TPA Self Service User Guide

DUA QUEST Project

Department of Unemployment Assistance (DUA)

Commonwealth of Massachusetts

August, 2016
# TABLE OF CONTENTS

## ABBREVIATIONS ...................................................................................................................... 6

## UI ONLINE QUICK START ......................................................................................................... 7

### HOW TO START WITH UI ONLINE

For Regular Users .......................................................................................................................... 8

For Administrators ......................................................................................................................... 8

## GETTING SUPPORT FROM DUA .................................................................................................. 9

## UI ONLINE REQUIREMENTS ...................................................................................................... 11

## SYSTEM OVERVIEW .................................................................................................................. 12

## ACCESSING UI ONLINE ............................................................................................................ 13

### First Time Account Access with Emailed Link ........................................................................ 13

### Logging In .................................................................................................................................. 13

### Logging Off ................................................................................................................................. 14

## NAVIGATION AND SOFTWARE TIPS .......................................................................................... 15

### TPA Home Page ......................................................................................................................... 15

### System Timeout ......................................................................................................................... 16

### Helpful Hints – Assistive Content ............................................................................................. 16

### Additional Tips .......................................................................................................................... 16

## FORGOTTEN PASSWORD ............................................................................................................. 17

## CHANGING A PASSWORD ........................................................................................................... 18

## TPA REGISTRATION ..................................................................................................................... 19

### ABOUT TPA REGISTRATION ..................................................................................................... 20

### TPA REGISTRATION .................................................................................................................. 20

### First Time Login After Registration ......................................................................................... 23

## ACCOUNT MAINTENANCE ........................................................................................................... 25

### ABOUT ACCOUNT MAINTENANCE ............................................................................................. 26

### NAVIGATING TO ACCOUNT MAINTENANCE ........................................................................... 26
TPA ACCOUNT PROFILE .................................................................27

Modifying the TPA Account Profile ..............................................27

TPA ADDRESS INFORMATION .....................................................28

Navigating to the Address Information Page .................................28

Viewing or Modifying an Address ...............................................29

Viewing Address History ..........................................................30

Viewing or Modifying Your Email Address ....................................30

EMPLOYMENT AND WAGE DETAIL REPORTING ..............................31

ABOUT EMPLOYMENT AND WAGE DETAIL REPORTING ..............32

NAVIGATING TO EMPLOYMENT AND WAGE DETAIL REPORTING ....33

SUBMIT EMPLOYMENT AND WAGE DETAIL FILE .........................34

Performing a Merge or Overwrite ...............................................38

SUBMIT EMPLOYMENT AND WAGE DETAIL FILE FOR QUARTERS PRIOR TO 2010 .40

VIEW SUBMISSION HISTORY .....................................................43

VIEW EMPLOYER HISTORY ..........................................................45

PAYMENT INFORMATION ..................................................................47

ABOUT PAYMENT INFORMATION ..................................................48

ABOUT DEFERRALS .................................................................48

NAVIGATING TO PAYMENT INFORMATION ..................................49

DOWNLOAD PAYMENT DUE FILE ..................................................50

Downloading the Payment Due File ..............................................50

Reading the Payment Due File Format ...........................................51

Editing the Payment Due File to Use as the Payment File ..................51

Uploading the Payment File .......................................................52

PAYMENT OPTIONS .....................................................................53

Navigating to the Payment Options Page ......................................53

Paying -- Making Full Payment for All Assigned Employers ............54
Paying -- Manually Entering Payment Information Online Per Employer .............................................. 55
Paying -- Making Payment Based on File Upload/Edits ........................................................................ 58
Paying – Acting as a Single Employer .................................................................................................. 60
Applying to DUA to Make Payments Using ACH Credit .................................................................. 62
SEARCH PAYMENTS .................................................................................................................. 63
Searching for Payments .................................................................................................................... 63
REVIEW EMPLOYER ACCOUNTS/PAYMENT ACCOUNT SUMMARY ............................................. 655

USER MAINTENANCE .................................................................................................................. 677
ABOUT USER MAINTENANCE ............................................................................................................ 68
NAVIGATING TO USER MAINTENANCE ............................................................................................ 68
CREATING A NEW USER .................................................................................................................... 69
SEARCHING FOR USER DETAILS ..................................................................................................... 711
MODIFYING USER INFORMATION .................................................................................................. 733
ASSIGNING USER ROLES .................................................................................................................. 744
RESETTING USER PASSWORDS .......................................................................................................... 766
INACTIVATING A USER ACCOUNT .................................................................................................... 78
REINSTATING A USER ACCOUNT ....................................................................................................... 79
ASSIGN EMPLOYERS AND ROLES .................................................................................................. 80

CORRESPONDENCE ..................................................................................................................... 822
ABOUT CORRESPONDENCE ............................................................................................................. 833
NAVIGATING TO CORRESPONDENCE ............................................................................................... 833
SEARCHING FOR CORRESPONDENCE ............................................................................................... 844

SEARCHES - EMPLOYER ACCOUNT ACCESS ................................................................................. 855
ABOUT SEARCHING TO ACCESS EMPLOYER ACCOUNT HOME ..................................................... 866
NAVIGATING INTO THE EMPLOYER ACCOUNT .................................................................................. 866
VIEWING EMPLOYER-ASSIGNED TPA ROLES ............................................................................. 88
PERFORMING FUNCTIONS AS AN EMPLOYER ................................................................................. 88
UI ONLINE - TPA User Guide

SEARCHES – CLIENT RATE DOWNLOAD ............................................................................................................ 89

ABOUT CLIENT RATE DOWNLOADS .................................................................................................................. 900

SEARCHING TO RETRIEVE A CLIENT RATE DOWNLOAD FILE ........................................................................ 900

CLIENT/RATE INFORMATION .............................................................................................................................. 922

Format for the Client Rate Download ............................................................................................................... 922

Employer Medical Assistance Contribution Rates .............................................................................................. 922

Unemployment Insurance Contribution Rate ....................................................................................................... 922

Workforce Training Fund Contribution ............................................................................................................... 922

ADDENDUM ...................................................................................................................................................... 944

A. HOURS WORKED GUIDELINE ...................................................................................................................... 944

B. EMPLOYMENT AND WAGE DATA SUBMISSION GUIDELINES AND INFORMATION .................................. 955

C. ICESA FILE FORMAT SPECIFICATIONS .................................................................................................... 955

D. EFW2 FILE FORMAT SPECIFICATIONS ..................................................................................................... 955

E. DELIMITED FILE FORMAT SPECIFICATIONS .......................................................................................... 966

F. WAGE DETAIL FILE UPLOAD TROUBLESHOOTING .................................................................................. 966

G. LIST OF ERRORS DURING EMPLOYMENT AND WAGE DETAIL UPLOAD ............................................. 966

H. REGISTRATION TO PAY DUA TAXES VIA ACH CREDIT ........................................................................... 1022
# 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>EMAC</td>
<td>Employer Medical Assistance Contribution, formerly Unemployment Health Insurance (UHI) prior to January 1, 2014</td>
</tr>
<tr>
<td>LLC</td>
<td>Limited Liability Corporation</td>
</tr>
<tr>
<td>MA</td>
<td>Massachusetts</td>
</tr>
<tr>
<td>SSN</td>
<td>Social Security Number</td>
</tr>
<tr>
<td>TPA</td>
<td>Third Party Administrator</td>
</tr>
<tr>
<td>UHI</td>
<td>Unemployment Health Insurance</td>
</tr>
<tr>
<td>UI</td>
<td>Unemployment Insurance</td>
</tr>
<tr>
<td>UI Online</td>
<td>Unemployment Insurance Online</td>
</tr>
<tr>
<td>WTF</td>
<td>Workforce Training Fund</td>
</tr>
</tbody>
</table>
UI Online Quick Start
**HOW TO START WITH UI Online**

**Introduction**

How you start with UI Online depends on whether you are a *regular user* or an *Administrator* who is *registering* (setting up) and/or configuring the UI Online system so it can be used.

