

## 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).

The screenshot shows the QUEST Employer Home interface. At the top left is the Commonwealth of Massachusetts logo. The date is Tuesday, July 19, 2011. Below the logo are links for 'Change Password' and 'Logoff'. The left navigation pane includes: Employer Home, FAQ, Workflow - My Inbox, Account Maintenance, **Benefit Charge Activities** (circled in red), Correspondence, Employment and Wage Detail Reporting, Payment Information, and User Maintenance. The main content area has a header for 'Employer Information' with masked fields for 'Employer Account Number' and 'Employer Name'. Below this is another 'Employer Home' header. The main content area contains three columns of links and descriptions: 'FAQ' (Review frequently asked questions...), 'Workflow - My Inbox' (View any action items...), 'Account Maintenance' (Maintain account information...), and 'Benefit Charge Activities' (View Benefit Charges by calendar year...).

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.

The screenshot shows the QUEST 'Benefit Charge Activities' page. The left navigation pane has 'Benefit Charge Activities' expanded, showing sub-links: 'Benefit Charges Search', 'Calendar Year Summary and Detail', and 'Rated Year Summary'. The main content area has a header for 'Benefit Charge Activities'. Below this are two columns of links and descriptions: 'Benefit Charges Search' (Search Benefit Charge Data.) and 'Rated Year Summary' (View historical Unemployment Benefit Charges by rated year.).

## 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**.

The screenshot shows the QUEST Employer User Guide interface. At the top right, it displays the date "Tuesday, July 19, 2011" and a "Print Preview" link. The main navigation menu on the left includes "Employer Home", "FAQ", "Workflow - My Inbox", "Account Maintenance", "Benefit Charge Activities", "Correspondence", "Employment and Wage Detail Reporting", "Payment Information", and "User Maintenance". The "Benefit Charge Activities" section is expanded, showing "Benefit Charges Search" (circled in red), "Calendar Year Summary and Detail", and "Rated Year Summary".

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

The screenshot shows the "Benefit Charge Search" form. It includes fields for "Social Security Number", "Claimant Last Name", and "Claimant First Name". There is a "Year" dropdown menu set to "2009" and radio buttons for "Calendar" (selected) and "Rated". A "Search" button and a "Reset" button are at the bottom. Callouts point to the "Search" button and the "Social Security Number" field.

4. The search results display under the search grid.

The screenshot shows the search results table. The table has the following columns: "SSN", "Last Name", "First Name", "Claim Effective Date", and "Total Benefit Charges". A single row of results is displayed, with the SSN "000-00-0000" circled in red.

SSN	Last Name	First Name	Claim Effective Date	Total Benefit Charges
000-00-0000			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		
<input type="button" value="Previous"/>							

## 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

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

Employer Information				
Employer Account Number: [REDACTED]		Employer Name: [REDACTED]		
Benefit Charge Monthly Summary				
Annual breakdown of Benefit Charges.				
Total Benefit Charges: <b>\$517.59</b>				
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

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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 <b>December</b> of year <b>2009</b>							
Select the SSN link to view all transactions, payments and adjustments, associated with this claimant.							
Total Monthly Charges <b>\$517.59</b>							
SSN	Last Name	First Name	Claim Effective Date	Week Paid End Date	Potential Benefit Charges	Remaining Potential Benefit Charges	Weekly Charge Amount
[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: [REDACTED] Employer Name: [REDACTED]

**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

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