Employer Self Service User Guide

DUA QUEST Project

Department of Unemployment Assistance (DUA)

Commonwealth of Massachusetts

April 29, 2014
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QUEST Quick Start
HOW TO START WITH QUEST

Introduction

How you start with QUEST depends on whether you are a regular user or an Administrator who is setting up your QUEST account.

For Regular Users

Regular users can start using QUEST once they are notified that their account is ready. Start with these sections to get up and running:

- QUEST Requirements
- Accessing QUEST
- Navigation and Software Tips

For Administrators

Before regular users can use QUEST, an Administrator must set up the Employer account, create users, and (if applicable) authorize Third Party Administrators (TPAs) to act on your behalf.

Registering or Activating the Account

An Administrator must set up the Employer account – either by registering it, or activating it – before QUEST can be used.

- If your business was established after December 7, 2009 or you have not yet conducted business with the Massachusetts Department of Unemployment Assistance (DUA), you must register with the DUA before you can use QUEST. Start with the section, Employer Registration.
- If your firm conducted business with the DUA before the QUEST system was rolled out on December 7, 2009, then an Employer account was probably already created on your behalf. However, you must activate the account before you can use QUEST. Start with the section, Account Activation.

Creating Additional QUEST Users

The person who completes the Employer registration or account activation is assigned the Employer System Administrator role by default. This user receives login credentials to access the QUEST self-service account during the registration/activation process.

This user can in turn add additional users to the QUEST account. New users can be assigned the Employer System Administrator role or any of six other roles. For detailed instructions, see the section, User Maintenance.

Authorizing Your TPA(s)

Some Employers contract with Third Party Administrators (TPA) to perform accounting and/or payroll services. Many of these TPAs routinely conduct business with DUA on behalf of those Employers. If you use any TPA(s) you must authorize them from within QUEST to act on your behalf. See TPA Authorization under the Account Maintenance section for instructions.

For each TPA you authorize you must enter the TPA ID that was issued by DUA, and assign the roles that are specific to the functions you want the TPA to perform. DUA recommends that you coordinate with your TPA(s) to arrange authorization.
GETTING SUPPORT FROM DUA

Revenue Services Main Number  617-626-5075
   General Inquiries
   Account Activation
   Temporary User ID/Password for Account Activation

Passwords  617-626-5551
   User ID/Password for QUEST
   Password Reset (for permanent passwords only)

Employer Liability  617-626-5050
   New Account Registration
   Closing an Account
   Address change
   Method of Payment
   Third Party Administrator Update

Business Transfers  617-626-5272
   Change of Ownership
   Purchase, sale or transfer of business
   Change in organizational type
   Reporting new Federal Tax ID number

Tax Rates  617-626-6893
   Experience Rating Information
   Voluntary Contribution Program
   Annual Rate Notice

Contributory Benefit Charges  617-626-6350
   Statement of Benefit Charges/Protests

Reimbursable Benefit Charges  617-626-5790
   Bills/Charge Reviews

FUTA Certifications  617-626-5790

ACH Credit Applications  617-626-5790

Employment and Wage Reporting  617-626-5243
   How to file employment and wage detail reports
   How to make payments

Adjustments/Refunds  617-626-5090
   Employment and Wage Detail adjustments
   Refunds
   Payment information
   Out of State Wage Detail Credits
QUEST - Employer User Guide

Revenue Collections
Payment Plan 617-626-5770

Enforcement 617-626-5750
Notice and demand for payments
Tax Liens and Bankruptcy
Tax Intercept

Revenue Audit
Boston 617-626-6820
Western Region 413-452-4725

Claimant Overpayment Recovery 617-626-6300

Seasonal Employer Certification 617-626-5451

Fair Share Contributions 617-626-6080

Wage Processing 617-626-5039
Calls for Monetary Employers for 1062 & 1074 Applicants requesting alternate base periods Applicants for wages W-2 pay stubs (form 1099)

Economic Data 617-626-5744
LMI and Career Information
Resource Center
Local Area Unemployment Statistics

Mass Career Information System 617-626-5718

24-Hour Fraud Hotline 800-354-9927

Hearings Department
Greater Boston Regional Hearings Office 617-626-5200
Northeast Regional Hearings Office (Lawrence) 978-738-4400
Southeast Regional Hearings Office (Brockton) 508-894-4777
West/Central Regional Hearings Office (Springfield) 413-452-4700

Web Address: www.mass.gov/uima
QUEST REQUIREMENTS

To run the QUEST software the following are required:

A connection to the Internet

Web browser software. Any of the following browsers are recommended:

- Microsoft Internet Explorer, versions 6, 7, 8, 9.
- Mozilla Firefox, versions 1, 2.
- Apple Safari, versions 2, 3.
- Netscape Navigator, versions 8, 9.

Adobe Acrobat Reader, versions 7, 8.

IMPORTANT BROWSER SETTINGS:

- Add https://uionline.detma.org to the list of Trusted Sites.
- Disable pop-up blockers.
# SYSTEM OVERVIEW

| Introduction to QUEST | 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 Revenue system was rolled out in December of 2009. 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 QUEST TPA Self Service User Guide. It can be found on [www.mass.gov/uima](http://www.mass.gov/uima).) |
| REVENUE System | The DUA QUEST Revenue System automates the Registration, Wage and Employment Reporting, and Tax Calculation and Payment processes with the following time-saving improvements: |
| | • Employers can get complete up-to-date account information and access and maintain their accounts online, via self service. |
| | • Wage and Employment filings, UI and UHI Tax filings can be completed in a single process. |
| | • Third Party Administrators can file electronically and process multiple records at the same time using file uploads. |
| | • Employers can use online processing for quarterly tax filing and either manually enter data, or upload files for larger submissions. |
| | • Employers and Third Party Administrators can make secure online payments. |
| Disclaimer: | 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 [www.mass.gov/dua](http://www.mass.gov/dua) for Unemployment Insurance Program Policies and Procedures. |
ACCESSING QUEST

Introduction

This section describes how to access the QUEST system.

- **Most new users** typically access QUEST for the first time by clicking the link in an email they receive. See the section, *First Time Account Access with Emailed Link*.
- **After their first time** accessing QUEST, **all users** can log in from the DUA website. See the section, *Logging In*.

**IMPORTANT NOTE:** The **System Administrator** who registers or activates the Employer account will access QUEST for the first time using a different login process. See the section, *First Time Login After Registration* or the section, *First Time Login After Account Activation*.

**First Time Account Access with Emailed Link**

When your System Administrator creates an account for you, the QUEST system automatically generates an email message containing a link.

1. Click the link in the email message to launch a browser with a special login page.
2. Enter a Password of your choosing, select a security question, answer the security question, set a PIN, and click **Save**.

**Logging In**

If you have previously logged into QUEST, you can log in using the following steps.

2. Scroll to the QUEST area of the page. Click **Employer Login**.
3. In the **Employer Login** page, enter your User ID and Password. Click **Login**.

<table>
<thead>
<tr>
<th>Login</th>
<th>Massachusetts Division of Unemployment Assistance: Employer Login</th>
</tr>
</thead>
<tbody>
<tr>
<td>User ID:</td>
<td>[Enter your User ID]</td>
</tr>
<tr>
<td>Password:</td>
<td>[Enter your password]</td>
</tr>
<tr>
<td>Login</td>
<td>Forget Password</td>
</tr>
</tbody>
</table>

4. When the **Employer Home** page appears you have successfully logged into the QUEST system.

**Logging Off**

Click **Logoff** to end your QUEST session.
NAVIGATION AND SOFTWARE TIPS

Introduction

This section provides tips on navigating and using the QUEST software:

- The Employer Home page
- System Timeout
- Helpful Hints – Assistive Content
- Additional Tips

The Employer Home Page

The first page that appears after you log in to the system is the Employer Home page.

The Employer Home page has three panes: the left pane, the top pane, and the main pane.

- The top pane has links to Change Password, Login, and Logoff.
- The left pane has links you can click to bring up the main QUEST functions. When you click function links in QUEST, the list in the left pane expands to show the additional functions that are available under the main functions. The left pane also has the Employer Home link. Click this link at any time to return to the Employer Home page.
- The main pane initially displays the same links to Employer functions as the left pane. It also provides explanations about each function.

If you click a function link, the main pane displays information and controls that are specific to the function.

IMPORTANT NOTE: Not all function links display for all users. The Employer System Administrator at your place of business has configured which functions links you see when you use QUEST.
**System Timeout**

The QUEST system times out after 30 minutes. If you are entering detailed data, save frequently; otherwise if a timeout does occur, the data may be lost. (Save by clicking the Save button or by navigating to the next page and then returning to the previous page.)

**Helpful Hints – Assistive Content**

Most pages in QUEST provide helpful hints about using the software right on screen. In addition, there are links that you can click to bring up a separate window with more in-depth information about a topic. This information is known as **Assistive Content** in QUEST.

Assistive Content links are blue and underlined, with a small question mark to the right.

An example of an assistive content link for **password guidelines**:

Click the Assistive Content link to display information about the phrase in a separate window.

Click **Close** to close the Assistive Content window.

**Additional Tips**

Do not use your browser’s Back or Forward buttons to navigate in QUEST. Click the Previous or Next (or Save or Submit) buttons that are provided right on each QUEST page.

Use the **Employer Home** link to return to the top-level Employer Home page at any time.

Data in some **tables in QUEST can be sorted by column**. Columns that can be used for sorting have a bold blue underlined column heading. Click the column heading to sort data in the table by that column.
FORGOTTEN PASSWORD

NOTE: If you need to change your password because it has been forgotten, follow these instructions.

1. Navigate to www.mass.gov/uima, and click Employer Login.

2. The Login page appears. Click Forgot Password.

3. The User ID page appears. Enter your User ID and click Next.

4. The Verify Alternate Credentials page appears. Enter Last Name, FEIN, Employee ID, 4-digit PIN Code, and your Security Answer. Click Submit.

NOTE: If you are the user that registered the Employer, your Employee ID is set by default to the Employer Account Number (EAN), unless it was later changed. All other users should get their Employee ID from their System Administrator.
5. The **Reset Password** page appears. Enter a new password two times, and re-enter the security answer and the PIN Code. Click **Save**.

<table>
<thead>
<tr>
<th>Reset Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please choose a new password and other information by entering it in the fields below and clicking save. For additional information on password security, please refer to the <a href="#">password guidelines</a>.</td>
</tr>
<tr>
<td>New Password:</td>
</tr>
<tr>
<td>Re-enter new password:</td>
</tr>
<tr>
<td>Security Question:</td>
</tr>
<tr>
<td>Security Answer:</td>
</tr>
<tr>
<td>4-digit PIN Code:</td>
</tr>
<tr>
<td><strong>Save</strong></td>
</tr>
</tbody>
</table>

**CHANGING A PASSWORD**

If you wish to change your password while you are logged in to QUEST, click the **Change Password** link in the upper left corner.

Enter your old password, a new password, security answer, and PIN. Click **Save**.
Employer Registration
ABOUT EMPLOYER REGISTRATION

Introduction
This section describes how to start and complete an Employer registration.

Employers who pay wages to anyone working or living within Massachusetts are required to register with and report quarterly wage data to the Department of Unemployment Assistance (DUA). This registration process will determine if you the Employer will be subject to Unemployment Insurance (UI) Contributions, and after successful registration it will provide access to the system through which Quarterly Wage records are reported.

NOTE: The instructions in this section are only for Employers registering for the first time with DUA. If you have an existing account with DUA and have received a correspondence about activating your account on the QUEST system, please refer to the Account Activation section of this user guide for instructions.

IMPORTANT NOTE: The person who registers the account is actually creating a user who is assigned the System Administrator role by default. This user has access to all information in the Employer’s account and is able to make changes, perform transactions, add additional users to the account, and choose what permissions those users get. Therefore, the person chosen by an Employer to activate the account should be a highly trusted employee.

Required Information
The following information is required to complete the registration process:

- Type of legal entity (sole proprietor, partnership, LLC, etc.)
- Doing business as name (DBA)
- Federal Employer Identification Number (FEIN)
- State and date of formation or incorporation
- Date that employees first performed services in Massachusetts
- Owner/Officer information: SSN, FEIN, percent of ownership
- North American Industry Classification System (NAICS) Code
- Principal Business Activity performed in Massachusetts
- Quarterly Gross Summary of wages paid to date
- Number of employees currently on the payroll

Helpful Hints
The registration can be started and completed in separate sessions (though they don’t need to be).

When the steps involved in starting the registration have been performed, a temporary user name and temporary password are provided onscreen and corresponded to you. This password cannot be reset, but you can contact the DUA if you later forget it.

Once the temporary user name and temporary password are issued, the system saves the information entered to that point. You can leave the session and resume where you left off for up to 30 days, using the procedure for returning to an Employer registration.

After 30 days, the temporary user name and temporary password expire, and the information in the account is purged. If this happens, you must restart the
registration from the beginning.

When the registration is **completed**, a **permanent user name** and a **temporary password** are provided. The first time you log in using this user name, you will be asked to set a permanent password.

The **Employer Account Number** (EAN) is assigned when registration is complete.

The **Employee ID** of the user who performs the registration is the same as the EAN (though this can be changed later if desired).

The user who performs the registration is always given the Employer System Administrator role, with full privileges.

**IMPORTANT NOTE**: Communication Method for correspondence is selected during registration. This choice determines the default method for all official communications to you from DUA.

**NOTE**: The system times out after 30 minutes of inactivity. If steps involved in starting the registration are not completed and the temporary user name and temporary password are not issued before a timeout, the information is not saved. If this happens, you must **restart** the registration from the beginning.

**NOTE**: When Registration is complete:

- Official Correspondence about the registration will be generated and transmitted to you.

- If you are a Non-Profit or Governmental organization, you will be assigned contributory status. However, your payment method will be changed to reimbursable if proof of 501(c)(3) status is received within 30 days.
STARTING AN EMPLOYER REGISTRATION

The following steps show how an Owner, Officer or Authorized Employee can start the process of registering a business with the DUA.

1. Navigate to http://www.mass.gov/uima. Scroll to the Login to QUEST area. Click the Employer Login button.

   ![Login to QUEST](image)
   
   Employers currently registered with DUA must activate their QUEST account first. Please click the Account Activation button and enter your DUA Employer Account Number (EIN) and Activation Password which were mailed to you to begin your account activation.

2. The Massachusetts Department of Unemployment Assistance: Employer Login page appears. Click the Employer Registration link.
3. The **Welcome to the UI Registration** page displays. Read the following onscreen sections for important information about the registration process:

- **Welcome to UI Employer Registration** for a brief introduction.
- **Necessary Registration Information** for the information you need to supply during registration.
- **Notification** for information about certifying the information you provide.

![Welcome to UI Employer Registration](image)

4. On the same page, scroll to **Beginning a New UI Registration**, answer the questions on the page, and click **Next**.

![Beginning a New UI Registration](image)
5. On the **Select User Role** page, select the applicable role (owner, or authorized employee of the Employer being registered, or TPA) and click **Next**.

**NOTE:** If you are a Third Party Administrator, select “I am a Third Party Administrator (TPA) with power of attorney registering on the Employer’s behalf.”

6. On the **Administrator Information** page, enter administrator information, check the box, and click **Next**.

7. On the **Contact Information** page, put a check in **Same as Administrator Information** box, or enter contact information if different, and click **Next**.
8. On the **Enter FUTA Liability** page, indicate whether the Employer has FUTA liability from another state by selecting Yes or No, and click **Next**.

9. In the **Employer Identification Information** page, enter legal, business, and address/email information. Select a Communication Method. Click **Next**.

**NOTE:** Communication Method is always set to **Email** by default. The other choice is **US Mail**. Make sure to select your preferred communication method before proceeding.

**NOTE:** Select the Legal Entity type from the following: Sole Proprietor, Partnership, Corporation, Trust, LLC (single owner), LLC (partnership), LLC (corporation), or Governmental entity.
10. On the **Address Validation** page, select the address that is closest to your actual address. Click **Next**.

**NOTE:** If applicable, select the address with the 9-digit extended Zip code (known as “Zip +4”).

<table>
<thead>
<tr>
<th>Address Validation</th>
</tr>
</thead>
<tbody>
<tr>
<td>One or more potential addresses are provided below to comply with U.S. Post Office standards. Please indicate your choice and click &quot;Next&quot; to proceed, or click &quot;Previous&quot; to change the address you provided.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Possible Matches</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ 19 Stanford St. Boston, MA 02114-2502</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provided Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ 19 Stanford St. Boston, MA 02114</td>
</tr>
</tbody>
</table>

Once the Temporary User ID and Temporary User Password display on the page, the Employer registration data is saved. You have up to 30 days to complete the registration.

<table>
<thead>
<tr>
<th>Temporary User ID and Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>The partial registration has been saved and your account has been assigned a temporary User ID and password. This ID and password will allow you to exit at any point in the registration process and return later to complete the process. Print this page for your records.</td>
</tr>
</tbody>
</table>

The temporary user ID and password will expire 30 days after date of issue.

<table>
<thead>
<tr>
<th>Temporary User ID</th>
<th>nnnnnnnn</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary User Password</td>
<td>nnnnnnnn</td>
</tr>
</tbody>
</table>

A permanent ID and password will be forwarded once registration is complete.

11. **You must still complete the registration** before you can be issued an EAN and use the account.

You can complete the registration without pausing, or stop at this point, and resume the process later.

- To complete the registration **now**, click **Next**. Skip the next section in the document and go directly to Completing an Employer Registration.
- To complete the registration **later**, start with the instructions in the next section: Returning to an Employer Registration.

**IMPORTANT:** Print or otherwise record the Temporary User ID and Temporary User Password in case you need them to access your account.

**IMPORTANT:** The Temporary User ID and Temporary User Password you receive onscreen are **valid for 30 days**. If they are allowed to expire before you complete your Employer account registration, you must start the process from the beginning.
RETURNING TO AN EMPLOYER REGISTRATION

Introduction

If you **started an Employer registration** with the DUA (and received your Temporary User ID and Temporary User Password onscreen) but you **did not complete the registration in the same session**, you can return to the point where you stopped, by following the instructions in this section.

**NOTE:** If you are still in the original registration session (and you still see the Temporary User ID and Temporary User Password onscreen), simply click **Next** to continue. Go directly to **Completing an Employer Registration** for instructions.

**NOTE:** The Temporary User ID and Temporary User Password you receive when you create an account are **valid for 30 days**. If they expire, begin the process anew by performing the steps in **Starting an Employer Registration**.

1. Navigate to [http://www.mass.gov/uima](http://www.mass.gov/uima). Scroll to the **Login to QUEST** area. Click the **Employer Login** button.

   ![Login to QUEST](image)

   **Login to QUEST**
   Monday to Friday: 7:00am - 10:00pm.
   Saturday: 7:00am - 7:00pm.
   Employers can login to report wages, file payments, change address and even authorize access for an agent who does business on your behalf.

   **Employer Login**

   Employees currently registered with DUA must activate their QUEST account first.
   Please click the **Account Activation** button and enter your DUA Employer Account Number (EAID) and Activation Password which were mailed to you to begin your account activation.

2. The **Massachusetts Department of Unemployment Assistance: Employer Login** page appears. Click the **Returning Employer** link.

   ![Returning Employer](image)
3. The **Continuing a Registration** page appears. Enter the Temporary User ID and Temporary User Password you received when you started the registration. Click **Next**.

4. Continue to the next section, **Completing an Employer Registration**.

**NOTE**: If the Temporary User ID and Temporary Password do not work, it may be because it has been more than 30 days since the account was created. If this is the case, start the process from the beginning by following the instructions in **Starting an Employer Registration**.
COMPLETING AN EMPLOYER REGISTRATION

After an Employer account has been started, and the Temporary User ID and Temporary User Password have been established, the registration still needs to be completed.

Perform the following steps to complete the registration.

**NOTE:** If you interrupted the registration after the account was started but before the registration was completed (i.e., if you stopped after receiving the Temporary User ID and Temporary User Password), see the instructions in the section Returning to a Pending Employer Registration first.

1. Perform the steps in Starting an Employer Registration, and (if necessary) Returning to an Employer Registration.

2. The **Enter Employer Business Information** page appears.
   a. Select a Business type (Agricultural, Domestic, Other, or Out-of-State).
   b. Answer the remaining questions.
   c. Click **Next**.

<table>
<thead>
<tr>
<th>Enter Employer Business Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal entity type: Corporation</td>
</tr>
<tr>
<td>Business Type: [Select One]</td>
</tr>
<tr>
<td>Federal Employer Identification Number (FEIN):</td>
</tr>
<tr>
<td>How many individuals are being compensated for services performed?:</td>
</tr>
<tr>
<td>Have services been performed for this company in MAP?: Yes No</td>
</tr>
<tr>
<td>If yes, what date were services first performed in MAP?: [mm/dd/yyyy]</td>
</tr>
<tr>
<td>Will this employer act as a Leasing Company?: Yes No</td>
</tr>
<tr>
<td>Is this employer the client of a Leasing Company?: Yes No</td>
</tr>
<tr>
<td>Does this employer have workers that are exempt under Section B of MGL 161A?: Yes No</td>
</tr>
<tr>
<td>Does this employer have workers considered to be independent contractors?: Yes No</td>
</tr>
</tbody>
</table>
3. The **Enter Employer Business Information (cont’d) page** appears. Answer the questions about your company and click **Next**.

4. Enter **Formation/Incorporation Information** and click **Next**.

5. If you are **NOT** a Non-Profit or Governmental organization go to **Step 6**.

   If you **ARE** a Non-Profit or Governmental organization, go to **Step 8**.

6. The **Employer information – Wages** page appears. The questions on the page are specific to the Business Type you selected in **Step 2**. (This example shows what Employers who selected Business Type **Other** would see.)

   Answer the questions on the page and click **Next**.
7. Depending on how you answered in Step 6, the Employment Information – Other page may appear. If it does, answer the questions on it, and click Next.

8. Depending on your Business Type and your previous answers, the Enter Address – Physical Location page may appear. If it does, fill in the fields and click Next.

**NOTE:** If the physical address is the same as the legal address, select Legal in the Same as field, and skip to the next relevant field. However, Employers who don’t have a physical address in Massachusetts should select None.
9. The Enter Address – Additional page appears. Select Yes if any of the following addresses – Mailing, Wage & Separation, Benefit Charge, or Business Records Location – are different than your Legal address; otherwise select No. Click Next.