**For Regular Users**

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

- *UI Online Requirements*
- *Accessing UI Online*
- *Navigation and Software Tips*

**For Administrators**

Before regular users can use UI Online, an Administrator must register the TPA with DUA, and create user accounts. In addition, someone at your organization must coordinate with each of your client Employers to authorize you via UI Online to act on their behalf.

**Register (Set Up) UI Online**

A user who is trusted with administrative access must **REGISTER** the organization with the DUA. Registration is performed from the UI Online area of the DUA website. For detailed instructions, see the section, *TPA Registration*.

**IMPORTANT NOTE**: If you are a TPA operating with employees who work or live within Massachusetts, then before you can register as a TPA, you must first either register as an Employer with the DUA (if you are a new Employer) or **activate your account** (if you conducted business with DUA before December 7, 2009). The instructions for Employer Registration and Account Activation are both found in the *UI Online Employer Self Service User Guide*. This document can be found on the DUA website: [www.mass.gov/uima](http://www.mass.gov/uima).

**Create Additional UI Online Users**

The person who completes the TPA Registration is assigned the TPA System Administrator role by default. This user receives login credentials to access the UI Online self – service account during the registration.

This user can in turn add additional users to the UI Online Account. Users can be assigned either the TPA System Administrator role, or a TPA User role. For detailed instructions, see the section, *User Maintenance*.

**Get Authorization and Role Assignments from your Client Employers**

Before you as TPA can conduct business with the DUA on behalf of your client Employers, you must coordinate with each of them to:

- Authorize you as their TPA in UI Online.
- Assign you the Employer Roles in UI Online that allow you to perform the functions you are contracted to perform.

Detailed instructions can be found in the *UI Online Employer Self Service User Guide*.
GETTING SUPPORT FROM DUA

Revenue Service Information Line
617-626-5075

Option 1: Passwords for Employers and TPAs
- Password Reset (for permanent passwords only)
- Problems with User ID (delete or add new users)
- Other issues accessing previously activated or registered account

Option 2: Business Transfers
- Change of Ownership
- Purchase, sale or transfer of business
- Change in organizational type
- Reporting new Federal Tax ID number

Option 3: Employer Liability
- New Account Registration
- Closing an Account
- Address change
- Method of Payment
- Third Party Administrator Update
- Account Activation
- Temporary User ID Password

Option 4: Employment and Wage Reporting
- How to file employment and wage detail reports
- How to make payments
- Employment and Wage Detail adjustments
- Refunds
- Payment information
- Out of State Wage Detail Credits
- ACH Credit Applications
- FUTA Certifications

Option 5: Benefit Charges Protest and Submission
- Contributory Benefit Charges
- Reimbursable Benefit Charges
- Bills/Charge Reviews
- Seasonal Employer Certification

Option 6: Revenue Collections and Enforcement
- Payment Plan
- Notice and demand for payments
- Tax Liens and Bankruptcy
- Tax Intercept
- Certificate of Compliance
Option 7: Revenue Audit in Boston area
Revenue Audit Western Region 413-452-4725

Option 8: Tax Rates
Experience Rating Information
Voluntary Contribution Program
Annual Rate Notice

Wage Processing 617-626-5039
Employers with claims/wage questions
Employer EAN corrections (EIRP)
Applicants requesting alternate base periods
Applicants for missing/incorrect wages or monetary determinations (W-2, pay stubs, Not3xWBA)
Status investigations: Status of Base Period Employer (ie: Employer not Liable, Ceased, Suspended), Section 2 (form 1099), Section 3, Section 6
Monetary Appeal questions (prior to being referred to Hearings)
Extended Base period

Claimant Overpayment Recovery 617-626-6300

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
UI Online REQUIREMENTS

To run the UI Online 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 UI Online | UI Online (Unemployment Insurance Online) 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. UI Online  
This user guide is limited to the Revenue System and is intended for use by TPAs accessing UI Online. TPAs should also refer to the *UI Online Employer Self Service User Guide*; it can be accessed at [www.mass.gov/uima](http://www.mass.gov/uima). |
| REVENUE System | The DUA UI Online Revenue System automates the Registration, Wage and Employment Reporting, Tax Calculation and Payment Processes with the following time-saving improvements:  
- TPAs and Employers can get complete up-to-date account information and access and maintain their accounts online, via self service.  
- Employment and Wage Detail reporting including UI, WTF, and EMAC Tax filings can be completed in a single process.  
- TPAs and Employers can use online processing for quarterly tax filing and either manually enter data, or upload files for larger submissions.  
- TPAs can process multiple Employer filings at the same time using file uploads.  
- Employers and Third Party Administrators can make secure online payments. |
| Disclaimer: | The purpose of this user guide is to help TPAs navigate the UI Online 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 UI Online

Introduction

This section describes how to access the UI Online system.

- **Most new users** typically access UI Online 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 UI Online, all users can log in from the DUA website. See the section, Logging In.

**IMPORTANT NOTE:** The System Administrator who registers (sets up) the TPA account accesses UI Online for the first time using a special login process that is described in the section on TPA Registration. See the section, First Time Login After Registration.

First Time Account Access with Emailed Link

When your System Administrator creates an account for you, the UI Online 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 UI Online, you can log in using the following steps.

1. Navigate to the DUA – UI Online webpage at [www.mass.gov/uima](http://www.mass.gov/uima).

2. Scroll to the UI Online area of the page. Click **Agent Login**.
3. In the **TPA Login** page, enter the User ID and Password. Click **Login**.

4. When the **TPA Home** page appears you have successfully logged into the UI Online system.

---

**Logging Off**

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

Introduction

This section provides tips on navigating and using the UI Online software:

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

TPA Home Page

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

The TPA Home page has three panes: the top pane, the left 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 UI Online functions. When you click function links in UI Online, 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 TPA Home link. Click this link at any time to return to the TPA Home page.
- The main pane initially displays the same links to TPA 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 functions will be accessible all users. The TPA System Administrator at your place of business has configured which function links you can use when you use UI Online.
**System Timeout**

The UI Online 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 UI Online 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 UI Online.

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**:

![Password Guidelines](image.png)

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

![Password Guidelines](image.png)

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

**Additional Tips**

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

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

Data in some tables in UI Online 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 Agent 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 TPA, your Employee ID is the same as the TPA ID. 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**.

![Password Reset Form]

**CHANGING A PASSWORD**

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

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

Introduction

If you are an agent authorized to conduct business on behalf of an Employer who is registered with the DUA, you must register your business with the DUA as a **Third Party Administrator** (TPA) using the UI Online system. Registration is required, even if you are an existing TPA already conducting business with the DUA.

The following information is required to register as a TPA:

- Federal Identification Number (FEIN)
- Massachusetts Employer Account Number (EAN) if you have employees who work or live within Massachusetts

**IMPORTANT NOTE:** If you are a TPA operating with employees who work or live within Massachusetts, then before you can register as a TPA, you must **first** either **register as an Employer with the DUA** (if you are new Employer) or **activate your account** (if you conducted business with DUA before December 7, 2009). The instructions for Employer Registration and Account Activation are both found in the **UI Online Employer Self Service User Guide**. This document can be found on the DUA website: [www.mass.gov/uima](http://www.mass.gov/uima).

Once your Employer account is registered/activated, return to these instructions to complete the TPA registration. Note that the User ID and Password you use to access your Employer account are distinct from the User ID and Password you use to log in as a TPA.

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

TPA REGISTRATION

1. Navigate to the DUA – UI Online webpage at [www.mass.gov/uima](http://www.mass.gov/uima).

2. Scroll to the UI Online area of the page. Click **Agent Login**.
3. In the TPA Login page, click the TPA Registration link in the left pane.

