QUEST - Employer User Guide

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 |

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).
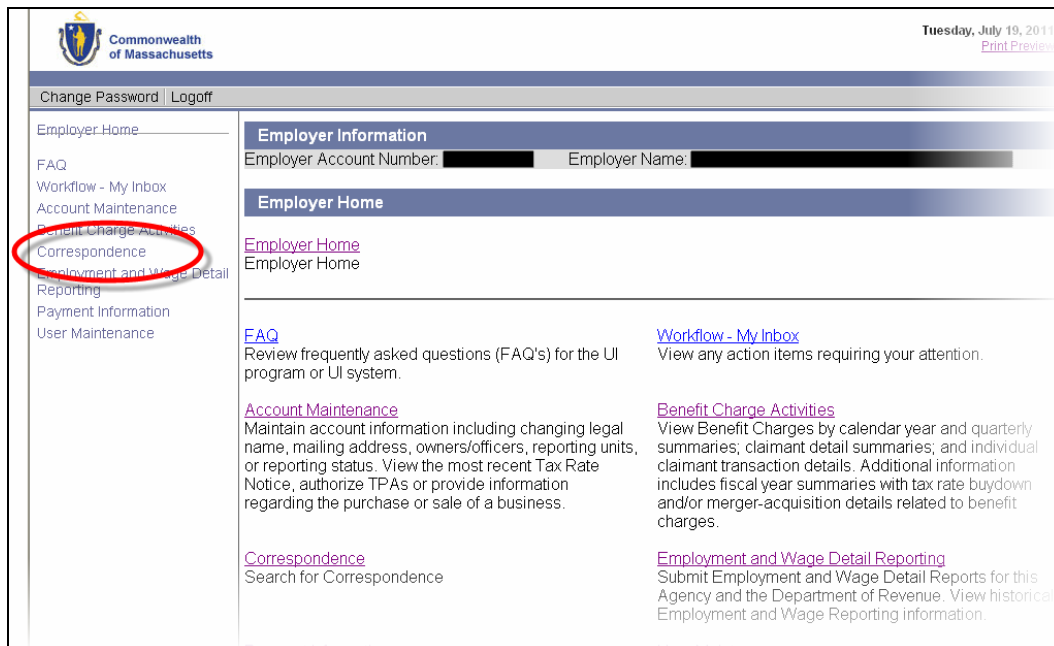
2. The **Correspondence** page appears.

SEARCHING FOR CORRESPONDENCE

Search for correspondence by performing the following steps:

1. Log in to QUEST and click **Correspondence**.

2. Click **Search**.

Employer Information	
Employer Account Number: ████	Employer Name: ████
Correspondence	
<u>Search</u> Search for Correspondence	

3. The **Correspondence Search** page appears. Enter **Date Range From** and **To** dates. Click **Search**.

Employer Information	
Employer Account Number: ████	Employer Name: ████
Correspondence Search	
Date Range From: [ ] (mm/dd/yyyy)	To: [ ] (mm/dd/yyyy)
Search 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
64204	12/21/2009		Third Party Administrator Role Assignment Notification - Employer
738745	3/16/2010		Notice of Employer's Unemployment Insurance Contribution Rate
238565	1/11/2010		Submit Wage Detail 1st Reminder
1768718	3/3/2011		Notice of Employer's Unemployment Insurance Contribution Rate