NOTE: If you select Yes in Step 9, you will be prompted to address information for any applicable addresses, before Step 10 appears.

10. The Enter Business Description page appears. Fill in the principal business activity and principal product or service, and click Next.

11. The NAICS Classification page appears. Select the 1st NAICS classification from the drop-down list and click Next. Select the 2nd, 3rd, 4th, and 5th classifications the same way. Click Submit once all five classifications have been added correctly.

NOTE: Some Religious organizations have NAICS code 813110.

NOTE: If you do not know your NAICS Classification, you can look it up from the following website: http://www.naics.com
12. The **Owner/Officer** page appears. Add, correct, or delete Owner/Officer entries using the instructions below.

**To add Owner/Officer entries:**

- Enter the information into the fields in the **Add/Modify Owner/Officer Information** and **Additional Information** areas.
- Click **Add** below the **Additional Information** area.
- Repeat for each new Owner/Officer entry you want to add.

**IMPORTANT NOTE:** Information about an Owner/Officer in the **Add/Modify Owner/Officer Information** area should either go under **Individual Owner/Officer** (left column) or **Business Entity Owner/Officer** (right column). Do not put information in both columns.
To modify/correct an Owner/Officer entry:

- Select the radio button to the left of an entry.
- Click **Modify**.
- Edit the fields in the **Add/Modify Owner/Officer Information** and **Additional Information** areas.
- Click **Save** below the **Additional Information** area.
- Repeat for each existing Owner/Officer entry.

To delete an entry:

- Select the radio button to the left of that entry.
- Click **Delete**.

If necessary, clear the fields in the **Add/Modify Owner/Officer Information** and **Additional Information** areas by clicking **Reset**. This does **not** delete saved entries.

13. When the information on the page is complete, click **Next**.

14. The **Registration Summary/Edit** page appears. Review the information.

Business Information and Ownership Information can be edited if necessary. To return to the page where the information was originally input, double click the blue band behind the **3) Confirm Business Information** label or the **4) Confirm Ownership Information** label.

When the information is correct, proceed through the pages until you have reached the **Registration Summary/Edit** page again.

To complete the registration, click **Submit**.
### Quest - Employer User Guide

**Registration Summary/Edit**

- **Confirmation Users Information** (cannot be edited)
  - First Name
  - Last Name
  - E-mail

**Confirm Employer Information** (cannot be edited)

- **Confirm Business Information** (can be edited)

**Confirm Ownership Information** (can be edited)

**Certification**

By pressing Submit, I agree to the following terms:

- Information provided will be used for the purpose of determining your eligibility to fund under the Massachusetts Unemployment Insurance Law and other programs.
- You are required to certify that all of the information provided is true and correct. Massachusetts law provides for civil and criminal penalties for misrepresentation of information.
- If the above is correct, please click Submit to process your registration information.
15. If you are a Non-Profit or Governmental organization, the **Reimbursable vs. Contributory** page appears. Select a payment approach and click **Submit**.

<table>
<thead>
<tr>
<th>Reimbursable vs. Contributory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-profit/Governmental organizations are required to pay contributions to the unemployment insurance system, unless they elect to reimburse the fund for the amount equal to UI benefits paid to former employees, which are attributable to that employer. Section 14A requires that the non-profit/Governmental organization which elects payment in lieu of contributions, i.e., reimbursement, must notify the agency within thirty (30) days of this determination letter.</td>
</tr>
</tbody>
</table>

You have 30 days to select your payment approach.

<table>
<thead>
<tr>
<th>Reimbursable</th>
<th>Contributory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

Submit

16. The **Registration Status** page appears. Registration is complete. If you indicated a transfer of experience, you will continue to the Experience Transfer process, where you provide historical information that is used for Rate Calculation (see the section *Provide information on the Purchase or Sale of a Business*). Otherwise, you can log in immediately by clicking **Home**, or close your browser and login later. See the section, *First Time Login After Registration* for instructions.

**IMPORTANT NOTES:** The Registration Status page contains details about the Employer registration:

- **Confirmation** of the registration.
- The Determination of Employer Status, and (if applicable) the **effective date** at which the Employer is subject to Massachusetts Unemployment Law.
- UI **Employer Account number** (EAN).
- The permanent **User ID**.
- Temporary **password**.
- If you are subject to UI tax you will see one of the following:
  - Notice of UI Tax Rate (if you are a contributory Employer).
  - The **quarter end date** for which the Employer must submit an employment and wage detail report.
  - Obligations of Employers Selecting the UI Reimbursement Method (if you are a reimbursable Employer).
- If you are not subject to UI tax, a Non-Subject Employer Information area.
Example: The Registration Status page for a newly registered contributory Employer.

**Registration Status**

This is confirmation of successful registration. Please print a copy for your records.

**Determination of Employer Status**

Effective 7/1/2009, you are an employer subject to Massachusetts Unemployment Insurance (UI) Law (MGL 151A). You will be required to submit quarterly wage detail records and pay UI taxes on the wages paid to each of your employees.

**UI Employer Account Number**

- **Employer Account Number:** [redacted]
- **Reporting Type:** Contributory
- **Permanent User ID:** [redacted]
- **Password:** [redacted]

**Notice of UI Tax Rate**

You have been assigned the following Unemployment Insurance (UI) tax rate: 2009: 2.83%

Your UI tax rate is one of several components used to determine your total amount due once you have submitted your quarterly Employment and Wage Detail Report.

**Quarterly Employment and Wage Detail Report Information**

You will be required to submit quarterly employment and wage detail reports. Employment and wage detail reports may be submitted using the Temporary ID and password you received earlier in this registration. Go to the Massachusetts UI website for additional details about submitting these reports. Quarterly reports are due by the last day of the month following the end of the quarter after you become liable for UI contributions. Please complete and submit the reports with your payments promptly. Interest charges are mandated by law on overdue contributions.

The information provided during your registration indicates that you are required to submit an employment and wage detail report for the quarter ending 9/30/2009 and all subsequent quarters.

---

**First Time Login After Registration**

This section applies only if you are logging in for the **first time** after completing the initial Employer registration. It describes how to change the QUEST-generated password and establish your security question and PIN.

(If you have previously logged in using these instructions, then you should follow the regular log in procedure in the section, **Logging In**.)

1. If you just registered your account and you just clicked **Home**, skip to **Step 3**.

   If you closed your browser before logging in, navigate to the DUA – QUEST webpage at www.mass.gov/uima.
2. Scroll to the QUEST area of the page. Click **Employer Login**.

3. In the **Employer Login** page, enter the User ID and Password you received onscreen or by U.S. mail when you completed the registration. Click **Login**.

4. The **Reset Password** page appears. Enter the current password and new password, select a security question, answer the question, and enter a 4-digit PIN code. Click **Save** to continue.
5. When the **Employer Home** page appears you have successfully changed your password and logged into the QUEST system.
Account Activation
ABOUT ACCOUNT ACTIVATION

Introduction

**NOTE:** Account Activation only applies to Employers who were doing business with DUA before December 7, 2009.

The QUEST system for Employers was rolled out on December 7, 2009. Almost every Employer who was already conducting business with DUA before that date was automatically set up with an account in QUEST. However, before you can use the account that was created for you, you must activate it.

If you need to activate your account, you should have received a communication from DUA (via US mail or other method) that included a **temporary password**. (Call 617-626-5075 if this information is not available.)

The temporary user ID is simply the **DUA Employer ID** you used before QUEST was introduced. You may also know this ID as your **State Unemployment Insurance (SUI) Number**. In the QUEST software, this number is referred to as the Massachusetts **Employer Account Number (EAN)**.

Before beginning the activation process, also gather the following information:

- Federal Employer Identification Number (FEIN)
- Business contact information (addresses, phone, email)
- Owner/Officer contact information (name, SSN, home address, and phone)

Follow the instructions in this section to activate your account.

Once the account has been activated, a permanent User ID and a QUEST-generated password will be provided.

The first time you log into the account with the permanent User ID, you will also be prompted to change the QUEST-generated password to one of your own choosing.

**IMPORTANT NOTE:** The person who activates the account is actually creating a user who is assigned the System Administrator role by default. This user has access to all information in the Employer’s account and is able to make changes, perform transactions, add additional users to the account, and choose which permissions those users get. Therefore, the person chosen by the Employer to activate the account should be a highly trusted employee.
PERFORMING THE ACCOUNT ACTIVATION

Perform the following steps to activate an account.

1. Go to www.mass.gov/uima
2. Scroll to the QUEST area of the page. Click the Account Activation button.
3. The Activate Your Account page appears.

- Enter your Employer Account Number without dashes. You may know this number as your DUA Employer ID or your State Unemployment Insurance (SUI) Number.
- Enter the Activation Password that was provided to you.
- Click Next to continue.
4. The **Welcome** page appears. Your **Employer Account Number** and **Employer Name** display at the top of the page. Read the information on the page and click **Next** to continue.

5. The **Administrator Information** page appears. Enter the requested information, check the box to certify that you are authorized, and click **Next** to continue.

6. The **Contact Information** page appears. Enter the requested information or put a check next to **Same as Administrator**. Click **Next** to continue.
7. The **Communication Method / Business Information** page appears. Select Email or US Mail, enter an email address if applicable, answer the business questions, and click **Next**.

**IMPORTANT NOTE**: The Communication Method you choose at this point determines the default method for all official communications to you from DUA.

8. The **Legal Address** page appears. The address that DUA has on file is displayed. Edit the address if necessary. Click **Next** to continue.
9. The **Address Validation** page appears. Select the address that is closest to your actual address. Click **Next**.

![Address Validation](image)

**NOTE**: If applicable, select the address with the 9-digit extended Zip code (known as "Zip +4").

10. The **Physical Location** page appears. Indicate whether your business has a presence in Massachusetts, and click **Next** to continue. (If you answer No, skip to **Step 12**.)

![Physical Location](image)
11. The Massachusetts Physical Location Address page appears. Enter or correct your Massachusetts address OR select an address type from the Same as box. Click Next.

12. The Owner/Officer page appears (see figure on next page).

   - Review any Owner/Officer entries in the Review Owner/Officer Information section.
   - If an entry needs correction, or the percentage of ownership is blank:
     - Select the radio button to the left of that entry.
     - Click Modify.
     - Edit the fields in Add/Modify Owner/Officer Information and Additional Information.
     - Click Save below the Additional Information area.
     - Repeat for each existing Owner/Officer entry.
   - If an entry should be deleted:
     - Select the radio button to the left of that entry.
     - Click Delete.
   - If no Owner/Officer information appears, or if you need to add more Owner/Officer entries:
     - Enter the information into the fields in Add/Modify Owner/Officer Information and Additional Information.
     - Click Add below the Additional Information area.
     - Repeat for each new Owner/Officer entry you want to add.
   - At any point, you can clear the fields in Add/Modify Owner/Officer Information and Additional Information by clicking Reset. This does not delete saved entries.
   - When all information listed in Review Owner/Officer Information is correct, click Next.

**IMPORTANT NOTE:** Information about an Owner/Officer in the Add/Modify Owner/Officer Information area should either go under Individual Owner/Officer (left column) or Business Entity Owner/Officer (right column). Do not put information in both columns.

**IMPORTANT NOTE:** A maximum of five (5) Owner/Officers can be listed with an Employer account.
**Employer Information**

Employer Account Number: [redacted]  Employer Name: [redacted]

---

**Review Owner/Officer Information**

- To **ADD** an Owner/Officer, enter the information in the Add/Modify section below.
- To **MODIFY** existing information, identify the record by selecting the radio button to the left of the name and select "Modify".
- To **DELETE** an entry, identify the record by selecting the radio button to the left of the name and select "Delete".
- You may not enter more than 5 owner/officers.
- After completing all updates to the Owner/Officer information, select "Next".

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>SSN/FEIN</th>
<th>Address Information</th>
<th>% Ownership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roger</td>
<td>President</td>
<td>[redacted]</td>
<td>19 Stanford St. Boston</td>
<td>99.00%</td>
</tr>
<tr>
<td>Tony</td>
<td>Partner</td>
<td>[redacted]</td>
<td>19 Stanford St. Boston</td>
<td>1.00%</td>
</tr>
</tbody>
</table>

**Total Number of Owner/Officers:** 2  
**Total Percentage of Ownership:** 100.00%

---

**Add/Modify Owner/Officer Information**

- If the OwnerOfficer is an individual, complete the individual Owner/Officer section and Additional Information section.
- If the OwnerOfficer is a business/entity, complete the Business/Entity Owner/Officer section and Additional Information section.

**Individual Owner/Officer**

<table>
<thead>
<tr>
<th>First Name</th>
<th>Middle Initial</th>
<th>Last Name</th>
<th>Social Security Number</th>
</tr>
</thead>
</table>

**Business/Entity Owner/Officer**

<table>
<thead>
<tr>
<th>Legal Entity Name</th>
<th>FEIN</th>
</tr>
</thead>
</table>

**Additional Information**

- The Additional Information section is required for both the Individual Owner/Officer and the Business/Entity Owner/Officer.

- Business Title: [Select One]  
- Percent of Ownership:  
- First Date of Ownership/Appointment:  
- Is the owner/officer compensated for their services?  
- Address Line 1:  
- Address Line 2:  
- City:  
- State:  
- Zip Code:  
- Country:  
- Email:  

- If modifying an existing Owner/Officer, select "SAVE" button to SAVE the entered information.
- If adding an existing Owner/Officer, select "ADD" button to SAVE the entered information.
- Select the "Reset" button to clear the entered information.

---

Add  Reset  Previous  Next
13. The Activation Complete page appears. It provides a permanent User ID and a temporary password. You can log in immediately by clicking Login, or close your browser and login later. See the section, First Time Login After Account Activation for instructions.

IMPORTANT NOTE: Print the page or otherwise record the User ID and Password.

First Time Login After Account Activation

This section applies only if you are logging in for the first time after completing the account activation. It describes how to change the QUEST-generated password and establish your security question and PIN.

(If you have previously logged in using these instructions, then you should follow the regular log in procedure in the section: Logging In.)

1. If you just activated your account and are still viewing the Activation Complete page, skip to Step 3.

   If you closed your browser before logging in, navigate to the DUA – QUEST webpage at www.mass.gov/uima.

2. Scroll to the QUEST area of the page. Click Employer Login.
3. In the **Employer Login** page, enter the User ID and Password you received when you completed the activation. Click **Login**.

4. The **Reset Password** page appears. Enter the current password and new password, select a security question, answer the question, and enter a 4-digit PIN code. Click **Save** to continue.

5. When the **Employer Home** page appears you have successfully changed your password and logged into the QUEST system.
Account Maintenance
ABOUT ACCOUNT MAINTENANCE

Introduction

This section describes how to use the functions available from the Account Maintenance page. Functions include:

- View Employer Account Profile
- Address Information
- Employer Appeals
- Maintain Employer Name
- Maintain Owners/Officers
- Maintain Employer Reporting Units
- Provide Information on the Purchase or Sale of a Business
- Suspend Employer Account
- Revive Employer Account (for Suspended Accounts)
- View Rate Notice
- Voluntary Contribution
- Third Party Administrator (TPA) Authorization
- Change Method of Payment (for Governmental and Non-Profit Organizations)

NAVIGATING TO ACCOUNT MAINTENANCE

To navigate to Account Maintenance, perform the following steps:

1. Log in to QUEST. Click the Account Maintenance link in the left pane (the link also appears on the main pane of the Employer Home page).
The **Account Maintenance** page appears. Available account maintenance functions are listed in links in the left pane as well as the main pane. The main pane also displays explanations of the functions. Click a link to access a function.
VIEW EMPLOYER ACCOUNT PROFILE

Introduction

The Account Profile area displays numerous details about your business, your DUA Employer account, and your status. Many of the details can be clicked to display greater detail and/or history. Information includes the following:

Employer Account Identification Information
- Employer Account Number (EAN)
- Federal Employer Identification Number (FEIN)

Employer Account Subjectivity Information
- DBA
- Converted Employer (Y/N)
- Subjectivity Date
- Registration Initiated By (system / employer)
- Registration Date
- Date of First Wages
- Subjectivity Reason*

Employer Account Status Information
- Employer Status*
- Revival Date*
- Suspension Date
- Suspension Reason*
- Bankruptcy Date*
- Bankruptcy Chapter

Employer Account Rate Information
- UI Contribution Rate*
- UI Rated Year
- UHI Contribution Rate*
- UHI Rated Year

Employer Account Business Information
- Legal Entity Type*
- Business Type*
- Reporting Method*
- NAICS*
- Incorporation/Formation State
- Incorporation/Formation Date
- Ownership*
- Has multiple reporting units?
- Using Leasing Company?
- 501(c)3*
- Electronic File Waiver

Employer Account Action Information
- Status Determination Pending*
- Pending Appeal

Items with an asterisk (*) can be clicked to display additional details.
Navigating to Account Profile

Navigate to the **Account Profile** page by performing the following steps:

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **View Employer Account Profile** link.

3. The **Account Profile** page appears.
Viewing Account Profile Details

1. Perform the steps in Navigating to Account Profile.
2. Click a link on the page to view details and/or history. (See examples 1, 2, and 3.)

**Example 1:** UI Contribution Rate History displays if you click the **UI Contribution Rate** link.

```
<table>
<thead>
<tr>
<th>Date and Time Changed</th>
<th>Effective Begin Date</th>
<th>Experience Rate</th>
<th>Adjusting User Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/12/2010 5:20:18 PM</td>
<td>1/1/2010</td>
<td>3.300%</td>
<td>CONVERSION</td>
</tr>
</tbody>
</table>
```

**Example 2:** UHI Contribution Rate History displays if you click the **UHI Contribution Rate** link.

```
<table>
<thead>
<tr>
<th>Date and Time Changed</th>
<th>Effective Begin Date</th>
<th>Experience Rate</th>
<th>Adjusting User Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/14/2011 4:08:37 AM</td>
<td>1/1/2011</td>
<td>0.350%</td>
<td>batch</td>
</tr>
<tr>
<td>12/4/2009 5:24:24 PM</td>
<td>1/1/2010</td>
<td>0.240%</td>
<td>CONVERSION</td>
</tr>
<tr>
<td>12/4/2009 5:24:24 PM</td>
<td>1/1/2009</td>
<td>0.120%</td>
<td>CONVERSION</td>
</tr>
<tr>
<td>12/4/2009 5:24:24 PM</td>
<td>1/1/2008</td>
<td>0.120%</td>
<td>CONVERSION</td>
</tr>
<tr>
<td>12/4/2009 5:24:24 PM</td>
<td>1/1/2007</td>
<td>0.120%</td>
<td>CONVERSION</td>
</tr>
<tr>
<td>12/4/2009 5:24:24 PM</td>
<td>1/1/2006</td>
<td>0.080%</td>
<td>CONVERSION</td>
</tr>
<tr>
<td>12/4/2009 5:24:24 PM</td>
<td>1/1/2005</td>
<td>0.040%</td>
<td>CONVERSION</td>
</tr>
<tr>
<td>12/4/2009 5:24:24 PM</td>
<td>1/1/2004</td>
<td>0.000%</td>
<td>CONVERSION</td>
</tr>
<tr>
<td>12/4/2009 5:24:24 PM</td>
<td>1/1/2003</td>
<td>0.000%</td>
<td>CONVERSION</td>
</tr>
</tbody>
</table>
```

**Example 3:** Employer Status History displays if you click the **Employer Status** link.

```
<table>
<thead>
<tr>
<th>Date and Time Changed</th>
<th>Employer Status</th>
<th>Adjusting User Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/12/2003 12:00:01 AM</td>
<td>Active</td>
<td>CONVERSION</td>
</tr>
</tbody>
</table>
```

58
ADDRESS INFORMATION

Introduction

This section describes how to:

- 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

An Employer account can have up to six different types of addresses:

- Legal
- Physical Location
- Mailing
- Business Records Location
- Benefits Charge
- Wage and Separation

There can only be one address per address type.

**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.

Address maintenance for reporting units is performed from Maintain Reporting Units page (and not the Address Information page). See the section Maintain Reporting Units under Account Maintenance for instructions.

Navigating to the Address Information Page

1. Log in to QUEST and click Account Maintenance.
2. Click the Address Information link.
3. 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

**Viewing or Modifying an Address**

1. Display the **Address Information** page using the instructions in the previous section.

2. Click one of the links in the Address Type column to display address details for that address type (if any).

3. The **Modify Address** page appears. Make changes as necessary and click **Save**. (Return to the Address Information page without saving changes by clicking **Previous**.)
4. In the **Address Validation** page, select the address that is closest to your actual address. Click **Next**.

**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").

5. Review the changes (if any) displayed in the **Confirm Address** area.

6. Optional: update other addresses with the same information by checking an additional address box.

7. 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.

**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.
4. Click **Submit**.
MAINTAIN EMPLOYER NAME

Introduction

This section describes how to modify an Employer’s legal and/or DBA name. It also describes how to view the name change history associated with an Employer account.

**NOTE:** In order to change the legal entity name with DUA, the Employer should have obtained Articles/Certificate of Amendment from the Secretary of State. The Articles/Certificate of Amendment must be attached to the printed confirmation of legal name change request and received by DUA within 30 days for the request to be approved. Upon receipt of documents, DUA staff will review them and deny or allow the request. If 30 days have passed since the initiation of the request without the receipt of documents, the name change request will be cancelled automatically.

**Navigating to the Employer Name Page**

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Maintain Employer Name** link.
3. The **Name Change Request** page appears. Enter the new legal name and/or **Doing Business As** name and click **Next**.

4. On the **Confirm Name Change** page, the current and new (requested) legal and DBA Names are displayed. Click **Submit** to confirm. (Click **Previous** to return to the Change Request page.)
5. A printable bar-coded page appears. Do the following:

- Print the page.
- Attach the page to a copy of your Articles/Certificate of Amendment from the Secretary of State.
- Mail it to the DUA by the date specified:
  Department of Unemployment Assistance
  ATTN: Employer Liability Department
  19 Staniford St.
  Boston, MA 02114

  FAX: 617-727-8221

**IMPORTANT NOTE:** Mail the bar-coded page with your Articles/Certificate of Amendment to DUA by the date specified on the page.
### MAINTAIN OWNERS/OFFICERS

**Introduction**
This section describes how to view, add, and modify owner/officer information, and view ownership history.

