

ADDRESS INFORMATION

Introduction	<p>This section describes how to:</p> <ul style="list-style-type: none"> View and modify the primary address information on an Employer account. View Employer address history. View and modify Correspondence Preferences that designate whether you receive official correspondence from DUA via US Mail, or Email.
Additional Information	<p>An Employer account can have up to six different types of addresses:</p> <ul style="list-style-type: none"> Legal Physical Location Mailing Business Records Location Benefits Charge Wage and Separation <p>There can only be one address per address type.</p> <p>NOTE: 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 Maintain Reporting Units 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 screenshot shows the QUEST Employer User Interface. At the top left is the Commonwealth of Massachusetts logo. The top right shows the date 'Thursday, July 14, 2011' and a 'Print/Preview' link. Below the header is a navigation bar with 'Change Password' and 'Logout'. 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' (with sub-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'). The right column 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: 'View Employer Account Profile', 'Address Information' (circled in red), 'Employer Appeals', 'Maintain Employer Name', 'Maintain Owners/Officers', and 'Maintain Employer Reporting Units'. The 'Address Information' link is highlighted with a red circle.

- 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

The screenshot shows the 'Address Information' section of the employer user interface. It includes a table with columns for 'Address Type', 'Employer/TPA', and 'Residence Code'. The 'Address Type' column contains several blue hyperlinks: 'Legal', 'Physical Location', 'Mailing', 'Business Records Location', 'Benefits Charge', 'Wage and Separation', 'View Employer Address History', and 'Correspondence Preferences'. Three callout boxes provide instructions: one points to the 'Address Type' column with the text 'Click a link in the Address Type column to view or modify an address'; another points to the 'View Employer Address History' link with the text 'Click to view Address History'; and a third points to the 'Correspondence Preferences' link with the text 'Click to view or modify 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**.)

The screenshot shows the 'Modify Address' page. At the top, it displays 'Third Party Administrator' and fields for 'TPA ID' and 'TPA Name'. Below this is the 'Modify Address' section with the instruction 'Enter address information below and click 'Save''. The form contains several fields: 'Address Type' (set to 'Mailing'), 'Attention', 'Address Line 1', 'Address Line 2', 'City' (set to 'Boston'), 'State' (set to 'MA - Massachusetts'), 'Zip Code' (set to '02114'), 'Country', 'Phone', 'Fax', and 'E-Mail'. Red asterisks are visible next to 'Address Line 1', 'City', and 'Country'. At the bottom are 'Previous' and 'Save' buttons. A callout box points to the 'Address Type' field with the text 'Address Type'. Another callout box points to the 'E-Mail' field with the text 'This email address is secondary information. Official correspondence is sent to your primary email.'

- 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

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").

- 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: [REDACTED]
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

- Optional: update other addresses with the same information by checking an additional address box.
- 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 system. At the top, there are fields for 'Employer Account Number' and 'Employer Name'. Below this is the 'Address Type' dropdown menu, currently set to 'All'. A callout box lists the available address types: All, Benefits Charge, Business Records, Location, Legal, Mailing, Physical Location, and Wage and Separation. 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 table of search results with columns for 'Address Type', 'Attention', 'Address', 'Phone', and 'Email'. A callout points to the table with the text 'View Search Results'. The table contains several rows of data, including 'Business Records Location' with address 'MA 018601110' and 'Legal' entries with dates like '7/29/2011' and '12/4/2009'.

Address Type	Attention	Address	Phone	Email
Business Records Location		MA 018601110		
Legal		Merrimac		
Legal		MA 018601110		7/29/2011
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 are fields for 'Employer Account Number' and 'Employer Name'. Below this is the 'Communication Method' section. A callout box points to the 'Communication Method' dropdown menu, which is currently set to 'Email', with the text 'Select Email or US Mail'. Below the dropdown is the 'Communication Email' field, which contains the text 'email.address@detma.org'. A callout box points to this field with the text 'Enter Email Address'. At the bottom of the page are 'Cancel' and 'Submit' buttons.

4. Click **Submit**.