2024
eSERS Guide

ELECTRONIC REPORTING SYSTEM

School Employees Retirement System of Ohio
Serving the People Who Serve Our Schools®

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Rev. 7/2024

EMPLOYER SERS RESOURCE

School Employees Retirement System of Ohio
300 E. Broad St., Suite 100, Columbus, Ohio, 43215
614-222-5853 | 800-878-5853 | www.ohsers.org

2024 eSERS Guide

REGISTRATION

School Employees Retirement System of Ohio
Serving the People Who Serve Our Schools®

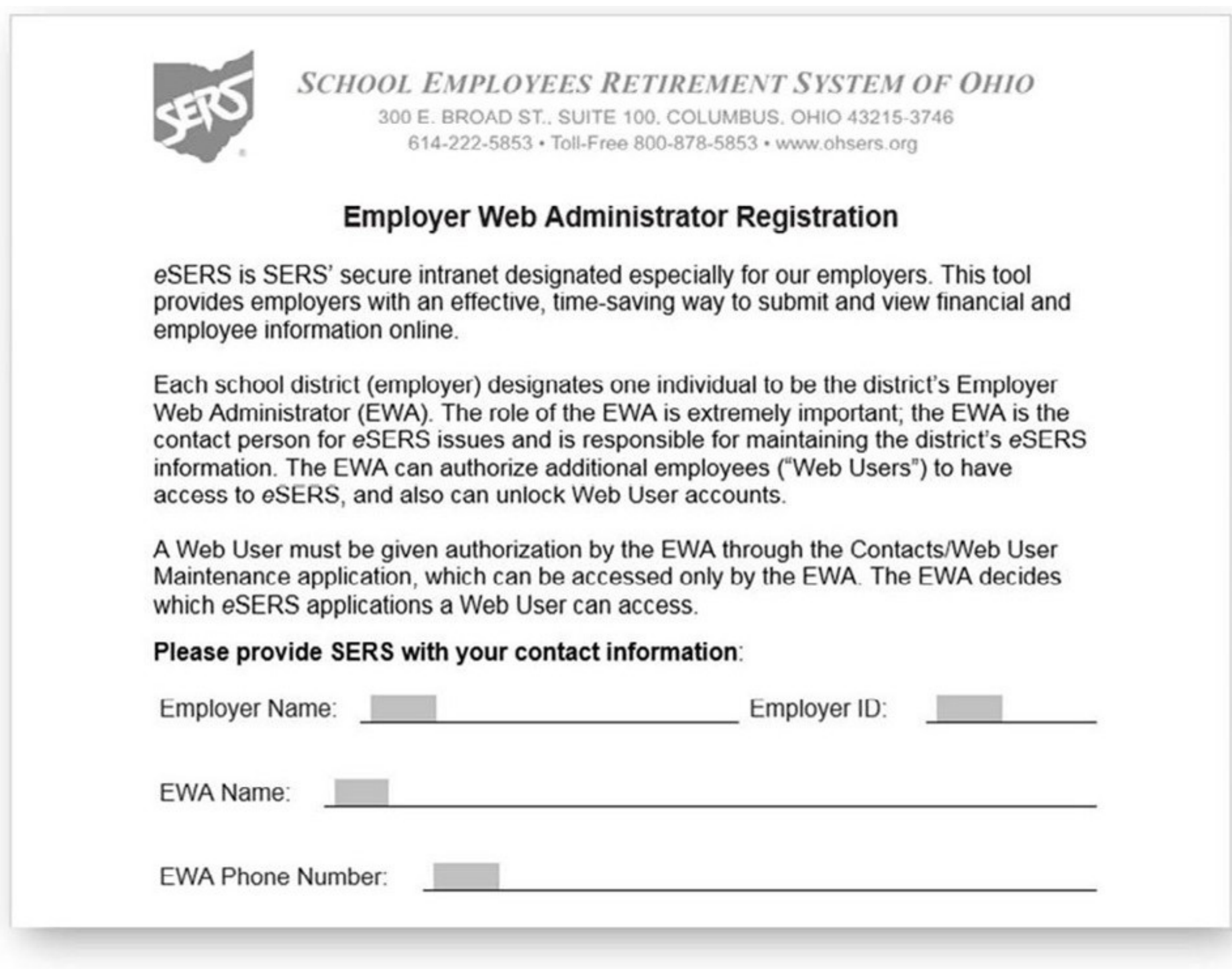
Employer Web Administrator

Each school district designates one person to be the Employer Web Administrator (EWA). This role is responsible for maintaining the district's eSERS access. This includes updating staff contact information, granting access to eSERS, and assigning roles and unlocking web users.

To designate an EWA, the Employer Web Administrator Registration form needs to be completed and faxed to SERS. This form is only used to designate a new EWA for the district, not to add new Web Users.

Once the EWA is established, that person will receive a confirmation email and will follow the registration process.

When the EWA has registered, they will be able to set up access for other web users in the district, as well as access for contractors. These instructions can be found in the Web User Maintenance section.



SCHOOL EMPLOYEES RETIREMENT SYSTEM OF OHIO

300 E. BROAD ST., SUITE 100, COLUMBUS, OHIO 43215-3746

614-222-5853 • Toll-Free 800-878-5853 • www.ohsers.org

Employer Web Administrator Registration

*e*SERS is SERS' secure intranet designated especially for our employers. This tool provides employers with an effective, time-saving way to submit and view financial and employee information online.

Each school district (employer) designates one individual to be the district's Employer Web Administrator (EWA). The role of the EWA is extremely important; the EWA is the contact person for *e*SERS issues and is responsible for maintaining the district's *e*SERS information. The EWA can authorize additional employees ("Web Users") to have access to *e*SERS, and also can unlock Web User accounts.

A Web User must be given authorization by the EWA through the Contacts/Web User Maintenance application, which can be accessed only by the EWA. The EWA decides which *e*SERS applications a Web User can access.

Please provide SERS with your contact information:

Employer Name: ______________________ Employer ID: __________

EWA Name: ____

EWA Phone Number: ____

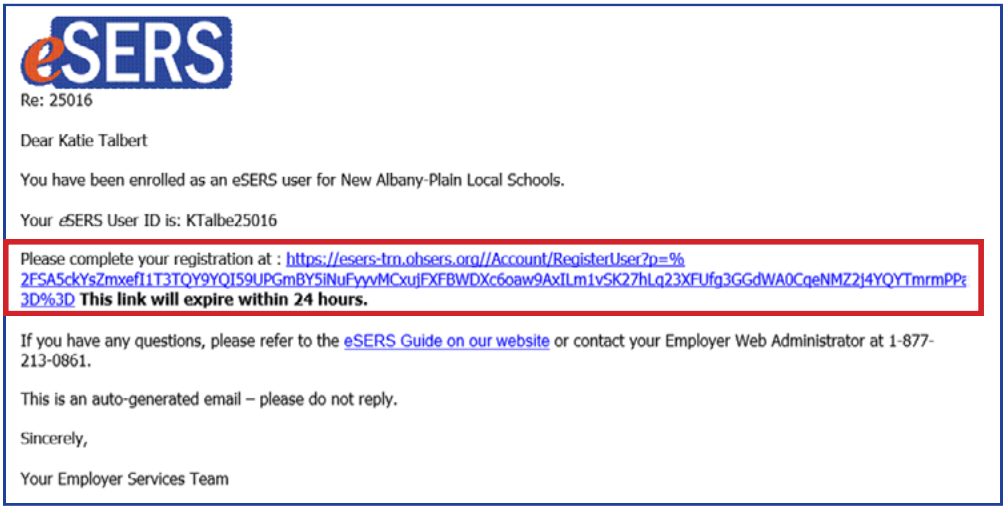
Registering

You will receive a secure email with instructions on how to register the new eSERS account. The email will include a new User ID and a direct link to a step-by-step security setup. This email will expire in 24 hours.

If you are unable to register your account within that 24 hours, you will need to request that your EWA resubmits your registration.

Steps:

1. Open the email and click the link provided.



eSERS

Re: 25016

Dear Katie Talbert

You have been enrolled as an eSERS user for New Albany-Plain Local Schools.

Your eSERS User ID is: KTalbe25016

Please complete your registration at : https://esers-trn.ohsers.org//Account/RegisterUser?p=%2FSA5ckYsZmxefI1T3TQY9YQI59UPGmBY5iNuFyyvMCxujFXFBWDXc6oaw9AxILm1vSK27hLq23XFUfg3GGdWA0CqeNMZ2j4YQYTmrmPPa3D%3D **This link will expire within 24 hours.**

If you have any questions, please refer to the eSERS Guide on our website or contact your Employer Web Administrator at 1-877-213-0861.

This is an auto-generated email – please do not reply.

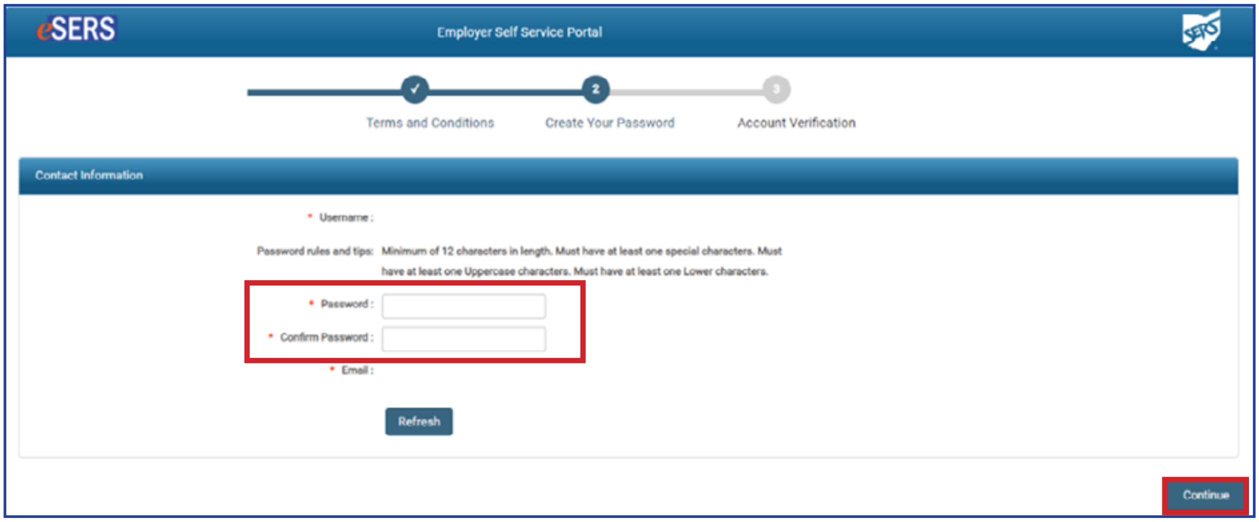
Sincerely,

Your Employer Services Team

2. Agree to the **End User Terms and Conditions**.
3. Enter and confirm your new password.

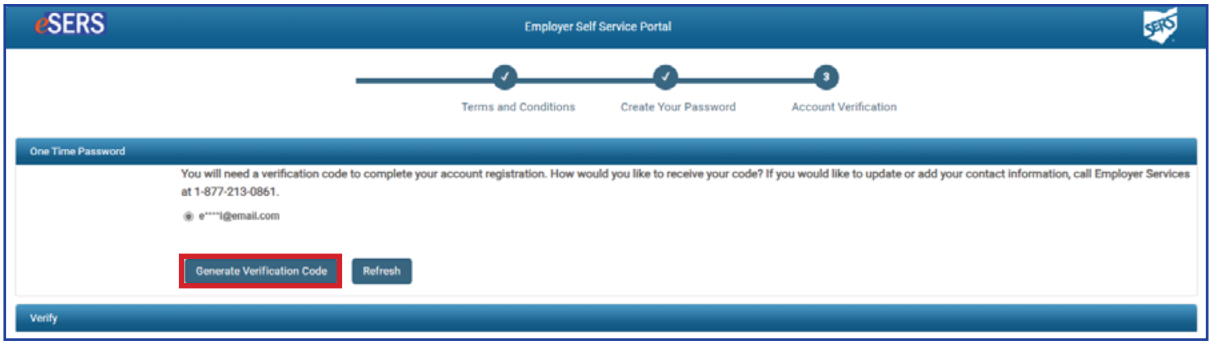
   Please Note: Read password rules and tips in the "Create Password" screen.

4. Click the **Continue** button.

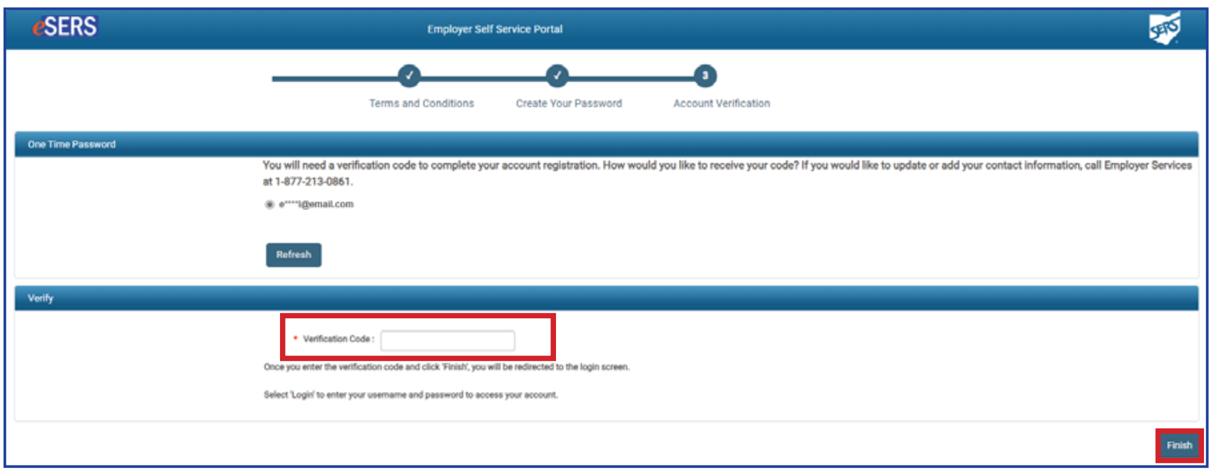


5. You will need a verification code to complete the registration process for your new eSERS web user account. Select the option to receive your verification code and click **Generate Verification Code**.

   Please Note: If the Employer Web Administrator entered in a cell phone number for you, it would also show on this screen as an option to select.



6. Enter the verification code that was emailed (or sent via text) in the **Verification Code** field and click **Finish**.

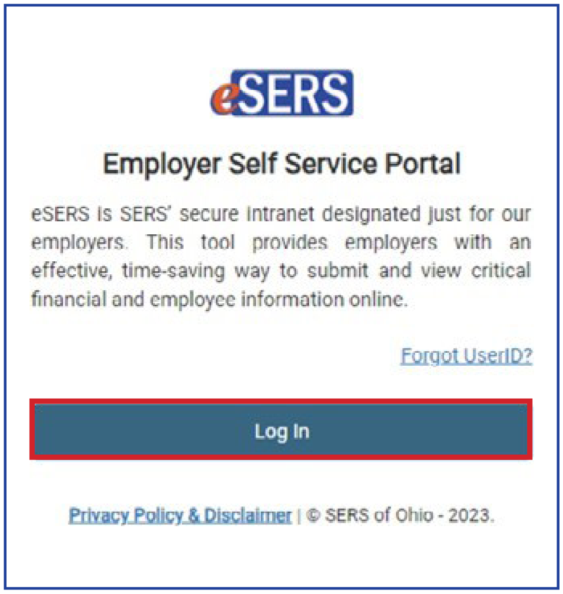


Logging In

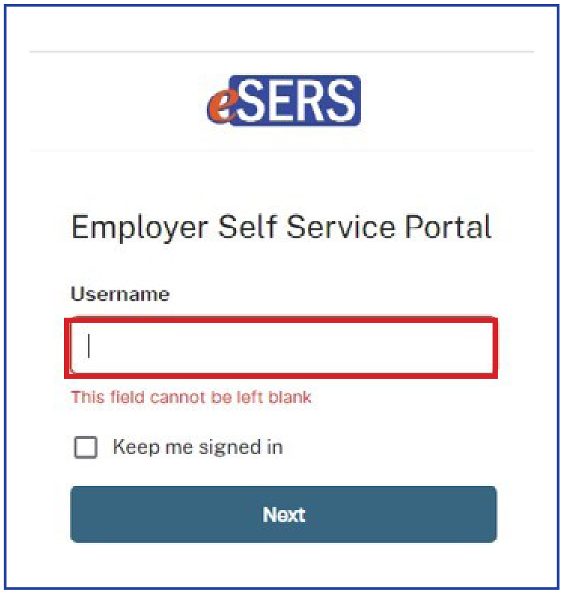
After going through the initial registration process, you will receive a confirmation email.

Steps to log into eSERS with the dual verification factor - Email:

1. Click **Log In**.

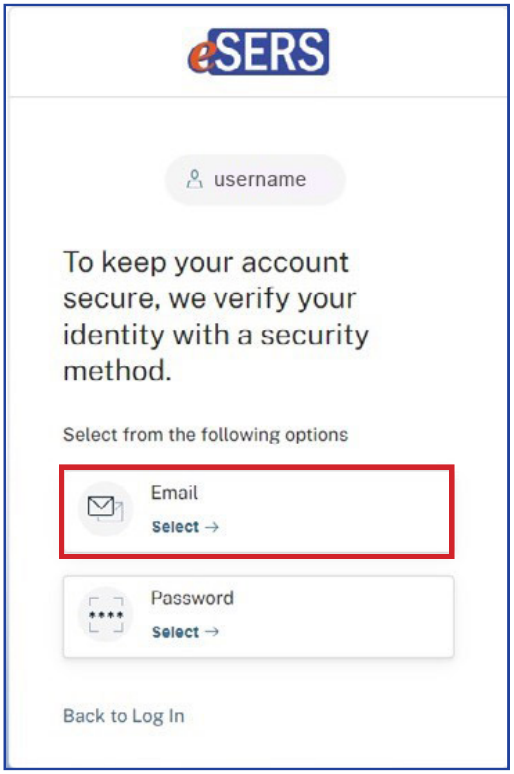


2. Enter your **Username**.

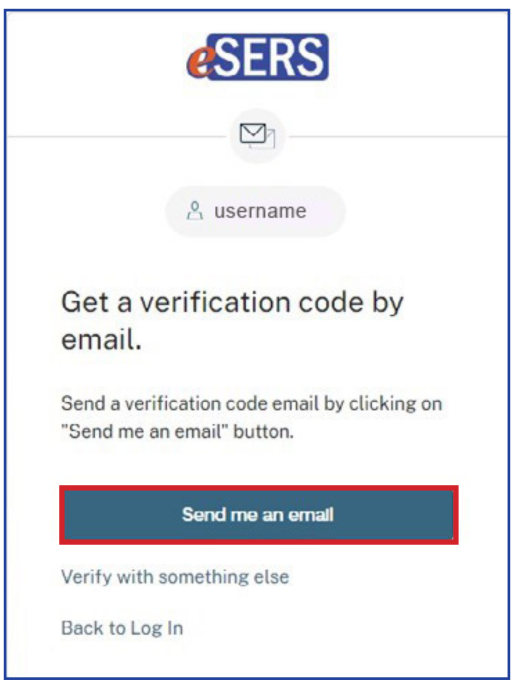


3. If you would like to verify your identity with a verification code sent via email, click on **Email**.

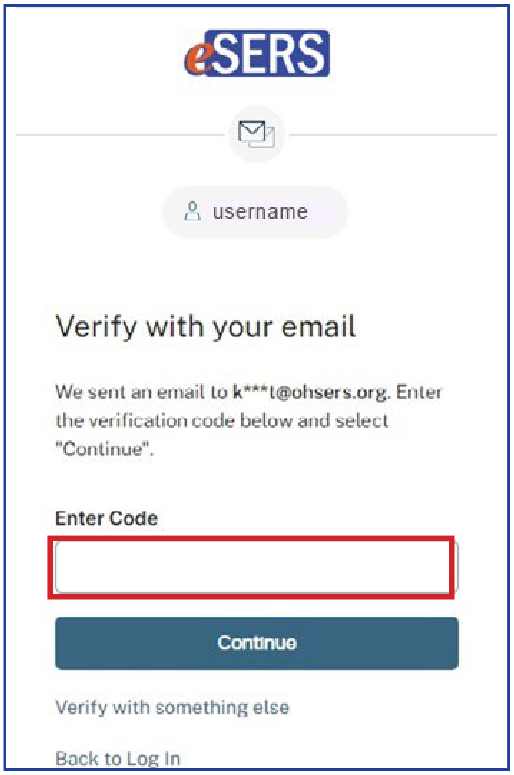
   Please Note: If you would like to verify your identity with your password, see page 8.



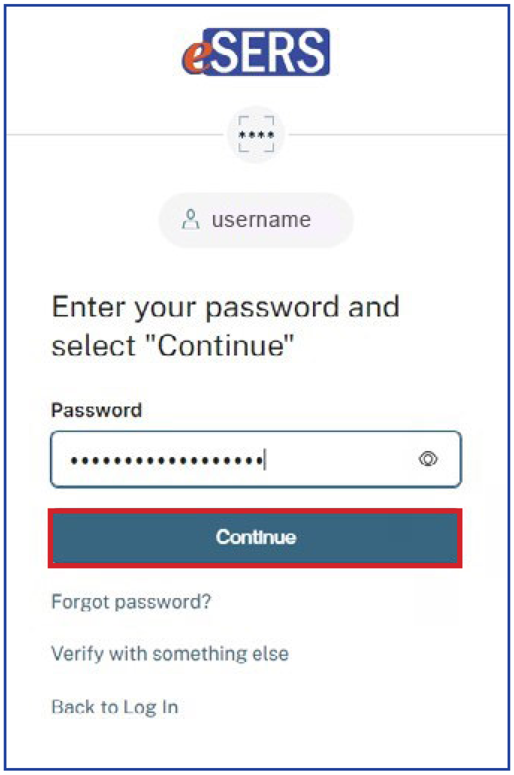
4. Click on **Send me an email**.



5. Enter the verification code that was sent to the email address Employer Services has on file.



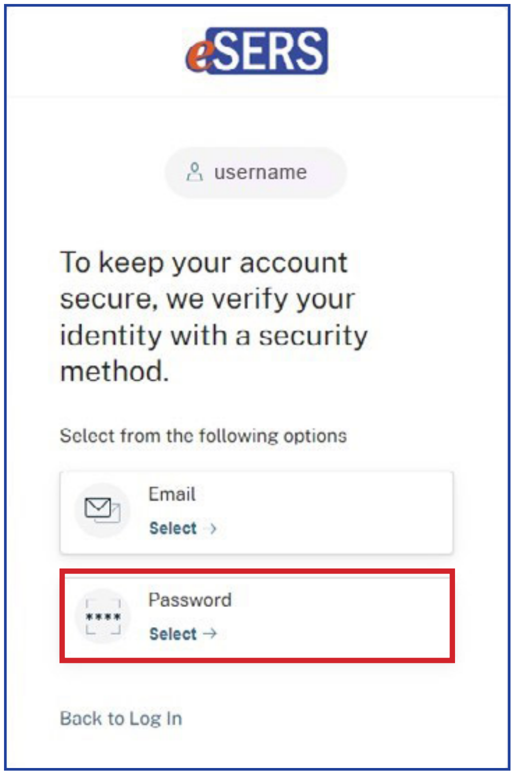
6. Enter your password.



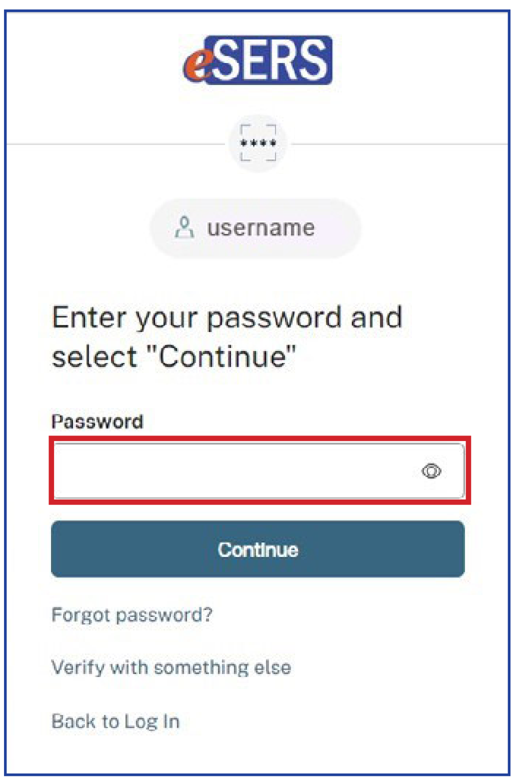
Once you enter your verification code, you will be logged into eSERS.

Steps to log into eSERS with the dual verification factor - Password

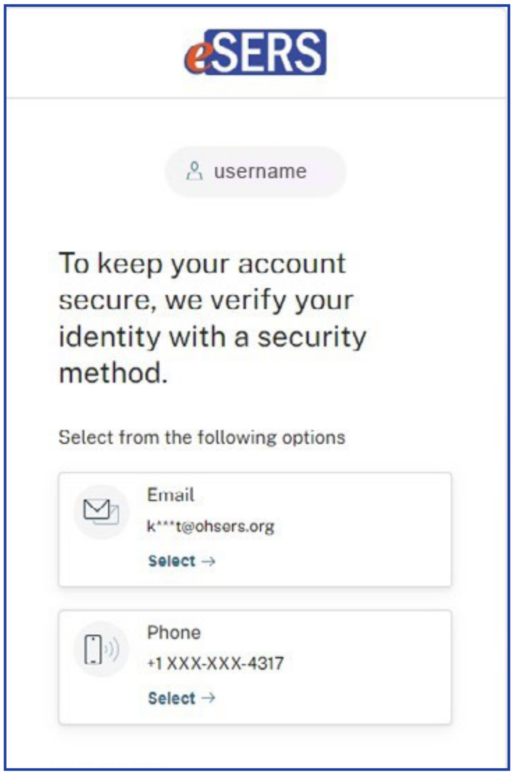
1. If you would like to verify your identity with the password, click on **Password**.



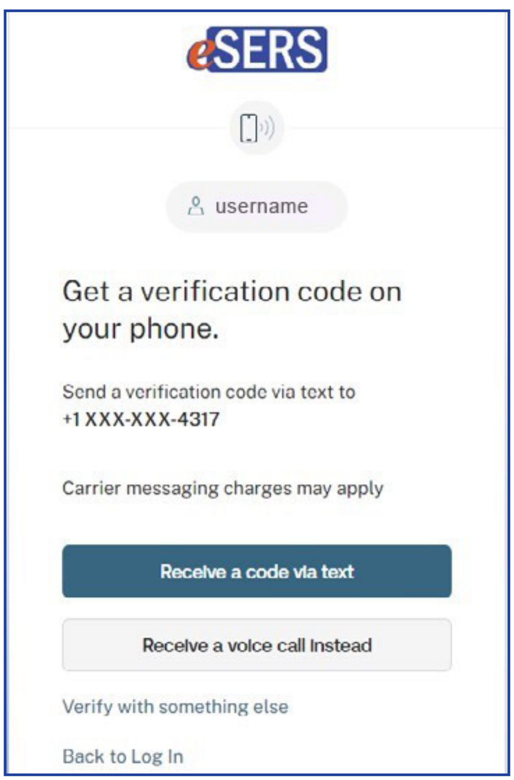
2. Enter your password.



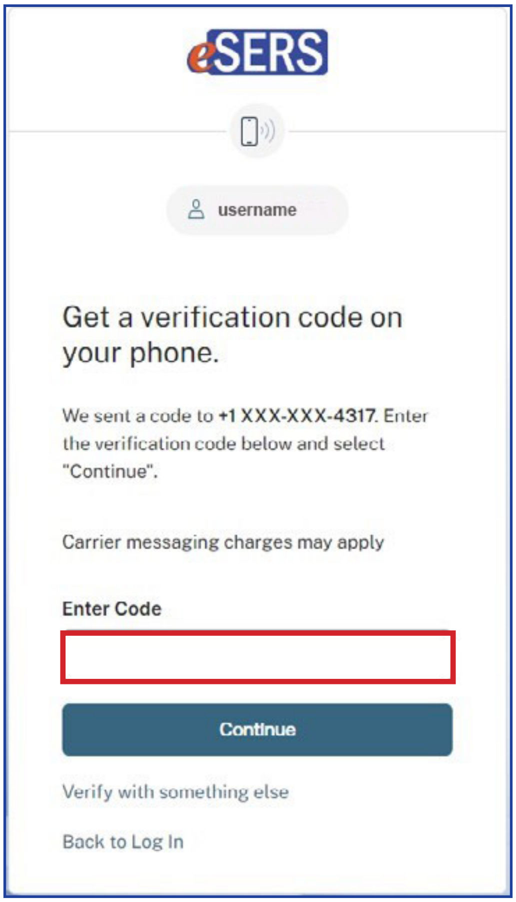
3. Select how you would like to receive your verification code.



4. If you choose “Email,” you will need to provide the verification code emailed to you. If you choose “Phone,” you will need to select “Receive a code via text” or “Receive a voice call instead.”



5. Enter the code.



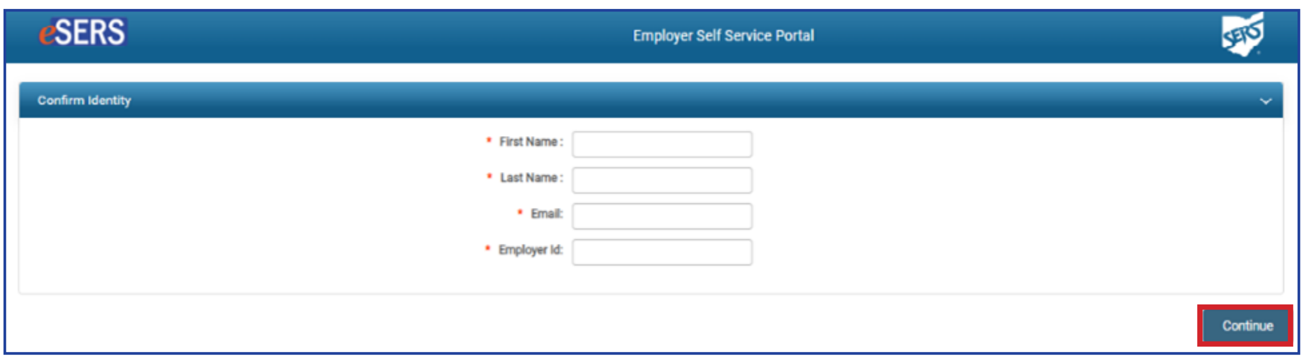
You will now be logged into eSERS.

Forgot User ID

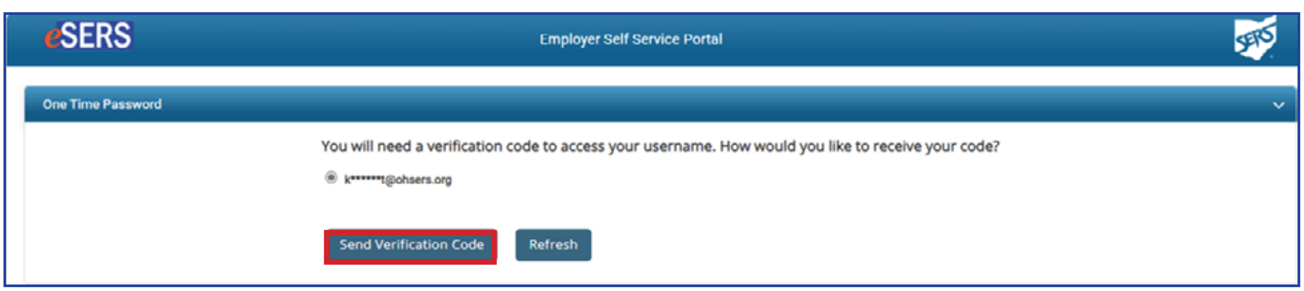
Steps:

1. On the Log In Page, click **Forgot User ID**.

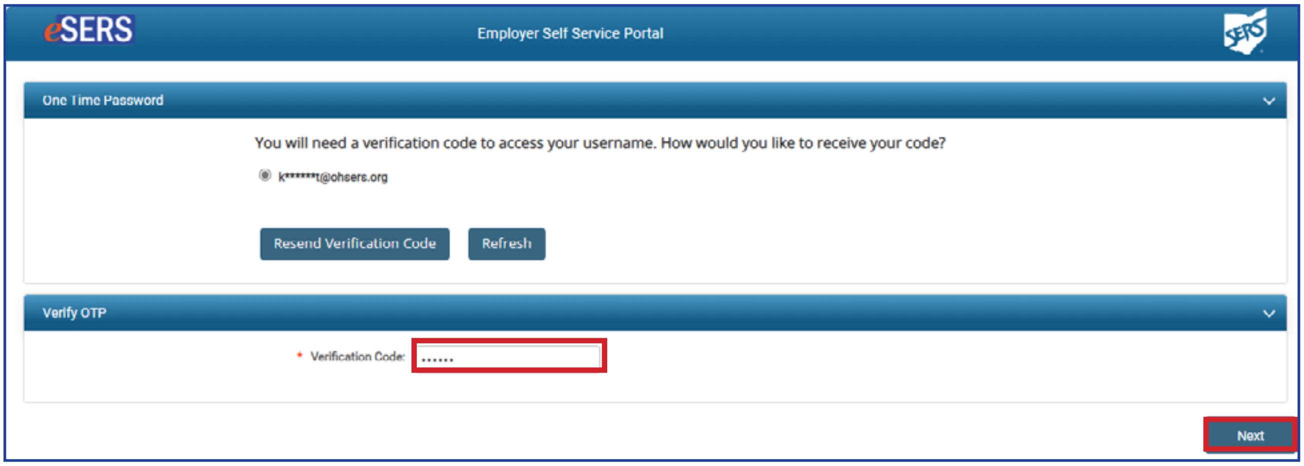
2. Enter the needed information and click **Continue**.



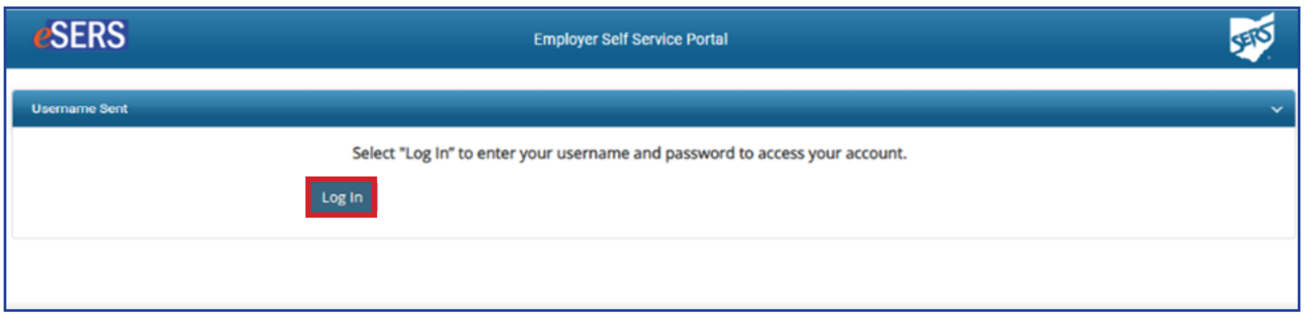
3. Select how you would like the verification code sent, and click **Send Verification Code.**



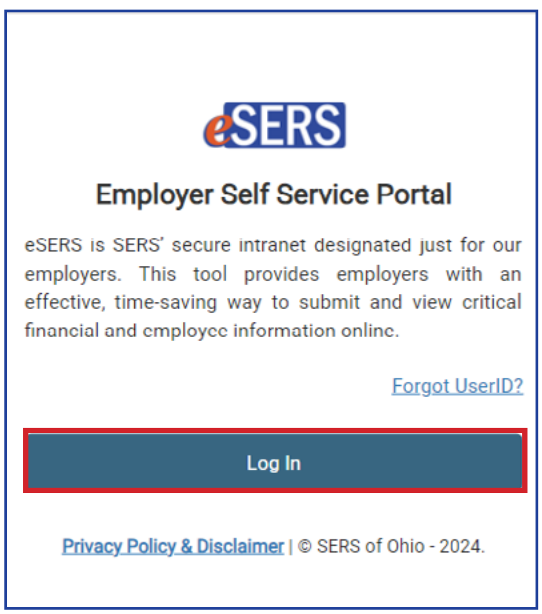
4. Enter the **Verification Code** and click **Next.**



5. Click **Log In.**



6. You will be directed to the eSERS Log In screen. Click **Log In**.



7. Your Username will be emailed to you.

Re: 25124

Dear 2 Trains:

This email is being sent in response to your request to retrieve the User ID you use to access eSERS. Your User ID is:

username

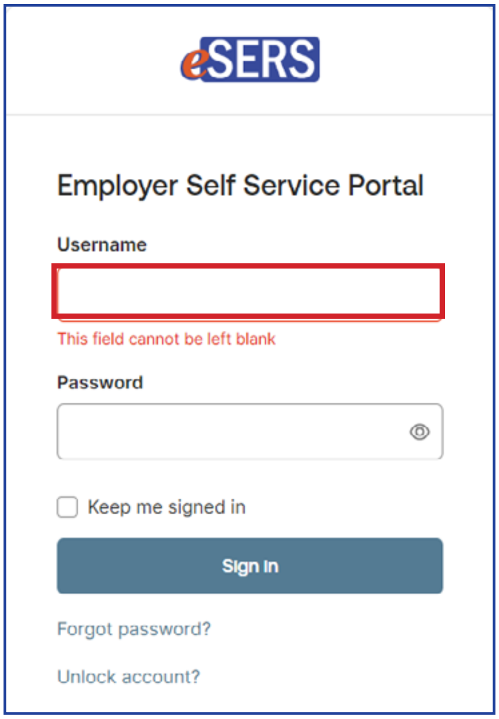
If you did not request your User ID, please contact SERS at 1-877-213-0861 .

This is an auto-generated email – please do not reply.

Sincerely,

Your Employer Services Team

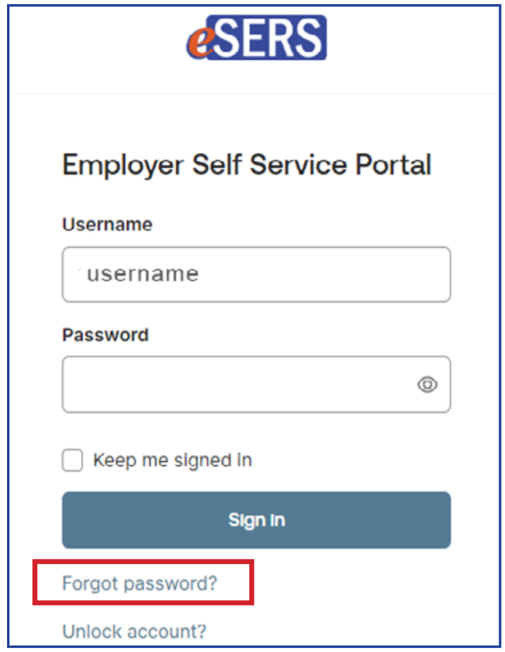
8. You will then be able to enter your forgotten User ID in the Username field.