<table>
<thead>
<tr>
<th>Helpful Hints</th>
</tr>
</thead>
<tbody>
<tr>
<td>- The combined ownership percentage of all owners on the account cannot exceed 100%.</td>
</tr>
<tr>
<td>- It is not possible to add a second owner/officer when the business type is sole proprietorship.</td>
</tr>
<tr>
<td>- The owner can be an individual owner or a legally formed entity.</td>
</tr>
<tr>
<td>- Information on up to five owners can be added to an account.</td>
</tr>
</tbody>
</table>

### Viewing Owner/Officer Information

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Maintain Owner/Officers** link.
3. The **Owner/Officer Information** page appears.
Updating Owner/Officer Information

1. Display the Owner/Officer Information page using the instructions in the previous section.
2. Click Update.
3. The Review Owner/Officer page appears. Add, modify, or inactivate Owner/Officer entries using the instructions below.

**NOTE:** Owner/Officer information that is being updated due to the purchase or sale of a business must be changed by following the steps in the section, Provide Information on the Purchase or Sale of a Business.
To Add an Owner/Officer:

1. Perform the steps in Updating Owner/Officer Information.
2. Enter the information into the fields in the Add/Modify Owner/Officer Information and Additional Information areas.
3. Click Add below the Additional Information area.
4. Repeat for each new Owner/Officer entry you want to add.

**IMPORTANT NOTE:** Information about an Owner/Officer in the Add/Modify Owner/Officer Information area should either go under Individual Owner/Officer (left column) or Business Entity Owner/Officer (right column). Do not put information in both columns.

To Modify Existing Owner/Officer Information:

1. Perform the steps in Updating Owner/Officer Information.
2. Select the radio button to the left of an entry.
3. Click Modify.
4. Edit the fields in the Add/Modify Owner/Officer Information and Additional Information areas.
5. Click Save below the Additional Information area.
6. Repeat for each existing Owner/Officer entry.

To Inactivate an Owner/Officer:

1. Perform the steps in Updating Owner/Officer Information.
2. Select the radio button to the left of that entry and click Modify.
3. Add a date to the Effective End Date of Ownership field.

4. Click Save.
Viewing Owner/Officer History

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Maintain Owner/Officers** link.
3. Click **Link to Previous Owner/Officers**.

4. The **Previous Owner/Officer Information** page appears. It is similar to the Owner/Officer Information page, but displays **Effective Begin Date** of Ownership and **Effective End Date** of Ownership.
MAINTAIN EMPLOYER REPORTING UNITS

Introduction

This section of the document describes how to view, add, or modify an Employer reporting unit. Additional reporting units can be added to an Employer account when the business has multiple reporting units for administrative reasons. Each reporting unit can have its own NAICS code, Doing Business As (DBA) name, and physical location and wage and separation address.

The section also explains how to inactivate or reactivate a reporting unit, view reporting unit history, and designate the reporting unit address as the Wage and Separation address.

Helpful Hints

1. The physical location for a reporting unit can never be modified. If the physical location of a reporting unit has to be changed, then the existing unit has to be inactivated and a new reporting unit has to be created.

2. All registered Employers within the system are defaulted to the 00000 reporting unit.

Viewing a List of Employer Reporting Units

1. Log in to QUEST and click Account Maintenance.

2. Click the Maintain Employer Reporting Units link.
3. The **Maintain Reporting Units** page appears, displaying a list of Reporting Units associated with the Employer account. From this page you can view Reporting Unit details, inactivate a Reporting Unit, reactivate a Reporting Unit, or add a new Reporting Unit.

### Viewing Reporting Unit Details

1. Follow the steps in **Viewing a List of Employer Reporting Units**.

2. Click a **Reporting Unit** number. An information page appears. (Two examples of the page are provided below.)

**Example 1**: Page showing details for a **Primary** Reporting Unit. Primary Reporting Units cannot be edited, inactivated, or reactivated.
Example 2: Page showing details for an additional Reporting Unit. Additional Reporting Units can be edited, inactivated, or reactivated.
Viewing Reporting Unit History

1. Follow the steps in Viewing Reporting Unit Details.
2. Click View History. The Reporting Unit Historical Information page displays.
   
   **NOTE**: The historical information is a log of events associated with the changes made on the reporting unit’s NAICS Code, Wage and Separation address and account status.

3. Click Previous to return to the details page.
4. Click Previous to return to the list of Employer Reporting Units.

Modifying Employer Reporting Unit Information

**NOTE**: Primary Reporting Units cannot be edited, inactivated, or reactivated. These instructions apply only to additional Reporting Units.

1. Follow the steps in Viewing Reporting Unit Details.
2. Edit the DBA Name, Employer Unit Identifier, Attention line, Phone, Fax, Email address, or NAICS code.
3. Click Next to submit your changes.
4. The Reporting Unit Summary page appears. Click Save.
Inactivating an Employer Reporting Unit

1. Follow the steps in Viewing Reporting Unit Details.
2. On the Reporting Unit page, in the Inactivate Reporting Unit area, put a check in the Inactivate Reporting Unit? box, and answer the questions.

<table>
<thead>
<tr>
<th>Inactivate Reporting Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use this section to inactivate this unit.</td>
</tr>
<tr>
<td>Inactivate Reporting Unit?:</td>
</tr>
<tr>
<td>Date of Last Wages for this Reporting Unit:</td>
</tr>
<tr>
<td>Is this unit being inactivated due to a sale of the unit?</td>
</tr>
<tr>
<td>Is this unit being inactivated due to a move?</td>
</tr>
<tr>
<td>Other ?:</td>
</tr>
</tbody>
</table>

3. Click Next to submit your changes.

**NOTE**: If the inactivation is due to sale of the unit, you will be prompted for information on the transfer of the business. See the section, Provide Information on the Purchase or Sale of a Business for additional instructions.

4. The Reporting Unit Summary page appears. Click Save.
5. The Reporting Unit Inactivated page displays. Click Home.

Reactivating an Employer Reporting Unit

1. Click Account Maintenance. Click the Maintain Employer Reporting Units link.
2. Click View Inactive Reporting Units.
3. A page displays Reporting Units that you can reactivate. Click on the Reporting Unit **Number** to be reactivated.

4. In the **Reactivate** page, enter DBA, Employer Unit Identifier, the Date you resumed paying wages, and the current phone number, and click **Reactivate**.

5. A confirmation page appears. Click **Home**.
Adding a New Reporting Unit

1. Click **Account Maintenance.** Click the **Maintain Employer Reporting Units** link.
2. Click **Add New Reporting Unit.**

3. In the **Add Reporting Unit** page, enter DBA, Employer Unit Identifier, the Date you started paying wages, physical address, NAICS Code, wage and separation address, and Reporting Unit location details. Click **Next.**
4. A Reporting Unit Summary page appears. Click Submit.

5. A Confirmation page appears. Click Home.
CHANGE METHOD OF PAYMENT

Introduction
This section describes how an authorized user can submit a request to change the method of payment on an Employer account. An eligible Employer can elect to change the payment method from reimbursable to contributory or from contributory to reimbursable. In order to be eligible the Employer must be a private non-profit Employer or a Governmental entity. If a private non-profit Employer is requesting that the status be changed to reimbursable, the Employer's 501(c)(3) Federal Exemption Letter must be received and/or be on file for the change to take effect. Governmental employees do not need to provide the 501(c)(3) letter to change their status to reimbursable. If your request is to change from reimbursable to contributory status, no documentation is required.

Helpful Hints
- A payment method can be elected only when (1) the annual election window for requesting change of payment method is open for the Employer or (2) Employer is registering for the first time and indicates 501(c)(3) status or is a governmental Employer.
- The annual election window is from:
  - September 1 to December 1 for private non-profit Employers;
  - September 1 to December 31 for governmental Employers.
- When a change in the method of payment is requested by eligible Employers during the annual re-election window, the new payment method will take effect on January 1 of the next year.
- If an Employer indicates 501(c)(3) status during registration, then they will be initially assigned contributory status. If the 501(c)(3) exemption letter is received within a period of 30 days from registration, the status will be changed to reimbursable, effective from their subjectivity date.

Changing the Method of Payment

1. Log in to QUEST and click Account Maintenance.
2. Click the Change Method of Payment link.

   NOTE: The link for Change Method of Payment only appears during the annual election window. This is the window during which Employers are allowed to change their method of payment:

   Private non-profit Employers: September 1 through December 1.

   Governmental Employers: September 1 through December 31.
3. The **Change Method of Payment** page appears. Enter the requested information. Click **Submit**.

   ![Change Method of Payment Form](image)

4. The **Payment Method Maintenance** page appears, confirming the update to the payment method.

   ![Payment Method Maintenance Form](image)

**NOTE**: If Employer payment method is currently contributory, the system will change the payment method to reimbursable on the effective date, provided the federal exemption letter 501(c)(3) letter is received by DUA within a period of 30 days. If the Employer payment method is currently reimbursable, the system will change the payment method to contributory on the effective date.

**Rescinding the Method of Payment**

If you wish to rescind your election, you can do so before the annual election window closes.

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Change Method of Payment** link.
3. The **Payment Method Maintenance** page appears. Put a check in the **Rescind Election** box, add Notes, and click **Submit**.

![Payment Method Maintenance](image)

4. The **Payment Method Maintenance** page redisplays with the old payment method.

![Payment Method Maintenance](image)
TPA AUTHORIZATION

Introduction

This section describes how to authorize Third Party Administrators (TPAs) to conduct business with the DUA on an Employer’s behalf. The functions that TPAs can be authorized to perform are designated with specific role assignments. TPAs can be assigned one or multiple roles. Multiple TPAs can be authorized as well; however, no role can be assigned to more than one TPA.

To quickly perform a basic TPA authorization, perform the steps in these sections:

- Viewing the Third Party Administrator (TPA) Authorization Page.
- Authorizing a TPA. This includes instructions on setting TPA Services begin and end dates and assigning roles to the TPA.

Also see these sections for more detailed information:

- Displaying a List of Your Authorized TPAs
- Viewing TPA Authorization Details
- Modifying a TPA’s Service Dates
- Adding or Removing TPA Role Assignments
- Assigning TPA Roles by Reporting Unit
- Ending a TPA’s Authorization

IMPORTANT NOTE: You will need to enter a TPA ID for each TPA you authorize. If necessary, contact your TPA(s) for their current TPA ID(s) before you begin.

Viewing the TPA Authorization Page

1. Log in to QUEST and click Account Maintenance.
2. Click the Third Party Administrator (TPA) Authorization link.
3. The Third Party Administrator (TPA) Authorization page appears.
Authorizing a TPA

1. Perform the steps in Viewing the TPA Authorization Page.
2. Click New.

3. Enter the TPA ID and click Next.

4. The Third Party Administrator Information page appears.
   - Enter the TPA Services Begin Date.
   - Enter a TPA Services End Date or leave blank.
   - Check each role that applies to this TPA.
   - Click Save to complete the authorization.
IMPORTANT NOTES:

You cannot enter a TPA Services Begin Date that is prior to the current date, although once a TPA is authorized, they can perform TPA functions on data retroactively.

A role assignment can only be actively applied to one TPA at a time.

Most roles have two versions: active, and passive (view only). Only one of the two can be assigned to the same TPA.

Any role(s) not assigned to a TPA must be performed by the Employer.

If you assign the roles for Wage and Separation Mailing and Benefits Charges Protests Submission to a TPA, then that TPA (and not the Employer) will receive the hard copy bill/correspondence from DUA.
Displaying a List of Your Authorized TPAs

1. Perform the steps in Viewing the TPA Authorization Page.
2. Configure search criteria:
   - To see all TPA(s) associated with your Employer account, leave the search criteria blank.
   - To limit your search to a specific TPA, enter the TPA name or ID in the search fields.
   - Click Search.
3. The search results appear in the same page, below the search grid.

Viewing TPA Authorization Details

1. Perform the steps in Displaying a List of Your Authorized TPAs.
2. Click on a TPA ID to display authorization details.
3. The **Third Party Administrator (TPA) Details** page appears.

   **Modifying a TPA’s Service Dates**

   1. Perform the steps in **Viewing TPA Authorization Details**.
   2. Click **Modify**.
   3. In the **TPA Details** area, change the **TPA Service Start Date** and/or **TPA Service End Date**.
   4. Click **Save**.
Adding or Removing TPA Role Assignments

1. Perform the steps in Viewing TPA Authorization Details.
2. Click Modify. Scroll to the area showing Assigned Roles and Unassigned Roles.

<table>
<thead>
<tr>
<th>Remove</th>
<th>Role</th>
<th>Modify</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>Account Maintenance Update and Submit</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Payments Update and Submit</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Employment and Wage Detail Update and Submit</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td></td>
<td>Assigned Units</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Add</th>
<th>Role</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>Account Maintenance View Only</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Benefit Charges Protest Submission</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Benefit Charges View Only</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Payments View Only</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Employment and Wage Detail View Only</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Wage and Separation Mailing</td>
<td></td>
</tr>
</tbody>
</table>

3. Check roles in the Add or Remove columns to designate new assignments.
4. Click Save.

Assigning TPA Roles by Reporting Unit

1. Perform the steps in Viewing TPA Authorization Details.
2. Click Assigned Units in the row for the Role you want to reassign by reporting unit.
3. The **Assigned Role / Assigned Employer Reporting Units** page appears. Check Reporting Units in the **Add** or **Remove** columns to designate new assignments. Click **Save**.

**Ending a TPA’s Authorization**

To end a TPA’s authorization to conduct business on your behalf, enter a date in the **TPA Services End Date** field.

- If you enter the **current date**, the authorization ends **at the beginning of the next day**.
- If you enter a **future date**, the authorization ends **at the beginning of the day after the date you entered**.

See **Modifying a TPA’s Service Dates** for instructions.
This section explains how an authorized user can view the current tax rate notice for an Employer account.

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **View Rate Notice** link.

3. The **Employer’s Unemployment Insurance Contribution Rate Statement of Account Balance** page appears. Click a link on the page to view greater detail.
### Employer Information

<table>
<thead>
<tr>
<th>Employer Account Number</th>
<th>Employer Name</th>
</tr>
</thead>
</table>

### Employer’s Unemployment Insurance Contribution Rate Statement of Account Balance

The following factors were used when calculating your 2011 Unemployment Insurance (UI) Experience Rate:

<table>
<thead>
<tr>
<th>Operation</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Beginning Account Balance as of 10/01/2009</td>
<td>$1,092.01</td>
</tr>
<tr>
<td>Plus Contributions Paid through 10/31/2010</td>
<td>$3,089.55</td>
</tr>
<tr>
<td>Minus the Benefit Charges to your account</td>
<td>$0.00</td>
</tr>
<tr>
<td>Minus Refunds of UI Taxes</td>
<td>$0.00</td>
</tr>
<tr>
<td>Minus the Solvency Assessment on your account</td>
<td>$1,228.96</td>
</tr>
<tr>
<td>Account Balance Adjustments (+ or -)</td>
<td>$0.00</td>
</tr>
<tr>
<td>Any transfer of Excess Reserves (+ or -)</td>
<td>$0.00</td>
</tr>
<tr>
<td>Equals your Ending Account Balance</td>
<td>$2,952.60</td>
</tr>
</tbody>
</table>

Wages Subject to Contributions as of 09/30/2010: $71,869.26

Reserve Percentage (Ending Account Balance/Wages Subject to contributions): 4.10%

This Reserve Percentage has been applied to 2011 Experience Rate Schedule E resulting in a 2011 UI Contribution Rate of:

- 4.800 %
- 0.060 %

The 2011 Workforce Training Fund rate is:

- 0.360 %
VOLUNTARY CONTRIBUTION

Introduction

The Voluntary Contribution option allows experience rated Employers to pay additional UI contributions in order to reduce their UI contribution rate for the forthcoming calendar year.

The Voluntary Contribution process will be available for 30 days after the issuance of your contribution rate notice each year. The link to make a Voluntary Contribution will appear only if you are eligible and it is before the Voluntary Contribution cut off date.

To qualify for the Voluntary Contribution program, you:

- Must be eligible for experience rating;
- Must have submitted all Employment and Wage Detail Reports;
- Must have paid all Unemployment Insurance contributions, interest, and penalties to date.

NOTE: Employers can make Voluntary Contributions, using a paper check or ACH Debit payment. TPAs cannot make Voluntary Contribution payments for clients.

NOTE: You cannot use the Voluntary Contribution option if you have outstanding debt with DUA.

NOTE: Each year during the Voluntary Contribution period, DUA publishes guidelines that can help you decide whether to use the Voluntary Contribution program, and which contribution level to select (for example, in some cases, the contribution that reduces your rate exceeds the overall savings you would get from a lower rate).

DUA urges you to read and understand these guidelines before making a contribution; they are available on www.mass.gov. Also see the section, Getting Support from DUA, for contact information if you need additional advice.

Making a Voluntary Contribution

1. Log in to QUEST and click Account Maintenance.
2. Click the Voluntary Contribution link.
3. The **Voluntary Contribution** page appears, with the suggested payments and corresponding tax rates that would result. Choose a payment amount and click **Next** to continue.

<table>
<thead>
<tr>
<th>Voluntary Contribution Payments:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot be refunded and are only used to reduce the UI contribution rate.</td>
</tr>
<tr>
<td>Are optional.</td>
</tr>
<tr>
<td>Will not be used to satisfy other debt.</td>
</tr>
<tr>
<td>Are not included in payments reported to IRS by DUIA for 941 calculation.</td>
</tr>
<tr>
<td>Do not reduce Unemployment-Health Insurance or Workforce Training Fund Rates.</td>
</tr>
<tr>
<td>Must be for the exact amount that reduces the rate.</td>
</tr>
<tr>
<td>Must be received by DUIA by 10/1/2020.</td>
</tr>
<tr>
<td>Existing overpaid amounts cannot be used as a voluntary additional contribution payment.</td>
</tr>
</tbody>
</table>

**Voluntary Contribution Amounts**

Your current Unemployment Insurance Contribution Rates are 3.36%.

Choose the amount you wish to pay to achieve the corresponding Unemployment Insurance Contribution rate and select Next to make your payment.

<table>
<thead>
<tr>
<th>Amount</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>$9,949.00</td>
<td>2.53%</td>
</tr>
<tr>
<td>$19,998.00</td>
<td>2.37%</td>
</tr>
<tr>
<td>$39,791.00</td>
<td>2.32%</td>
</tr>
<tr>
<td>$46,578.00</td>
<td>2.36%</td>
</tr>
<tr>
<td>$66,945.00</td>
<td>2.20%</td>
</tr>
<tr>
<td>$70,931.00</td>
<td>2.25%</td>
</tr>
<tr>
<td>$93,009.00</td>
<td>1.95%</td>
</tr>
<tr>
<td>$108,998.00</td>
<td>1.87%</td>
</tr>
<tr>
<td>$137,837.00</td>
<td>1.42%</td>
</tr>
<tr>
<td>$167,931.00</td>
<td>1.26%</td>
</tr>
</tbody>
</table>

4. The **Payment Method** page appears. Select a payment type and click **Next**. (For detailed information on making a payment, proceed to the section, **Payment Information**.)

**NOTE**: The Voluntary Contribution process is launched from Account Maintenance; however the process completes under the Payment Information area of the software.
Introduction

Experience transfers are initiated by the purchase or sale or change of legal entity type of all or part of a business. The system will determine ownership type, common or non-common, and the type of transfer, full or partial, and will make a determination on the transfer. New tax rates will then be assigned for your account. This section of the document will explain how an authorized user can provide information on the sale or purchase of a business. The system allows you to enter one of four different reasons to initiate an experience transfer and the information you are required to provide will vary according to the reason.

The procedure differs, depending on whether you:

- Purchased, Re-organized, Consolidated, Merged, or Acquired a Business, or
- Sold a Business

Use the procedure that conforms to the type of transfer that occurred with your business.

**NOTE:** If you sell all of your business, once you submit the sale information, the software will automatically allow you to proceed with the Suspend Employer Account process.

### Purchased, Re-organized, Consolidated, Merged or Acquired a Business.

The instructions below are applicable if you: 1. purchased a business; 2. re-organized a business; or 3. consolidated, merged or acquired a business.

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Provide Information on the Purchase or Sale of a Business** link.
3. The **Business Transfer** page appears. Select the type of business transfer and click **Next**.

   **NOTE**: If you sold your business, skip to the next section, *Sold a Business*.

<table>
<thead>
<tr>
<th>Employer Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Account Number: [ ]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td>In order to process the business transfer you must answer the following question:</td>
</tr>
<tr>
<td>What was the type of business transfer?</td>
</tr>
<tr>
<td>□ Purchased/Acquired a business</td>
</tr>
<tr>
<td>□ Sold this business</td>
</tr>
<tr>
<td>□ Re-organized business</td>
</tr>
<tr>
<td>□ Consolidated or merged a business or businesses</td>
</tr>
</tbody>
</table>

   [Next]

4. The **Business Purchase/Transfer Information** page appears. Enter the requested information and click **Next**.

   **NOTE**: If you click **Yes** for the **Commonality of Ownership** question, one or more pages will display before the page described in **Step 5**. Enter requested information and resume at **Step 5**.

   ![Diagram of Business Purchase/Transfer Information page]

   - [Next]
5. The Certification page appears. Fill in the requested information, check the certification box, and click Next.

6. The Business Purchase page appears. If you have additional business(s) to add to the list, click Add. Repeat steps 4, 5, and 6. When all businesses are added, click Submit.

7. The Business Purchase page changes to indicate that your information has been received.
Sold a Business

The instructions below are applicable if you have sold your business.

1. Log in to QUEST and click **Account Maintenance**.
2. Click the **Provide Information on the Purchase or Sale of a Business** link.

3. The **Business Transfer** page appears. Select **Sold this business** and click **Next**.

**NOTE:** If you purchased, acquired, re-organized, consolidated, or merged your business, see the previous section instead.
4. The **Business Sale Information** page appears. Add information about the sale. Indicate whether you sold **all** or **part** of the business. Fill in the Certification information, check the certification box, and click **Save**.

