment' at the bottom of this page.
- If you are closing your business and this is your final Employment and Wage Detail Report Select 'Account Maintenance' then 'Suspend Account' from the left navigation and proceed with the prompts.

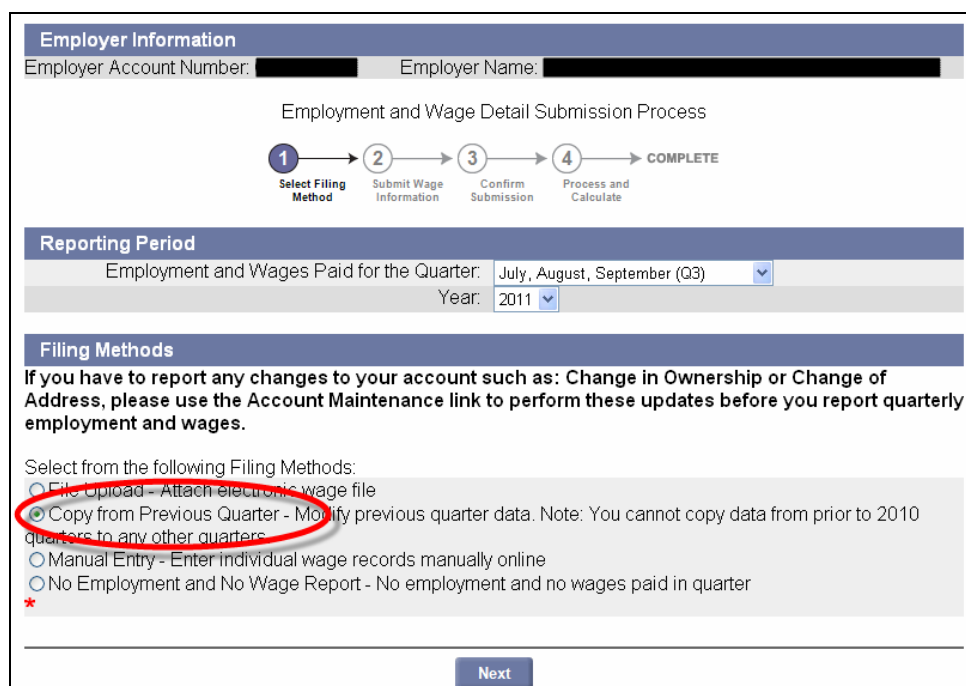
**Make Payment**

## Copy from Previous Quarter

When this method is used, the employee details from a past quarter in calendar year 2010 or later (as specified by the user) are copied into the quarter for which you are filing, reducing the data entry time.

**NOTE:** Only the employee names and SSNs will be copied from the previous quarter. The wage data from each employee record will not be copied.

1. Click **Employment and Wage Detail Reporting**.
2. Click **Submit Employment and Wage Detail**. A page appears where you configure the report.



The screenshot shows the 'Employment and Wage Detail Reporting' configuration page. It includes the same 'Employer Information' section as the previous page. Below is a flowchart for the submission process. The 'Reporting Period' section has dropdowns for 'Employment and Wages Paid for the Quarter' (set to 'July, August, September (Q3)') and 'Year' (set to '2011'). The 'Filing Methods' section contains a warning about account changes and a list of filing methods. A red circle highlights the 'Copy from Previous Quarter - Modify previous quarter data. Note: You cannot copy data from prior to 2010 quarters to any other quarters.' option. Other options include 'File Upload', 'Manual Entry', and 'No Employment and No Wage Report'. A 'Next' button is at the bottom.

**Employer Information**  
Employer Account Number: [redacted] Employer Name: [redacted]

Employment and Wage Detail Submission Process

1 → 2 → 3 → 4 → COMPLETE  
Select Filing Method Submit Wage Information Confirm Submission Process and Calculate

**Reporting Period**  
Employment and Wages Paid for the Quarter: July, August, September (Q3)  
Year: 2011

**Filing Methods**  
If you have to report any changes to your account such as: Change in Ownership or Change of Address, please use the Account Maintenance link to perform these updates before you report quarterly employment and wages.

Select from the following Filing Methods:

- ☐ File Upload - Attach electronic wage file
- ☒ Copy from Previous Quarter - Modify previous quarter data. Note: You cannot copy data from prior to 2010 quarters to any other quarters.
- ☐ Manual Entry - Enter individual wage records manually online
- ☐ No Employment and No Wage Report - No employment and no wages paid in quarter

**Next**

3. Select a **Quarter** and a **Year**. Click the radio button for **Copy from Previous Quarter**. Click **Next**.
4. The **Prior Quarter Search** page appears. Select the year and the quarter to copy from and click **Search**.

**Employer Information**  
Employer Account Number:  Employer Name:

Employment and Wage Detail Submission Process

```

graph LR
    1((1)) --> 2((2))
    2 --> 3((3))
    3 --> 4((4))
    4 --> COMPLETE[COMPLETE]
    
```

**Reporting Information**  
Employment and Wages Paid for the Quarter: **July, August, September (Q3)**  
Year: **2011**  
Submission Type: **Original**

**Prior Quarter Search**  
Year:  Quarter:

5. The quarter you specified appears below the search grid in the **Submitted Reports** area. Select the radio button for the quarter and click **Next**.

**Submitted Reports**

- Select quarter and year to copy from and then select 'Next' to continue.
- To select a previous year's quarter, change search criteria above and select 'Search'.

	Year	Quarter	Total UI Gross Wages	Number of Records	Transaction Date
<input type="radio"/>	2011	April, May, June (Q2)	\$93,000.00	9	7/19/2011

**Pending Reports**

- To complete a saved and unprocessed report, select the record below and select "Next" to continue. To overwrite the saved copy, select a record from above and select "Next".

There are no results found based on the date range entered.

6. The page shown in the next page will appear. Only the name and SSN of the employee from the previous quarter are copied. Add wage information in the **Wage Detail Records** area. In addition:
  - If you use the **Copy from Previous Filing** method and you have entered the wage information but have not clicked on **Save** and **Next** to complete the filing, the only way to get back to the pending filing is to select **Manual Entry**. Then you can continue with the initial submission.
  - If you use the **Copy from Previous Filing** method you must fill in every field of every copied Employee for anything on the page to be saved. You must also fill in every field of any new record for anything on the page to be saved. **The system cannot save employee records with blank wage information.**
  - If you are deleting a record, check off the delete box and enter "0" for each wage field.
7. Once you have modified all the information as necessary, click **Next**.

Employer Information									
Employer Account Number: [REDACTED]				Employer Name: [REDACTED]					
Employment and Wage Detail Submission Process									
Reporting Information									
Employment and Wages Paid for the Quarter: <b>July, August, September (Q3)</b>									
Year: <b>2011</b>									
Submission Type: <b>Original</b>									
Employment and Wage Detail Records									
<ul style="list-style-type: none"> <li>If you intend to be on the screen for more than 30 minutes, select 'Save'. If you do not select save within 30 minutes, you will lose all information entered.</li> <li>Enter employee information in space provided. If additional rows are needed, complete all rows select 'Save' and then select 'Add'.</li> <li>To permanently delete an employee record from the employment and wage report check the 'Delete' checkbox and select 'Next' or 'Save'.</li> <li>If you have more than 25 employees and need to enter employee information across MULTIPLE pages: <ul style="list-style-type: none"> <li>Complete each page and select the next page number.</li> <li>Do not click 'Next' until you have completed all pages.</li> </ul> </li> <li>When selections are complete, select 'Save', or 'Next'.</li> <li>Please note that adjustments to the <b>MA Income Tax Amount Withheld</b> on the <b>Employment and Wage Report</b> will not amend the amount of withholding that you originally reported. If an adjustment to the <b>MA Income Tax Amount Withheld</b> or any employee results in an over/underpayment of your company's withholding tax, you must separately amend your withholding tax return(s) with the Department of Revenue (DOR). Employers filing withholding via DOR's WebFile for Business (WFB) should use the Amend function available through their WFB account. Other employers should use DOR's Form CA-6, Application for Abatement/Amended return, available at <a href="http://www.mass.gov/dor">www.mass.gov/dor</a>, to amend the withholding amount paid.</li> </ul>									
Wage Detail Records									
SSN	Last Name	First Name	MI	Unit Number	UI Gross Wages	MA Wages Subject to Withholding	MA Income Tax Amount Withheld	Delete	
1	[REDACTED]	[REDACTED]	[REDACTED]	X 0				<input type="checkbox"/>	
2	[REDACTED]	[REDACTED]	[REDACTED]	X 0				<input type="checkbox"/>	
3	[REDACTED]	[REDACTED]	[REDACTED]	X 0				<input type="checkbox"/>	
4	[REDACTED]	[REDACTED]	[REDACTED]	X 0				<input type="checkbox"/>	
5	[REDACTED]	[REDACTED]	[REDACTED]	X 0				<input type="checkbox"/>	
6	[REDACTED]	[REDACTED]	[REDACTED]	X 0				<input type="checkbox"/>	
7	[REDACTED]	[REDACTED]	[REDACTED]	X 0				<input type="checkbox"/>	
8	[REDACTED]	[REDACTED]	[REDACTED]	X 0				<input type="checkbox"/>	
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
<div> <input type="button" value="Previous"/> <input type="button" value="Save"/> <input type="button" value="Add"/> <input type="button" value="Next"/> </div>									
Sort Criteria									
<ul style="list-style-type: none"> <li>To view a specific SSN or Last Name enter the appropriate data and select 'Search' to continue.</li> </ul>									
SSN: [REDACTED]				Last Name: [REDACTED]					
<div> <input type="button" value="Search"/> <input type="button" value="Reset"/> </div>									

8. From here on, the process is the same as the manual entry filing method. If required, refer to **Step 6** of the instructions for manual entry and continue to read from there.

## VIEW EMPLOYMENT AND WAGE DETAIL HISTORY

This function allows you to view previously submitted employment and/or wage detail records for all quarters in a year or by individual quarters. You have the option to view original submissions and/or adjustments. You can also limit your search to a specific record by name/SSN. Additionally, the search can be limited to specific reporting units.

1. Click **Employment and Wage Detail Reporting**.
2. Click **View Employment and Wage Detail History**. The following page appears.

Employer Information	
Employer Account Number:	Employer Name:
Employment and Wage Detail History Search	
Submission Type:	All
SSN:	
Last Name:	
First Name:	
Year:	2010
Quarter:	All
Unit Number:	
Detail Type:	UI Wages
<input type="button" value="Search"/> <input type="button" value="Reset"/>	

3. Select a **Submission Type**, **Year**, **Quarter**, and **Detail Type**. Enter specific search criteria or leave blank to retrieve all records.
4. Click **Search**. The search results will appear as shown in the following examples. (Click **Reset** to clear the search results and the search criteria.)

**Example 1:** Search Results for Detail Type **UI Wages**.

Search Results										
Transaction Date	Submission Type	Qtr	SSN	Last Name	First Name	MI	Unit	UI Gross Wages	UI Taxable Wages	UHI Taxable Wages
1/13/2011	Original	4				M	0	\$730.00	\$730.00	\$730.00
1/13/2011	Original	4				P	0	\$18,403.36	\$0.00	\$0.00
1/13/2011	Original	4				R	0	\$18,705.26	\$0.00	\$0.00
1/13/2011	Original	4				R	0	\$4,471.00	\$1,818.15	\$1,818.15
1/13/2011	Original	4				J	0	\$5,200.00	\$0.00	\$0.00

[Download Wage Details](#)

**Example 2:** Search Results for Detail Type **DOR Wages**.

Search Results									
Transaction Date	Submission Type	Qtr	SSN	Last Name	First Name	MI	Unit	MA Wages Subject to Withholding	MA Income Tax Amount Withheld
1/13/2011	Original	4				M	0	\$730.00	\$30.36
1/13/2011	Original	4				P	0	\$18,403.36	\$551.20
1/13/2011	Original	4				R	0	\$18,705.26	\$551.20
1/13/2011	Original	4				R	0	\$4,471.00	\$202.93
1/13/2011	Original	4				J	0	\$5,200.00	\$254.54

[Download Wage Details](#)

**Example 3:** Search Results for Detail Type **Employment**

Search Results										
<a href="#">Transaction Date</a>	<a href="#">Submission Type</a>	<a href="#">Qtr</a>	<a href="#">SSN</a>	<a href="#">Last Name</a>	<a href="#">First Name</a>	<a href="#">MI</a>	<a href="#">Unit</a>	<a href="#">Month 1</a>	<a href="#">Month 2</a>	<a href="#">Month 3</a>
1/13/2011	Original	4	██████	██████	██████	M	0	Y	Y	Y
1/13/2011	Original	4	██████	██████	██████	P	0	Y	Y	Y
1/13/2011	Original	4	██████	██████	██████	R	0	Y	Y	Y
1/13/2011	Original	4	██████	██████	██████	R	0	Y	Y	Y
1/13/2011	Original	4	██████	██████	██████	J	0	Y	Y	Y

[Download Wage Details](#)

- Click **Reset** to clear the search results and the search criteria.

**NOTE:** The display is limited to the first 100 records. If you have more than 100 records, you can download them to a file on your computer using the steps in the next section.

## Download Employment and Wage Detail History

This function allows you to download Employment and Wage Details retrieved in a search.

- Perform the steps in: *View Employment and Wage Detail History*.
- Click the **Download Wage Detail** link on the search results page.

Search Results										
<a href="#">Transaction Date</a>	<a href="#">Submission Type</a>	<a href="#">Qtr</a>	<a href="#">SSN</a>	<a href="#">Last Name</a>	<a href="#">First Name</a>	<a href="#">MI</a>	<a href="#">Unit</a>	<a href="#">Month 1</a>	<a href="#">Month 2</a>	<a href="#">Month 3</a>
1/13/2011	Original	4	██████	██████	██████	M	0	Y	Y	Y
1/13/2011	Original	4	██████	██████	██████	P	0	Y	Y	Y
1/13/2011	Original	4	██████	██████	██████	R	0	Y	Y	Y
1/13/2011	Original	4	██████	██████	██████	R	0	Y	Y	Y
1/13/2011	Original	4	██████	██████	██████	J	0	Y	Y	Y

[Download Wage Details](#)

- Follow the onscreen download instructions.

## VIEW EMPLOYMENT AND WAGE DETAIL CALCULATION HISTORY

This function allows you to view the calculations for contributions due for previously submitted employment and wage detail reports. This data is available for each quarter and is viewable by year. The calculations do not factor in payments applied. To view payment history, refer to the section on *Payment Information*.

1. Click **Employment and Wage Detail Reporting**.
2. Click **View Employment and Wage Detail Calculation History**. The following page will appear. Enter the year for which you wish to view calculation history and click **Search**.

Employer Information	
Employer Account Number:	Employer Name:
Quarterly Calculations Search	
Year:	2011
<input type="button" value="Search"/> <input type="button" value="Reset"/>	

3. The search results will appear as shown below.

Employer Information

Employer Account Number: Employer Name:

Quarterly Calculations Search

Year: 

2010

Search

Reset

Quarterly Calculations

This screen provides a historical view of quarterly employment and wage calculations. The calculations below do not factor in payments applied. To view payment history select the "Payment Information" link on the left hand navigation.

Quarterly Wages	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
<a href="#">Total UI Gross Wages</a> <sup>?</sup>	\$40,817.00	\$44,624.21	\$46,144.39	\$60,815.21	\$192,400.81
<a href="#">UI Taxable Wages</a> <sup>?</sup>	\$40,817.00	\$32,624.21	\$15,519.43	\$8,339.74	\$97,300.38
<a href="#">UHI Taxable Wages</a> <sup>?</sup>	\$40,817.00	\$32,624.21	\$15,519.43	\$8,339.74	\$97,300.38
Contributions					
<a href="#">UI Contribution</a> <sup>?</sup>	\$514.29	\$411.07	\$195.54	\$105.08	\$1,225.98
<a href="#">UHI Contribution</a> <sup>?</sup>	\$97.96	\$78.30	\$37.25	\$20.02	\$233.53
<a href="#">Workforce Training Fund</a> <sup>?</sup>	\$24.49	\$19.57	\$9.31	\$5.00	\$58.37
<a href="#">Secondary Uniform Adjustment</a> <sup>?</sup>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Amount Due					
<a href="#">Quarterly Amount Due</a> <sup>?</sup>	\$636.74	\$508.94	\$242.10	\$130.10	\$1,517.88

## VIEW SUBMISSION HISTORY

This function allows you to view the submission history for employment and wage detail records. You can filter search results by: Submission Type (Original/Adjustment), Quarter, Year, or Detail Type (UI Wages, DOR Wages, or Employment).

1. Click **Employment and Wage Detail Reporting**.
2. Click **View Submission History**.
3. The **Employment and Wage Detail Submission History Search** page appears. Enter your search criteria and click on **Search**.

Employer Information	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
Employment and Wage Detail Submission History Search	
Submission Type:	All [v]
Quarter:	All [v]
Year:	2011 [v]
Detail Type:	UI Wages [v]
<input type="button" value="Search"/> <input type="button" value="Reset"/>	

The search results display below the search grid.

**Example:** Search results for Detail Type: **UI Wages**.

Search Results										
Date	Year	Qtr	Type	Filing Method	Confirmation Number	Records	Total UI Gross Wages	Status	Record Errors	Submitter
1/13/2011	2010	4	Original	File Upload	<a href="#">011311101514</a>	9	\$60,815.21	Submitted		[REDACTED]
10/18/2010	2010	3	Original	Manual Entry	<a href="#">0101810152136</a>	9	\$46,144.39	Submitted		[REDACTED]
7/20/2010	2010	2	Original	Manual Entry	<a href="#">072010100758</a>	9	\$44,624.21	Submitted		[REDACTED]
4/12/2010	2010	1	Original	Manual Entry	<a href="#">041210183232</a>	8	\$40,816.31	Submitted		[REDACTED]

4. If you searched by **UI Wages**, click a **Confirmation Number** to display Quarterly Calculations for that filing.
5. The **Quarterly Calculations** page appears.

Quarterly Calculations	
Quarterly Wages	Amount
<a href="#">Total UI Gross Wages</a> ⓘ	\$40,816.31
<a href="#">UI Taxable Wages</a> ⓘ	\$40,816.31
<a href="#">UHI Taxable Wages</a> ⓘ	\$40,816.31
Contributions	
<a href="#">UI Contribution</a> ⓘ	\$514.29
<a href="#">UHI Contribution</a> ⓘ	\$97.96
<a href="#">Workforce Training Fund</a> ⓘ	\$24.49
<a href="#">Secondary Uniform Adjustment</a> ⓘ	\$0.00
Amount Due	
<a href="#">Quarterly Amount Due</a> ⓘ	\$636.74
<input type="button" value="Previous"/>	



## ADJUSTMENTS

### Introduction

This section describes how to adjust previously submitted employment and wage detail records. The adjustment function allows the user to modify/add/delete records as many times as required. There are 2 methods available to perform adjustments: **Upload a file** of adjustments, or select and **modify specific records online**. All completed adjustments can be viewed in employment and wage detail history. In some cases, an Employer-submitted adjustment may require staff review. A workflow item will be initiated and staff will approve or deny the adjustment, based on their review.

**IMPORTANT NOTE:** This link applies to adjustments to reports filed for Q1 2010 and forward. For instructions on adjusting reports filed for earlier quarters, see the section, *Submit Employment and Wage Detail for Quarters Prior to 2010*.

