

Employer Self Service User Guide

Addendum UI Online for Employers

Massachusetts UI Online System

Department of Unemployment Assistance (DUA)

Commonwealth of Massachusetts

Document Revision History

Date	Version	Responsible	Reason for Revision
6/28/13	1.01	PS	Initial Version
7/1/13	1.02	PS	Revised information on deleting an Attorney/Representative or a Witness
			from an appeal.

Open Items

Date	Open Item	Responsible	Closed date
entered			

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Addendum: UI Online for Employers

On July 1, 2013, the Massachusetts Department of Unemployment Assistance (DUA) rolled out UI Online – an expanded version of the system previously known as QUEST. QUEST was the online system for web-based transactions with DUA for Employers and Third-Party Administrators (TPAs). With UI Online system, Benefits services and data are integrated into the old QUEST system. Going forward, Claimants can also use the self-service web application to interact with DUA.

What this means for Employers is that you will be able to view a lot more information about the benefit charges to your account. The UI Online system also introduces other enhancements to Employer accounts that make the Massachusetts unemployment system easier to use, and centralizes unemployment record keeping and correspondence. Changes include:

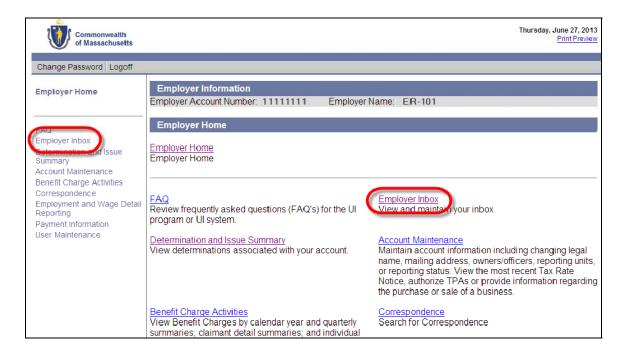
- A new URL: http://www.mass.gov/dua (but use your QUEST Password and ID)
- A new name: UI Online
- An Employer Inbox for your action items from DUA
- Online Request for Wage Information and Lack of Work Notification forms
- A Determination and Issue Summary
- The ability to file an appeal from UI Online
- Benefit charge information, including calendar year summary and detail pages
- A Protest Benefit Charges page within UI Online

See the sections that follow for more information about some of these enhancements.

EMPLOYER INBOX

The Employer Inbox places **items from DUA requiring your attention** in a central location, allowing you to view and act on important issues right from your UI Online account.

- The Inbox lists recent action items from DUA.
- Each item in the list has a unique **Document ID**; the name of the document is also provided.
- Opening a document launches a Questionnaire or Form. Fill in the form and submit it right from your UI Online account.
- Search the Inbox by multiple parameters including date, action, and Claimant.
- Once an item has been acted on, it no longer displays in the Inbox, but it is retrievable from Correspondence.



IMPORTANT NOTE: The Employer Inbox has items currently requiring your attention. However, you can still retrieve all communications generated in UI Online by going to the Correspondence area. See "Correspondence," in the *Employer Self Service User Guide*.

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Opening the Inbox

Open your Inbox by clicking the **Employer Inbox** link in the left navigation pane, or on the Home Page. A search grid displays.



Searching the Inbox

To display all items in the Inbox, click **Search** without entering any parameters.

To filter the search:

- 1. Enter one or more search criteria.
- 2. Click **Search**. Search Results display below the search grid.
- 3. To clear the search criteria and results, click **Reset**.

You can search by these parameters:

- Created on Date
- Action Due Date
- Unit Number
- Social Security Number (to perform a search only by the last 4 digits, put a check in the box)
- Claimant Last Name
- Claimant First Name

The search results display below the search grid, with the following information.

- Document ID (a link that opens the document; see "Displaying a Document")
- Type Benefits (Claimant-related), or Revenue (related to payment of Unemployment tax).
- Name the generic name of the document
- SSN the Social Security Number of the claimant.
- Last Name and First Name of the claimant
- Date Created
- Action Due Date



Displaying a Document

To display a document that is listed in your inbox, click the link in the **Document ID** column. The document displays.

- If the document requires action, the document displays within UI Online. Typically what appears is a Questionnaire. Answer the questions directly on the page. (See "Filling in a Questionnaire.")
- If the document is a Notification only, clicking the Document ID launches a PDF file. Print or save the file.