<table>
<thead>
<tr>
<th>Employer Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Account Number</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Sale Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>- If you sold your business to more than one entity, enter the information for each business in the Add Business Sale Information section below. Select ‘Save’ after adding each business.</td>
</tr>
<tr>
<td>- Select ‘Submit’ when you have saved all businesses involved in the transaction. You must save the information before you submit.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Add Business Sale Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide information regarding the sale of your business</td>
</tr>
<tr>
<td>- Was all or part of the business sold? ○ All ○ Part</td>
</tr>
<tr>
<td>- If all of the business was sold, what was the date of last payroll?</td>
</tr>
<tr>
<td>- What was the effective date of the business transfer?</td>
</tr>
<tr>
<td>- Will you continue to be in business in Massachusetts? ○ Yes ○ No</td>
</tr>
<tr>
<td>- Was there a purchase and sale agreement? ○ Yes ○ No</td>
</tr>
<tr>
<td>- Were employees transferred to the purchaser? ○ Yes ○ No</td>
</tr>
<tr>
<td>- Purchaser FEN (if known)</td>
</tr>
<tr>
<td>- Legal Name of Purchaser</td>
</tr>
<tr>
<td>- DBA Name of Purchaser</td>
</tr>
<tr>
<td>- Address Line 1</td>
</tr>
<tr>
<td>- Address Line 2</td>
</tr>
<tr>
<td>- City</td>
</tr>
<tr>
<td>- State MA - Massachusetts</td>
</tr>
<tr>
<td>- Zip Code</td>
</tr>
<tr>
<td>Provide a brief summary of business reason(s) for the sale</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Massachusetts general law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this agency. Both the employer of the record or the third party administrator, who knowingly advises in such a way that results in a violation of these provisions, shall be subject to said penalties (MGL chapter 151A, Section 14-H). Failure to comply with all reporting and payment requirements under MGL Chapter 151A may result in loss of your organization’s right to operate or renew your license by the Commonwealth of Massachusetts.</td>
</tr>
<tr>
<td>☐ I certify, under penalties of law, that all statements made hereon are true to the best of my knowledge and belief.</td>
</tr>
<tr>
<td>First Name</td>
</tr>
<tr>
<td>Last Name</td>
</tr>
<tr>
<td>Business Title</td>
</tr>
<tr>
<td>Phone</td>
</tr>
</tbody>
</table>

Be sure the information you have entered is correct, you will not be able to edit it after it has been saved. Select ‘Submit’ after all business(es) information has been saved.
5. If you sold your business to more than one entity, repeat Step 4 for each entity. Make sure to click Save after each.

**NOTE:** Each time you click Save, the entity you added gets added to the list in the Business Sale Information area.

<table>
<thead>
<tr>
<th>FEIN</th>
<th>Name</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1/1/2011</td>
</tr>
</tbody>
</table>

6. When all entities have been entered, click Submit.

- If you only sold part of your business, the Business Sale Information page reappears indicating that the information has been submitted.

- If you sold all of your business, the Business Sale Information page also directs you to suspend your business account. Click the Next button. Proceed to the section, Suspend Employer Account, for detailed instructions.
EMPLOYER APPEALS

Introduction

This section describes how to file an appeal against a Determination on an Employer account. The Document ID (from QUEST) of the Determination will be required to begin the process. Upon submission of your appeal, DUA staff will review your appeal. If your appeal is timely, staff may choose to forward the Appeal to the Hearings Department or perform account resolution without forwarding the Appeal to the Hearings Department.

1. Log in to QUEST and click Account Maintenance.
2. Click the Employer Appeals link.

3. The Employer Appeals page appears. Enter the Document ID from the Determination correspondence. Click Next.

4. The Determination Information page appears. Enter all requested information and click Next.
5. The **Confirmation** page appears. Review the appeal details for confirmation. Confirm by clicking **Submit**.

6. The page reappears indicating that the filing is complete.
SUSPEND EMPLOYER ACCOUNT

Introduction

This section describes how to request an Employer account suspension. The Employer account suspension can occur with or without DUA approval/intervention. If the reason for your request is permanent closure of business and if your account meets certain criteria, the system will suspend the account immediately. In other cases, the request must be reviewed by authorized DUA staff to approve or deny the suspension.

Suspending an Employer Account

1. Log in to QUEST and click **Account Maintenance**.

2. Click the **Suspend Employer Account** link.
3. The **Suspend Account** page appears. Select the reason for suspension and provide other requested information. Click **Next**.

4. If the **Address Validation** page appears, select the address that is closest to your actual address. Click **Next**.

   **NOTE:** If applicable, select the address with the 9-digit extended Zip code (known as "Zip +4").

5. The **Suspend Account Summary** page appears, displaying the reason for suspension. Review the information and click **Submit**.
6. If an **Additional Suspension Information** page appears, fill in the requested information and click **Next**.

![Additional Suspension Information Form](image)

- **Employer Information**
  - Employer Account Number:
  - Employer Name:

- **Additional Suspension Information**
  - This screen acknowledges receipt of your request to suspend your DUA account. Before your account can be suspended, additional information is required. Answer and submit the following questions to continue with the account suspension:
    - 1. Are the officers of the corporation being compensated for their services? ○ Yes ○ No
       - If yes, please explain:
    - 2. Is the corporation in the process of being dissolved? ○ Yes ○ No
       - If No, please explain:
    - 3. Is the business being conducted through independent contractors? ○ Yes ○ No
       - If Yes, please explain:
    - 4. Are the employees being leased from an employee leasing company? ○ Yes ○ No
       - If Yes, please explain:
    - 5. Has the business been sold or transferred? ○ Yes ○ No
       - If Yes, to whom:
       - If yes, provide FEIN of entity to whom the entity is being transferred:
    - 6. Have the employees been (or are the employees being) transferred to another entity? ○ Yes ○ No
       - If Yes, to whom:
       - If yes, provide FEIN of entity to whom the entity is being transferred:

- **Next**

7. If the request has been received but the system has not processed it completely, the **Request to Suspend Processing** page appears.

![Request to Suspend Processing Form](image)

- **Employer Information**
  - Employer Account Number:
  - Employer Name:

- **Request to Suspend Processing**
  - Your request to suspend is being reviewed. You may be contacted by staff from this Agency for additional information. If you have indicated that you are suspending your account due to a bankruptcy, please contact this Agency at: 6176285060

  If you need to send any documentation associated with this suspension request, please print this page, attach it to your documentation, and mail to this Agency at:

  **Division of Unemployment Assistance**
  **19 Stanford Street**
  **Charles F. Hurley Building**
  **Boston, MA 02114**
8. Once processing is complete, the **Confirmation of Suspension of Account** page displays instead.

<table>
<thead>
<tr>
<th>Employer Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Account Number</td>
</tr>
</tbody>
</table>

**Confirmation of Suspension of Account**

The Massachusetts UI Program records indicate that you suspended your UI account effective 4/1/2011.

**REPORTING REQUIREMENTS FOR SUSPENDED ACCOUNTS**

You are responsible for filing quarterly employment and wage detail reports for all quarters in which you pay wages to any person working or living in Massachusetts. These reports are due on the last day of the month following the end of the calendar quarter.

If suspended mid-quarter and no continuing activities are to be reported to Department of Revenue (DOR), you may submit the employment and wage detail immediately after the effective suspension date.

Interest is assessed for any payments that are paid after the due date. To avoid assessment of interest, please submit your employment and wage detail reports on a timely basis until the suspension date, even if there are no wages to report.

**REVIVAL OF ACCOUNT**

If you resume operations again under the same legal entity, and again pay wages, you must reinstate your UI account. For information regarding revival with the Massachusetts UI Program, please refer to [www.mass.gov](http://www.mass.gov).

**DEBT FOLLOWING SUSPENSION**

If this account has unpaid debt, that debt must be paid even though the account has been suspended. Interest will accrue until the debt has been paid.
REVIVE EMPLOYER ACCOUNT

Introduction

This section describes how to revive an Employer account. The Employer account can be revived from a state of suspension, when an Employer elects to revive their account. Upon revival, tax rates will be calculated based on experience factors from the previously suspended account. If Revival request is due to purchase of a business, you will be prompted to complete the process – Provide Information on the Purchase or Sale of a Business.

Requesting an Account Revival

1. Log in to QUEST and click Account Maintenance.
2. Click the Request Revival link.
3. The Initial Revival Information page appears. Click Yes or No where asked if the revival is being requested as a result of the purchase of a business. Click Next.
4. If the **Revive Account** page appears, enter the requested information and click **Next**.

![Employer Information](image)

**Revive Account**

To revive this Employer Account, enter the information below and select "Next". If your FEIN has changed since you suspended the employer account, you must register as a new Employer.

Please read the choices in the dropdown lists and make your selections carefully.

- **Suspension Date**: 9/28/2011
- **Business Type**: Local
- **FEIN**

![Verify Information](image)

**Verify Information**

- **Date of Last Wages Paid**: 1/1/2011
- **Date Wages Resumed**: [mm/dd/yyyy]
- **Legal Entity Type**: Governmental entity
- **Reason Code**: Select one
- **NAICS Code**: 921190-921190

5. The **Revive Account Confirmation** page appears. Click **Submit**.

![Employer Information](image)

**Revive Account Confirmation**

- **Suspension Date**: 9/28/2011
- **Business Type**: Local
- **FEIN**

![Verify Information](image)

**Verify Information**

- **Date of Last Wages Paid**: 1/1/2011
- **Date Wages Resumed**: 4/1/2011
- **Legal Entity Type**: Resumed Business
- **Reason Code**: Governmental entity
- **Business Type**: Local
- **NAICS Code**: 921190-921190

6. If you are reviving the account due to the purchase of a business you will be instructed to contact DUA.

![Employer Information](image)

**Revival Request Information**

Your Massachusetts Unemployment Insurance (UI) account revival request has been received effective 9/28/2011, but cannot be processed due to the following:

- You have indicated that revival is being requested as a result of the purchase of a business

You must contact this Agency to provide additional purchase information. Please call 817-626-5050 regarding this revival request.
7. If you are reviving the account for a reason other than the purchase of a business, the **Notice of Revival** page appears.

<table>
<thead>
<tr>
<th>Employer Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Account Number</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Notice of Revival</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your request for revival for [redacted] has been processed with an effective date of 9/26/2011. Written confirmation of this determination will follow.</td>
</tr>
<tr>
<td>Note: Previously-created reporting units have been inactivated.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quarterly Employment and Wage Detail Report Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>You will be required to submit quarterly employment and wage detail reports. Quarterly reports are due by the last day of the month following the end of the quarter. Please complete and submit the reports with your payments promptly. Interest charges are mandated by law on overdue contributions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quarter/Year</th>
<th>Due Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-2011</td>
<td>7/31/2011</td>
<td>Delinquent</td>
</tr>
</tbody>
</table>

[Home]
Benefit Charge Activities
ABOUT BENEFIT CHARGE ACTIVITIES

Introduction

This section describes how to retrieve and view benefit charges on the Employer account. Benefit charges can be retrieved via:

- Benefit Charges Search.
- Calendar Year Summary and Detail.
- Rated Year Summary.

Helpful Tip

Throughout the Benefit Charge Activities 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 bold blue underlined text.

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).

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.
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**.

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

4. The search results display under the search grid.
5. Click an **SSN** to display claimant details.
QUEST - Employer User Guide

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.

<table>
<thead>
<tr>
<th>Calendar Year</th>
<th>Time Period</th>
<th>Contributory Charges</th>
<th>Reimbursable Charges</th>
<th>Dependency Allowance</th>
<th>Benefit Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>1-1-2006 - 12-31-2006</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>2008</td>
<td>1-1-2008 - 12-31-2008</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>2009</td>
<td>1-1-2009 - 12-31-2009</td>
<td>$17.59</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$17.59</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Month / Year</th>
<th>Contributory Charges</th>
<th>Reimbursable Charges</th>
<th>Dependency Allowance</th>
<th>Benefit Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2008</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>February 2008</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>December 2009</td>
<td>$17.59</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$17.59</td>
</tr>
</tbody>
</table>

5. Click an entry in the **Month / Year** column to display entries on the claimant level.

<table>
<thead>
<tr>
<th>SSN</th>
<th>Last Name</th>
<th>First Name</th>
<th>Claim Effective Date</th>
<th>Week Paid End Date</th>
<th>Potential Benefit Charges</th>
<th>Remaining Benefit Charges</th>
<th>Weekly Charge Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>6/14/2009</td>
<td>12/19/2009</td>
<td>$669.87</td>
<td>$294.87</td>
<td>$374.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>6/14/2009</td>
<td>12/12/2009</td>
<td>$669.87</td>
<td>$152.28</td>
<td>$143.59</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Rated Year</th>
<th>Rated Year Time Period</th>
<th>Contributory Charges</th>
<th>Benefit Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>2006</td>
<td>10/1/2005 - 9/30/2006</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>2007</td>
<td>10/1/2007 - 9/30/2008</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>2009</td>
<td>10/1/2008 - 9/30/2009</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
Employment and Wage Detail Reporting
ABOUT EMPLOYMENT AND WAGE DETAIL REPORTING

Introduction

This section describes the activities that Employers perform related to Employment and Wage Detail reporting. Activities include:

- Submitting quarterly Employment and Wage Detail reports
- Submitting reports for quarters prior to 2010
- Adjusting previously submitted Employment and Wage Detail reports
- Viewing Employment and Wage Detail calculation history
- Viewing Employment and Wage Detail history
- Viewing the submission history of Employment and Wage Detail reports

NAVIGATING TO EMPLOYMENT AND WAGE DETAIL REPORTING

To navigate to the Employment and Wage Detail Reporting page, perform the following steps:

1. Log in to QUEST. Click the Employment and Wage Detail Reporting link in the left pane (the link also appears on the main pane of the Employer Home page).
2. The Employment and Wage Detail Reporting page appears. Available functions are listed in links in the left pane as well as the main pane. The main pane also displays explanations of the functions. Click a link to access a function.
## SUBMIT EMPLOYMENT AND WAGE DETAIL

### Introduction

This section describes how to submit employment and wage detail information for Employer accounts for Q1 2010 and forward. **Employment and wage detail reports are due from Employers every quarter.** The employment and wage detail information can be submitted for current or prior quarters by using one of these filing methods.

- Manual Entry
- File Upload (real-time online)
- No Employment/Wage Submission
- Copy from Previous Quarter, and
- FTP file upload.

**NOTE:** If you wish to submit employment and wage detail for quarters prior to 2010, please see the section, *Submit Employment and Wage Detail for Quarters Prior to 2010*.

### Helpful hints

- The **Manual Entry Method** allows up to one hundred employee records to be entered. If more than one hundred employee records need to be submitted, the **File Upload Method** should be used.

- **FTP** file upload is required when Employers/TPA(s) submit more than 29,999 records per quarter.

- It is not possible to submit an employment and wage detail report for future dates if the quarter is not open for filing.

- The **Gross UI Wages** column applies to wages on which UI and/or UHI is calculated. Reimbursable Employers must also report Gross UI wages for calculating unemployment benefits. (Note that actual UI payment will be based on the first $14,000 each Employee earns in the calendar year.)

- If you upload a file but you have not actually **submitted** it yet, its data can be re-uploaded in a corrected file and then submitted using either a **Merge** or **Overwrite** function.

- It is not possible to submit an “original” employment and wage detail report more than once for any quarter or using more than one method. If a report was submitted incorrectly or incompletely, the adjustment function should be used to make corrections. (Contact DUA for wage transfers or removals.)

- If you submit a report via File Upload, the first report for any quarter should be submitted with an Adjustment Reason Code of “0”, indicating an “Original Submission”. File Uploads with corrections should have an Adjustment Reason Code of 1 thru 8 to indicate it is an adjustment vs. an original submission. Once a File Upload with Adjustment Reason Code of 0 has been submitted to QUEST for a given quarter filing, QUEST will reject all subsequent filings for that quarter with an Adjustment Reason Code of 0.

- **NOTE:** Depending on network or QUEST activity, and/or the size of file:
  - Your upload may be held for batch processing in “off peak” hours.
  - Your upload may be processed immediately, but the calculations for contributions, surcharges, interest, and penalties may be performed during “off peak” hours.

If this happens, right after you submit the report you will see an on-screen message that notifies you that processing and/or calculations are pending.
**Manual Entry Method**

1. Click **Employment and Wage Detail Reporting**.

2. Click **Submit Employment and Wage Detail**. A page appears where you configure the report.

   ![Employer Information](image)

   **Reporting Period**
   - Employment and Wages Paid for the Quarter: January, February, March (Q1)
   - Year: 2011

   **Filing Methods**
   - Select from the following Filing Methods:
     - File Upload - Attach electronic wage file
     - Copy from Previous Quarter - Modify previous quarter data. Note: You cannot copy data from prior to 2010
     - Manual Entry - Enter individual wage records manually online
     - No Employment and No Wage Report - No employment and no wages paid in quarter

3. Select a **Quarter** and a **Year**. Click the radio button for **Manual Entry**. Click **Next**.

4. The **Wage Detail Records** page appears. Enter the wage detail information. (See the detailed instructions on filling in the wage detail records that appear onscreen.)

   **NOTE**: The maximum number of records that can be entered using manual entry is 100. The page will initially display 25 blank rows for wage detail entries. Upon reaching 25 records, you can add more records by clicking on **Add** at the end of the page.

   **IMPORTANT NOTE**: It is strongly recommended that you periodically save the information being entered manually. The system times out after 30 minutes. Unsaved data is lost if a timeout occurs.
If a Notice appears, you can proceed; if an Error appears, you must make a correction before proceeding.

Read detailed instructions on preparing the submission.

Quickly retrieve a previously saved record by performing a search.

Click the column heading to view assistive content on data that belongs in this column.

Begin entering details here.
5. Once you have entered all the information, click **Next** to proceed to the next step.

6. The **Employment and Wage Detail Records** page appears. Use the instructions on the page to complete the requested information. (Also see the ‘HOURS WORKED GUIDELINE’ in the Addendum for additional pointers.) Click **Next**.

**NOTE:** Save frequently if you are making numerous data additions or changes, or if you want to leave the page and return in a later session.
7. The **Summary of Units Reported** page displays a summary of the gross wage detail information you entered. The information is tallied at the reporting unit level.

![Diagram](image.png)

<table>
<thead>
<tr>
<th>Employer Information</th>
<th>Employer Account Number</th>
<th>Employer Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment and Wage Detail Submission Process</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting Information</td>
<td>Employment and Wages Paid for the Quarter: April, May, June (Q2)</td>
<td>Year: 2011</td>
</tr>
<tr>
<td></td>
<td>Submission Type: Original</td>
<td></td>
</tr>
<tr>
<td>Employment and Wage Detail Report Summary</td>
<td>Number of Records: 1</td>
<td>Total UI Gross Wages: $15,000.00</td>
</tr>
<tr>
<td>Summary of Units Reported</td>
<td>Unit Number</td>
<td>Business Name</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

- To continue processing your Employment and Wage Detail records, select 'Next'.
- To save data and continue in the future, select 'Save and Exit'. Click here² for save and exit details.

8. A **Certification** page appears. Check the box, and click **Next**.

![Diagram](image.png)

**Employment and Wage Detail Certification**

You are asked to certify that all of the information provided in this filing is complete, true and accurate. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this agency.

"I certify, under penalties of perjury, that all information provided in this filing is complete and true to the best of my knowledge and belief."
9. A Quarterly Calculations page appears, showing calculations and the quarterly contributions due. If you are ready to submit the wage detail report, click Submit.

**NOTE**: If you need to correct any wage submission details at this point, click Previous to return to the Employment and Wage Detail Records page where you can edit your entries.

10. The Employment and Wage Detail Report Submission Confirmation page appears, indicating that the reporting process has been successful. Click Make Payment.
11. The **Payment Method** page appears. Select **Payment Amount** and **Payment Method**.

- If **Check** is selected as the payment method, a voucher displays onscreen. Print copies of the voucher, and send a copy to DUA along with the paper check when you make the payment.
- To use **ACH Credit**, you must have prior approval from DUA. You can click the link below the Payment Method selection for detailed information on seeking DUA approval.
- No prior approval is required for using **ACH Debit**.

**NOTE**: For more information on making payments, see the section, **Payment Information**.

### File Upload Method

There are three file formats that can be used for file upload:

- ICESA,
- EFW2, and
- Delimited

**File upload tips**

Always use a file upload method when there are more than 100 records in the wage detail.

Upload files may contain fewer than 100 records.

Expect files of 300 records or more to be batch processed. When batch processed, the file upload is scheduled by the system for off-peak hours. Results will not appear onscreen until the processing is complete. You may see the following screen message:

*Due to the size of the file Your_file.csv, the employment and wage detail will be processed in an overnight batch. Please check back tomorrow in View Submission History for results (634).*

Files with more than 29,999 records must be uploaded using the File Transfer Protocol (FTP). Employers should consult with DUA staff to review file format and FTP a test file.
**Preparing ICESA or EFW2 Files**

Some accounting packages output employment wage and detail reports in ICESA and EFW2 format. The ICESA file format that works with the QUEST file upload process includes only the “S” records, and has only 275 characters per record with the carriage return at space 275.

The EFW2 file format works only with “RS” records and has only 512 characters per record with the carriage return at space 512.

**Preparing Delimited Files**

Delimited files can be created and edited using readily available software.

Delimited files should be in a comma delimited text file format. The delimited file should look like the screen shot below (one record shown for a sample). There should be no header row.

![Notepad](image)

The DUA provides a template with these fields. Its fields are formatted so the data uploads correctly. (Search for ‘delimited template’ from the DUA website at [http://www.mass.gov/uima](http://www.mass.gov/uima) to locate the template.)

**Pointers on using the delimited template**

- Do not change any cell ‘Number Format’ in the file.
- Make sure that columns 1, 2, 4, 5, 6, and 15 are formatted as ‘Text.’
- Delete rows 1-4 (i.e., rows with template notes in them, the column headings, and the sample data).
- If using Microsoft Excel, before uploading the file, save it in ‘CSV (Comma delimited)’ format. (Use similar selections with other software packages.)
- If you ever open the saved output file, RESAVE it in ‘CSV (Comma delimited)’ format before uploading it.
Performing a File Upload

These instructions show a delimited file upload, but they apply as well to ICESA and EFW2 files.