The reasons that an Employment and Wage Detail Report can be adjusted are as follows:

- Employment adjusted
- Employment and Wages adjusted because the workers performed services for a different business
- Employment and Wages adjusted because they were not taxable
- Employment and Wages adjusted because they were reported to the wrong state
- Employment and Wages adjusted for a non subject Employer
- Employment and Wages adjusted to correct computer system, data entry or accounting errors
- Other
- Wages adjusted because worker(s) were hired/terminated
- Name change
- SSN change

### Manual Entry Method for Adjustments

1. Click **Employment and Wage Detail Reporting**.
2. Click **Adjustments**. The following page will appear. Select the prior quarter that needs an adjustment of wage details using the dropdown menu. Click **Search**.

**Employer Information**

Employer Account Number:  Employer Name:

Employment and Wage Detail Adjustment Process

1 → 2 → 3 → 4 → COMPLETE

Select Report    Adjust Records    Confirm Adjustment    Process and Calculate

**Prior Quarter Search**

Year:  Quarter:

3. The **Search Results** appear below the search grid. Select the quarter of your choice and click **Next**.

Search Results							
	Year	Quarter	Last Submission Type	Status	Total Gross Wages	Number of Records	Transaction Date
<input type="radio"/>	2011	January, February, March (Q1)	Original	Submitted	\$158,316.35	30	7/6/2011

**Next**

4. The **Filing Method** page appears. Select **Manual Entry** and click **Next**.

**Employer Information**  
 Employer Account Number: XXXXXXXXXX Employer Name: XXXXXXXXXX

Employment and Wage Detail Adjustment Process

**Reporting Information**  
 Employment and Wages Paid for the Quarter: **January, February, March (Q1)**  
 Year: **2011**  
 Submission Type: **Adjustment #1**

**Filing Methods**  
☐ File Upload - Attach electronic wage adjustment file  
☒ Manual Entry - Adjust individual wage records manually online

**Previous** **Next**

**NOTE:** If you have to adjust more than 100 records, the file upload method should be used.

5. The **Employment and Wage Detail Records Adjustment** page appears. Do one of the following:

- Click the **Adjust** box for a record requiring adjustment. (See onscreen instructions for details).
- Click **New** if you have no other adjustments to make and wish to add a new employee.

Then click **Next**.

**Employment and Wage Detail Records Adjustment**  

- Select the individual wage records that require adjustments below and select 'Next'
- To add additional employees, select 'Next'
- Note: Only 100 records may be adjusted at one time. If more than 100 adjustments are needed a file upload is recommended.**

Record Number	Adjust	SSN	Last Name	First Name	MI	Owner/Officer	Unit Number
1	<input type="checkbox"/>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>		N	0
2	<input type="checkbox"/>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	X	N	0
3	<input type="checkbox"/>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	X	N	0
4	<input type="checkbox"/>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	<span style="background-color: black; color: black;">XXXXXXXXXX</span>	X	N	0

Click Adjust box to change that record

Search for a specific employee record to adjust

**Previous** **Next**

Click Next without checking a box to add a new employee

**Sort Criteria**  

- To view a specific SSN or Report, Last Name enter the appropriate data and select 'Search' to continue.

SSN:

Last Name:

**Search** **Reset**

- The **Wage Detail Records** page appears. Modify the wages details for each record that requires adjustment. Add or delete new employees. When all modifications are complete, click **Next**.

**Wage Detail Records**

	SSN	Last Name	First Name	MI	Unit Number	UI Gross Wages	MA Wages Subject to Withholding	MA Income Tax Amount Withheld	Delete
1					0	\$15,000.00	\$15,000.00	\$1,500.00	<input type="checkbox"/>
2									
3									
4									
5									
6									
7									
8									
9									
10									
22									
23									
24									
25									

**Sort Criteria**

- To view a specific SSN or Last Name enter the appropriate data and select 'Search' to continue.

SSN:  Last Name:

To add a new record, fill in the next blank row  
 Read detailed onscreen instructions before proceeding  
 To delete record, check box before clicking Next  
 Click Save anytime; save frequently with large data sets  
 Click Add to add a page with more rows  
 Click Next when all changes are complete

**NOTE:** Last Name, First Name, and Middle Initial are adjustable fields. If you need to correct the **SSN**, check the delete box, enter "0" wages, and, on the next row, enter the correct employee record and wage information.

- You will be asked to provide information on 12th of the month employment data for each wage detail record on the next page. Upon completion, click **Next** to continue.

	SSN	Last Name	First Name	MI	Unit Number	Employment Month#1	Employment Month#2	Employment Month#3	Hours Worked	Owner/Officer
1					0	Yes	Yes	Yes	450	No

**NOTE:** If required, please refer to the 'HOURS WORKED GUIDELINE' in the Addendum.

8. The **Adjustment Confirmation Summary** page appears with the adjustment information. Review the page and click **Next**.

Adjustment Confirmation Summary												
<ul style="list-style-type: none"> <li>Compare the previous Employment and Wage Detail Record with the adjusted records and/or verify new or deleted employee(s).</li> <li>If the adjustment is correct select 'Next' to continue. If not select 'Previous' to correct.</li> </ul>												
Employee Adjustment												
	SSN	Last Name	First Name	MI	UI Gross Wages	MA Wages Subject to Withholding	MA Income Tax Amount Withheld	Month 1	Month 2	Month 3	Hours Worked	Owner/ Officer
Adjusted					\$13,000.00	\$13,000.00	\$1,500.00	Y	Y	Y	450	N
Previous					\$15,000.00	\$15,000.00	\$1,500.00	Y	Y	Y	450	N
<ul style="list-style-type: none"> <li>To continue processing your wage detail records, select 'Next'.</li> </ul>												
<div>Previous</div> <div>Next</div>												

9. The **Wage Detail Adjustment Reason Verification** page appears. Select a reason for each adjustment. Click **Save** at any time. Click **Next** to continue to the next page.

**NOTE:** Save frequently if you are making numerous data additions or changes.

Wage Detail Adjustment Reason Verification									
<ul style="list-style-type: none"> <li>An adjustment reason is required for each individual record. Select the appropriate reason from the drop down box below.</li> <li>If the adjustment(s) is/are correct select 'Next' to continue. If not select 'Previous' to correct.</li> <li>NOTE: do NOT select 'Next' until all page(s) have been completed.</li> </ul>									
Employee Adjustment									
	SSN	Last Name	First Name	MI	UI Gross Wages	DOR Withholding Wages	DOR Amount Withheld	Hours Worked	Owner/Officer
Adjusted					\$11,000.00	\$11,000.00	\$550.00	480	N
Previous					\$10,000.00	\$10,000.00	\$500.00	480	N
Reason:	Employment and Wages adjusted to correct computer system, data entry or accounting errors						<input checked="" type="checkbox"/>	Explain:	<input type="text" value="na"/>
<div>Previous</div> <div>Save</div> <div>Next</div>									

10. The following page will appear displaying the recalculated contributions due after the adjustment. Click **Submit** to complete the wage details adjustment.

Employment and Wage Detail Adjustment Calculations						
<ul style="list-style-type: none"> <li>The table below illustrates the adjustment's total affect by quarter</li> <li>Each line lists the most recently submitted amount, the adjusted submission amount and the difference</li> <li>IMPORTANT NOTE: The adjustment process recalculates the quarter adjusted and any subsequent quarters</li> <li>Calculations DO NOT include records pending UI staff review. These will be included in a new account statement</li> </ul>						
	Submission Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Amount
<b>Quarterly Wages</b>						
<a href="#">Total UI Gross Wages</a> ⓘ	Submitted	\$0.00	\$95,000.00			\$95,000.00
	Adjusted	\$0.00	\$93,000.00			\$93,000.00
	Difference	\$0.00	(\$2,000.00)			(\$2,000.00)
<a href="#">UI Taxable Wages</a> ⓘ	Submitted	\$0.00	\$90,000.00			\$90,000.00
	Adjusted	\$0.00	\$89,000.00			\$89,000.00
	Difference	\$0.00	(\$1,000.00)			(\$1,000.00)
<a href="#">UHI Taxable Wages</a> ⓘ	Submitted	\$0.00	\$90,000.00			\$90,000.00
	Adjusted	\$0.00	\$89,000.00			\$89,000.00
	Difference	\$0.00	(\$1,000.00)			(\$1,000.00)
<b>Contributions</b>						
<a href="#">UI Contribution</a> ⓘ	Submitted	\$0.00	\$1,278.00			\$1,278.00
	Adjusted	\$0.00	\$1,263.80			\$1,263.80
	Difference	\$0.00	(\$14.20)			(\$14.20)
<a href="#">UHI Contribution</a> ⓘ	Submitted	\$0.00	\$0.00			\$0.00
	Adjusted	\$0.00	\$0.00			\$0.00
	Difference	\$0.00	\$0.00			\$0.00
<a href="#">Workforce Training Fund</a> ⓘ	Submitted	\$0.00	\$54.00			\$54.00
	Adjusted	\$0.00	\$53.40			\$53.40
	Difference	\$0.00	(\$0.60)			(\$0.60)
<a href="#">Secondary Uniform Adjustment</a> ⓘ	Submitted	\$0.00	\$0.00			\$0.00
	Adjusted	\$0.00	\$0.00			\$0.00
	Difference	\$0.00	\$0.00			\$0.00
<b>Amount Due</b>						
<a href="#">Quarterly Amount Due</a> ⓘ	Submitted	\$0.00	\$1,332.00			\$1,332.00
	Adjusted	\$0.00	\$1,317.20			\$1,317.20
	Difference	\$0.00	(\$14.80)			(\$14.80)
<div> <a href="#">Previous</a> <a href="#">Submit</a> </div>						

11. A **Certification** page appears. Check the box and click **Next**.

The screenshot shows the 'Employment and Wage Detail Adjustment Process' with a progress bar indicating four steps: 1. Select Report, 2. Adjust Records, 3. Confirm Adjustment (highlighted), and 4. Process and Calculate. Below the progress bar, the 'Reporting Information' section shows 'Employment and Wages Paid for the Quarter: April, May, June (Q2)', 'Year: 2011', and 'Submission Type: Adjustment #2'. The 'Employment and Wage Detail Certification' section contains a paragraph about the legal requirement to certify the information is complete and true. A red circle highlights the checkbox and the text 'I certify, under penalties of perjury, that all information provided in this filing is complete and true to the best of my knowledge and belief.\*'. At the bottom, there are 'Previous' and 'Next' buttons.

**Employer Information**  
Employer Account Number: [REDACTED] Employer Name: [REDACTED]

Employment and Wage Detail Adjustment Process

1 → 2 → 3 → 4 → COMPLETE  
Select Report Adjust Records **Confirm Adjustment** Process and Calculate

**Reporting Information**  
Employment and Wages Paid for the Quarter: **April, May, June (Q2)**  
Year: **2011**  
Submission Type: **Adjustment #2**

**Employment and Wage Detail Certification**  
You are asked to certify that all of the information provided in this filing is complete, true and accurate. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this agency.

☐ I certify, under penalties of perjury, that all information provided in this filing is complete and true to the best of my knowledge and belief.\*

Previous Next

12. A **Confirmation** page appears, indicating that the process is complete. A confirmation number appears on the page.

The screenshot shows the 'Employment and Wage Detail Report Adjustment Confirmation' page. It features the same progress bar as the previous page, with step 4 'Process and Calculate' highlighted. The main content area contains a list of bullet points: 'Thank you for using our online Employment and Wage Detail Adjustment process. You have successfully adjusted an Employment and Wage Detail Report for Quarter: April, May, June (Q2) of Year 2011.', 'Your confirmation number is: 090 [REDACTED] 07191109551. For future reference, this number is in View Submission History.', 'If you would like to make a payment for amounts due select 'Make Payment' at the bottom of this page.', and 'If you are closing your business and this is your final Employment and Wage Detail Report Select 'Account Maintenance' then 'Suspend Account' from the left navigation and proceed with the prompts.' A red circle highlights the confirmation number. At the bottom, there is a 'Make Payment' button.

**Employer Information**  
Employer Account Number: [REDACTED] Employer Name: [REDACTED]

Employment and Wage Detail Adjustment Process

1 → 2 → 3 → 4 → COMPLETE  
Select Report Adjust Records Confirm Adjustment **Process and Calculate**

**Employment and Wage Detail Report Adjustment Confirmation**

- Thank you for using our online Employment and Wage Detail Adjustment process. You have successfully adjusted an Employment and Wage Detail Report for Quarter: April, May, June (Q2) of Year 2011.
- Your confirmation number is: 090 [REDACTED] 07191109551. For future reference, this number is in View Submission History.
- If you would like to make a payment for amounts due select 'Make Payment' at the bottom of this page.
- If you are closing your business and this is your final Employment and Wage Detail Report Select 'Account Maintenance' then 'Suspend Account' from the left navigation and proceed with the prompts.

Make Payment

## File Upload Method for Adjustments

The file upload method should be used whenever there are more than 100 records to adjust. Using the file upload method, 3 options are available: ICESA, EFW2 and Delimited. This section describes the process for uploading a Delimited file, but the procedure is identical for ICESA and EFW2. For details on file formats, see the *Addendum*.

1. Follow the first 3 steps in the section, *Manual Entry Method for Adjustments*.
2. Choose **File Upload** as your method of adjustment. Click **Next**.

3. The **File Format** page appears. Select **Delimited** and click **Next**.

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

4. In the **Select Wage Detail File** area, click **Browse**.

5. In the dialog box, choose a file, and click **Open**.
6. The file name displays in the **Select Wage Detail File** field. Click **Next**.

7. In the **File Preview** area, preview the uploaded information and click **Next**.

**NOTE:** Typically files with 300 or more records are processed during off-peak hours in a batch. In this case, the following message will appear:

*Due to the size of the file **Your\_file.csv**, the employment and wage detail will be processed in an overnight batch. Please check back tomorrow in View Submission History for results (634).*

**NOTE:** If errors are found in the file, the errors will be displayed. You can either correct the errors or ignore them. If you ignore the errors and a record contains a fatal error (e.g., a missing SSN), the system will reject the specific record. The system will accept records with non fatal errors (e.g., hours worked missing). See the *Addendum* for a list of error messages.

File Preview

The following are the first ten (10) records accepted from your file. If one of the first ten records in the file submitted has a fatal error, it will not appear. For example, if record "1" has a fatal error and record "2" is clean, "2" will be the first number that appears in the record number column. If there is a problem with the file, please select "Previous" to resubmit a file online.

Record Number	SSN	Last Name	First Name	MI	UI Gross Wages	MA Wages Subject to Withholding	MA Income Tax Amount Withheld	Hours Worked	Owner/Officer	Unit Number
1				X	\$3,000.00	\$10,000.00	\$100.48	520	No	0
2				X	\$5,000.00	\$10,000.00	\$100.48	521	No	0
3				X	\$7,000.00	\$10,000.00	\$100.48	522	No	0
4				X	\$9,000.00	\$10,000.00	\$100.48	523	No	0
5				X	\$11,000.00	\$10,000.00	\$100.48	524	No	0
6				8	\$13,000.00	\$10,000.00	\$100.48	525	No	0
7				X	\$15,000.00	\$10,000.00	\$100.48	0	No	0

File Errors

- Click [here](#) for detail error descriptions

Record Number	Error Message	Error Type
6	Employee Middle Initial 8 is Invalid	Non Fatal Error
7	Employee Hours Worked ** is Invalid	Non Fatal Error
8	Adjustment Reason Code is Missing	Fatal Error

Please Select an Action

☐ Ignore Errors and Continue
 ☒ Make the corrections and resubmit

PreviousNext

8. Review the summary information about the upload and click **Next**.

Employer Information

Employer Account Number: Employer Name:

Employment and Wage Detail Submission Process

1

2

3

4

COMPLETE

Reporting Information

Employment and Wages Paid for the Quarter: **July, August, September (Q3)**  
 Year: **2010**  
 Submission Type: **Original**

Employment and Wage Detail Report Summary

Number of Records: **8**  
 Total UI Gross Wages: **\$44,835.95**

Summary of Units Reported

Unit Number	Business Name	Number of Records	Total UI Gross Wages	MA Wages Subject to Withholding	DOR Withheld Amount
0	Heart Candies	8	\$44,835.95	\$43,155.35	\$2,483.71

To continue processing your Employment and Wage Detail records, select 'Next'.

PreviousNext



9. The **Employment and Wage Detail Certification** page appears. Check the box and click **Next**.

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

Employment and Wage Detail Submission Process

1 → 2 → 3 → 4 → COMPLETE

Select Filing Method Submit Wage Information Confirm Submission Process and Calculate

**Reporting Information**

Employment and Wages Paid for the Quarter: **April, May, June (Q2)**

Year: **2011**

Submission Type: **Original**

**Employment and Wage Detail Certification**

You are asked to certify that all of the information provided in this filing is complete, true and accurate. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this agency.

☒ I certify, under penalties of perjury, that all information provided in this filing is complete and true to the best of my knowledge and belief.\*

Previous Next

10. Review the Quarterly Calculations and Amount Due.

**IMPORTANT NOTE:** If the data uploaded so far is incorrect, the file can be corrected and uploaded again without having to perform an Adjustment as long as you/the Employer **do not click Submit** at this point. See *Performing a Merge or Overwrite*.

Employment and Wage Detail Adjustment Calculations						
<ul style="list-style-type: none"> <li>The table below illustrates the adjustment's total affect by quarter</li> <li>Each line lists the most recently submitted amount, the adjusted submission amount and the difference</li> <li>IMPORTANT NOTE: The adjustment process recalculates the quarter adjusted and any subsequent quarters</li> <li>Calculations DO NOT include records pending UI staff review. These will be included in a new account statement</li> </ul>						
	Submission Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Amount
<b>Quarterly Wages</b>						
<a href="#">Total UI Gross Wages</a> <sup>?</sup>	Submitted	\$0.00	\$15,000.00			\$15,000.00
	Adjusted	\$0.00	\$95,000.00			\$95,000.00
	Difference	\$0.00	\$80,000.00			\$80,000.00
<a href="#">UI Taxable Wages</a> <sup>?</sup>	Submitted	\$0.00	\$14,000.00			\$14,000.00
	Adjusted	\$0.00	\$90,000.00			\$90,000.00
	Difference	\$0.00	\$76,000.00			\$76,000.00
<a href="#">UHI Taxable Wages</a> <sup>?</sup>	Submitted	\$0.00	\$0.00			\$0.00
	Adjusted	\$0.00	\$90,000.00			\$90,000.00
	Difference	\$0.00	\$90,000.00			\$90,000.00
<b>Contributions</b>						
<a href="#">UI Contribution</a> <sup>?</sup>	Submitted	\$0.00	\$198.80			\$198.80
	Adjusted	\$0.00	\$1,278.00			\$1,278.00
	Difference	\$0.00	\$1,079.20			\$1,079.20
<a href="#">UHI Contribution</a> <sup>?</sup>	Submitted	\$0.00	\$0.00			\$0.00
	Adjusted	\$0.00	\$0.00			\$0.00
	Difference	\$0.00	\$0.00			\$0.00
<a href="#">Workforce Training Fund</a> <sup>?</sup>	Submitted	\$0.00	\$8.40			\$8.40
	Adjusted	\$0.00	\$54.00			\$54.00
	Difference	\$0.00	\$45.60			\$45.60
<a href="#">Secondary Uniform Adjustment</a> <sup>?</sup>	Submitted	\$0.00	\$0.00			\$0.00
	Adjusted	\$0.00	\$0.00			\$0.00
	Difference	\$0.00	\$0.00			\$0.00
<b>Amount Due</b>						
<a href="#">Quarterly Amount Due</a> <sup>?</sup>	Submitted	\$0.00	\$207.20			\$207.20
	Adjusted	\$0.00	\$1,332.00			\$1,332.00
	Difference	\$0.00	\$1,124.80			\$1,124.80
Previous		Submit				

11. Click **Submit**. If the file upload is successful, a confirmation will be displayed along with the first 10 rows of data from the uploaded file.