NOTE: Adobe Acrobat Reader can display PDF files. If you need to install Adobe Acrobat Reader on your computer, click **Download Adobe** .**PDF Reader (Free)** at the lower right corner of the page.



Filling in a Questionnaire

To fill in a Questionnaire:

- 1. Review all the Notices at the top of the page.
- 2. Answer all relevant questions on the page. (See the sample Questionnaire on the next page.)
- 3. Click **Save** if the Questionnaire is long, just in case the system times out before you have finished.
- 4. Click **Save & Continue** if you cannot complete the Questionnaire in one session. This returns you to the Inbox. You can return to the Questionnaire any time **before the due date**.
- 5. When you are finished, put a check in the certification box.
- 6. Click Submit.

If you have omitted any mandatory answers, the Questionnaire cannot be submitted, and UI Online lists each omission in the Notices section at the top of the page. Each notice references the item number of the Questionnaire that needs correction, so you can return and enter the information.

NOTE: If you click **Save & Continue**, the Questionnaire is saved until its due date. Once the due date passes, the Questionnaire will be purged.

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IMPORTANT NOTE: If you submit a form or questionnaire electronically (by entering the information online and clicking Submit), the notice disappears from your Inbox. It will still be referenced in the Determination and Issue Summary. See "Determination and Issue Summary."

Saving a Questionnaire

- To save a Questionnaire while you are working on it, click **Save**.
- To save a Questionnaire and return to the Inbox, click Save & Continue.

NOTE: Saving a Questionnaire does not submit it. Be sure to click Submit when the Questionnaire is complete.

Sample Lack of Work Notification

Employer Information	
Employer Account Number. 11111111 Employer I	Name, ER-101
The following issues were detected with your submission	
Notices	
You must complete the questionnaire below by the d	lue date. Partially completed questionnaires will not be
used to determine eligibility for benefits. (0)	
Click the SAVE button often while completing the qu	
system does time out you will lose any data that has not	been savea. (U)
question does not apply, you may answer accordingly. Th	equired to complete and submit this questionnaire no
Notification - Employer Questionnaire	
LACK OF WOR	K NOTIFICATION
	Employer DUA Number: 11111111
ER-101	Claimant Name: Roberthrz Z. Smithhrz
19 STANIFORD ST BOSTON, MA 02114-2502	Claimant SSN: ***-**- 5329 Claim Number: 201301
500 TON, MIR 02 114-2002	Claimant ID: 10104730
The Claimant listed above has applied for Dogular I II upo	employment hanofite on 8/20/2012 and you have been
The Claimant listed above has applied for Regular Ul una listed as a recent employer on this claim. The Claimant h 6/7/2013 and listed lack of work as the reason for separa	as indicated they had worked for you from 4/1/2012 to
Loopfirm that the claimant congreted due to a lack of	f work (permanent, temporary or seasonal layoff, reduction
in force, position eliminated, temporary or permaner	
Notice provided in writing: ☐ Yes ☐ No	••••
The claimant did not work for me during the time per If the claimant did not separate due to a lack of work	
□ Quit:	
☐ Job Dissatisfaction	Related Issues:
☐ Domestic Circumstances ☐ Temporary Agency Employmert	Severance, Pay in Lieu of Notice, Termination, ☐ Continuation Pay, (All pay is contingent upon a
□ Other	signed release of claims).
□ Discharged:	Severance, Pay in Lieu of Notice, Termination,
Did not meet performance standards - No Misconduct	☐ Continuation Pay, (No release of claims for either some or all of the pay).
☐ Attendance	□ Vacation/Sick Pay
 □ Violation of Employer Rule or Policy □ Other 	☐ Holiday Pay
□ Conviction	☐ Pension {Union or Employer Pension; 401(k)} ☐ Labor Dispute
☐ Suspended	☐ Still Employed
Leave of Absence	□ Part-Tme
Reasonable Assurance (educational institution only)	□ On Call
IMPORTANT: To protect your rights to dispute this of must complete and return this notice in full: online (via you	
Employer Certification: I certify, under pains and penaltie	s of periury that all information proyided in this filing is
complete and true to the best of my knowledge and belie Employer Representative Name:	
Employer Representative Signature:	Date: (mm/dd/yyyy) Phone:
□ I certify the above infor	mation is true and correct *
Previous Save S	Save & Continue Submit