- The Register as a Third Party Administrator page appears. Enter the requested information. Fields with a red asterisk (*) are required. Click Next to continue.
The **Confirm TPA Registration** page appears. If you need to change any information, click **Modify** to return the previous page. Otherwise, click **Submit**.

The **Login Information** page displays, showing your **User ID**, a system-generated **Temporary Password**, and your **TPA ID**. The registration process is complete. You can log in immediately by clicking **Login**, or close your browser and login later. See the section, **First Time Login After Registration** for instructions.

**NOTE**: Print the page or write down the information about your User ID, Temporary Password, and TPA ID.
First Time Login After Registration

This section applies only if you are logging in as a TPA for the first time after registering as a TPA. It describes how to change the UI Online-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 TPA account and you just clicked Home, skip to Step 3.

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

2. Scroll to the UI Online area of the page. Click Agent Login.

3. In the TPA Login page, enter the User ID and Password you received on screen when you completed account registration. Click Login.
4. The **Reset Password** page appears. Enter the current password and a new password, select a security question, answer the question, and enter a 4-digit PIN code. Click **Save** to continue.

<table>
<thead>
<tr>
<th>Third Party Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPA ID: [Redacted]</td>
</tr>
<tr>
<td>TPA Name: [Redacted]</td>
</tr>
</tbody>
</table>

- 4 Digit Pin Code: The 4 Digit Pin Code is a 4 digit numeric entry of your choosing. This is an alternate "User" credential which you create during the permanent password set up. This information is requested for authentication purposes when the user indicates they have forgotten their password.

<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 password guidelines.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>New Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Re enter new password</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Security Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is your father’s middle name?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Security Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4-digit PIN Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Save</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
</tr>
</tbody>
</table>

5. When the **TPA Home** page appears you have successfully logged into the UI Online system.
Account Maintenance
ABOUT ACCOUNT MAINTENANCE

Introduction

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

- Account Profile
- Address Information

NAVIGATING TO ACCOUNT MAINTENANCE

To navigate to Account Maintenance, perform the following steps:

1. Log in to UI Online. Click the Account Maintenance link (the link appears in the left pane and the main pane of the TPA Home page).

2. 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.
TPA ACCOUNT PROFILE

Introduction

The TPA Account Profile page displays the following information about a TPA Account:

- TPA ID
- TPA Name
- Employer Account Number (EAN)
- Federal Employer Identification Number (FEIN)
- Organization Type

The account profile elements that can be modified under this maintenance activity are: TPA Name and Organization Type.

Modifying the TPA Account Profile

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

1. Log in to UI Online and click Account Maintenance.
2. Click the Account Profile link.
3. The Account Profile page appears. Revise the TPA Name or the Organization Type. Click Save.
TPA ADDRESS INFORMATION

Introduction

This section describes how to:
- View and modify the primary address information on a TPA account.
- View TPA address history.
- View and modify your primary email address.

Additional Information

A TPA account can have up to four different types of addresses:
- Headquarters
- Mailing
- Wage & Separation
- Benefits Charge

Navigating to the Address Information Page

1. Log in to UI Online 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 Email 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 details for that address type (if any).
3. On the Modify Address page, make changes as necessary and click Save.

4. On the Address Validation page, select the closest address match. If applicable, select the address with the 9-digit extended Zip code (known as "Zip +4"). Click Next.
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.)
Viewing Address History

1. Perform the steps in the section, *Navigating to the Address Information Page*.
2. Click **View Employer Address History**.
3. The **Address Historical Information** page appears. Select an **Address Type** and click **Search**.

   ![Address Historical Information Table]

4. View the search results displayed below the search grid.

   ![Search Results Table]

   **NOTE**: If you need to clear the results and the search parameters click **Reset**. To return to the **Address Information** page click **Previous**.

Viewing or Modifying Your Email Address

1. Perform the steps in the section, *Navigating to the Address Information Page*.
2. Click **Update Email Preference**.
3. The **Email Preference** page appears. Enter your email address in the **Contact Email** field.

   ![Email Preference Form]

4. Click **Submit**.
Employment and Wage Detail Reporting
## ABOUT EMPLOYMENT AND WAGE DETAIL REPORTING

### Introduction

TPAs can submit Employment and Wage Detail via **file upload** for multiple or individual Employer accounts (adjustments and original reports) from the **Employment and Wage Detail Reporting** function via the **TPA Home** page.

The submission procedure changed starting in 2010. This section includes both procedures:

- Submit Employment and Wage Detail File (for 2010 and forward)
- Submit Employment and Wage Detail File for Quarters Prior to 2010

In addition, this section describes how to view employment and wage detail report information for TPA submissions and client groups:

- View Submission History
- View Employer History

**NOTE:** TPAs can also navigate into an **individual** Employer account to file a “No Employment and Wage Detail Report,” to “Copy from Previous” (Quarter,) or to manually submit employment and wage detail. TPAs navigate into the Employer’s account via the **Search** function. See the section, **Searches - Employer Account Access**, for instructions. See the **UI Online Employer Self Service User Guide** for instructions on using Employer functions for employment and wage detail reporting.

**NOTE:** Paper reports and paper checks issued by TPAs will not be accepted by DUA.

**NOTE:** If a TPA has more than $1,000 in debt to the DUA on their own Employer Account, they are not allowed to file employment and wage detail reports for their clients.

**IMPORTANT NOTE:** Your TPA account must have the required roles before you can submit employment and wage detail reports for each assigned Employer account. Coordinate with each Employer to get required roles assigned to you.
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 UI Online. Click the Employment and Wage Detail Reporting link (the link appears in the left pane and the main pane of the TPA 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 FILE

## Introduction

This section describes how to submit employment and wage detail files for assigned Employer accounts, for 2010 and forward. Note that only the File Upload method can be used from the TPA Home page, whether for one or multiple Employers. (If you wish to submit employment and wage detail reports using any other method from the individual Employer account, see the Employment and Wage Detail Reporting section of the UI Online Employer Self Service User Guide.)

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

## File Upload method:

Three different file types can be used with the file upload method: ICESA, EFW2 and Delimited. Key facts about file upload method are:

- The file upload method can be used to process up to 29,999 records. If you have 30,000 or more records, please contact DUA at 617-626-5075, Option 4.
- The uploaded wage detail files will be processed immediately if your file contains up to 299 records. If you have 300 or more records, your file will be processed as part of an overnight scheduled batch. You should be able to view the status of your submission the following day, using the View Submission History link.
- The process for uploading ICESA, EFW2 or Delimited files is identical, even though the file formats are different.
- For information about the ICESA, EFW2, or Delimited file formats, see the document: *Employment and Wage Detail Guidelines and Information.* To locate the document go to the main website, [http://www.mass.gov/uima](http://www.mass.gov/uima), and click the Quarterly Employment and Wage Submission link under the Key Resources topic.

Perform these steps to submit the employment and wage detail file:

1. Click Employment and Wage Detail Reporting.
2. Click Submit Employment and Wage Detail File.
3. The File Format page appears. Select Delimited, ICESA, or EFW2 and click Next.

**NOTE:** This example shows a file upload for a Delimited file, but the procedure is the same for the other two formats as well.

<table>
<thead>
<tr>
<th>File Type</th>
<th>Record Length</th>
<th>File Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delimited* (i.e., export from Excel with a comma delimiter)</td>
<td>Variable</td>
<td>.txt or .csv</td>
</tr>
<tr>
<td>ICESA* (NASWA Standard File Format)</td>
<td>275</td>
<td>.txt</td>
</tr>
<tr>
<td>EFW2* (Formally MMREF-SSA)</td>
<td>512</td>
<td>.txt</td>
</tr>
</tbody>
</table>

4. The Select Wage Detail File page appears. Click Browse. Navigate to and select the upload file. Click Next to process the file.
5. If there are no errors, the **Summary of Units Reported** page appears listing wage detail by Employer Account Number and reporting unit. Click **Next** to continue with the wage detail submission. Click **Save and Exit** if you wish to return later.

