



THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT  
DEPARTMENT OF WORKFORCE DEVELOPMENT  
DIVISION OF UNEMPLOYMENT ASSISTANCE

DEVAL L. PATRICK  
GOVERNOR

TIMOTHY P. MURRAY  
LT. GOVERNOR

SUZANNE M. BUMP  
SECRETARY

MICHAEL TAYLOR  
DIRECTOR

EDWARD T. MALMBORG  
DIRECTOR

June 2, 2009

Dear Employer or Agent:

The Division of Unemployment Assistance (DUA) has initiated a major program to modernize our information systems and streamline the way we will conduct the Unemployment Insurance business with you in the future. We believe this initiative will produce benefits for both you and for the Commonwealth of Massachusetts. The program is called, the DUA Quality Unemployment System Transformation Program or QUEST.

QUEST is a two phased project. In the first phase, we will introduce a modern interactive web enabled Revenue system. The Revenue system will automate the Registration, Wage and Employment Reporting, Tax Calculation and Payment processes. It will provide you with complete up-to-date account information. It is a user-friendly system with prompts and guides to help you through any process. It will also facilitate electronic processing for large Employers and/or Third Party Agents. For the smaller employer, the system offers easy-to-use on line processing for your quarterly tax filing as well as the ability to upload documents that are formatted as specified.

The second phase will automate the Benefits portion of our business. DUA will provide more information on this phase after it is underway. We wanted to inform you about this important project, the Revenue phase, and provide you with a helpful website that will help you to become more familiar with this new system. The site contains overviews, instructions, FAQ's and system demonstrations. We encourage any employer to view this public web site at: [www.mass.gov/dua/quest](http://www.mass.gov/dua/quest).

You may contact us about this program by sending an email to [duaquest@detma.org](mailto:duaquest@detma.org).

Edward Malmborg  
Director