

## **Designating MassPay as authorized Third Party Administrator (TPA) to submit payments and filings to the Massachusetts Department of Labor and Workforce Development**

As of December 7, 2009, The Department of Labor and Workforce Development is requiring all companies to conduct all state unemployment tax deposits and filings online through the State of Massachusetts' Website. This new tax system is called "QUEST".

In order for MassPay to conduct UI business on your behalf as the Employer, you must go online and register your business with QUEST. Upon registration, you must designate MassPay as your TPA (Third Party Administrator). This is a one-time registration. In order to name MassPay as your TPA, please refer to the following information.

You will need MassPay's TPA number which is 100020.

Go to the following Website:

<http://www.mass.gov/dua/quest>.

1. From the Employer Account Maintenance Home Page, select **Third Party Administer (TPA) Authorization Hyperlink**
2. Double click the **NEW** button.
3. Enter MassPay's ID Number provided to you (see above) and click on **NEXT**.
4. The Quest System will validate MassPay's TPA number entered by you.
5. The System will prompt will prompt you for the **January 1<sup>st</sup> 2009**.
6. Enter the date that MassPay will begin performing services for your organization. We are suggesting that clients enter the either their start date with MassPay or January 1<sup>st</sup>, 2009.  
The System will prompt for a **TPA SERVICES END DATE**. Please leave this field blank.
7. Enter the date that MassPay will cease performing services for your organization.  
MASSPAY SUGGESTS THAT NO DATE BE ENTERED INTO THIS FIELD. THIS WILL AUTHORIZE MASSPAY TO PERFORM SERVICES ON YOUR ACCOUNT INDEFINITELY.
8. At this point, you must assign MassPay **ROLES** or various UI functions to perform on your behalf. The following ROLES are listed in the DEMO screen.

Account maintenance update and submit

Account maintenance update View

Benefit Charges Protest Submission Payments

Benefit Charges Protest Submission Payments View

Employment and Wage Detail

Employment and Wage Detail View

Please select MassPay for all of the above mentioned roles.

Click on save.

Please call us with any questions.