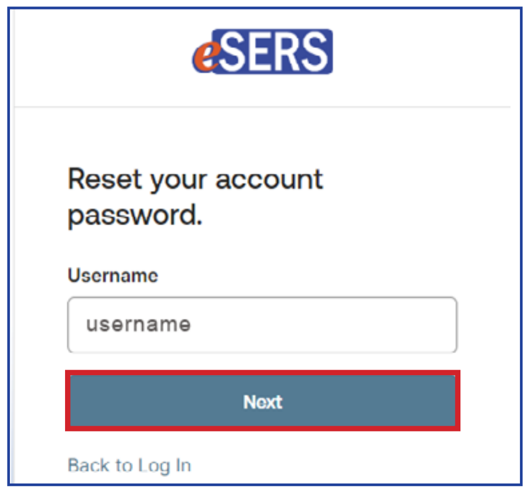
Forgot Password

Steps:

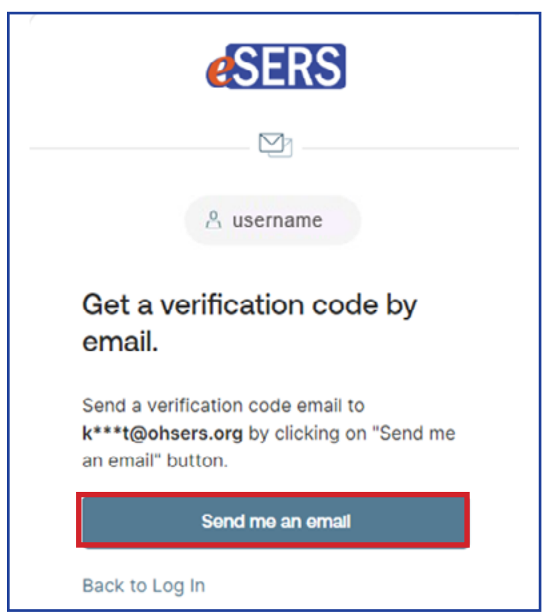
1. Click on **Forgot Password** in the Log In Screen.



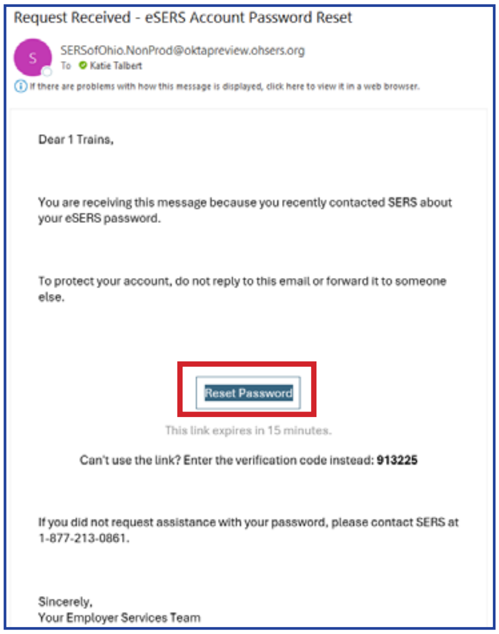
2. Enter your **Username** and click **Next.**



3. Click **Send me an email.**



4. Click on the **Reset Password** link in the email, or enter the verification code on the eSERS screen.


Request Received - eSERS Account Password Reset

SERSofOhio.NonProd@oktapreview.ohsers.org
To Katie Talbert

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear 1 Trains,

You are receiving this message because you recently contacted SERS about your eSERS password.

To protect your account, do not reply to this email or forward it to someone else.

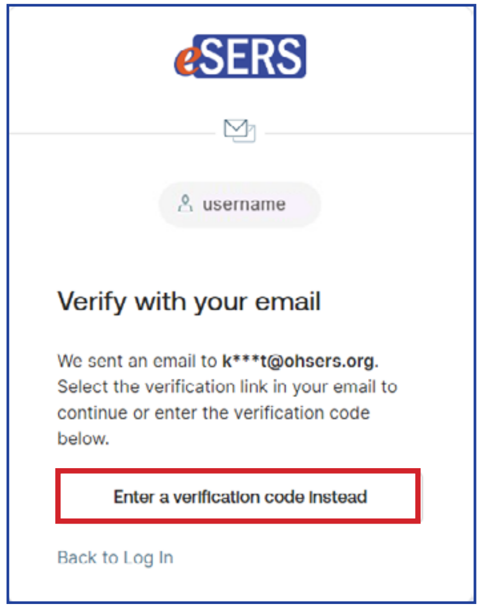
Reset Password

This link expires in 15 minutes.

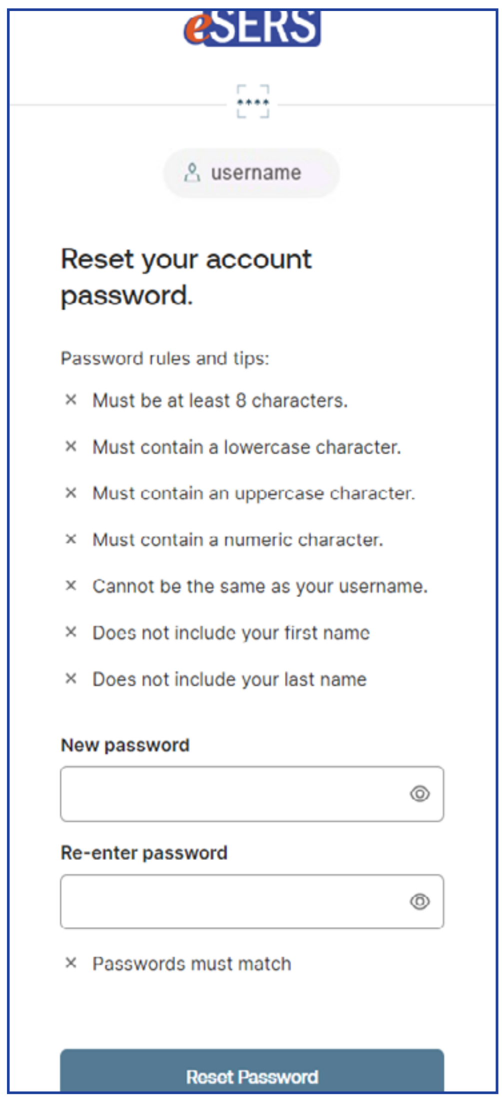
Can't use the link? Enter the verification code instead: **913225**

If you did not request assistance with your password, please contact SERS at 1-877-213-0861.

Sincerely,
Your Employer Services Team



5. Enter in the new password following the rules and tip guidelines.

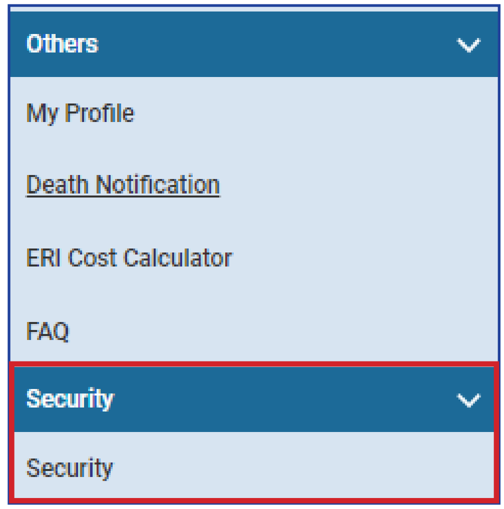


How to Change Your Password

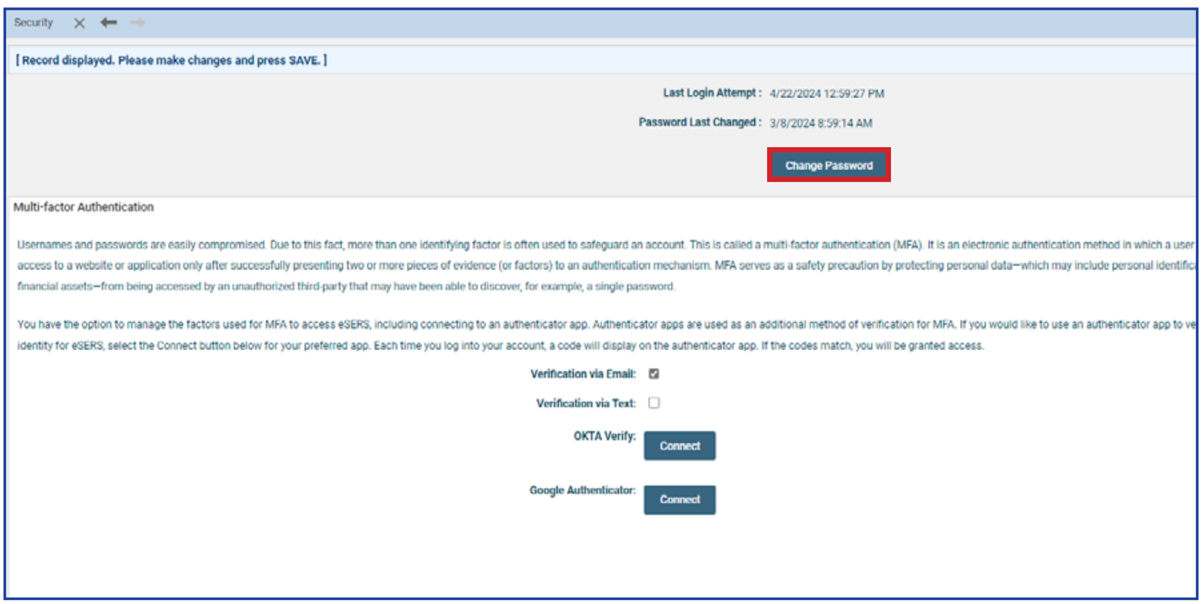
You can change your password through the Security menu option in eSERS.

Steps:

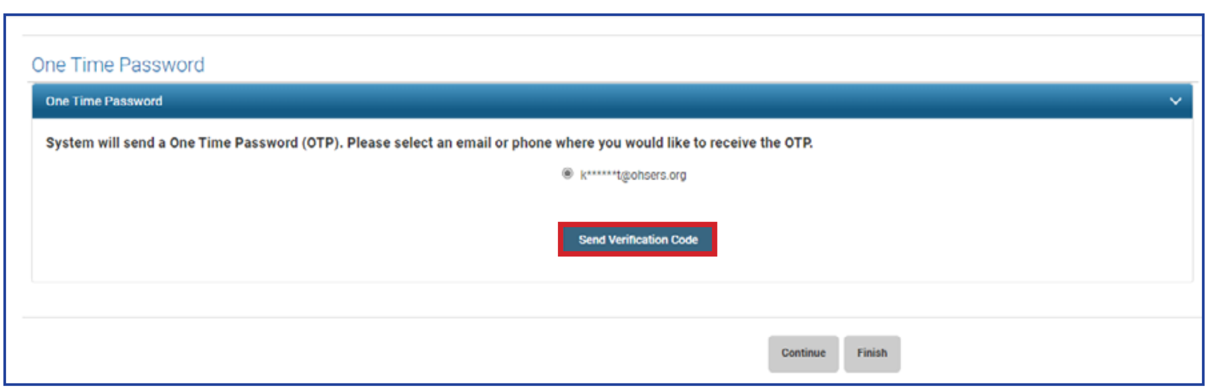
1. While logged into eSERS, select the **Security** link under the Security main menu item.



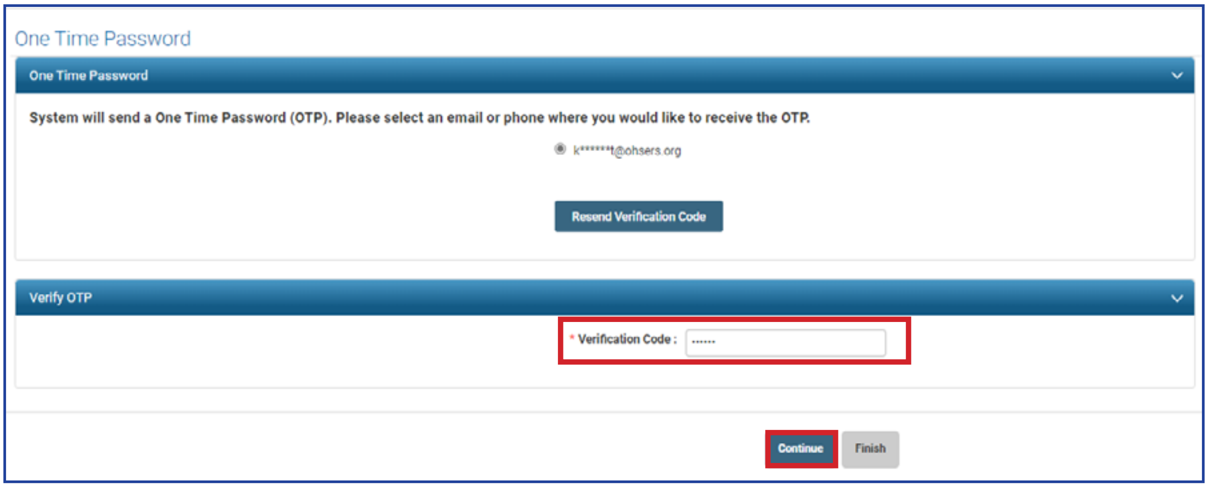
2. Click on **Change Password.**



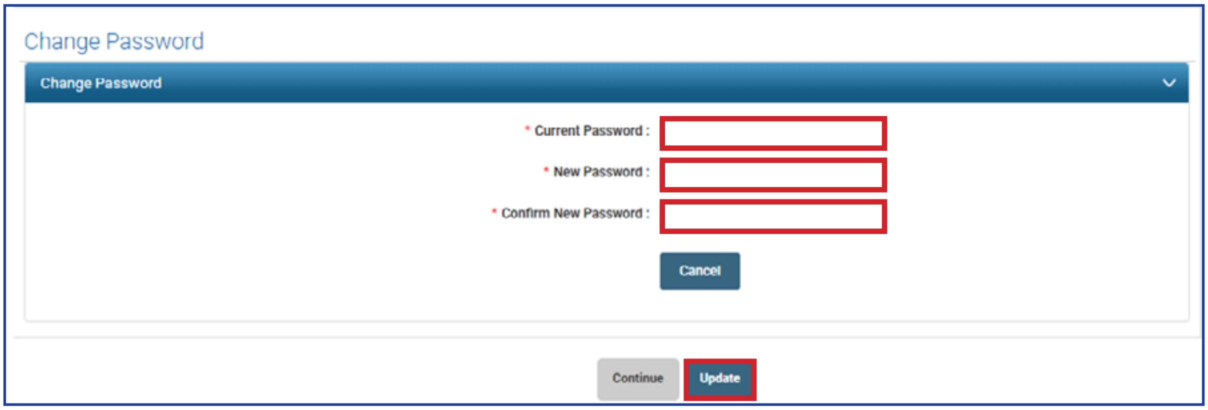
3. Select how you would like the One Time Password (OTP) sent to you and click **Send Verification Code.**



4. Enter the **Verification Code** in the Verification Code field and click **Continue.**



5. Enter in the **Current Password**, the **New Password**, and then **Confirm New Password**.
6. Click **Update.**

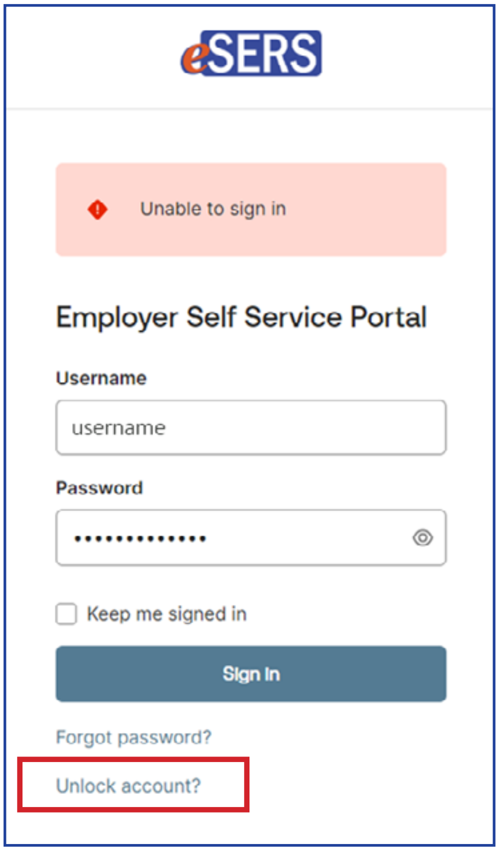


Unlocking Your Account

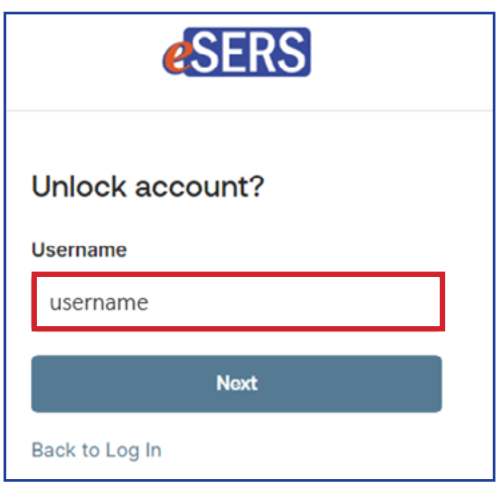
If you have locked yourself out of your account, you are able to unlock your account, only if you know your password.

To unlock your account:

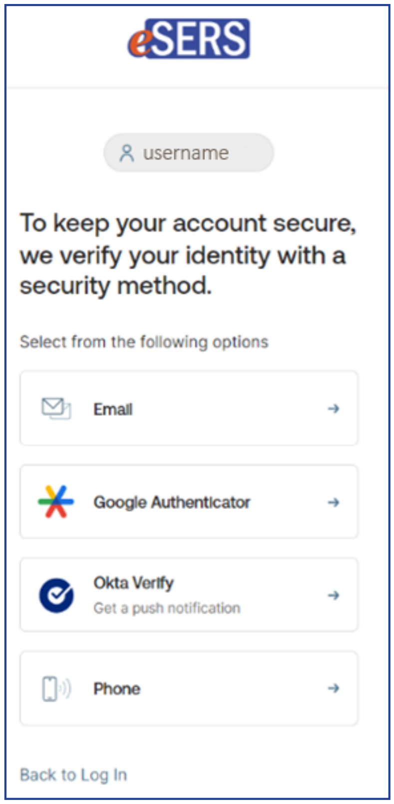
1. Click **Unlock Account.**



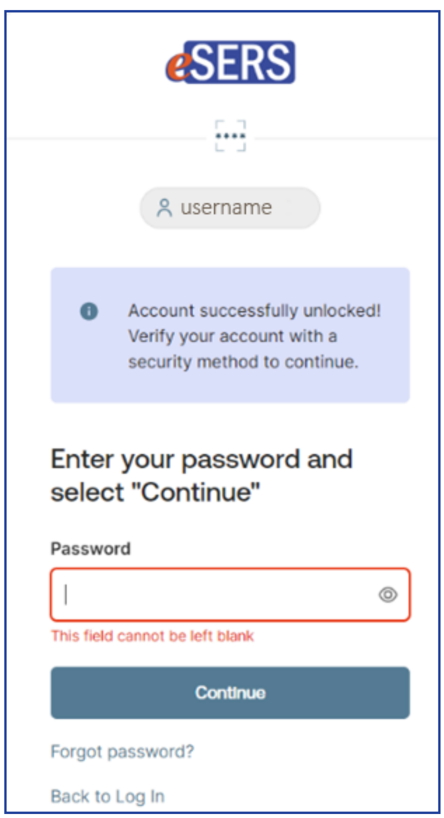
2. Enter your Username.



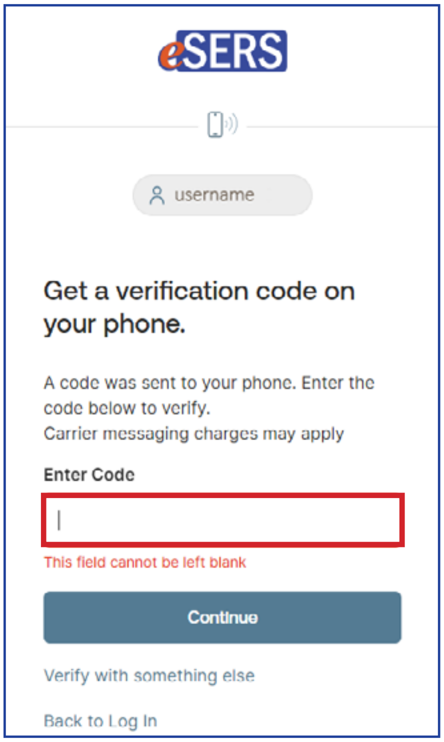
3. Choose how to have your code sent:



- **Email** – a link will be sent to the email address on file.
  - Click on the “Unlock Account” link in the email.
  - You will then be taken to a screen where you will enter your password.



- **Google Authenticator** – a code will be generated in your Google Authenticator application on your cellphone
- **Okta Verify** – a prompt will be generated in the Okta Verify application on your cellphone
- **Phone** – a verification code will be sent via text or voice call to the cell phone number listed in our system. You will enter this code in the correct field.



Please Note: If you don't have a cell phone number listed, but would like it to be added, please reach out to the Employer Web Administrator for your district and they can add it.

Definitions

eSERS	Employer Web Portal. Employers use this portal to upload Employer Reporting files, view processed data, and perform additional functions.
Employer Web Administrator (EWA)	This role has full access to all eSERS functions. Only one EWA can be set up for an employer and is created by SERS. An EWA can create and maintain multiple web users under that employer.
Web User	An eSERS portal user created by an EWA. A person with this role can perform only the assigned duties or functions given to them. One or more web users can be entered for an employer.

WEB USER MAINTENANCE

School Employees Retirement System of Ohio
Serving the People Who Serve Our Schools®

Setting Up a NEW eSERS User

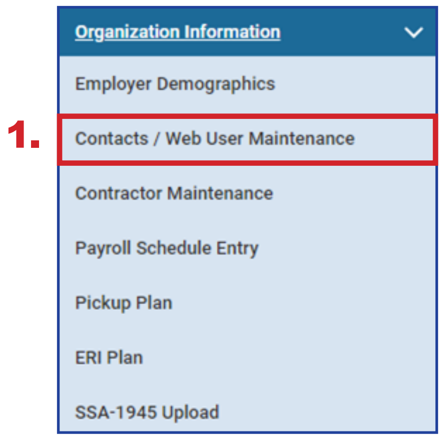
Create and Maintain Contact Information

▶ **Attention: This section is specifically for the EWA of your organization.**

As the EWA, it will be your responsibility to set up other users with access to eSERS as well as unlock accounts. In the next few pages, we will go over how to perform the initial setup of a **new user** and how to update user accounts.

Steps:

1. Select the **Contacts / Web User Maintenance** menu item.



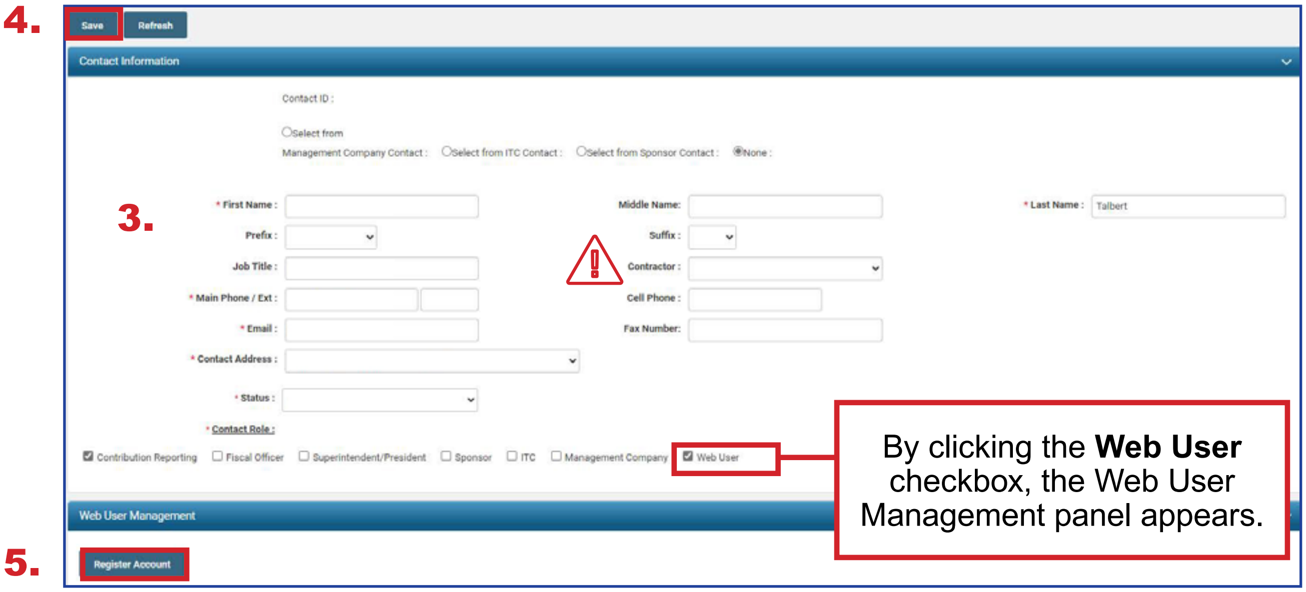
2. Click **New**.

Contact ID	Contact Name	Job Title	Contact Role	Phone Number / Extension	Email Address	Status	Primary Contact
14727	FIRST_NAME_14727 LAST_NAME_14727		Web User	(000) 000-0000	TRAIN583@ohsers.org	Active	No
12589	FIRST_NAME_12589 LAST_NAME_12589	Accountant	Contribution Reporting, Web User	(000) 000-0000	TRAIN583@ohsers.org	Active	No
14289	FIRST_NAME_14289 LAST_NAME_14289	CFO Treasurer	Fiscal Officer	(000) 000-0000	TRAIN583@ohsers.org	Active	No
11989	FIRST_NAME_11989 LAST_NAME_11989	On Boarding Specialist	Web User	(000) 000-0000	TRAIN583@ohsers.org	Active	No
4998	Liz Logsdon	PAYROLL OFFICER	Fiscal Officer, Contribution Reporting, Web Admin	(000) 000-0000	TRAIN583@ohsers.org	Active	Yes
15098	Katie Talbert	Payroll Officer	Web Admin, Contribution Reporting	(000) 000-0000	TRAIN583@ohsers.org	Active	No

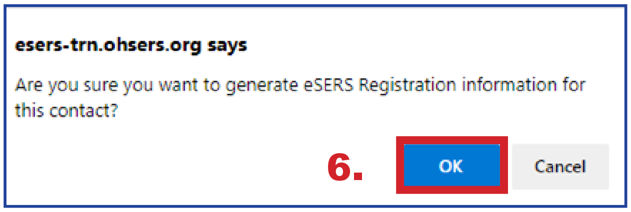
Clicking **New** (in the previous screen) opens the Contact Record Maintenance screen, where you will need to enter required information.

Steps (continued):

3. Enter the required information for the employee.
4. Click **Save**.
5. Click **Register Account**.



6. Click **OK** on the pop up window.

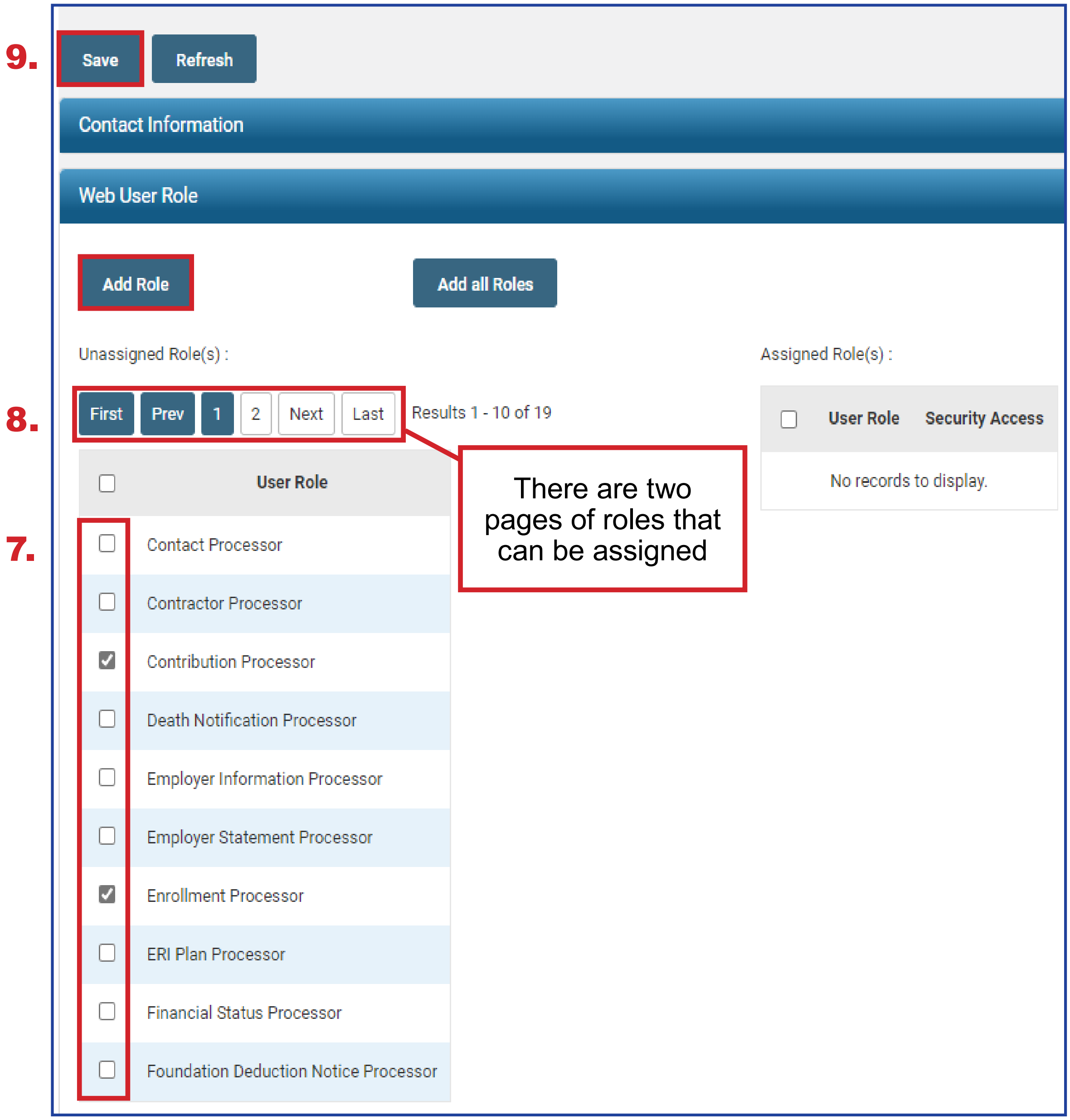


Please Note: The contractor drop-down is an important field. If this contact is a contractor, selecting the contract company will guarantee the appropriate security and access to information, such as bank account information, and submit contribution and enrollment records for that contractor only.

When you register the account for the new web user, you must select the roles to which you would like the web user to have access.

Steps (continued):

7. Check the box next to the role(s) you want assigned to the user. See the definitions for web user and contractor web user roles on the following pages.
8. Click **Add Role** or **Add All Roles**.
9. Click **Save**.

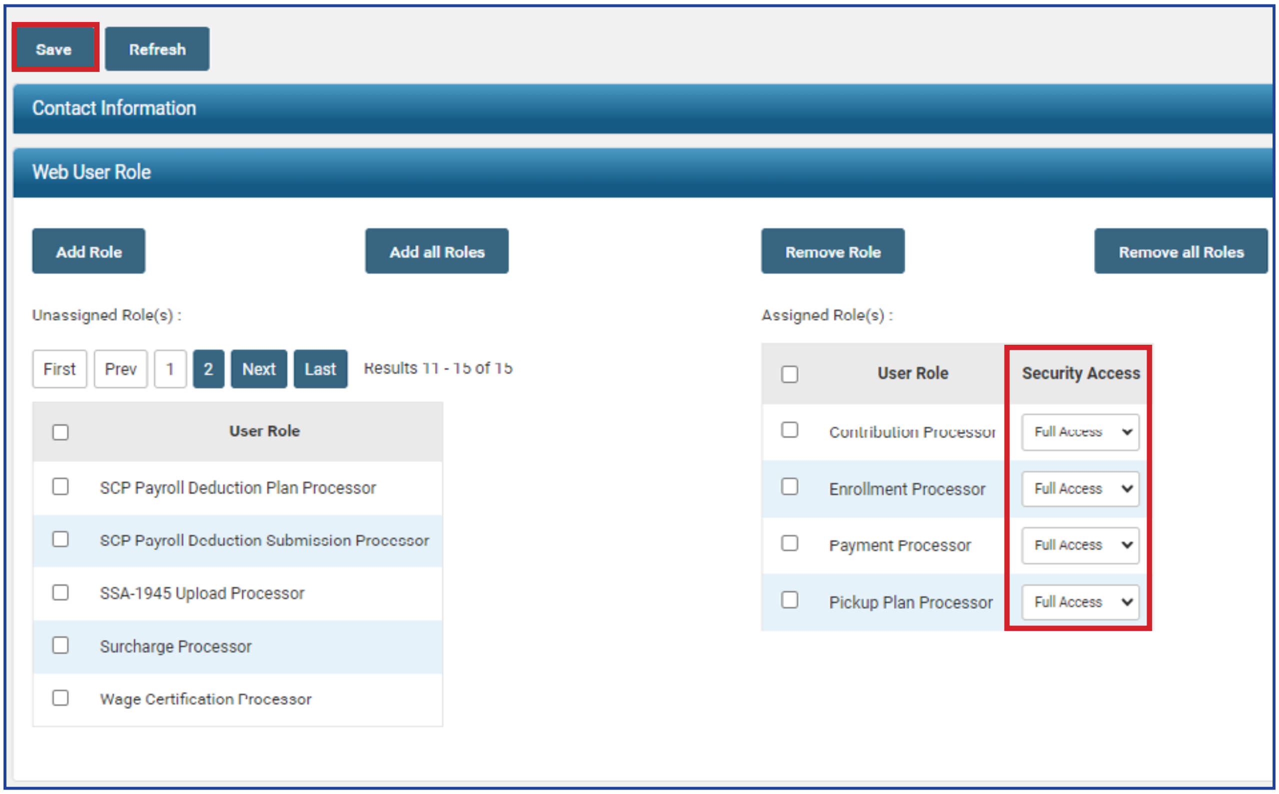


A new grid will now appear on the page, and you will select the security access for the web user from the drop-down box.

Read-Only: The user will be able to view information only.

Full Access: The user will have full access.

Once you have selected the security access for each role, **Save** the information.



An email will be sent to the new web user prompting the new user to go through the registration process. The EWA's part in the registration process is now complete.

Reminder: There may be two pages of roles for the user. If so, you will need to update the security access on the second page, if applicable.

Updating an eSERS User Account

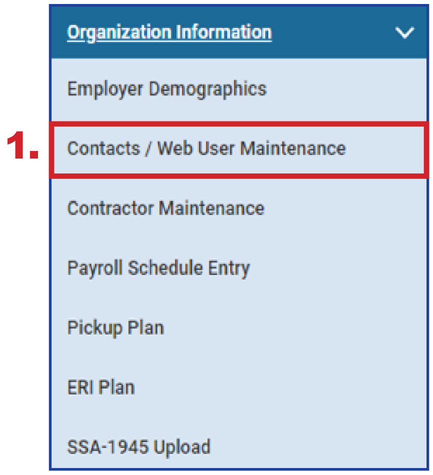
Create and Maintain Contact Information

▶ **Attention: This section is specifically for the EWA of your organization.**

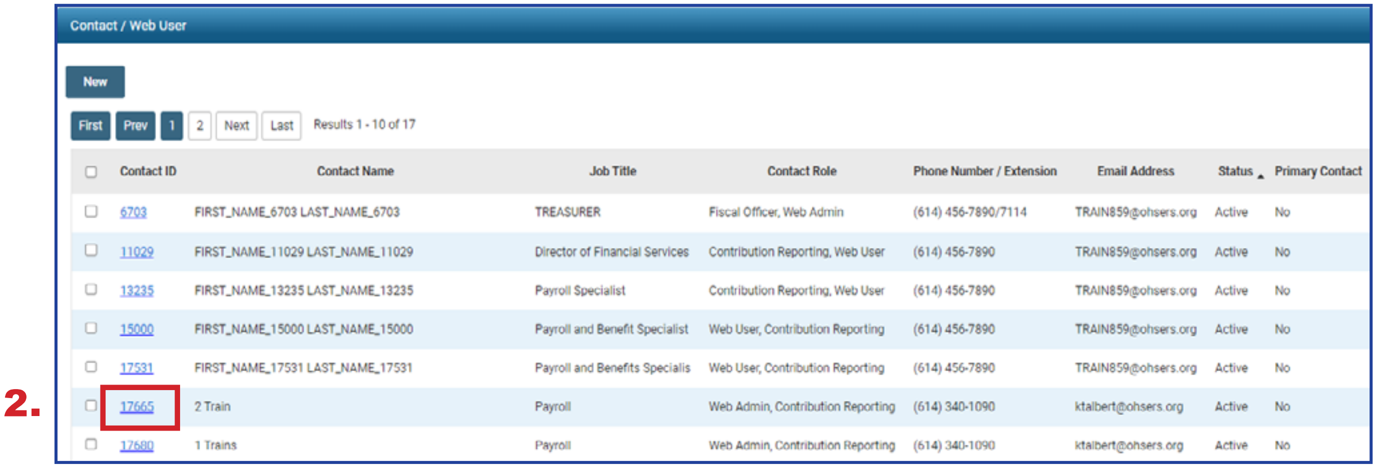
When contact information for an eSERS user in your organization needs updated, follow these steps:

Steps:

1. Select the **Contacts / Web User Maintenance** menu item.

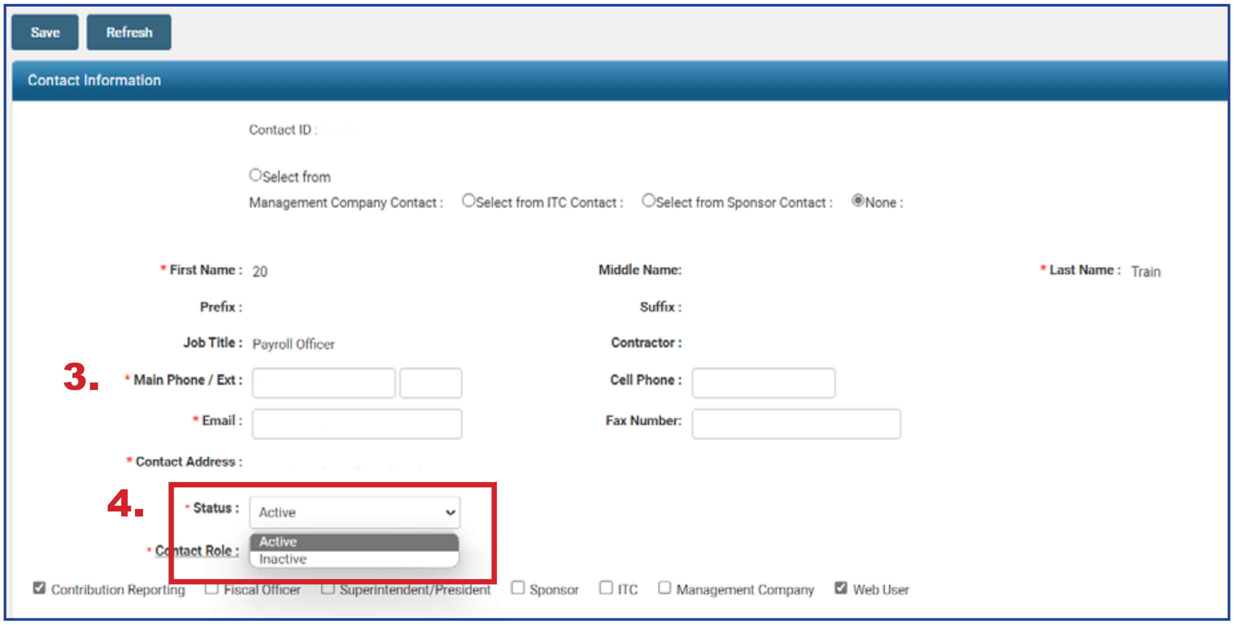


2. Click the hyperlinked **Contact ID** (do not check the box) of the user that needs to be updated.



Contact ID	Contact Name	Job Title	Contact Role	Phone Number / Extension	Email Address	Status	Primary Contact
6703	FIRST_NAME_6703 LAST_NAME_6703	TREASURER	Fiscal Officer, Web Admin	(614) 456-7890/7114	TRAIN859@ohsers.org	Active	No
11029	FIRST_NAME_11029 LAST_NAME_11029	Director of Financial Services	Contribution Reporting, Web User	(614) 456-7890	TRAIN859@ohsers.org	Active	No
13235	FIRST_NAME_13235 LAST_NAME_13235	Payroll Specialist	Contribution Reporting, Web User	(614) 456-7890	TRAIN859@ohsers.org	Active	No
15000	FIRST_NAME_15000 LAST_NAME_15000	Payroll and Benefit Specialist	Web User, Contribution Reporting	(614) 456-7890	TRAIN859@ohsers.org	Active	No
17531	FIRST_NAME_17531 LAST_NAME_17531	Payroll and Benefits Specialis	Web User, Contribution Reporting	(614) 456-7890	TRAIN859@ohsers.org	Active	No
17665	2 Train	Payroll	Web Admin, Contribution Reporting	(614) 340-1090	ktalbert@ohsers.org	Active	No
17680	1 Trains	Payroll	Web Admin, Contribution Reporting	(614) 340-1090	ktalbert@ohsers.org	Active	No

3. Update or correct the Web User information.
4. To remove a web user, click the drop-down arrow in **Status** box, select **Inactive**, and click **Save**. The user will no longer have access to eSERS.