![Diagram of Employment and Wage Detail Submission Process]

**NOTE**: If your file contains at least 300 records, it will not be processed immediately. You will get a message stating that the records will be processed in an overnight batch. To view the status of your submission, click **View Submission History** on the **Employment and Wage Detail** page on the next business day.

![Diagram of Employment and Wage Detail Submission Process]

**NOTE**: Due to the size of the file delimited_template101969.csv, the employment and wage detail will be processed in an overnight batch. Please check back tomorrow in View Submission History for results (834).
6. The **Employment and Wage Detail Certification** page appears. Check the certification box and click **Next**.

7. The **Quarterly Calculations** page appears, displaying the quarterly contributions due for each Employer. Review the data.

   **NOTE**: To review the data in detail, click the **Quarterly Amount Due** for a specific Employer. Details display on **Reporting Information** for the Employer, from within the Employer account. The page displays differently, according to whether the submission is original, or an adjustment.

   - 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 **do not click Submit** at this point. See **Performing a Merge or Overwrite**.

   - If the data uploaded so far is correct, click **Submit** to continue.
8. The Employment and Wage Detail Report Submission Confirmation appears. If desired, click **Make Payment.** See **Payment Information** for Payment Options and procedures.

---

**Performing a Merge or Overwrite**

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.

   - 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.
SUBMIT EMPLOYMENT AND WAGE DETAIL FILE FOR QUARTERS PRIOR TO 2010

Introduction

This section describes how to submit an employment and wage detail file for one or multiple Employer accounts for quarters prior to 2010. The instructions here are applicable only if you are using the 'File Upload method.' If you wish to submit employment and wage detail reports using any other method from the individual Employer account, please refer to the Employment and Wage Detail Reporting section of the UI Online Employer Self Service User Guide.

IMPORTANT NOTE: TPAs should use the old bulk file format specifications for creating separate files for UI and EMAC submissions. See the Key Resources / Quarterly Employment & Wage Submission / Wage Detail File Format - 2009 and Prior, available on www.mass.gov/uima.

The file format for uploading UI Gross wages and EMAC gross wages has not changed, when you are submitting these reports for quarters prior to 2010. At the same time, please note that you will not be able to use this method for Quarters beginning 2010.

1. Click Employment and Wage Detail Reporting.

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

3. The Upload UI and EMAC Files page appears.
   - Click Browse under the Select UI Tax Transmission Report File area. Navigate to and select your UI Wage Detail file.
   - Click Browse under the Select EMAC Tax Transmission Report File area. Navigate to and select your UHI Wage Detail file.
   - Click Next.
4. Both the UI file and EMAC file will be uploaded to UI Online and will be processed by a batch process that runs daily. After the upload is complete, the **DOR Wage Detail Option** page appears, asking if you wish to submit the DOR wage detail files. Select **Yes** or **No** and click **Next**.

5. If you selected **Yes** in Step 4, skip to Step 6. If you selected **No**, the **Employment and Wage Detail Report Submission Confirmation** page appears. The submission process is complete. Either click **Exit**, or click **Make Payment** and see the section **Payment Information** for instructions. (Do not perform the rest of the steps in this section.)
6. If you selected Yes in Step 4, the File Format page appears. Select Delimited, ICESA, or EFW2 and click Next.

7. The Select Wage Detail File page appears. Click Browse. Navigate to and select the upload file. Click Next to process the file.

8. The Employment and Wage Detail Report Submission Confirmation page appears. The submission process is complete. Either click Exit, or click Make Payment and see the section Payment Information for instructions.

NOTE: When you are filing for a quarter prior to 2010, the DOR wage detail file you upload will not be used to calculate the Quarterly contributions due for the Employer account.
VIEW SUBMISSION HISTORY

Introduction

This section describes how to view employment and wage detail submission history. You can view submission history by date range for original and adjusted wage detail reports. The data displayed includes the Submission Date and Time, Confirmation Number, Filing Method, and error information. You can also view the Employer Account Number and the summary of wage details specific to the submission, by clicking on the Details for each submission.

1. Click Employment and Wage Detail Reporting.

2. Click View Submission History.

3. The Wage Detail Submission History Search page appears. Enter a date range for the history to retrieve in the search. Click Search.
4. The Search Results display below the search grid. Click the **details** link for any submission to view details. Click the **errors** link to view error information.

<table>
<thead>
<tr>
<th>Search Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Submission Date</strong></td>
</tr>
<tr>
<td>1/25/2011</td>
</tr>
<tr>
<td>10/27/2010</td>
</tr>
<tr>
<td>8/27/2010</td>
</tr>
<tr>
<td>8/27/2010</td>
</tr>
<tr>
<td>7/29/2010</td>
</tr>
<tr>
<td>7/29/2010</td>
</tr>
<tr>
<td>7/28/2010</td>
</tr>
<tr>
<td>4/29/2010</td>
</tr>
<tr>
<td>4/21/2010</td>
</tr>
<tr>
<td>2/19/2010</td>
</tr>
</tbody>
</table>

Rows 1-10 of 15

Page 1 of 2

5. Details appear showing EAN, Employer Name, Year/Quarter, Submission Type, Confirmation Number, Number of Records, Total UI Gross Wages, and MA Wages Subject to Withholding.

<table>
<thead>
<tr>
<th>Search Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Search Results</strong></td>
</tr>
<tr>
<td><strong>Employer Account Number</strong></td>
</tr>
<tr>
<td>20104</td>
</tr>
<tr>
<td>20104</td>
</tr>
<tr>
<td>20104</td>
</tr>
<tr>
<td>20104</td>
</tr>
</tbody>
</table>

6. Errors are shown by Line Number, Error Message, and Error Type.

<table>
<thead>
<tr>
<th>Search Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Search Results</strong></td>
</tr>
<tr>
<td><strong>Line Number</strong></td>
</tr>
<tr>
<td>348</td>
</tr>
<tr>
<td>358</td>
</tr>
<tr>
<td>849</td>
</tr>
<tr>
<td>402</td>
</tr>
<tr>
<td>849</td>
</tr>
</tbody>
</table>

Rows 11-20 of 39

Page 2 of 4
VIEW EMPLOYER HISTORY

Introduction

This section describes how to view the summary of employment and wage detail history by Employer accounts. You can view the employment and wage detail summary for each assigned Employer account for a chosen quarter. The search results will include the Employer Account Number, Employer Name, Year/Quarter, Total UI Gross Wages, amounts due, and wages withheld.

1. Click Employment and Wage Detail Reporting.
2. Click View Employer History.
3. The View History Search page appears. Enter an Employer Account Number, and select a year and quarter. Click Search.
4. The Search Results display below the search grid.

<table>
<thead>
<tr>
<th>Employer Account Number</th>
<th>Employer Name</th>
<th>Year</th>
<th>Quarter</th>
<th>Total UI Gross Wages</th>
<th>Quarterly Amount Due</th>
<th>MA Wages Subject to Withholding</th>
<th>MA Income Tax Amount Withheld</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>2010</td>
<td>1</td>
<td>$445,703.00</td>
<td>$8,334.68</td>
<td>$445,704.12</td>
<td>$12,613.59</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2010</td>
<td>2</td>
<td>$567,169.72</td>
<td>$9,235.26</td>
<td>$567,169.72</td>
<td>$15,538.40</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2010</td>
<td>3</td>
<td>$456,005.69</td>
<td>$6,921.24</td>
<td>$456,005.69</td>
<td>$14,343.18</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2010</td>
<td>4</td>
<td>$528,277.92</td>
<td>$0,007.91</td>
<td>$528,277.92</td>
<td>$16,473.52</td>
</tr>
</tbody>
</table>
Payment Information
# ABOUT PAYMENT INFORMATION

<table>
<thead>
<tr>
<th>Introduction</th>
<th>This section describes the functions that are available from the Payment Information area. From Payment Information, TPAs can:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Review, modify, and <strong>make payments</strong> for multiple or individual Employer accounts</td>
</tr>
<tr>
<td></td>
<td>• Cancel payments</td>
</tr>
<tr>
<td></td>
<td>• Search payments</td>
</tr>
<tr>
<td></td>
<td>• Review Employer accounts</td>
</tr>
<tr>
<td></td>
<td>• Download payment due files</td>
</tr>
<tr>
<td></td>
<td>• View payment information for agent submissions and client groups</td>
</tr>
</tbody>
</table>

**NOTE:** In order to manage the Employer account **individually** and perform other payment related functions on behalf of the Employer, you must navigate into the Employer’s account. Access the Employer’s account via the **Search** function. See the section, **Searches - Employer Account Access** for instructions. In addition, consult the **UI Online Employer Self Service User Guide** for detailed instructions on performing Employer payment functions.

