

## 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>