Unlocking an eSERS User Account

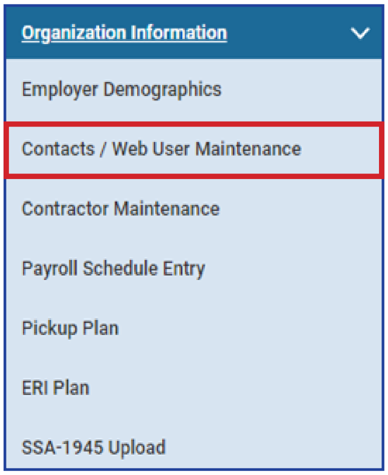
Create and Maintain Contact Information

▶ Attention: This section is specifically for the EWA of your organization.

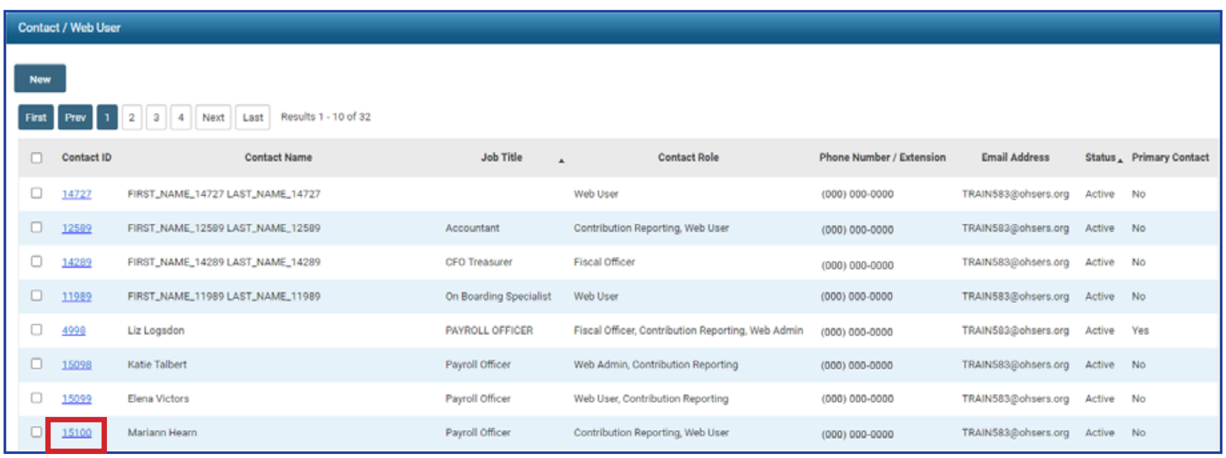
When an eSERS user in your organization needs help unlocking an account, follow these steps:

Steps:

1. Select the **Contacts / Web User Maintenance** menu item.

1.


2. Click the hyperlinked **Contact ID** (do not check the box) of the user that has been locked out of the account.

2.


Contact ID	Contact Name	Job Title	Contact Role	Phone Number / Extension	Email Address	Status	Primary Contact
14727	FIRST_NAME_14727 LAST_NAME_14727		Web User	(000) 000-0000	TRAIN583@ohsers.org	Active	No
12589	FIRST_NAME_12589 LAST_NAME_12589	Accountant	Contribution Reporting, Web User	(000) 000-0000	TRAIN583@ohsers.org	Active	No
14289	FIRST_NAME_14289 LAST_NAME_14289	CFO Treasurer	Fiscal Officer	(000) 000-0000	TRAIN583@ohsers.org	Active	No
11989	FIRST_NAME_11989 LAST_NAME_11989	On Boarding Specialist	Web User	(000) 000-0000	TRAIN583@ohsers.org	Active	No
4998	Liz Logsdon	PAYROLL OFFICER	Fiscal Officer, Contribution Reporting, Web Admin	(000) 000-0000	TRAIN583@ohsers.org	Active	Yes
15098	Katie Talbert	Payroll Officer	Web Admin, Contribution Reporting	(000) 000-0000	TRAIN583@ohsers.org	Active	No
15099	Elena Victors	Payroll Officer	Web User, Contribution Reporting	(000) 000-0000	TRAIN583@ohsers.org	Active	No
15100	Mariann Hearn	Payroll Officer	Contribution Reporting, Web User	(000) 000-0000	TRAIN583@ohsers.org	Active	No

Inactive Web Users:

The system will detect anyone who has not signed into eSERS for 18 months or more, and automatically delete that profile due to inactivity. The user will receive an email when his or her profile is terminated.

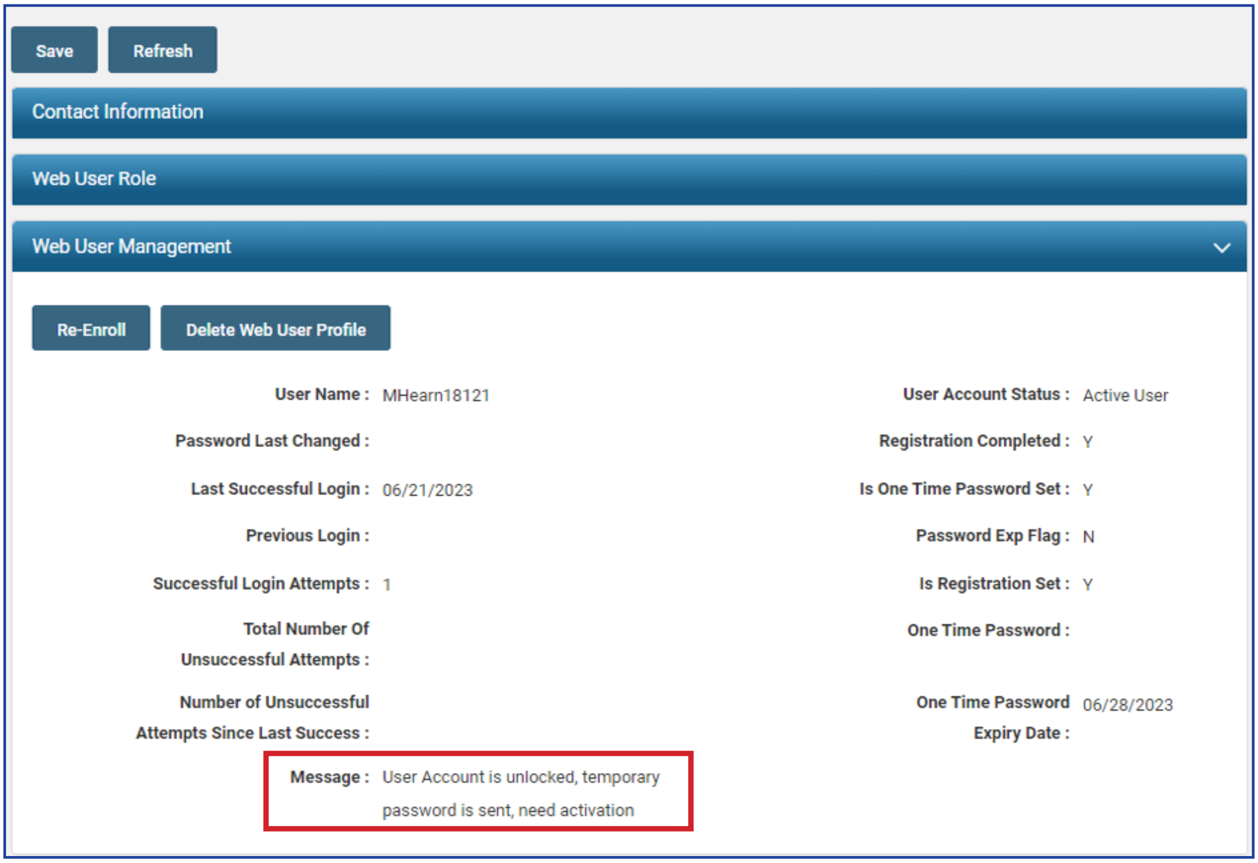
In the Web User Management panel, the User Account Status is locked, and a message appears near the bottom stating the account is locked due to the wrong password being entered.

3. Click **Unlock Account** to unlock the web user's account.

3.

The screen will update, and the User Account Status will change to Active User. There will be a message at the bottom of the screen indicating the account was unlocked and a one-time password has been sent, but not yet used.

The user has **24 hours** to use this password before it expires, at which point you would need repeat this process again.



Tip: This screen can be used for more than just unlocking an account. An EWA can update a user's contact information, status, and add or remove contact roles. To do this, the EWA enters the new information, and then clicks **Save**.

Web User Roles by Definition

Enrollment Processor	A web user with this role can manually create enrollment records and upload enrollment files.
Contribution Processor	A web user with this role can manually create contribution records, adjustment records, and upload contribution files. If any employer participates in an ARP plan, this role also has the ability to create and upload ARP records.
Wage Certification Processor	A web user with this role can complete and submit wage certifications generated by SERS.
SCP Payroll Deduction Submission Processor	A web user with this role can submit a payroll deduction for members who currently have a service credit purchase in progress.
Payment Processor	A web user with this role can create and maintain bank information. This role also can create payment remittances and process payments.
Employer Statement Processor	A web user with this role can view the current and previous year's Annual Employer Statements.
Financial Status Processor	A web user with this role can view Financial Status details.
Salary Estimate Processor	A web user with this role can create Annual Salary Estimates and view previous year's estimates.
Foundation Deduction Notice Processor	A web user with this role can view Foundation Deduction Notices.
Surcharge Processor	A web user with this role can view annual surcharge information.
Contractor Processor	A web user with this role can create and maintain contractor information.
Payroll Schedule Entry Processor	A web user with this role can create and maintain payroll schedule information.
Death Notification Processor	A web user with this role can create a death notification.
Employer Information Processor	A web user with this role can create and maintain employer information.
Pickup Plan Processor	A web user with this role can create and submit pickup plans.
ERI Plan Processor	A web user with this role can create and submit ERI plans.
Contact Processor	A web administrator will have this role to create and maintain contact information. A web user may view information only.
SCP Payroll Deduction Plan Processor	A web user with this role can upload and submit a SCP Payroll Deduction plan.
SSA-1945 Upload Processor	A web user with this role can upload SSA-1945 Files.

Contractor Web User Roles

Enrollment Processor	A web user with this role can manually create enrollment records and upload enrollment files.
Contribution Processor	A web user with this role can manually create contribution records, adjustment records, and upload contribution files. If any employer participates in ARP plan, then this role also has the ability to create and upload ARP records.
Payment Processor	A web user with this role can create and maintain bank information. This role also can create payment remittances and process payments.
Payroll Schedule Entry Processor	A web user with this role can create and maintain payroll schedule information.
SSA-1945 Upload Processor	A web user with this role can upload SSA-1945 Files.

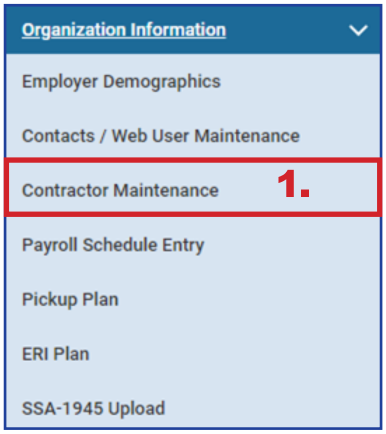
2024 eSERS Guide

CONTRACTOR MAINTENANCE

School Employees Retirement System of Ohio
Serving the People Who Serve Our Schools®

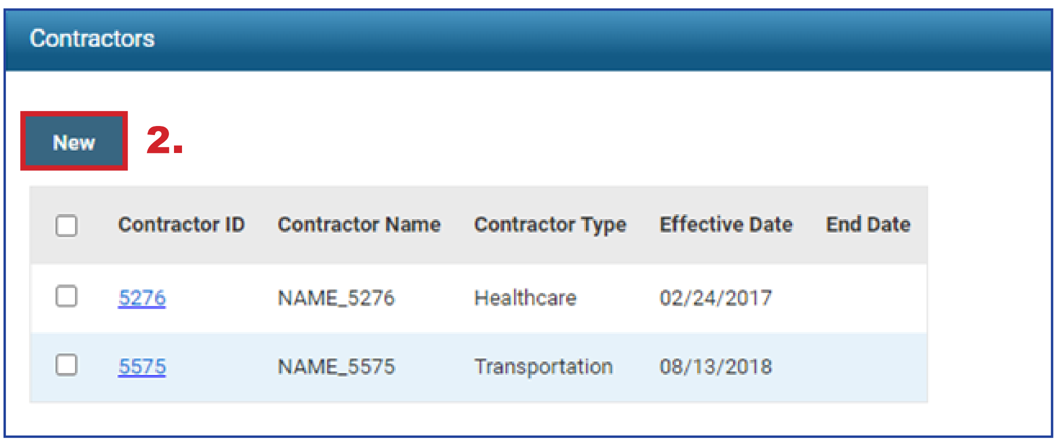
Setting Up Contractor Information

When your district works with a contract company, an initial set up is required. This ensures the reporting is processed correctly. This is necessary regardless if your district enters the reports or you grant web user access for the contractor to enter his or her own reports.



Steps to set up a contract company:

1. Select the **Contractor Maintenance** menu item.
2. Click **New**



Other things of note on this screen:

Contractor ID:

Assigned by system. This number is used when entering information for employees who work for the contract company. This information includes enrollments, contributions, or adding a web user access for the contract company.

Effective Date and End Date:

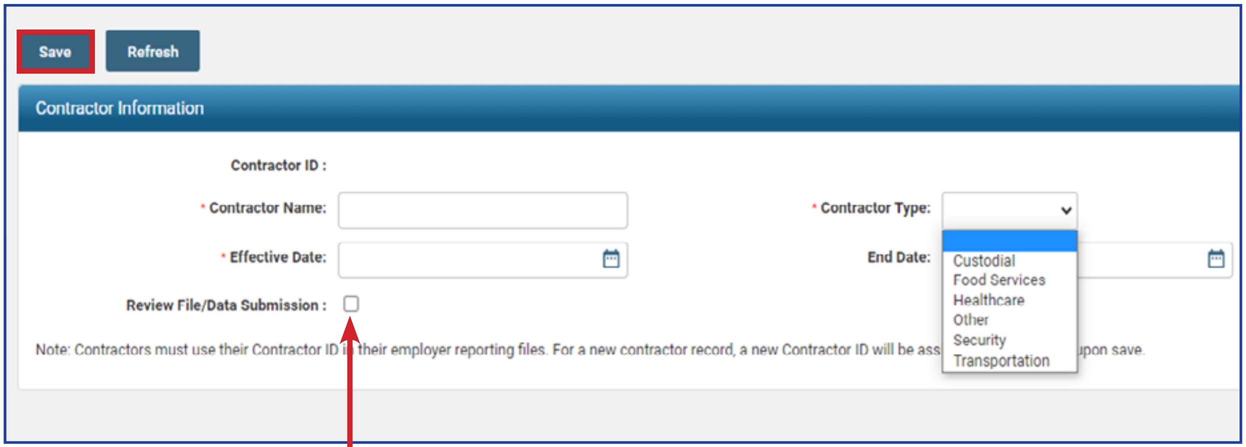
The effective date appears when the contractor is created in eSERS. When you no longer use that contractor's services, you will be able to enter an end date; however, the record will remain for historical reference. When you end date the contractor, eSERS will automatically terminate all contacts assigned to that contractor, including the contractor's eSERS access.

To update contractor information, click the hyperlinked Contractor ID.

3. In the Contractor Record Maintenance screen, enter the following information and then click **Save**:
   - Contractor Name
   - Contractor Type from drop-down menu
   - Effective Date
   - Review File/Data Submission*

After clicking Save, the system saves the record, assigns a Contractor ID, and updates the effective date to read-only.

3.



*Will require all employer reporting from a contractor to be reviewed by your district, which will be submitted by the district once it has been reviewed. If this box is not checked, the contractor will be able to submit reporting without being reviewed by the district. However, the district will be able to view all reports from the eSERS Homepage.

In the event you need to end this contractor's connection to your organization, you can do so by entering an end date.

Once you enter an end date and click save, the following events will happen:

- All contacts that are identified as connected to this contractor will be updated to inactive.
- All web user roles will be removed from the contacts identified as connected to this contractor.
- All eSERS access roles are revoked.
- An email is generated and sent to affected parties informing them that they will no longer have access.

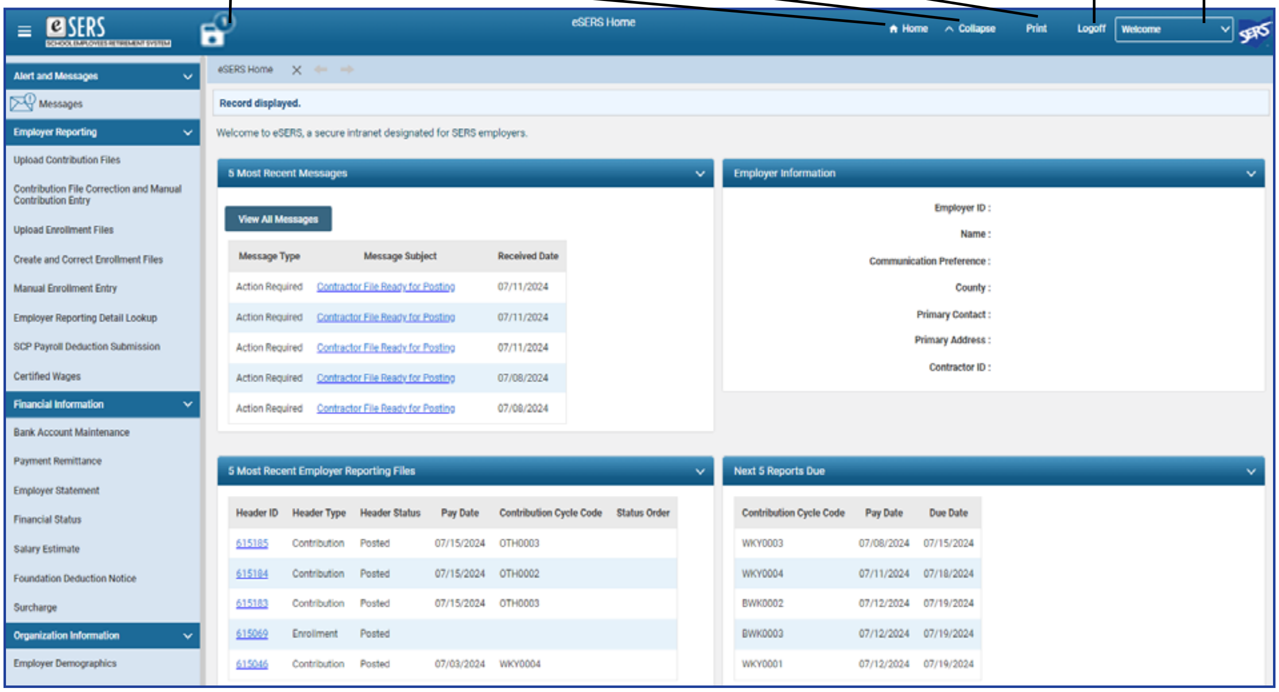
2024 eSERS Guide

eSERS HOME PAGE

School Employees Retirement System of Ohio
Serving the People Who Serve Our Schools®

eSERS Home Page

Unsubmitted Forms: Temporarily saves information that hasn't been submitted and creates a shortcut to the screen you were working on	**Home:** Displays the eSERS home screen.	**Collapse:** Will collapse the entire screen.	**Print:** Will print the screen you are on.	**Logoff:** To exit eSERS.	**Welcome Drop Down:** The User will find Help and Contact Us.



5 Most Recent Messages: Displays the five most recent unread communications from SERS. The messages may be informational or require action.

Employer Information: Displays information that SERS currently has on file for your organization.

5 Most Recent Employer Reporting Files: Displays the most recent files that have been submitted, including contractor files. You have quick access to these files by clicking the Header ID hyperlink associated with the file you wish to view.

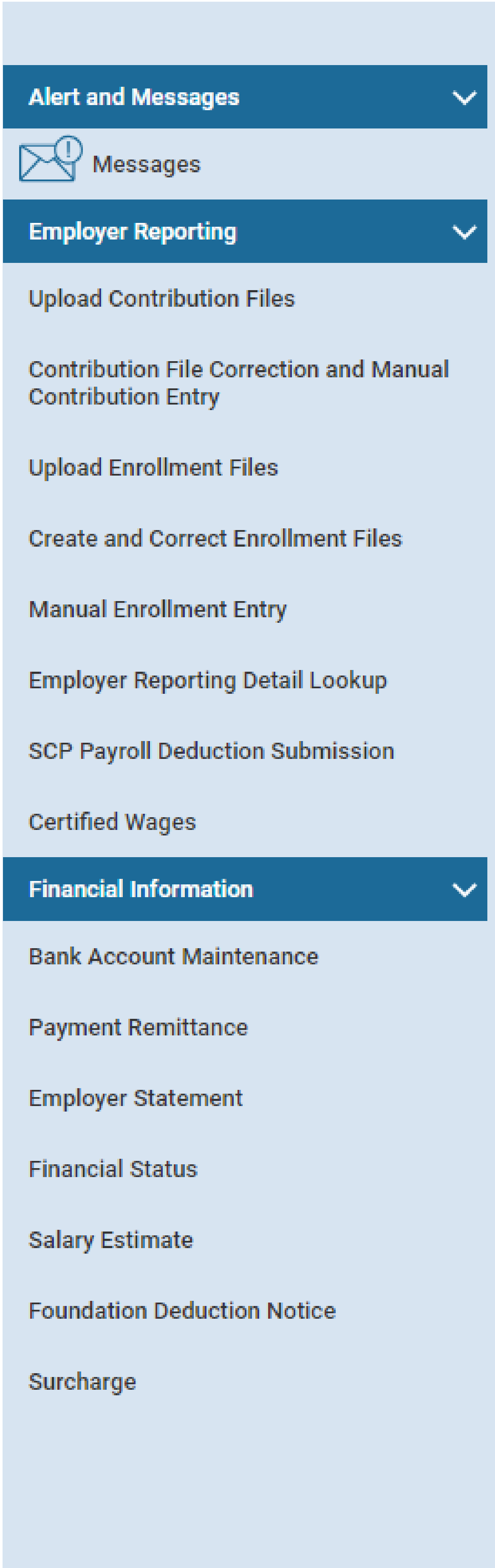
Next 5 Reports Due: Lists the next five contribution reports SERS is expecting you to submit. This is driven from your payroll schedules. If this panel is incorrect, please contact Employer Services.

Reminder: *Contribution reports and payments are due no later than five business days from the pay date.*

Tip: Unsubmitted Forms

While completing a process within eSERS, there are times a Web User will need to navigate away from their current screen to access information from a different screen. The Unsubmitted Forms will allow you to do so without losing any of the information that you have entered.

To return back to your saved information, you will click on Unsubmitted Forms and choose the application to complete an unprocessed form.



Understanding the Menu

Alert and Messages

Messages: Via your message board, you will be sent important information, notifications of when employer reports are processed, or when wage certifications are available, and much more.

Employer Reporting

Upload Contribution Files: Upload your contribution file.

Contribution File Correction and Manual Contribution Entry: Review and correct contribution file errors, manually enter your contribution/adjustment data, and find posted contribution files.

Upload Enrollment Files: Upload your enrollment file.

Create and Correct Enrollment Files: Review and correct errors on enrollment headers or manually create a new enrollment header.

Manual Enrollment Entry: Manually create an enrollment record.

Employer Reporting Detail Lookup: Search for Employer Reporting details by entering various search criteria (i.e. Header Type, Date, Status, Employee, etc.).

SCP Payroll Deduction Submission: Create a new SCP payroll deduction submission or view previously submitted records.

Certified Wages: Complete pending certification requests; view previously submitted records.

Financial Information

Bank Account Maintenance: Add new bank information for ACH Debit or view existing bank information.

Payment Remittance: Create a new payment remittance or view payment remittance history.

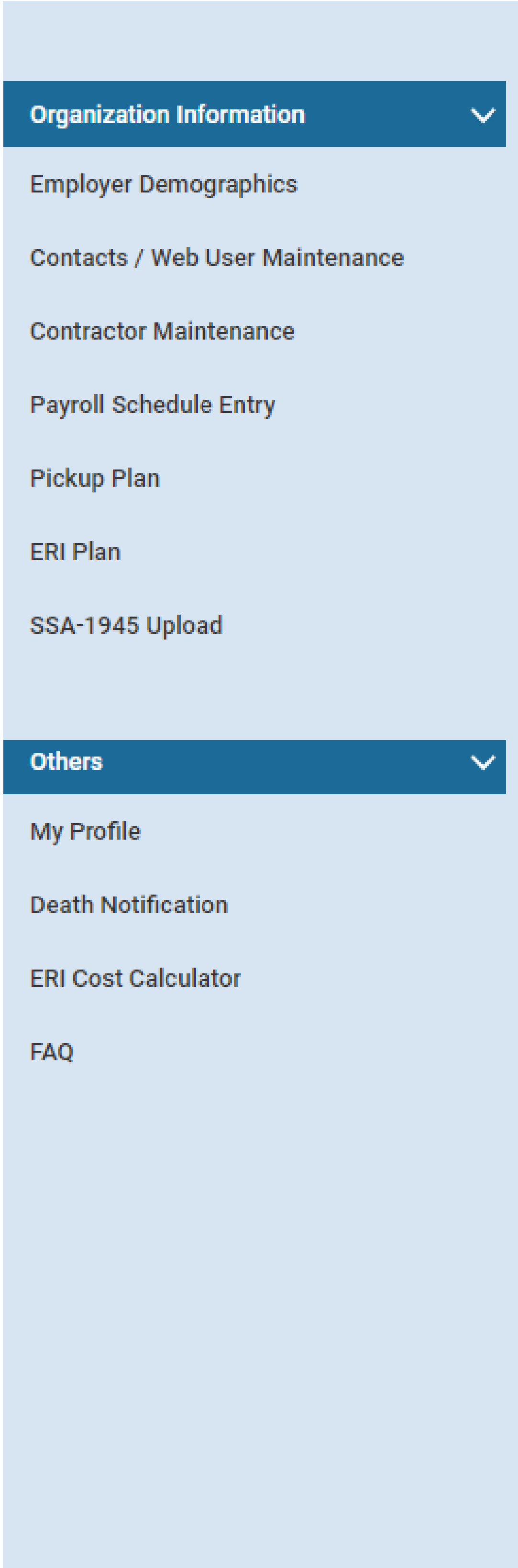
Employer Statement: Download and view employer statements by fiscal year.

Financial Status: View current financial status of the organization based on all fiscal years as well as unassigned payment remittances and details of total of items due.

Salary Estimate: Enter new fiscal year salary estimate in a predetermined window or view prior fiscal year salary estimates.

Foundation Deduction Notice: Download and view Foundation deduction notices based on fiscal year.

Surcharge: View surcharge invoices based on fiscal year or search directly by Social Security number.



Understanding the Menu

Organization Information

Employer Demographics: View employer demographics and/or add new address(es).

Contacts / Web User Maintenance: The EWA is able to create a new contact, unlock web user accounts, and update user roles by adding or deleting roles previously assigned. Web users can look at contact details.

Contractor Maintenance: View contractor details, create a new contractor record, end date a contractor, or activate/deactivate review file submissions.

Payroll Schedule Entry: View payroll schedule details, extend, or create a new payroll schedule.

Pickup Plan: View existing pickup plan details that were created in eSERS or to create a new pickup plan.

ERI Plan: View existing Early Retirement Incentive (ERI) plan details or create new request for an ERI plan.

SSA-1945 Upload: Upload a new SSA-1945 form(s) to submit to SERS.

Others

My Profile: View your demographic details, contact role, and change password option.

Death Notification: View prior death notifications or create a new death notification.

ERI Cost Calculator: Calculate cost for a member for an ERI.

FAQ: Frequently asked questions.

2024 eSERS Guide

PAYROLL SCHEDULE

EMPLOYER RESOURCE

School Employees Retirement System of Ohio

Serving the People Who Serve Our Schools®

Payroll Schedule Entry

Before an employer can start any employer reporting activities, a valid payroll schedule must be created unless you already have a valid payroll schedule.

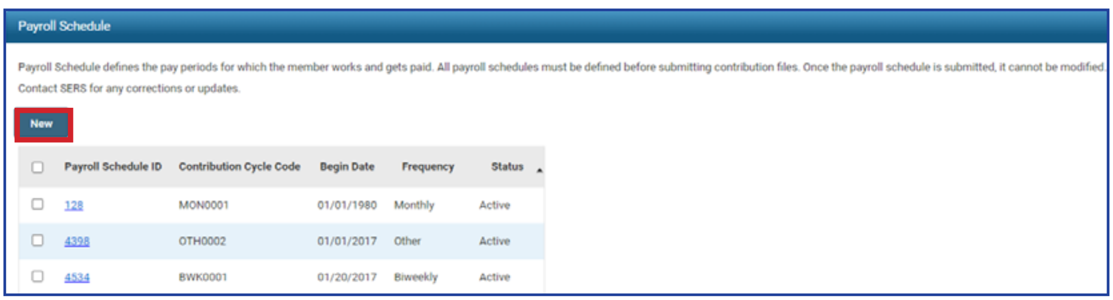
Create a New Schedule:

1. Click the **Payroll Schedule Entry.**

1.

2. On the Payroll Schedule Entry screen, click **New**.

2.



Fields on the Payroll Schedule Entry Screen:

Payroll Schedule ID	This is a number assigned to a payroll schedule by the system. It is not required that a user memorize or know this number for data entry purposes.
Contribution Cycle Code	When a new payroll schedule is created, the system assigns a unique contribution cycle code that is used for reporting.
Begin Date	When the payroll schedule started.
Frequency	Monthly, Semi-Monthly, Weekly, Biweekly, Weekly, or Other.
Status	This will be either active or terminated.

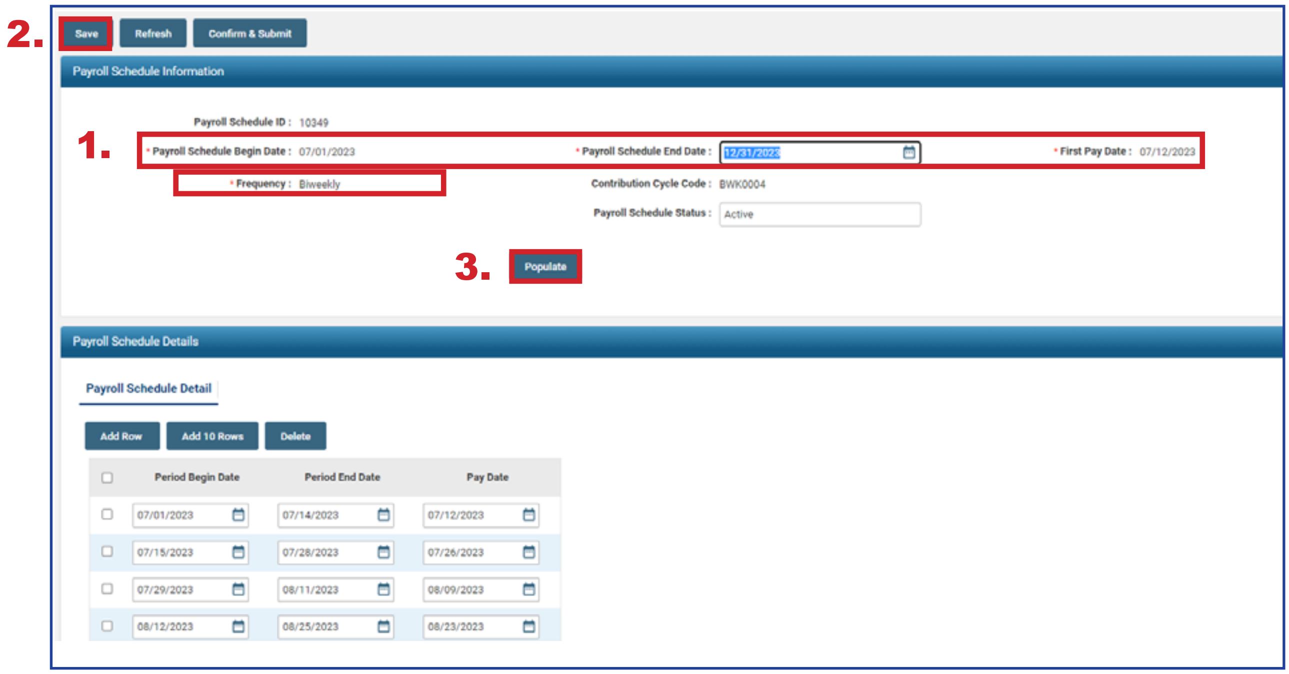
On the Payroll Schedule Maintenance screen, there are asterisks to indicate which fields are required.

Required Fields on the Payroll Schedule Maintenance Screen:

Payroll Schedule Begin Date	First day of the earnings period for the first pay date.
Payroll Schedule End Date	Last day of earnings for the fiscal year.
First Pay Date	First pay date for the earnings period. This field is used to calculate all future pay dates in combination with the frequency selected.
Frequency	How often the pay periods occurs. ▪ Weekly – WKY ▪ Biweekly – BWK ▪ Semi-Monthly – SMO ▪ Monthly – MON ▪ Other – OTH

To Create a Payroll Schedule:

1. **Enter:**
   - Payroll Schedule Begin Date
   - Payroll Schedule End Date
   - First Pay Date
   - Frequency
2. Click **Save**.
3. Click **Populate**.



Please Note: Frequency Type "Other"

The frequency type "Other" gives you the most freedom. It allows you to create a customized schedule by setting earning periods and pay dates that do not follow the set parameters of the other frequencies available. This frequency is good for "special pay" payrolls.

Depending on the frequency you select, subsequent fields will appear to enter additional information.

Once you click Populate, the payroll schedule details panel reflects all the earnings periods and pay dates based on the information entered in the prior steps.

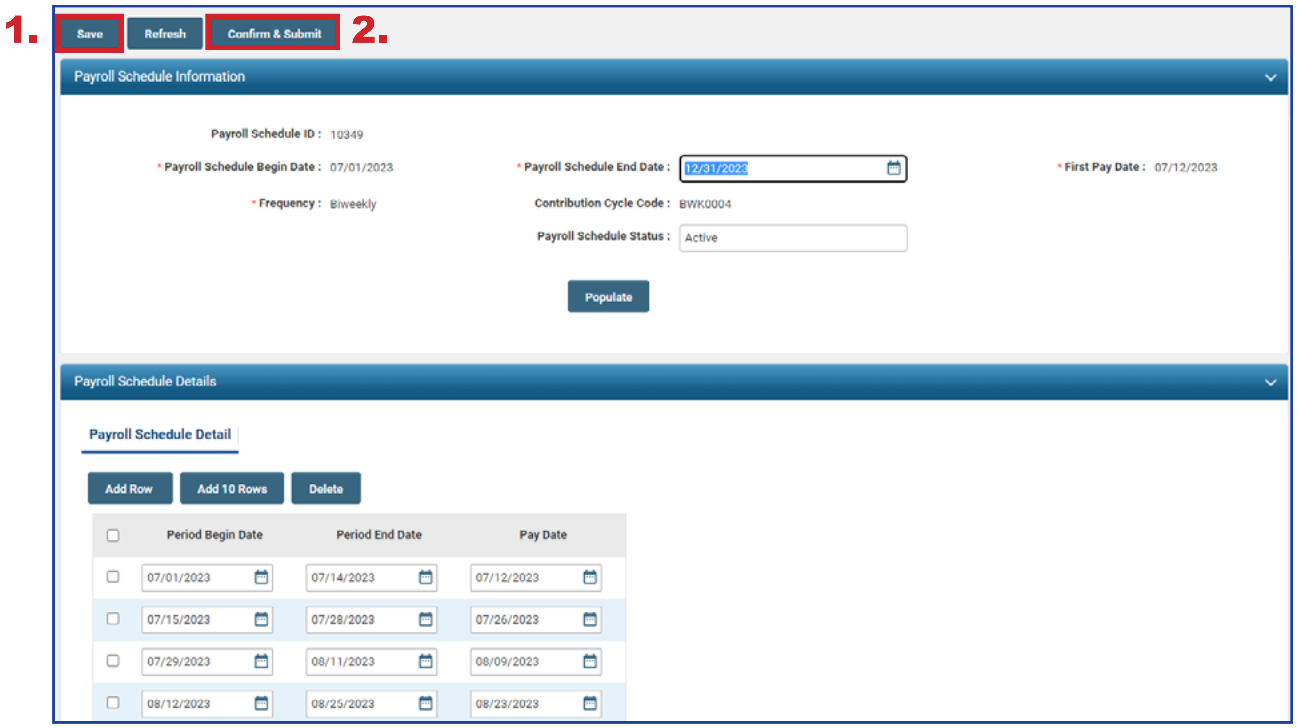
Important Steps:

- Review the pay dates that were populated. The system does NOT recognize weekends or holidays. If a pay date falls on either of those, you must manually change to the correct date.
- If the period begin and/or end dates are not correct, you may have to create a new payroll schedule.