Sample Request for Wage Information

Employer	Informatio	n										
Employer Ac	count Numi	ber: 111	11111		Employer	Name: El	₹-101					
The following	issues we	re detecte	d with your	submissio	on:							
Notices You mus	t complete	the guesti	onnaire he	low by the	duo data	Dortiolly o	omploted a	guactionna	iroc will no	t ha usad t	o dotormii	ao oligibility
for benefits.		tile questi	Officialle De	now by the	due date.	railially C	ompleted (questionna	ires will no	it be useu i	o determin	le eligibility
Click the	SAVE but			_	questionna	ire to ensu	ire the syst	tem does r	not "time or	ut." If syster	m does tim	ne out you
will lose any	data that h	as not bee	n saved. (0))								
The following you may answ required to dater than 7/8/	ver accordi complete a	ingly. There	e is room a	t the botto	m to add a	additional	relevant inf	ormation. I	n order to	protect y	our rights	s, you are
Notificatio	n - Emplo	yer Quest	ionnaire									
REQUEST	FOR WAG	GE INFOR	MATION									
ER-101								mployer D			1111	
19 STANIFO								aimant Na aimant S		L. Lane		
BOSTON, MA							CI	aimant ID	509			
The claimant paid the clain this claimant.	nant wages	s; however	, we do not	have all c	f the nece	ssary quar	terly wage	detail infor	mation to	determine	monetary e	
	_			Base Po	eriod Emp	oloyment	for Lana L	Lane				
	4/1/2	2012 - 6/30	/2012		2012 - 9/30			2012 - 12/3	31/2012	1/1/:	2013 - 3/3	1/2013
UI Gross Wages:	\$			\$			\$			\$		
MA Wages												
Subject to Withholding	\$			\$			\$			\$		
MA Income	•											
Tax Amount	\$			\$			S			\$		
Withheld: Did employee	2											
perform												
services during the	Month 1	Month 2	Month 3	Month 1	Month 2	Month 3	Month 1	Month 2	Month 3	Month 1	Month 2	Month 3
payroll period	○ Yes	© Yes	○ Yes	○ Yes	© Yes	○ Yes	© Yes	© Yes	○ Yes	© Yes	○ Yes	○ Yes
which includes the	O No	○ No	O No	C No	O No	C No	○ No	○ No	C No	○ No	○ No	O No
12th of the												
month?												
IMPORTANT	: To prote	ect your ri	ghts to di	spute this	s claim an	d/or resu	Iting char	ges to you	ır accoun	t you must	complete	and return
this notice in	full: online ((via your "ii	nbox") or p	ostmarke	d by 7/8/20	13.						
Employer Ce best of my kn			ider pains	and pen	alties of p	erjury, tha	it all inform	ation provi	ded in this	filing is co	mplete an	d true to the
Employer Re	oresentativ	ıe Name∙					Pho	nne.				
	500man		Refu	rn form t	: DUA P	O. Box 9/		on, MA 02	114	1		
			Notu		J. 50A, 1		. 1, 50311	, IIIA 02				
				Previous	Save	Save & 0	Continue	Submit				

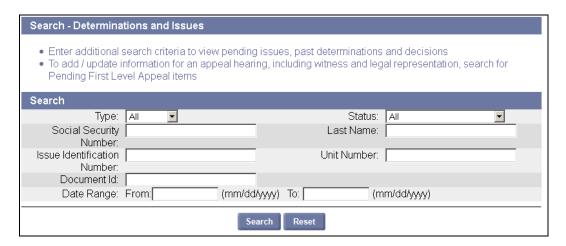
DETERMINATION AND ISSUE SUMMARY

The **Determination and Issue Summar**y page provides a list of determinations (issue decisions) and pending issues.