**Employer Information**

Employer Account Number:  Employer Name:

**Employment and Wage Detail Adjustment Process**

```
graph LR; 1((1)) --> 2((2)); 2 --> 3((3)); 3 --> 4((4)); 4 --> COMPLETE[COMPLETE];
```

1 Select Report → 2 Adjust Records → 3 Confirm Adjustment → 4 Process and Calculate → **COMPLETE**

**Employment and Wage Detail Report Adjustment Confirmation**

- Thank you for using our online Employment and Wage Detail Adjustment process. You have successfully adjusted an Employment and Wage Detail report for Quarter April, May, June (Q2) of Year 2011.
- Your confirmation number is: 09107191109551. For future reference, this number is in View Submission History.
- If you would like to make a payment for amounts due select 'Make Payment' at the bottom of this page.
- If you are closing your business and this is your final Employment and Wage Detail Report Select 'Account Maintenance' then 'Suspend Account' from the left navigation and proceed with the prompts.

**Make Payment**

## SUBMIT EMPLOYMENT AND WAGE DETAIL FOR QUARTERS PRIOR TO 2010

### Introduction

This section describes how to submit an employment and wage detail report for quarters prior to 2010. Prior to 2010, Employers are responsible for two separate filings: DUA Contribution Report (i.e., DUA UI and UHI Gross Employment and Wages) and DOR Employment and Wage Detail. The data elements required for DUA filing are: Gross Wages, UI taxable wages, UHI taxable wages and gross 12th of the month employment data. The taxable wages submitted will be used to process and calculate the contribution due. For DOR filing, the user will submit wage detail at the employee level, but it will not be used in the calculation of UI contributions due. The user will be able to submit both original and adjustment submissions using this function. The user will first be required to provide 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).

The system will allow Employers to submit the employment and wage detail (i.e., DOR Wage Report) using the real-time online file upload or the manual entry filing method.

### Manual Entry Method for Quarters Prior to 2010

1. Click **Employment and Wage Detail Reporting**.
2. Click **Submit Employment and Wage Detail for Quarters Prior to 2010**.

The screenshot shows the QUEST Employer User Guide interface. At the top, there is a header with the Commonwealth of Massachusetts logo and the date 'Thursday, July 14, 2011'. Below the header, there is a navigation bar with links for 'Change Password' and 'Logoff'. The main content area is divided into two columns. The left column contains a sidebar with links for 'Employer Home', 'FAQ', 'Workflow - My Inbox', 'Account Maintenance', 'Benefit Charge Activities', 'Correspondence', 'Employment and Wage Detail Reporting', 'Adjustments', 'Submit Employment and Wage Detail for Quarters Prior to 2010', 'Submit Employment and Wage Detail', 'View Employment and Wage Detail Calculation History', 'View Employment and Wage Detail History', 'View Submission History', 'Payment Information', and 'User Maintenance'. The right column contains the 'Employment and Wage Detail Reporting' section, which includes links for 'Adjustments', 'Submit Employment and Wage Detail for Quarters Prior to 2010', and 'View Employment and Wage Detail Calculation History'. The 'Submit Employment and Wage Detail for Quarters Prior to 2010' link is circled in red.

Commonwealth of Massachusetts

Thursday, July 14, 2011  
[Print Preview](#)

[Change Password](#) | [Logoff](#)

Employer Home

FAQ

Workflow - My Inbox

Account Maintenance

Benefit Charge Activities

Correspondence

**Employment and Wage Detail Reporting**

- Adjustments
- Submit Employment and Wage Detail for Quarters Prior to 2010
- Submit Employment and Wage Detail
- View Employment and Wage Detail Calculation History
- View Employment and Wage Detail History
- View Submission History

Payment Information

User Maintenance

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Employment and Wage Detail Reporting**

[Adjustments](#)  
Adjust previously submitted employment and wage detail records. Upload a file of adjustments, or select and modify specific records online. Note: Staff may review adjustments under certain circumstances.

[Submit Employment and Wage Detail for Quarters Prior to 2010](#)  
Submit the original or adjust a Division of Unemployment Assistance (DUA) Contribution Report or Department of Revenue (DOR) Wage Report for quarters prior to 2010. Contributions, other charges, penalties and interest will be calculated online through this process.

[View Employment and Wage Detail Calculation History](#)  
Search for and view historical calculations for quarterly employment and wage submissions.

- The **Reporting Information** page appears. Select a year and quarter to file wages for, and click **Next**.

Employer Information	
Employer Account Number:	Employer Name:
<p>Employment and Wage Detail Submission Process</p> <p>1 → 2 → 3 → 4 → COMPLETE</p> <p>Select Quarter and Year   Submit Wage Information   Confirm Submission   Process and Calculate</p>	
Filing Instructions	
<ul style="list-style-type: none"> <li>For 4th quarter of 2009 filing instructions click <a href="#">here</a>.</li> </ul>	
Reporting Information	
Employment and Wages Paid for the Quarter:	October, November, December (Q4) ▼
Year:	2009 ▼
<input type="button" value="Next"/>	

- The **Reporting Information** page reappears, displaying the quarter and year information, the submission type (original or adjustment), and your filing status. Click **Next**.

Employer Information	
Employer Account Number:	Employer Name:
<p>Employment and Wage Detail Submission Process</p> <p>1 → 2 → 3 → 4 → COMPLETE</p> <p>Select Quarter and Year   Submit Wage Information   Confirm Submission   Process and Calculate</p>	
Reporting Information	
Employment and Wages Paid for the Quarter:	October, November, December (Q4)
Year:	2009
Submission Type:	Original
Filing Status	
<p>You have not filed the DUA Contribution Report or the DOR Wage Report for Quarter 4 and Year 2009. You need to submit the original DUA Contribution Report and the DOR Wage Report</p>	
<input type="button" value="Previous"/> <input type="button" value="Next"/>	

- The **Wage Information** page appears. Enter Total UI Gross Wages, UI Taxable Wages, and UHI Taxable Wages. Click **Next**.

Reporting Information	
Employment and Wages Paid for the Quarter:	October, November, December (Q4)
Year:	2009
Submission Type:	Original
Wage Information	
Total UI Gross Wages:	<input type="text"/> *
UI Taxable Wages:	<input type="text"/> *
UHI Taxable Wages:	<input type="text"/> *
<input type="button" value="Previous"/> <input type="button" value="Next"/>	

**NOTE:** If you had fewer than 6 employees on average for the quarter, enter **\$0.00** for **UHI Taxable Wages**.

- Enter the number of employees employed on the 12th of each month of the quarter, and click **Next**.

Number of Employees Employed on the 12th of Each Month		
The monthly employment data reported on the line item below should be a count of all full-time and part-time workers in covered employment (subject to Massachusetts's Unemployment Compensation Law) who performed services during the payroll period which includes the 12th of the month. If no employment in the payroll period, enter zero.		
Month#1	Month#2	Month#3
<input type="text"/>	<input type="text"/>	<input type="text"/>
<div>Previous</div> <div>Next</div>		

- If you are filing for Q3 2009 or earlier, the **DOR Wage Detail Option** page appears. Select **Yes** or **No** and click **Next**.

Employer Information	
Employer Account Number: <input type="text"/>	Employer Name: <input type="text"/>
<p>Employment and Wage Detail Submission Process</p> <p>1 → 2 → 3 → 4 → COMPLETE</p> <p>Select Quarter and Year   Submit Wage Information   Confirm Submission   Process and Calculate</p>	
Reporting Information	
Employment and Wages Paid for the Quarter: <b>July, August, September (Q3)</b>	
Year: <b>2009</b>	
Submission Type: <b>Original</b>	
DOR Wage Detail Option	
Would you like to submit DOR Wage Detail? <input type="radio"/> No <input type="radio"/> Yes*	
<div>Previous</div> <div>Next</div>	

- If you answered **No** in **Step 7**, skip to **Step 13**. If you answered **Yes** in **Step 7**, or if you are filing for Q4 2009, continue with **Step 9**.
- The **Filing Method** page appears. Select **Manual Entry** and click **Next**.

Filing Methods
<input type="radio"/> File Upload - Attach electronic wage adjustment file
<input type="radio"/> Manual Entry - Adjust individual wage records manually online
<div>Previous</div> <div>Next</div>

10. The **Wage Detail Records** page appears. Add information for each employee. Save frequently if you enter large amounts of data. Click **Next** to continue.

**Wage Detail Records**

	SSN	Last Name	First Name	MI	Unit Number	UI Gross Wages	MA Wages Subject to Withholding	MA Income Tax Amount Withheld	Delete
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									

Enter data for each employee

Read detailed onscreen instructions before proceeding

Click Save anytime; save frequently with large data sets

Click Add to add a page with more rows

Click Next when all changes are complete

Previous Save Add Next

**Sort Criteria**

- To view a specific SSN or Last Name enter the appropriate data and select 'Search' to continue.

SSN: Last Name: Search Reset

11. The **Employment and Wage Detail Records** page appears. Provide the requested information. Save frequently if you enter large amounts of data. Click **Next**.

**Employment and Wage Detail Records**

- The monthly employment data reported below should be a count of all full-time and part-time workers in covered employe (subject to Massachusetts's Unemployment Compensation Law) who performed services during the payroll period which includes the 12th of the month.
  - If an employee was employed in the payroll period based on the definition above, select 'Yes'.
  - If no employment for an employee in the payroll period based on the definition above, select 'No'.
- If you have more than 25 employees and need to enter employee information across MULTIPLE pages:
  - Complete each page and select 'Save' before clicking on the next page number.
  - Do not click 'Next' until you have completed and saved all pages.
- When selections are complete, select 'Save', or 'Next'.

	SSN	Last Name	First Name	MI	Unit Number	Employment Month#1	Employment Month#2	Employment Month#3	Hours Worked	Owner/Officer
1					0	Yes	Yes	Yes	550	No
2					0	Yes	Yes	Yes	550	No
3					0	Yes	Yes	Yes	550	No
4					0	Yes	Yes	Yes	550	No

Previous Save Next

**Sort Criteria**

- To view a specific SSN or Last Name enter the appropriate data and select 'Search' to continue.

SSN: Last Name: Search Reset

12. The **Employment and Wage Detail Report Summary** page appears. Click **Next**.

Employment and Wage Detail Report Summary					
Number of Records: 4					
Total UI Gross Wages: \$77,000.00					
Summary of Units Reported					
Unit Number	Business Name	Number of Records	Total UI Gross Wages	MA Wages Subject to Withholding	DOR Withheld Amount
0		4	\$77,000.00	\$77,000.00	\$7,700.00
<ul style="list-style-type: none"> <li>To continue processing your Employment and Wage Detail records, select 'Next'.</li> <li>To save data and continue in the future, select 'Save and Exit'. Click <a href="#">here</a> for save and exit details.</li> </ul>					
<div> <div>Previous</div> <div>Save and Exit</div> <div>Next</div> </div>					

**NOTE:** The calculations shown here are based only on the gross wages entered in **Step 5**. The wage detail information is not used for this calculation.

13. The **Employment and Wage Detail Certification** page appears. Check the box and click **Next**.

Employment and Wage Detail Certification	
<p>You are asked to certify that all of the information provided in this filing is complete, true and accurate. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this agency.</p>	
<input checked="" type="checkbox"/> I certify, under penalties of perjury, that all information provided in this filing is complete and true to the best of my knowledge and belief.*	
<div> <div>Previous</div> <div>Next</div> </div>	

14. The **Quarterly Calculations** page displays. If you are satisfied with the calculations, click **Submit**.


Employer Information	
Employer Account Number:	Employer Name:
<p>Employment and Wage Detail Submission Process</p> <p>           1 → 2 → 3 → 4 → COMPLETE            Select Quarter and Year   Submit Wage Information   Confirm Submission   Process and Calculate         </p>	
Reporting Information	
Employment and Wages Paid for the Quarter: <b>October, November, December (Q4)</b>	
Year: <b>2009</b>	
Submission Type: <b>Original</b>	
Quarterly Calculations	
Quarterly Wages	Amount
Total UI Gross Wages <sup>?</sup>	\$162,016.00
UI Taxable Wages <sup>?</sup>	\$56,000.00
UHI Taxable Wages <sup>?</sup>	\$0.00
Contributions	
UI Contribution <sup>?</sup>	\$1,584.80
UHI Contribution <sup>?</sup>	\$0.00
Workforce Training Fund <sup>?</sup>	\$33.60
Secondary Uniform Adjustment <sup>?</sup>	\$0.00
Amount Due	
Quarterly Amount Due <sup>?</sup>	\$1,618.40
<div> <div>Previous</div> <div>Submit</div> </div>	

15. The **Employment and Wage Detail Report Submission Confirmation** page appears. Click **Make a Payment** to pay.

**NOTE:** See the section, *Payment Information* for more information on making payments.

**Employer Information**  
Employer Account Number: [REDACTED] Employer Name: [REDACTED]

Employment and Wage Detail Submission Process



```
graph LR; 1((1)) --> 2((2)) --> 3((3)) --> 4((4)) --> COMPLETE[COMPLETE]; 1 --- S1[Select Filing Method]; 2 --- S2[Submit Wage Information]; 3 --- S3[Confirm Submission]; 4 --- S4[Process and Calculate];
```

**Employment and Wage Detail Report Submission Confirmation**

- Thank you for using our online Employment and Wage Detail Submission process. You have successfully submitted an ~~Employment and Wage Detail Report for Quarter April, May, June (Q2) of Year 2000.~~
- Your confirmation number is : 8 [REDACTED] 07150816332. For future reference, this number is in View Submission History.
- If you would like to make a payment for amounts due select 'Make Payment' at the bottom of this page.
- If you are closing your business and this is your final Employment and Wage Detail Report Select 'Account Maintenance' then 'Suspend Account' from the left navigation and proceed with the prompts.

Make Payment



## File Upload Method for Quarters Prior to 2010

**NOTE:** If you are preparing an Employment and Wage Detail Report for Q3 of 2009 or earlier, including wage detail in your report is optional. However, if you opt to NOT file wage detail, you cannot file using the file upload.

1. Click **Employment and Wage Detail Reporting**.
2. Click **Submit Employment and Wage Detail for Quarters prior to 2010**.

Commonwealth of Massachusetts

Thursday, July 14, 2011 [Print Preview](#)

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[Employer Home](#)

[FAQ](#)

[Workflow - My Inbox](#)

[Account Maintenance](#)

[Benefit Charge Activities](#)

[Correspondence](#)

**Employment and Wage Detail Reporting**

- Adjustments
- Submit Employment and Wage Detail for Quarters Prior to 2010
- Submit Employment and Wage Detail
- View Employment and Wage Detail Calculation History
- View Employment and Wage Detail History
- View Submission History

[Payment Information](#)

[User Maintenance](#)

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

**Employment and Wage Detail Reporting**

[Adjustments](#)  
Adjust previously submitted employment and wage detail records. Upload a file of adjustments, or select and modify specific records online. Note: Staff may review adjustments under certain circumstances.

[Submit Employment and Wage Detail for Quarters Prior to 2010](#)  
Submit the original or adjust a Division of Unemployment Assistance (DUA) Contribution Report or Department of Revenue (DOR) Wage Report for quarters prior to 2010. Contributions, other charges, penalties and interest will be calculated online through this process."

[Submit Employment and Wage Detail](#)  
Submit Quarterly Employment and Wage Detail Records for current or prior quarters by using one of four filing methods. Contributions, Surcharges, Interest, and Penalties will be calculated online through this process. NOTE: the manual filing method allows up to one hundred employee records to be entered. If more than one hundred employee records need to be

[View Employment and Wage Detail Calculation History](#)  
Search for and view historical calculations for quarterly employment and wage submissions.

3. The **Reporting Information** page appears. Select a year and quarter to file wages for, and click **Next**.

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

Employment and Wage Detail Submission Process

1 → 2 → 3 → 4 → COMPLETE

1 Select Quarter and Year 2 Submit Wage Information 3 Confirm Submission 4 Process and Calculate

**Filing Instructions**

- For 4th quarter of 2009 filing instructions click [here](#).

**Reporting Information**

Employment and Wages Paid for the Quarter: October, November, December (Q4) ▼

Year: 2009 ▼

[Next](#)

- The **Reporting Information** page reappears, displaying the quarter and year information, the submission type (original or adjustment), and your filing status. Click **Next**.

Employer Information	
Employer Account Number:	Employer Name:
<p>Employment and Wage Detail Submission Process</p> <p>1 → 2 → 3 → 4 → COMPLETE</p> <p>Select Quarter and Year   Submit Wage Information   Confirm Submission   Process and Calculate</p>	
Reporting Information	
Employment and Wages Paid for the Quarter: <b>October, November, December (Q4)</b>	
Year: <b>2009</b>	
Submission Type: <b>Original</b>	
Filing Status	
<p>You have not filed the DUA Contribution Report or the DOR Wage Report for Quarter 4 and Year 2009. You need to submit the original DUA Contribution Report and the DOR Wage Report</p>	
<p>Previous   Next</p>	

- The **Wage Information** page appears. Enter Total UI Gross Wages, UI Taxable Wages, and UHI Taxable Wages. Click **Next**.

Reporting Information	
Employment and Wages Paid for the Quarter: <b>October, November, December (Q4)</b>	
Year: <b>2009</b>	
Submission Type: <b>Original</b>	
Wage Information	
Total UI Gross Wages:	<input type="text"/> *
UI Taxable Wages:	<input type="text"/> *
UHI Taxable Wages:	<input type="text"/> *
<p>Previous   Next</p>	

**NOTE:** If you had fewer than 6 employees on average for the quarter, enter **\$0.00** for **UHI Taxable Wages**.

- On the next page, enter the number of employees employed on the 12th of each month of the quarter, and click **Next**.

Number of Employees Employed on the 12th of Each Month		
<p>The monthly employment data reported on the line item below should be a count of all full-time and part-time workers in covered employment (subject to Massachusetts's Unemployment Compensation Law) who performed services during the payroll period which includes the 12th of the month. If no employment in the payroll period, enter zero.</p>		
Month#1	Month#2	Month#3
<input type="text"/> *	<input type="text"/> *	<input type="text"/> *
<p>Previous   Next</p>		

- If you are filing for Q3 2009 or earlier, the **DOR Wage Detail Option** page appears. Select **Yes** and click **Next**.