After you have reviewed the pay dates and have verified that all dates listed are correct:

1. Click **Save**.
2. Click **Confirm & Submit.**

Once the payroll is submitted, the information in the Payroll Schedule Information panel becomes read-only, except for the **Payroll Schedule End Date**.



Warning:
Once you confirm and submit the payroll schedule, you will be unable to make any corrections through eSERS. If you find that a correction needs to be made, contact Employer Services for assistance.

Extending a Schedule

If a payroll schedule is nearing its end date, you will extend that payroll schedule rather than creating a new one.

Please Note: If you have a biweekly pay cycle, and you need to reset the pay periods with a three-week pay period, please download the eSERS How To: Manage Payroll Schedules for a Three-week Pay Period.

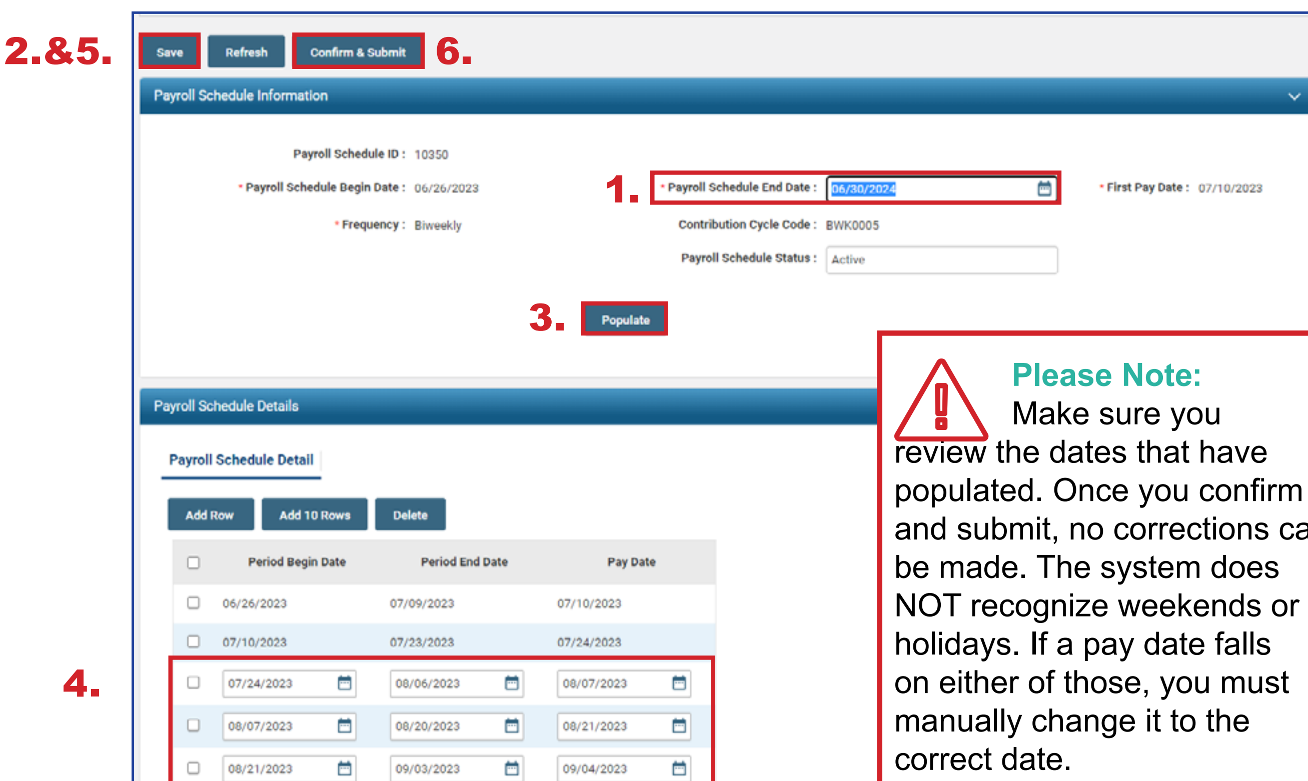
There are two ways in which you can extend a schedule.

Option 1: System Populated Extension for all frequency types except "Other"

To have the system populate the new earning periods and pay dates, open the schedule that is nearing its end, then follow these steps:

Steps:

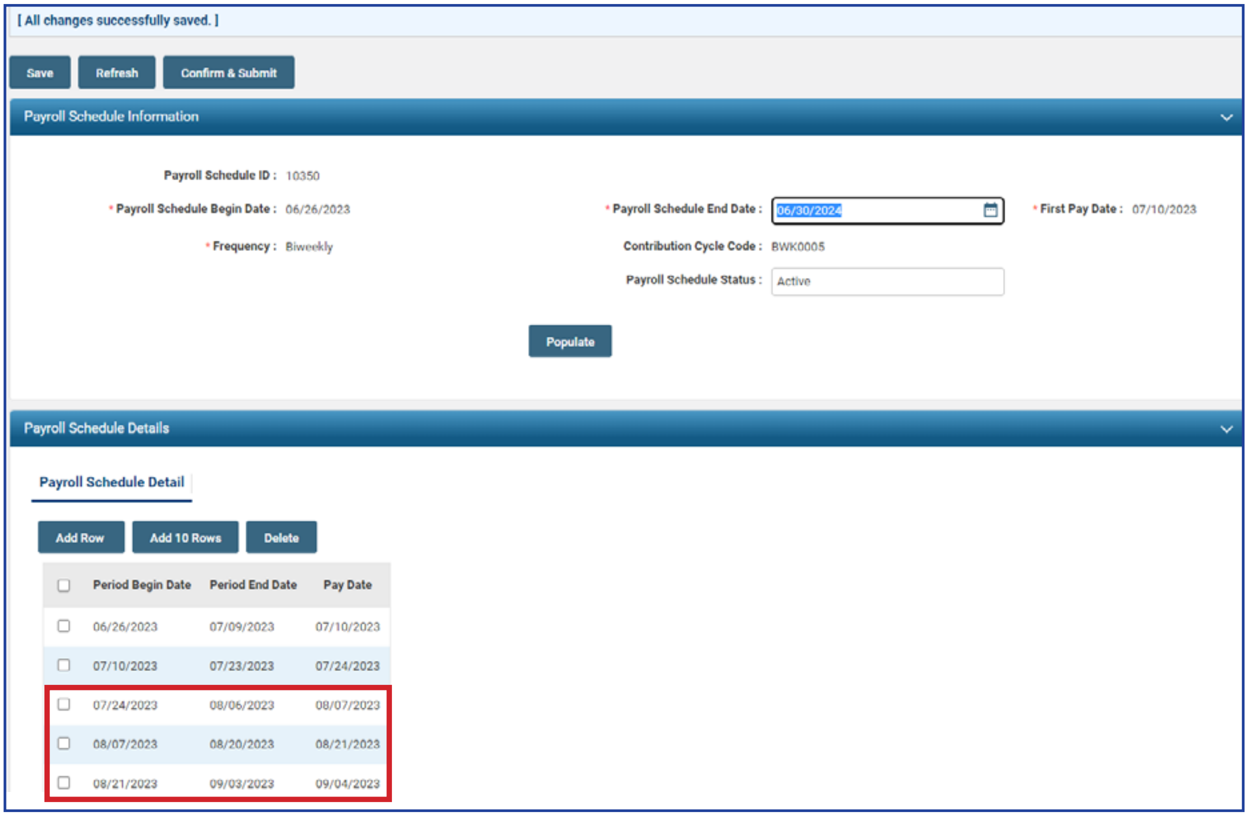
1. Enter the new **Payroll Schedule End Date** (cannot be more than 13 months in the future).
2. Click **Save**.
3. Click **Populate**. New earnings periods and pay dates appear in the Payroll Schedule Details panel.
4. Review the populated dates.
5. Click **Save**.
6. Click **Confirm & Submit.**



Please Note: Make sure you review the dates that have populated. Once you confirm and submit, no corrections can be made. The system does NOT recognize weekends or holidays. If a pay date falls on either of those, you must manually change it to the correct date.

Once submitted, the schedule becomes read-only.

A payroll schedule cannot be extended more than 13 months into the future.

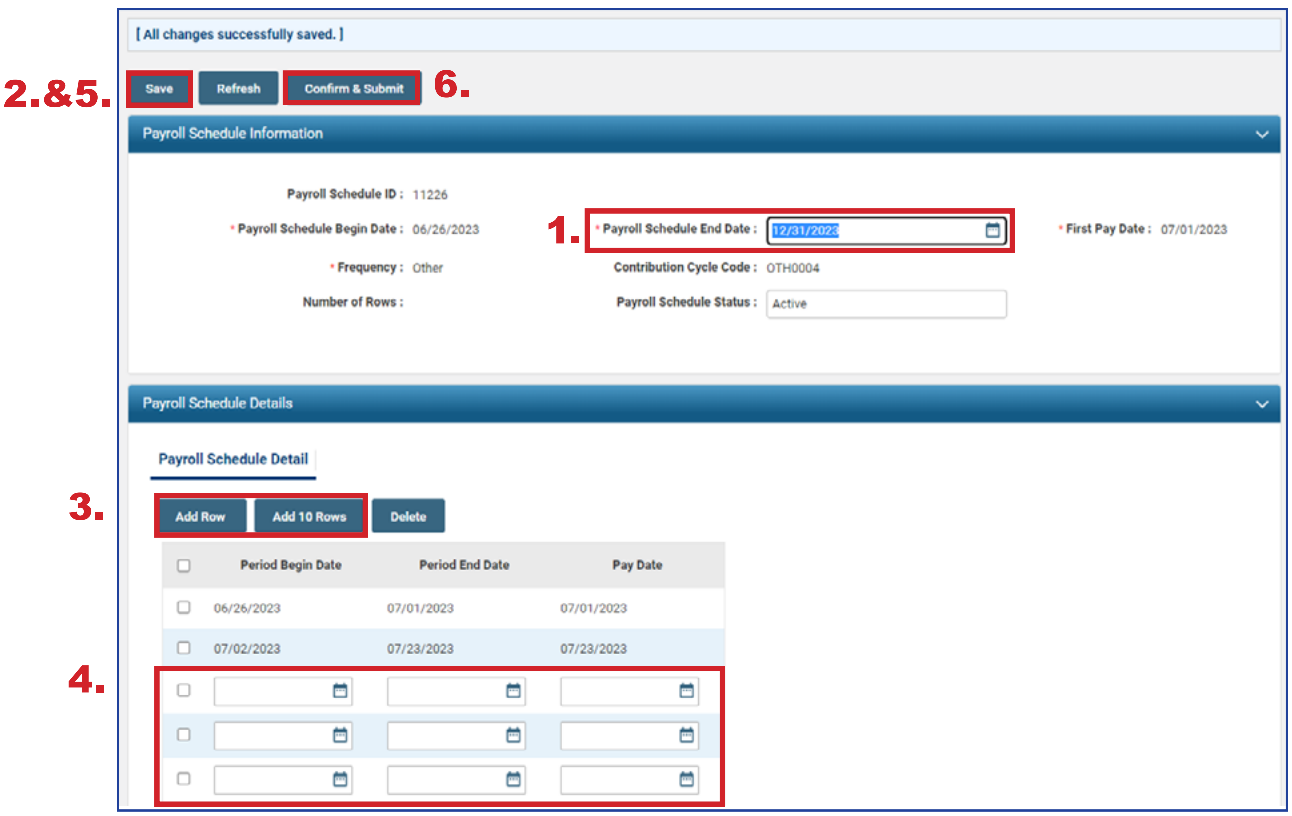


Option 2: Manual Entry for ‘Other’ Frequency

In this option, you will add empty fields. You will then enter the Period Begin and Period End dates, along with a Pay Date.

Steps:

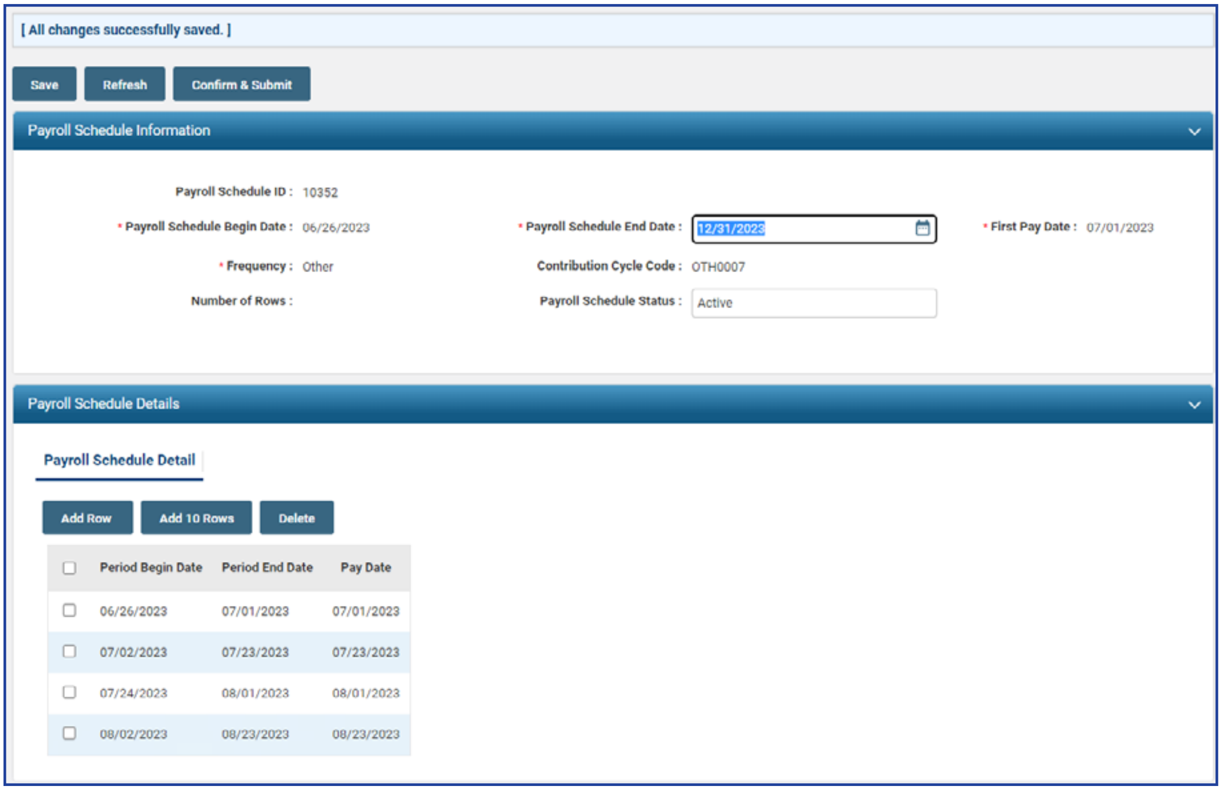
1. Enter the new **Payroll Schedule End Date.**
2. Click **Save**.
3. Click either **Add Row** or **Add 10 Rows**.
4. Enter new **Period Begin and End Dates**, along with the new **Pay Date**.
5. Click **Save**.
6. Click **Confirm & Submit** - Once you confirm and submit the payroll schedule, no corrections can be made.



Tip: You can add individual rows by clicking the Add Row button. You also can delete rows by checking the box next to the row, and clicking Delete.

Once submitted, the schedule becomes read-only.

A payroll schedule cannot be extended more than 13 months into the future.



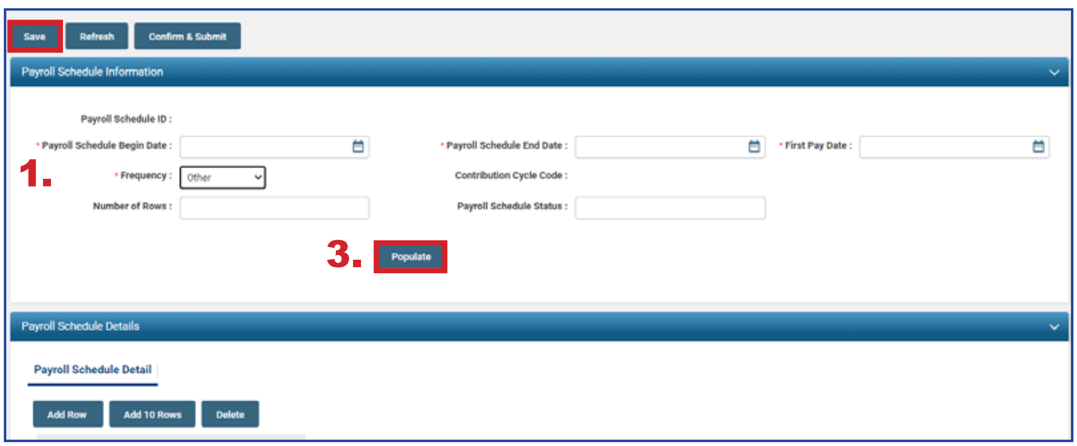
Special Pay

When there is a special pay that does not fall within your current payroll schedule, a new payroll schedule needs to be created. This schedule can be used solely for the few special pays that you have throughout the year.

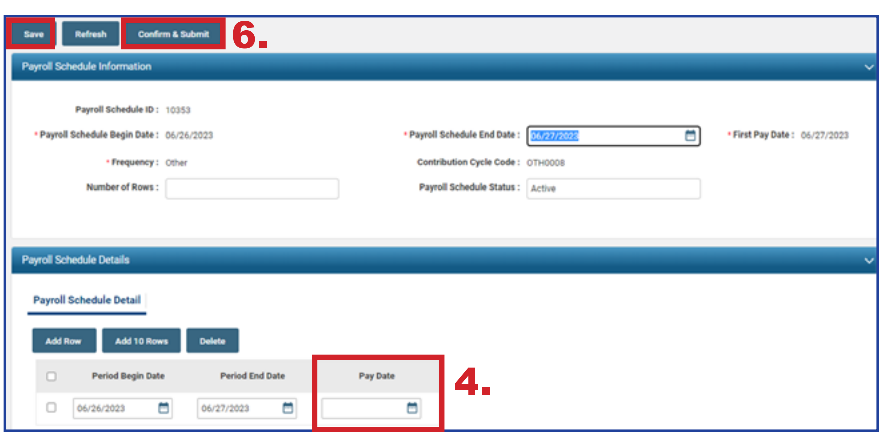
Create the Special Pay payroll schedule as you would normal pay schedules.

Please Note: **The Payroll Schedule Begin Date cannot be the same as the Payroll Schedule End Date.**

1. **Enter**:
   - Payroll Schedule Begin Date
   - Payroll Schedule End Date
   - First Pay Date
   - Frequency (for special pays, you would choose ‘Other’)
   - Number of Rows (enter 1)
2. Click **Save**.
3. Click **Populate**.

2.


4. Re-enter the **Pay Date** under the Payroll Schedule Details panel.
5. Click **Save**.
6. Click **Confirm & Submit**.

5.


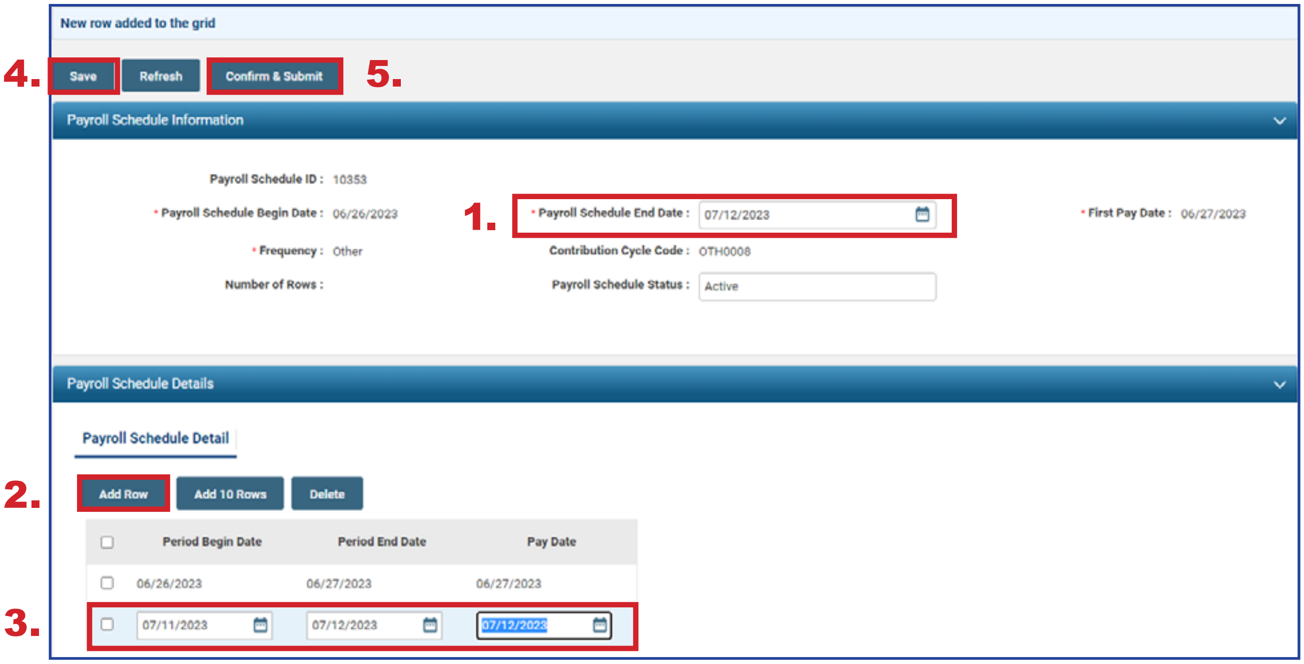
4.

Extending the Special Pay Schedule

For each special pay that your district encounters, you will use the same payroll schedule. Simply add the new pay cycle to the schedule.

Steps:

1. Change the **Payroll Schedule End Date**.
   - This date will be the new end date for the special pay you are going to report.
2. Click **Add Row** (enter 1).
3. Type in the new period begin and end dates for the special pay along with the new pay date.
4. Click **Save**.
5. Click **Confirm & Submit**.



Tip: Payroll schedule end date may be extended up to 13 months; then, each time you have a special pay, you just need to add a row with the new pay period and pay date. **Do not create a new schedule.**

Payroll Schedule Entry FAQ

Q. Does Employer Services need to approve a payroll schedule after it is submitted before the employer can start reporting?

A. No. The employer record is updated in eSERS. Once the effective date arrives, the payroll schedule is active and the employer can begin reporting.

Q. Can I change my “Payroll Schedule Status” to Terminate?

A. Yes, any payroll schedule can be terminated. Employer Services asks you to use this feature with caution. **Only terminate payroll schedules that have never been used or reported**. If you have sent in reports on a payroll schedule, we ask that you keep it active. This way if you ever have to complete a wage certification for an employee that was reported on that pay schedule, you will be able to do so without issue.

Also, please **never** terminate the MON0001 payroll schedule. This schedule is needed for previous information in the legacy eSERS system.

Q. Can a payroll schedule be extended past the end date?

A. Yes. But the end date can only be extended 13 months from today’s date. If nothing else changes, the employer can extend the payroll schedule end date every 13 months.

Q. Can an employer have multiple payroll schedules?

A. Yes. The employer can create as many active payroll schedules as necessary.

Q. How often does an employer have to set up a payroll schedule?

A. The employer should only have to go through this process once. When the Pay Schedule End Date approaches, the employer will need to extend the payroll schedule to cover the new fiscal year.

Q. Every few years we have a three-week payroll cycle. How do I reflect this in my payroll schedule?

A. Districts are able to edit their payroll schedules to add a line for the three-week period and then extend a biweekly schedule from there without having to create a new schedule.

For further instructions, please refer to the eSERS *How To: Managing Payroll Schedules*.

If the payroll schedule has already been confirmed, do not create a new schedule, call Employer Services toll-free at 877-213-0861 for assistance.

2024 eSERS Guide
ENROLLMENT

EMPLOYER SERS RESOURCE

School Employees Retirement System of Ohio
Serving the People Who Serve Our Schools®

Enrollment Overview

When an organization needs to enroll a new member, it can be done manually or by uploading an enrollment file.

Once the enrollment is submitted and posted, the following will occur:

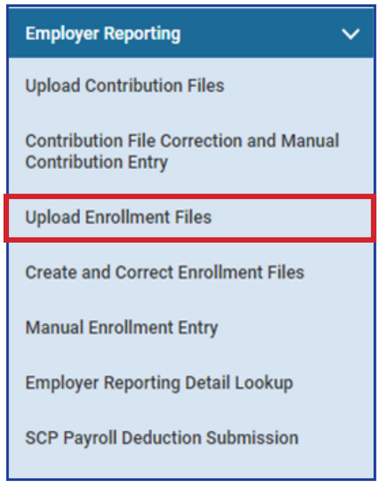
- Your organization will receive a confirmation message that the enrollment is complete, if you uploaded an enrollment file.
- A member account is created and ready to receive contributions.
- Appropriate documentation and forms are sent to the member.

Tip: A new membership enrollment will be required if an employee has not had a contribution within the last six months.

Uploading Enrollment Files

You can upload an enrollment file with the Upload Enrollment Files application. You also can view and track files as status updates during the posting process.

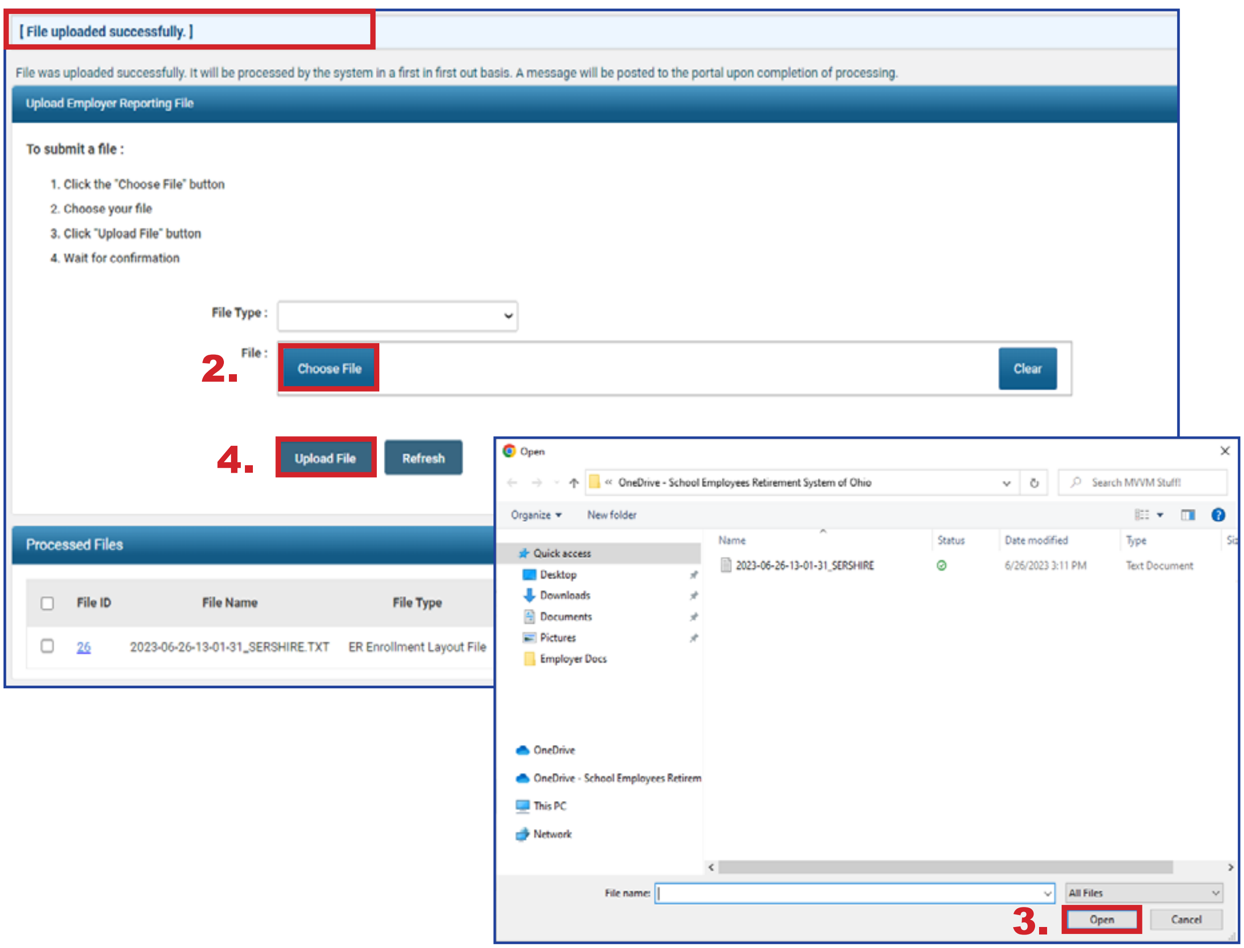
1.



Steps:

1. Click **Upload Enrollment Files**.
2. On the Upload Enrollment Files page, click **Choose File**.
3. Select the appropriate file in the file folder; click **Open**.
4. Click **Upload File**.
5. Once uploaded, a message will display at the top of the screen showing it was uploaded successfully.

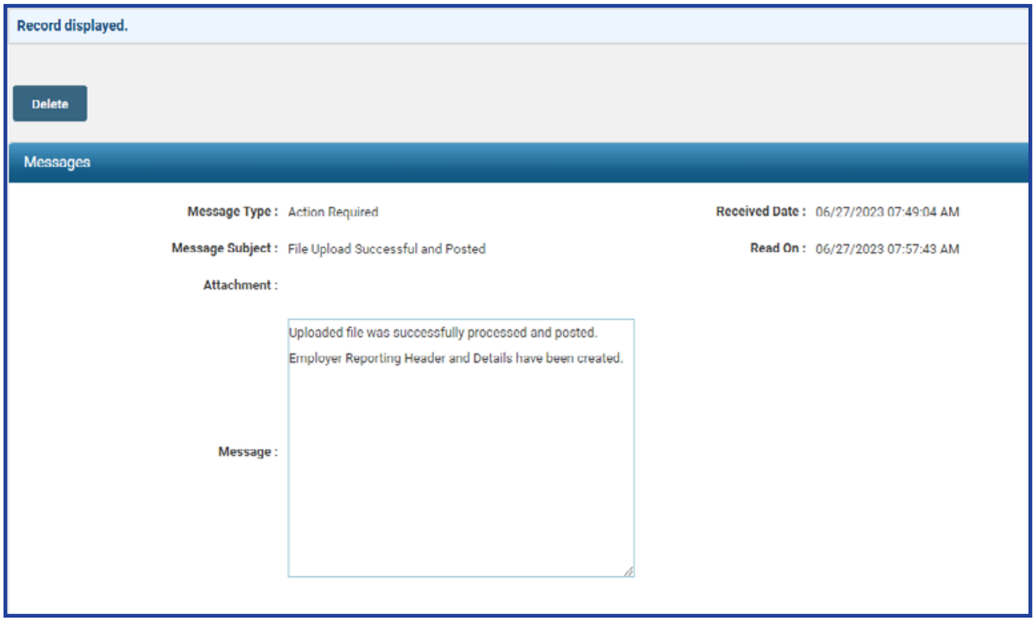
5.



Please Note: When uploading enrollment files, you may receive one or multiple error messages. These pertain to the information in the file that needs to be corrected.

If there are no errors on the record(s), no more user action is required, and a new message will be sent via the message board confirming the successful upload and posting of the file.

If there are errors, you will receive a different message via your message board.



What Happens Next?

Once your file has been uploaded and posted, you are able to submit contribution reporting for the individuals you just enrolled.

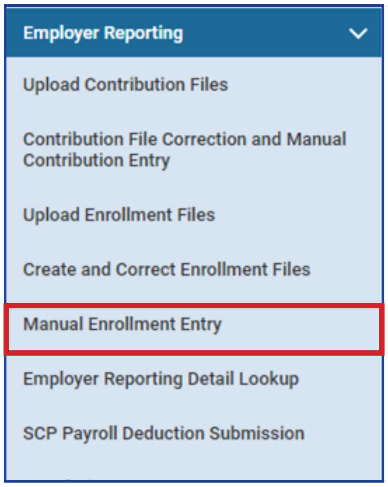
Manual Enrollment Entry

You also can manually enroll a person into the system if you do not wish to upload a file. This process is especially useful when you have a low number of individuals to enroll.

Steps:

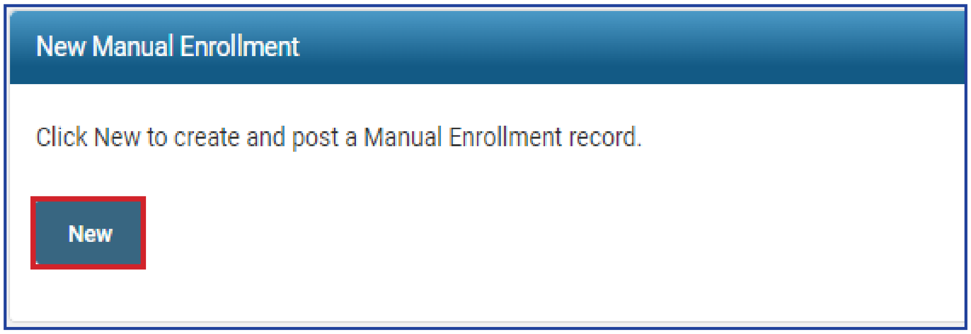
1. Click the **Manual Enrollment Entry** menu item.

1.



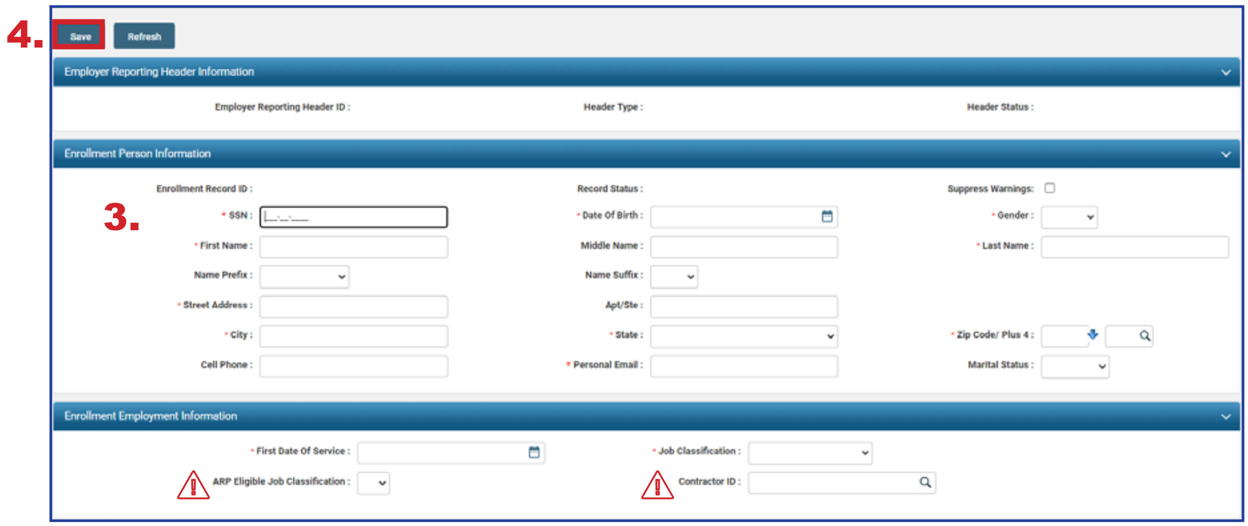
2. Click **New** to enter a new member enrollment.

2.



3. **Enter**:
    - SSN
    - Date of Birth
    - Gender
    - First and Last Name
    - Address Information
    - First Date of Service
    - Job Classification
    - Personal Email Address
    - Cell Phone

4. Click **Save**.



ARP Eligible Checkbox:
Check this if both the member and your organization are ARP eligible (colleges and universities only).

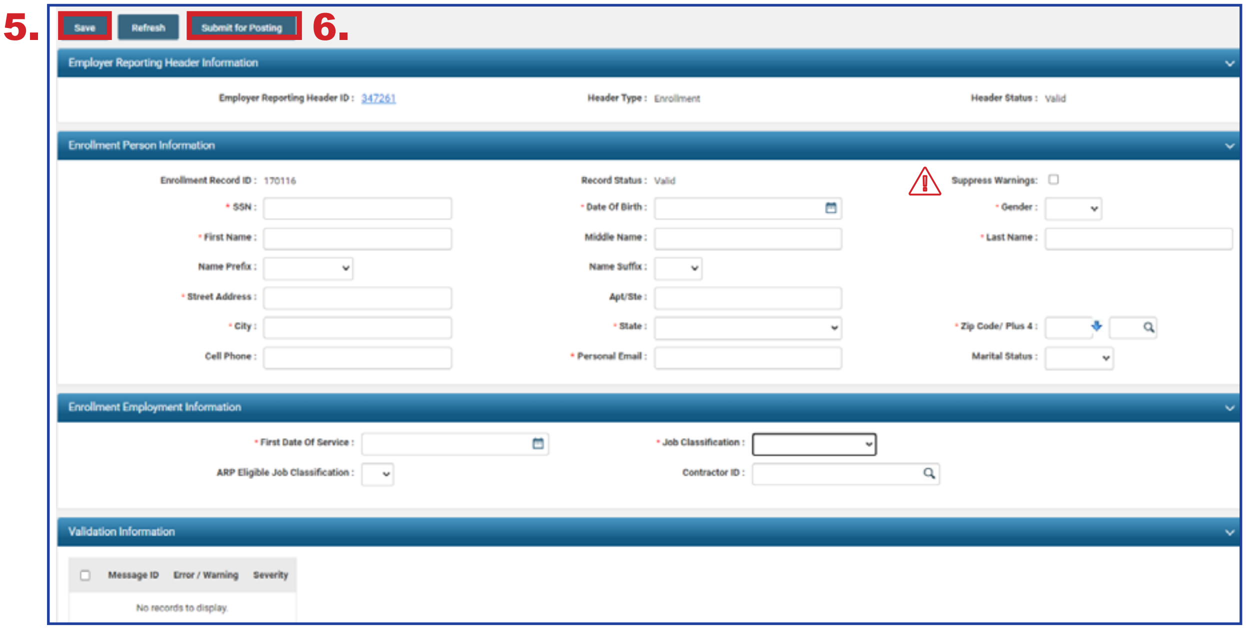
Contractor ID:
Enter in the Contractor ID if this member is from one of the contracted organizations for your district.

