



Dear Valued ADP Client,

Thank you for choosing ADP Unemployment Compensation Services (UCS) to handle your unemployment insurance matters. The Massachusetts Department of Labor and Workforce Development has a self service employer online system called QUEST. In order to properly service your unemployment account in the state of Massachusetts, ADP UCS must be assigned as your Third Party Administrator (TPA) on the state website at <http://www.mass.gov/lwd/unemployment-insur/ui-online-dua-quest/>. If you have not already done so, please visit the website to assign ADP UCS as your TPA. Instructions on how to navigate the website and to assign ADP UCS as your TPA are as follows:

- Click on **Employer Login** where you will be able to register with QUEST and/or access your account if you registered previously.
- Once registered, access the **TPA Authorization** link on the **Account Maintenance** screen and enter the ADP UCS TPA ID number of 100253. Use the current date as the **TPA Services Begin Date**.
- Assign ADP UCS the following roles:
 - **Benefit Charge Protest Submission**
 - **Wage and Separation Mailing**

To ensure your unemployment notices are mailed to ADP UCS, please change your address information by clicking on **Address Information** from the **Account Maintenance** screen and change the address for **Wage and Separation** and **Benefits Charge** to:

ADP UCS
P.O. Box 6000
San Dimas, CA 91773-9060

Please contact our Client Service Department at (888) 311-4313 with any questions regarding our service or how to assign ADP UCS as your TPA. It is important that you assign ADP UCS online access to your unemployment insurance information. If ADP UCS 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, Unemployment Compensation Services ADP, Inc.

DISCLAIMER

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