**NOTE:** If you answer **No** in **Step 7**, you cannot submit the Employment and Wage Detail Report in a file upload.

**Employer Information**  
Employer Account Number: [REDACTED] Employer Name: [REDACTED]

Employment and Wage Detail Submission Process

1 → 2 → 3 → 4 → COMPLETE  
Select Quarter and Year Submit Wage Information Confirm Submission Process and Calculate

**Reporting Information**  
Employment and Wages Paid for the Quarter: July, August, September (Q3)  
Year: 2009  
Submission Type: Original

**DOR Wage Detail Option**  
Would you like to submit DOR Wage Detail? ☐ No ☒ Yes\*

Previous Next

- The **Filing Method** page appears. Select **File Upload** and click **Next**.

**Filing Methods**

☒ File Upload - Attach electronic wage adjustment file  
☐ Manual Entry - Adjust individual wage records manually online

Previous Next

- Finish the process by following the instructions starting at **Step 4** on page 124 (in the section, *Performing a File Upload*, under *Submit Employment and Wage Detail*).



## Payment Information

## ABOUT PAYMENT INFORMATION

### Introduction

This section describes the functions that are available from the Payment Information area. From Payment Information, you can:

- Access the **Payment Account Summary** area, from which you can **make payments**; and **view information** about transactions, contributions, balances, payments, charges, debt, interest, and penalties.
- Search payments
- Cancel a payment
- Request for 940 Certification
- Request a payment plan

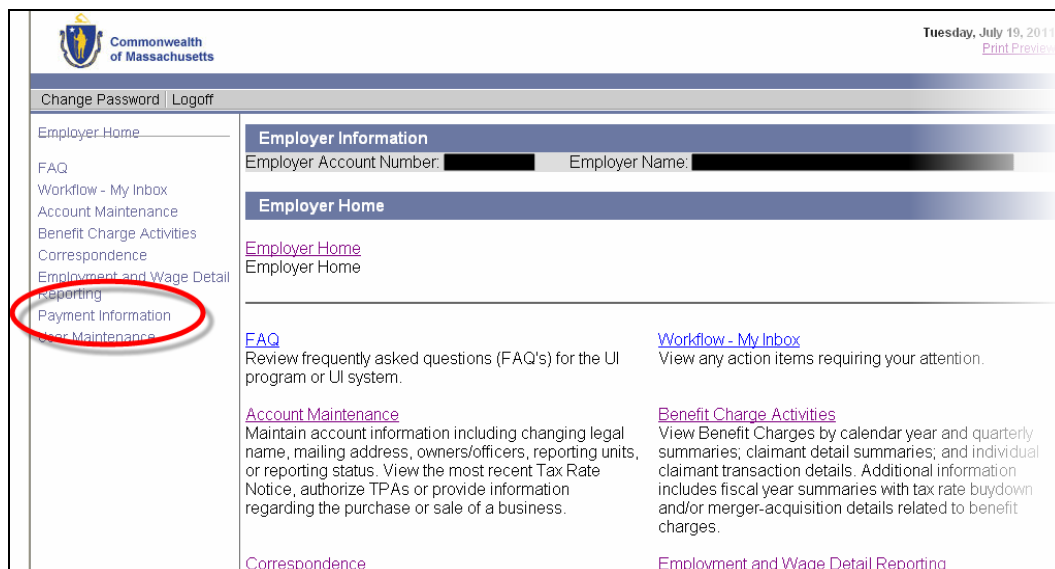
**NOTE:** Payments made for UI, UHI, and WTF are held by law in separate fiduciary accounts. Credits are reviewed, approved, and remitted strictly separately as well. Do not underpay UI, UHI, or WTF obligations on the assumption that a possible credit for one obligation will offset the underpayment of another.

**NOTE:** Voluntary Contributions are initiated from the **Account Maintenance** area. See the section, *Making a Voluntary Contribution* for information.


## NAVIGATING TO PAYMENT INFORMATION

To navigate to the **Payment Information** page, perform the following steps:

1. Log in to QUEST. Click the **Payment Information** link in the left pane (the link also appears on the main pane of the Employer Home page).



2. The **Payment Information** page appears.

 <b>Commonwealth of Massachusetts</b>		Tuesday, July 19, 2011 <a href="#">Print Preview</a>	
<a href="#">Change Password</a>   <a href="#">Logoff</a>			
<a href="#">Employer Home</a> <a href="#">FAQ</a> <a href="#">Workflow - My Inbox</a> <a href="#">Account Maintenance</a> <a href="#">Benefit Charge Activities</a> <a href="#">Correspondence</a> <a href="#">Employment and Wage Detail Reporting</a> <b><a href="#">Payment Information</a></b> <a href="#">Cancel Payments</a>	<b>Employer Information</b>		
	Employer Account Number: [REDACTED]    Employer Name: [REDACTED]		
	<b>Payment Information</b>		
	<a href="#">Cancel Payments</a> List of all unprocessed post-dated electronic payments and provides the option for canceling a payment.		
	<a href="#">Payment Account Summary</a> Summary of transactions posted to the employer account and provides the option to Make a Payment. If you have a credit balance, you may begin the refund request process using this screen.		

## PAYMENT ACCOUNT SUMMARY

Introduction	<p>You can perform the following actions from the <b>Payment Account Summary</b> page:</p> <ul style="list-style-type: none"> <li>• Make a payment</li> <li>• Make a refund request</li> </ul> <p>The <b>Payment Account Summary</b> page also displays the following summary information for the selected <b>Statement Period</b>. (Most of these items can be clicked for greater detail as well):</p> <ul style="list-style-type: none"> <li>• All Financial Transactions</li> <li>• Outstanding Balance</li> <li>• Payments Received</li> <li>• UI Contributions</li> <li>• Other Charges</li> <li>• UHI Contributions</li> <li>• Interest</li> <li>• Penalties</li> <li>• Amount Due</li> <li>• Debt Amount Due</li> <li>• Potential Credit Amount</li> </ul> <p>The page also has the following links to click for additional information:</p> <ul style="list-style-type: none"> <li>• Quarterly Summary</li> <li>• Unpaid Debt</li> <li>• Interest Calculator</li> </ul> <p><b>NOTE:</b> By default, the <b>current</b> Statement Period displays on the Payment Account Summary page. Keep this Statement Period to display information about the most recently completed transactions. (The outstanding balance that comes due in the current Statement Period is incurred up to the end of the previous Statement period.)</p> <p><b>NOTE:</b> ACH Credit payments are not made using the QUEST software. If you wish to setup payments using the ACH Credit method, see the section, <i>Applying to DUA to Make Payments Using ACH Credit</i>.</p>
Helpful Hint	<p>Payments are applied according to a prescribed payment hierarchy. Click the <b>Payment hierarchy</b> assistive content link on the Payments Account Summary page to view detailed information.</p>



## Navigating to Payment Account Summary

1. Follow the steps in the section, *Navigating to Payment Information*.
2. Click **Payment Account Summary**. By default, a summary for the current Statement Period displays.

### Example 1: Payment Account Summary with Debt Amount Due

**Employer Information**

Employer Account Number: [REDACTED] Employer Name: [REDACTED]

Statement Period: July, August, September (Q3) 2011 [Search]

**Account Summary Statement Period: July, August, September (Q3) 2011**

- The statement below contains the transactions posted to your Unemployment Insurance Account during the identified months.
- Payments are applied according to the [Payment hierarchy](#).
- Prior quarter debt is carried forward to the current quarter/month.
- Payments made are applied to the current quarter/month amount due first.
- To review quarterly charges, view [Quarterly Summary](#).
- To review outstanding amounts due, view [Unpaid Debt](#).
- To Preview future interest charges, view [Interest Calculator](#).

Click links to display Quarterly Summary, Unpaid Debt, or an Interest Calculator

The current Statement Period displays by default; to select an earlier period, select months and year and click Search

Item	Amount
<a href="#">All Financial Transactions</a>	NA
<a href="#">Outstanding Balance</a>	\$0.00
<a href="#">Payments Received</a>	\$0.00
<a href="#">UI Contributions</a>	\$4,276.39
<a href="#">Other Charges</a>	\$41.79
<a href="#">UHI Contributions</a>	\$27.86
<a href="#">Interest</a>	\$0.00
<a href="#">Penalties</a>	\$0.00
<b>Amount Due</b>	<b>\$4,346.04</b>
Debt Amount Due	\$4,346.04
Potential Credit Amount	\$0.00

Click links to display information about transactions, contributions, balances, payments, charges, interest, or penalties

Pay the **Debt Amount Due**

If a refund is available, the Refund Request link also appears

Credits will be applied to future amounts due.  
Deferral option will be available starting April 1 to April 30 for Quarter 1 and starting July 1 to July 31 for Quarter 2.  
Payments submitted after 3 p.m. may be considered received the next business date.

[Previous](#) [Make Payment](#)

Click to make a payment

### Example 2: Payment Account Summary page displays a Refund Request link if a Potential Credit is available.

**Account Summary Statement Period: July, August, September (Q3) 2011**

- The statement below contains the transactions posted to your Unemployment Insurance Account during the identified months.
- Payments are applied according to the [Payment hierarchy](#).
- Prior quarter debt is carried forward to the current quarter/month.
- Payments made are applied to the current quarter/month amount due first.
- To review quarterly charges, view [Quarterly Summary](#).
- To review outstanding amounts due, view [Unpaid Debt](#).
- To Preview future interest charges, view [Interest Calculator](#).

Item	Amount
<a href="#">All Financial Transactions</a>	NA
<a href="#">Outstanding Balance</a>	(\$235.99)
<a href="#">Payments Received</a>	\$0.00
<a href="#">UI Contributions</a>	\$176.69
<a href="#">Other Charges</a>	\$0.00
<a href="#">UHI Contributions</a>	\$0.00
<a href="#">Interest</a>	\$0.75
<a href="#">Penalties</a>	\$0.00
<b>Amount Due</b>	<b>(\$58.55)</b>
Debt Amount Due	\$164.41
Potential Credit Amount	(\$222.96)

Refund Request/Credit Application link appears if there is a Potential Credit Amount

[Refund Request/Credit Application](#)

Credits will be applied to future amounts due.

Deferral option will be available starting April 1 to April 30 for Quarter 1 and starting July 1 to July 31 for Quarter 2.  
Payments submitted after 3 p.m. may be considered received the next business date.

[Previous](#) [Make Payment](#)

3. Select a different Statement Period using drop-down lists for months and/or year, and click **Search**.
4. Click a link to view the Payment Hierarchy, a Quarterly Summary, Unpaid Debt, or an Interest Calculator, or more details about transactions, balance, payments, contributions, charges, interest, or penalties.

**Example 1: The Quarterly Summary page.** This page provides a summary view of contributions, payments, etc. due for **chosen quarter only**. It does not include balances due from previous quarters.

Employer Information			
Employer Account Number:	Employer Name:		
Quarterly History Detail Search			
Quarter: April, May, June (Q2)			2011
Search			
Quarterly History Detail			
Quarterly Wages		Amount Due	
Total UI Gross Wages		\$80,648.00	
UI Taxable Wages		\$69,648.00	
UHI Taxable Wages		\$69,648.00	
Debt	Amount Due	Amount Paid	Amount Remaining
UI Contribution	\$4,276.39	\$0.00	\$4,276.39
Reimbursable	\$0.00	\$0.00	\$0.00
UHI Contribution	\$27.86	\$0.00	\$27.86
Workforce Training Fund	\$41.79	\$0.00	\$41.79
Uniform Secondary Adjustment	\$0.00	\$0.00	\$0.00
Interest	Amount Due	Amount Paid	Amount Remaining
Interest	\$0.00	\$0.00	\$0.00
Totals	Amount Due	Amount Paid	Amount Remaining
Totals	\$4,346.04	\$0.00	\$4,346.04
Payments Applied To Quarter			
Payments may be applied across multiple quarters. Select links below to review each payments.			
No records found...			

**Example 2: The Unpaid Debt page.** This page provides a breakdown of unpaid amounts.

Employer Information					
Employer Account Number:			Employer Name:		
Unpaid Debt					
Date Established	Date Due	Debt Type	Description	Original Amount	Amount Unpaid
7/18/2011	7/31/2011	UHI Contribution Principal	2011 - Quarter 2 UHI Contributions	\$27.86	\$27.86
7/18/2011	7/31/2011	UI Contributions Principal	2011 - Quarter 2 Wage Detail Report Filing	\$4,276.39	\$4,276.39
7/18/2011	7/31/2011	WTF Principal	2011 - Quarter 2 Workforce Training Fund	\$41.79	\$41.79
Total:				\$4,346.04	\$4,346.04
Previous					

**Example 3: The Interest Calculator page.** Use this page to calculate the interest due on all outstanding balances. (Interest cannot be calculated for a past date or for a date for which contribution calculations do not yet exist).

Employer Information					
Employer Account Number:		Employer Name:			
Future Calculation End Date: 8/15/2011 * (mm/dd/yyyy)					
Enter a future date through which interest should be calculated					
Calculation Details - UI					
Year	Month/Quarter	Program	Principal	Interest	Total
2009	Q3	UI	\$632.68	\$135.83	\$768.51
2009	Q1	UI	\$862.79	\$237.42	\$1,100.21
2009	Q4	UI	\$325.78	\$60.08	\$385.86
2009	Q2	UI	\$905.50	\$221.79	\$1,127.29
Total:					\$3,381.87
2008	Q2	UI	\$676.86	\$247.01	\$923.87
2008	Q4	UI	\$501.79	\$152.76	\$654.55
2008	Q1	UI	\$471.80	\$186.45	\$658.25
Total:					\$2,236.67
2007	Q4	UI	\$470.09	\$199.68	\$669.77
2007	Q1	UI	\$244.37	\$125.97	\$370.34
2007	Q2	UI	\$206.77	\$100.34	\$307.11
Total:					\$1,347.22
Calculation Details - WTF					
Year	Month/Quarter	Program	Principal	Interest	Total
2009	Q1	WTF	\$16.43	\$4.52	\$20.95
2009	Q2	WTF	\$17.25	\$4.22	\$21.47
2009	Q3	WTF	\$12.05	\$2.59	\$14.64
2009	Q4	WTF	\$6.21	\$1.14	\$7.35
Total:					\$64.41
2008	Q2	WTF	\$12.05	\$4.40	\$16.45
2008	Q4	WTF	\$8.93	\$2.72	\$11.65
2008	Q1	WTF	\$8.40	\$3.32	\$11.72
Total:					\$39.82
2007	Q1	WTF	\$4.02	\$2.08	\$6.10
2007	Q4	WTF	\$7.73	\$3.29	\$11.02
2007	Q2	WTF	\$3.40	\$1.65	\$5.05
Total:					\$22.17
Program Totals					
Total Interest <sup>2</sup> :				\$1,697.26	
Total UI Debt:				\$5,298.43	
Total UHI Debt:				\$0.00	
Total WTF Debt:				\$96.47	
Total Reimbursable Debt:				\$0.00	
Total Uniform Secondary Adjustment Debt:				\$0.00	
Total Conversion Surcharge Debt:				\$0.00	
Total State/Federal Extended Benefits Debt:				\$0.00	
Total Workshare Principal Debt:				\$0.00	
Total Penalties:				\$0.00	
Total Liability:				\$7,092.16	
Potential Credits:				\$0.00	
Amount Due:				\$7,092.16	
Our records indicate you have not submitted a employment and wage report (* indicates the quarter has been assessed)					
Year	Quarters				
2007	3, 4				
2010	1, 2, 3, 4				
2011	1				
Unfiled Quarters					
The information displayed does not include any potential penalties or future liabilities.					
Click Calculate					
<a href="#">Previous</a> <a href="#">Make Payment</a> <a href="#">Calculate</a>					

## MAKING A PAYMENT

There are three methods of payment: **Paper check**, **ACH Debit**, and **ACH Credit**. Only the instructions for paying by paper check or ACH Debit are included below.

**Making an ACH Credit payment is not performed using the QUEST software.** However instructions for accessing the application to pay by ACH Credit are also provided below.

### *Applying to DUA to Make Payments Using ACH Credit*

If you wish to use the ACH Credit method of payment, follow the instructions below to access the application.

1. Navigate to [www.mass.gov/uima](http://www.mass.gov/uima).
2. Click the **Forms** link under the **Our Organization** area, and click **ACH Credit**.
3. Fill out and submit the application according to the instructions.

**NOTE:** A sample form also appears in the Addendum to this document.

### *Making a Payment with a Paper Check*

**NOTE:** Even if a TPA is performing this procedure on an Employer's behalf, **the check must issued by the Employer, not the TPA.**

1. Click **Payment Information**.
2. Click **Payment Account Summary**.
3. Click **Make Payment**.
4. If you are eligible for the deferral option, the **Deferral** page appears showing amounts due with or without deferral. Check the box if you wish to use a deferral. Click **Next**.

**NOTE:** The Deferral page only appears if you are eligible to defer some of your payment.

**Employer Information**  
Employer Account Number: [REDACTED] Employer Name: [REDACTED]

1 → 2 → 3 → COMPLETE  
Review Balance Select Payment Method Submit Payment Details

**Deferral**  
You are eligible to [defer](#) for this quarter.

The Maximum Deferred Amount is:	<b>\$1,453.97</b>
The Minimum UI Contribution deferral due is:	<b>\$2,822.41</b>
If you select to defer, amount due (includes quarter amount and additional charges due) is:	<b>\$2,892.07</b>
If you select not to defer, amount due is:	<b>\$4,346.04</b>

If adjustments occur subsequent to deferring this quarter, and prior to the due date, you are responsible for paying the amount due from the adjustment in full to maintain this deferral.

☐ **Please check here if you choose to defer this quarter.**


Previous Next

5. In the **Payment Method** page, enter a **Payment Amount**. Select **Paper Check**. Click **Next**.

Payment Method	
Contributory Employer Due Dates:	Quarter 1 - April 30 Quarter 2 - July 31 Quarter 3 - October 31 Quarter 4 - January 31
Reimbursable Employer Due Dates:	30 calendar days from the mailing of the bill
If payment is not submitted by the date indicated, you may be subject to interest or penalties.	
Debt Amount Due:	\$4,346.04
Payment Amount:	\$4,346.04 *
Payment Method:	Paper Check *
If you intend to submit payment by the ACH Credit method of payment, please <a href="#">select here</a> before you proceed.	
<div>Previous</div> <div>Next</div>	

6. The **Printable Voucher for Paper Check Payment** page appears. Print this voucher and include it with your paper check. (See the instructions on the voucher for detailed instructions). Click **Close**.

**NOTE:** Paper check payments will be posted to your account when received by the check processing unit.

Employer Information	
Employer Account Number:	Employer Name:
 P96573477	
Address: 19 STANIFORD ST BOSTON, MA 02114	
Printable Voucher for Paper Check Payment	
If payment is not submitted by the date indicated, you may be subject to interest or penalties.	
Contributory Employer Due Dates:	Quarter 1 - April 30 Quarter 2 - July 31 Quarter 3 - October 31 Quarter 4 - January 31
Reimbursable Employer Due Dates:	30 calendar days from the mailing of the bill
Payment Amount:	\$4,346.04
Make Checks Payable To:	Massachusetts Division of Unemployment Assistance
Employer Account Number:	(Must be written on check)
Mailing Address:	MA Division of Unemployment Assistance, 19 Staniford St., 5th Floor Revenue, Boston, MA 02114
<ul style="list-style-type: none"> <li>Paper check payments will be posted to your account when received by the check processing unit.</li> <li>All paper checks must be submitted with a payment voucher in order for your account to be credited in a timely manner.</li> <li>Include one voucher and one check per envelope.</li> <li>Do not staple check to voucher.</li> <li>Do not include additional documents with your payment.</li> <li>DO NOT SEND CASH.</li> <li>Mail the payment no later than five days prior to the due date to ensure timely receipt.</li> <li>Electronic payments can be submitted by logging on to <a href="http://www.mass.gov/uima">www.mass.gov/uima</a>.</li> </ul>	
For more information visit our web site at <a href="http://www.detma.org">www.detma.org</a> .	
<input type="checkbox"/> Please check here if you are making a deferral payment.	
Please sign below and provide a phone number where we may contact you.	
Print Name _____	Date _____
Signature _____	Phone _____
<div>Close</div>	

## Making a Payment Using ACH Debit

1. Click **Payment Information**.
2. Click **Payment Account Summary**.
3. Click **Make Payment**.
4. If you are eligible for the deferral option, the **Deferral** page appears showing amounts due with or without deferral. Check the box if you wish to use a deferral. Click **Next**.