**NOTE:** Paper checks issued by TPAs will not be accepted by DUA.

**IMPORTANT NOTE:** Your TPA account must have the required roles before you can submit payments for each assigned Employer account. Coordinate with each Employer to get required roles assigned to you.

## ABOUT DEFERRALS

Deferral eligibility will be given to private Contributory and non-profit 501(c)(3) Contributory Employers. The option to defer will be provided in the month of April for Quarter 1 filing and July for Quarter 2 filing.

The option to defer is provided for a quarter only after the current quarter has been filed timely. All deferrals become due by Quarter 3 due date (Oct. 31). All deferrals must be done manually from within an Employer account.

Please remember that deferral is not a requirement and that Employer Medical Assistance Contribution (EMAC) and Workforce Training Fund (WTF) contributions cannot be deferred.

**IMPORTANT NOTE:** Deferrals can only be performed for an assigned Employer when the TPA navigates into the individual Employer's Account Home and makes a deferred payment specifically on that Employer’s behalf. **Deferrals cannot be performed as part of any bulk payment activities.** For more information see the UI Online Employer Self Service User Guide.
NAVIGATING TO PAYMENT INFORMATION

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

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

2. The Payment Information page appears.
DOWNLOAD PAYMENT DUE FILE

Introduction

The Payment Due file lists all Employers assigned to the TPA account, and the corresponding amounts they each owe. This file is provided by DUA and is available using the Download Payment Due File function. Use this file to review Employer obligations, and to create a Payment File that can be uploaded as a payment statement when you make payments towards multiple Employer accounts at once. This section describes specifically how to:

- Download the Payment Due file via the UI Online system.
- Read the Payment Due file format.
- Edit the Payment Due file to create the Payment File to upload.
- Upload the Payment File.

NOTE: For instructions on making a payment using an uploaded Payment File, see the section, Paying – Making Payment Based on File Upload/Edits.

Downloading the Payment Due File

1. Click Payment Information.
2. Click Download Payment Due File.
3. The following page appears. Click the link, Select here to download a payment due file.
4. The File Download pop-up window appears. Click Save and follow the prompts to download and save the file to your local folder.
Reading the Payment Due File Format

The file layout of the downloaded bulk payment file is as follows:

TPA ID, Download Date, Record Count, Total Amount Due, Current Quarter Due (*header row*)
Employer Account Number, Total Amount Due, Current Quarter Due, Employer Name (*Record 1*)
Employer Account Number, Total Amount Due, Current Quarter Due, Employer Name (*Record 2*)… and so on.

Sample File Downloaded:
000001,08302011,3,914.58,885.75
00000001,54.06,25.23,Employer Name 1
00000002,0.00,0,Employer Name 2
00000003,860.52,860.52,Employer Name 3

Editing the Payment Due File to Use as the Payment File

Edit the Payment Due file so it can be used as a Payment File, using these steps:

1. Use the file you downloaded using the steps in the section, Downloading the Payment Due File.
2. Open the file and update the second value (Total Amount Due) for each record with the correct payment amount to be applied to the Employer account associated. Change the value to 0 for Employers for whom no payment is being included.
3. Save the file to your local computer.

**NOTE**: Only 1,000 records in an upload file will be reported with your payment. If there are over 1,000 Employers in your download file, you should divide the records between multiple upload files, each having 1,000 or fewer records. Be sure to customize the header row in each file to reflect its actual record count and its sum of Total Payment Amount fields.

You may also consider applying to DUA to pay via ACH Credit.

**NOTE**: You cannot have a negative payment amount in the Payment File.

**NOTE**: The upload file will not be saved by the system. Data will be uploaded, and it can be reviewed online after successful upload.

Sample File Edited:
000001,08302011,3,700.52,885.75
00000001,0,25.23,Employer Name 1
00000002,0.00,0, Employer Name 2
00000003,700.52,860.52, Employer Name 3
Uploading the Payment File

1. Navigate to the Download Payment Due File area.
2. The following page appears. Click Browse near the Upload payment application file field.

3. Navigate to and select the Payment file in your local folder.
4. When the file path and name appear in the field to the left of the Browse button, click Submit.

   **NOTE:** The file will be processed with errors being displayed on the same page or on a separate page. Errors on the same page prevent the file from being processed. Errors on the Rejected File Transactions page can be ignored and the remaining records can be processed, or the file can be fixed for the errors listed and reloaded to the system. Printing the page(s) of errors is recommended.

5. The Upload Complete page appears. Click Confirm Payment.

   **NOTE:** When you click Confirm Payment the data is uploaded but the payment is not processed. To complete the payment, perform the steps in the section, Paying -- Making Payment Based on File Upload/Edits.
PAYMENT OPTIONS

Introduction

This section describes the options TPAs have when making payments on behalf of their assigned Employer accounts. Options include:

- **Making full payment for all assigned Employers**
  Pay all debt for all Employers in full without downloading/uploading a file or editing the system-calculated amounts. Only payment via ACH Debit is allowed.

- **Manually entering payment information online per Employer**
  View the list of all Employers and edit their payment amounts manually. Only payment via ACH Debit is allowed.

- **Making Payment based on file upload/edits**
  Using the Payment Due file downloaded in the previous section, upload the edited data to make a payment. Only payment via ACH Debit is allowed.

- **Acting as a single Employer**
  Navigate into the Employer area, and process an individual Employer payment. Only payment via ACH Debit is allowed if the TPA issues the payment. Paper checks are only accepted if the check is issued by the Employer.

- **Paying via ACH Credit**
  ACH Credit payments are made separately from the UI Online software. TPAs must apply with DUA to use ACH Credit. See the section, Applying to DUA to Make Payments Using ACH Credit.

Navigating to the Payment Options Page

Perform these steps to navigate to the Payment Options page.

1. Click Payment Information.
2. Click Payment Options.
3. The **Payment Options** page appears, with links for all applicable payment options. The page also displays links to edit or delete any previously entered payment details that are in progress (if any).

**Example 1**: Payment Options page when no file has been uploaded, and no information has been saved. The only options are for paying in full, or entering payment information per Employer.

<table>
<thead>
<tr>
<th>TPA ID:</th>
<th>TPA Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Payment Options**

- Make full payment for all assigned employers for all debt: $61,000.00
- View all employers and enter payment information online per employer (including current quarter)

**Example 2**: Payment Options page when a Payment File has been uploaded in preparation for making a payment.

<table>
<thead>
<tr>
<th>TPA ID:</th>
<th>TPA Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Payment Options**

- Make full payment for all assigned employers for all debt: $61,000.00
- Make payment based on file uploaded/edit: $9,000.00; 3 employers
- Edit previously saved information
- Delete previously saved information

**Recent Payment Application File Submission History**

<table>
<thead>
<tr>
<th>Date</th>
<th>Submission Medium</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/18/2011</td>
<td>File Upload</td>
<td>New</td>
</tr>
</tbody>
</table>

**Paying -- Making Full Payment for All Assigned Employers**

Use this method to make the full payment due on all your assigned Employer accounts. You will not be able to make any changes to the payment amounts or remove any of the Employer accounts.