1. Click **Employment and Wage Detail Reporting**.
2. Click **Submit Employment and Wage Detail**.
3. Select a **Quarter** and a **Year**. Click the radio button for **File Upload**. Click **Next**.

4. In the **File Format** area, select a **File Type** (in this example, Delimited). Click **Next**.

5. In the **Select Wage Detail File** area, click **Browse**.
6. In the dialog box, choose a file, and click Open.

7. The file name displays in the Select Wage Detail File field. Click Next.

**NOTE:** Typically files with 300 records or more are processed during off-peak hours in a batch. In this case, the following message will appear:

*Due to the size of the file Your_file.csv, the employment and wage detail will be processed in an overnight batch. Please check back tomorrow in View Submission History for results (634).*

8. If you uploaded fewer than 300 records, a File Preview appears. Review the uploaded information and click Next.

**File Preview**

The following are the first ten (10) records accepted from your file. If one of the first ten records in the file submitted has a fatal error, it will not appear. For example, if record “1” has a fatal error and record “2” is clean, “2” will be the first number that appears in the record number column. If there is a problem with the file, please select “Previous” to resubmit a file online.

<table>
<thead>
<tr>
<th>Record Number</th>
<th>SSN</th>
<th>Last Name</th>
<th>First Name</th>
<th>UI Gross Wages</th>
<th>MA Wages Subject to Withholding</th>
<th>MA Income Tax Amount Withheld</th>
<th>Hours Worked</th>
<th>Owner/Officer</th>
<th>Unit Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>X $3,000.00</td>
<td>$10,000.00</td>
<td>$100.48 520</td>
<td>No</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>X $5,000.00</td>
<td>$10,000.00</td>
<td>$100.48 521</td>
<td>No</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td>X $7,000.00</td>
<td>$10,000.00</td>
<td>$100.48 522</td>
<td>No</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>X $9,000.00</td>
<td>$10,000.00</td>
<td>$100.48 523</td>
<td>No</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** If errors are found in the file, the errors will be displayed. You can either correct the errors or ignore them. If you ignore the errors and a record contains a fatal error (e.g., a missing SSN), the system will reject the specific record. The system will accept records with non-fatal errors (e.g., hours worked missing). See the Addendum for a list of error messages, and for troubleshooting information.

9. Review the summary information about the upload and click Next.
10. The Employment and Wage Detail Certification page appears. Check the box and click Next.

11. Review the Quarterly Calculations and Amount Due.

**IMPORTANT NOTE:** If the uploaded data is incorrect, the file can be corrected and uploaded again without having to perform an Adjustment as long as you do not click Submit at this point. See Performing a Merge or Overwrite.

12. When you are satisfied that the data is correct, click Submit.
13. If the file upload is successful, the **Employment and Wage Detail Report Submission Confirmation** page appears. If desired, click **Make Payment**.

**NOTE**: For more information on making payments, see the section, **Payment Information**.

### Performing a Merge or Override

If at the point of submitting Employment Wage and Detail information via file upload, you realize that the data is incorrect, you can upload the data again without performing an Adjustment.

1. **Do NOT** click **Submit**.
2. Correct the file.
3. Click **Previous** on successive pages until you have returned to the **Browse for File** page.
4. Select the corrected file and click **Next** until you reach the **Select Action** page.
5. Select to either **delete** the records or **merge** them and click **Next** to continue with the upload. (See below for Merge Rules.)

**Employer Merge Rules**

**Wage Detail Merge Rules:**

When requested to merge, the System will merge distinct employee records at the unit level.

If an employee(s) exist within the same reporting unit while merging data for the same reporting unit the System will overwrite the previous employee data with the employee data from the latest filing. Please note: employee level merge (replace/add) has no ability to delete employees.

For example:

Employer user Jane saves an employment and wage detail file with the following reporting units:

- 0001
- 0003
- 0005
- 0007
- 0009

Employer user Bill follows Jane and uploads the following reporting units:

- 0000
- 0002
- 0004
- 0005
- 0006
- 0008
- 0009
- 0010

Jane and Bill have submitted two common units, 0005 and 0009. The System will keep Jane’s units 0001, 0003, and 0007. The System will merge Jane’s units 0005 and 0009 with Bill’s 0005 and 0009 at the employee level. If the same employee(s) exist within unit 0005 and 0009 for both Jane and Bill’s files, then the System will use the records from Bill’s seeing that it is the latest filing.

The final submission will include the following units for calculation:

- 0000 (from Bill)
- 0001 (from Jane)
- 0002 (from Bill)
- 0003 (from Jane)
- 0004 (from Bill)
- 0005 (from Bill)
- 0006 (from Bill)
- 0007 (from Jane)
- 0008 (from Bill)
- 0009 (from Bill)
- 0010 (from Bill)

If the employer does not report using units and Employee A is in both files, (File 1 being uploaded first and file 2 being uploaded subsequently), the System will overwrite the Employee A record from file 1 with the Employee A record from file 2.

If employees A, B, D, and E are in File 1, and C, F, G, H are in file 2; submit A, B, C, D, E, F, G, and H.

If A, B, and D are in File 1 and B, C, and E are in File 2. Submit A and D from file 1 and B, C, and E from file 2.
No Employment and No Wage Report

The **No Employment and No Wage Report** option can be used by Employers if they have no employees and no wages to report for a quarter.

**NOTE**: This filing method should not be used if the Employer had employees under employ who did not earn any wages during the quarter. In such cases, this information must be reported via one of the other filing methods, entering employee information with 0 wage information.

To file a No Employment and No Wage Report, perform these steps:

1. Follow the first 2 steps in *Manual Entry Method*.
2. Select **No Employment and No Wage Report** and click *Next*.

3. The **Section Header** page appears. Click *Submit*.

Copy from Previous Quarter

When this method is used, the employee details from a past quarter in calendar year 2010 or later (as specified by the user) are copied into the quarter for which you are filing, reducing the data entry time.

**NOTE**: Only the employee names and SSNs will be copied from the previous quarter. The wage data from each employee record will not be copied.

1. Click Employment and Wage Detail Reporting.
2. Click Submit Employment and Wage Detail. A page appears where you configure the report.
3. Select a **Quarter** and a **Year**. Click the radio button for **Copy from Previous Quarter**. Click **Next**.

4. The **Prior Quarter Search** page appears. Select the year and the quarter to copy from and click **Search**.

5. The quarter you specified appears below the search grid in the **Submitted Reports** area. Select the radio button for the quarter and click **Next**.

6. The page shown in the next page will appear. Only the name and SSN of the employee from the previous quarter are copied. Add wage information in the **Wage Detail Records** area. In addition:
   - If you use the **Copy from Previous Filing** method and you have entered the wage information but have not clicked on **Save** and **Next** to complete the filing, the only way to get back to the pending filing is to select **Manual Entry**. Then you can continue with the initial submission.
   - If you use the **Copy from Previous Filing** method you must fill in every field of every copied Employee for anything on the page to be saved. You must also fill in every field of any new record for anything on the page to be saved. **The system cannot save employee records with blank wage information.**
   - If you are deleting a record, check off the delete box and enter "0" for each wage field.

7. Once you have modified all the information as necessary, click **Next**.
From here on, the process is the same as the manual entry filing method. If required, refer to Step 6 of the instructions for manual entry and continue to read from there.
VIEW EMPLOYMENT AND WAGE DETAIL HISTORY

This function allows you to view previously submitted employment and/or wage detail records for all quarters in a year or by individual quarters. You have the option to view original submissions and/or adjustments. You can also limit your search to a specific record by name/SSN. Additionally, the search can be limited to specific reporting units.

1. Click Employment and Wage Detail Reporting.
2. Click View Employment and Wage Detail History. The following page appears.

3. Select a Submission Type, Year, Quarter, and Detail Type. Enter specific search criteria or leave blank to retrieve all records.

4. Click Search. The search results will appear as shown in the following examples. (Click Reset to clear the search results and the search criteria.)

Example 1: Search Results for Detail Type UI Wages.

Example 2: Search Results for Detail Type DOR Wages.
Example 3: Search Results for Detail Type Employment

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Submission Type</th>
<th>Qtr</th>
<th>SSN</th>
<th>Last Name</th>
<th>First Name</th>
<th>Mi</th>
<th>Unit</th>
<th>Month 1</th>
<th>Month 2</th>
<th>Month 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/13/2011</td>
<td>Original</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>M</td>
<td>0</td>
<td>Y</td>
</tr>
<tr>
<td>1/13/2011</td>
<td>Original</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>P</td>
<td>0</td>
<td>Y</td>
</tr>
<tr>
<td>1/13/2011</td>
<td>Original</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>R</td>
<td>0</td>
<td>Y</td>
</tr>
<tr>
<td>1/13/2011</td>
<td>Original</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>R</td>
<td>0</td>
<td>Y</td>
</tr>
<tr>
<td>1/13/2011</td>
<td>Original</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>J</td>
<td>0</td>
<td>Y</td>
</tr>
</tbody>
</table>

5. Click Reset to clear the search results and the search criteria.

**NOTE**: The display is limited to the first 100 records. If you have more than 100 records, you can download them to a file on your computer using the steps in the next section.

Download Employment and Wage Detail History

This function allows you to download Employment and Wage Details retrieved in a search.

1. Perform the steps in: View Employment and Wage Detail History.
2. Click the Download Wage Detail link on the search results page.

3. Follow the onscreen download instructions.
VIEW EMPLOYMENT AND WAGE DETAIL CALCULATION HISTORY

This function allows you to view the calculations for contributions due for previously submitted employment and wage detail reports. This data is available for each quarter and is viewable by year. The calculations do not factor in payments applied. To view payment history, refer to the section on Payment Information.

1. Click Employment and Wage Detail Reporting.

2. Click View Employment and Wage Detail Calculation History. The following page will appear. Enter the year for which you wish to view calculation history and click Search.

3. The search results will appear as shown below.

```
<table>
<thead>
<tr>
<th>Quarterly Calculations Search</th>
<th>Year: 2011</th>
</tr>
</thead>
</table>
```

```
<table>
<thead>
<tr>
<th>Quarterly Calculations</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>This screen provides a historical view of quarterly employment and wage calculations. The calculations below do not factor in payments applied. To view payment history select the “Payment Information” link on the left hand navigation.</td>
<td></td>
</tr>
<tr>
<td>Quarterly Wages</td>
<td></td>
</tr>
<tr>
<td>Total UI Gross Wages</td>
<td>$40,817.00</td>
</tr>
<tr>
<td>UI Taxable Wages</td>
<td>$40,817.00</td>
</tr>
<tr>
<td>UHI Taxable Wages</td>
<td>$40,817.00</td>
</tr>
</tbody>
</table>

Contributions

<table>
<thead>
<tr>
<th>Contribution</th>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
<th>Quarter 4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>UI Contribution</td>
<td>$14.29</td>
<td>$411.07</td>
<td>$195.64</td>
<td>$105.08</td>
<td>$1,225.96</td>
</tr>
<tr>
<td>UHI Contribution</td>
<td>$97.96</td>
<td>$78.30</td>
<td>$37.25</td>
<td>$20.02</td>
<td>$233.53</td>
</tr>
<tr>
<td>Workforce Training Fund</td>
<td>$24.49</td>
<td>$19.57</td>
<td>$9.31</td>
<td>$5.00</td>
<td>$58.37</td>
</tr>
<tr>
<td>Secondary Uniform Adjustment</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Amount Due

| Quarterly Amount Due          | $906.74   | $908.94   | $242.10   | $130.10   | $1,517.88|
```

VIEW SUBMISSION HISTORY

This function allows you to view the submission history for employment and wage detail records. You can filter search results by: Submission Type (Original/Adjustment), Quarter, Year, or Detail Type (UI Wages, DOR Wages, or Employment).

1. Click Employment and Wage Detail Reporting.
2. Click View Submission History.
3. The Employment and Wage Detail Submission History Search page appears. Enter your search criteria and click on Search.

The search results display below the search grid.

**Example:** Search results for Detail Type: **UI Wages**.

4. If you searched by **UI Wages**, click a Confirmation Number to display Quarterly Calculations for that filing.
5. The **Quarterly Calculations** page appears.
ADJUSTMENTS

Introduction

This section describes how to adjust previously submitted employment and wage detail records. The adjustment function allows the user to modify/add/delete records as many times as required. There are 2 methods available to perform adjustments: **Upload a file** of adjustments, or select and **modify specific records online**. All completed adjustments can be viewed in employment and wage detail history. In some cases, an Employer-submitted adjustment may require staff review. A workflow item will be initiated and staff will approve or deny the adjustment, based on their review.

**IMPORTANT NOTE**: This link applies to adjustments to reports filed for Q1 2010 and forward. For instructions on adjusting reports filed for earlier quarters, see the section, *Submit Employment and Wage Detail for Quarters Prior to 2010*.

The reasons that an Employment and Wage Detail Report can be adjusted are as follows:

- Employment adjusted
- Employment and Wages adjusted because the workers performed services for a different business
- Employment and Wages adjusted because they were not taxable
- Employment and Wages adjusted because they were reported to the wrong state
- Employment and Wages adjusted for a non subject Employer
- Employment and Wages adjusted to correct computer system, data entry or accounting errors
- Other
- Wages adjusted because worker(s) were hired/terminated
- Name change
- SSN change

Manual Entry Method for Adjustments

1. Click **Employment and Wage Detail Reporting**.
2. Click **Adjustments**. The following page will appear. Select the prior quarter that needs an adjustment of wage details using the dropdown menu. Click **Search**.

![Employment and Wage Detail Adjustment Process](image)

**Prior Quarter Search**

<table>
<thead>
<tr>
<th>Year</th>
<th>Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>All</td>
</tr>
</tbody>
</table>

[Search] [Reset]
3. The **Search Results** appear below the search grid. Select the quarter of your choice and click **Next**.

<table>
<thead>
<tr>
<th>Year</th>
<th>Quarter</th>
<th>Last Submission Type</th>
<th>Status</th>
<th>Total Gross Wages</th>
<th>Number of Records</th>
<th>Transaction Date</th>
</tr>
</thead>
</table>

4. The **Filing Method** page appears. Select **Manual Entry** and click **Next**.

**NOTE**: If you have to adjust more than 100 records, the file upload method should be used.

5. The **Employment and Wage Detail Records Adjustment** page appears. Do one of the following:

- Click the **Adjust** box for a record requiring adjustment. (See onscreen instructions for details).
- Click **New** if you have no other adjustments to make and wish to add a new employee.

Then click **Next**.
6. The Wage Detail Records page appears. Modify the wages details for each record that requires adjustment. Add or delete new employees. When all modifications are complete, click Next.

7. You will be asked to provide information on 12th of the month employment data for each wage detail record on the next page. Upon completion, click Next to continue.

**NOTE:** If required, please refer to the ‘HOURS WORKED GUIDELINE’ in the Addendum.
8. The **Adjustment Confirmation Summary** page appears with the adjustment information. Review the page and click **Next**.

```
<table>
<thead>
<tr>
<th>Adjustment Confirmation Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Compare the previous Employment and Wage Detail Record with the adjusted records and/or verify new or deleted employee(s).</td>
</tr>
<tr>
<td>- If the adjustment is correct select 'Next' to continue. If not select 'Previous' to correct.</td>
</tr>
</tbody>
</table>
```

```
<table>
<thead>
<tr>
<th>Employees Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSN</td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td>Adjusted</td>
</tr>
<tr>
<td>Previous</td>
</tr>
</tbody>
</table>
```

- To continue processing your wage data records, select 'Next'.

9. The **Wage Detail Adjustment Reason Verification** page appears. Select a reason for each adjustment. Click **Save** at any time. Click **Next** to continue to the next page.

**NOTE**: Save frequently if you are making numerous data additions or changes.

```
<table>
<thead>
<tr>
<th>Wage Detail Adjustment Reason Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>- An adjustment reason is required for each individual record. Select the appropriate reason from the drop-down box below.</td>
</tr>
<tr>
<td>- If the adjustment(s) are correct select 'Next' to continue. If not select 'Previous' to correct.</td>
</tr>
<tr>
<td>- NOTE: Do NOT select 'Next' until all page(s) have been completed.</td>
</tr>
</tbody>
</table>
```

```
<table>
<thead>
<tr>
<th>Employees Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSN</td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td>Adjusted</td>
</tr>
<tr>
<td>Previous</td>
</tr>
</tbody>
</table>
```

- Employment and Wages adjusted to correct computer system data entry or accounting errors
- **Explain:** [ ]
10. The following page will appear displaying the recalculated contributions due after the adjustment. Click **Submit** to complete the wage details adjustment.

---

**Employment and Wage Detail Adjustment Calculations**

- The table below illustrates the adjustment's total affect by quarter.
- Each line lists the most recently submitted amount, the adjusted submission amount and the difference.
- **IMPORTANT NOTE:** The adjustment process recalculates the quarter adjusted and any subsequent quarter.
- Calculations DO NOT include records pending UI staff review. These will be included in a new account statement.

<table>
<thead>
<tr>
<th>Submission Type</th>
<th>Quarterly Wages</th>
<th>Contributions</th>
<th>Workforce Training Fund</th>
<th>Secondary Uniform Adjustment</th>
<th>Amount Due</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total UI Gross Wages</strong>®</td>
<td>Submitted</td>
<td>$0.00</td>
<td>$95,000.00</td>
<td></td>
<td>$95,000.00</td>
</tr>
<tr>
<td></td>
<td>Adjusted</td>
<td>$0.00</td>
<td>$93,000.00</td>
<td></td>
<td>$93,000.00</td>
</tr>
<tr>
<td></td>
<td>Difference</td>
<td>$0.00</td>
<td>($2,000.00)</td>
<td></td>
<td>($2,000.00)</td>
</tr>
<tr>
<td><strong>UI Taxable Wages</strong>®</td>
<td>Submitted</td>
<td>$0.00</td>
<td>$90,000.00</td>
<td></td>
<td>$90,000.00</td>
</tr>
<tr>
<td></td>
<td>Adjusted</td>
<td>$0.00</td>
<td>$89,000.00</td>
<td></td>
<td>$89,000.00</td>
</tr>
<tr>
<td></td>
<td>Difference</td>
<td>$0.00</td>
<td>($1,000.00)</td>
<td></td>
<td>($1,000.00)</td>
</tr>
<tr>
<td><strong>UHI Taxable Wages</strong>®</td>
<td>Submitted</td>
<td>$0.00</td>
<td>$90,000.00</td>
<td></td>
<td>$90,000.00</td>
</tr>
<tr>
<td></td>
<td>Adjusted</td>
<td>$0.00</td>
<td>$89,000.00</td>
<td></td>
<td>$89,000.00</td>
</tr>
<tr>
<td></td>
<td>Difference</td>
<td>$0.00</td>
<td>($1,000.00)</td>
<td></td>
<td>($1,000.00)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>UI Contribution</strong>®</td>
<td>Submitted</td>
<td>$0.00</td>
<td>$1,278.00</td>
<td></td>
<td>$1,278.00</td>
</tr>
<tr>
<td></td>
<td>Adjusted</td>
<td>$0.00</td>
<td>$1,263.80</td>
<td></td>
<td>$1,263.80</td>
</tr>
<tr>
<td></td>
<td>Difference</td>
<td>$0.00</td>
<td>($14.20)</td>
<td></td>
<td>($14.20)</td>
</tr>
<tr>
<td><strong>UHI Contribution</strong>®</td>
<td>Submitted</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>Adjusted</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>Difference</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Workforce Training Fund®</strong></td>
<td>Submitted</td>
<td>$0.00</td>
<td>$54.00</td>
<td></td>
<td>$54.00</td>
</tr>
<tr>
<td></td>
<td>Adjusted</td>
<td>$0.00</td>
<td>$53.40</td>
<td></td>
<td>$53.40</td>
</tr>
<tr>
<td></td>
<td>Difference</td>
<td>$0.00</td>
<td>($0.60)</td>
<td></td>
<td>($0.60)</td>
</tr>
<tr>
<td><strong>Secondary Uniform Adjustment</strong></td>
<td>Submitted</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>Adjusted</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td></td>
<td>Difference</td>
<td>$0.00</td>
<td>$0.00</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Amount Due</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Quarterly Amount Due</strong>®</td>
<td>Submitted</td>
<td>$0.00</td>
<td>$1,332.00</td>
<td></td>
<td>$1,332.00</td>
</tr>
<tr>
<td></td>
<td>Adjusted</td>
<td>$0.00</td>
<td>$1,317.20</td>
<td></td>
<td>$1,317.20</td>
</tr>
<tr>
<td></td>
<td>Difference</td>
<td>$0.00</td>
<td>($14.80)</td>
<td></td>
<td>($14.80)</td>
</tr>
</tbody>
</table>
11. A **Certification** page appears. Check the box and click **Next**.

12. A **Confirmation** page appears, indicating that the process is complete. A confirmation number appears on the page.

- Thank you for using our online Employment and Wage Detail Adjustment process. You have successfully adjusted an Employment and Wage Detail Report for the months of April, May, June (Q2) of Year 2011.
- Your confirmation number: 1065_071911006351. For future reference, this number is in View Submission History.
- If you would like to make a payment for amounts due select ‘Make Payment’ at the bottom of this page.
- If you are closing your business and this is your final Employment and Wage Detail Report Select ‘Account Maintenance’ then ‘Suspend Account’ from the left navigation and proceed with the prompts.
File Upload Method for Adjustments

The file upload method should be used whenever there are more than 100 records to adjust. Using the file upload method, 3 options are available: ICESA, EFW2 and Delimited. This section describes the process for uploading a Delimited file, but the procedure is identical for ICESA and EFW2. For details on file formats, see the Addendum.

1. Follow the first 3 steps in the section, Manual Entry Method for Adjustments.
2. Choose File Upload as your method of adjustment. Click Next.

3. The File Format page appears. Select Delimited and click Next.

4. In the Select Wage Detail File area, click Browse.

5. In the dialog box, choose a file, and click Open.
6. The file name displays in the Select Wage Detail File field. Click Next.
7. In the **File Preview** area, preview the uploaded information and click **Next**.