**NOTE:** The Deferral page only appears if you are eligible to defer some of your payment.

**Employer Information**  
Employer Account Number: XXXXXXXXXX Employer Name: XXXXXXXXXX

1  
Review  
Balance

2  
Select  
Payment  
Method

3  
Submit  
Payment  
Details

COMPLETE

**Deferral**  
You are eligible to [defer](#) for this quarter.  
The Maximum Deferred Amount is: **\$1,453.97**  
The Minimum UI Contribution deferral due is: **\$2,822.41**  
If you select to defer, amount due (includes quarter amount and additional charges due) is: **\$2,892.07**  
If you select not to defer, amount due is: **\$4,346.04**  
  
If adjustments occur subsequent to deferring this quarter, and prior to the due date, you are responsible for paying the amount due from the adjustment in full to maintain this deferral.  
☐ **Please check here if you choose to defer this quarter.**

Previous

Next

5. In the **Payment Method** page, enter a **Payment Amount**. Select **ACH Debit**. Click **Next**.

**Payment Method**  
  
Contributory Employer Due Dates:

Quarter 1 - April 30  
Quarter 2 - July 31  
Quarter 3 - October 31  
Quarter 4 - January 31

Reimbursable Employer Due Dates: **30 calendar days from the mailing of the bill**  
If payment is not submitted by the date indicated, you may be subject to interest or penalties.

Debt Amount Due: **\$4,346.04**  
Payment Amount:  \*  
Payment Method: ACH Debit ☒ \*

If you intend to submit payment by the ACH Credit method of payment, please [select here](#) \* before you proceed.

Previous

Next

- The **ACH Payment** page appears. Enter the **Routing Transit Number** and **Bank Account Number**, select the **Account Type**, and enter the **Payment Effective Date**. Click **Next**.

ACH Payment	
Contributory Employer Due Dates:	Quarter 1 - April 30 Quarter 2 - July 31 Quarter 3 - October 31 Quarter 4 - January 31
Reimbursable Employer Due Dates:	30 calendar days from the mailing of the bill
If payment is not submitted by the date indicated, you may be subject to interest or penalties.	
Debt Amount Due:	\$4,346.04
Payment Amount:	\$4,346.04 *
Routing Transit Number:	* <a href="#">Select other bank account</a>
Bank Account Number:	*
Account Type:	Checking *
Payment Effective Date:	8/27/2011 * (mm/dd/yyyy)
Your <a href="#">Routing Transit Number</a> and <a href="#">Bank Account Number</a> are located on the paper checks provided by your bank.	
<div>Previous</div> <div>Next</div>	

**IMPORTANT NOTE:** The Routing Transit Number and the Bank Account Number are NOT retained in the QUEST system, as a security measure. Enter the numbers each time you submit a payment.

**NOTE:** If you have a previous outstanding balance, Payment Effective Date cannot be later than the current date.

- The **Payment Verification** page appears. Review the information and click **Submit**.

Payment Verification	
Contributory Employer Due Dates:	Quarter 1 - April 30 Quarter 2 - July 31 Quarter 3 - October 31 Quarter 4 - January 31
Reimbursable Employer Due Dates:	30 calendar days from the mailing of the bill
If payment is not submitted by the date indicated, you may be subject to interest or penalties.	
Total Payment Amount:	\$4,346.04
Routing Transit Number:	XXXXX0138
Bank Account Number:	1
Account Type:	Checking
Payment Effective Date:	8/27/2011
By paying your Division of Unemployment Assistance bill by way of this online service, you are authorizing Division of Unemployment Assistance to charge your checking account for the amount you submitted.	
<div>Previous</div> <div>Cancel</div> <div>Submit</div>	

- The **Payment Confirmation** page appears, displaying your payment confirmation number. The payment confirmation number can be used for future reference.

Employer Information	
Employer Account Number:	Employer Name:
<div>1 Review Balance</div> <div>2 Select Payment Method</div> <div>3 Submit Payment Details</div> <div>COMPLETE</div>	
Payment Confirmation	
Employer Name:	Employer Account Number:
Effective Date: 8/27/2011	Payment Confirmation #:
Transaction Date: 8/27/2011	Payment Method: ACH Debit
Transaction Time: 10:07 AM	
Remaining Balance: \$0.00	Total Payment Amount: \$4,346.04
If you have a remaining balance you may make another payment by selecting "Make Payment"	

## ABOUT DEFERRALS

### Introduction

Deferral eligibility is given to private Contributory and non-profit 501(c)(3) Contributory Employers.

To qualify for deferral, the Employer must:

- Have timely filed their current Employment and Wage Detail Report
- Be making a timely payment
- Make the entire payment using a single ACH Debit payment, or a single paper check payment

The option to defer is available in the month of April for Quarter 1 filing or July for Quarter 2 filing. All deferrals become due by the Quarter 3 due date (Oct. 31). Deferrals can only be performed by Employers (not TPAs making bulk payments).

**NOTE:** Deferral is not a requirement.

In the first quarter, the Employer may defer up to 34% of the UI contribution due.

In the second quarter, the Employer may defer up to 34% of both the UI contribution due and the previous quarter deferral amount.

In the third or fourth quarter, the Employer cannot defer any portion of the UI contribution due.

**NOTE:** Deferrals do not apply to the Workforce Training Fund (WTF) or the Unemployment Health Insurance (UHI) amounts due. **Employers should pay their WTF and UHI amounts due in full each quarter**, regardless of whether they apply deferrals to the amount of UI they owe each quarter.

The Deferral Option page appears automatically during the window for Q1 and Q2 payments, **if you are eligible**. The instructions for deferring payments appear in the section, *Making a Payment*.

### Viewing a Deferral

1. Click **Payment Information**.
2. Click **Payment Account Summary**.
3. Click **UI Contributions**.

Employer Information	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
Statement Period: July, August, September (Q3) 2011	
<a href="#">Search</a>	
Account Summary Statement Period: July, August, September (Q3) 2011	
<ul style="list-style-type: none"> <li>• The statement below contains the transactions posted to your Unemployment Insurance Account during the identified months.</li> <li>• Payments are applied according to the <a href="#">Payment hierarchy</a>.</li> <li>• Prior quarter debt is carried forward to the current quarter/month.</li> <li>• Payments made are applied to the current quarter/month amount due first.</li> <li>• To review quarterly charges, view <a href="#">Quarterly Summary</a>.</li> <li>• To review outstanding amounts due, view <a href="#">Unpaid Debt</a>.</li> <li>• To Preview future interest charges, view <a href="#">Interest Calculator</a>.</li> </ul>	
Item	Amount
<a href="#">All Financial Transactions</a>	NA
<a href="#">Outstanding Balance</a>	\$0.00
<a href="#">Payments Received</a>	\$0.00
<a href="#">UI Contributions</a>	\$4,276.39
<a href="#">Other Charges</a>	\$41.79
<a href="#">UHI Contributions</a>	\$27.05



4. The **UI Contributions Statement Period** page appears. Click the “click here” link to view a history of deferrals.

Employer Information			
Employer Account Number: [REDACTED]		Employer Name: [REDACTED]	
UI Contributions Statement Period: July, August, September (Q3) 2011			
Posting Date	Type	Description	Amount
7/18/2011	UI Contributions Principal	2011 - Quarter 2 Wage Detail Report Filing	\$4,276.39
7/18/2011	WTF Principal	2011 - Quarter 2 Workforce Training Fund	\$41.79
		Total	\$4,318.18
Amount shown is the original charge applied to your account. To view history of deferrals <a href="#">click here</a> .			
<a href="#">Previous</a>			

5. The **Deferral History** page appears.

Deferral History					
Posting Date	Type	Description	Status	Original Amount	Deferred Amount
7/18/2011	UI Contributions Principal	2011 - Quarter 2 Wage Detail Report Filing	Deferred	\$4,276.39	\$1,453.97
To review quarterly changes, view <a href="#">Quarterly Summary</a> .					
<a href="#">Previous</a>					

## SEARCH PAYMENTS

### Introduction

This section describes how to search for and view all payments, the payment status, and details associated with the Employer account.

**NOTE:** Any payment made by an Employer will appear in the search results when an Employer searches payments. If an Employer uses a TPA and the TPA includes the Employer's payment in a bulk payment to the DUA, then the Employer's payment does not appear in the search results when an Employer searches payments. However, an Employer can view all payment information for a specific Statement Period from the **Payment Account Summary** page by clicking the **Received Payments** link.

1. Follow the steps in the section, *Navigating to Payment Information*.
2. Click **Search Payments**.

The screenshot shows the Commonwealth of Massachusetts Employer User Guide interface. The left sidebar contains a list of links: Employer Home, FAQ, Workflow - My Inbox, Account Maintenance, Benefit Charge Activities, Correspondence, Employment and Wage Detail Reporting, **Payment Information** (which is expanded to show: Cancel Payments, Payment Account Summary, **Search Payments** (circled in red), Request for 940 Certification, Request Payment Plan, and User Maintenance), and Request Payment Plan. The main content area is divided into three sections: **Employer Information** (with fields for Employer Account Number and Employer Name), **Payment Information** (with links for Cancel Payments, Payment Account Summary, Request for 940 Certification, and Request Payment Plan), and a **Search Payments** section (with fields for Confirmation Number, Method, Min \$, Max \$, Status, and Transaction Date).

3. The **Search Payments** page appears. Select a **Status** and a **Method**. Enter other search criteria, or leave fields blank to return all applicable payments. Click **Search**.

The screenshot shows the Search Payments page. The page has a header section for **Employer Information** with fields for Employer Account Number and Employer Name. Below this is the **Search Payments** section, which includes the following fields: Confirmation Number (text input), Method (dropdown menu), Min \$ (text input), Max \$ (text input), Status (dropdown menu), and Transaction Date (From: text input, To: text input). At the bottom of the page are two buttons: **Search** and **Reset**.

- The search results appear below the search grid. Click on the **Confirmation Number** of a submitted payment to view the payment details.

Employer Information					
Employer Account Number: [REDACTED]		Employer Name: [REDACTED]			
Search Payments					
Confirmation Number: [REDACTED]		Method: Select One [v]			
Min \$: [REDACTED]		Max \$: [REDACTED]			
Status: Select One [v]					
Transaction Date: From: 8/16/2011		(mm/dd/yyyy) To: 8/16/2011 (mm/dd/yyyy)			
<input type="button" value="Search"/> <input type="button" value="Reset"/>					
Search Results					
Confirmation Number	Deposit Number	Transaction Date	Method	Status	Amount
<a href="#">101414585</a>		8/16/2011	ACH Debit	Submitted	\$2,892.07

- The **Payment Detail** page displays. Click on an **Employer Account Number** in the **Employer Payment Items** area to view the payment distribution.

Payment Detail	
Confirmation Number: [REDACTED]	Transaction Date: 7/18/2011
Payer ID: [REDACTED]	Payer Type: <b>Employer</b>
Payment Method: <b>ACH Debit</b>	Status: <b>Submitted</b>
Payment Amount: <b>\$2,892.07</b>	Items in Payment: 1
Search Employer Payments	
EAN: [REDACTED]	Name: [REDACTED] Amount: [REDACTED]
<input type="button" value="Search"/> <input type="button" value="Reset"/>	
Employer Payment Items	
Employer Account Number	Employer Name
<a href="#">00000000</a>	[REDACTED]
	Amount: \$2,892.07
<input type="button" value="Previous"/>	

6. The **Payment Distribution** area displays the Debt Posting Date, Sub-Account, Period, and Amount Applied for the payment.

Employer Information					
Employer Account Number: [REDACTED]		Employer Name: [REDACTED]			
Payment Detail					
Confirmation Number	Receipt Date	Posting Date	Method	Description	Amount
101414585	8/16/2011		ACH Debit	Account XXXX45 Paid by Employer	\$2,892.07
Payment Distribution					
<a href="#">View Redistribution History</a>					
Debt Posting Date	Sub-Account	Period	Amount Applied		
8/16/2011	UI Contributions Principal	2011 - Quarter 3 Wage Detail Report Filing			\$2,892.07
		Total:			\$2,892.07
<div>Previous</div>					

## CANCEL PAYMENT

### Introduction

This section describes how to cancel a payment in progress. Only payments that have not been processed completely can be canceled, i.e., the status of a payment must be **Submitted** for it to be canceled. If a payment has already been processed it cannot be cancelled.

**NOTE:** Payments cannot be canceled after 4:00 PM.

1. Follow the steps in the section, *Navigating to Payment Information*.
2. Click **Cancel Payments**.

The screenshot shows the QUEST Employer User Guide interface. The top navigation bar includes the Commonwealth of Massachusetts logo, the date 'Tuesday, July 19, 2011', and a 'Print Preview' link. Below the navigation bar, there are links for 'Change Password' and 'Logoff'. The main content area is divided into two columns. The left column contains a sidebar with links: 'Employer Home', 'FAQ', 'Workflow - My Inbox', 'Account Maintenance', 'Benefit Charge Activities', 'Correspondence', 'Employment and Wage Detail Reporting', 'Payment Information' (with sub-links: 'Cancel Payments', 'Payment Account Summary', 'Search Payments', 'Request for 940'), and 'Request for 940'. The right column contains 'Employer Information' (with fields for 'Employer Account Number' and 'Employer Name'), 'Payment Information' (with a link to 'Cancel Payments' circled in red), 'Payment Account Summary', 'Search Payments', and 'Request for 940 Certification'.

3. The **Cancel a Post-Dated Payment** page appears, listing all unprocessed payments eligible for cancellation. Click on the **Confirmation Number**.

The screenshot shows the 'Cancel a Post-Dated Payment' page. It features a table with the following columns: 'Confirmation Number', 'Payment Amount', and 'Effective Date'. The first row of data shows a 'Confirmation Number' of '000000000' (circled in red), a 'Payment Amount' of '\$2,892.07', and an 'Effective Date' of '7/18/2011'. Below the table, there is a note: 'Payments can not be canceled after 4:00 p.m. Select the Payment to Cancel.' and a 'Previous' button.

4. Enter notes about the cancellation and click **Submit**.

The screenshot shows the 'Cancel a Post Dated Payment' page. It features a form with the following fields: 'Payment Confirmation Number' (000000000), 'Payment Amount' (\$2,892.07), and 'Payment Effective Date' (7/18/2011). Below these fields is a 'Notes' section with a text area and a 'Submit' button.

5. An information page appears confirming that the cancellation is complete.

Employer Information	
Employer Account Number:	██████████
Employer Name:	██████████
Payment #000000000 \$2,892.07 has been canceled.	
<a href="#">Home</a>	

## REQUEST FOR 940 CERTIFICATION

### Introduction

This section describes how to request for 940 Certification for an Employer account. 940 Certification provides a summary of Massachusetts taxable wages reported by an Employer and the total amount of FUTA eligible Massachusetts tax paid into the Massachusetts UI Fund for a designated year. This information is used to report to the IRS and the system provides the capability of running this report on demand.

**NOTE:** Governmental Entities are not subject to FUTA and cannot request FUTA certification.

1. Follow the steps in the section, *Navigating to Payment Information*.
2. Click **Request for 940 Certification**. The following page appears.

The screenshot shows a web form titled "Request for 940 Certification". At the top, there is a section for "Employer Information" with fields for "Employer Account Number" and "Employer Name". Below this is the main heading "Request for 940 Certification" followed by a descriptive paragraph: "Summary of Massachusetts taxable wages reported by this employer and the total amount of FUTA eligible Massachusetts tax paid into the Massachusetts UI Fund for a designated year. This information is reported to the IRS and indicates the amounts to be reported on the Federal Form 940 (non-domestic employer)." Underneath, it states "The FUTA Credit may also be referred to or used in conjunction with the following terms or forms:" and lists five items: "Employer's Annual Federal Unemployment (FUTA) Tax Return", "Employer Account Abstract", "Federal Form 940", "Federal Form 940C", "Proof of Credit", and "Re-Certification of UI Taxes". At the bottom, there is a "Search Year" section with a "Year:" label and a text input field. A red asterisk is visible to the right of the input field. Below the input field are two buttons: "Search" and "Reset".

3. Enter the **Year** the 940 information is requested for. Click **Search**.
4. The **940 Certification Search Results** page appears, displaying the summary of Massachusetts taxable wages reported by the Employer for the designated year.

Employer Information	
Employer Account Number:	Employer Name:
<b>Request for 940 Certification</b> Summary of Massachusetts taxable wages reported by this employer and the total amount of FUTA eligible Massachusetts tax paid into the Massachusetts UI Fund for a designated year. This information is reported to the IRS and indicates the amounts to be reported on the Federal Form 940 (non-domestic employer).  The FUTA Credit may also be referred to or used in conjunction with the following terms or forms: <ul style="list-style-type: none"> <li>• Employer's Annual Federal Unemployment (FUTA) Tax Return</li> <li>• Employer Account Abstract</li> <li>• Federal Form 940</li> <li>• Federal Form 940C</li> <li>• Proof of Credit</li> <li>• Re-Certification of UI Taxes</li> </ul>	
Search Year	
Year:	2010 *
<input type="button" value="Search"/> <input type="button" value="Reset"/>	
940 Certification Search Results	
Subject Date:	1/1/1983
Suspense Date:	
Date of Recertification:	7/18/2011
Year of Recertification:	2010
State:	Massachusetts
Employer Name:	
Address:	
Employer Account Number (EAN):	
Federal Employer Identification Number (FEIN):	
2010 Massachusetts UI Taxable Wages :	\$97,300.38
2010 Massachusetts Taxable Wage Base (effective 1/1/2010):	\$14,000.00
Massachusetts UI Contribution Rate:	1.26%
Taxes Paid Prior To 2/1/2011:	\$1,225.98
Taxes Paid 2/1/2011 to 2/10/2011:	\$0.00
Taxes Paid After 2/10/2011:	\$0.00
For an unofficial copy of this re-certification, print this screen. If you have any questions about these results, contact DUA at (617)-626-6896.	
<input type="button" value="Next"/>	

- Print this page if you want an unofficial copy before the request is complete. Click **Next**.

**NOTE:** The only address that prints on the unofficial copy is the Employer address on file. You can add additional addresses for the official mailing in **Step 6**.

- Enter additional addresses to which the official 940 Certification correspondence should be sent (if any). Put a check in the **Mail to** box for each address, and click **Submit**.



