



IN THE BUSINESS OF YOUR SUCCESS®

Massachusetts – Agent Assignment for Unemployment Matters

In order for the state to direct your unemployment insurance documents to our New Hampshire office, please visit the state website to add ADP Unemployment Claims as your designated Third Party Administrator (TPA). It is important that you remove any other agent before granting online access to ADP Unemployment Claims

Federal ID: _____

MA Account #: _____

Company Name: _____

In order for the state to direct your unemployment insurance documents to our New Hampshire office please visit the state website to appoint Third Party Administrator (TPA) number **103457** and remove any other TPA.

- 1) Visit the state website at **<http://www.mass.gov/lwd/unemployment-insur/employers>**
- 2) Select **Employer Login**. If you have previously registered proceed to step 3. If not previously registered with UI Online you will be able to do so at the Employer Login page.
- 3) Access the **TPA Authorization** link on the **Account Maintenance** screen.
- 4) Confirm ADP Unemployment Claims TPA ID number of **103457** is listed as your agent.
 - If the TPA ID Number shown on the screen is 103457 **proceed to step 5**.
 - If the TPA ID Number is not 103457, proceed to page 2.
- 5) Assign ADP Unemployment Claims (103457) the following roles:
 - **Benefit Charge Protest Submission**
 - **Wage and Separation Mailing**
 - **Account Maintenance Update and Submit**
 - **Payments View Only**
 - **Employment and Wage Detail View Only**
- 6) Select **Save**

If you should have any questions regarding our service or on how to assign ADP Unemployment Claims as your TPA please contact our Client Service Department at (855) 537-8499. It is important that you assign ADP online access to your unemployment insurance information. If ADP Unemployment Claims is not assigned, this may result in a delay in our receipt and processing of your unemployment compensation documents. Any delay in the process may result in unnecessary liability against your unemployment tax account.

Sincerely,

Client Service Department
ADP Unemployment Claims



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Massachusetts – Third Party Agent Removal

If the Third Party Administrator (TPA) for unemployment matters is any other than **103457**, it is important to remove that agent so that ADP Unemployment Claims located in New Hampshire may receive the unemployment documents for your company/

- 1) Remove the listed agent from the following roles:
 - **Wage and Separation Mailing**
 - **Benefit Charge Protest Submission.**
- 2) Enter today's date as the **TPA Services End Date**
- 3) Click **Save**.
- 4) Select **Address Information** from the **Account Maintenance** screen to ensure the address for **Wage and Separation** and **Benefits Charge** are no longer assigned to any agent.
- 5) Return to step 3 on page 1.



Be sure that you do not make any changes to the agent assignment for ADP tax filing purposes such as **Employment and Wage Detail Update and Submit and **Payments Update and Submit**.**

Please contact MA LWD at (617)-626-5075 with any questions you may have about use of the online system.