5. Address any errors or warnings that may appear once you click **Save**.

   - If you corrected information on the Member Enrollment Record or you clicked **Suppress Warning**, you will need to click **Save** again to resubmit the information to eSERS.
   - Once your Member Enrollment Record is correct, the Header Status and Record Status will both reflect **Valid**.

6. Click **Submit for Posting**.

   - Click **Save**, and if there are no errors or warnings, a **Submit for Posting** button will appear.

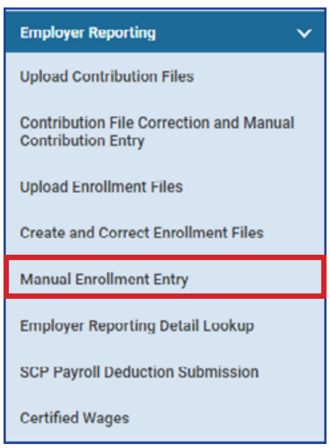


ONLY suppress the warning if you have verified that the information is correct.

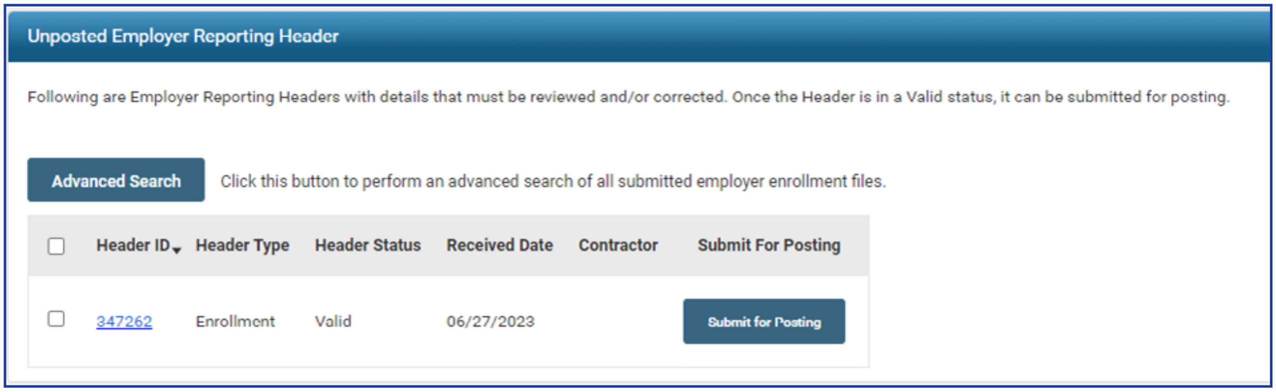
7. Click the **Refresh** button to see if your member enrollment has posted.
    - Once it has posted, the screen will become “read only.”

7.


8. To enroll another member, you will need to click on the **Manual Enrollment Entry** application again to begin the process.

8.


Reminder:
If you only click **Save** and then move onto completing another manual member enrollment without clicking the **Submit for Posting** button, your enrollment will stay in Valid status. You will be able to complete the posting by going to the Create and Correct Enrollment Files application.



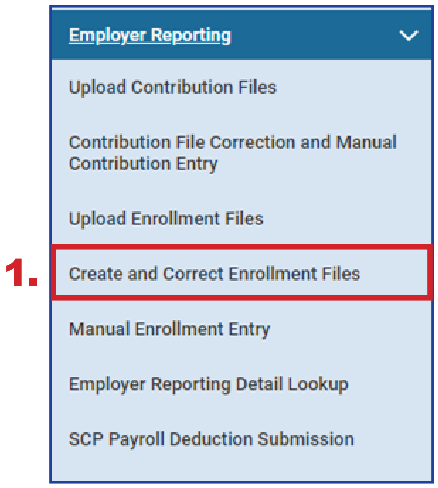
Create and Correct Enrollment Files

Create and Correct Enrollment Files is an application where a user can manually create an enrollment file, correct an enrollment that is in review status, or submit a manual enrollment for posting.

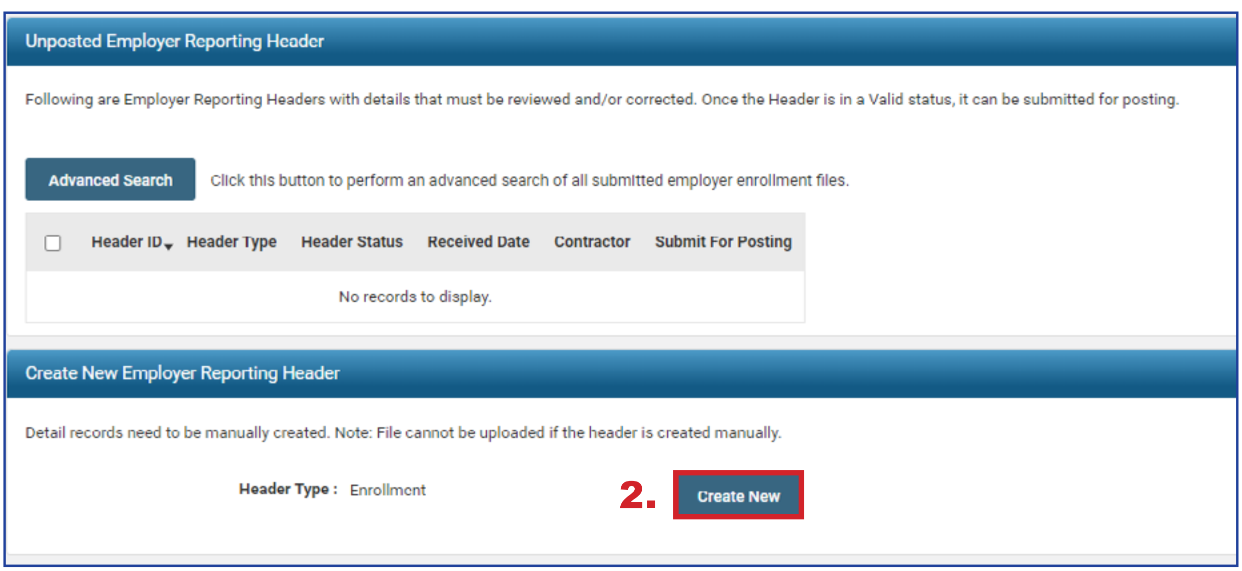
If a user has multiple enrollment records to enter but does not have access to a system that creates an enrollment file to upload, this function may be useful when enrolling multiple employees.

Steps to Create a Manual Enrollment File:

1. Click **Create and Correct Enrollment Files**.



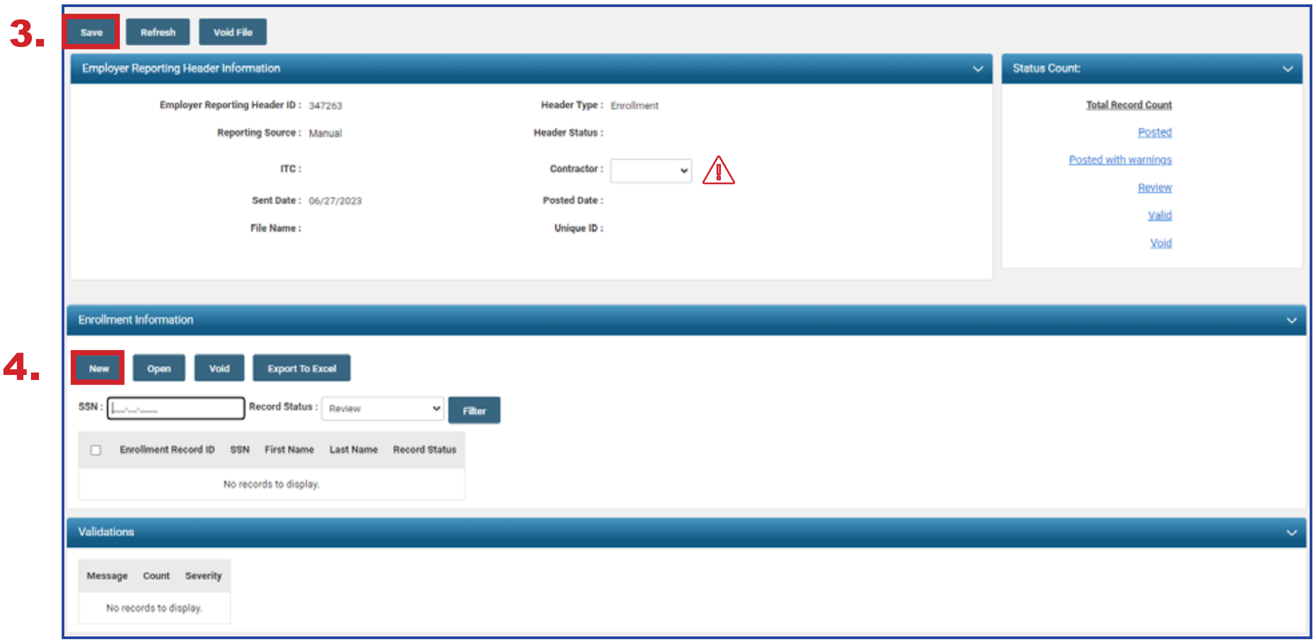
2. Click **Create New**.



3. Click **Save**.

- A New button will appear in the Enrollment Information panel.

4. Click **New**.



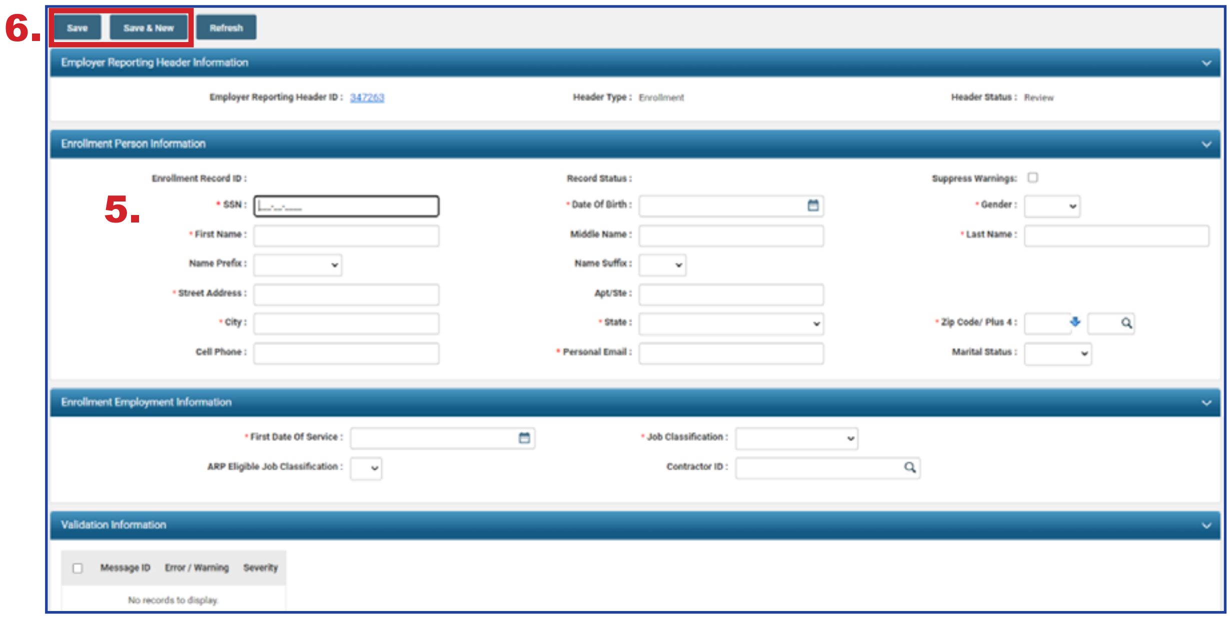
If you are entering enrollments for a contractor, remember to choose the contract company from the contractor drop-down menu.

5. **Enter**:

- SSN
- Date of Birth
- Gender
- First and Last Name
- Address Information
- First Date of Service
- Job Classification
- Personal Email Address
- Cell Phone

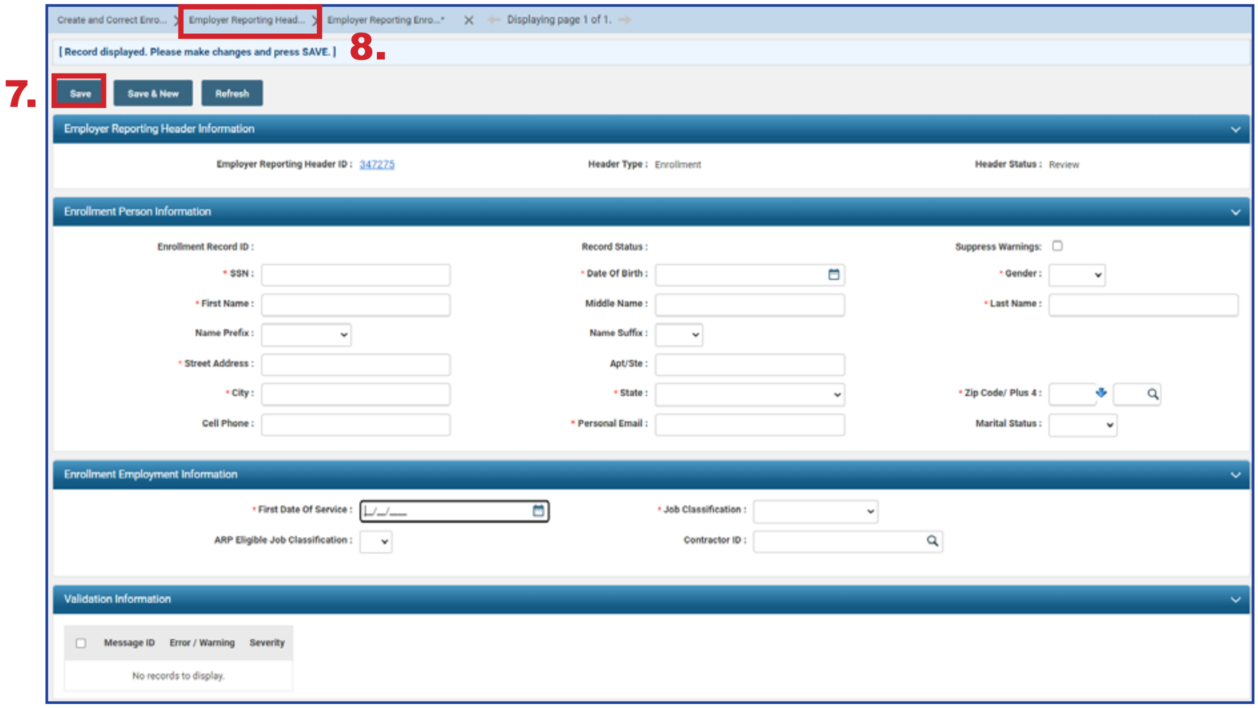
6. Click **Save & New** to enter the next enrollment.

- If you have just one enrollment, click **Save**.



7. Enter all the enrollments for your manual enrollment file. When you have entered your last enrollment, click **Save**.

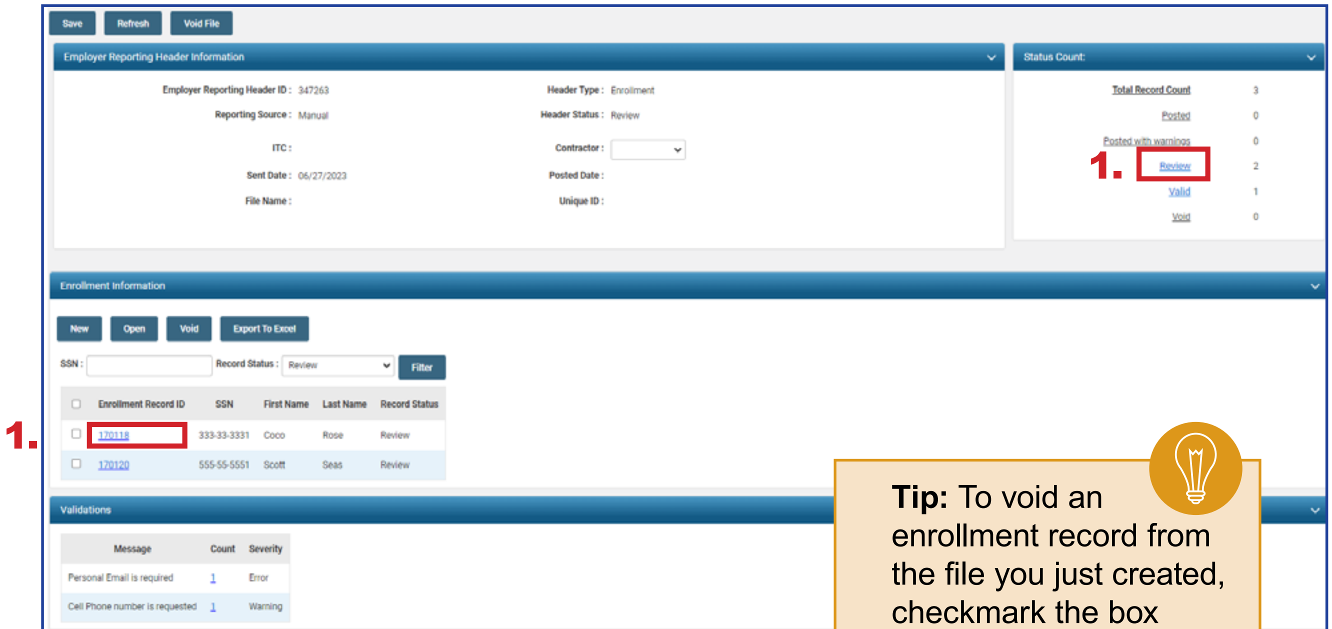
8. Click the **Employer Reporting Head...** link in the navigation path at the top of the screen to take you back to the Enrollment Header Maintenance screen where you will be able to submit your file for posting.



This enrollment file is in Review status and needs to be corrected before the user can submit it for posting.

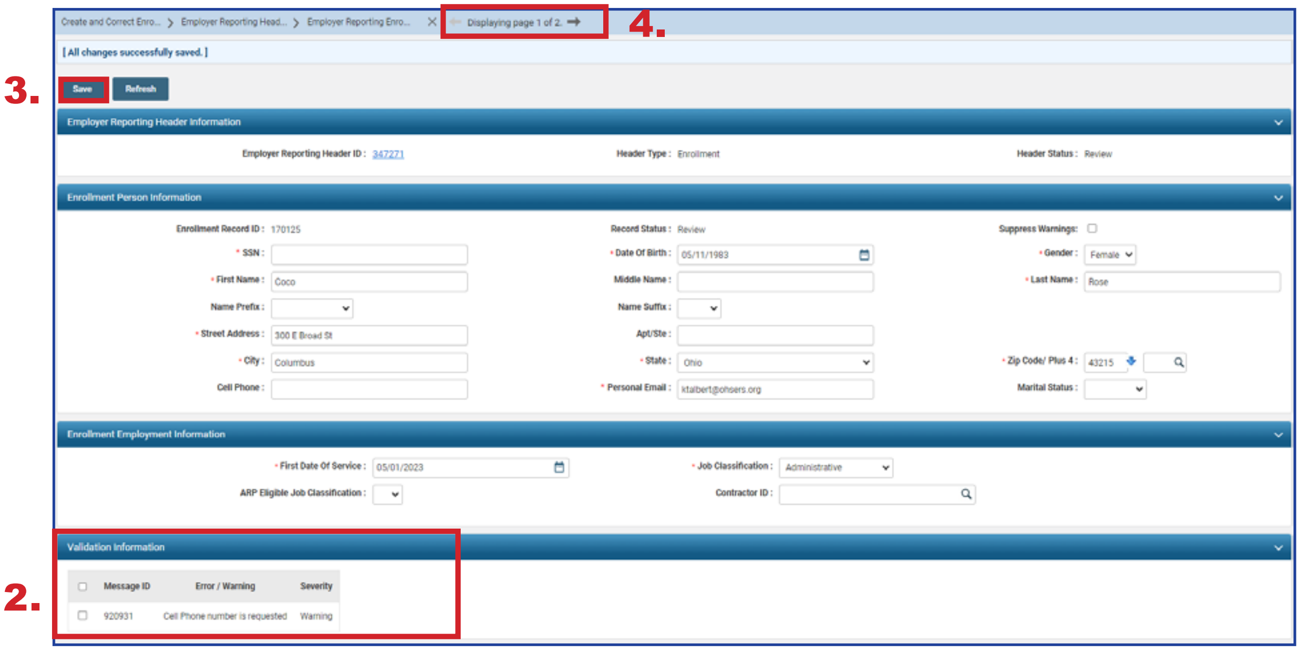
Steps:

1. Click the **Enrollment Record ID** for the enrollment that needs to be corrected, or click the **Review** hyperlink in the Status Count panel.



Tip: To void an enrollment record from the file you just created, checkmark the box next to the Enrollment Record ID and click **Void**.

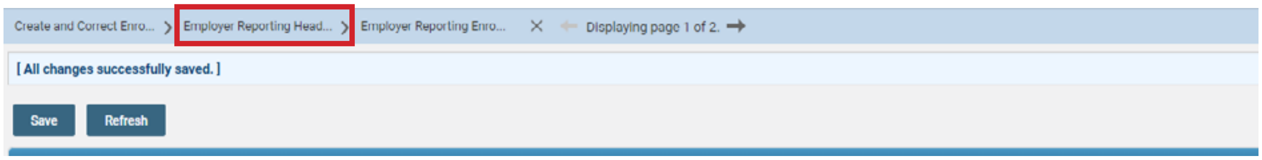
2. Correct the warnings and/or errors listed in the **Validation Information** panel on the enrollment that needs to be reviewed.
    - The user can correct the error, correct the warning, or suppress the warning.
    - Errors cannot be suppressed; they can only be corrected.
    - When you click **Save**, the Header Status and Record Status will change from Review to Valid.
3. Click **Save**.
4. Click the **left arrow** or **right arrow**.



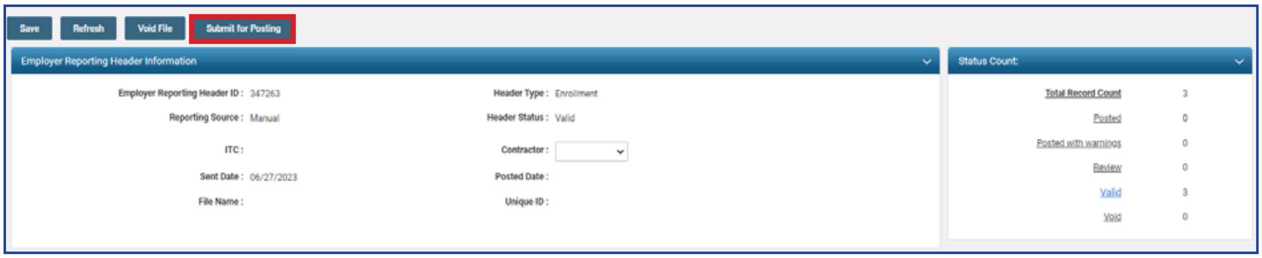
What Happens if I Suppress the Warning?

By checking the box next to the Suppress Warnings field, you are telling the system you are aware of the warning and the information is correct. When the enrollment file posts, the system will say that it was **Posted with Warnings**.

5. Click the “Employer Reporting Head…” breadcrumb hyperlink once the final record has been corrected.



6. Click **Submit for Posting**.



What Happens Next?

All records will be picked up and posted automatically by SERS’ internal system. Welcome packets will be generated and sent to the newly enrolled members.

Contributions can now be made for these individuals.

The enrollment header becomes read-only, and will be updated with a posted date once SERS processes and posts the record.

Validation Information

Types of Contribution Errors, Warnings, and Messages

ERRORS

All errors must be resolved in order for an enrollment record to be valid. Records cannot be submitted to SERS until they are in a valid status.

Error Message	Cause
Invalid Phone Number	Phone numbers must be 10 digits and cannot include any non-numeric characters. Do NOT put in dashes when typing in a phone number as the field only allows for exactly 10 characters.
Personal Email is Required	Personal email addresses must be provided for the enrollment record to be posted.
Invalid Email	This field allows for the @ symbol and a period. However, the system will verify there are characters prior to the @ symbol, after the @ symbol, and after the period. If any of these characters are missing, you will receive this error.
Invalid Contractor ID	This error will display if the user has entered a Contractor ID in an enrollment record that the system does not recognize as valid. Contractors must first be linked to the organization via the Contractor Maintenance screen (see page 22). Once the contractor is connected to the organization, it will be assigned a Contractor ID. Enter this ID in the Contractor ID field on the enrollment record.
SSN is invalid and does not comply with the Social Security Administration (SSA) rules	This error will display if any of the following scenarios take place: • SSN contains all similar digits like 0's, 1's, 2's, etc., up to 9's. Example: 333-33-3333 • First 3 digits are '000' or '666'. Example: 000-xx-xxxx • First 3 digits are between '900' and '999'. Example: 932-xx-xxxx • Middle 2 digits (positions 4 and 5) are both zero. Example: xxx-00- xxxx • Last 4 digits are zero. Example: xxx-xx-0000 • SSN matches '078-05-1120'
Invalid Date of Birth	The birthdate entered is prior to 01/01/1900, or is a future date.
Unposted enrollment record already exists for this SSN	Another enrollment record was created, but not yet submitted, with the same SSN. Verify that either the previously created enrollment record is accurate and intended for the same individual, or correct the SSN/information for the current record.
Invalid Name Prefix; Invalid State; Invalid Gender; Invalid Marital Status; Invalid Job Classification; Invalid ARP Eligible Job Classification Indicator	These are drop-down menu options on the Employer Reporting Enrollment Maintenance screen. The field is currently reflecting an option that is NOT listed in the drop-down and must be changed to an option from the drop-down or otherwise left blank. ***NOTE:*** The drop-down for State includes U.S. Territories (i.e., Puerto Rico).

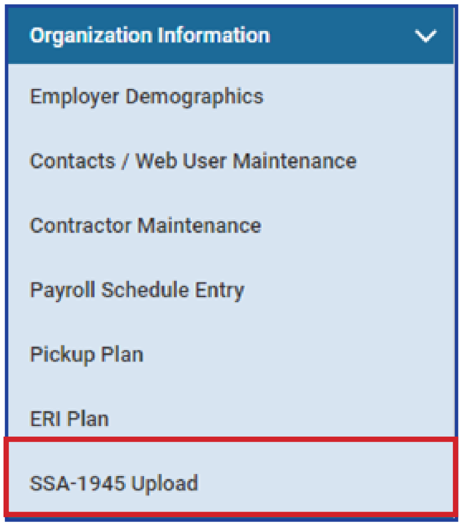
WARNINGS

Any enrollment record submitted with warnings that have been suppressed will be reviewed by SERS.

Warning	Action
Age is less than 16 years when comparing Date of Birth and Current Date	The member's age is less than 16 years old according to the date of birth entered. Verify the information and either update the date of birth, or click the 'Suppress Warnings' checkbox.
Cell Phone number is requested	Please provide member's cell phone number if available, or click the "Suppress Warnings" checkbox.
Age is greater than 80 years when comparing Date of Birth and Current Date	The member's age is greater than 80 years old according to the date of birth entered. Verify the information and either update the date of birth, or click the 'Suppress Warnings' checkbox.
First Date of Service cannot be more than 6 months in the future; First Date of Service cannot be more than 6 months in the past	These warnings can be suppressed; however, verify that the start date is accurate.
Member Last Name does not match system records. Verify the information for accuracy.	The SSN matches an existing person record in the system, but the last name does not match. Verify the SSN as well as the last name of the individual. This may happen if a member had a name change in the interim (marriage, divorce, etc.).
Member Date of Birth does not match system records. Verify the information for accuracy.	The SSN matches an existing person record SSN in the system, but the date of birth does not match. Verify accuracy.

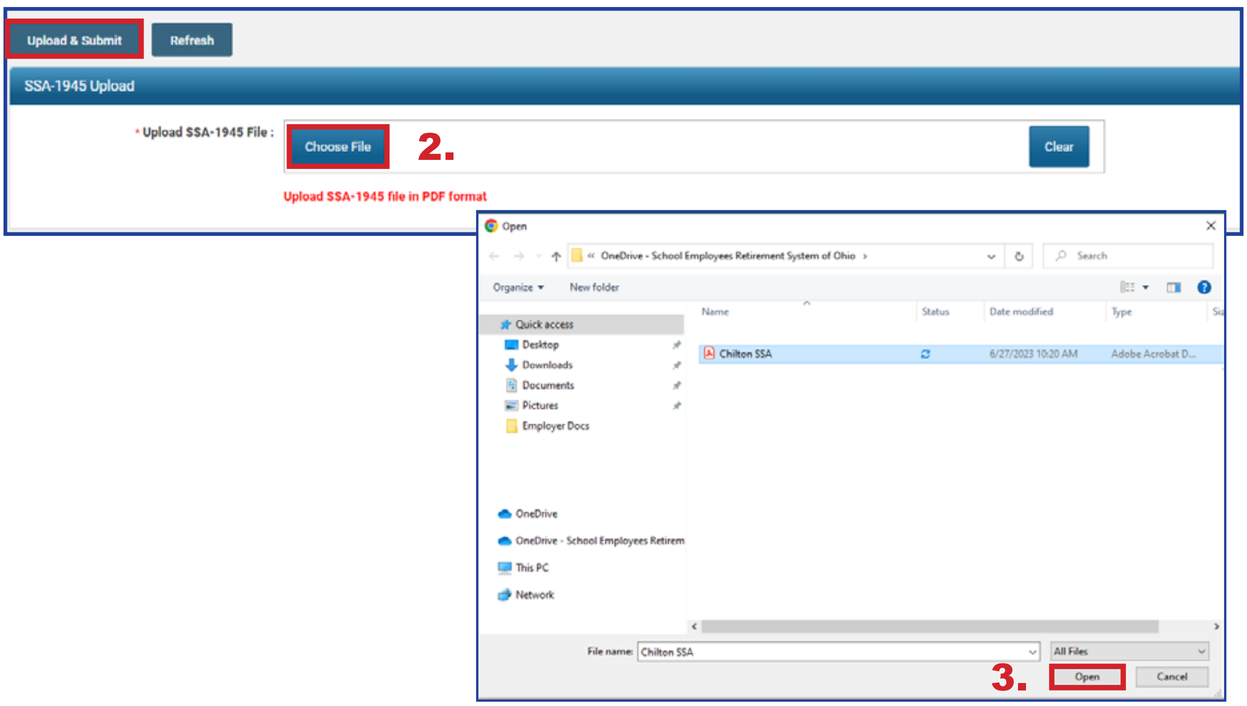
Submit SSA-1945 File Upload

You can now upload the SSA-1945 form through eSERS using the link under the Organization Information menu.



Steps:

1. Click on **SSA-1945 Upload.**
2. Click **Choose File** (this will open a file explorer window for your computer).
3. Attach the required pdf file to the record.
4. At the top of this screen, click **Upload & Submit.**



2024 eSERS Guide

CONTRIBUTION REPORTING

School Employees Retirement System of Ohio
Serving the People Who Serve Our Schools®

Employer Reporting Overview

The primary purpose of eSERS is to support the employer reporting process. The employer reporting process is used to send enrollment, contribution, and ARP data to SERS during your payroll cycle.

An employer report is a collection of individual member transactions reported to SERS by the employer. There are three different types of employer reports:

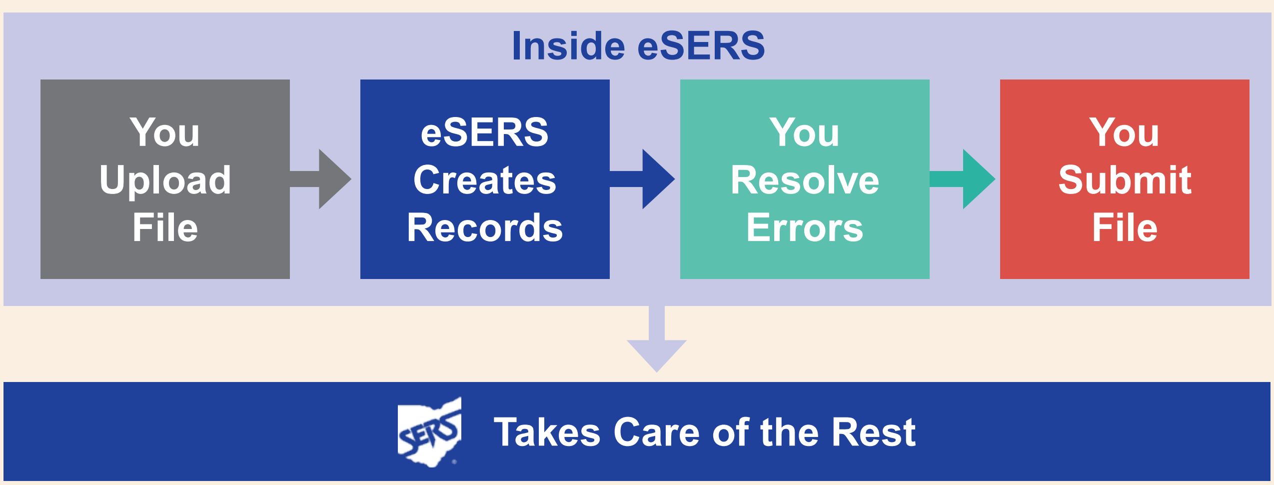
- **Contribution:** Submitted within five business days of each pay date (can include adjustments).
- **Enrollment:** Submitted at any time, but required prior to submission of the first contribution.
- **Alternative Retirement Plan (ARP):** Submitted monthly. Available only for full-time college and university employees.

Reports can be submitted by uploading a file in the required format or manually entered in eSERS. Once the reports are processed, you are notified on your eSERS Message Board.

Terms and Definitions

Header	A summary of an employer report, either for contribution or enrollment.
Payroll Detail	A detailed record of an employee payroll information submitted with the report (e.g., contributions, earnings, employment information).
Error and Warning Messages	Problems identified by eSERS with the information being submitted that must be corrected before being posted.
Informational Messages	Has no effect on a record being submitted. It is to draw attention to an event that may require a follow-up.

Visual Overview



Earnings Code Overview

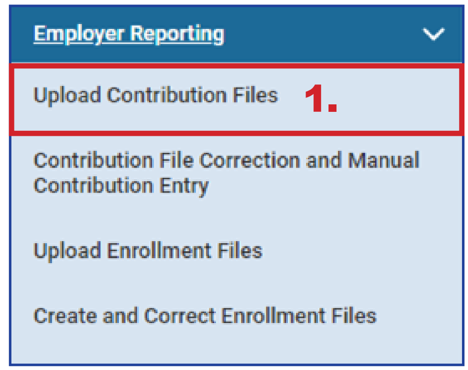
Processing employer reporting data that contains contribution records can be done by uploading a file or manual entry.

There are specific earnings codes for the different types of contribution reporting. They are:

Earnings Code		Type
01	**Regular Contribution**	Regular wage and contribution record for the Employee.
02	**Supplemental**	Allows a report with supplemental employees with more days than the earnings period allows, such as coaches, on a regular report only if they are being paid on the same pay date.
03	**Retro Pay**	Allows a retroactive pay increase to be reported on a regular report, using a current pay date, and the prior earnings period. **It will not be accepted if the current earnings period is entered**
04	**Stretch Pay**	Wages that are paid to the member for a non-working period. This is normally for employees who only work during the school year and are off for the summer months. **Please Note: These are not extra wages to the member.**
05	**Grievance Pay**	Employee filed a grievance, and payment is due to the employee from the employer. **Before** sending the payment, SERS requires that a copy of the grievance settlement be provided for review.
51	**Adjustment to Regular Contribution**	This is an adjustment record to ‘01’.
52	**Adjustment to Supplemental**	This is an adjustment record to ‘02’.
53	**Adjustment to Retro Pay**	This is an adjustment record to ‘03’.
54	**Adjustment to Stretch Pay**	This is an adjustment record to ‘04’.
55	**Adjustment to Grievance Pay**	This is an adjustment record to ‘05’.
91	**Missed Regular Contribution**	Report any regular wage and contribution record that was not reported for a prior period. If the missed contribution record is for a prior fiscal year, call Employer Services for assistance at toll-free 877-213-0861.
92	**Missed Supplemental Contribution**	Report any supplemental contribution that was not reported for the prior period.
94	**Missed Stretch Pay Contribution**	Report any stretch pay contribution that was not reported for the prior period.

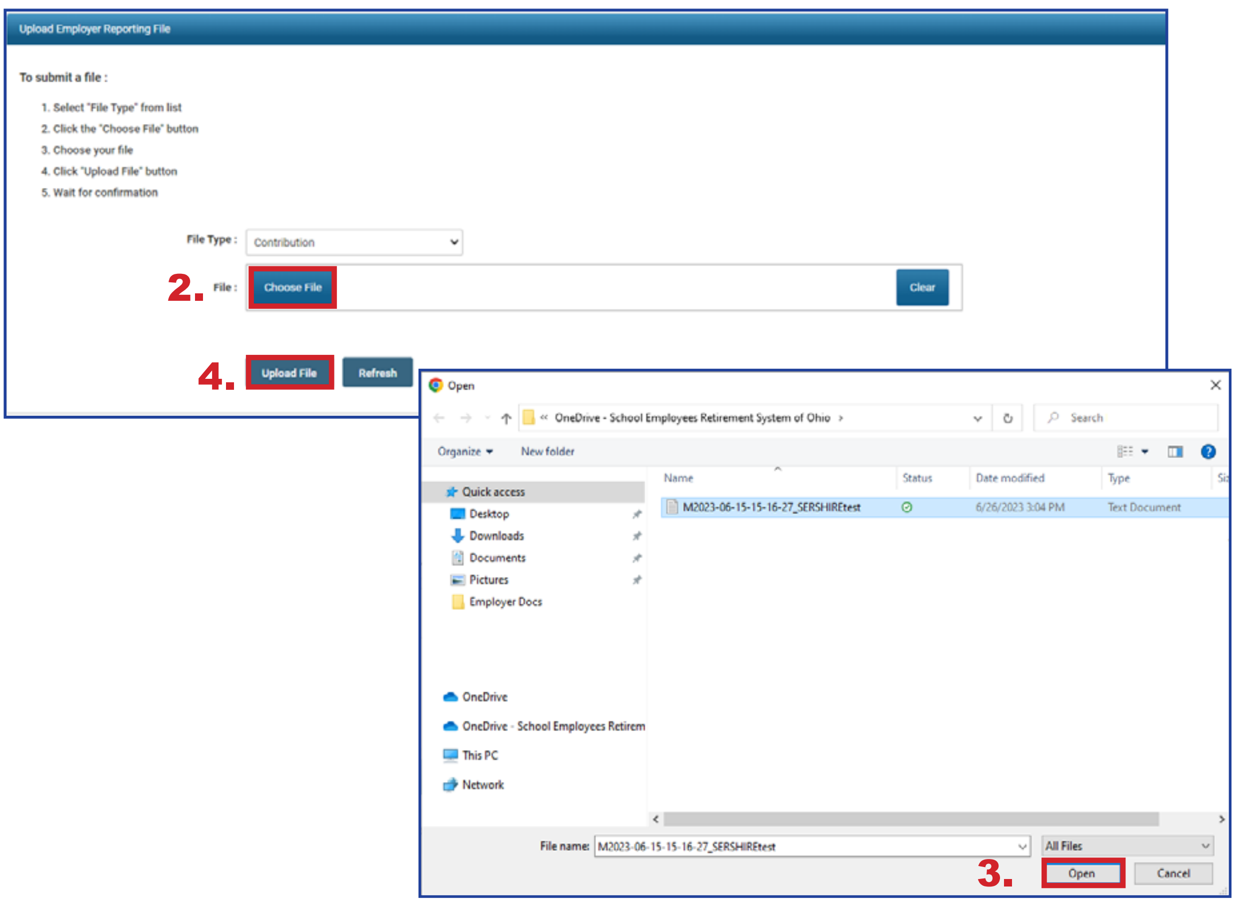
Upload Contribution File

You can upload a contribution file by going to the Upload Contribution Files menu item. From this screen, you also can view and track files as their status is updated during the posting process.