**NOTE:** Typically files with 300 or more records are processed during off-peak hours in a batch. In this case, the following message will appear:

> Due to the size of the file *Your_file.csv*, the employment and wage detail will be processed in an overnight batch. Please check back tomorrow in View Submission History for results (634).

**NOTE:** If errors are found in the file, the errors will be displayed. You can either correct the errors or ignore them. If you ignore the errors and a record contains a fatal error (e.g., a missing SSN), the system will reject the specific record. The system will accept records with non fatal errors (e.g., hours worked missing). See the *Addendum* for a list of error messages.

<table>
<thead>
<tr>
<th>Record Number</th>
<th>SSN</th>
<th>Last Name</th>
<th>First Name</th>
<th>MI</th>
<th>UI Gross Wages</th>
<th>MA Wages Subject to Withholding</th>
<th>MA Income Tax Amount Withheld</th>
<th>Hours Worked</th>
<th>Owner/Officer</th>
<th>Unit Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>$3,000.00</td>
<td>$10,000.00</td>
<td>$100.48</td>
<td>520</td>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>$5,000.00</td>
<td>$10,000.00</td>
<td>$100.48</td>
<td>521</td>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>$7,000.00</td>
<td>$10,000.00</td>
<td>$100.48</td>
<td>522</td>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>$9,000.00</td>
<td>$10,000.00</td>
<td>$100.48</td>
<td>523</td>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>$11,000.00</td>
<td>$10,000.00</td>
<td>$100.48</td>
<td>524</td>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>$13,000.00</td>
<td>$10,000.00</td>
<td>$100.48</td>
<td>525</td>
<td>No</td>
<td>0</td>
</tr>
<tr>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>$15,000.00</td>
<td>$10,000.00</td>
<td>$100.48</td>
<td>0</td>
<td>No</td>
<td>0</td>
</tr>
</tbody>
</table>

**File Errors**
- Click [here](#) for detail error descriptions.

<table>
<thead>
<tr>
<th>Record Number</th>
<th>Error Message</th>
<th>Error Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Employee Middle Initial <strong>B</strong> is invalid</td>
<td>Non-Fatal Error</td>
</tr>
<tr>
<td>7</td>
<td>Employee Hours Worked <strong>D</strong> is invalid</td>
<td>Non-Fatal Error</td>
</tr>
<tr>
<td>8</td>
<td>Adjustment Reason Code is Missing</td>
<td>Fatal Error</td>
</tr>
</tbody>
</table>