940 Certification Search Results	
Subject Date:	1/1/1983
Suspense Date:	
Date of Recertification:	7/18/2011
Year of Recertification:	2010
State:	Massachusetts
Employer Name:	[REDACTED]
Address:	[REDACTED]
Employer Account Number (EAN):	[REDACTED]
Federal Employer Identification Number (FEIN):	[REDACTED]
2010 Massachusetts UI Taxable Wages:	\$97,300.38
2010 Massachusetts Taxable Wage Base (effective 1/1/2010):	\$14,000.00
Massachusetts UI Contribution Rate:	1.26%
Taxes Paid Prior To 2/1/2011:	\$1,225.98
Taxes Paid 2/1/2011 to 2/10/2011:	\$0.00
Taxes Paid After 2/10/2011:	\$0.00

Addresses	
An official copy of the re-certification will be sent to the employer's mailing address. To send additional official copies of the re-certification enter the address information below:	
<input type="checkbox"/> Mail to:	
Attention:	<input type="text"/>
Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
City:	<input type="text"/>
State:	MA - Massachusetts <input type="button" value="v"/>
Zip Code:	<input type="text"/>
<input type="checkbox"/> Mail to:	
Attention:	<input type="text"/>
Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
City:	<input type="text"/>
State:	MA - Massachusetts <input type="button" value="v"/>
Zip Code:	<input type="text"/>

7. A confirmation appears. The request is complete.

Employer Information	
Employer Account Number:	[REDACTED]
Employer Name:	[REDACTED]

Confirmation
The official re-certification correspondence has been submitted.

## REQUEST PAYMENT PLAN

### Introduction

This section describes how to submit a request for a payment plan. If an Employer has outstanding debt and is unable to pay the full amount due, the Employer can request for a payment plan. This will allow the Employer to pay the debt in installments, though interest will continue to accrue. Upon submission of the request, authorized DUA staff will review the payment plan and approve or deny the request and you will be notified of the decision.

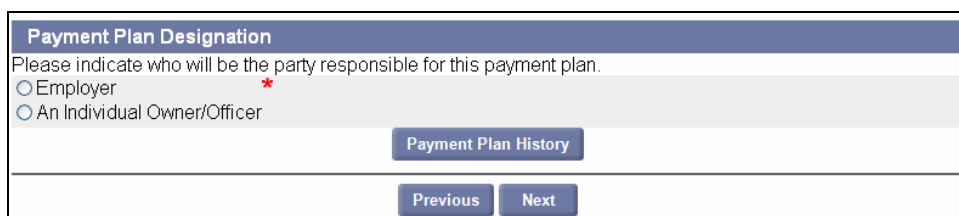
**NOTE:** If you participate in a payment plan, you **cannot** use the deferral option.

### Requesting a Payment Plan

1. Follow the steps in the section, *Navigating to Payment Information*.
2. Click **Request Payment Plan**.
3. The **Payment Plan History** page appears. Click **New**.



4. The **Payment Plan Designation** page appears. Select the party responsible for the payment plan, and click **Next**.



- The **Explanation** page appears. Enter an explanation for the payment plan request and specify the payment terms. Click **Next**.

Employer Information	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
Amount of Unpaid Debt included in the Payment Plan: <b>\$1,968.28</b>	
<a href="#">Click here to review debt details</a>	
Explanation	
Provide a written explanation of the reason for the request for a payment plan.	
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
Terms	
Down Payment: 25% *	Payment Frequency: Monthly *
Duration: 4 Months *	Enter Payment Date (within 30 days): [REDACTED] * (mm/dd/yyyy)
<div>Previous</div> <div>Next</div> <div>Cancel</div>	

- The **Payment Plan** page appears. To accept the plan, check the box and click **Next**. To request a custom plan, click the **custom plan** link.

Employer Information	
Employer Account Number: [REDACTED]	Employer Name: [REDACTED]
Finalize Payment Plan	
By selecting Submit, you agree to pay the terms for Payment Plan as listed below. Continued and timely payments will hold the debts below from being referred to Collections.	
All payments must be received on or prior to the due dates listed or the debt may be sent immediately to Collections. Downpayment to initiate payment plan is due immediately. Payments received after entering into the payment plan agreement will be used to retire any new debt accumulated on the account prior to retiring debt included in the payment plan.	
The installments on this payment plan include an estimation of the interest which may accumulate on the principals. If interest remains on this debt at the end of the payment plan, you will have until the following date to resolve it: <b>12/1/2011</b> .	
Amount of Unpaid Debt included in the Payment Plan: <b>\$1,968.28</b>	
<a href="#">Click here to review debt details</a>	
See details	Projected Interest for the plan: <b>\$28.14</b> Payment Plan total would be estimated at: <b>\$1,996.42</b> The downpayment due now at 25% is: <b>\$492.07</b>
Payment Plan Schedule	
Date	Amount
8/1/2011	\$376.09
9/1/2011	\$376.09
10/1/2011	\$376.09
11/1/2011	\$376.09
12/1/2011	Remaining Amount
<input type="checkbox"/> By checking here you agree to the terms of the plan as shown above	
If the options for the terms of the payment plan are not acceptable, <a href="#">select here to request a custom plan</a> .	
<div>Previous</div> <div>Next</div>	

7. If you requested a standard plan, skip to **Step 8**. If you requested a custom plan, the **Custom Payment Plan Request** page appears. Provide a reason that the standard plans are not acceptable, and detail your terms. Click **Next**.

Custom Payment Plan Request

The Payment Plan request will be submitted to Staff for review when you select 'Submit' after selecting an address on the next screen. You will be notified of the decision.

The plan will estimate the amount of interest you will owe. This will be calculated based on the downpayment, the frequency of payments, and duration of the payment plan.

Amount of Unpaid Debt included in the Payment Plan: **\$1,476.21**  
[Click here to review debt details](#)

Projected Interest for the plan: **\$21.11**  
 Payment Plan total would be estimated at: **\$1,497.32**  
 The downpayment due now at 25% is: **\$369.05**

Please provide a reason the standard plans are not acceptable. Include the following terms for your request for the custom plan.

- what you can pay for a downpayment
- how often you can submit a payment
- how much of a payment you would make
- how long you would like the plan to be

Provide a reason the standard plans are not acceptable, and provide your preferred terms

Previous

Next

8. The **Address Details** page appears displaying the Legal and Physical addresses. Add any additional addresses to which the Payment Plan Agreement should be mailed. Click the radio button for each address. Click **Submit**.

Address Details

Select the address you would like to send the Payment Plan Agreement and other correspondences to.

Send To	Address
<input type="radio"/>	<b>Legal</b> Address: <div></div>
<input type="radio"/>	<b>Physical</b> Address: <div></div>
<input type="radio"/>	<b>other</b> Attention: <input type="text"/> Address Line 1: <input type="text"/> Address Line 2: <input type="text"/> City: <input type="text"/> State: MA - Massachusetts Zip Code: <input type="text"/> Country: US - United States Of America

Previous

Submit

- The **Payment Plan Request Confirmation** page appears. Proceed according to whether you requested a standard or a custom plan.

**Standard Plan:** Click **Make Payment**. See the section, *Making a Payment* for instructions.

Payment Plan Request Confirmation			
Payment Plan Request Number 522 has been submitted. To activate the payment plan the downpayment must be received. Based upon completion of the plan requirements the following terms will apply.			
Date Requested:	7/19/2011	Requested By:	[REDACTED]
Payment Plan first payment:	8/1/2011	Payment Plan first payment:	\$376.09
Payment Plan completion:	12/1/2011	Downpayment amount:	\$492.07
To activate the payment plan, the downpayment must be paid. Please select 'MAKE PAYMENT' now.			
<input type="button" value="Make Payment"/>			

**Custom Plan:** No **Make a Payment** button appears. Wait until you have been contacted by DUA to make a payment.

Payment Plan Request Confirmation			
Payment Plan Request Number 523 has been submitted. To activate the payment plan the downpayment must be received. Based upon completion of the plan requirements the following terms will apply.			
Date Requested:	7/19/2011	Requested By:	[REDACTED]
Payment Plan first payment:	8/1/2011	Payment Plan first payment:	\$282.07
Payment Plan completion:	12/1/2011	Downpayment amount:	\$369.05
Staff will review your request and notify you of a decision.			

## Viewing a Payment Plan History

- Follow the steps in the section, *Navigating to Payment Information*.
- Click **Request Payment Plan**.
- The **Payment Plan History** page appears. Click a **Payment Plan Number**.

Employer Information							
Employer Account Number:	[REDACTED]	Employer Name:	[REDACTED]				
Payment Plan History							
Payment Plan Number	Payment Plan Request Date	Requested By	Payment Plan Type	Result of Review	Decision Date	Amount	Payment Plan Status
<a href="#">523</a>	7/19/2011	[REDACTED]	Custom	In Review	7/19/2011	\$1,476.21	In Review
<a href="#">522</a>	7/19/2011	[REDACTED]	Standard	Granted	7/19/2011	\$1,968.28	Revised
<input type="button" value="Previous"/> <input type="button" value="New"/>							

- The **Payment Plan Details** page appears. The page displays information including status, interest projections, due date, notes, and a schedule.

Employer Information		
Employer Account Number:	Employer Name:	
Payment Plan Details		
Payment Plan Request Number: <b>522</b>		
Payment Plan Status: <b>Pending</b>		
Amount of Unpaid Debt included in the Payment Plan: <b>\$1,968.28</b>		
<a href="#">Click here to review debt details</a>		
Projected Interest for the plan:	\$28.14	Payment Date: <b>8/1/2011</b>
Payment Plan Total:	\$1,968.28	Payment Frequency: <b>Monthly</b>
The downpayment due now at 25% is:	\$492.07	Duration: <b>4 Months</b>
Notes From Employer		
Reason Employer requested Payment Plan		
Financial Hardship		
Request of Custom Plan		
Payment Plan Determination		
Payment Plan Type:	<b>Standard</b>	Result of Review: <b>Granted</b>
Notes to Employer		Decision Date: <b>7/19/2011 11:00:47 AM</b>
Payment Plan Schedule		
Date	Amount	
8/1/2011	\$376.08	
9/1/2011	\$376.08	
10/1/2011	\$376.08	
11/1/2011	\$376.08	
12/1/2011	Remaining Balance	
<div>Previous</div>		

## User Maintenance

## ABOUT USER MAINTENANCE

### Introduction

This section describes how **Employer System Administrators** can manage user access to the Employer account. The person who completes the Employer Registration or Account Activation is assigned the Employer System Administrator role by default. This user receives login credentials to access the QUEST self – service account during the registration or activation session.

The system administrator can in turn create accounts for other users and assign roles to those users. Role assignments dictate which functions users can perform.

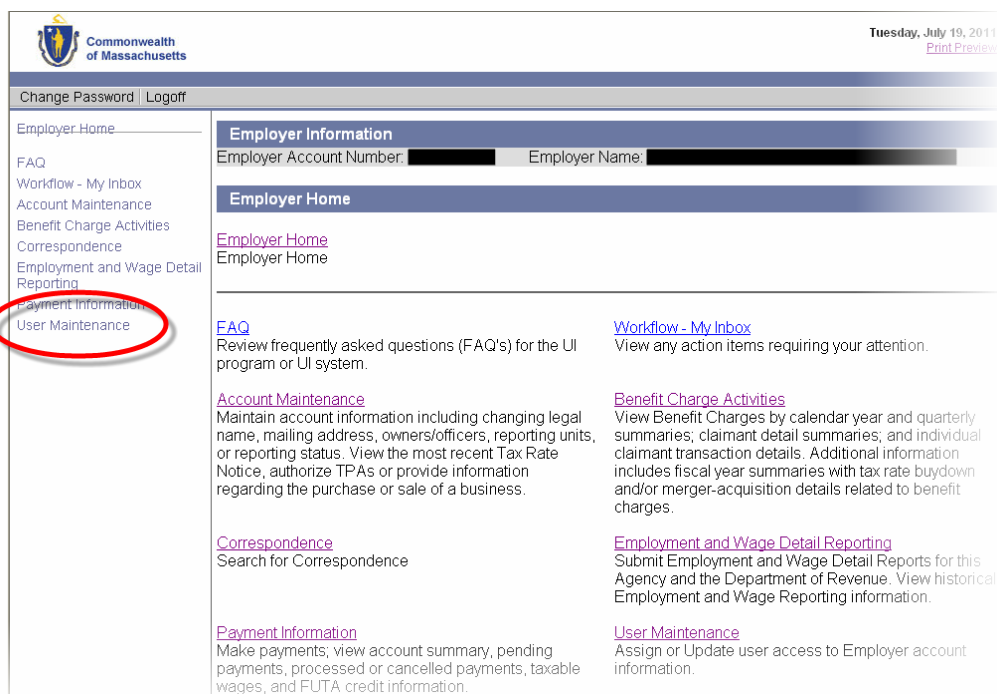
The activities that are described in this section include:

- Creating a new user
- Searching for user details
- Modifying user information
- Assigning user roles
- Resetting user passwords
- Inactivating a user account
- Reinstating a user account

## NAVIGATING TO USER MAINTENANCE

To navigate to **User Maintenance**, perform the following steps:

1. Log in to QUEST. Click the **User Maintenance** link in the left pane (the link also appears on the main pane of the Employer Home page).



2. The **User Maintenance** page appears.



## CREATING A NEW USER

1. Click **User Maintenance**.
2. Click **Employer Roles**.

The screenshot shows the QUEST Employer User Guide interface. At the top, there is a header with the Commonwealth of Massachusetts logo and the date 'Thursday, June 09, 2011'. Below the header, there is a navigation bar with links like 'Change Password' and 'Logoff'. The main content area is divided into two sections: 'Employer Information' and 'User Maintenance'. The 'User Maintenance' section is highlighted, and within it, the 'Employer Roles' link is circled in red. A tooltip for 'Employer Roles' is visible, stating 'Assign or update user access to Employer account information.'

3. The **User Search Criteria** page appears. Click **New**.

The screenshot shows the 'User Search Criteria' page. It includes fields for 'User ID', 'Last Name', 'First Name', and 'Roles' (set to 'Any'). There are 'Search', 'Reset', and 'New' buttons at the bottom. A callout box points to the 'New' button with the text 'Click New to create a new user'.

4. The **User Details** page appears. Enter information about the user. Fields with an asterisk are required. Click **Save**.

The screenshot shows the 'User Details' page. It includes fields for 'First Name', 'Middle Initial', 'Last Name', 'Telephone', 'eMail', 'Employee ID', '4-digit PIN Code', 'Effective Start Date', and 'Effective End Date'. Fields with an asterisk (\*) are required. There is also a 'New Comments' section at the bottom. 'Save' and 'Cancel' buttons are at the bottom right.

5. The **Password Link Sent** page appears. Click **Next** to return to the **User Search Criteria** page.

Employer Information	
Employer Account Number:	Employer Name:
Password Link Sent	
An eMail message has been sent to the user containing an encrypted link which that user can use to login to the system and establish a password.	
You must now assign roles for the user just created. In order to assign role(s), select 'Next', search for the User by name or User ID. Select the user, then select 'Roles'.	
Note: This password link will only be effective for the next <b>96 hours</b> .	
<a href="#">Next</a>	

**NOTE:** When you create a new user, the system generates an email message to that user. The message contains a link. When the user clicks the link, a browser launches with a special login page. The user enters a Password of their choosing, selects a security question, answers the security question, and sets a PIN from this page.

6. Before the user can access any functions in QUEST, you must assign them roles. See the section, *Assigning User Roles*.

## SEARCHING FOR USER DETAILS

1. Click **User Maintenance**.
2. Click **Employer Roles**.

The screenshot shows the QUEST Employer User Guide interface. The left sidebar contains a list of links: Employer Home, FAQ, Workflow - My Inbox, Account Maintenance, Benefit Charge Activities, Correspondence, Employment and Wage Detail Reporting, Payment Information, and **User Maintenance**. The **User Maintenance** link is highlighted. The main content area shows the 'Employer Information' section with fields for Employer Account Number and Employer Name. Below this is the 'User Maintenance' section, which includes a link for 'Employer Roles' that is circled in red. A tooltip for 'Employer Roles' states: 'Assign or update user access to Employer account information.'

3. The **User Search Criteria** page appears. Enter search criteria (or leave blank to return all users) and click **Search**.

The screenshot shows the 'User Search Criteria' page. It includes a search form with fields for User ID, Last Name, First Name, and Roles (set to 'Any'). A 'Search' button is visible. A tooltip points to the 'Search' button with the text: 'Enter search criteria and click Search to find an existing user.'

4. The search results display below the search grid. Click a **User ID** to display user details.

The screenshot shows the 'User Search Results' table. The table has columns for User ID, Last Name, First Name, Eff. Start, and Eff. End. The 'User ID' link in the first row is circled in red. A tooltip points to the 'User ID' link with the text: 'Click a User ID to display User Details'. Another tooltip points to the search results area with the text: 'Search results display below the search grid'.

User ID	Last Name	First Name	Eff. Start	Eff. End
<a href="#">user id</a>		v	6/9/2011	

- The **User Details** page appears.

Employer Information	
Employer Account Number:	████████
Employer Name:	████████
User Details	
User Type:	<b>Employer</b>
User ID:	████████
First Name:	████████
Middle Initial:	████████
Last Name:	████████
Telephone:	████████
eMail:	████████
<a href="#">Employee ID</a> *	████████
<a href="#">PIN Code</a> *	<b>1234</b>
Effective Start Date:	<b>8/2/2011</b>
Effective End Date:	
Last Logged On:	<b>8/10/2011</b>
Incorrect Password Attempts:	<b>0</b>
Account Status:	<b>Active</b>
Security Question:	<b>What is your father's middle name?</b>
Security Answer:	<b>Fred</b>
Modify User Attributes	
<a href="#">Modify</a>	Update the basic information for this user.
<a href="#">Roles</a>	View/Edit security roles for which this user is assigned.
<a href="#">Reset Password</a>	Reset the user's password by sending a "password reset" eMail.
<a href="#">Inactivate</a>	Inactivate the user's access to the system.
<input type="button" value="Previous"/>	

## MODIFYING USER INFORMATION

1. Display the **User Details** page for the user by performing the steps in *Searching for User Details*.
2. Click **Modify**.

Employer Information	
Employer Account Number:	██████
Employer Name:	██████
User Details	
User Type:	Employer
User ID:	██████
First Name:	██████
Middle Initial:	██████
Last Name:	██████
Telephone:	██████
eMail:	██████
Employee ID:	██████
PIN Code:	1234
Effective Start Date:	8/2/2011
Effective End Date:	
Last Logged On:	8/10/2011
Incorrect Password Attempts:	0
Account Status:	Active
Security Question:	What is your father's middle name?
Security Answer:	Fred
Modify User Attributes	
<a href="#">Modify</a>	Update the basic information for this user.
<a href="#">Roles</a>	View/Edit security roles for which this user is assigned.
<a href="#">Reset Password</a>	Reset the user's password by sending a "password reset" eMail.
<a href="#">Inactivate</a>	Inactivate the user's access to the system.
<input type="button" value="Previous"/>	

3. An editable version of the **User Details** page appears. Add or edit information and click **Save**.

Employer Information	
Employer Account Number:	██████
Employer Name:	██████
User Details	
User Type:	Employer
User ID:	terrifi01
First Name:	██████ *
Middle Initial:	██████ *
Last Name:	██████ *
Telephone:	██████ ext. <input type="text"/>
eMail:	██████ *
Employee ID:	1234 *
4-digit PIN Code:	1234
Effective Start Date:	7/29/2011
Effective End Date:	<input type="text"/> (mm/dd/yyyy)
Last Logged On:	
Incorrect Password Attempts:	0
Account Status:	Active
Security Question:	
Security Answer:	
Previous Comments	
<div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div>	
New Comments	
<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

## ASSIGNING USER ROLES

### Introduction

The specific functions a user can perform are dictated by the user's role assignments. For example, a user with the role **Employment and Wage Detail View Only** can view employment and wage detail transactions, but cannot submit employment and wage detail reports.