Steps:

1. Select the **Upload Contribution Files** menu option.
2. On the Upload Contribution Files screen, click **Choose File**.
3. Choose the file you want to upload from the file explorer; click **Open**.
4. Click **Upload File**.
5. Once uploaded, you will receive a confirmation message at the top of the screen.

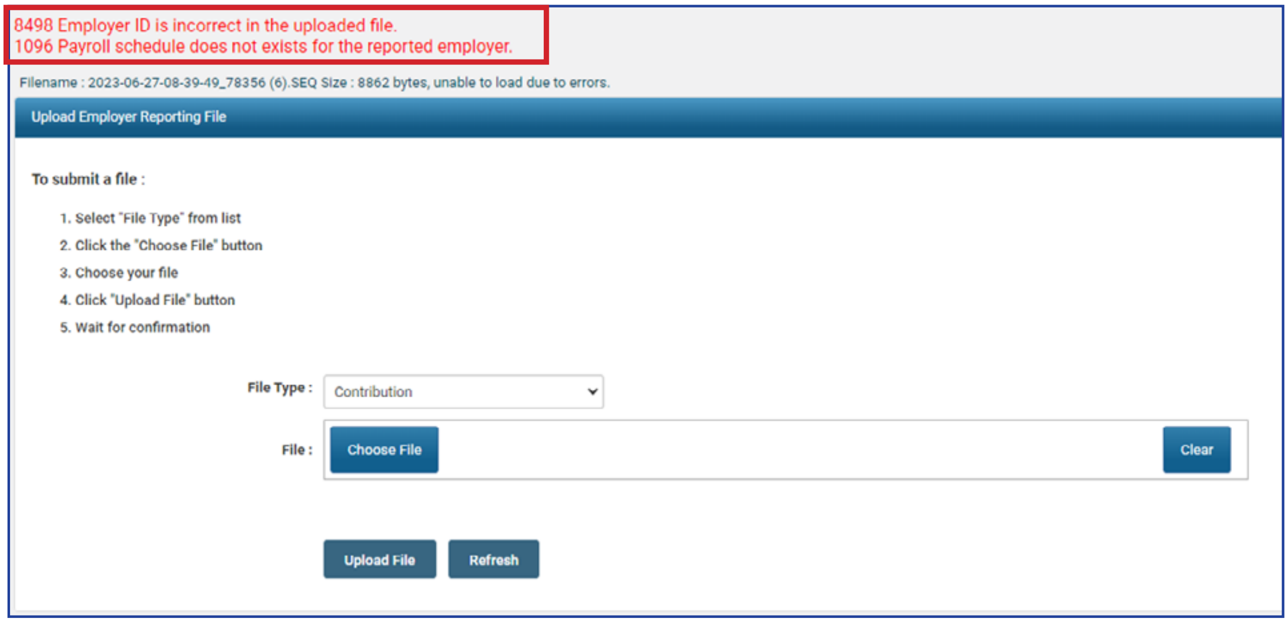


Upload Contribution File Errors

When uploading contribution files, you may receive one or more error messages. These error messages pertain to the file you are trying to upload and indicate something is structurally incorrect in the uploaded file. If you receive an error message, you must correct the data in the file.

In the example below, a user uploaded a file and received the error message that the contribution cycle code does not exist for the reported employer. This means that the contribution cycle code in the uploaded file is not valid.

Due to this error message, the file will not be processed any further. Please contact Employer Services for assistance.



After correcting the file, you will need to upload the file again.

Please Note: Before the updated file can be uploaded to eSERS, the **Unique ID** needs to be updated. Once this is complete, the file can be uploaded to eSERS.

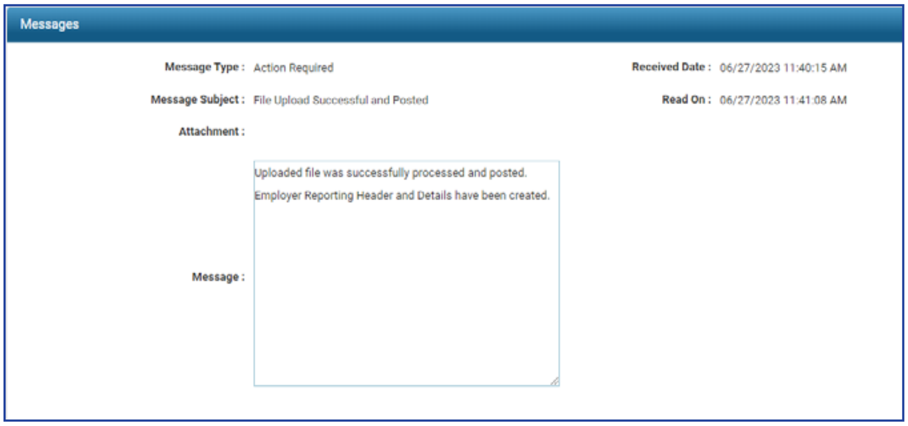
What is a Unique ID?

The Unique ID is a time stamp in the header record of the file that is being uploaded. Unique IDs were created to ensure a file would not be uploaded twice in error.

What Happens Next?

Once your file has uploaded successfully, you will receive a message on your message board stating the upload was successful or there were errors.

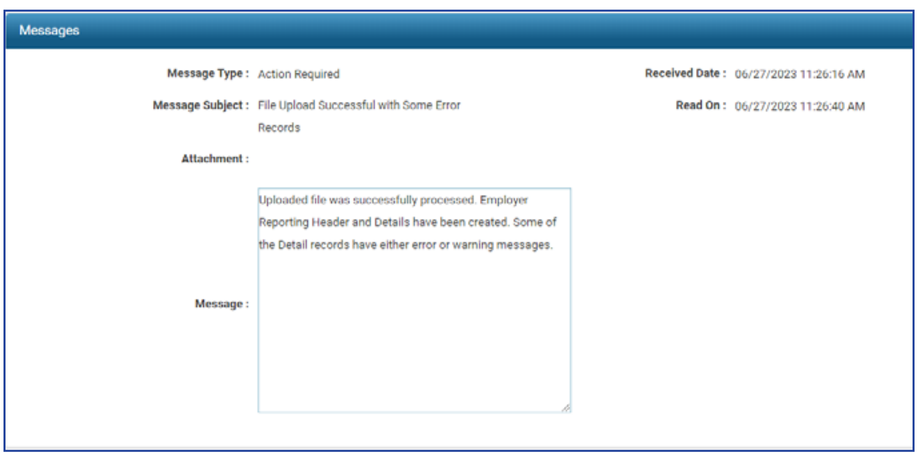
The message below indicates that the file was **uploaded successfully** and has posted.



Once the file posts, the employer needs to make the contribution payment in the Payment Remittance application.

What if there are Errors or Warnings?

If the file was uploaded but there were detail records that needed to be reviewed due to errors and warnings, you will receive a message like the one below indicating “Action Required” and stating that **Some of the Detail records have either errors or warning messages.**



The next step is to review the detail records that are in question and correct the errors to have the file post successfully.

For more information on clearing errors and warnings from your Contribution Report, please refer to the Correcting Contribution Records section.

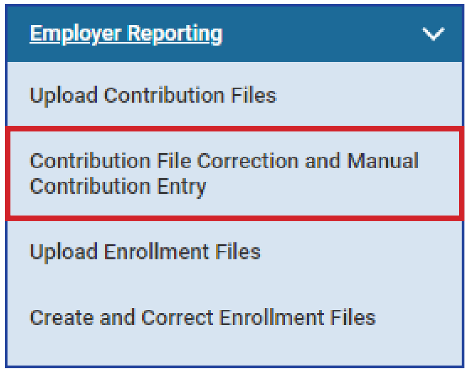
Manual Contribution Entry

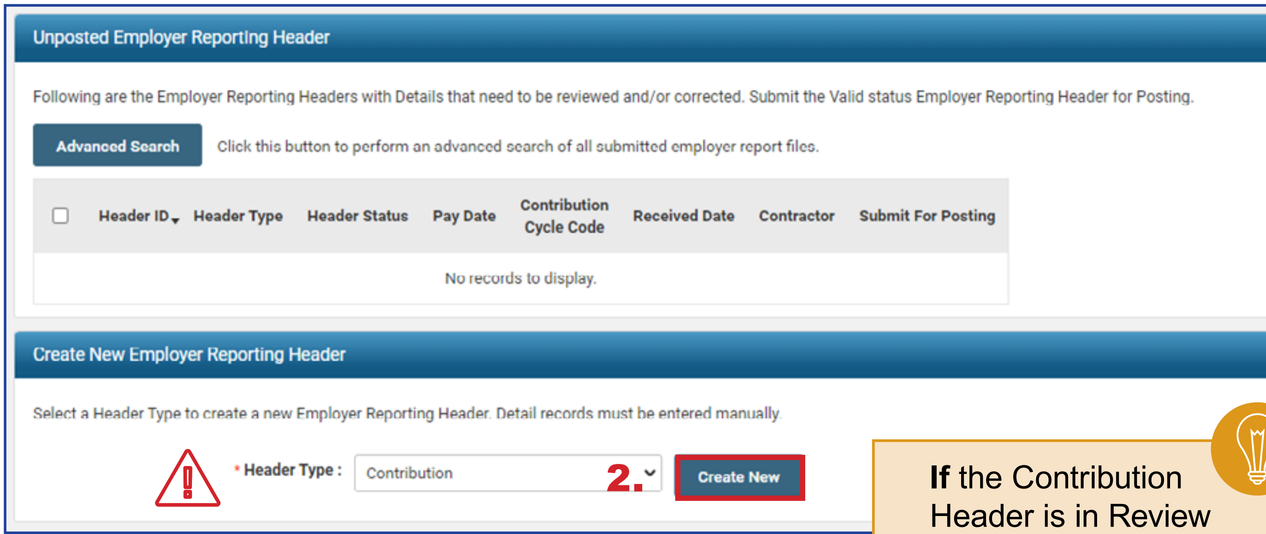
When contribution records not part of an uploaded file need to be created, you can go to the Contribution File Correction and Manual Contribution Entry menu item to create them manually.

Steps:

1. Click on the **Contribution File Correction and Manual Contribution Entry** menu item.
2. Click **Create New**.

1.





If the Contribution Header is in Review status, it will be seen in the Unposted **Employer** Reporting Header panel.

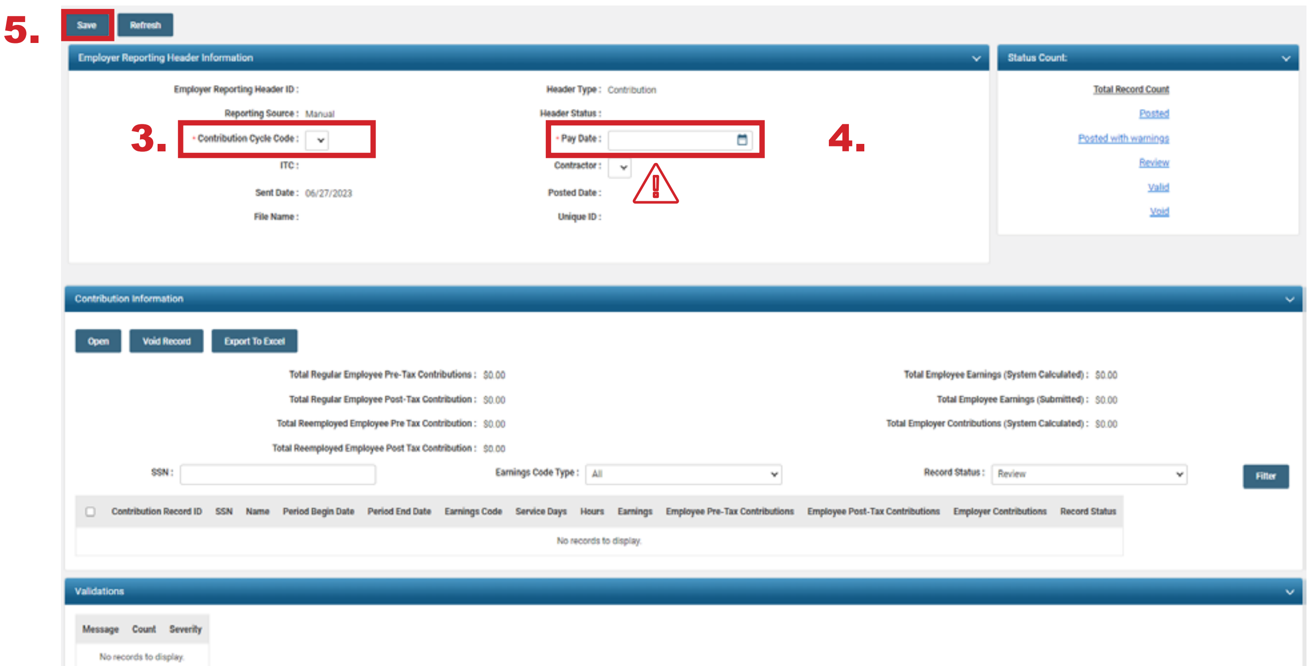
Header Type Drop-down:

For colleges and universities, there will be the option of 'contribution' or 'ARP' based on which type of report you are creating

The system brings up the Employer Reporting Header Maintenance screen.

Steps (continued):

3. Select **Contribution Cycle Code** from the drop-down menu. The cycle code is created from the payroll schedule. If your district has multiple payroll schedules, all of the cycle codes for the active payroll schedules will populate this drop-down.
4. Enter the **Pay Date** of the period.
5. Click **Save.**



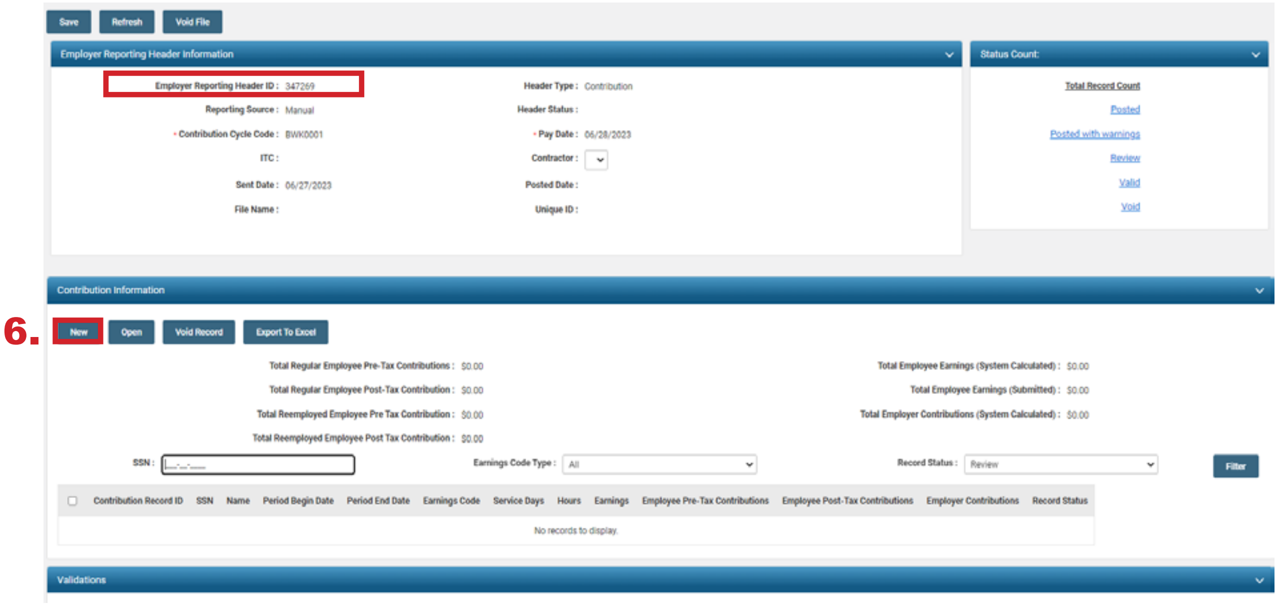
Please Note: When submitting a contribution report for a contractor, select the contractor from the contractor drop-down menu.

Upon clicking Save, two things change:

- An Employer Reporting Header ID is assigned to the record.
- The **New** button appears in the Contribution Information panel.

Steps (continued):

6. Click **New**.



Contribution Maintenance Screen

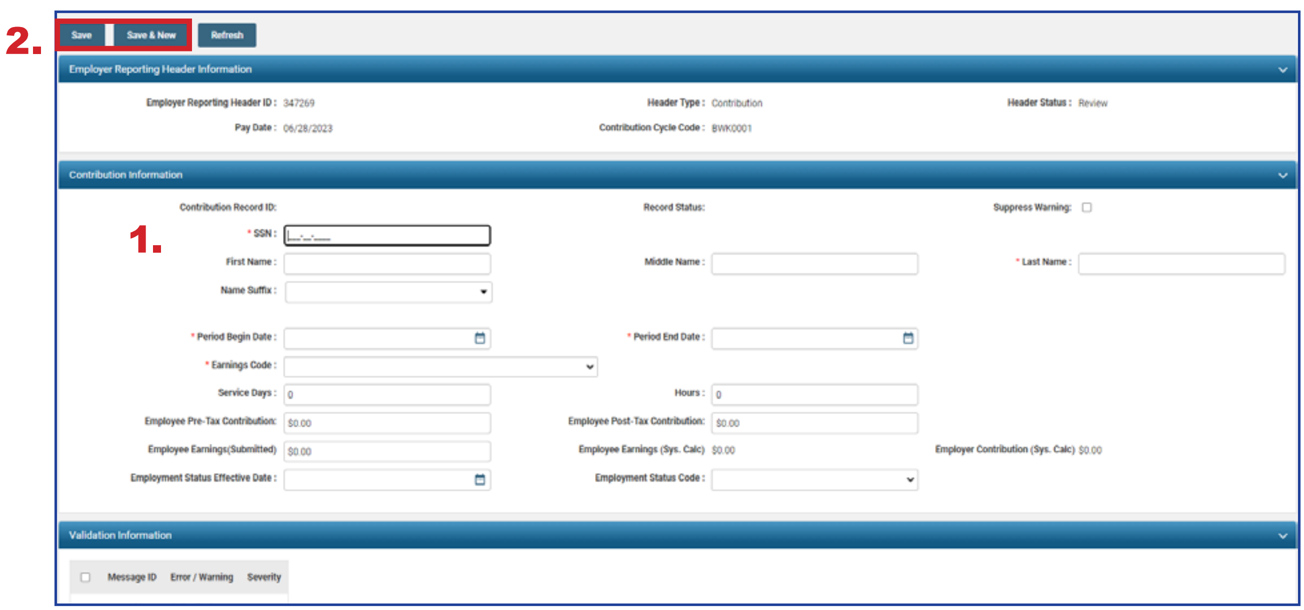
This brings you to the Contribution Maintenance screen. Enter the contribution detail information.

Steps:

1. Fill in the member's:
   - SSN
   - First Name and Last Name
   - Period Begin Date
   - Period End Date
   - Earnings Code Drop-down
   - Service Days
   - Hours
   - Employee Pre-Tax or Post-Tax Contributions (10%)
   - Employee Earnings (Submitted)

2. Click **Save** or **Save & New**

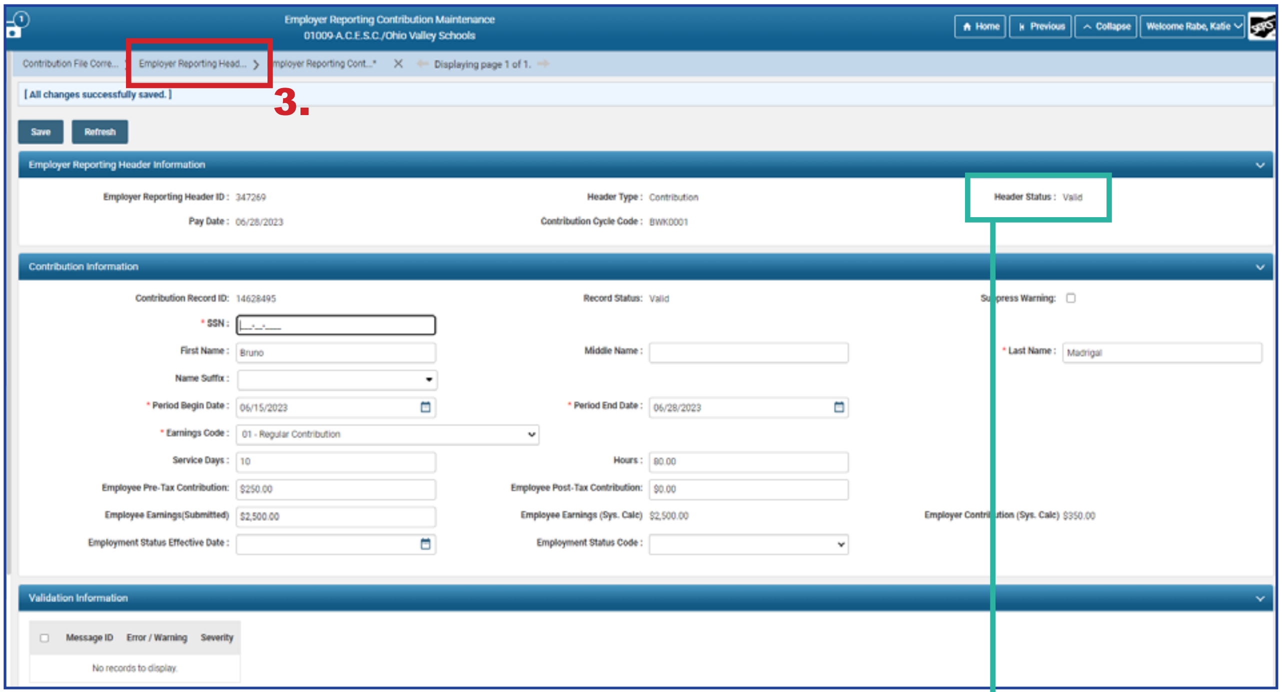
Save & New	Saves the current record and automatically brings you to a new contribution record. Click Save when you have entered the last record.
Save	Saves only the current record.



After clicking Save on the final contribution record, you are ready to submit the file for posting.

Steps (continued):

3. On the Employer Reporting Contribution Maintenance screen, click on **Employer Reporting Head...** in the navigation path.



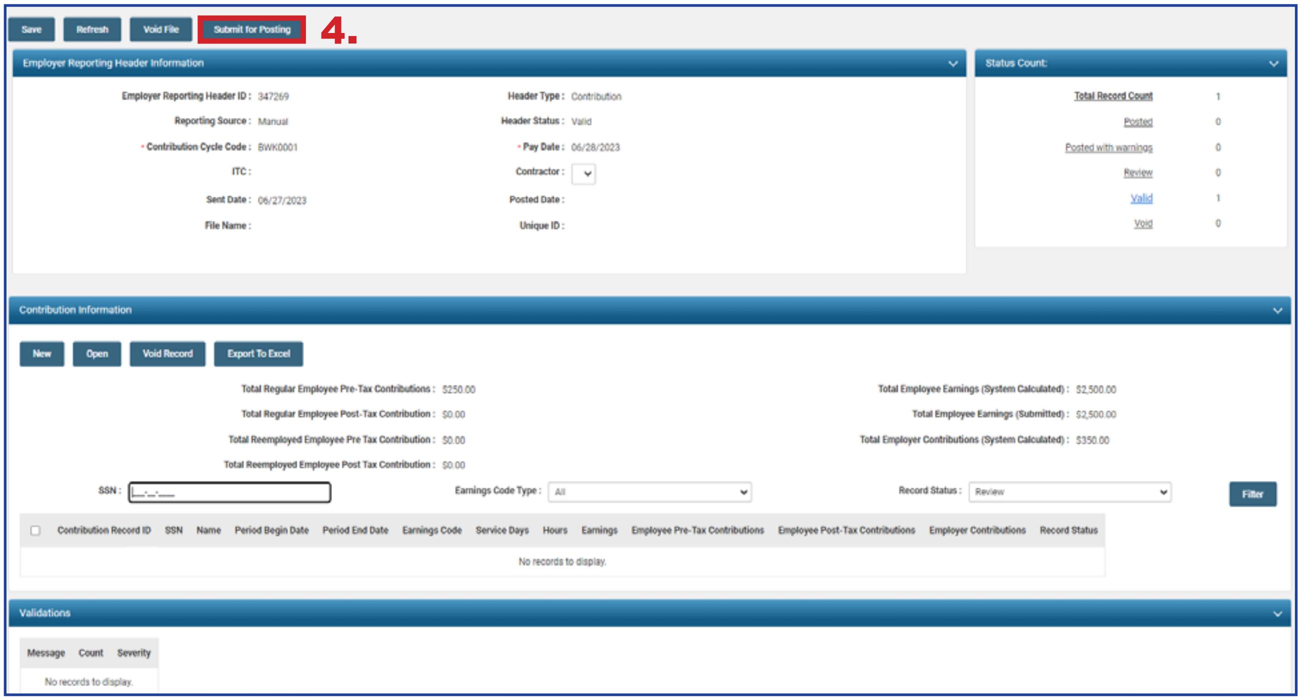
Possible Header Statuses

Valid	All records within the header are valid, and the header can be submitted for posting.
Review	One or more records within the header have errors or warnings that must be addressed before the record can be posted. All detail records must be in a Valid status before the header will be updated to a Valid status.

The Employer Reporting Header Maintenance screen is populated with information based on the detail records that were created.

Steps (continued):

4. Click the **Submit for Posting** button.

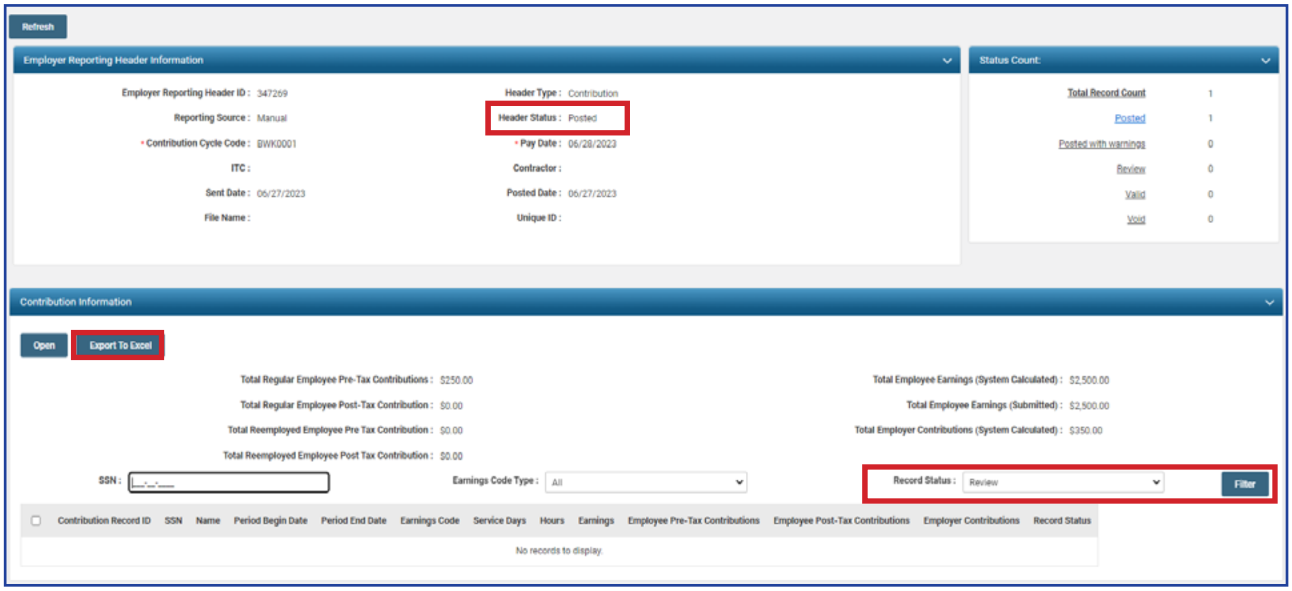


Reminders

Record Status Filter	You are able to filter the view of the Contribution Information panel by changing the record status that you would like to view in the Record Status drop-down menu. eSERS automatically defaults the Record Status to Review.
Void	There are two void buttons on the screen. If you would like to void the ENTIRE file, select the Void File button at the top of the screen. If you would like to void one record out of the file, check the box next to the Contribution Record ID and select the Void Record button in the center of the screen.
Status Count Panel	The Status Count panel will show the total records in their current status. The User can click on the hyperlink to view the files in that certain status.
Contribution Information	The Contribution Information panel allows a User to view and filter specific information within the file.

Once a header is submitted for posting, it becomes read-only, and the header status will change to **Posted** once information is processed.

Once your Header Status shows that the file has been posted, you can now go to the Payment Remittance application and submit your payment.



Tip: By filtering the record status to **All** and then clicking the **Export to Excel** button, the system will export the contribution record details into an Excel spreadsheet.

This is a great way to create historical records for your organization of contributions submitted.

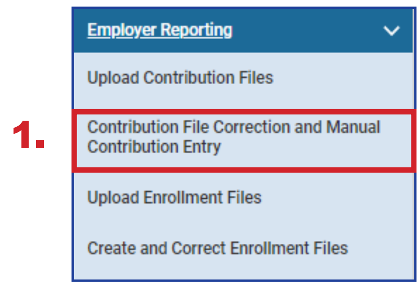
Submitting contribution records will result in a member's account reflecting a *pending* transaction. The dollar amounts will not be considered available in the member's account until the employer submits both the contribution record and payment for the corresponding liability created.

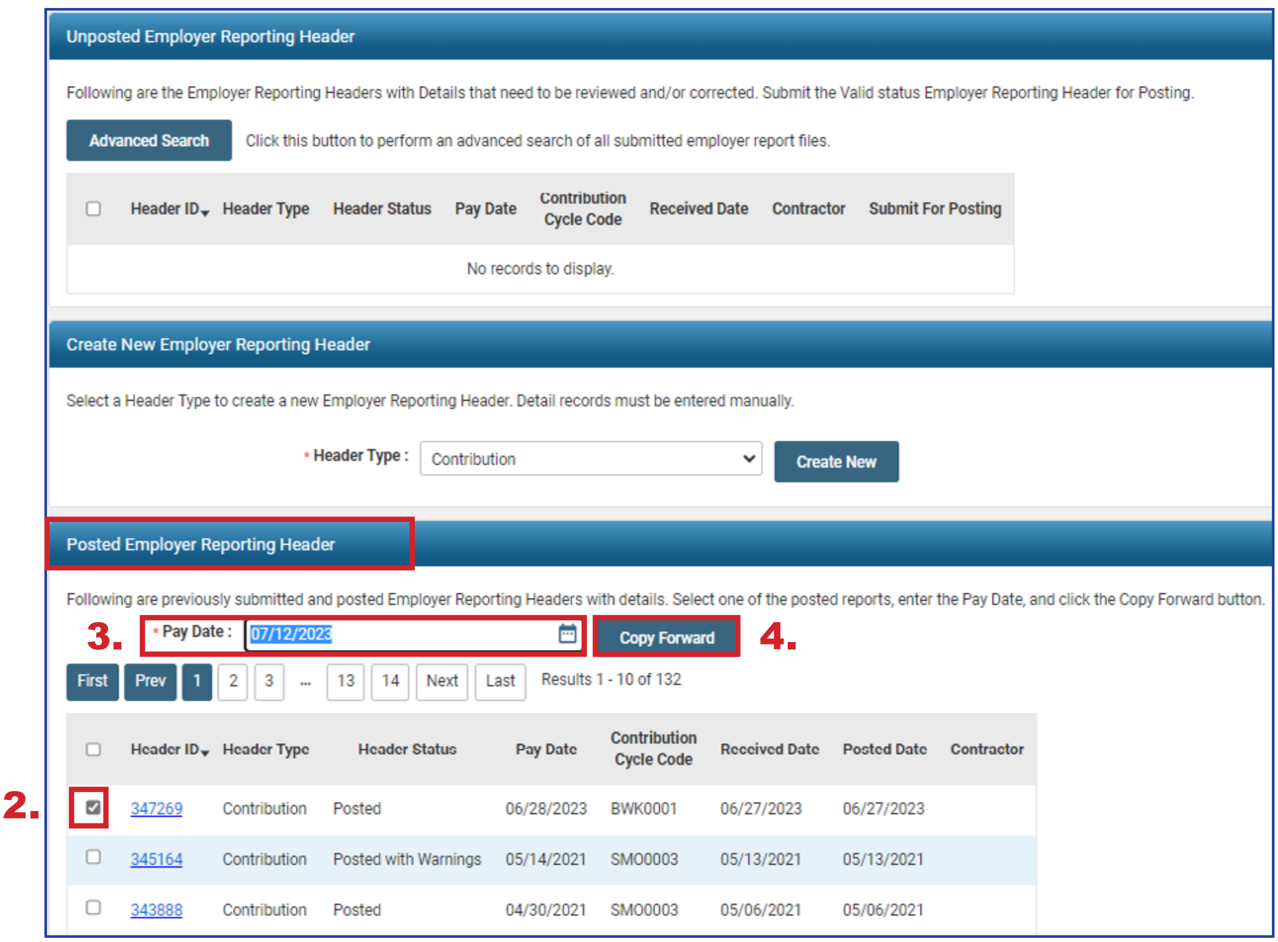
Contribution Copy Forward

The copy forward function is useful when you need to create a new contribution header, and all the information is the same from the previous cycle to the current one. In order to start this process, go to the **Contribution File Correction and Manual Contribution Entry** menu item.

Steps:

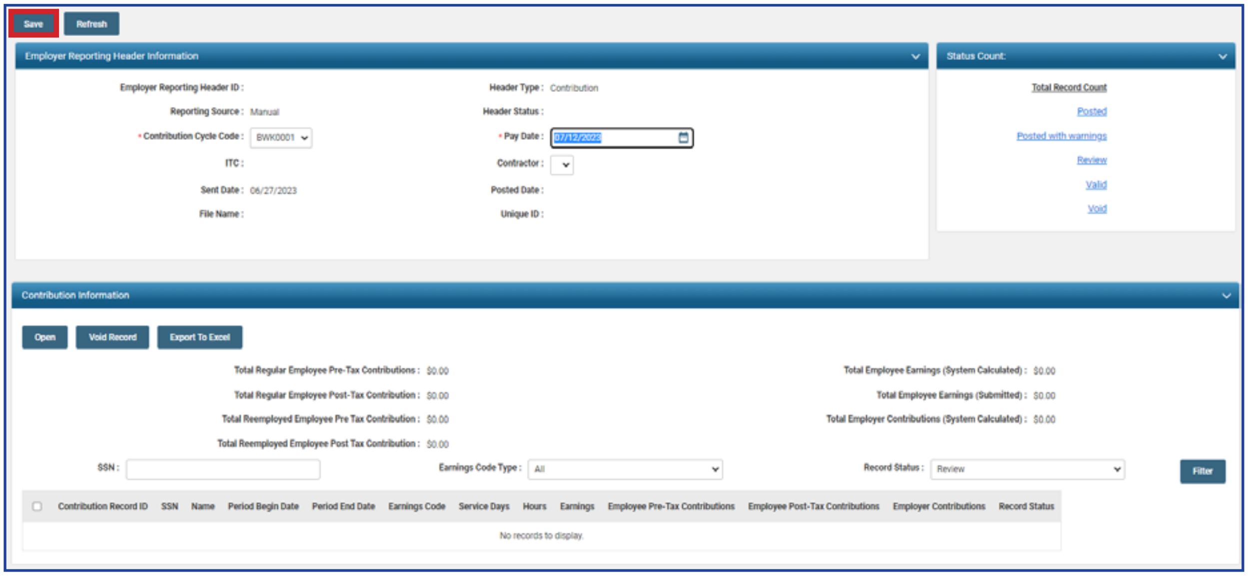
1. Select the **Contribution File Correction and Manual Contribution Entry** menu item.
2. In the Posted Employer Reporting Header panel, check the box next to the Header ID you wish to copy forward.
3. Enter the **Pay Date** for the cycle for which you are creating this header.
4. Click **Copy Forward**.





5. Click **Save** (this will populate information).

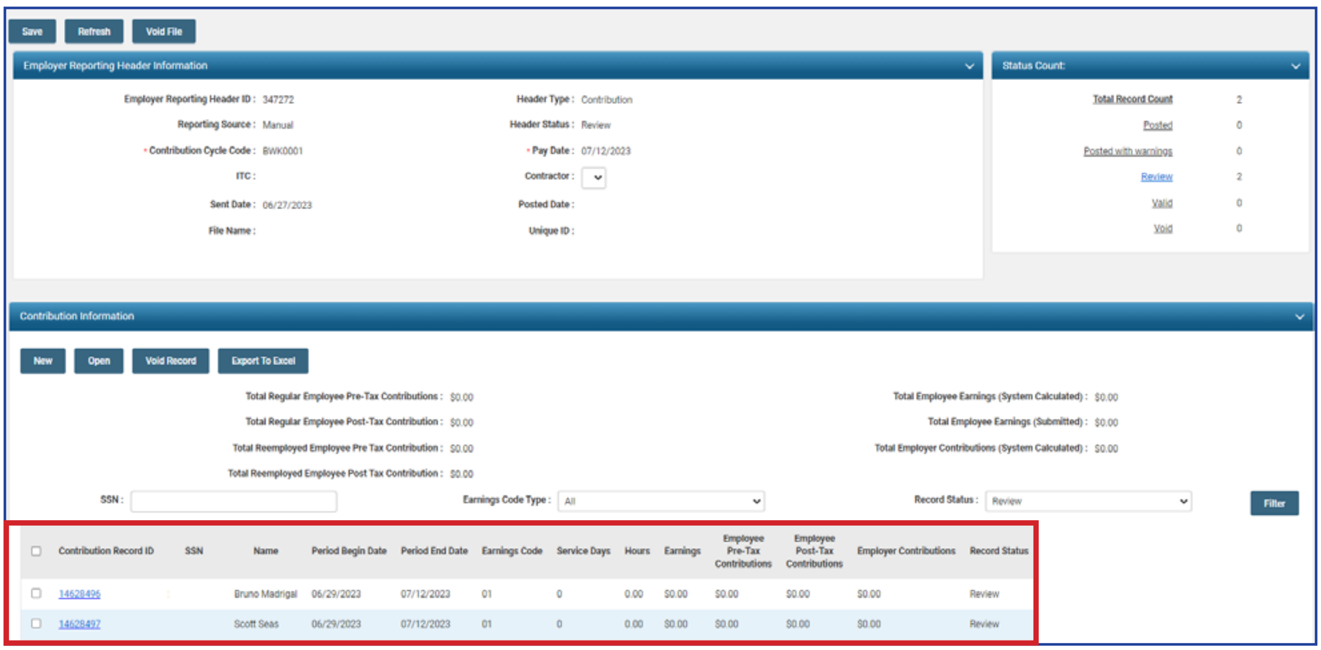
5.