Accessing the Determination and Issue Summary Page

Access the page as follows:

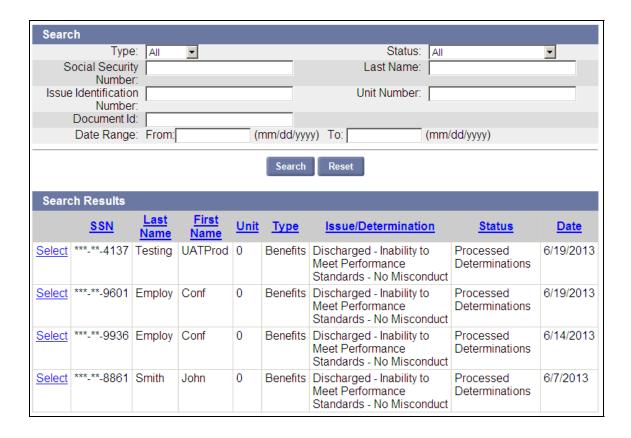
- 1. Log in to UI Online.
- Click the Determination and Issue Summary link in the left pane. The Search Determinations and Issues page displays.



Searching for Determinations or Issues

Search as follows:

- 1. Access the **Determinations and Issue Summary** page.
- 2. Enter one or more of the following search criteria in the Search grid:
 - Type (Benefits or Revenue)
 - Social Security Number
 - Issue Identification Number
 - Document ID
 - Status
 - Last Name
 - Unit Number
 - Date Range
- 3. Click **Search**. The search results display below the search grid.
- 4. Click the **Select** link of a specific Issue or Determination in the search results to view the details.



Viewing Details about an Issue or Determination

You can view the details about a specific Issue or Determination as follows:

- 1. Access the **Determination and Issue Summary** page.
- 2. Search for the Issue or Determination.
- 3. Click Select in the row of the specific Issue or Determination you want to view.

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Depending on the link you click, you may display one of the following

- Revenue Determination
- Employer Eligibility Determination
- Benefits Determination

An Employer Eligibility Determination



A Revenue Determination

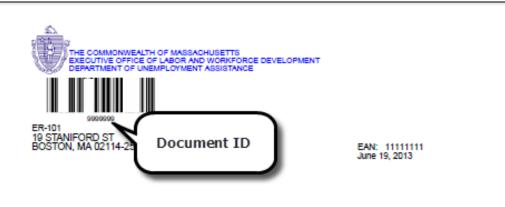


Viewing a Determination

If a determination can be viewed, the View Determination link appears.

To view a determination, click the View Determination link.

Sample Determination:



Claimant Name: Roberthrw W. Smithhrw

Issue Identification Number: 0021 1495 42-01

Appeal Due Date: 7/1/2013

Notice of Approval

Reasoning and Findings

You discharged the claimant due to inability to meet with your satisfaction with respect to the quality and/ or quantity of work produced. Such failure was not due to any deliberate lack of effort by the claimant. Therefore, the claimant's discharge was not attributable to deliberate misconduct in willful disregard of the employing unit's interest.

Applicable Section of Law

Massachusetts General Law Chapter 151A, §25(e)(2)

Effect of this Determination

The claimant is eligible to receive benefits beginning 4/28/2013 as long as all other eligibility requirements are met.

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FILING AN APPEAL

UI Online allows Employers to file an appeal of a determination. If the determination may be appealed, the File Appeal button displays at the bottom of the page.

To file an appeal:

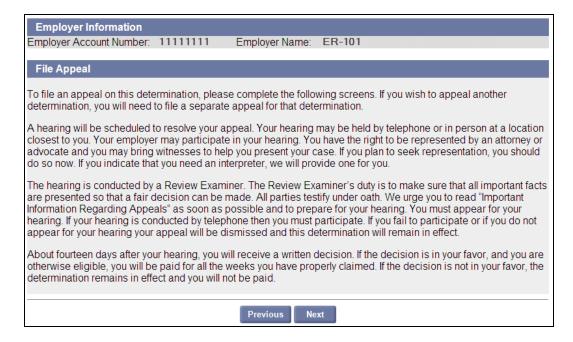
- 1. Access the **Determination and Issue Summary** page.
- 2. Search for the determination.
- 3. Click **Select** in the row for the determination. The **Determination** page displays.



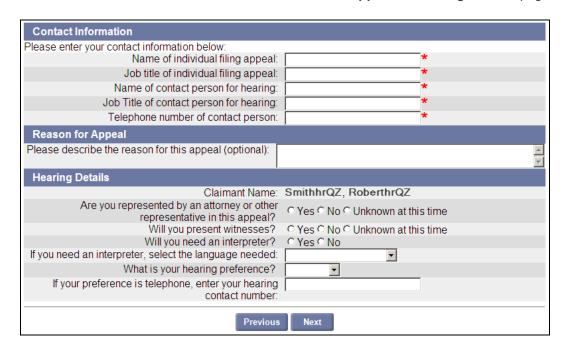
- 4. Click View Determination. A PDF document displays. Print and/or save the document.
- 5. Close the document.