Roles assignments include:

- Account Maintenance Update and Submit
- Account Maintenance View Only
- Benefit Charges Protest Submission
- Benefit Charge View Only
- Employment and Wage Detail Update and Submit
- Employment and Wage Detail View Only
- Employer System Administrator

To assign or change role assignments, follow these steps.

1. Display the **User Details** page for the user by performing the steps in *Searching for User Details*.
2. Click **Roles**.

Employer Information	
Employer Account Number:	Employer Name:
User Details	
User Type:	Employer
User ID:	
First Name:	
Middle Initial:	
Last Name:	
Telephone:	
eMail:	
Employee ID:	
PIN Code:	1234
Effective Start Date:	8/2/2011
Effective End Date:	
Last Logged On:	8/10/2011
Incorrect Password Attempts:	0
Account Status:	Active
Security Question:	What is your father's middle name?
Security Answer:	Fred
Modify User Attributes	
<a href="#">Update</a>	Update the basic information for this user.
<a href="#">Roles</a>	View/Edit security roles for which this user is assigned.
<a href="#">Reset Password</a>	Reset the user's password by sending a "password reset" eMail.
<a href="#">Inactivate</a>	Inactivate the user's access to the system.

- The **Assign Roles** page appears. Check roles in the **Current Roles Assigned to User** area to flag them for removal. Check roles in the **Available Roles** area to flag them for assignment. Click **Save**.

The screenshot shows the 'Assign Roles To User' interface. At the top, it displays user information: User Type: **Employer**, User ID: **terrifi01**, and Name: [redacted]. Below this is the 'Current Roles Assigned to User' section, which includes a 'Remove' checkbox and a list of roles. One role, 'Employment and Wage Detail Update and Submit', is highlighted with a callout box stating 'Check box and click Save to remove role'. To the right of this section is a box labeled 'Current Role Assignments'. Below the current roles is the 'Available Roles' section, which includes an 'Add' checkbox and a list of roles. Two roles, 'Employment and Wage Detail View Only' and 'Employment and Wage Detail Update and Submit', are highlighted with callout boxes stating 'Check box and click Save to assign role'. To the right of this section is a box labeled 'Available Role Assignments'. At the bottom of the page are 'Save' and 'Cancel' buttons.

Assign Roles To User		
User Type:	Employer	
User ID:	terrifi01	
Name:	[redacted]	
Current Roles Assigned to User		
<input type="checkbox"/> Remove		
<input checked="" type="checkbox"/> Employment and Wage Detail Update and Submit	Current Role Assignments	
Description: Employment and Wage Detail Update and Submit		
Available Roles		
<input type="checkbox"/> Add		
<input type="checkbox"/> Account Maintenance View Only	Available Role Assignments	
Description: Account Maintenance View Only		
<input type="checkbox"/> Benefit Charges Protest Submission		
Description: Benefit Charges Protest Submission		
<input checked="" type="checkbox"/> Employment and Wage Detail View Only		
Description: Employment and Wage Detail View Only		
<input type="checkbox"/> Account Maintenance Update and Submit		
Description: Account Maintenance Update and Submit		
<input type="checkbox"/> Employer System Administrator		
Description: Employer System Administrator		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		

## RESETTING USER PASSWORDS

When you a user's password, an email message is automatically sent to the user. The message contains a link; when the user clicks the link, a browser is launched in which the user can reset the password.

Follow these steps to begin the reset password process.

1. Display the **User Details** page for the user by performing the steps in *Searching for User Details*.
2. Click **Reset Password**.

Employer Information	
Employer Account Number:	████████
Employer Name:	████████
User Details	
User Type:	<b>Employer</b>
User ID:	████████
First Name:	████████
Middle Initial:	████████
Last Name:	████████
Telephone:	████████
eMail:	████████
Employee ID:	████████
PIN Code:	1234
Effective Start Date:	8/2/2011
Effective End Date:	
Last Logged On:	8/10/2011
Incorrect Password Attempts:	0
Account Status:	<b>Active</b>
Security Question:	What is your father's middle name?
Security Answer:	Fred
Modify User Attributes	
<a href="#">Modify</a>	Update the basic information for this user.
<a href="#">Roles</a>	View/Edit security roles for which this user is assigned.
<a href="#">Reset Password</a>	Reset the user's password by sending a "password reset" eMail.
<a href="#">Inactivate</a>	Inactivate the user's access to the system.
<input type="button" value="Previous"/>	

3. The **Reset Password** page appears, requesting confirmation that you wish to reset the password. Click **Confirm** to continue.

Employer Information	
Employer Account Number:	████████
Employer Name:	████████
Reset Password	
Are you sure that you wish to reset the password for: ██████	
This action will cause the system to send a secure link to the user's eMail address for the user to click and create a new password.	
<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>	

4. The **Password Link Sent** page appears. Click **Next** to return to the **User Details** page.

Employer Information	
Employer Account Number:	████████
Employer Name:	████████
Password Link Sent	
An eMail message has been sent to the user: ██████	
Note: This password link will only be effective for the next <b>96 hours</b> .	
<input type="button" value="Next"/>	

**NOTE:** Until the user follows the link to reset their password, their account access remains blocked.

**NOTE:** The password link is only active for 96 hours.



## INACTIVATING A USER ACCOUNT

Follow these steps to inactivate a user's account.

1. Display the **User Details** page for the user by performing the steps in *Searching for User Details*.
2. Click **Inactivate**.

Employer Information	
Employer Account Number:	████████
Employer Name:	████████
User Details	
User Type:	<b>Employer</b>
User ID:	████████
First Name:	████████
Middle Initial:	████████
Last Name:	████████
Telephone:	████████
eMail:	████████
<a href="#">Employee ID</a>	████████
<a href="#">PIN Code</a>	1234
Effective Start Date:	8/2/2011
Effective End Date:	
Last Logged On:	8/10/2011
Incorrect Password Attempts:	0
Account Status:	<b>Active</b>
Security Question:	What is your father's middle name?
Security Answer:	Fred
Modify User Attributes	
<a href="#">Modify</a>	Update the basic information for this user.
<a href="#">Roles</a>	View/Edit security roles for which this user is assigned.
<a href="#">Reset Password</a>	Reset the user's password by sending a "password reset" eMail.
<a href="#">Inactivate</a>	Inactivate the user's access to the system.
<input type="button" value="Previous"/>	

3. The **Inactivate User** page appears. Click **Confirm**.

Employer Information	
Employer Account Number:	████████
Employer Name:	████████
Inactivate User	
Are you sure that you wish to inactivate the user: ██████████	
<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>	

## REINSTATING A USER ACCOUNT

Follow these steps to reinstate a user's account.

1. Display the **User Details** page for the user by performing the steps in *Searching for User Details*.
2. Click **Reinstate**.

Employer Information	
Employer Account Number:	████████
Employer Name:	████████
User Details	
User Type:	<b>Employer</b>
User ID:	████████
First Name:	████████
Middle Initial:	████████
Last Name:	████████
Telephone:	████████
eMail:	████████
Employee ID:	████████
PIN Code:	<b>1234</b>
Effective Start Date:	<b>8/2/2011</b>
Effective End Date:	
Last Logged On:	<b>8/10/2011</b>
Incorrect Password Attempts:	<b>0</b>
Account Status:	<b>Active</b>
Security Question:	<b>What is your father's middle name?</b>
Security Answer:	<b>Fred</b>
Modify User Attributes	
<a href="#">Modify</a>	Update the basic information for this user.
<a href="#">Roles</a>	View/Edit security roles for which this user is assigned.
<a href="#">Reset Password</a>	Reset the user's password by sending a "password reset" eMail.
<a href="#">Reinstate</a>	Reinstate the user's access to the system.
<input type="button" value="Previous"/>	

3. The **Reinstate User** page appears. Click **Confirm**.

Employer Information	
Employer Account Number:	████████
Employer Name:	████████
Reinstate User	
Are you sure that you wish to reinstate the user: ██████	
<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>	

# Correspondence

## ABOUT CORRESPONDENCE

### Introduction

This section describes how to search for and view correspondence sent from DUA to the Employer account on the QUEST system.

**NOTE:** There are two methods of correspondence available: **Email** and **US Mail**. You will be able to search for and view correspondence sent to your account in QUEST, regardless of your chosen correspondence preference method. If your preference is Email, you will receive a notification to your email address that a correspondence is available for your review. You must login to the QUEST system to view the correspondence.

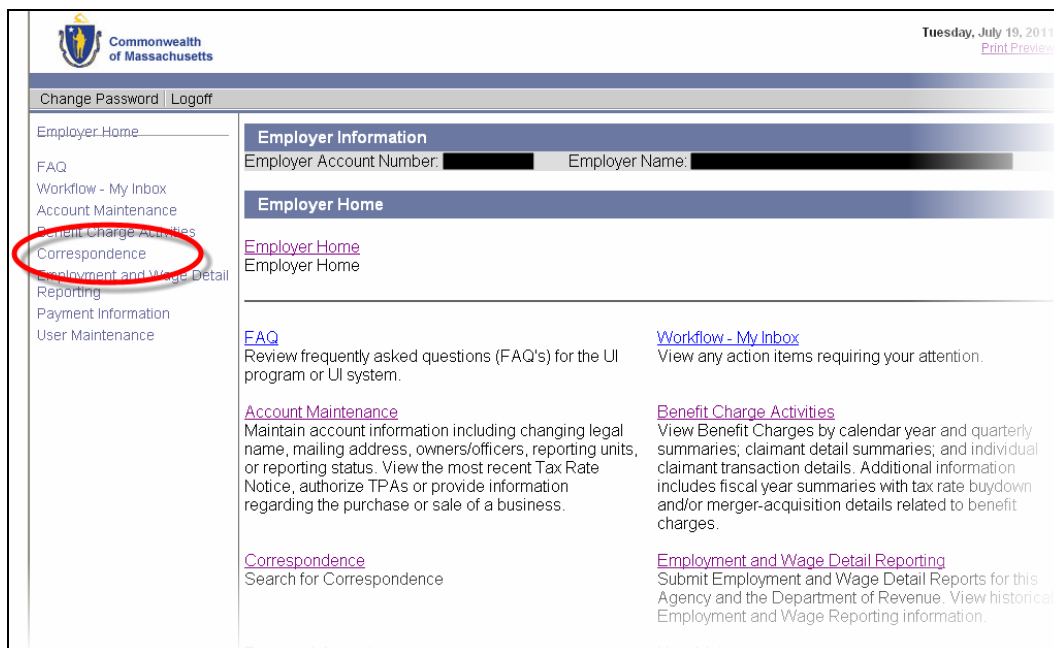
**NOTE:** To set up your preference for correspondence method see the section, *Viewing or Modifying Correspondence Preference* (in the *Address Information* section of the *Account Maintenance* chapter).

**NOTE:** You must have Adobe Reader software installed to view the correspondence. This software can be downloaded for free from [www.adobe.com](http://www.adobe.com)

## NAVIGATING TO CORRESPONDENCE

To navigate to **Correspondence**, perform the following steps:

1. Log in to QUEST. Click the **Correspondence** link in the left pane (the link also appears on the main pane of the Employer Home page).

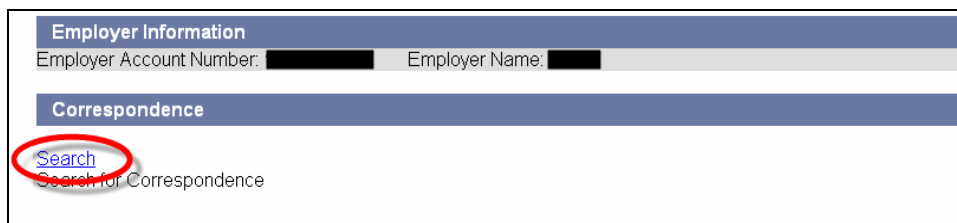


2. The **Correspondence** page appears.

## SEARCHING FOR CORRESPONDENCE

Search for correspondence by performing the following steps:

1. Log in to QUEST and click **Correspondence**.
2. Click **Search**.



The screenshot shows the QUEST interface. At the top, there is a section titled 'Employer Information' with fields for 'Employer Account Number' and 'Employer Name'. Below this is a section titled 'Correspondence'. In the 'Correspondence' section, there is a link labeled 'Search' which is circled in red. Below the link, the text 'Search for Correspondence' is visible.

3. The **Correspondence Search** page appears. Enter **Date Range From** and **To** dates. Click **Search**.



The screenshot shows the 'Correspondence Search' page. It has a header 'Employer Information' with 'Employer Account Number' and 'Employer Name' fields. Below that is a section titled 'Correspondence Search' with 'Date Range From' and 'To' fields, both with date format placeholders '(mm/dd/yyyy)'. At the bottom of this section are two buttons: 'Search' and 'Reset'.

4. The search results appear in the **Details** area below the search grid. Click a **Correspondence Number** to display a PDF version of the actual correspondence in Acrobat Reader.

Details			
Document ID	Transaction Date	Form ID	Description
<a href="#">64204</a>	12/21/2009		Third Party Administrator Role Assignment Notification - Employer
<a href="#">738745</a>	3/16/2010		Notice of Employer's Unemployment Insurance Contribution Rate
<a href="#">238565</a>	1/11/2010		Submit Wage Detail 1st Reminder
<a href="#">1768718</a>	3/3/2011		Notice of Employer's Unemployment Insurance Contribution Rate



# Workflow

## ABOUT WORKFLOW - MY INBOX

### Introduction

The **Workflow - My Inbox** feature allows you to view and respond to Questionnaires sent to you by the DUA.

In certain cases, the DUA may choose to send you a questionnaire to seek additional information from you. For example, if you have filed an appeal, DUA may need additional information to process your appeal and will send you a questionnaire.

If your correspondence method is **Email**, you will receive a questionnaire in your **QUEST inbox**. This section of the document describes how to view and respond to the questionnaires received on QUEST.

## NAVIGATING TO WORKFLOW - MY INBOX

1. Log on to QUEST. Click the **Workflow - My Inbox** link in the left pane (the link also appears on the main pane of the Employer Home page).

Commonwealth of Massachusetts

Tuesday, July 19, 2011 [Print Preview](#)

[Change Password](#) | [Logoff](#)

Employer Home

**Workflow - My Inbox**

[FAQ](#)  
Review frequently asked questions (FAQ's) for the UI program or UI system.

[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.

[Workflow - My Inbox](#)  
View any action items requiring your attention.

2. The **Employer Inbox** page appears. Enter **Received On Date From** and **To** dates. Click **Search**.

**Employer Information**

Employer Account Number: [redacted] Employer Name: [redacted]

**Employer Inbox**

Received On Date: From: [ ] (mm/dd/yyyy) To: [ ] (mm/dd/yyyy)

[Search](#) [Reset](#)

3. The search results appear below the search grid in the **Workitems** area. Click the **Open** link for a specific **Step Name** item to access the questionnaire.

Workitems			
	Step Name	Date Created	Date Assigned
<a href="#">Open</a>	Answer Questionnaire	12/1/2009 1:36:27 PM	12/1/2009 1:36:27 PM
<a href="#">Open</a>	Answer Questionnaire	12/1/2009 10:59:59 AM	12/1/2009 10:59:59 AM



- The questionnaire appears. Provide your responses and click **Submit**. Your response will be sent to DUA.

**Questionnaire Example:** Worker Status Criteria Worksheet – Fisherman.

Employer Information	
Employer Account Number:	██████████
Employer Name:	██████████
Employer/Employee Information	
Employer Account Number:	██████████
Employer Name:	██████████
Employee Name:	██████████
Employee SSN:	██████████
Occupation/Occupation in Question:	██████████
Worker Status Criteria Worksheet - Fisherman	
<p>In order to assist this Agency in resolving the issue of whether an employee/employer relationship exists between your company and the individual named above, please complete the following questionnaire with regards to the services performed for the organization.</p> <p>This questionnaire should be completed and returned as soon as possible. If no response is received, the determination will be based on statements available.</p> <p>Be specific with job description of this individual and why unemployment may have been paid into another state if this individual worked in Massachusetts.</p>	
1. Describe the organization's business	<input type="text"/>
2. Describe the work done by the worker	<input type="text"/>
3. Is the work done under a written agreement between the organization and the worker?	<input type="radio"/> Yes <input type="radio"/> No*
3.1 If yes, provide the terms of the written agreement.	<input type="text"/>
3.2 If no, provide the terms of the work arrangement.	<input type="text"/>



# Abbreviations

DUA	Department of Unemployment Assistance
DOR	Department of Revenue
FEIN	Federal Employer Identity Number
LLC	Limited Liability Company
MA	Massachusetts
QUEST	Quality Unemployment System Transformation
SSN	Social Security Number
TPA	Third Party Administrator
UI	Unemployment Insurance
UHI	Unemployment Health Insurance



# Addendum

## A. HOURS WORKED GUIDELINE

### **How do I report hours worked? General Rule:**

1. If the Employer knows the actual number of hours worked, the Employer should report that figure.
2. If the Employer does not know the actual number of hours worked, the Employer should:
  - A. for full-time employees use 40 hours per week.
  - B. for part-time employees, Employer should estimate the number of hours.
  - C. for full-time plus, Employer should use 40 hours per week plus an estimate.

### **Overtime:**

The Employer should report the number of hours actually worked for which overtime pay or compensatory time is paid without regard for the overtime pay rate. Compensatory time should be reported when taken, not when earned.

### **Fractions of hours:**

If the employee's total number of hours in a quarter results in a fractional amount, the total figure should be rounded to the nearest whole hour. If the fraction is "1/2 hour" or more it should be rounded up to the next whole hour, and if it's less than a 1/2 hour, it should be rounded down.

### **Vacation/sick/holiday pay:**

The actual number of hours for which an employee receives vacation, sick or holiday pay should be reported. Vacations, sick days and Holidays without pay should not be counted as hours worked.

### **On call:**

Hours in which the employee is carrying a pager, or is otherwise "on call" should not be included in the "hours worked" calculation.

### **Employees not paid by the hour:**

These include salaried workers and those paid by commission. Also included are workers who are paid by the mile, by piecework, by the acre, by the payload, by reductions in rent, or other non-hourly rates. When the actual number of hours worked is available, it should be reported. In the absence of reliable figures, full-time employees should be reported at the rate of 40 hours per week; hours worked by part-time employees and those who work more than full-time should be estimated.

### **Wages paid less than once per quarter:**

This will occur most often with corporate officers who are paid only once or twice a year. The Employer should report the number of hours worked in any quarter in which no wages were paid, along with \$0 wages. Then, when wages or salaries are finally paid, only the hours worked in that specific quarter should be reported. If the actual number of hours worked is available, it should be reported. In the absence of reliable

figures, full-time employees should be reported at 40 hours per week; hours worked by part-time employees and those who work more than full-time should be estimated.