Once you click Save in the previous step, the system carries over the information from the prior header that you are copying, and populates detail records, as shown below, in the Contribution Information panel.

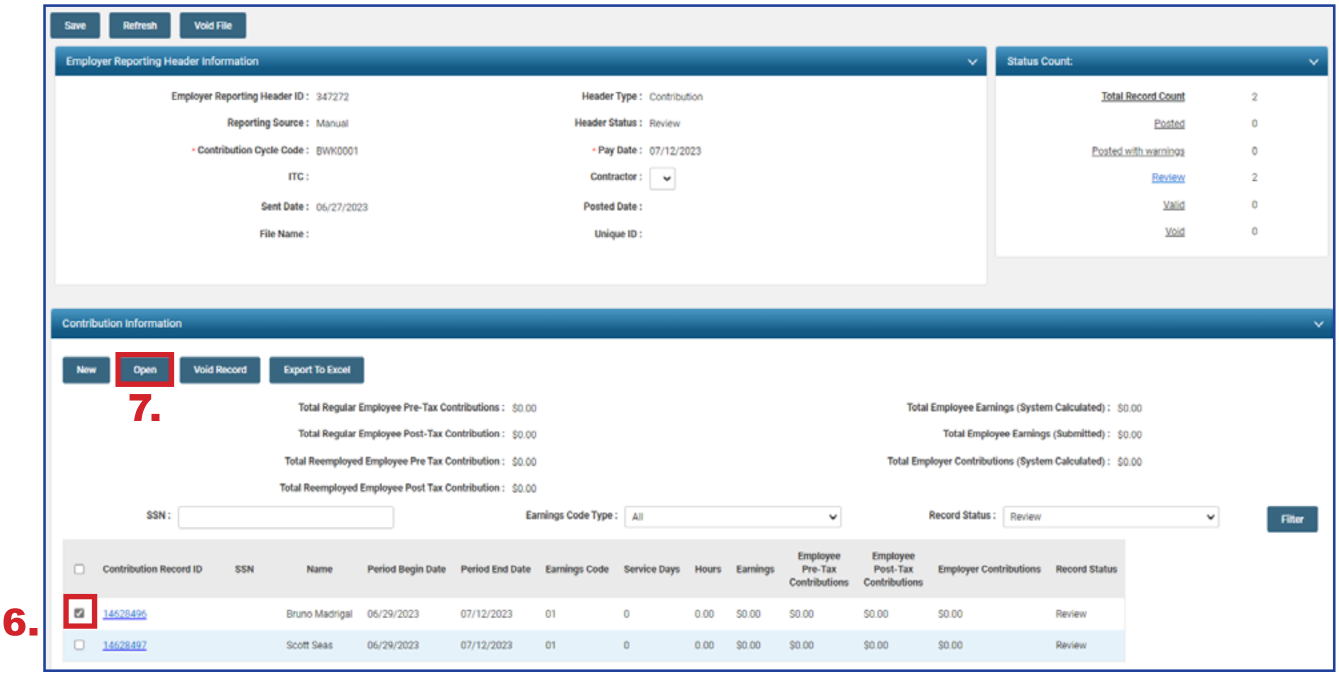
The Social Security numbers, last names, period begin and end dates, and earnings codes are all populated for you. The information not populated are the dollar amounts of earnings and contributions. Zeros are reflected in the detail records, as well as in the totals above the detail records.

New	Use this button if you need to add an additional record that was not reported during the last payroll cycle (was not carried over when you copy-forwarded the header).
Void Record	Use this button if an individual populated from the last payroll cycle and they are not being reported with this new file. Check the box next to the **Contribution Record ID** and click **Void Record**.



Steps (continued):

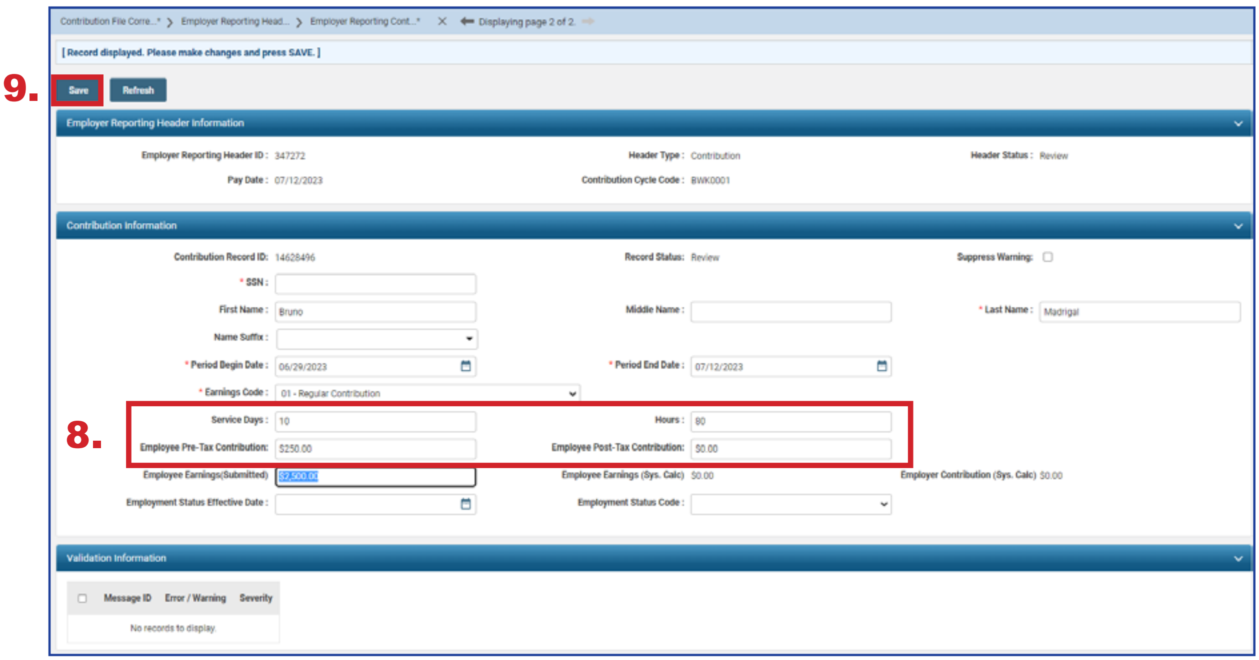
6. Check the box next to the record(s) you wish to update in the Contribution Information Panel.
7. Click **Open**.



The employee's SSN and last name are already populated, along with the period begin and end dates and the earnings code.

Steps (continued):

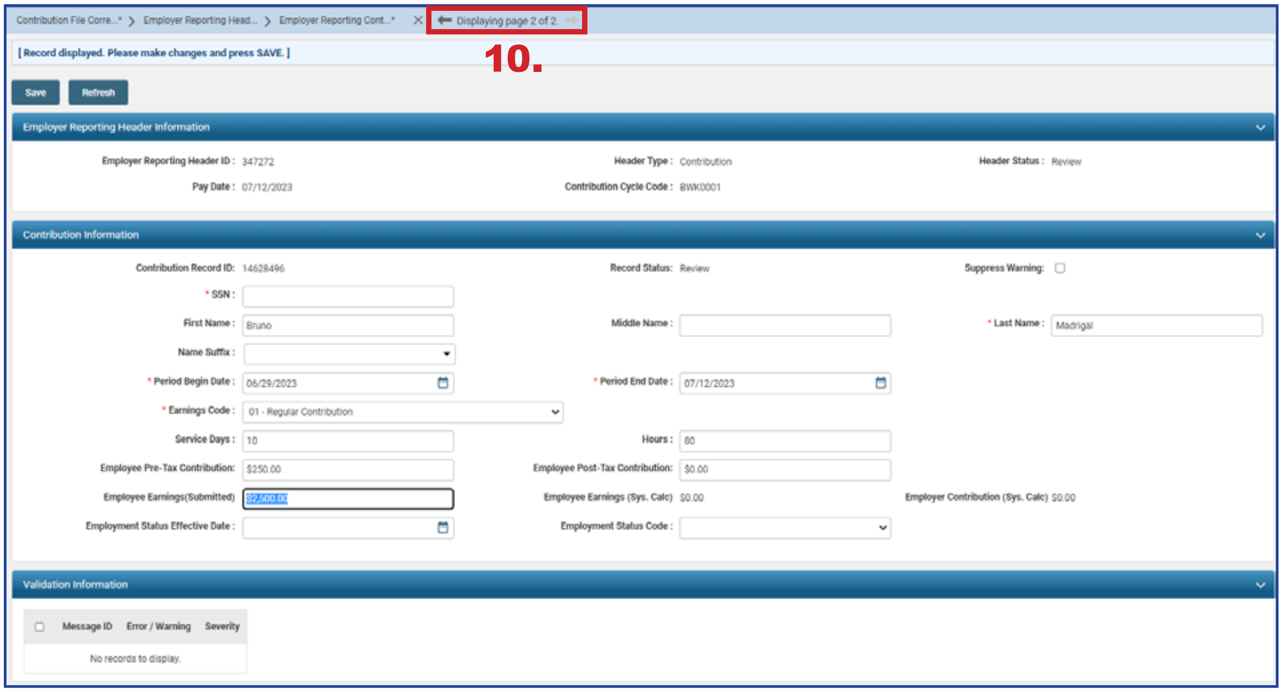
8. Enter the following information:
   - Service Days
   - Hours
   - Employee Pre-Tax or Post-Tax Contributions (10%)
   - Employee Earnings (Submitted)
9. Click **Save**.



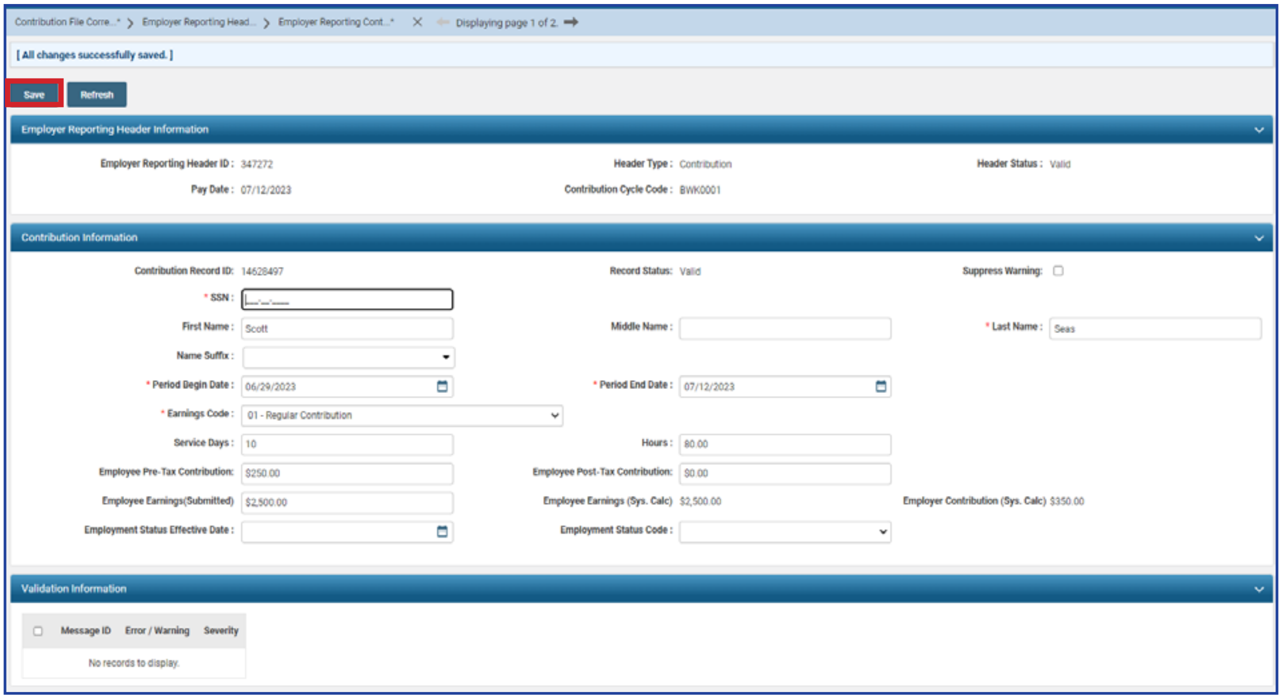
Once the record is saved, it will display any errors or warnings in the Validation Information panel. Once the errors or warnings are resolved (if applicable), continue to the next record(s).

Steps (continued):

10. Click on the **left arrow or right arrow**.



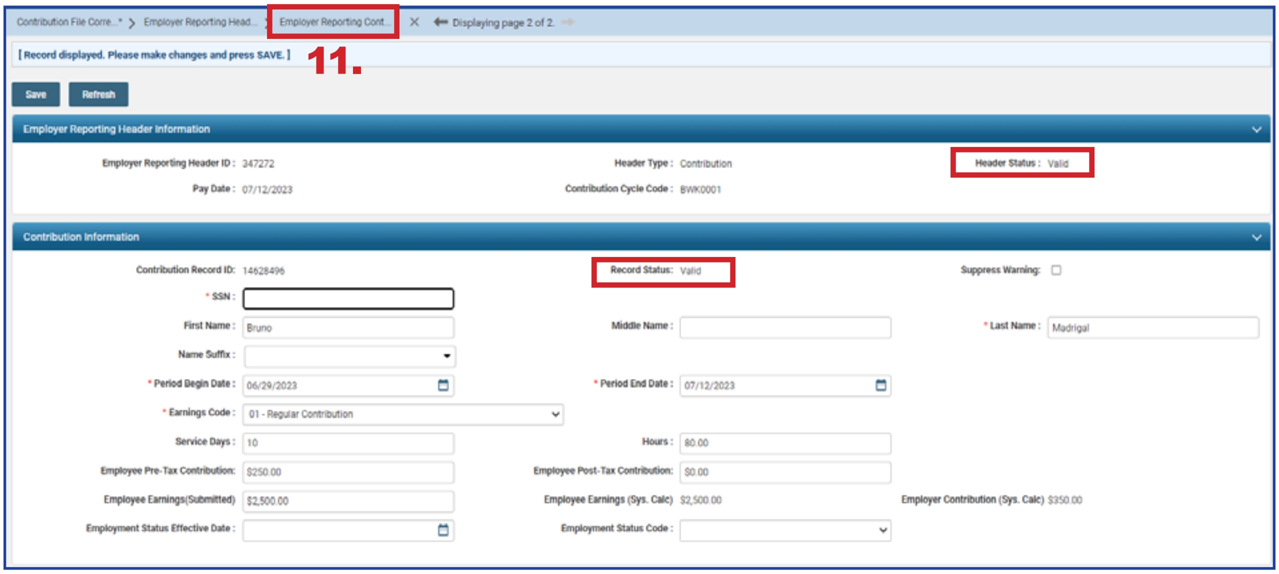
The system brings up the next record. Repeat these steps until all records are updated with the required information. If you have multiple individuals who need contribution information, follow the previous steps.



On the final record, both the header and detail records will change to a valid status once you have updated the required fields and clicked **Save**. This means you are ready to submit this file for posting.

Steps (continued):

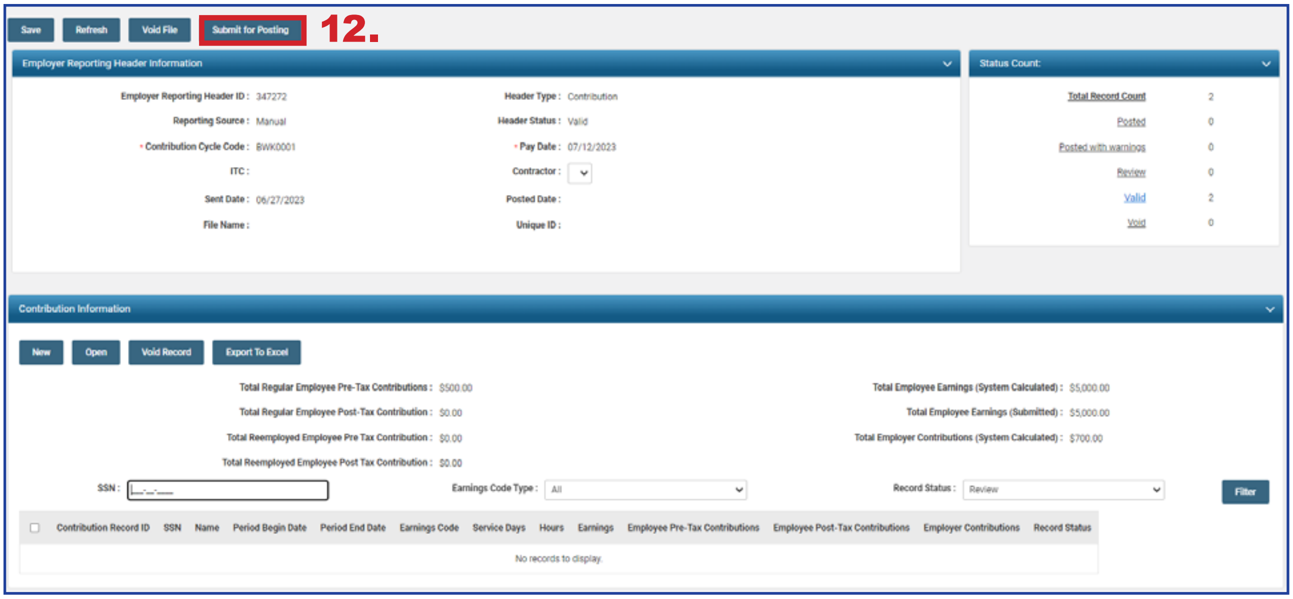
11. Click on **Employer Reporting Head...** in the navigation path to take you to the Employer Reporting Header Maintenance screen so you can submit your file for posting.



The Employer Reporting Header Maintenance screen is populated with information based on the detail records that were created.

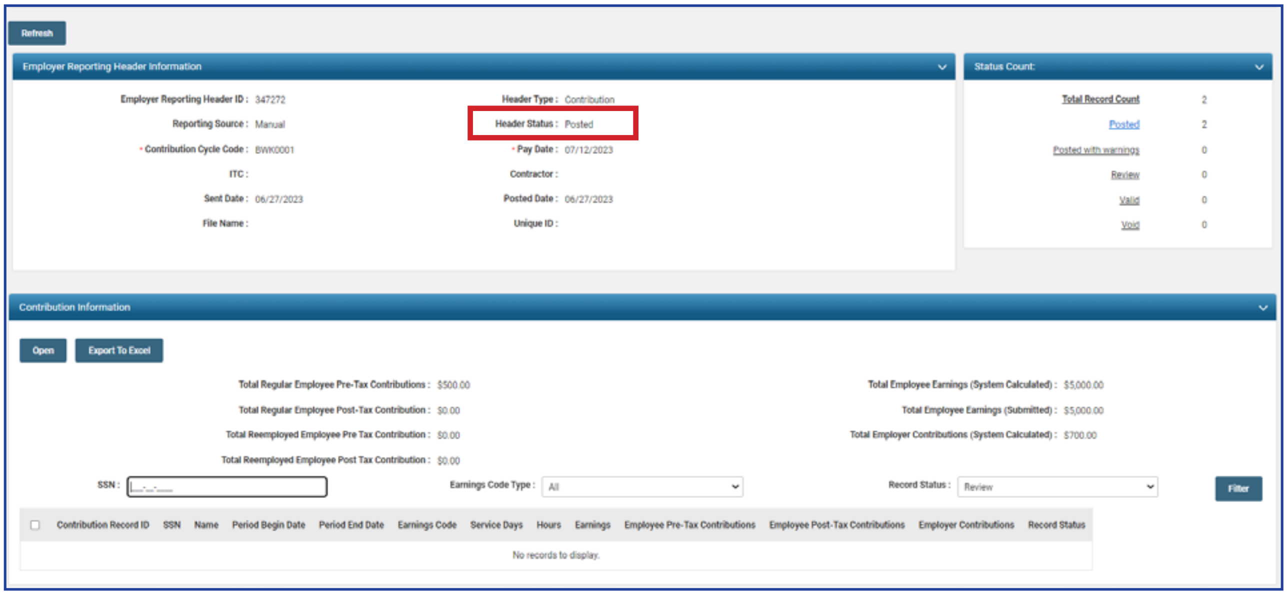
Steps (continued):

12. Click **Submit for Posting.**



Once a report is submitted for posting, it becomes read-only. The header status changes to **Posting in Progress**, and will change to **Posted** once information is processed.

Once your Header Status shows that the file has been posted, you can now go to the Payment Remittance application and submit your payment.



Submitting a contribution record will result in the member's account reflecting a pending transaction.

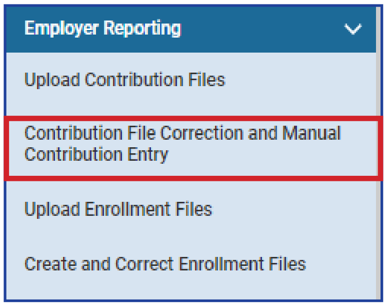
Dollar amounts are not considered available in the member's account until the employer submits both the contribution record and payment for the corresponding liability created.

Submitting a Zero File

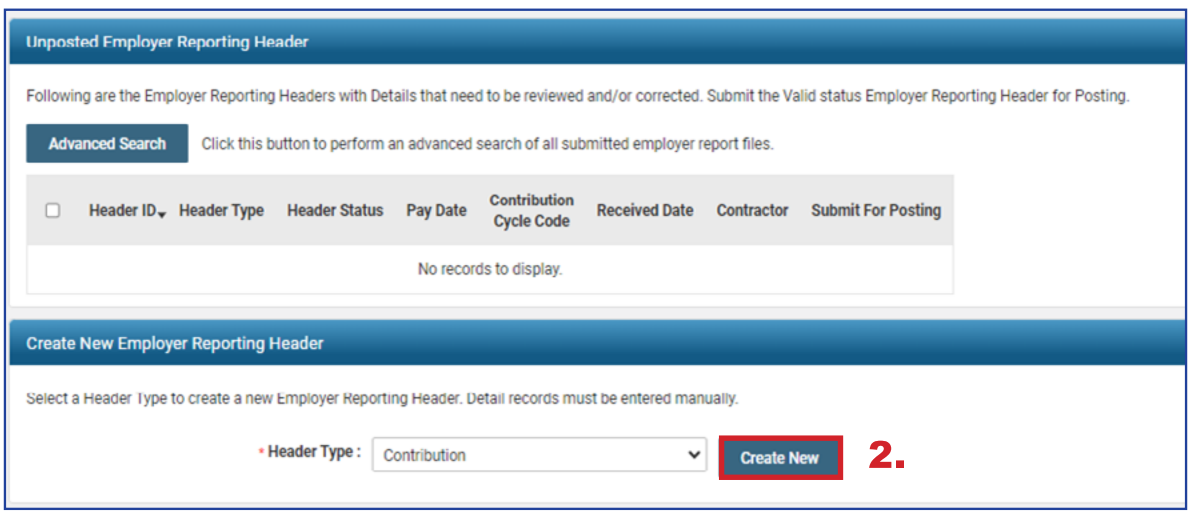
Districts are required to submit zero files for earnings periods listed in the payroll schedule that will not have reporting sent to SERS. This creates a record that there were not any SERS contributions for this time period. If a zero file is not submitted, penalties will generate off the missing information.

Steps:

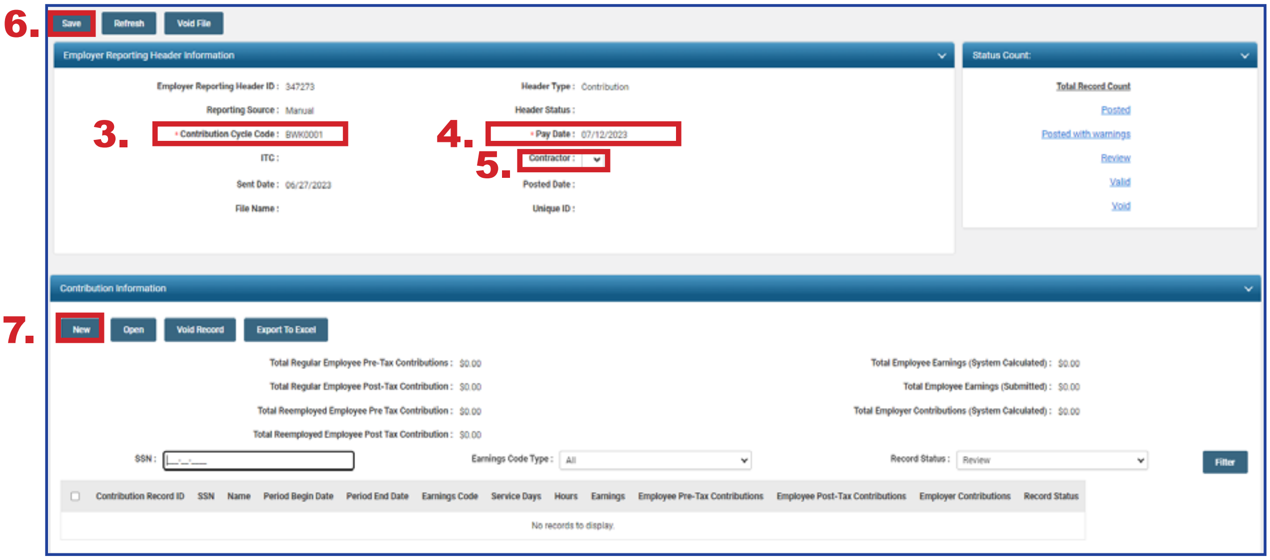
1. Select **Contribution File Correction** and **Manual Contribution Entry**.

1.


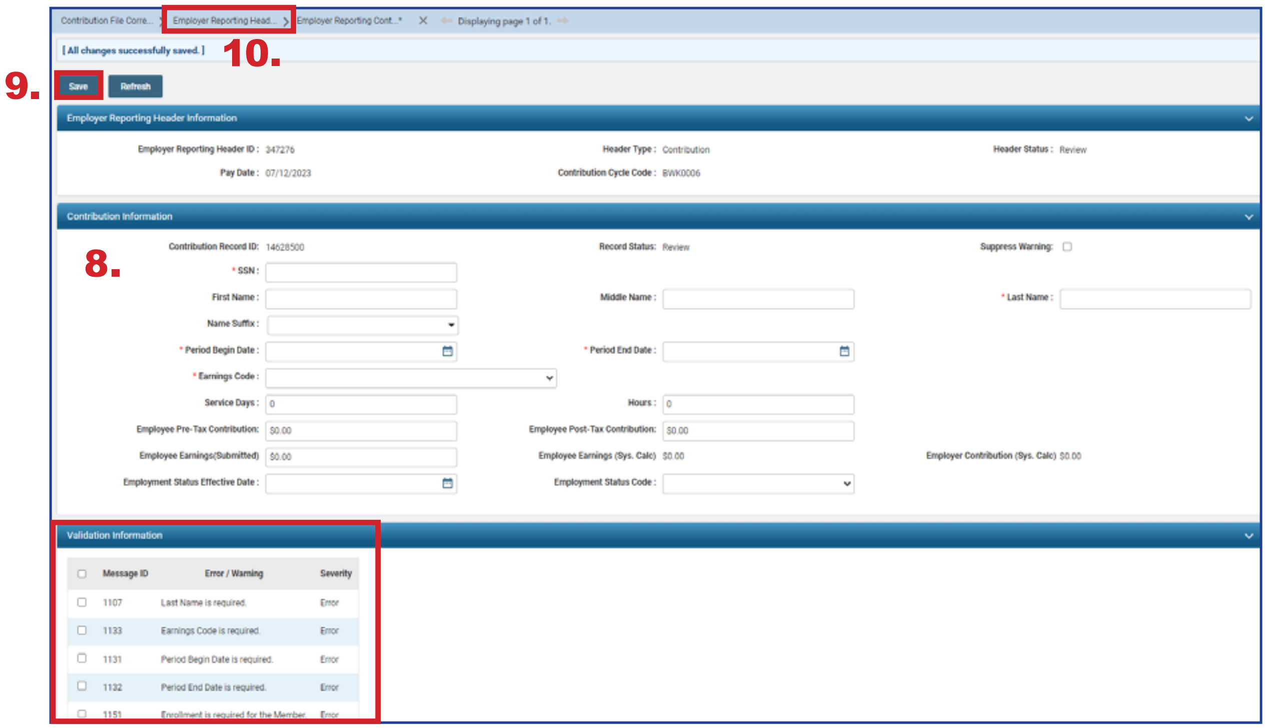
2. Click **Create New.**



3. From the dropdown menu, choose your Contribution Cycle Code.
4. Enter the Pay Date for the earnings period that will not have anything to report.
5. Select the Contractor from the dropdown menu, if applicable.
6. Click **Save**.
7. Select the **New** button that appears in the Contribution Information panel.



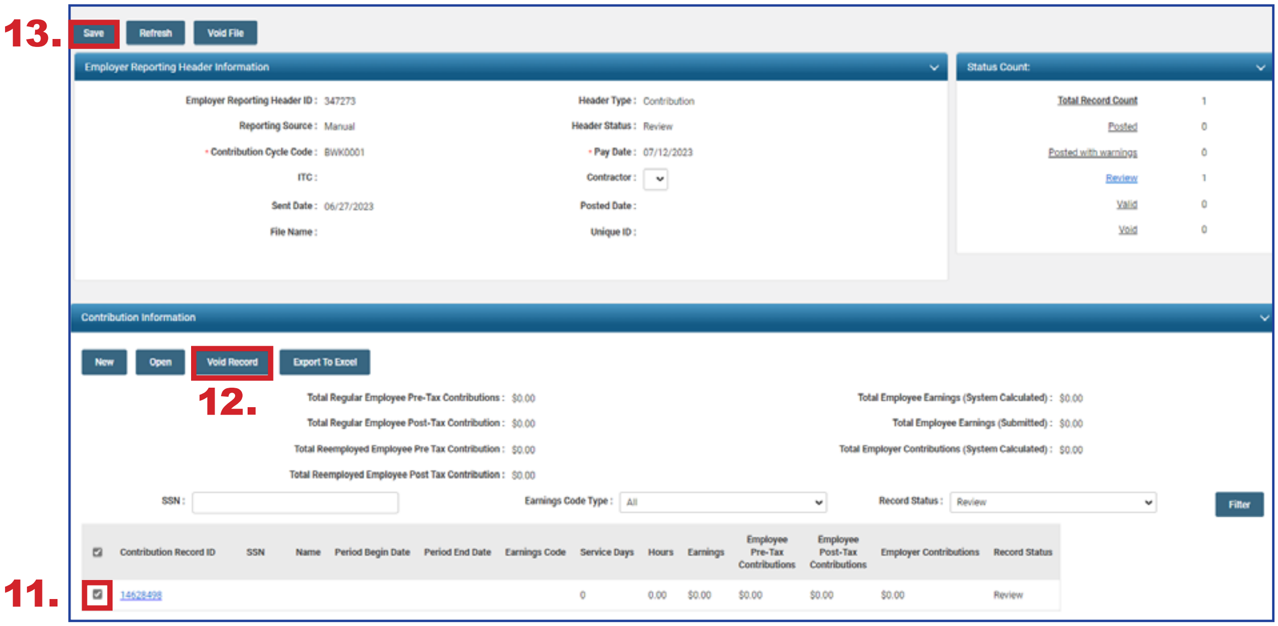
8. Enter the Employee SSN
9. Click **Save**.
    - You will get errors in the Validations panel for missing information. These items are not needed and will be taken care of later.
10. Click **Employer Reporting Head...** in the navigation path.



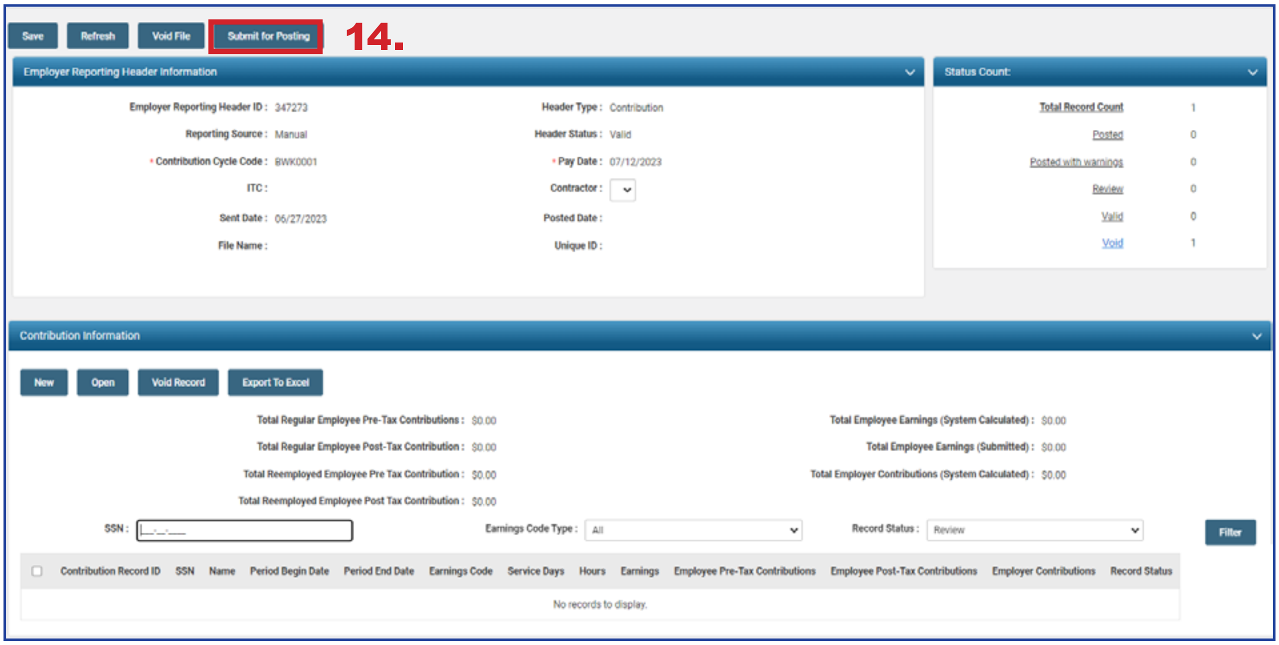
11. Checkmark the box next to the Contribution Record ID for the record that was created.

12. Click **Void Record.**

13. Click **Save.**



14. When you click Save, eSERS validates the 0 file. You are now able to click **Submit for Posting**.



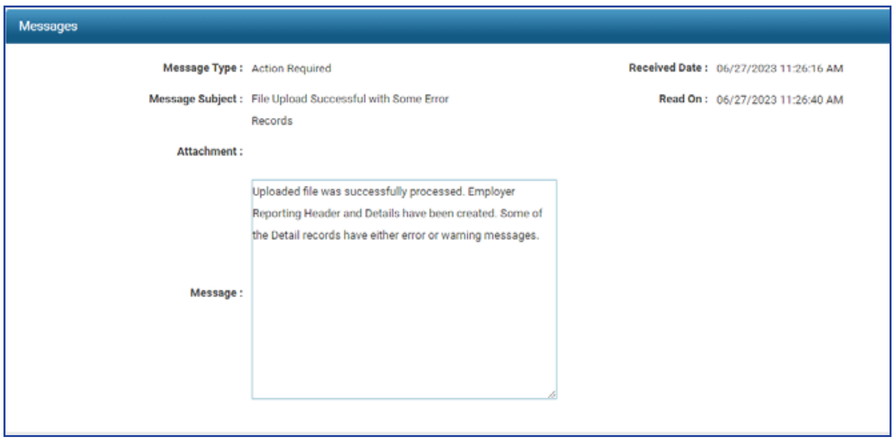
What Happens Next?

When a zero file is posted, eSERS will recognize that there were **not** any SERS members to report, and penalties will **not** be assessed.

Correcting Contribution Records Overview

When a contribution file is uploaded or created manually, the contribution records will go through a validation process. During this process, the system looks for any information that is inaccurate or questionable, and an error, warning, or message will appear on that record for you to review.

When a file is uploaded that has errors or warnings on any of the detail records, a message will appear on the Message Board to let you know you must correct the records prior to the records posting.



Correcting Contribution Records

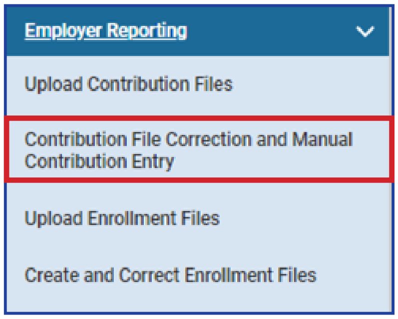
If you receive a message on your message board indicating a contribution file has errors or warnings, the corrections must be made before you can submit the file for posting.

Steps:

1. Select the **Contribution File Correction and Manual Contribution Entry** menu item.

2. The file with errors or warnings will be in Review status within the Unposted Employer Reporting Header panel. Click the hyperlinked **Header ID** to open and correct the file.