1. Click **Payment Information**.
2. Click **Payment Options**.
3. Click **Make full payment for all assigned employers for all debt**.
4. Continue with **Step 5** of the section, **Paying -- Manually Entering Payment Information Online Per Employer**, to complete this procedure.
Paying -- Manually Entering Payment Information Online Per Employer

1. Click Payment Information.
2. Click Payment Options.
3. Click View all employers and enter payment information online per employer.

4. The Search Employers page appears, listing up to 100 Employer accounts associated with your TPA account, and their payments due.

Out of 4 Employers assigned to you, a payment submitted now would total $0.00 for 4 employers.

Select "Previous" to return to payment options.
Select "Save" to update the total payment amount above and per Employer.
Select "Submit" to continue with payment submission.
UI ONLINE - TPA User Guide

• Enter all the Payment Amounts in the **Edit Assigned Employer Accounts** area.
• Use the links on the page to enter or clear all Employer Payment Amounts if desired.
• Click **Save** frequently if you are entering custom Payment Amounts for each Employer.
• Click **Submit** when all information is complete.

**NOTE:** Only 100 Employers are displayed on the screen with paging to move through them. To display other Employers, or a specific Employer, enter criteria in the search grid and click **Search**.

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

5. The **Payment Method** page appears, displaying information about the payment you are about to make. Click **Next**.

![Payment Method Page](image)

**NOTE:** The only payment method available on this page is ACH Debit. For information on paying using ACH Credit, click on the link at the bottom of the page.
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**.

   ![Diagram](image)

   **ACH Payment**
   
   Contributory Employer Due Dates: Quarter 1 - April 30  
   Quarter 2 - July 31  
   Quarter 3 - October 31  
   Quarter 4 - January 31  
   Reimbursable Employer Due Dates: 30 calendar days from the mailing of the bill  
   If payment is not submitted by the date indicated, you may be subject to interest or penalties.

   Debt Amount Due: $26,000.00  
   Payment Amount: $26,000.00  
   Routing Transit Number:  
   Bank Account Number:  
   Account Type: Checking  
   Payment Effective Date: 7/18/2011  
   Your **Routing Transit Number** and **Bank Account Number** are located on the paper checks provided by your bank.

   ![Submit](image)

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

7. The **Payment Verification** page appears. Click **Submit** to complete the payment.

   ![Diagram](image)

   **Payment Verification**
   
   Contributory Employer Due Dates: Quarter 1 - April 30  
   Quarter 2 - July 31  
   Quarter 3 - October 31  
   Quarter 4 - January 31  
   Reimbursable Employer Due Dates: 30 calendar days from the mailing of the bill  
   If payment is not submitted by the date indicated, you may be subject to interest or penalties.

   Total Payment Amount: $26,000.00  
   Routing Transit Number:  
   Bank Account Number:  
   Account Type: Checking  
   Payment Effective Date: 7/18/2011  
   By paying your Division of Unemployment Assistance bill through this online service, you are authorizing Division of Unemployment Assistance to charge your checking account for the amount you submitted.
8. The **Payment Confirmation** page appears, displaying the confirmation number for the payment.

```
<table>
<thead>
<tr>
<th>Payment Confirmation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Name: [Redacted]</td>
</tr>
<tr>
<td>Effective Date: 7/18/2011</td>
</tr>
<tr>
<td>Transaction Date: 7/18/2011</td>
</tr>
<tr>
<td>Transaction Time: 3:21 PM</td>
</tr>
<tr>
<td>Remaining Balance: $0.00</td>
</tr>
</tbody>
</table>
```

If you have a remaining balance you may make another payment by selecting “Make Payment”.

---

**Paying -- Making Payment Based on File Upload/Edits**

TPAs have the option of downloading a Payment Due file from DUA that they can edit (if applicable) and then upload as their payment report when making payments. See the section, *Downloading Payments Due File*, for instructions on:

- Downloading the **Payment Due** file via the UI Online system.
- Reading the Payment Due file format.
- Editing the Payment Due file to create the Payment File to upload.
- Uploading the Payment File

Once you upload the file, you have the option of:

- Making a payment based on data that was uploaded from the Payment File.
- Editing the uploaded data before making the payment.
- Deleting uploaded data ('deleting the previously saved information')

Then continue with the instructions that follow to actually make the payment using the upload file.
Making a payment based on uploaded data

1. Click the **Make payment based on file uploads/edits** link.

   - Click the **Make payment based on file uploads/edits** link.
   - Continue with **Step 5** of the section, *Paying -- Manually Entering Payment Information Online Per Employer*, to complete this procedure.

   **Recent Payment Application File Submission History**

<table>
<thead>
<tr>
<th>Date</th>
<th>Submission Medium</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/18/2011</td>
<td>File Upload</td>
<td>New</td>
</tr>
</tbody>
</table>

   **Make payment based on file uploads/edits** $4,000.00, 3 employers

Editing the Uploaded Data Before Making the Payment

1. Click the **Edit previously saved information** link.

   - Click the **Edit previously saved information** link.
   - Continue with **Step 4** of the section, *Paying -- Manually Entering Payment Information Online Per Employer*, to complete this procedure.

   **Recent Payment Application File Submission History**

<table>
<thead>
<tr>
<th>Date</th>
<th>Submission Medium</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/18/2011</td>
<td>File Upload</td>
<td>New</td>
</tr>
</tbody>
</table>
Deleting Previously Saved Information

1. Click the **Delete previously saved information** link.

2. A **Warning** page appears. Click **Delete** to continue.

3. A **Confirmation** page appears, indicating that information has been deleted.

   **NOTE**: Once uploaded data has been deleted, only two links are available from the Payment Options page (see Example 1 in *Navigating to the Payment Options Page*.)

Paying – Acting as a Single Employer

This section briefly describes how to navigate into the Employer account and make a payment for the Employer. More detailed instructions on making the payment are available in the *UI Online Employer Self Service User Guide*.

1. Click **TPA Home**.
2. Click **Searches**.
3. Click **Employer Searches**.
4. The **Employer Search** page appears. Enter search criteria for the Employer in the Employer Name, Employer Account Number, and/or FEIN fields. Select a **Role**. Click **Search**.

5. The **Search Results** appear below the search grid on the Employer Search page. Click the **Employer Name** link corresponding to the **Payments Update and Submit** Role.

   ![Employer Search](image)

   **NOTE**: If the TPA is authorized to perform multiple roles for the Employer, the Search Results will list the same Employer once for each role assignment. Click the **Employer Name** link corresponding to the **Payments Update and Submit** Role.

6. The TPA view of the **Employer Home** page appears. From this page you can perform functions on the Employer account, much as the Employer can. Click **Payment Information**.

![Employer Home](image)
7. Click **Payment Account Summary**, and click **Make Payment**. For detailed instructions, see the *UI Online Employer Self Service User Guide*.

8. Click **Leave Employer** to exit the Employer account when finished.

**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.
SEARCH PAYMENTS

Introduction
This section describes how to search for payments and view payment status. Processed and cancelled payments can be viewed by confirmation number, payment method, or date range.

Searching for Payments

1. Click Payment Information.
2. Click Search Payments.

3. The Search Payments page appears. Enter search criteria and click Search.

4. The Search Results appear below the search grid on the Search Payments page. Click the Confirmation Number link to view payment details.
5. The **Payment Detail** page appears. Click on an **Employer Account Number** to view additional payment details from within the Employer Account.