NOTE: An appeal cannot be filed until and unless you have viewed the determination.

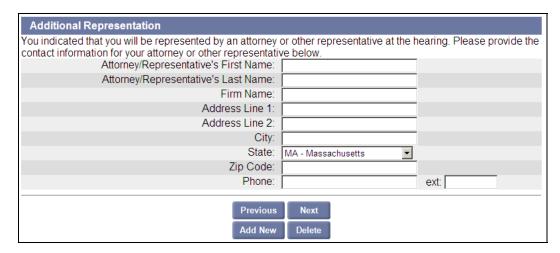
6. Click **File Appeal**. The **File Appeal** page displays.



7. Click Next. The Contact Information / Reason for Appeal / Hearing Details page displays.



- 8. Answer the questions on the page.
- 9. If you answered **Yes** to the question, <u>Are you represented by an Attorney or other Representative in this appeal</u>, the **Additional Representation** page appears.
 - If you are only adding **one** Attorney/Representative:
 - o Enter the Attorney/Representative's Name, Firm, address, and phone.
 - Click Next.
 - Select an Address in the Address Validation page and click Next to continue with the Appeal.



- If you are adding **several** Attorney/Representatives:
 - o Enter the Attorney/Representative's Name, Firm, address, and phone.

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- Click Add New.
- Select an Address in the **Address Validation** page and click **Next**. This returns you to the Additional Representation page.

- o Repeat this process for each Attorney/Representatives except the last.
- o After entering information about the last Attorney/Representative, click Next.
- Select an Address in the Address Validation page and click Next, and continue with the Appeal.
- To clear the information about an Attorney/Representative, click **Delete**. (To delete an
 Attorney/Representative after you have left submitted the appeal, see the section, "Modifying
 Appeal Information.")
- 10. If you answered **Yes** to the question, Will you present Witnesses? the **Witness List** page appears.
 - If you are only adding **one** Witness, enter the Witness's name and click **Next** to continue with the appeal.
 - If you are adding several Witnesses:
 - o Enter the Witness's name.
 - o Click Add New.
 - o Repeat this process for each Witness except the last.
 - o After entering information about the last Witness, click **Next**, and continue with the Appeal.



- To clear the information about a Witness, click **Delete**. (To delete a Witness after you have left submitted the appeal, see the section, "Modifying Appeal Information.")
- 11. Review the information in the **Appeal Confirmation** page. If you need to make changes, click the **Modify** button just under the section you want to edit. (See the following page.)



12. Click Submit.

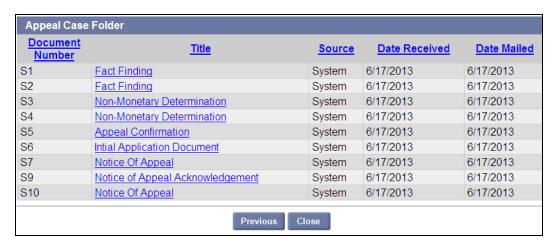
This completes the process of filing an appeal.

Viewing Appeal Case Documents

- 1. Log in to UI Online.
- 2. Access the **Determination and Issue Summary** page.
- 3. Search for the determination.
- 4. Click **Select** in the row for the determination. The **Determination** page displays.
- 5. At the bottom of the page, select View Appeal Case Documents and click Next.



6. Display a PDF version of each case document by clicking its Title link.



Withdrawing an Appeal

To withdraw an appeal:

- 1. Log in to UI Online.
- 2. Access the **Determination and Issue Summary** page.
- 3. Search for the determination.
- 4. Click **Select** in the row for the determination. The **Determination** page displays.
- 5. At the bottom of the page, select ${f Withdraw\ Appeal}$ and click ${f Next}.$
- 6. On the Withdraw Appeal page, put a check by the box and click Withdraw.