**Please Select an Action**
- Ignore Errors and Continue
- Make the corrections and resubmit

8. Review the summary information about the upload and click **Next**.
9. The **Employment and Wage Detail Certification** page appears. Check the box and click **Next**.

```markdown
<table>
<thead>
<tr>
<th>Employer Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Account Number:</td>
</tr>
</tbody>
</table>

Employment and Wage Detail Submission Process

1. Select Filing Method
2. Enter Wage Information
3. Confirm Submission
4. Process and Calculate

<table>
<thead>
<tr>
<th>Reporting Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment and Wages Paid for the Quarter: April, May, June (Q2)</td>
</tr>
<tr>
<td>Year: 2011</td>
</tr>
<tr>
<td>Submission Type: Original</td>
</tr>
</tbody>
</table>

**Employment and Wage Detail Certification**

You are asked to certify that all of the information provided in this filing is complete, true and accurate. Massachusetts law provides for civil fines and criminal penalties for misrepresentation, evasion, willful nondisclosure, and failure or refusal to furnish reports or requested information to this agency.

*I certify, under penalties of perjury, that all information provided in this filing is complete and true to the best of my knowledge and belief.*

---

10. Review the Quarterly Calculations and Amount Due.

**IMPORTANT NOTE**: If the data uploaded so far is incorrect, the file can be corrected and uploaded again without having to perform an Adjustment as long as you/the Employer **do not click Submit** at this point. See **Performing a Merge or Overwrite**.
11. Click **Submit**. If the file upload is successful, a confirmation will be displayed along with the first 10 rows of data from the uploaded file.
SUBMIT EMPLOYMENT AND WAGE DETAIL FOR QUARTERS PRIOR TO 2010

Introduction

This section describes how to submit an employment and wage detail report for quarters prior to 2010. Prior to 2010, Employers are responsible for two separate filings: DUA Contribution Report (i.e., DUA UI and UHI Gross Employment and Wages) and DOR Employment and Wage Detail. The data elements required for DUA filing are: Gross Wages, UI taxable wages, UHI taxable wages and gross 12th of the month employment data. The taxable wages submitted will be used to process and calculate the contribution due. For DOR filing, the user will submit wage detail at the employee level, but it will not be used in the calculation of UI contributions due. The user will be able to submit both original and adjustment submissions using this function. The user will first be required to provide the gross employment and wages (i.e., DUA Contribution Report) and will then be prompted to provide the detail employment and wage information (i.e., DOR Wage Report).

The system will allow Employers to submit the employment and wage detail (i.e., DOR Wage Report) using the real-time online file upload or the manual entry filing method.

Manual Entry Method for Quarters Prior to 2010

1. Click Employment and Wage Detail Reporting.
2. Click Submit Employment and Wage Detail for Quarters Prior to 2010.
3. The **Reporting Information** page appears. Select a year and quarter to file wages for, and click **Next**.

![Employer Information](image)

**Filing Instructions**
- For 4th quarter of 2009 filing instructions click [here](#).

4. The **Reporting Information** page reappears, displaying the quarter and year information, the submission type (original or adjustment), and your filing status. Click **Next**.

![Employer Information](image)

**Filing Status**
You have not filed the DUA Contribution Report or the DOR Wage Report for Quarter 4 and Year 2009. You need to submit the original DUA Contribution Report and the DOR Wage Report.

5. The **Wage Information** page appears. Enter Total UI Gross Wages, UI Taxable Wages, and UHI Taxable Wages. Click **Next**.

![Reporting Information](image)

**Wage Information**

**NOTE**: If you had fewer than 6 employees on average for the quarter, enter **$0.00** for **UHI Taxable Wages**.
6. Enter the number of employees employed on the 12 of each month of the quarter, and click **Next**.

![Number of Employees Employed on the 12th of Each Month](image)

7. If you are filing for Q3 2009 or earlier, the **DOR Wage Detail Option** page appears. Select **Yes** or **No** and click **Next**.

![DOR Wage Detail Option](image)

8. If you answered **No** in **Step 7**, skip to **Step 13**. If you answered **Yes** in **Step 7**, or if you are filing for **Q4 2009**, continue with **Step 9**.

9. The **Filing Method** page appears. Select **Manual Entry** and click **Next**.

![Filing Methods](image)
10. The **Wage Detail Records** page appears. Add information for each employee. Save frequently if you enter large amounts of data. Click **Next** to continue.

11. The **Employment and Wage Detail Records** page appears. Provide the requested information. Save frequently if you enter large amounts of data. Click **Next**.
12. The **Employment and Wage Detail Report Summary** page appears. Click **Next**.

![Employment and Wage Detail Report Summary](image)

**NOTE**: The calculations shown here are based only on the gross wages entered in **Step 5**. The wage detail information is not used for this calculation.

13. The **Employment and Wage Detail Certification** page appears. Check the box and click **Next**.

![Employment and Wage Detail Certification](image)

14. The **Quarterly Calculations** page displays. If you are satisfied with the calculations, click **Submit**.

![Quarterly Calculations](image)
15. The **Employment and Wage Detail Report Submission Confirmation** page appears. Click **Make a Payment** to pay.

**NOTE:** See the section, **Payment Information** for more information on making payments.
NOTE: If you are preparing an Employment and Wage Detail Report for Q3 of 2009 or earlier, including wage detail in your report is optional. However, if you opt to NOT file wage detail, you cannot file using the file upload.

1. Click Employment and Wage Detail Reporting.

2. Click Submit Employment and Wage Detail for Quarters prior to 2010.

3. The Reporting Information page appears. Select a year and quarter to file wages for, and click Next.
4. The Reporting Information page reappears, displaying the quarter and year information, the submission type (original or adjustment), and your filing status. Click Next.

5. The Wage Information page appears. Enter Total UI Gross Wages, UI Taxable Wages, and UHI Taxable Wages. Click Next.

**NOTE**: If you had fewer than 6 employees on average for the quarter, enter $0.00 for UHI Taxable Wages.

6. On the next page, enter the number of employees employed on the 12th of each month of the quarter, and click Next.
7. If you are filing for Q3 2009 or earlier, the **DOR Wage Detail Option** page appears. Select **Yes** and click **Next**.

**NOTE:** If you answer **No** in **Step 7**, you cannot submit the Employment and Wage Detail Report in a file upload.

8. The **Filing Method** page appears. Select **File Upload** and click **Next**.

9. Finish the process by following the instructions starting at **Step 4** on page 124 (in the section, **Performing a File Upload**, under **Submit Employment and Wage Detail**).
Payment Information
ABOUT PAYMENT INFORMATION

Introduction

This section describes the functions that are available from the Payment Information area. From Payment Information, you can:

- Access the Payment Account Summary area, from which you can make payments; and view information about transactions, contributions, balances, payments, charges, debt, interest, and penalties.
- Search payments
- Cancel a payment
- Request for 940 Certification
- Request a payment plan

**NOTE**: Payments made for UI, UHI, and WTF are held by law in separate fiduciary accounts. Credits are reviewed, approved, and remitted strictly separately as well. Do not underpay UI, UHI, or WTF obligations on the assumption that a possible credit for one obligation will offset the underpayment of another.

**NOTE**: Voluntary Contributions are initiated from the Account Maintenance area. See the section, *Making a Voluntary Contribution* for information.

NAVIGATING TO PAYMENT INFORMATION

To navigate to the Payment Information page, perform the following steps:

1. Log in to QUEST. Click the Payment Information link in the left pane (the link also appears on the main pane of the Employer Home page).

<table>
<thead>
<tr>
<th>Change Password</th>
<th>Logoff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Home</td>
<td></td>
</tr>
<tr>
<td>FAQ</td>
<td></td>
</tr>
<tr>
<td>Worklist - My Inbox</td>
<td></td>
</tr>
<tr>
<td>Account Maintenance</td>
<td></td>
</tr>
<tr>
<td>Benefit Charge Activities</td>
<td></td>
</tr>
<tr>
<td>Correspondence</td>
<td></td>
</tr>
<tr>
<td>Employment and Wage Detail Reporting</td>
<td></td>
</tr>
<tr>
<td>Payment Information</td>
<td></td>
</tr>
</tbody>
</table>
2. The **Payment Information** page appears.
### PAYMENT ACCOUNT SUMMARY

**Introduction**

You can perform the following actions from the Payment Account Summary page:

- Make a payment
- Make a refund request

The Payment Account Summary page also displays the following summary information for the selected Statement Period. (Most of these items can be clicked for greater detail as well):

- All Financial Transactions
- Outstanding Balance
- Payments Received
- UI Contributions
- Other Charges
- UHI Contributions
- Interest
- Penalties
- Amount Due
- Debt Amount Due
- Potential Credit Amount

The page also has the following links to click for additional information:

- Quarterly Summary
- Unpaid Debt
- Interest Calculator

**NOTE**: By default, the current Statement Period displays on the Payment Account Summary page. Keep this Statement Period to display information about the most recently completed transactions. (The outstanding balance that comes due in the current Statement Period is incurred up to the end of the previous Statement period.)

**NOTE**: ACH Credit payments are not made using the QUEST software. If you wish to setup payments using the ACH Credit method, see the section, Applying to DUA to Make Payments Using ACH Credit.

**Helpful Hint**

Payments are applied according to a prescribed payment hierarchy. Click the Payment hierarchy assistive content link on the Payments Account Summary page to view detailed information.
Navigating to Payment Account Summary

1. Follow the steps in the section, *Navigating to Payment Information*.

2. Click **Payment Account Summary**. By default, a summary for the current Statement Period displays.

**Example 1**: Payment Account Summary with Debt Amount Due

- **Account Summary Statement Period**: July, August, September (Q3) 2011

  - **Debt Amount Due**: $4,346.04
  - **Interest**: $222.85
  - **Potential Credit Amount**: $164.41

  Credits will be applied to future amounts due.

- **Refund Request/Credit Application link appears** if there is a Potential Credit Amount.

**Example 2**: Payment Account Summary page displays a **Refund Request** link if a Potential Credit is available.

- **Account Summary Statement Period**: July, August, September (Q3) 2011

  - **Debt Amount Due**: $4,346.04
  - **Interest**: $222.85
  - **Potential Credit Amount**: $164.41

  Credits will be applied to future amounts due.

  Deferal option will be available starting April 1 to April 30 for Quarter 1 and starting July 1 to July 31 for Quarter 2.

  Payments submitted after 3 p.m. may be considered received the next business day.
3. Select a different Statement Period using drop-down lists for months and/or year, and click Search.
4. Click a link to view the Payment Hierarchy, a Quarterly Summary, Unpaid Debt, or an Interest Calculator, or more details about transactions, balance, payments, contributions, charges, interest, or penalties.

**Example 1: The Quarterly Summary page.** This page provides a summary view of contributions, payments, etc. due for chosen quarter only. It does not include balances due from previous quarters.

<table>
<thead>
<tr>
<th>Employer Information</th>
<th>Employer Account Number</th>
<th>Employer Name</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Quarterly History Detail Search</th>
<th>Quarter: April, May, June (Q2)</th>
<th>2011</th>
<th>Search</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Quarterly History Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Quarterly Wages</strong></td>
</tr>
<tr>
<td>Total UI Gross Wages</td>
</tr>
<tr>
<td>UI Taxable Wages</td>
</tr>
<tr>
<td>LHI Taxable Wages</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Debt</th>
<th><strong>Amount Due</strong></th>
<th><strong>Amount Paid</strong></th>
<th><strong>Amount Remaining</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>UIContribution</td>
<td>$4,276.39</td>
<td>$0.00</td>
<td>$4,276.39</td>
</tr>
<tr>
<td>Reimbursable</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>UIHIContribution</td>
<td>$27.86</td>
<td>$0.00</td>
<td>$27.86</td>
</tr>
<tr>
<td>Workforce Training Fund</td>
<td>$41.79</td>
<td>$0.00</td>
<td>$41.79</td>
</tr>
<tr>
<td>Uniform Secondary Adjustment</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Interest</th>
<th><strong>Amount Due</strong></th>
<th><strong>Amount Paid</strong></th>
<th><strong>Amount Remaining</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Totals</th>
<th><strong>Amount Due</strong></th>
<th><strong>Amount Paid</strong></th>
<th><strong>Amount Remaining</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Totals</td>
<td>$4,346.04</td>
<td>$0.00</td>
<td>$4,346.04</td>
</tr>
</tbody>
</table>

**Example 2: The Unpaid Debt page.** This page provides a breakdown of unpaid amounts.

<table>
<thead>
<tr>
<th>Employer Information</th>
<th>Employer Account Number</th>
<th>Employer Name</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Unpaid Debt</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date Established</strong></td>
<td><strong>Date Due</strong></td>
</tr>
<tr>
<td>7/18/2011</td>
<td>7/31/2011</td>
</tr>
<tr>
<td>7/18/2011</td>
<td>7/31/2011</td>
</tr>
</tbody>
</table>

**Total:** $4,346.04 | $4,346.04
Example 3: The Interest Calculator page. Use this page to calculate the interest due on all outstanding balances. (Interest cannot be calculated for a past date or for a date for which contribution calculations do not yet exist).

---

### Interest Calculator Details - UI

<table>
<thead>
<tr>
<th>Year</th>
<th>Month/Quarter</th>
<th>Program</th>
<th>Principal</th>
<th>Interest</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>Q3</td>
<td>UI</td>
<td>$32.62</td>
<td>$136.83</td>
<td>$769.51</td>
</tr>
<tr>
<td>2009</td>
<td>Q1</td>
<td>UI</td>
<td>$262.79</td>
<td>$237.42</td>
<td>$1,109.21</td>
</tr>
<tr>
<td>2009</td>
<td>Q4</td>
<td>UI</td>
<td>$323.78</td>
<td>$60.00</td>
<td>$393.78</td>
</tr>
<tr>
<td>2009</td>
<td>Q2</td>
<td>UI</td>
<td>$195.50</td>
<td>$221.79</td>
<td>$1,117.29</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td>$3,381.87</td>
</tr>
<tr>
<td>2008</td>
<td>Q2</td>
<td>UI</td>
<td>$671.86</td>
<td>$247.01</td>
<td>$923.87</td>
</tr>
<tr>
<td>2008</td>
<td>Q4</td>
<td>UI</td>
<td>$591.79</td>
<td>$152.76</td>
<td>$654.55</td>
</tr>
<tr>
<td>2008</td>
<td>Q1</td>
<td>UI</td>
<td>$471.80</td>
<td>$116.45</td>
<td>$588.25</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td>$2,238.67</td>
</tr>
<tr>
<td>2007</td>
<td>Q4</td>
<td>UI</td>
<td>$197.09</td>
<td>$109.08</td>
<td>$696.77</td>
</tr>
<tr>
<td>2007</td>
<td>Q1</td>
<td>UI</td>
<td>$244.37</td>
<td>$125.97</td>
<td>$370.34</td>
</tr>
<tr>
<td>2007</td>
<td>Q2</td>
<td>UI</td>
<td>$206.77</td>
<td>$100.34</td>
<td>$307.11</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td>$1,347.22</td>
</tr>
</tbody>
</table>

### Calculation Details - WTF

<table>
<thead>
<tr>
<th>Year</th>
<th>Month/Quarter</th>
<th>Program</th>
<th>Principal</th>
<th>Interest</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>Q1</td>
<td>WTF</td>
<td>$16.43</td>
<td>$2.52</td>
<td>$20.95</td>
</tr>
<tr>
<td>2009</td>
<td>Q2</td>
<td>WTF</td>
<td>$17.25</td>
<td>$4.22</td>
<td>$21.47</td>
</tr>
<tr>
<td>2009</td>
<td>Q3</td>
<td>WTF</td>
<td>$12.05</td>
<td>$2.59</td>
<td>$14.64</td>
</tr>
<tr>
<td>2009</td>
<td>Q4</td>
<td>WTF</td>
<td>$6.21</td>
<td>$1.14</td>
<td>$7.35</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td>$54.41</td>
</tr>
<tr>
<td>2008</td>
<td>Q2</td>
<td>WTF</td>
<td>$12.05</td>
<td>$4.40</td>
<td>$16.45</td>
</tr>
<tr>
<td>2008</td>
<td>Q4</td>
<td>WTF</td>
<td>$8.93</td>
<td>$2.72</td>
<td>$11.65</td>
</tr>
<tr>
<td>2008</td>
<td>Q1</td>
<td>WTF</td>
<td>$8.49</td>
<td>$3.32</td>
<td>$11.72</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td>$39.82</td>
</tr>
<tr>
<td>2007</td>
<td>Q1</td>
<td>WTF</td>
<td>$4.02</td>
<td>$2.08</td>
<td>$6.10</td>
</tr>
<tr>
<td>2007</td>
<td>Q4</td>
<td>WTF</td>
<td>$7.73</td>
<td>$3.29</td>
<td>$11.02</td>
</tr>
<tr>
<td>2007</td>
<td>Q2</td>
<td>WTF</td>
<td>$5.48</td>
<td>$1.65</td>
<td>$5.05</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td>$22.17</td>
</tr>
</tbody>
</table>

### Program Totals

- **Total Interest**: $1,697.26
- **Total UI Debt**: $5,289.48
- **Total UHI Debt**: $0.00
- **Total WTF Debt**: $964.47
- **Total Reimbursable Debt**: $0.00
- **Total Uniform Secondary Adjustment Debt**: $0.00
- **Total Conversion Surcharge Debt**: $0.00
- **Total State/Federal Extended Benefits Debt**: $0.00
- **Total Workshare Principal Debt**: $0.00
- **Total Penalties**: $0.00
- **Total Liability**: $7,092.16
- **Potential Credits**: $0.00
- **Amount Due**: $7,092.16

---

Our records indicate you have not submitted a employment and wage report (*) indicates the quarter has been assessed.

<table>
<thead>
<tr>
<th>Year</th>
<th>Quarters</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>3, 4</td>
</tr>
<tr>
<td>2010</td>
<td>1, 2, 3, 4</td>
</tr>
<tr>
<td>2011</td>
<td>1</td>
</tr>
</tbody>
</table>

The information displayed does not include any potential penalties or future liabilities.
MAKING A PAYMENT

There are three methods of payment: Paper check, ACH Debit, and ACH Credit. Only the instructions for paying by paper check or ACH Debit are included below.

Making an ACH Credit payment is not performed using the QUEST software. However instructions for accessing the application to pay by ACH Credit are also provided below.

Applying to DUA to Make Payments Using ACH Credit

If you wish to use the ACH Credit method of payment, follow the instructions below to access the application.

2. Click the Forms link under the Our Organization area, and click ACH Credit.
3. Fill out and submit the application according to the instructions.

NOTE: A sample form also appears in the Addendum to this document.

Making a Payment with a Paper Check

NOTE: Even if a TPA is performing this procedure on an Employer’s behalf, the check must issued by the Employer, not the TPA.

1. Click Payment Information.
2. Click Payment Account Summary.
3. Click Make Payment.
4. If you are eligible for the deferral option, the Deferral page appears showing amounts due with or without deferral. Check the box if you wish to use a deferral. Click Next.

NOTE: The Deferral page only appears if you are eligible to defer some of your payment.
5. In the **Payment Method** page, enter a **Payment Amount**. Select **Paper Check**. Click **Next**.

6. The **Printable Voucher for Paper Check Payment** page appears. Print this voucher and include it with your paper check. (See the instructions on the voucher for detailed instructions). Click **Close**.

**NOTE**: Paper check payments will be posted to your account when received by the check processing unit.
Making a Payment Using ACH Debit

1. Click **Payment Information**.
2. Click **Payment Account Summary**.
3. Click **Make Payment**.
4. If you are eligible for the deferral option, the **Deferral** page appears showing amounts due with or without deferral. Check the box if you wish to use a deferral. Click **Next**.

   **NOTE**: The Deferral page only appears if you are eligible to defer some of your payment.

5. In the **Payment Method** page, enter a **Payment Amount**. Select **ACH Debit**. Click **Next**.
6. The ACH Payment page appears. Enter the Routing Transit Number and Bank Account Number, select the Account Type, and enter the Payment Effective Date. Click Next.

**IMPORTANT NOTE:** The Routing Transit Number and the Bank Account Number are NOT retained in the QUEST system, as a security measure. Enter the numbers each time you submit a payment.

**NOTE:** If you have a previous outstanding balance, Payment Effective Date cannot be later than the current date.

7. The Payment Verification page appears. Review the information and click Submit.

8. The Payment Confirmation page appears, displaying your payment confirmation number. The payment confirmation number can be used for future reference.
ABOUT DEFERRALS

Deferral eligibility is given to private Contributory and non-profit 501(c)(3) Contributory Employers.

To qualify for deferral, the Employer must:
- Have timely filed their current Employment and Wage Detail Report
- Be making a timely payment
- Make the entire payment using a single ACH Debit payment, or a single paper check payment

The option to defer is available in the month of April for Quarter 1 filing or July for Quarter 2 filing. All deferrals become due by the Quarter 3 due date (Oct. 31). Deferrals can only be performed by Employers (not TPAs making bulk payments).

NOTE: Deferral is not a requirement.

In the first quarter, the Employer may defer up to 34% of the UI contribution due.

In the second quarter, the Employer may defer up to 34% of both the UI contribution due and the previous quarter deferral amount.

In the third or fourth quarter, the Employer cannot defer any portion of the UI contribution due.

NOTE: Deferrals do not apply to the Workforce Training Fund (WTF) or the Unemployment Health Insurance (UHI) amounts due. Employers should pay their WTF and UHI amounts due in full each quarter, regardless of whether they apply deferrals to the amount of UI they owe each quarter.

The Deferral Option page appears automatically during the window for Q1 and Q2 payments, if you are eligible. The instructions for deferring payments appear in the section, Making a Payment.

Viewing a Deferral

1. Click Payment Information.
2. Click Payment Account Summary.
3. Click UI Contributions.
4. The **UI Contributions Statement Period** page appears. Click the “click here” link to view a history of deferrals.

<table>
<thead>
<tr>
<th>Posting Date</th>
<th>Type</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/10/2011</td>
<td>UI Contributions Principal</td>
<td>2011 - Quarter 2 Wage Detail Report Filing</td>
<td>$4,276.39</td>
</tr>
<tr>
<td>7/10/2011</td>
<td>WITF Principal</td>
<td>2011 - Quarter 2 Workforce Training Fund</td>
<td>$41.79</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Total</strong></td>
<td><strong>$4,318.18</strong></td>
</tr>
</tbody>
</table>

Amount shown is the original charge applied to your account. To view history of deferrals [click here](#).

5. The **Deferral History** page appears.

<table>
<thead>
<tr>
<th>Posting Date</th>
<th>Type</th>
<th>Description</th>
<th>Status</th>
<th>Original Amount</th>
<th>Deferred Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/10/2011</td>
<td>UI Contributions Principal</td>
<td>2011 - Quarter 2 Wage Detail Report Filing</td>
<td>Deferred</td>
<td>$4,276.39</td>
<td>$1,453.87</td>
</tr>
</tbody>
</table>

To review quarterly changes, view [Quarterly Summary](#).
SEARCH PAYMENTS

This section describes how to search for and view all payments, the payment status, and details associated with the Employer account.

**NOTE:** Any payment made by an Employer will appear in the search results when an Employer searches payments. If an Employer uses a TPA and the TPA includes the Employer’s payment in a bulk payment to the DUA, then the Employer’s payment does not appear in the search results when an Employer searches payments. However, an Employer can view all payment information for a specific Statement Period from the **Payment Account Summary** page by clicking the **Received Payments** link.

1. Follow the steps in the section, **Navigating to Payment Information**.
2. Click **Search Payments**.
3. The **Search Payments** page appears. Select a **Status** and a **Method**. Enter other search criteria, or leave fields blank to return all applicable payments. Click **Search**.
4. The search results appear below the search grid. Click on the **Confirmation Number** of a submitted payment to view the payment details.

![Payment Details Table](image1)

5. The **Payment Detail** page displays. Click on an **Employer Account Number** in the **Employer Payment Items** area to view the payment distribution.

![Payment Details Table](image2)
6. The **Payment Distribution** area displays the Debt Posting Date, Sub-Account, Period, and Amount Applied for the payment.

<table>
<thead>
<tr>
<th>Confirmation Number</th>
<th>Receipt Date</th>
<th>Posting Date</th>
<th>Method</th>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>101414585</td>
<td>8/18/2011</td>
<td></td>
<td>ACH Debit</td>
<td>Account XXXX45 Paid by Employer</td>
<td>$2,892.07</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Debt Posting Date</th>
<th>Sub-Account</th>
<th>Period</th>
<th>Amount Applied</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/18/2011</td>
<td>UI Contributions Principal</td>
<td>2011 - Quarter 3 Wage Detail Report Filing</td>
<td>$2,892.07</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Total</td>
</tr>
</tbody>
</table>

[Previous]
CANCELS PAYMENT

Introduction

This section describes how to cancel a payment in progress. Only payments that have not been processed completely can be canceled, i.e., the status of a payment must be **Submitted** for it to be canceled. If a payment has already been processed it cannot be cancelled.

**NOTE**: Payments cannot be canceled after 4:00 PM.

1. Follow the steps in the section, *Navigating to Payment Information*.
2. Click **Cancel Payments**.
3. The **Cancel a Post-Dated Payment** page appears, listing all unprocessed payments eligible for cancellation. Click on the **Confirmation Number**.
4. Enter notes about the cancellation and click **Submit**.
5. An information page appears confirming that the cancellation is complete.

<table>
<thead>
<tr>
<th>Employer Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Account Number</td>
</tr>
</tbody>
</table>

Payment #0000000000 $2,892.07 has been canceled.
REQUEST FOR 940 CERTIFICATION

Introduction

This section describes how to request for 940 Certification for an Employer account. 940 Certification provides a summary of Massachusetts taxable wages reported by an Employer and the total amount of FUTA eligible Massachusetts tax paid into the Massachusetts UI Fund for a designated year. This information is used to report to the IRS and the system provides the capability of running this report on demand.

NOTE: Governmental Entities are not subject to FUTA and cannot request FUTA certification.

1. Follow the steps in the section, Navigating to Payment Information.

2. Click Request for 940 Certification. The following page appears.

<table>
<thead>
<tr>
<th>Employer Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Account Number: [Redacted]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Request for 940 Certification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary of Massachusetts taxable wages reported by this employer and the total amount of FUTA eligible Massachusetts tax paid into the Massachusetts UI Fund for a designated year. This information is reported to the IRS and indicates the amounts to be reported on the Federal Form 940 (non-domestic employer).</td>
</tr>
</tbody>
</table>

The FUTA Credit may also be referred to or used in conjunction with the following forms or forms:
- Employer’s Annual Federal Unemployment (FUTA) Tax Return
- Employer Account Abstract
- Federal Form 940
- Federal Form 940C
- Proof of Credit
- Re-Certification of UI Taxes

<table>
<thead>
<tr>
<th>Search Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year: [Redacted]</td>
</tr>
</tbody>
</table>

3. Enter the Year the 940 information is requested for. Click Search.

4. The 940 Certification Search Results page appears, displaying the summary of Massachusetts taxable wages reported by the Employer for the designated year.
5. Print this page if you want an unofficial copy before the request is complete. Click Next.

**NOTE:** The only address that prints on the unofficial copy is the Employer address on file. You can add additional addresses for the official mailing in Step 6.

6. Enter additional addresses to which the official 940 Certification correspondence should be sent (if any). Put a check in the Mail to box for each address, and click Submit.
7. A confirmation appears. The request is complete.
REQUEST PAYMENT PLAN

Introduction

This section describes how to submit a request for a payment plan. If an Employer has outstanding debt and is unable to pay the full amount due, the Employer can request for a payment plan. This will allow the Employer to pay the debt in installments, though interest will continue to accrue. Upon submission of the request, authorized DUA staff will review the payment plan and approve or deny the request and you will be notified of the decision.

NOTE: If you participate in a payment plan, you cannot use the deferral option.

Requesting a Payment Plan

1. Follow the steps in the section, Navigating to Payment Information.
2. Click Request Payment Plan.
3. The Payment Plan History page appears. Click New.

4. The Payment Plan Designation page appears. Select the party responsible for the payment plan, and click Next.
5. The **Explanation** page appears. Enter an explanation for the payment plan request and specify the payment terms. Click **Next**.

6. The **Payment Plan** page appears. To accept the plan, check the box and click **Next**. To request a custom plan, click the **custom plan** link.
7. If you requested a standard plan, skip to Step 8. If you requested a custom plan, the **Custom Payment Plan Request** page appears. Provide a reason that the standard plans are not acceptable, and detail your terms. Click **Next**.

   ![Custom Payment Plan Request](image)

   The Payment Plan request will be submitted to Staff for review when you select "Submit" after selecting an address on the next screen. You will be notified of the decision.

   The plan will estimate the amount of interest you will owe. This will be calculated based on the downpayment, the frequency of payments, and duration of the payment plan.

   - Amount of Unpaid Debt included in the Payment Plan: $1,476.21
   - Projected interest for the plan: $211.11
   - Payment Plan total would be estimated at: $1,497.32
   - The downpayment due now at 25% is: $369.05

   Please provide a reason the standard plans are not acceptable. Include the following terms for your request for the custom plan:
   - what you can pay for a downpayment
   - how often you can submit a payment
   - how much of a payment you would make
   - how long you would like the plan to be

   Provide a reason the standard plans are not acceptable, and provide your preferred terms.

8. The **Address Details** page appears displaying the Legal and Physical addresses. Add any additional addresses to which the Payment Plan Agreement should be mailed. Click the radio button for each address. Click **Submit**.

   ![Address Details](image)
9. The Payment Plan Request Confirmation page appears. Proceed according to whether you requested a standard or a custom plan.

**Standard Plan:** Click Make Payment. See the section, Making a Payment for instructions.

<table>
<thead>
<tr>
<th>Payment Plan Request Confirmation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Plan Request Number $22 has been submitted. To activate the payment plan the downpayment must be received. Based upon completion of the plan requirements the following terms will apply.</td>
</tr>
<tr>
<td>Date Requested: 7/19/2011</td>
</tr>
<tr>
<td>Payment Plan first payment: 8/1/2011</td>
</tr>
<tr>
<td>Payment Plan completion: 12/1/2011</td>
</tr>
<tr>
<td>Downpayment amount: $376.09</td>
</tr>
<tr>
<td>Staff will review your request and notify you of a decision.</td>
</tr>
</tbody>
</table>

**Custom Plan:** No Make a Payment button appears. Wait until you have been contacted by DUA to make a payment.

<table>
<thead>
<tr>
<th>Payment Plan Request Confirmation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Plan Request Number $22 has been submitted. To activate the payment plan the downpayment must be received. Based upon completion of the plan requirements the following terms will apply.</td>
</tr>
<tr>
<td>Date Requested: 7/19/2011</td>
</tr>
<tr>
<td>Payment Plan first payment: 8/1/2011</td>
</tr>
<tr>
<td>Payment Plan completion: 12/1/2011</td>
</tr>
<tr>
<td>Downpayment amount: $369.05</td>
</tr>
</tbody>
</table>

**Viewing a Payment Plan History**

1. Follow the steps in the section, Navigating to Payment Information.
2. Click Request Payment Plan.
3. The Payment Plan History page appears. Click a Payment Plan Number.
4. The **Payment Plan Details** page appears. The page displays information including status, interest projections, due date, notes, and a schedule.

![Payment Plan Details Table](image)

- **Employer Information**
  - Employer Account Number: [Redacted]
  - Employer Name: [Redacted]

- **Payment Plan Details**
  - Payment Plan Request Number: 522
  - Payment Plan Status: Pending
  - Amount of Unpaid Debt included in the Payment Plan: $1,968.28
  - Click here to review debt details

- **Projected Interest for the plan:** $28.14
- **Payment Plan Total:** $1,996.38
- **The downpayment due now at 35% is:** $492.07
- **Payment Frequency:** Monthly
- **Duration:** 4 Months

- **Payment Plan Determination**
  - Payment Plan Type: Standard
  - Result of Review: Granted
  - Decision Date: 7/19/2011 11:00:47 AM

- **Notes From Employer**
  - Reason Employer requested Payment Plan
    - Financial Hardship

- **Request of Custom Plan**

- **Payment Plan Schedule**

<table>
<thead>
<tr>
<th>Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/1/2011</td>
<td>$376.08</td>
</tr>
<tr>
<td>9/1/2011</td>
<td>$376.08</td>
</tr>
<tr>
<td>10/1/2011</td>
<td>$376.08</td>
</tr>
<tr>
<td>11/1/2011</td>
<td>$376.08</td>
</tr>
<tr>
<td>12/1/2011</td>
<td>Remaining Balance</td>
</tr>
</tbody>
</table>
User Maintenance
ABOUT USER MAINTENANCE

This section describes how Employer System Administrators can manage user access to the Employer account. The person who completes the Employer Registration or Account Activation is assigned the Employer System Administrator role by default. This user receives login credentials to access the QUEST self-service account during the registration or activation session.