<table>
<thead>
<tr>
<th>Third Party Administrator</th>
<th>TPA ID</th>
<th>TPA Name</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Payment Detail</th>
<th>Confirmation Number</th>
<th>Transaction Date</th>
<th>Payment Method</th>
<th>Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>6/23/2011</td>
<td>ACH Debit</td>
<td>$6,900.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Search Employer Payments</th>
<th>EAN</th>
<th>Name</th>
<th>Amount</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Employer Payment Items</th>
<th>Employer Account Number</th>
<th>Employer Name</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>000000000</td>
<td></td>
<td>$8,000.00</td>
</tr>
<tr>
<td></td>
<td>00000000</td>
<td></td>
<td>$10,900.00</td>
</tr>
</tbody>
</table>

6. The **Payment Detail** page of the Employer account displays.

<table>
<thead>
<tr>
<th>Third Party Administrator</th>
<th>TPA ID</th>
<th>TPA Name</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>Payment Detail</th>
<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></td>
<td></td>
<td>11/20/2009</td>
<td></td>
<td>ACH Debit</td>
<td>Paid by Agent</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment Distribution</th>
<th>Debt Posting Date</th>
<th>Sub-Account</th>
<th>Quarter / Year</th>
<th>Amount Applied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7/31/2009</td>
<td>UI Contributions Principal</td>
<td>3/2009</td>
<td>$100.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Total</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

Previous
REVIEW EMPLOYER ACCOUNTS/PAYMENT ACCOUNT SUMMARY

Introduction

This section describes how to search for and review the Payment Account Summary of a specific Employer account.

**NOTE:** For more information on the Employer Payment Account Summary, see the *UI Online Employer Self Service User Guide*.

1. Click **Payment Information**.
2. Click **Review Employer Accounts**.

3. The **Search Employers** page appears. Enter search criteria or leave blank to return all values, and click **Search**.

4. The search results display below the search grid, in the **Review Assigned Employer Accounts** area. The results display the Employer, EAN, Current Amount Due, Total Amount Due, and Status. Click the **Employer Name** to view additional details on the payments due.
5. The **Account Summary** page for the specific Employer appears.

**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:** For more information on the **Payment Account Summary**, see the *UI Online Employer Self Service User Guide*. (Note that the TPA’s view of the Employer’s Payment Account Summary does not include the Quarterly Summary, or the Interest Rate Calculator.)

6. Click **Leave Employer** to exit the Employer’s account. Click **Change Employer** to bring up the search grid again, where you can enter different criteria for a new search.
User Maintenance
ABOUT USER MAINTENANCE

This section describes how **TPA System Administrators** can manage user access to the TPA account. The person who completes the TPA Registration is assigned the TPA System Administrator role by default. This user receives login credentials to access the UI Online self – service account during the registration.

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 administrative 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 Reinstating a user account
- a user account
- Assign Employers and Roles

NAVGATING TO USER MAINTENANCE

To navigate to **User Maintenance**, perform the following steps:

1. Log in to UI Online. 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 **Third Party Administrator 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**.

**IMPORTANT NOTE**: By default, the user who registers the TPA account is assigned an Employee ID that is identical to the TPA ID. All other users must be assigned an Employee ID by the user who creates their account. (An Employee ID is needed by any user for them to use the Forgotten Password feature.)
5. The **Password Link Sent** page appears. Click **Next** to return to the **User Search Criteria** page.

<table>
<thead>
<tr>
<th>Third Party Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPA ID: [redacted]</td>
</tr>
<tr>
<td>TPA Name: [redacted]</td>
</tr>
</tbody>
</table>

**Password Link Sent**

An eMail message has been sent to the user containing an encrypted link which that user can use to login to the system and establish a password.

You must now assign roles for the user just created. In order to assign role(s), select 'Next', search for the User by name or User ID. Select the user, then select 'Roles'.

Note: This password link will only be effective for the next **96 hours**.

**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 UI Online, you must assign them roles. See the section, **Assigning User Roles**.
SEARCHING FOR USER DETAILS

1. Click User Maintenance.
2. Click Third Party Administrator 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

The specific functions a user can perform are dictated by the user’s role assignments.

Roles include:

- **TPA System Administrator** – Users assigned this role can:
  - use all functions in the TPA system, including User Maintenance;
  - use any function in an assigned Employer’s account for which the Employer has assigned the appropriate role to the TPA.

- **TPA User** – Users assigned this role can:
  - use all functions in the TPA system, except User Maintenance;
  - use any function in an assigned Employer’s account for which the Employer has assigned the appropriate role to the TPA.

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.

![User Details page](image-url)
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

**NOTE**: When you perform a password reset for a user, an email message is automatically sent to that user. The message contains a link; when the user clicks the link, a browser is launched in which the user can reset their own 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.

<table>
<thead>
<tr>
<th>Third Party Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPA ID: [Redacted]</td>
</tr>
<tr>
<td>TPA Name: [Redacted]</td>
</tr>
</tbody>
</table>

**Password Link Sent**

An eMail message has been sent to the user: [Redacted]

**Note:** This password link will only be effective for the next **96 hours**.

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

3. The Reinstatement User page appears. Click Confirm.
ASSIGN EMPLOYERS AND ROLES

Follow these steps to assign employers and roles to a TPA User ID.

1. Display the User Details page for the user by performing the steps in Searching for User Details.
2. Click Employer Roles.
3. The **Assign Employers and Roles** page appears.

4. To assign all employers to a user select the **Assign all employers** checkbox below and select **Save**.

5. To assign a single employer to a user, use the search function below to locate the employer, click the **Assign** check box and select **Save**.

6. To remove an employer from a user, uncheck the **Assigned** check box and select **Save**.
Correspondence
ABOUT CORRESPONDENCE

Introduction

This section describes how to view correspondence sent from DUA to the TPA account on the UI Online system. All correspondence will be sent to your UI Online account except for ad-hoc and registration correspondences. You will be notified via email when a correspondence is sent to your account. You must login to the UI Online system to view the correspondence. You can set up your preferred email address to receive notifications using the instructions provided in the Address Information section of this user guide.

NOTE: You must have Adobe Reader software installed to view the correspondence. This software can be downloaded free from www.adobe.com.

NAVIGATING TO CORRESPONDENCE

To navigate to Correspondence, perform the following steps:

1. Log in to UI Online. Click the Correspondence link in the left pane or 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 UI Online and click **Correspondence**.

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

3. The search results appear in the **Details** area below the search grid. Click a **Document ID** number to display a PDF version of the actual correspondence in Acrobat Reader.
Searches - Employer Account Access
ABOUT SEARCHING TO ACCESS EMPLOYER ACCOUNT HOME

Introduction

This section describes how to search for and navigate into the individual Employer Home pages of assigned Employers. Once at the Employer Home page, TPAs can perform Employer functions on behalf of the Employer. Note that the roles assigned to you by the Employer determine which functions you can perform, and which links appear. See the UI Online Employer Self Service User Guide for complete information on all the functions performed from an Employer account.

Coordinate with the Employer you are servicing to gain access to roles you require.

**NOTE:** The Search function can also be used to display TPA role assignments for a specific Employer without navigating into the Employer account.

NAVIGATING INTO THE EMPLOYER ACCOUNT

To navigate into an Employer account, perform the following steps:

1. Log in to UI Online. Click the Searches link (the link appears in the left pane and the main pane of the TPA Home page).

2. The Searches page appears. Click Employer Search.
3. The **Employer Search** page appears. Enter search criteria, select a **Role**, and click **Search**.

4. The **Search Results** appear below the search grid on the **Employer Search** page. Click the **Employer Name** link corresponding to Role that grants access to the functions and/or information you are seeking.

5. The **TPA view of the Employer Home** page appears. From this page you can perform functions on the Employer account, much as the Employer can.

6. Click **Leave Employer** to return to the TPA Home page. Click **Change Employer** to redisplay the search grid, where you search for and then navigate into a different Employer account.
VIEWING EMPLOYER-ASSIGNED TPA ROLES

Follow **steps 1 through 3** of the previous section, *Navigating into the Employer Account*. In the search results that display, each Employer-assigned role is listed separately on the page.