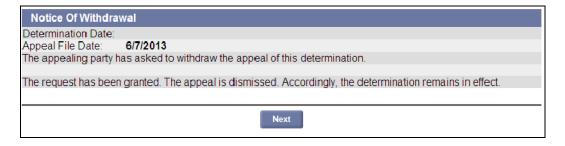
15 7/1/13



7. On the Withdraw Appeal Confirmation page, click Yes or No.



8. The Notice of Withdrawal page appears. Click Next.



NOTE: Once an appeal has been withdrawn, information about it can still be viewed from the Monetary Determination page.



Modifying Appeal Information

Modify appeal information to add or remove Representatives or Witnesses to the appeal. Employers can only add or remove an Employer Representative or an Employer Witness.

- 1. Log in to UI Online.
- 2. Access the **Determination and Issue Summary** page.
- 3. Search for the determination.

- 4. Click **Select** in the row for the determination. The **Determination** page displays.
- 5. At the bottom of the page, select **Modify Appeal Information** and click **Next**. The **Manage Appeal Participants** page displays.



- To add a participant, click Add Participant. Select the participant type, enter the name, and click Next.
- To delete a participant, select the participant, and click **Delete Participant**.
- To modify a participant, select the participant, and click Modify Participant. Edit the information and click Next.

Generating a Cover Sheet

If you need to mail in additional pieces of information in support of your appeal, you can generate a cover sheet to include with the mailing. (Including a cover sheet with the mailing expedites handling.)

Generate a cover sheet as follows:

- 1. Log in to UI Online.
- 2. Access the **Determination and Issue Summary** page.
- 3. Search for the determination.
- 4. Click **Select** in the row for the determination. The **Determination** page displays.

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5. Click the **Generate** button at the bottom of the page.

A document with the cover is placed in your **Inbox**.

BENEFIT CHARGE ACTIVITIES

The UI Online system provides a Benefit Charge Activities area for Employers. Use this area to search for Employees, view summary and detail information about your benefit charges, protest benefit charges using a form within UI Online, and more.

The Benefit Charge functions being introduced include:

- Benefit Charges Search
- Calendar Year Summary and Detail
- Rated Year Summary
- Monthly Benefit Charge Download
- Benefit Charge Protest

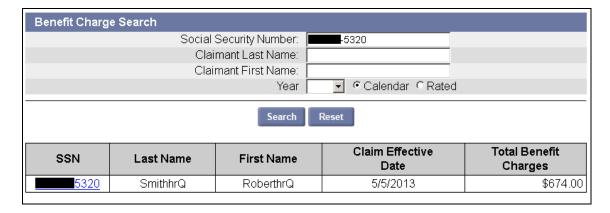
Accessing the Benefit Charge area

- 1. Log in to UI Online.
- 2. Click **Benefit Charge Activities**. The links for each function display in the left navigation pane and in the main pane.

Benefit Charges Search for Claimant Information

To search for Claimant information:

- 1. Click Benefit Charge Activities.
- 2. Click **Benefit Charges Search**. The Benefit Charge Search page displays.
- 3. Enter search criteria.
- 4. Click **Search**. (Click Reset to clear the search criteria and begin a new search.) Search results display below the search grid.



- 5. Click a link in the SSN column to view more information about the Claimant, including:
 - Claimant Account Summary Information
 - SSN
 - Last Name
 - First Name
 - Claim Effective Date

- o DA (Dependency Allowance)
- o Maximum Potential Benefits Allowed
- Total Charges
- Individual Claimant Detail Information
 - o Transaction Date
 - o Week Paid
 - o Unit
 - Activity
 - o Benefit Charges
 - o DA
 - o Program
 - o Total Benefits Charged
 - o Charge Type
 - o Ownership Type
 - o Non Profit

Claimant Acc	ount Summ Last Na		nformatio First Na	me	Clain ffective	•	DA	Po Be	ximum itential enefits lowed	Total Cha	rges
-5320	Smithhr	Q	Roberth	rQ	5/5/201	13	\$0.0	0 \$2	20,220.00	\$6	674.00
Individual Claimant Detail Information											
Transaction Date	Week Paid	<u>Unit</u>	Activity	Benefit Charge:	1 110	Progra	am B	<u>Total</u> enefits narged	Charge Type	Ownership Type	Non Profit
6/6/2013	5/18/2013	0	Payment	\$674.00	\$0.00	Regu	ılar Ul	674.00	<u>C</u> ®	Private	No
Previous											