The system administrator can in turn create accounts for other users and assign roles to those users. Role assignments dictate which functions users can perform.

The activities that are described in this section include:

- Creating a new user
- Searching for user details
- Modifying user information
- Assigning user roles
- Resetting user passwords
- Inactivating a user account
- Reinstating a user account

NAVIGATING TO USER MAINTENANCE

To navigate to User Maintenance, perform the following steps:

1. Log in to QUEST. Click the User Maintenance link in the left pane (the link also appears on the main pane of the Employer Home page).

2. The User Maintenance page appears.
CREATING A NEW USER

1. Click **User Maintenance**.
2. Click **Employer Roles**.
3. The **User Search Criteria** page appears. Click **New**.
4. The **User Details** page appears. Enter information about the user. Fields with an asterisk are required. Click **Save**.
5. The **Password Link Sent** page appears. Click **Next** to return to the **User Search Criteria** page.

![Password Link Sent Page]

**NOTE**: When you create a new user, the system generates an email message to that user. The message contains a link. When the user clicks the link, a browser launches with a special login page. The user enters a Password of their choosing, selects a security question, answers the security question, and sets a PIN from this page.

6. Before the user can access any functions in QUEST, you must assign them roles. See the section, **Assigning User Roles**.
SEARCHING FOR USER DETAILS

1. Click User Maintenance.
2. Click Employer Roles.
3. The User Search Criteria page appears. Enter search criteria (or leave blank to return all users) and click Search.
4. The search results display below the search grid. Click a User ID to display user details.
5. The **User Details** page appears.
MODIFYING USER INFORMATION

1. Display the User Details page for the user by performing the steps in Searching for User Details.
2. Click Modify.

3. An editable version of the User Details page appears. Add or edit information and click Save.
ASSIGNING USER ROLES

Introduction

The specific functions a user can perform are dictated by the user’s role assignments. For example, a user with the role **Employment and Wage Detail View Only** can view employment and wage detail transactions, but cannot submit employment and wage detail reports.

Roles assignments include:

- Account Maintenance Update and Submit
- Account Maintenance View Only
- Benefit Charges Protest Submission
- Benefit Charge View Only
- Employment and Wage Detail Update and Submit
- Employment and Wage Detail View Only
- Employer System Administrator

To assign or change role assignments, follow these steps.

1. Display the **User Details** page for the user by performing the steps in *Searching for User Details*.
2. Click **Roles**.
3. The **Assign Roles** page appears. Check roles in the **Current Roles Assigned to User** area to flag them for removal. Check roles in the **Available Roles** area to flag them for assignment. Click **Save**.
RESETTING USER PASSWORDS

When you a user’s password, an email message is automatically sent to the user. The message contains a link; when the user clicks the link, a browser is launched in which the user can reset the password.

Follow these steps to begin the reset password process.

1. Display the **User Details** page for the user by performing the steps in *Searching for User Details*.

2. Click **Reset Password**.

3. The **Reset Password** page appears, requesting confirmation that you wish to reset the password. Click **Confirm** to continue.

4. The **Password Link Sent** page appears. Click **Next** to return to the **User Details** page.

**NOTE:** Until the user follows the link to reset their password, their account access remains blocked.

**NOTE:** The password link is only active for 96 hours.
INACTIVATING A USER ACCOUNT

Follow these steps to inactivate a user’s account.

1. Display the **User Details** page for the user by performing the steps in *Searching for User Details*.

2. Click **Inactivate**.

3. The **Inactivate User** page appears. Click **Confirm**.
REINSTATING A USER ACCOUNT

Follow these steps to reinstate a user’s account.

1. Display the User Details page for the user by performing the steps in Searching for User Details.
2. Click Reinststate.

3. The Reinststate User page appears. Click Confirm.
Correspondence
ABOUT CORRESPONDENCE

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**.

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

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.
Workflow
ABOUT WORKFLOW - MY INBOX

Introduction

The **Workflow - My Inbox** feature allows you to view and respond to Questionnaires sent to you by the DUA.

In certain cases, the DUA may choose to send you a questionnaire to seek additional information from you. For example, if you have filed an appeal, DUA may need additional information to process your appeal and will send you a questionnaire.

If your correspondence method is **Email**, you will receive a questionnaire in your **QUEST inbox**. This section of the document describes how to view and respond to the questionnaires received on QUEST.

NAVIGATING TO WORKFLOW - MY INBOX

1. Log on to QUEST. Click the **Workflow – My Inbox** link in the left pane (the link also appears on the main pane of the Employer Home page).

2. The **Employer Inbox** page appears. Enter **Received On Date From** and **To** dates. Click **Search**.

3. The search results appear below the search grid in the **Workitems** area. Click the **Open** link for a specific **Step Name** item to access the questionnaire.
4. The questionnaire appears. Provide your responses and click **Submit**. Your response will be sent to DUA.

**Questionnaire Example**: Worker Status Criteria Worksheet – Fisherman.

<table>
<thead>
<tr>
<th>Worker Status Criteria Worksheet - Fisherman</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Employer Information</strong></td>
</tr>
<tr>
<td>Employer Account Number:</td>
</tr>
<tr>
<td>Employer Name:</td>
</tr>
<tr>
<td><strong>Employer/Employee Information</strong></td>
</tr>
<tr>
<td>Employer Account Number:</td>
</tr>
<tr>
<td>Employer Name:</td>
</tr>
<tr>
<td>Employee Name:</td>
</tr>
<tr>
<td>Employee SSN:</td>
</tr>
<tr>
<td>Occupation/Occupation in Question:</td>
</tr>
</tbody>
</table>

In order to assist this Agency in resolving the issue of whether an employee/employer relationship exists between your company and the individual named above, please complete the following questionnaire with regards to the services performed for the organization.

This questionnaire should be completed and returned as soon as possible. If no response is received, the determination will be based on statements available.

Be specific with job description of this individual and why unemployment may have been paid into another state if this individual worked in Massachusetts.

1. Describe the organization's business

2. Describe the work done by the worker

3. Is the work done under a written agreement between the organization and the worker? 
   - [ ] Yes
   - [ ] No

   3.1 Yes, provide the terms of the written agreement.

   3.2 If no, provide the terms of the work arrangement.
## Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DUA</td>
<td>Department of Unemployment Assistance</td>
</tr>
<tr>
<td>DOR</td>
<td>Department of Revenue</td>
</tr>
<tr>
<td>FEIN</td>
<td>Federal Employer Identity Number</td>
</tr>
<tr>
<td>LLC</td>
<td>Limited Liability Company</td>
</tr>
<tr>
<td>MA</td>
<td>Massachusetts</td>
</tr>
<tr>
<td>QUEST</td>
<td>Quality Unemployment System Transformation</td>
</tr>
<tr>
<td>SSN</td>
<td>Social Security Number</td>
</tr>
<tr>
<td>TPA</td>
<td>Third Party Administrator</td>
</tr>
<tr>
<td>UI</td>
<td>Unemployment Insurance</td>
</tr>
<tr>
<td>UHI</td>
<td>Unemployment Health Insurance</td>
</tr>
</tbody>
</table>
Addendum

A. HOURS WORKED GUIDELINE

How do I report hours worked? General Rule:

1. If the Employer knows the actual number of hours worked, the Employer should report that figure.

2. If the Employer does not know the actual number of hours worked, the Employer should:

   A. for full-time employees use 40 hours per week.

   B. for part-time employees, Employer should estimate the number of hours.

   C. for full-time plus, Employer should use 40 hours per week plus an estimate.

Overtime:

The Employer should report the number of hours actually worked for which overtime pay or compensatory time is paid without regard for the overtime pay rate. Compensatory time should be reported when taken, not when earned.

Fractions of hours:

If the employee’s total number of hours in a quarter results in a fractional amount, the total figure should be rounded to the nearest whole hour. If the fraction is “1/2 hour” or more it should be rounded up to the next whole hour, and if it’s less than a 1/2 hour, it should be rounded down.

Vacation/sick/holiday pay:

The actual number of hours for which an employee receives vacation, sick or holiday pay should be reported. Vacations, sick days and Holidays without pay should not be counted as hours worked.

On call:

Hours in which the employee is carrying a pager, or is otherwise "on call" should not be included in the "hours worked" calculation.

Employees not paid by the hour:

These include salaried workers and those paid by commission. Also included are workers who are paid by the mile, by piecework, by the acre, by the payload, by reductions in rent, or other non-hourly rates. When the actual number of hours worked is available, it should be reported. In the absence of reliable figures, full-time employees should be reported at the rate of 40 hours per week; hours worked by part-time employees and those who work more than full-time should be estimated.

Wages paid less than once per quarter:

This will occur most often with corporate officers who are paid only once or twice a year. The Employer should report the number of hours worked in any quarter in which no wages were paid, along with $0 wages. Then, when wages or salaries are finally paid, only the hours worked in that specific quarter should be reported. If the actual number of hours worked is available, it should be reported. In the absence of reliable
figures, full-time employees should be reported at 40 hours per week; hours worked by part-time employees and those who work more than full-time should be estimated.

Faculty members of colleges and universities (includes technical and community colleges):
If the faculty member is considered to be a full-time employee, 40 hours per week paid should be reported. If the faculty member is considered to be part-time, an estimate of the actual hours worked should be made.

School teachers
When teachers or other staff work nine months but are paid over 12 months, their hours should be reported in the quarters that they actually work. For part-time faculty, coaches, etc., if hours are not known, Employers may establish an hourly rate of pay and divide that into quarterly gross wages to obtain an estimate of hours.

Volunteer Firefighters:
Employers can establish an hourly rate of pay and divide that amount into the quarterly gross wages to obtain an estimate of hours.

B. EMPLOYMENT AND WAGE DATA SUBMISSION GUIDELINES AND INFORMATION
This is a document available at the DUA QUEST website, providing extensive detail for processing Employment and Wage data through the new QUEST System. This document focuses on process flows, key business rules and changes, and provides Employers and TPAs the contact information necessary to make the necessary preparations for change. Go to the online version of the Table of Contents of this Employer User Guide available at www.mass.gov/uima and click on the corresponding link under addendum to access this document.

C. ICESA FILE FORMAT SPECIFICATIONS
This is a document available at the DUA QUEST website, providing extensive detail with key information, data definitions, and formatting instructions for generating ICESA Employment and Wage File for submission to the Massachusetts Department of Unemployment Assistance. Go to the online version of the Table of Contents of this Employer User Guide available at www.mass.gov/uima and click on the corresponding link under addendum to access this document.

D. EFW2 FILE FORMAT SPECIFICATIONS
This is a document available at the DUA QUEST website, providing extensive detail with key information, data definitions, and formatting instructions for generating EFW2 Employment and Wage File for submission to the Massachusetts Department of Unemployment Assistance. Go to the online version of the Table of Contents of this Employer User Guide available at www.mass.gov/uima and click on the corresponding link under addendum to access this document.
E. DELIMITED FILE FORMAT SPECIFICATIONS

This is a document available at the DUA QUEST website, providing extensive detail with key information, data definitions, and formatting instructions for generating Delimited Employment and Wage File for submission to the Massachusetts Department of Unemployment Assistance. Go to the online version of the Table of Contents of this Employer User Guide available at www.mass.gov/uima and click on the corresponding link under addendum to access this document.

F. WAGE DETAIL FILE UPLOAD TROUBLESHOOTING

Use these general pointers if you are having trouble uploads, or data from uploads does not seem to be handled correctly by the system.

- When wage detail information seems to have imported or calculated incorrectly, many times it is due to an incorrect employee SSN in a wage filing.
- Always check for typos in SSNs first when reviewing data for problems.
- For delimited file uploads, always verify that the cells in the delimited file had the right number format. Many cells are formatted as ‘Text’ expressly to handle data (like SSNs and zip codes) beginning with ‘0’.
- File uploads are rejected outright if:
  - The Employer Account Number (EAN) is not included in the file name.
  - 25% or more of the errors with the file are fatal errors.

G. LIST OF ERRORS DURING EMPLOYMENT AND WAGE DETAIL UPLOAD

<table>
<thead>
<tr>
<th>Element: Scenario Description</th>
<th>Record: Specific Line within a File</th>
<th>Edit/Error Message:</th>
<th>Error Code</th>
<th>Notes/Business Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Account Number: Missing Account Number in Employer or TPA Submission</td>
<td>Fatal</td>
<td>Missing Employer Account Number</td>
<td>error.missing.ean</td>
<td>If a file is submitted without an employer account number or an invalid account number, the information for that specific set of records will not be accepted. All sub-records (units and wages) will be rejected. If not corrected, the employer will be subject to the non filer penalty and interest on late contribution due. If TPAs do not have employer account numbers, the employer must provide this to the TPA; or, the TPA/employer must register the employer online (UI Staff will not process data without pre-registered, active/valid employer account numbers.).</td>
</tr>
<tr>
<td>Employer Account Number: Invalid Employer Number - Quarter/Year Not Open</td>
<td>Fatal</td>
<td>Invalid Employer Number - Quarter/Year Not Open</td>
<td>error.invalid.ean</td>
<td>If a file is submitted with an EAN for an employer and the quarter and year for the submission is prior to the subjectivity date for that employer, the information for that specific set of records will not be accepted. All sub-records (units and wages) will be rejected. If not corrected, the employer will be subject to a non-filer penalty and interest on late contribution due. If TPAs do not have employer account numbers, the employer must provide this to the TPA; or, the TPA/employer must register the employer online (UI Staff will not process data without pre-registered, active/valid employer account numbers.).</td>
</tr>
<tr>
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</tr>
<tr>
<td>Employer Account Number:</td>
<td>Invalid Employer Account Number (this includes alphanumeric invalidity) in Employer or TPA Submission</td>
<td>Fatal</td>
<td>error.invalid.ean</td>
<td>If a file is submitted with an invalid account number, the information for that specific set of records will not be accepted. All sub-records (units and wages) will be rejected. If not corrected, the employer will be subject to non-filer penalty and interest on late contribution due. If TPAs do not have employer account numbers, the employer must provide this to the TPA; or, the TPA/employer must register the employer online (UI Staff will not process data without pre-registered, active/valid employer account numbers.).</td>
</tr>
<tr>
<td>Employer Account Number:</td>
<td>Invalid Employer Number – Does not exist in Employer or TPA Submission</td>
<td>Fatal</td>
<td>error.invalid.ean</td>
<td>If a file is submitted with an employer account number that does not exist, the information for that specific set of records will not be accepted. All sub-records (units and wages) will be rejected. If not corrected, the employer will be subject to non-filer penalty and interest on late contribution due. If TPAs do not have employer account numbers, the employer must provide this to the TPA; or, the TPA/employer must register the employer online (UI Staff will not process data without pre-registered, active/valid employer account numbers.).</td>
</tr>
<tr>
<td>Employer Account Number:</td>
<td>Invalid Employer Number -- Not Authorized to submit for EAN for TPA submissions</td>
<td>Fatal</td>
<td>error.invalid.ean</td>
<td>Based on TPA Submissions: If a file is submitted with an employer account number for which the TPA is not authorized to submit, the information for that specific set of records will not be accepted. All sub-records (units and wages) will be rejected. If not corrected, the employer will be subject to non-filer penalty and interest on late contribution due. If TPAs do not have employer account numbers, the employer must provide this to them and authorize the TPA for the ‘submit’ functional role; or, the TPA/employer must register the employer online (UI Staff will not process data without pre-registered, active/valid employer account numbers.).</td>
</tr>
<tr>
<td>TPA ID: Not Authorized – TPA has Delinquent Debt</td>
<td>Fatal</td>
<td>Invalid TPA ID – Not Authorized – TPA has Delinquent Debt</td>
<td>Error.invalid.TPA.DelinquentDebt</td>
<td>The System must reject employment and wage detail submitted by TPAs on behalf of employers if the TPA has delinquent debt of $1,000 or more (See use case: Establish Delinquent Debt).</td>
</tr>
<tr>
<td>TPA ID: Not Authorized – TPA has delinquent employment and wage reports</td>
<td>Fatal</td>
<td>Invalid TPA ID - Not Authorized – TPA has delinquent employment and wage reports</td>
<td>Error.invalid.TPA.DelinquentEmployment andWageReports</td>
<td>The System must reject employment and wage detail submitted by TPAs on behalf of employers if the TPA is delinquent in filing their employment and wage report for two or more consecutive quarters.</td>
</tr>
<tr>
<td>Element: Scenario Description</td>
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</tr>
<tr>
<td>Invalid File – 25% or more record errors</td>
<td>Fatal</td>
<td>Invalid File – 25% or more record errors</td>
<td>Error.invalid.file</td>
<td>The System will reject a file where 25% or greater of the total records have fatal record errors.</td>
</tr>
<tr>
<td>Employer Unit ID: Missing Unit Identifier in TPA or Employer Submission</td>
<td>Non-Fatal</td>
<td>Missing Unit Number</td>
<td>error.missing.unitid</td>
<td>The records will be identified as an error, but the employer could note to &quot;Ignore the Errors&quot; and proceed to &quot;Process and Calculate for the online file upload process. System will assign records to the Parent. System will display error message: Missing Reporting Unit on line {0}. If Reporting Unit is not reported, employee data will be processed and associated with the Parent. For FTP the records will be identified as an error and assigned to the Parent.</td>
</tr>
<tr>
<td>Employer Unit ID: Invalid Unit Identifier in TPA or Employer Submission</td>
<td>Non-Fatal</td>
<td>Invalid Unit Number</td>
<td>error.invalid.unitid</td>
<td>Invalid records are considered those that do not match the employer’s recorded units or include alpha characters. The records will be identified as an error, but the employer could note to &quot;Ignore the Errors&quot; and proceed to &quot;Process and Calculate for the online file upload process. System will assign records to the Parent. For FTP the records will be identified as an error and assigned to the Parent.</td>
</tr>
<tr>
<td>SSN: Missing SSN in TPA or Employer Submission, all other information included.</td>
<td>Fatal</td>
<td>Missing Social Security Number</td>
<td>error.missing.ssn</td>
<td>SSN is required field. Records without a SSN will be rejected and not included in calculations.</td>
</tr>
<tr>
<td>SSN: Invalid SSN in TPA or Employer Submission, all other information included.</td>
<td>Fatal</td>
<td>Invalid Social Security Number</td>
<td>error.invalid.ssn</td>
<td>Invalid SSNs include alpha-submissions or System identified invalid SSNs. These include: 123456789, 987654321, 000000000, 111111111, 222222222, 333333333, 444444444, 555555555, 666666666, 777777777, 888888888, 999999999, or SSNs with the last four digits as 0000. Must be 9 digits. Records without a valid SSN will be rejected and not included in calculations.</td>
</tr>
<tr>
<td>SSN: Duplicate SSN within Unit-EAN in TPA or Employer Submission, all other information included.</td>
<td>Fatal</td>
<td>Duplicate Social Security Number within Unit</td>
<td>error.duplicate.ssn</td>
<td>Duplicate SSN within unit will be rejected and not included in calculations.</td>
</tr>
</tbody>
</table>
### QUEST - Employer User Guide

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<tr>
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</thead>
<tbody>
<tr>
<td><strong>First Name:</strong> Missing First Name, all other data available.</td>
<td>Non-Fatal</td>
<td>Missing First Name</td>
<td>error.missing.firstname</td>
<td>Must be alpha. Error will be produced for each missing record, but if all other data is available, record will be processed.</td>
</tr>
<tr>
<td><strong>First Name:</strong> Invalid First Name, all other data available.</td>
<td>Non-Fatal</td>
<td>Invalid First Name</td>
<td>error.invalid.firstname</td>
<td>Must be alpha. Error will be produced for each missing record, but if all other data is available, record will be processed, and message, &quot;Invalid first name on line {0}. Record contained numeric characters. Names must be alpha. The record will be processed and included in calculations. Missing names may create benefit issues for the employee.”</td>
</tr>
<tr>
<td><strong>Last Name:</strong> Missing Last Name, all other data available.</td>
<td>Non-Fatal</td>
<td>Missing Last Name</td>
<td>error.missing.lastname</td>
<td>Must be alpha. Error will be produced for each missing record, but if all other data is available, record will be processed.</td>
</tr>
<tr>
<td><strong>Last Name:</strong> Invalid Last Name, all other data available.</td>
<td>Non-Fatal</td>
<td>Invalid Last Name</td>
<td>error.invalid.lastname</td>
<td>Must be alpha. Error will be produced for each missing record, but if all other data is available, record will be processed and message, &quot;Invalid last name on line {0}. Record contained numeric characters. Names must be alpha. The record will be processed and included in calculations. Missing names may create benefit issues for the employee.”</td>
</tr>
<tr>
<td><strong>Last Name and First Name:</strong> Missing both First and Last Name, but SSN is available.</td>
<td>Non-Fatal</td>
<td>Missing First and Last Name</td>
<td>error.missing.lastname error.missing.firstname</td>
<td>Must be alpha. Error will be produced for each missing record, but if all other data is available, record will be processed.</td>
</tr>
<tr>
<td><strong>Middle Initial:</strong> Invalid/Numeric</td>
<td>Non-Fatal</td>
<td>Numeric Middle Initial</td>
<td>error.invalid.middleinitial</td>
<td>Must be alpha. Or display error message: Invalid middle initial on line {0}. Record contained numeric characters. Names must be alpha. The record will be processed and included in calculations. Missing names may create benefit issues for the employee.</td>
</tr>
<tr>
<td><strong>UI Gross Wages:</strong> Missing Records within Employer or TPA Submission.</td>
<td>Fatal</td>
<td>Missing Gross Wages</td>
<td>error.missing.grosswages</td>
<td>Gross Wages must include at least a &quot;0&quot; and must be a positive numeric value. Records without Gross Wages will not (can not) be included for calculations. Employer can submit &quot;0&quot; hours and &quot;0&quot; wages.</td>
</tr>
<tr>
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</tr>
<tr>
<td>UI Gross Wages:</td>
<td>Fatal</td>
<td>Gross Wages Contain Commas</td>
<td>error.commas.grosswages</td>
<td>No commas will be accepted, but the decimal for cents will be accepted. If commas are included, for delimited files, the entire file may be off-sync and could create a fatal file error. For TPAs, if all other Employer records are correct, other records will be processed. <strong>NOTE:</strong> Need to ensure that the system does not move the decimal over two spaces to the left if the decimal is given. For example 5000.00 should read as five thousand not fifty dollars.</td>
</tr>
<tr>
<td>UI Gross Wages--: Invalid records/non-numeric in employer or TPA submission.</td>
<td>Fatal</td>
<td>Gross Wages Contain Non-Numeric Values</td>
<td>error.invalid.grosswages</td>
<td>No commas will be accepted, but the decimal for cents will be accepted. If commas are included, for delimited files, the entire file may be off-sync and could create a fatal file error. For Employers, individual records would be rejected, but if all or most records contained this error the file would be rejected. <strong>NOTE:</strong> Need to ensure that the system does not move the decimal over two spaces to the left if the decimal is given. For example 5000.00 should read as five thousand not fifty dollars.</td>
</tr>
<tr>
<td>MA Wages Subject to Withholding: Missing Records within Employer or TPA Submission</td>
<td>Fatal</td>
<td>MA Wages Subject to Withholding Missing</td>
<td>error.missing.DORwithholding wages</td>
<td>MA Wages Subject to Withholding must include at least a &quot;0&quot; and must be a positive numeric value. Records without <strong>MA Wages Subject to Withholding</strong> will not (can not) be included for calculations.</td>
</tr>
<tr>
<td>MA Wages Subject to Withholding : Invalid Records within Employer or TPA Submission</td>
<td>Fatal</td>
<td>MA Wages Subject to Withholding Invalid</td>
<td>error.invalid.DORwithholding wages</td>
<td>MA Wages Subject to Withholding must include at least a &quot;0&quot; and must be a positive numeric value. Records without <strong>MA Wages Subject to Withholding</strong> will not (can not) be included for calculations. No commas will be accepted, but the decimal for cents will be accepted. If commas are included, for delimited files, the entire file may be off-sync and could create a fatal file error. For TPAs, if all other Employer records are correct, other records will be processed. <strong>NOTE:</strong> Need to ensure that the system does not move the decimal over two spaces to the left if the decimal is given. For example 5000.00 should read as five thousand not fifty dollars.</td>
</tr>
<tr>
<td>MA Income Tax Amount Withheld: Missing Records within Employer or TPA Submission</td>
<td>Fatal</td>
<td>MA Income Tax Amount Withheld Missing</td>
<td>error.missing.DORAmount Withheld</td>
<td>MA Income Tax Amount Withheld must include at least a &quot;0&quot; and must be a positive numeric value. Records without <strong>MA Income Tax Amount Withheld</strong> will not (can not) be included for calculations.</td>
</tr>
<tr>
<td>MA Income Tax Amount Withheld Invalid Records within Employer or TPA Submission</td>
<td>Fatal</td>
<td>MA Income Tax Amount Withheld Invalid</td>
<td>error.invalid.DORAmount Withheld</td>
<td>MA Income Tax Amount Withheld must include at least a &quot;0&quot; and must be a positive numeric value. Records without <strong>MA Income Tax Amount Withheld</strong> will not (can not) be included for calculations. No commas will be accepted, but the decimal for cents will be accepted. If commas are included, for delimited files, the entire file may be off-sync and could create a fatal file error. For TPAs, if all other Employer records are correct, other records will be processed. <strong>NOTE:</strong> Need to ensure that the system does not move the decimal over two spaces to the left if the decimal is given. For example 5000.00 should read as five thousand not fifty dollars.</td>
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<tr>
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</tr>
<tr>
<td><strong>Hours Worked:</strong> Missing Hours Worked within Employer or TPA Submission</td>
<td>Non-Fatal</td>
<td>Missing Hours Worked</td>
<td>error.missing.hoursworked</td>
<td>Missing hours will default to zero. Correct, other records will be processed. <strong>NOTE:</strong> Need to ensure that the system does not move the decimal over two spaces to the left if the decimal is given. For example 5000.00 should read as five thousand not fifty dollars.</td>
</tr>
<tr>
<td><strong>Hours Worked:</strong> Invalid/Non-Numeric, Negative, and/or Larger than Possible.</td>
<td>Non-Fatal</td>
<td>Invalid Hours Worked</td>
<td>error.invalid.hoursworked</td>
<td>Negative or non-numeric hours will default to zero. Hours in excess of 999 will default to 999.</td>
</tr>
<tr>
<td><strong>Officer Code:</strong> Invalid</td>
<td>Non-Fatal</td>
<td>Invalid Officer Codes</td>
<td>error.invalid.officercode</td>
<td>Default to &quot;No&quot; if invalid. Error would be produced.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>If missing, system will default to &quot;No&quot; without an error being produced.</td>
</tr>
<tr>
<td><strong>Employment (1-2-3): Missing Data</strong></td>
<td>Fatal</td>
<td>Missing 12th of Month Data</td>
<td>error.missing.month12</td>
<td>If the field is left blank, the system will reject the record and provide error message.</td>
</tr>
<tr>
<td><strong>Employment (1-2-3): Invalid - Non-Numeric Data</strong></td>
<td>Fatal</td>
<td>Invalid/Non-Numeric 12th of Month Data</td>
<td>error.invalid.month12</td>
<td>If the field is invalid, the system will reject the record and provide error message.</td>
</tr>
<tr>
<td><strong>Quarter/Year:</strong> Missing quarter/year</td>
<td>Fatal</td>
<td>Missing quarter and year</td>
<td>error.missing.quarteryear</td>
<td>Quarter/year layout: Delimited – yyyyq (Quarter 1 2004 = '20041') ICESA – mmyyyy (last month in the quarter being filed and year, for example Quarter 1 2004 = '032004') EFW2 - mmyyyy (last month in the quarter being filed and year, for example Quarter 1 2004 = '032004')</td>
</tr>
<tr>
<td><strong>Quarter/Year:</strong> Invalid quarter/year</td>
<td>Fatal</td>
<td>Invalid quarter and year format</td>
<td>error.invalid.quarteryear</td>
<td>Quarter/year layout: Delimited – yyyyq (Quarter 1 2004 = '20041') ICESA – mmyyyy (last month in the quarter being filed and year, for example Quarter 1 2004 = '032004') EFW2 - mmyyyy (last month in the quarter being filed and year, for example Quarter 1 2004 = '032004')</td>
</tr>
<tr>
<td><strong>Quarter/Year:</strong> Quarter/year for record does not match quarter/year select for online file upload by employer</td>
<td>Fatal</td>
<td>Invalid quarter and year – does not match quarter/year selected</td>
<td>error.invalid.quarteryear</td>
<td>If the quarter/year for the record does not match the quarter/year selected by the employer for the online file upload process, the System will produce a fatal error.</td>
</tr>
<tr>
<td>Element: Scenario Description</td>
<td>Record: Specific Line within a File</td>
<td>Edit/Error Message:</td>
<td>Error Code</td>
<td>Notes/Business Rules</td>
</tr>
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</tr>
<tr>
<td>Quarter/Year: Quarter/year for record is prior to 2010</td>
<td>Fatal</td>
<td>Invalid quarter and year – prior to 2010</td>
<td>error.invalid.quarteryear</td>
<td>If a record has a quarter/year &lt;2010 and the filing is intended for the &gt; Q4 2009 wage detail process, the system will reject the record. If a record has a quarter year &gt; Q4 2009 and the filing is intended for the Prior to 2010 process, the system will reject the record. Wage records with qtr/yr prior to 2010 should not be mixed with &gt; Q4 2009 records. <strong>NOTE:</strong> Prior to 2010 wage detail is indicated by the user selecting the Prior to 2010 link. For FTP filers a separate folder will be set up for prior to 2010 wage files.</td>
</tr>
</tbody>
</table>

**H. ACH CREDIT APPLICATION**

(See the following page.)
REGISTRATION TO PAY DUA TAXES VIA ACH CREDIT

Company Name: ________________________________________________________________

*DUA Employer Account Number: ________________________________________________

Federal Identification Number: ____________________________________________________

Street: __________________________________ City: __________________ State: _______ Zip: __________

**Agent/Professional Tax Preparer/Third Party? ID Number: ________________________________

Contact Person: ____________________________________________________________________

Email: ____________________________________________________________________________ 
(Please print clearly – you will only receive confirmation via email)

Phone: ___________________________ Fax: ____________________________________________

Mail form to: Department of Unemployment Assistance
Attention: Employer Reports Unit, Revenue Service, 2nd Floor
19 Staniford Street
Boston, MA 02114

OR

Fax form to: (617) 626-6850

Note: After submittal of this registration, if approved, you will be provided via email with the DUA mandated
ACH credit record layout and DUA bank account and routing transit numbers.

*Employers must have a DUA Employer Account Number (EAN) to apply.

**Agent/Professional Tax Preparer/Third Party computing their client’s amount owed and/or filing this form on
behalf of their clients must register with DUA UI Online system as a TPA and receive a TPA ID number. This TPA ID
number must be included on this form as part of the registration for ACH Credit Processing. To apply for a TPA ID
number, go to: www.mass.gov/uima, and click on: Third Party Administrator (TPA) UI Online login.

If you want to pay online, please register for UI Online and pay via ACH Debit.