<table>
<thead>
<tr>
<th>Employer Name</th>
<th>FEIN</th>
<th>EAN</th>
<th>Role</th>
<th>Services Begin Date</th>
<th>Services End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer XYZ</td>
<td></td>
<td></td>
<td>Account Maintenance Update and Submit</td>
<td>8/16/2010</td>
<td></td>
</tr>
<tr>
<td><strong>Employer XYZ</strong></td>
<td></td>
<td></td>
<td>Payments Update and Submit</td>
<td>8/16/2010</td>
<td></td>
</tr>
<tr>
<td>Employer XYZ</td>
<td></td>
<td></td>
<td>Employment and Wage Detail Update and Submit</td>
<td>8/18/2010</td>
<td></td>
</tr>
</tbody>
</table>

Select Link for [Role Definitions](#) [Download Employer Details](#)

PERFORMING FUNCTIONS AS AN EMPLOYER

For detailed instructions on performing functions from within the Employer account, see the *UI Online Employer Self Service User Guide*. 
Searches – Client Rate Download
ABOUT CLIENT RATEDOWNLOADS

Introduction

Client Rates for assigned Employers are available for download using the UI Online system. This section describes how TPAs can retrieve client rates using the Search function.

SEARCHING TO RETRIEVE A CLIENT RATE DOWNLOAD FILE

1. Log in to UI Online. Click the **Searches** link (the link appears in the left pane and the main pane of the TPA Home page).

2. The **Searches** page appears. Click **Client/Rate Download**.

3. The **Client/Rate Download** page appears. Enter **Date Range From** and **To** values, and click **Search**.

4. Available download files are listed by **File Id** and **Create Date** in the **Details** area. Click a **File Id** and follow the prompts to save the file to your local drive.
CLIENT/RATE INFORMATION

The following information is provided in this section:

- Format for the Client Rate Download
- EMAC Contribution Rates
- UI Contribution Rate
- Workforce Training Fund Rate
- USA Surcharge Rate

Format for the Client Rate Download

Header record:
TPA ID, Date Time the Rate File was posted, Rate Year, Average Construction Rate for current year, New Employer Rate for current year, Workforce Training Fund Rate, UI Wage Base, EMAC Wage Base

For each of the Employer Records:
Employer Account Number, Employer Name, Employer UI Contribution Rate, Employer EMAC/UHI rate, USA Surcharge Rate, Employer account balance (debit or credit)

Example for 2016:
1000XX,7/2/2016 12:00:00 AM,2016,6.73,1.87,0.056,15000,15000
99999999,ABC INC,7.34,0.34,0,0
99999998,XYZ INC,1.67,0.34,0,{-1974.75}
99999997,ABC LLC,1.56,0.34,0,532.21
99999996,XYZ LLC,11.13,0.34,0,56322.60

**NOTE:** Employer records are displayed in numerical order by Employer Account Number.

Employer Medical Assistance Contribution Rates

The health insurance contribution rate is a flat rate of **0.34 percent** for calendar year 2016 for all subject employers – except for those meeting the exempt or reduced rate criteria. (Employers operating in the 1st two calendar years are exempt as “newly subject” status, and employers in their 3rd and 4th year pay rates of **0.12 percent** and **0.24 percent** respectively.)

Unemployment Insurance Contribution Rate

Experience rates assigned to Employers are from Schedule C for calendar year 2016. Taxable wage base for contributions is $15,000 for the year 2016.

Workforce Training Fund Contribution

The flat rate Workforce Training Contribution is **0.056 percent** of the taxable wages in calendar year 2016.
This payment, which is in addition to the Unemployment Insurance contribution payment, is deposited in the Workforce Training Fund which is used to award grants to companies to provide workforce training and education programs for incumbent workers.

**NOTE:** Workforce Training Fund and EMAC contributions are not added to an employer’s account balance for experience rating purposes, nor can they be deferred.
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 UI Online website, providing extensive detail for processing Employment and Wage data through the new UI Online 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 TPA User Guide available at [www.mass.gov/uima](http://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 UI Online 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 TPA User Guide available at [www.mass.gov/uima](http://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 UI Online 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 TPA User Guide available at [www.mass.gov/uima](http://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 UI Online 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 TPA 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:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Missing Account Number in</td>
<td>Fatal</td>
<td>Missing Employer</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 or TPA Submission</td>
<td></td>
<td>Account Number</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employer Account Number:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invalid Employer Account</td>
<td>Fatal</td>
<td>Invalid Employer</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>
<td>Number - Quarter/Year Not</td>
<td></td>
<td>Number ~ Quarter/Year Not Open</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**UI ONLINE - TPA User Guide**

<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><strong>Employer Account Number:</strong> Invalid Employer Account Number (this includes alphanumeric invalidity) in Employer or TPA Submission</td>
<td>Fatal</td>
<td>Invalid Employer Number - incorrect format</td>
<td>error.invalid.ean</td>
<td>active/valid employer account numbers.).</td>
</tr>
<tr>
<td><strong>Employer Account Number:</strong> Invalid Employer Account Number – Does not Exist in Employer or TPA Submission</td>
<td>Fatal</td>
<td>Invalid Employer Number – Does not Exist</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><strong>Employer Account Number:</strong> Invalid Employer Account Number – Not Authorized to submit for EAN for TPA submissions</td>
<td>Fatal</td>
<td>Invalid Employer Number -- Not Authorized to submit for EAN</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 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><strong>TPA ID:</strong> 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>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>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------</td>
<td>---------------------</td>
<td>------------</td>
<td>---------------------</td>
</tr>
<tr>
<td><strong>TPA ID:</strong> 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.DelinquentEmploymentandWageReports</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><strong>Invalid File – 25% or more record errors</strong></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><strong>Employer Unit ID:</strong> 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 “Ignore the Errors” and proceed to “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><strong>Employer Unit ID:</strong> 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 “Ignore the Errors” and proceed to “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><strong>SSN:</strong> 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><strong>SSN:</strong> 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>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>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------</td>
<td>---------------------</td>
<td>------------</td>
<td>----------------------</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>
<tr>
<td>First Name: 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>First Name: 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.&quot;</td>
</tr>
<tr>
<td>Last Name: 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>Last Name: 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.&quot;</td>
</tr>
<tr>
<td>Last Name and First Name: 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>Middle Initial: 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>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>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------</td>
<td>-------------------</td>
<td>------------</td>
<td>----------------------</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>
<td><strong>UI Gross Wages:</strong> Records include comma separating hundreds and thousands within Employer or TPA submission.</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><strong>UI Gross Wages---:</strong> 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><strong>MA Wages Subject to Withholding:</strong> 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><strong>MA Wages Subject to Withholding:</strong> 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><strong>MA Income Tax Amount Withheld:</strong> 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>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>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------</td>
<td>-------------------</td>
<td>------------</td>
<td>----------------------</td>
</tr>
<tr>
<td><strong>MA Income Tax Amount Withheld</strong> 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 MA Income Tax Amount Withheld 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><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</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. If missing, system will default to &quot;No&quot; without an error being produced.</td>
</tr>
<tr>
<td><strong>Employment (1-2-3):</strong> Missing Data</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):</strong> Invalid - Non-Numeric Data</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.quarter year</td>
<td>Quarter/year layout: Delimited – yyyyQQ (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 – yyyyQQ (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>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>
<tr>
<td>-------------------------------</td>
<td>------------------------------------</td>
<td>--------------------</td>
<td>------------</td>
<td>----------------------</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><strong>Quarter/Year:</strong> 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. REGISTRATION TO PAY DUA TAXES VIA ACH CREDIT**

(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)

Telephone Number: ________________________ Fax: _________________________

Mail Form To: Department of Unemployment Assistance
Attn.: Revenue Service, Employer Reports Unit, 3rd Floor
19 Staniford Street
Boston, MA 02114

Or

Email Form To: EmployerReport@MassMail.State.MA.US

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 the 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: Agent Login – TPA Registration.

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