6. Click **Previous** to return to the Search page.

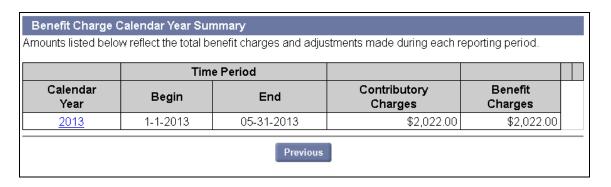
Calendar Year Summary and Detail

To view calendar year summary and detail information:

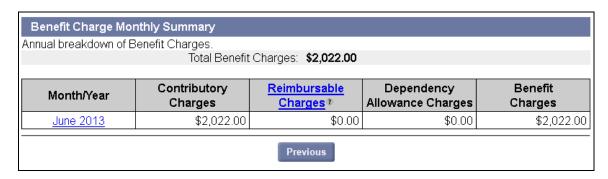
- 1. Access the Benefit Charge Activities page.
- 2. Click the **Calendar Year Summary and Detail** link to view current calendar year information through the most recent reporting period. Information includes:

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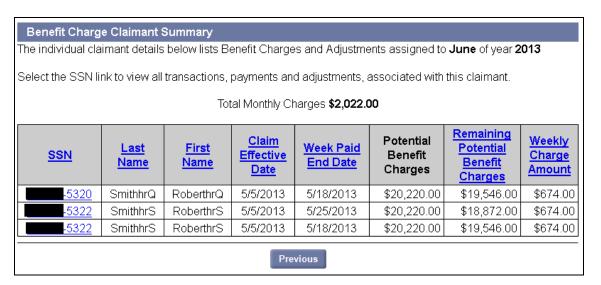
- Calendar Year
- Time Period Begin and End dates
- Contributory Charges
- Benefit Charges



3. Click the link in the **Calendar Year** column to view detailed information by month. The **Benefit Charge Monthly Summary** displays.



4. View information for a specific month by Claimant by clicking a link in the **Month/Year** column. This displays the **Benefit Charge Claimant Summary** page.

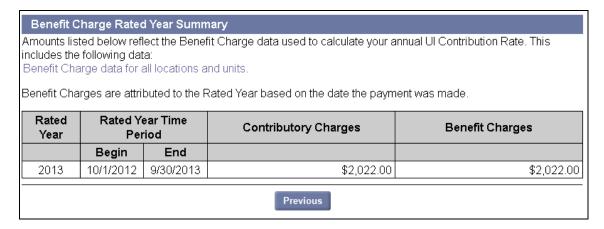


5. View information about a specific Claimant by clicking the link in the **SSN** column. This displays the same Claimant information that can be seen by performing a Claimant search and viewing details. See "Benefit Charges Search for Claimant Information" for the information that displays.

Rated Year Summary

To display the Benefit Charge Rated Year Summary page:

- 1. Access the **Benefit Charge Activities** page.
- 2. Click Rated Year Summary.
- 3. Click **Previous** to return to the Benefit Charge Activities page.



Monthly Benefit Charge Download

To download a detailed monthly benefit charge statement do the following:

- Access the Benefit Charge Activities page.
- 2. Click Monthly Benefit Charge Download.

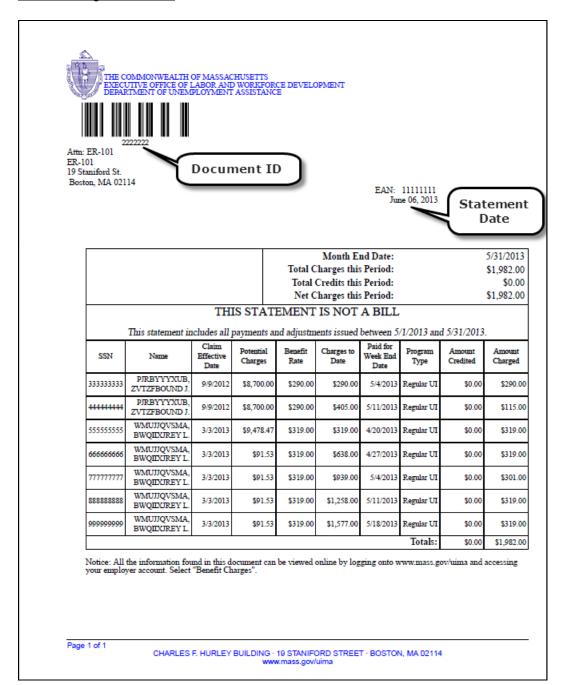


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- 3. Select a Month and Year.
- 4. Click Search.
- 5. Follow the prompts to download the file.