Faculty members of colleges and universities (includes technical and community colleges):

If the faculty member is considered to be a full-time employee, 40 hours per week paid should be reported. If the faculty member is considered to be part-time, an estimate of the actual hours worked should be made.

#### **School teachers**

When teachers or other staff work nine months but are paid over 12 months, their hours should be reported in the quarters that they actually work. For part-time faculty, coaches, etc., if hours are not known, Employers may establish an hourly rate of pay and divide that into quarterly gross wages to obtain an estimate of hours.

#### **Volunteer Firefighters:**

Employers can establish an hourly rate of pay and divide that amount into the quarterly gross wages to obtain an estimate of hours.

## **B. EMPLOYMENT AND WAGE DATA SUBMISSION GUIDELINES AND INFORMATION**

This is a document available at the DUA QUEST website, providing extensive detail for processing Employment and Wage data through the new QUEST System. This document focuses on process flows, key business rules and changes, and provides Employers and TPAs the contact information necessary to make the necessary preparations for change. Go to the online version of the Table of Contents of this Employer User Guide available at [www.mass.gov/uima](http://www.mass.gov/uima) and click on the corresponding link under addendum to access this document.

## **C. ICESA FILE FORMAT SPECIFICATIONS**

This is a document available at the DUA QUEST website, providing extensive detail with key information, data definitions, and formatting instructions for generating ICESA Employment and Wage File for submission to the Massachusetts Department of Unemployment Assistance. Go to the online version of the Table of Contents of this Employer User Guide available at [www.mass.gov/uima](http://www.mass.gov/uima) and click on the corresponding link under addendum to access this document.

## **D. EFW2 FILE FORMAT SPECIFICATIONS**

This is a document available at the DUA QUEST website, providing extensive detail with key information, data definitions, and formatting instructions for generating EFW2 Employment and Wage File for submission to the Massachusetts Department of Unemployment Assistance. Go to the online version of the Table of Contents of this Employer User Guide available at [www.mass.gov/uima](http://www.mass.gov/uima) and click on the corresponding link under addendum to access this document.

## E. DELIMITED FILE FORMAT SPECIFICATIONS

This is a document available at the DUA QUEST website, providing extensive detail with key information, data definitions, and formatting instructions for generating Delimited Employment and Wage File for submission to the Massachusetts Department of Unemployment Assistance. Go to the online version of the Table of Contents of this Employer User Guide available at [www.mass.gov/uima](http://www.mass.gov/uima) and click on the corresponding link under addendum to access this document.

## F. WAGE DETAIL FILE UPLOAD TROUBLESHOOTING

Use these general pointers if you are having trouble uploads, or data from uploads does not seem to be handled correctly by the system.

- When wage detail information seems to have imported or calculated incorrectly, many times it is due to an incorrect employee SSN in a wage filing.
  - Always check for typos in SSNs first when reviewing data for problems.
  - For delimited file uploads, always verify that the cells in the delimited file had the right number format. Many cells are formatted as 'Text' expressly to handle data (like SSNs and zip codes) beginning with '0'.
- File uploads are rejected outright if:
  - The Employer Account Number (EAN) is not included in the file name.
  - 25% or more of the errors with the file are fatal errors.

## G. LIST OF ERRORS DURING EMPLOYMENT AND WAGE DETAIL UPLOAD

Element: Scenario Description	Record: Specific Line within a File	Edit/Error Message:	Error Code	Notes/Business Rules
<b>Employer Account Number:</b> Missing Account Number in Employer or TPA Submission	Fatal	Missing Employer Account Number	error.missing.ean	If a file is submitted without an employer account number or an invalid account number, the information for that specific set of records will not be accepted. All sub-records (units and wages) will be rejected. If not corrected, the employer will be subject to the non filer penalty and interest on late contribution due. If TPAs do not have employer account numbers, the employer must provide this to the TPA; or, the TPA/employer must register the employer online (UI Staff will not process data without pre-registered, active/valid employer account numbers.).
<b>Employer Account Number:</b> Invalid Employer Account Number -	Fatal	Invalid Employer Number – Quarter/Year Not Open	error.invalid.ean	If a file is submitted with an EAN for an employer and the quarter and year for the submission is prior to the subjectivity date for that employer, the information for that specific set of records will not be accepted. All sub-records (units and wages) will be rejected. If not corrected, the employer will be subject to a non-filer penalty and interest on late contribution due. If TPAs do not have employer account numbers, the employer must provide this to the TPA; or, the TPA/employer must register the employer online (UI Staff will not process data without pre-registered, active/valid employer account numbers.).

Element: Scenario Description	Record: <i>Specific Line within a File</i>	Edit/Error Message:	Error Code	Notes/Business Rules
<b>Employer Account Number:</b> Invalid Employer Account Number (this includes alphanumeric invalidity) in Employer or TPA Submission	Fatal	Invalid Employer Number – incorrect format	error.invalid.ean	If a file is submitted with an invalid account number, the information for that specific set of records will not be accepted. All sub-records (units and wages) will be rejected. If not corrected, the employer will be subject to non-filer penalty and interest on late contribution due. If TPAs do not have employer account numbers, the employer must provide this to the TPA; or, the TPA/employer must register the employer online (UI Staff will not process data without pre-registered, active/valid employer account numbers.).
<b>Employer Account Number:</b> Invalid Employer Account Number – Does not Exist in Employer or TPA Submission	Fatal	Invalid Employer Number – Does not Exist	error.invalid.ean	If a file is submitted with an employer account number that does not exist, the information for that specific set of records will not be accepted. All sub-records (units and wages) will be rejected. If not corrected, the employer will be subject to non-filer penalty and interest on late contribution due. If TPAs do not have employer account numbers, the employer must provide this to the TPA; or, the TPA/employer must register the employer online (UI Staff will not process data without pre-registered, active/valid employer account numbers.).
<b>Employer Account Number:</b> Invalid Employer Account Number – Not Authorized to submit for EAN for TPA submissions	Fatal	Invalid Employer Number -- Not Authorized to submit for EAN	error.invalid.ean	Based on TPA Submissions: If a file is submitted with an employer account number for which the TPA is not authorized to submit, the information for that specific set of records will not be accepted. All sub-records (units and wages) will be rejected. If not corrected, the employer will be subject to non-filer penalty and interest on late contribution due. If TPAs do not have employer account numbers, the employer must provide this to them and authorize the TPA for the 'submit' functional role; or, the TPA/employer must register the employer online (UI Staff will not process data without pre-registered, active/valid employer account numbers.).
<b>TPA ID:</b> Not Authorized – TPA has Delinquent Debt	Fatal	Invalid TPA ID – Not Authorized – TPA has Delinquent Debt	Error.invalid.TPA.DelinquentDebt	The System must reject employment and wage detail submitted by TPAs on behalf of employers if the TPA has delinquent debt of \$1,000 or more (See use case: Establish Delinquent Debt).
<b>TPA ID:</b> Not Authorized – TPA has delinquent employment and wage reports	Fatal	Invalid TPA ID - Not Authorized – TPA has delinquent employment and wage reports	Error.invalid.TPA.DelinquentEmployment andWageReports	The System must reject employment and wage detail submitted by TPAs on behalf of employers if the TPA is delinquent in filing their employment and wage report for two or more consecutive quarters.



Element: Scenario Description	Record: <i>Specific Line within a File</i>	Edit/Error Message:	Error Code	Notes/Business Rules
<b>Invalid File</b> – 25% or more record errors	Fatal	Invalid File – 25% or more record errors	Error.invalid.file	The System will reject a file where 25% or greater of the total records have fatal record errors.
<b>Employer Unit ID:</b> Missing Unit Identifier in TPA or Employer Submission	Non-Fatal	Missing Unit Number	error.missing.unitid	<p>The records will be identified as an error, but the employer could note to "Ignore the Errors" and proceed to "Process and Calculate for the online file upload process. System will assign records to the Parent. System will display error message:</p> <p>Missing Reporting Unit on line {0} . If Reporting Unit is not reported, employee data will be processed and associated with the Parent.</p> <p>For FTP the records will be identified as an error and assigned to the Parent.</p>
<b>Employer Unit ID:</b> Invalid Unit Identifier in TPA or Employer Submission	Non-Fatal	Invalid Unit Number	error.invalid.unitid	<p>Invalid records are considered those that do not match the employer's recorded units or include alpha characters.</p> <p>The records will be identified as an error, but the employer could note to "Ignore the Errors" and proceed to "Process and Calculate for the online file upload process. System will assign records to the Parent.</p> <p>For FTP the records will be identified as an error and assigned to the Parent.</p>
<b>SSN:</b> Missing SSN in TPA or Employer Submission, all other information included.	Fatal	Missing Social Security Number	error.missing.ssn	SSN is required field. Records without a SSN will be rejected and not included in calculations.
<b>SSN:</b> Invalid SSN in TPA or Employer Submission, all other information included.	Fatal	Invalid Social Security Number	error.invalid.ssn	Invalid SSNs include alpha-submissions or System identified invalid SSNs. These include: 123456789, 987654321, 000000000, 111111111, 222222222, 333333333, 444444444, 555555555, 666666666, 777777777, 888888888, 999999999, or SSNs with the last four digits as 0000. Must be 9 digits. Records without a valid SSN will be rejected and not included in calculations.
<b>SSN:</b> Duplicate SSN within Unit-EAN in TPA or Employer Submission, all other information included.	Fatal	Duplicate Social Security Number within Unit	error.duplicate.ssn	Duplicate SSN within unit will be rejected and not included in calculations.

Element: Scenario Description	Record: <i>Specific Line within a File</i>	Edit/Error Message:	Error Code	Notes/Business Rules
<b>First Name:</b> Missing First Name, all other data available.	Non-Fatal	Missing First Name	error.missing.firstname	Must be alpha. Error will be produced for each missing record, but if all other data is available, record will be processed
<b>First Name:</b> Invalid First Name, all other data available.	Non-Fatal	Invalid First Name	error.invalid.firstname	Must be alpha. Error will be produced for each missing record, but if all other data is available, record will be processed, and message, "Invalid first name on line {0}". Record contained numeric characters. Names must be alpha. The record will be processed and included in calculations. Missing names may create benefit issues for the employee."
<b>Last Name:</b> Missing Last Name, all other data available.	Non-Fatal	Missing Last Name	error.missing.lastname	Must be alpha. Error will be produced for each missing record, but if all other data is available, record will be processed.
<b>Last Name:</b> Invalid Last Name, all other data available.	Non-Fatal	Invalid Last Name	error.invalid.lastname	Must be alpha. Error will be produced for each missing record, but if all other data is available, record will be processed and message, "Invalid last name on line {0}". Record contained numeric characters. Names must be alpha. The record will be processed and included in calculations. Missing names may create benefit issues for the employee."
<b>Last Name and First Name:</b> Missing both First and Last Name, but SSN is available.	Non-Fatal	Missing First and Last Name	error.missing.lastname error.missing.firstname	Must be alpha. Error will be produced for each missing record, but if all other data is available, record will be processed.
<b>Middle Initial:</b> Invalid/Numeric	Non-Fatal	Numeric Middle Initial	error.invalid.middleinitial	Must be alpha. Or display error message: Invalid middle initial on line {0}. Record contained numeric characters. Names must be alpha. The record will be processed and included in calculations. Missing names may create benefit issues for the employee.
<b>UI Gross Wages:</b> Missing Records within Employer or TPA Submission.	Fatal	Missing Gross Wages	error.missing.grosswages	Gross Wages must include at least a "0" and must be a positive numeric value. Records without Gross Wages will not (can not) be included for calculations. Employer can submit "0" hours and "0" wages.

Element: Scenario Description	Record: <i>Specific Line within a File</i>	Edit/Error Message:	Error Code	Notes/Business Rules
<b>UI Gross Wages:</b> Records include comma separating hundreds and thousands within Employer or TPA submission.	Fatal	Gross Wages Contain Commas	error.commas.grosswages	No commas will be accepted, but the decimal for cents will be accepted. If commas are included, for delimited files, the entire file may be off-sync and could create a fatal file error. For TPAs, if all other Employer records are correct, other records will be processed. <b>NOTE: Need to ensure that the system does not move the decimal over two spaces to the left if the decimal is given. For example 5000.00 should read as five thousand not fifty dollars.</b>
<b>UI Gross Wages--:</b> Invalid records/non-numeric in employer or TPA submission.	Fatal	Gross Wages Contain Non-Numeric Values	error.invalid.grosswages	No commas will be accepted, but the decimal for cents will be accepted. If commas are included, for delimited files, the entire file may be off-sync and could create a fatal file error. For Employers, individual records would be rejected, but if all or most records contained this error the file would be rejected. <b>NOTE: Need to ensure that the system does not move the decimal over two spaces to the left if the decimal is given. For example 5000.00 should read as five thousand not fifty dollars.</b>
<b>MA Wages Subject to Withholding:</b> Missing Records within Employer or TPA Submission	Fatal	MA Wages Subject to Withholding Missing	error.missing.DORwithholding wages	MA Wages Subject to Withholding must include at least a "0" and must be a positive numeric value. Records without <b>MA Wages Subject to Withholding</b> will not (can not) be included for calculations
<b>MA Wages Subject to Withholding :</b> Invalid Records within Employer or TPA Submission	Fatal	MA Wages Subject to Withholding Invalid	error.invalid.DORwithholding wages	MA Wages Subject to Withholding must include at least a "0" and must be a positive numeric value. Records without <b>MA Wages Subject to Withholding</b> will not (can not) be included for calculations. No commas will be accepted, but the decimal for cents will be accepted. If commas are included, for delimited files, the entire file may be off-sync and could create a fatal file error. For TPAs, if all other Employer records are correct, other records will be processed. <b>NOTE: Need to ensure that the system does not move the decimal over two spaces to the left if the decimal is given. For example 5000.00 should read as five thousand not fifty dollars.</b>
<b>MA Income Tax Amount Withheld:</b> Missing Records within Employer or TPA Submission	Fatal	MA Income Tax Amount Withheld Missing	error.missing.DORAmount Withheld	MA Income Tax Amount Withheld must include at least a "0" and must be a positive numeric value. Records without <b>MA Income Tax Amount Withheld</b> will not (can not) be included for calculations
<b>MA Income Tax Amount Withheld</b> Invalid Records within Employer or TPA Submission	Fatal	MA Income Tax Amount Withheld Invalid	error.invalid.DORAmount Withheld	MA Income Tax Amount Withheld must include at least a "0" and must be a positive numeric value. Records without <b>MA Income Tax Amount Withheld</b> will not (can not) be included for calculations No commas will be accepted, but the decimal for cents will be accepted. If commas are included, for delimited files, the entire file may be off-sync and could create a fatal file error. For TPAs, if all other Employer records are

Element: Scenario Description	Record: <i>Specific Line within a File</i>	Edit/Error Message:	Error Code	Notes/Business Rules
				correct, other records will be processed. <b>NOTE:</b> Need to ensure that the system does not move the decimal over two spaces to the left if the decimal is given. For example 5000.00 should read as five thousand not fifty dollars.
<b>Hours Worked:</b> Missing Hours Worked within Employer or TPA Submission	Non-Fatal	Missing Hours Worked	error.missing.hoursworked	Missing hours will default to zero
<b>Hours Worked:</b> Invalid/Non-Numeric, Negative, and/or Larger than Possible.	Non-Fatal	Invalid Hours Worked	error.invalid.hoursworked	Negative or non-numeric hours will default to zero. Hours in excess of 999 will default to 999.
<b>Officer Code:</b> Invalid	Non-Fatal	Invalid Officer Codes	error.invalid.officercode	Default to "No" if invalid. Error would be produced.  If missing, system will default to "No" without an error being produced.
<b>Employment (1-2-3):</b> Missing Data	Fatal	Missing 12th of Month Data	error.missing.month12	If the field is left blank, the system will reject the record and provide error message.
<b>Employment (1-2-3):</b> Invalid - Non-Numeric Data	Fatal	Invalid/Non-Numeric 12th of Month Data	error.invalid.month12	If the field is invalid, the system will reject the record and provide error message.
<b>Quarter/Year:</b> Missing quarter/year	Fatal	Missing quarter and year	error.missing.quarteryear	Quarter/year layout: Delimited – yyyyq (Quarter 1 2004 = '20041') ICESA – mmyyyy (last month in the quarter being filed and year, for example Quarter 1 2004 = '032004') EFW2 - mmyyyy (last month in the quarter being filed and year, for example Quarter 1 2004 = '032004')
<b>Quarter/Year:</b> Invalid quarter/year	Fatal	Invalid quarter and year format	error.invalid.quarteryear	Quarter/year layout: Delimited – yyyyq (Quarter 1 2004 = '20041') ICESA – mmyyyy (last month in the quarter being filed and year, for example Quarter 1 2004 = '032004') EFW2 - mmyyyy (last month in the quarter being filed and year, for example Quarter 1 2004 = '032004')
<b>Quarter/Year:</b> Quarter/year for record does not match quarter/year select for online file upload by employer	Fatal	Invalid quarter and year – does not match quarter/year selected	error.invalid.quarteryear	If the quarter/year for the record does not match the quarter/year selected by the employer for the online file upload process, the System will produce a fatal error.

Element: Scenario Description	Record: <i>Specific Line within a File</i>	Edit/Error Message:	Error Code	Notes/Business Rules
<b>Quarter/Year:</b> Quarter/year for record is prior to 2010	Fatal	Invalid quarter and year – prior to 2010	error.invalid.quartery ear	<p>If a record has a quarter/year &lt;2010 and the filing is intended for the &gt; Q4 2009 wage detail process, the system will reject the record.</p> <p>If a record has a quarter year &gt; Q4 2009 and the filing is intended for the Prior to 2010 process, the system will reject the record.</p> <p>Wage records with qtr/yr prior to 2010 should not be mixed with &gt; Q4 2009 records.</p> <p><b>NOTE: Prior to 2010 wage detail is indicated by the user selecting the Prior to 2010 link. For FTP filers a separate folder will be set up for prior to 2010 wage files.</b></p>

## H. ACH CREDIT APPLICATION

(See the following page.)



THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT  
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

**REGISTRATION TO PAY DUA TAXES VIA ACH CREDIT**

Company Name: \_\_\_\_\_

\*DUA Employer Account Number: \_\_\_\_\_

Federal Identification Number: \_\_\_\_\_

Street: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

\*\*Agent/Professional Tax Preparer/Third Party? ID Number: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Email: \_\_\_\_\_

(Please print clearly – you will only receive confirmation via email)

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**Mail form to:** Department of Unemployment Assistance  
Attention: Employer Reports Unit, Revenue Service, 2<sup>nd</sup> Floor  
19 Staniford Street  
Boston, MA 02114

OR

**Fax form to:** (617) 626-6850

Note: After submittal of this registration, if approved, you will be provided via email with the DUA mandated ACH credit record layout and DUA bank account and routing transit numbers.

\*Employers must have a DUA Employer Account Number (EAN) to apply.

\*\*Agent/Professional Tax Preparer/Third Party computing their client's amount owed and/or filing this form on behalf of their clients must register with DUA UI Online system as a TPA and receive a TPA ID number. This TPA ID number must be included on this form as part of the registration for ACH Credit Processing. To apply for a TPA ID number, go to: [www.mass.gov/uima](http://www.mass.gov/uima), and click on: Third Party Administrator (TPA) UI Online login.

If you want to pay online, please register for UI Online and pay via ACH Debit.