Viewing the Benefit Charge Statement

Benefit Charge Statement



Benefit Charge Request for Review of Charges (included after Benefit Charge Statement)

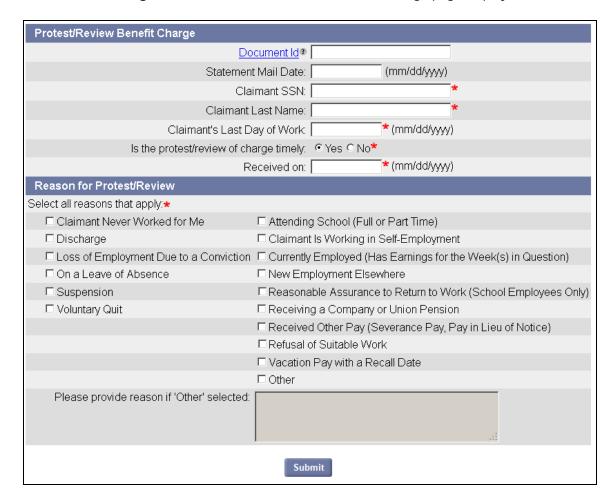
to represent a separate document (if used) Request for Review of Charges Employer Account Number: 11111111 Employer Name: ER-101 Please find the request for Review of Charges for the following: Name: SSN: Reason for Protest: Day of Protest: MPORIANT: A request for Review of Charges, must be submitted within 30 days from the mailing date on the form 1088 you received from DUA. You may file a request for Review of Charges by logging into your Employer Account at www mass gov/dua/via Benefit Charge Activities Benefit Charge Protest)	THE COMMONWEALTH OF MASSACHUSETTS EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT DEPARTMENT OF UNEMPLOYMENT ASSISTANCE 3333333 Department of Unemployment Assistance	
Employer Account Number: 1111111 Employer Name: ER-101 Please find the request for Review of Charges for the following: Name: SSN: Reason for Protest: Name: SSN: Arequest for Review of Charges, must be submitted within 30 days from the mailing date on the form 1088 you received from DUA. You may file a request for Review of Charges by logging into your Employer Account at www.mass.gov/dua(via Benefit Charge Activities > Benefit Charge Protest) or	Charles F. Hurley Building Boston, MA 02114 Document ID, to represent a separate document	
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You may print this form and provide the name, SSN, and your reason for protesting charges. Mail the filled in form to Employ Charge Unit at the above address or FAX to (617) 626-5174.	or	
	You may print this form and provide the name, SSN, and your reason for protesting. Charge Unit at the above address or FAX to (617) 626-5174.	g charges. Mail the filled in form to Employ

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Benefit Charge Protest

To protest a benefit charge complete the following steps:

- 1. Access the Benefit Charge Activities page.
- 2. Click Benefit Charge Protest. The Protest/Review Benefit Charge page displays.

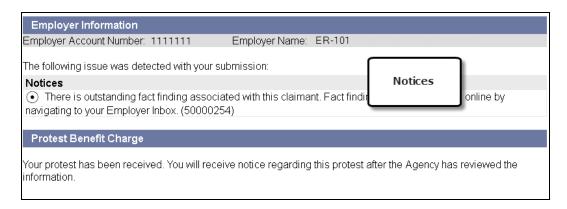


NOTE: The **Document ID** is located on the Benefit Charge Statement just under the bar code.

- 3. Fill in information as requested.
- 4. Click Submit.
- 5. You may be asked to provide additional details about the reason for the protest in one or more pages. Proceed as directed on each page.

6. After you have answered all questions, a confirmation page displays.

NOTE: To avoid delay, be sure to address any notices relating to the protest.



Viewing a Benefit Charge Protest

A PDF document of your protest will appear in your Correspondence on the day after the protest is filed. To view the protest:

- 1. Log in to UI Online.
- 2. Click Correspondence
- 3. Enter search parameters and click **Search**. The Search Results display.



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4. Click the **Document ID** to view the PDF of the correspondence.