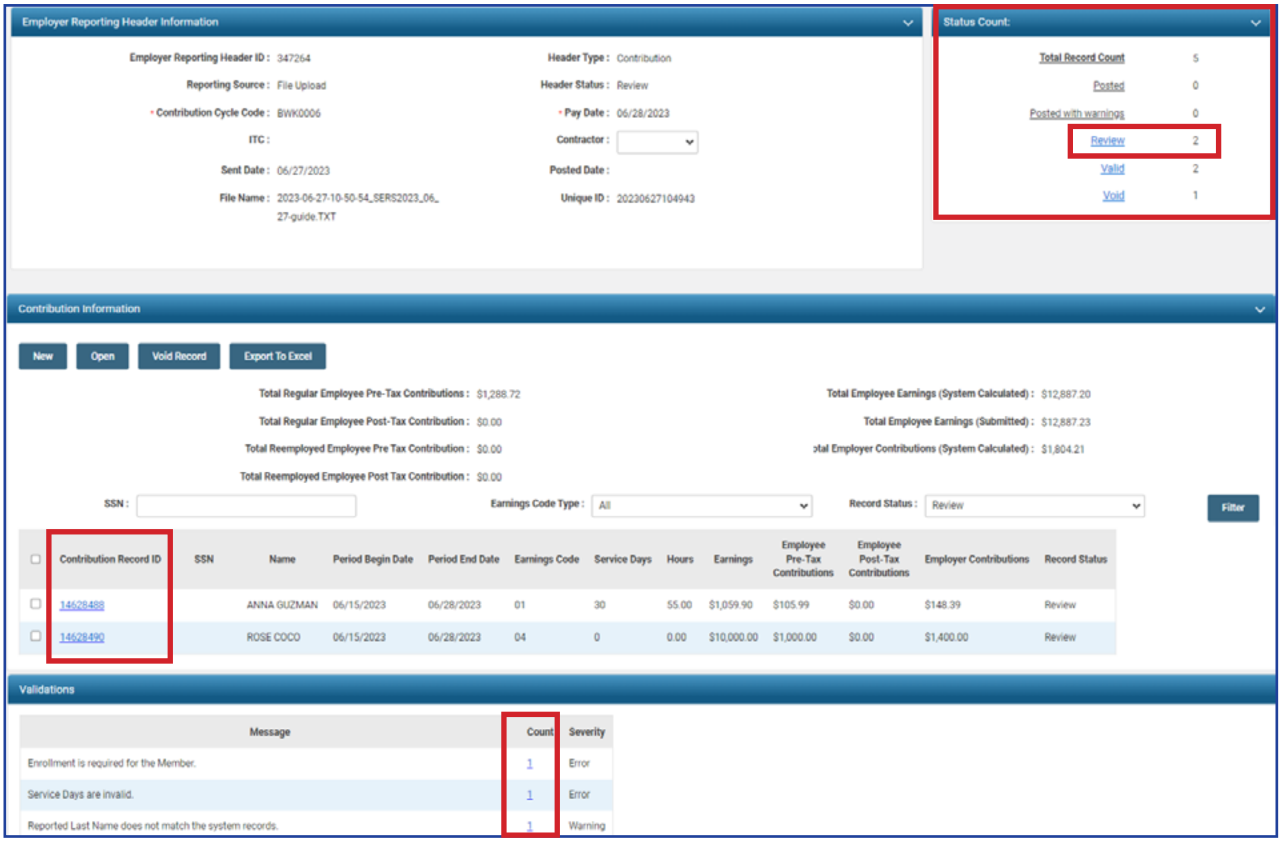
1.



2.

Please Note:
Advanced Search: If you are looking for a specific header, this button will bring you to a screen in which you can enter detailed criteria, such as header status, posted date, and contractor ID.

This screen gives information for each record uploaded or manually entered into eSERS. A user is able to view records that are valid, need corrected, or have been voided, as well as view a list of all errors for the records within the file.



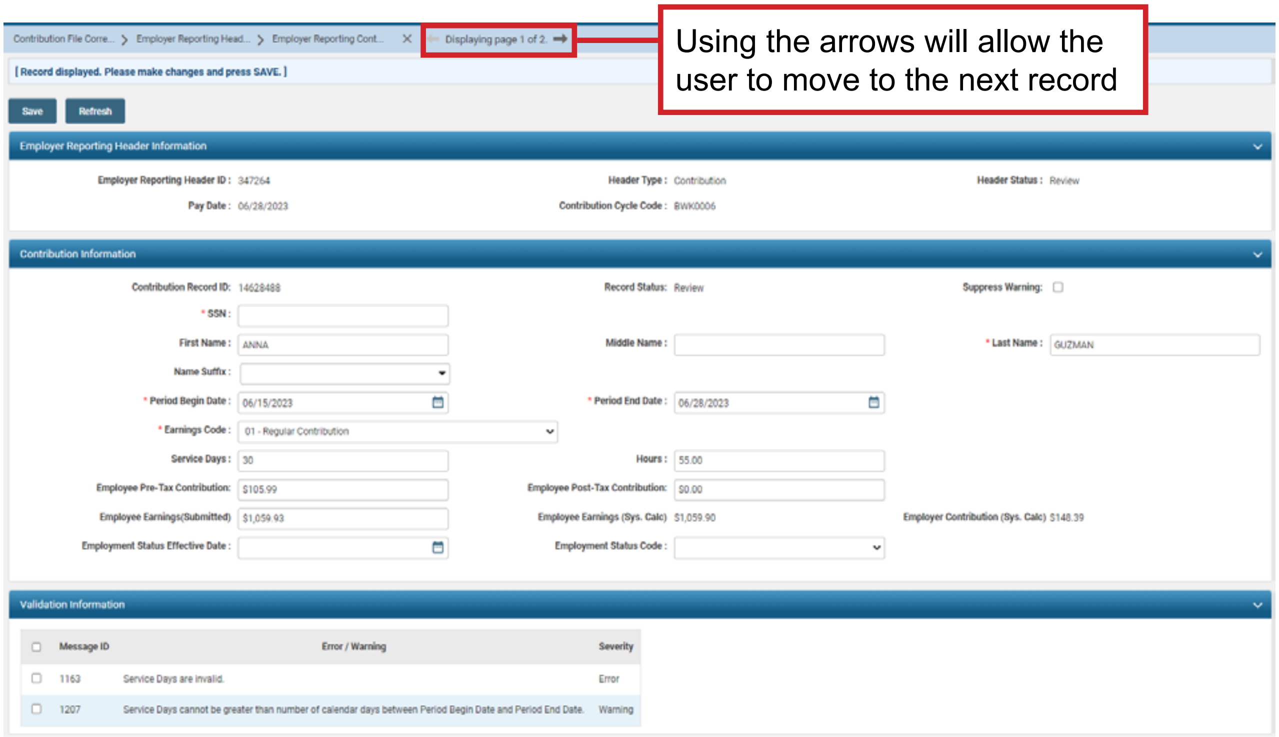
You are able to view records that need corrected by clicking one of the following:

- **Review** hyperlink in the Status Count panel
- Individual **Contribution Record ID** in the Contribution Information panel
- **Count** hyperlink in the Validations panel in the Employer Reporting Header Maintenance screen

In this example of reviewing errors and warnings, we will be using the **Review** hyperlink in the **Status Count** panel. By doing this, the user is able to correct a contribution record, and then move onto the next contribution record without having to bounce in and out of screens.

Once you have clicked on the Review hyperlink in the Status Count panel, the first contribution record that is in error or warning status populates and you are able to correct the information.

This record has both a **warning** and an **error** that must be addressed.



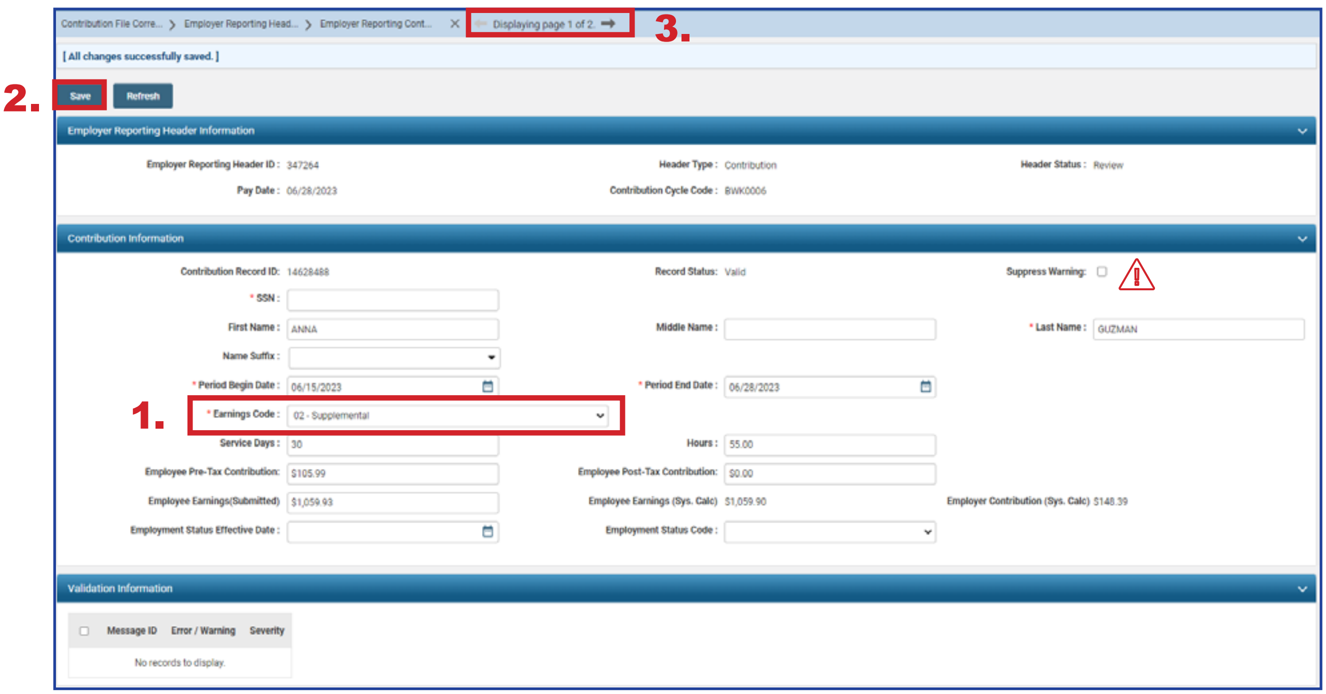
The **error** states that the Service Days are invalid and the **warning** advises that the number of days being reported are greater than the days in the earnings period.

Typically, when this happens, it is for a coach that gets paid once their contract has ended. Users are allowed to report higher days within an earnings period, but the correct Earnings Code needs to be used.

In this example, the 02 – Supplemental earnings code will need to be used. The supplemental earnings code will allow a user to report more days than the earnings period will allow.

Steps for Correction:

1. Change the earnings code to an 02 – Supplemental earnings code.
2. Click **Save**.
   - By clicking Save, the information is resubmitted to eSERS and the **Record Status** will change from **Review** to **Valid**.
3. If there are multiple records to be corrected, click the **arrow at the top of the screen.**
   - Depending on what record you are correcting, you will either click the right arrow or left arrow to move to the next record in review.



An **Error** cannot be suppressed. It needs to be corrected prior to submitting your file.

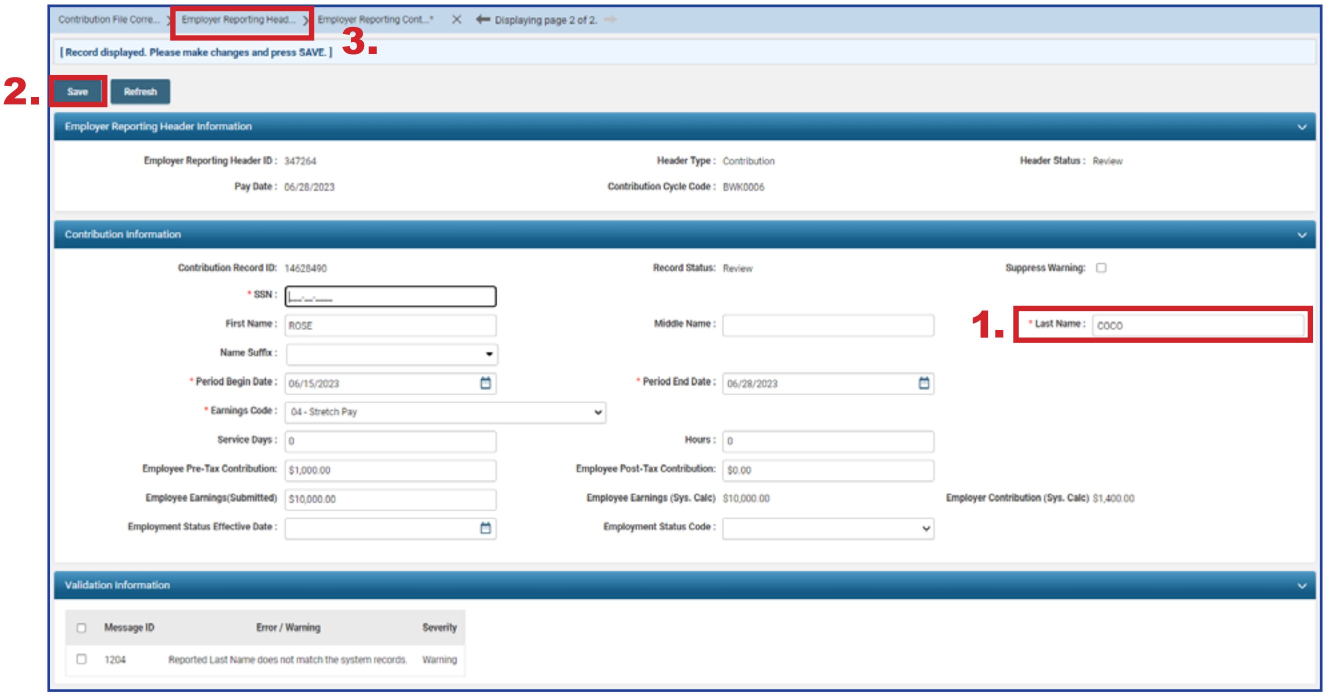
This record has a warning that must be addressed.

The warning references the employees last name and that it doesn't match SERS' records. This can happen when an employee gets married, divorced, or the User entered it in error.

If the employee has gotten married or divorced, call Employer Services. If it was entered in the report incorrectly, you can correct it in the contribution record screen.

Steps for Correction:

1. Update the last name on the screen
   - In this example, the first name and last name were transposed.
2. Click **Save**.
3. Once you have reached the last record to correct, you will click on **Employer Reporting Head...** in the navigation path.



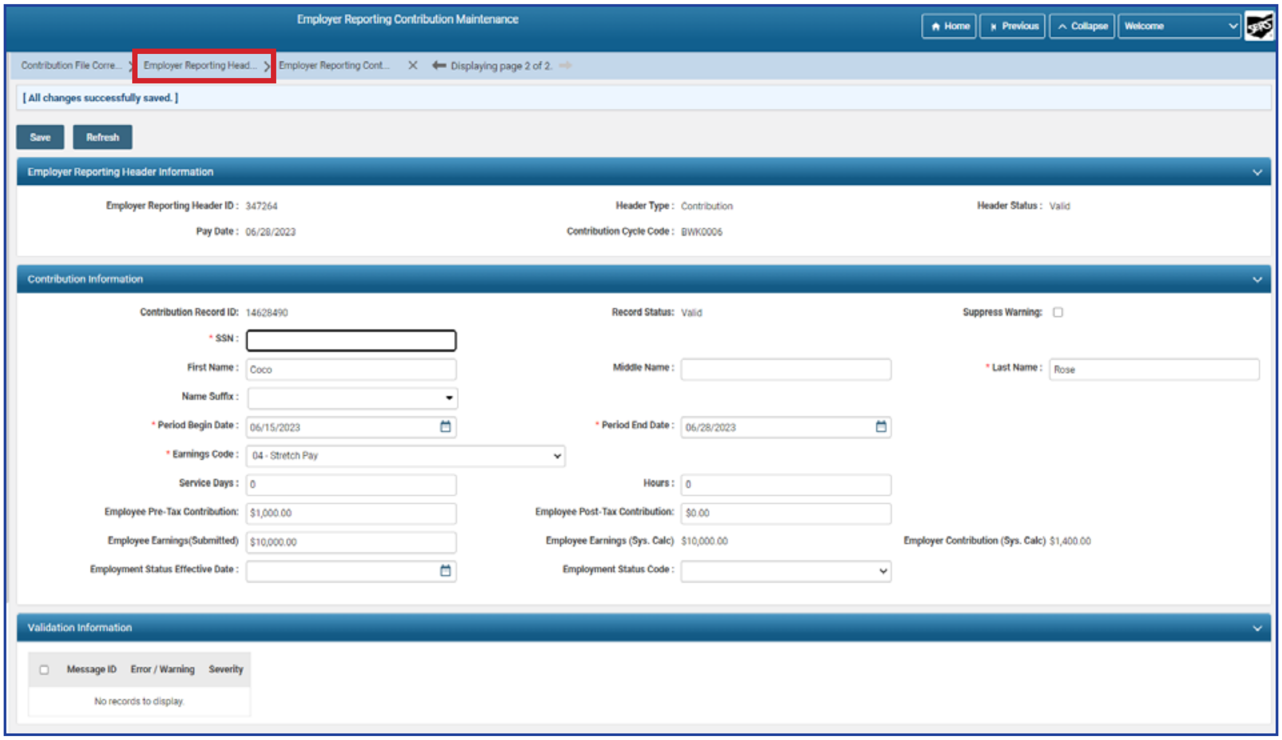
Once the record is saved, both the contribution record and the header will change to a Valid status.

The header will change to a Valid status only if **all** records are in a Valid status. Since this is the last record that needed corrected, the header changed to Valid status upon resolution of the warning.

This file will now need to be submitted for posting.

Steps (continued):

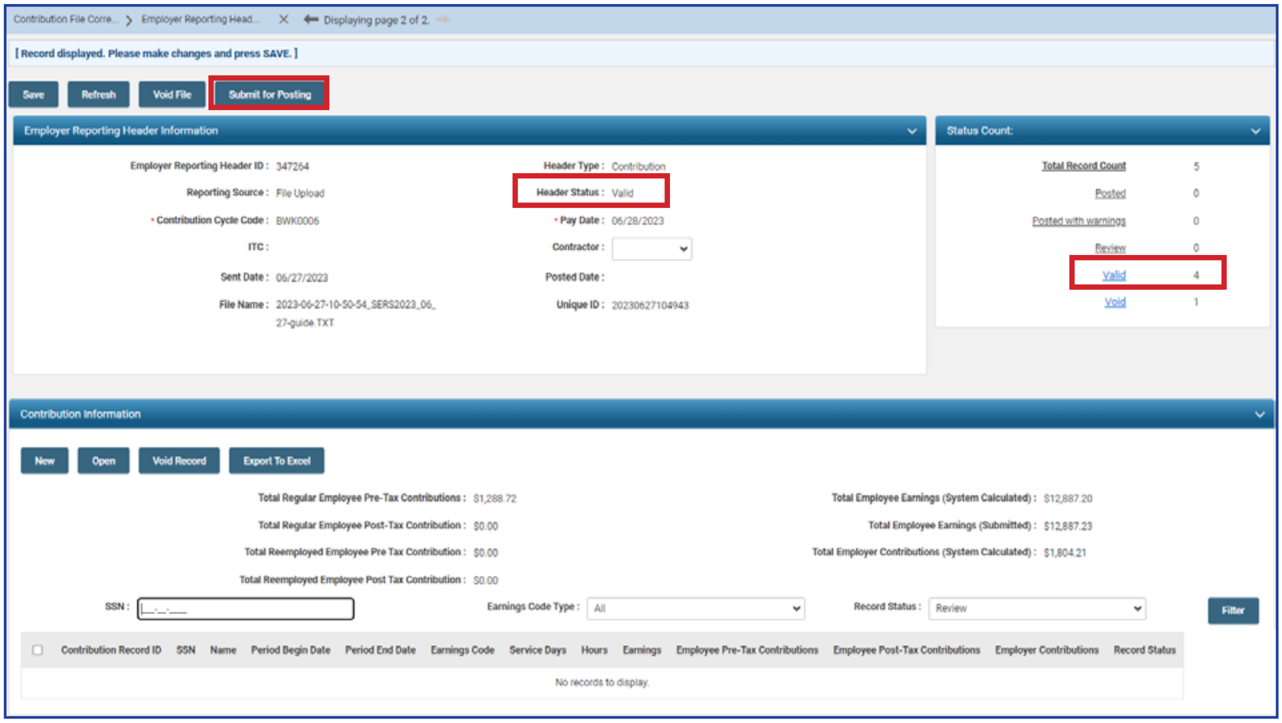
4. Click **Employer Reporting Head…** in the navigation path to get back to the Employer Reporting Header Maintenance screen where you will be able to submit your file for posting.



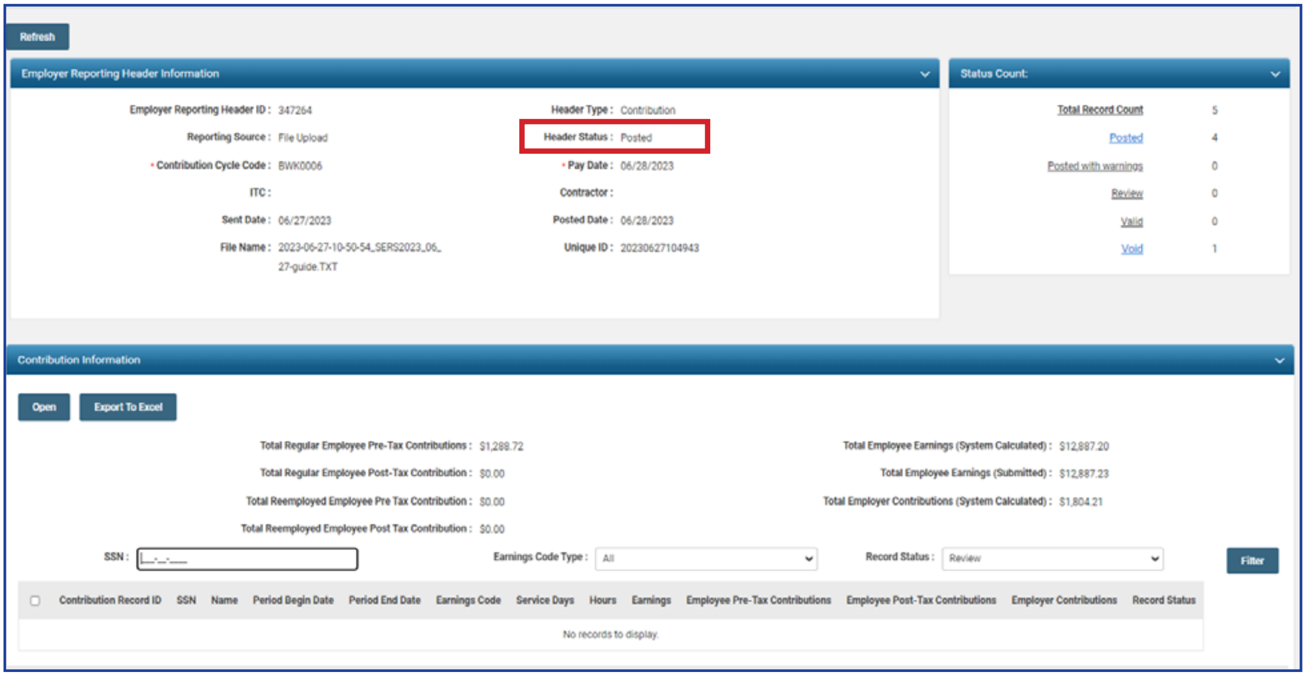
Once the file is valid, a **Submit for Posting** button will appear on the Employer Reporting Header Maintenance screen.

Steps (continued):

5. Click **Submit for Posting**.



Once a header is submitted for posting, it becomes read-only. The header status changes to **Posting in Progress**, and will change to **Posted** once the information is processed.



What Do I Do Next?

Now that the file is posted, the user can go into the Payment Remittance application and submit payment via ACH Debit or EFT.

Validation Information

Types of Contribution Errors, Warnings, and Messages

ERRORS

<table>
<tr><th>Error Message</th><th>Cause</th></tr>
<tr><td>Service days and hours must be greater than zero</td><td>Service days and hours are required fields for specific earnings codes, such as 01 – regular contribution.
Only when the Contribution Record is correct with no days and hours, use the 04 – Stretch Pay earnings code.</td></tr>
<tr><td>Enrollment is required for member</td><td>If a Member Enrollment Record was not entered prior to contributions being reported.
If it has been more than six months since the member has contributed.
If the Social Security number differs between the Contribution Record and Member Enrollment Record:
✓ Check if the Contribution Record has the wrong Social Security number, then correct the number in the Contribution Record, and click Save.
✓ Check if the Member Enrollment Record was entered with the incorrect Social Security number. Because a new Member Enrollment Record must be entered in eSERS, call Employer Services to remove the incorrect enrollment. A copy of the member’s Social Security card or I9 will be required.
If you receive this error, and the person is a recent retiree who has not returned to work, please call Employer Services for assistance. Do not enter in a Member Enrollment Record.
Please Note: Once a Member Enrollment Record is entered and posted, go back and click Save on the Contribution Detail Record. This resubmits the contribution information to eSERS. Call Employer Services at 877-213-0861 if the error is not removed; do not enter another Member Enrollment Record.</td></tr>
<tr><td>Service days are invalid (error) and Service days cannot be greater than number of days between period begin date and period end date (warning)</td><td>Verify the days being reported are correct.
The number of days cannot be greater than the number of days between the period begin date and period end date in a pay schedule.
· Example: If you are reporting under a biweekly schedule, a biweekly schedule has 14 days between the period begin date and period end date.
Change the earnings code to 02 – Supplemental. This allows a greater number of days to be submitted.</td></tr>
</table>

Retro contributions cannot be reported for the current pay period	▪ The 03 – Retro earnings code can only be used when there is a retroactive pay increase for the employee. ▪ The earnings period begin date and end date must be for a prior reporting period where the contribution would have been reported. **Reminder:** If you missed reporting a contribution for an employee, use a “Missed Contribution” earnings code (91, 92, 94), and not a Retro Pay.
Adjustment cannot be posted without original transaction. For missed contribution use different earnings code	▪ The regular file must be posted before the adjustment file can post. ▪ Once the original file has posted, open the Contribution Record in the adjustment file, and click the Save button. This resubmits the adjustment information to eSERS. ▪ A “Pending member account transaction exists for the adjustment” warning may appear. Click Suppress Warning, and then the Save button.
Net adjusted value cannot be below zero	▪ You cannot subtract more than what was reported. Review the original transaction.
Service Days, Hours and Contribution must be either positive or negative in a Contribution Record	▪ You cannot have a positive and a negative in the same Contribution Record.
Period begin date and end date do not match any payroll schedule	▪ The period begin date and/or the period end date in the Contribution Record(s) do not match the payroll schedule. ▪ Change the period begin and end dates in the Contribution Record(s) to match the payroll schedule being used, and then click Save.
Period begin and end date do not match payroll schedule for the given contribution cycle code and pay date	▪ A contribution header was created for a pay date and contribution cycle code in which the current begin and end dates for the reporting period do not exist. ▪ Review the payroll schedule(s); one may need to be extended to cover future pay periods. ▪ If your period begin date and end date do not match your payroll schedule, you may need to change the dates in your contribution file to match the payroll schedule, or you may need to enter a new payroll schedule. Call Employer Services at 877-213-0861 for any assistance.

WARNINGS

Reminder: Please review all warnings for accuracy before suppressing the warning.

Warning	Action
Net service days cannot be greater than 92	▪ Suppress the warning.
Unreasonable rate of pay	▪ This is received when there is a large amount of earnings with a small amount of days reported. ▪ Was a Compensation Determination completed to determine if the contributions should be reported? ▪ Suppress the warning. There will be follow up from Employer Services.
Reported earnings do not match system calculated earnings	▪ Verify the contribution submitted is correct. ▪ Change the earnings you are reporting to match the system calculated earnings, click Save, and the record will become valid. ▪ Suppress the warning, and click Save.
Reported last name does not match system records	▪ Suppress the warning, and click Save. ▪ Call Employer Services and update the last name to ensure you will not receive this warning on future reports.
Possible duplicate contribution record for the member. Verify the contribution record for accuracy	▪ Another contribution record for this member for the same pay period exists. ▪ Verify to make sure both records are necessary.
Contribution type (pre-tax or post tax) is not the same as last received contribution for this member for this employer. Verify the contribution record of accuracy	▪ The last posted regular contribution record for the member and employer is in a different bucket (pre-tax or post-tax) than the current contribution record.

For more information on earning codes, visit our website at www.ohsers.org/employers for the *How To: Earning Codes for Contribution Reporting*.

2024 eSERS Guide

ADJUSTMENTS

EMPLOYER SERS RESOURCE

School Employees Retirement System of Ohio

Serving the People Who Serve Our Schools®

Adjustments Overview

Adjustments are used to add or remove information from a contribution record previously submitted to SERS. Adjustments can be reported using the file upload or can be manually entered through eSERS.

There are two differences in how you report adjustments versus contributions:

- You may be removing previously reported earnings, when doing so, you will use the minus symbol before the dollar amount you are reporting (i.e. -$1.00). This tells eSERS that you are removing money.
  - If you fail to use the negative sign when removing contributions, you will add the money to the members account.
- You will use a **current pay** date although the period begin and ending dates will not correspond with that date.

Adjustment Earnings Codes:

51 – Adjustment to Regular Contribution: This is an Adjustment record to ’01’.

52 – Adjustment to Supplemental: This is an Adjustment record to ‘02’.

53 – Adjustment to Retro Pay: This is an Adjustment record to ‘03’.

54 – Adjustment to Stretch Pay: This is an Adjustment record to ‘04’.

55 – Adjustment to Grievance Pay: This is an Adjustment record to ‘05’.

What if I forgot to pay someone from a previous pay period?

If a district realizes that it did not pay an employee from a previous pay period, it will utilize the “Missed” earnings codes. The period begin and end dates can be different; however, the pay date will need to be the same for the report that is being submitted. If missed contributions are for a prior fiscal year, contact Employer Services for assistance.

91 – Missed Regular Contribution: Report any regular wage and contribution record that was not reported for a prior period.

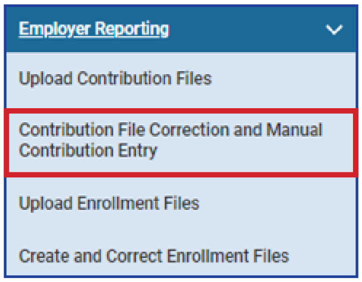
92 – Missed Supplemental Contribution: Report any supplemental contribution that was not reported for a prior period.

94 – Missed Stretch Pay Contribution: Report any stretch pay contribution that was not reported for a prior period.

Manual Creation

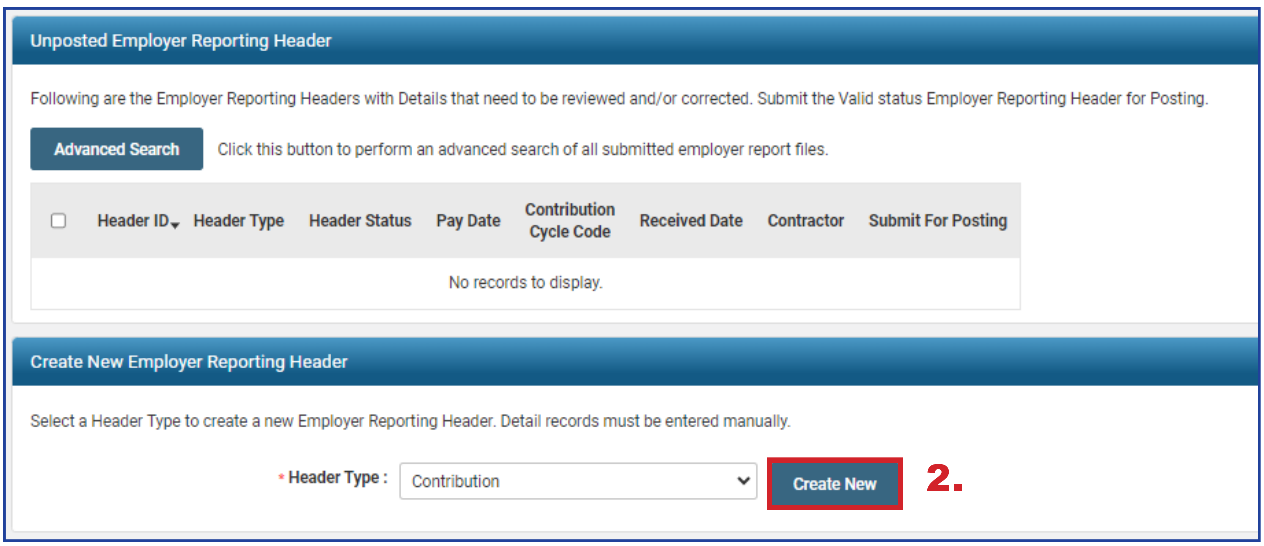
To start an adjustment record, you will go to the Contribution File Correction and Manual Contribution Entry menu item.

1.



Steps:

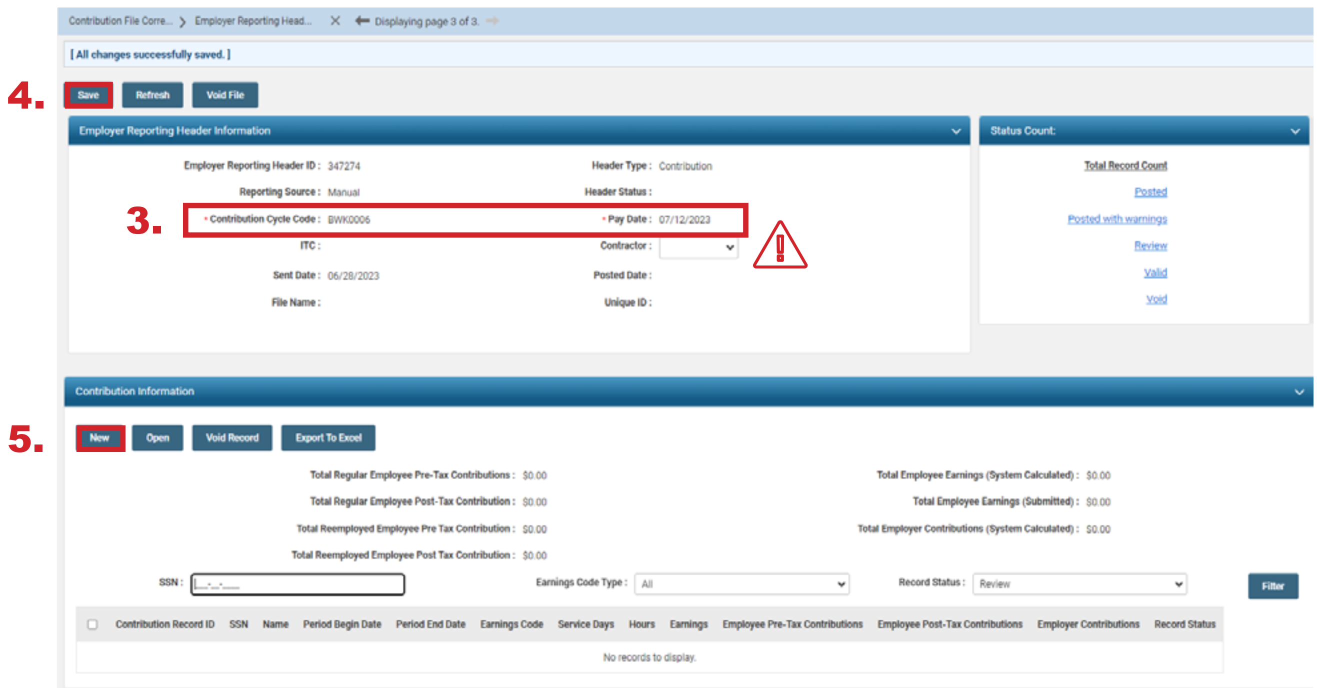
1. Click the **Contribution File Correction and Manual Contribution Entry** menu item.
2. Click **Create New** in the Create New Employer Reporting Header panel. This will take the user to the Employer Reporting Header Maintenance screen.



Tip: If you are unsure of the original reporting information that you reported that needs to be adjusted, go to the **Employer Reporting Detail Lookup** application. You can find steps to use this application in the Employer Reporting Detail Lookup section of this guide.

Steps (continued):

3. Enter the Contribution Cycle Code and the Pay Date.
   - Enter the pay date for the current pay cycle, even though the adjustment will be for a prior pay period.
   - This will help the school district avoid penalties.
4. Click **Save**.
   - When you click save, the New button will appear.
5. Click **New**.

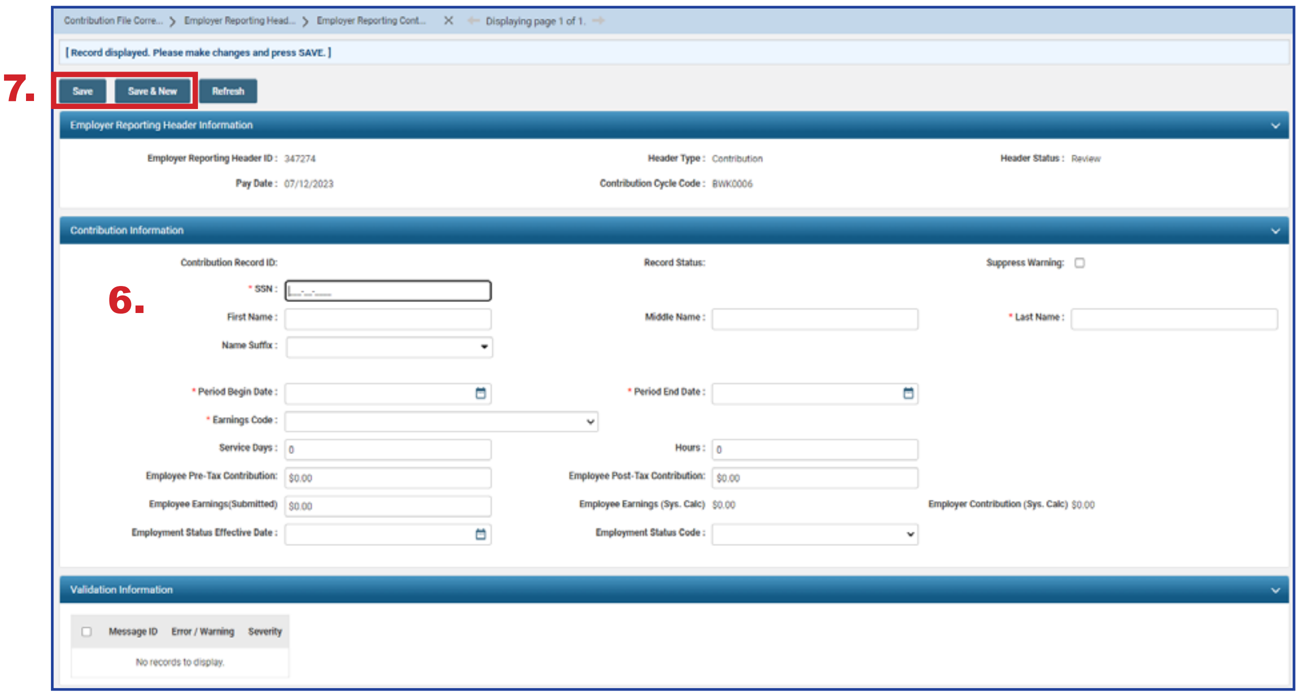


Please Note: If you are submitting an adjustment for a contractor, select the contracting company from the contractor name drop-down menu.

The system displays the Employer Reporting Contribution Maintenance screen.

Steps (continued):

6. Enter the following information:
   - SSN (required)
   - First Name (required)
   - Last Name (required)
   - Period Begin & End Date for the earnings period that is being adjusted
   - Earnings Code (required)
   - Service Days
   - Hours
   - Employee Pre-Tax or Post-Tax Contributions (10%)
   - Employee Earnings
7. Click **Save & New**. (If this is the only record you are creating, click **Save** instead.)



Important Note: In making adjustments, not all of the same fields are required as with the original contribution. For instance, if you are only adjusting days but not earnings, only enter the days adjustment.

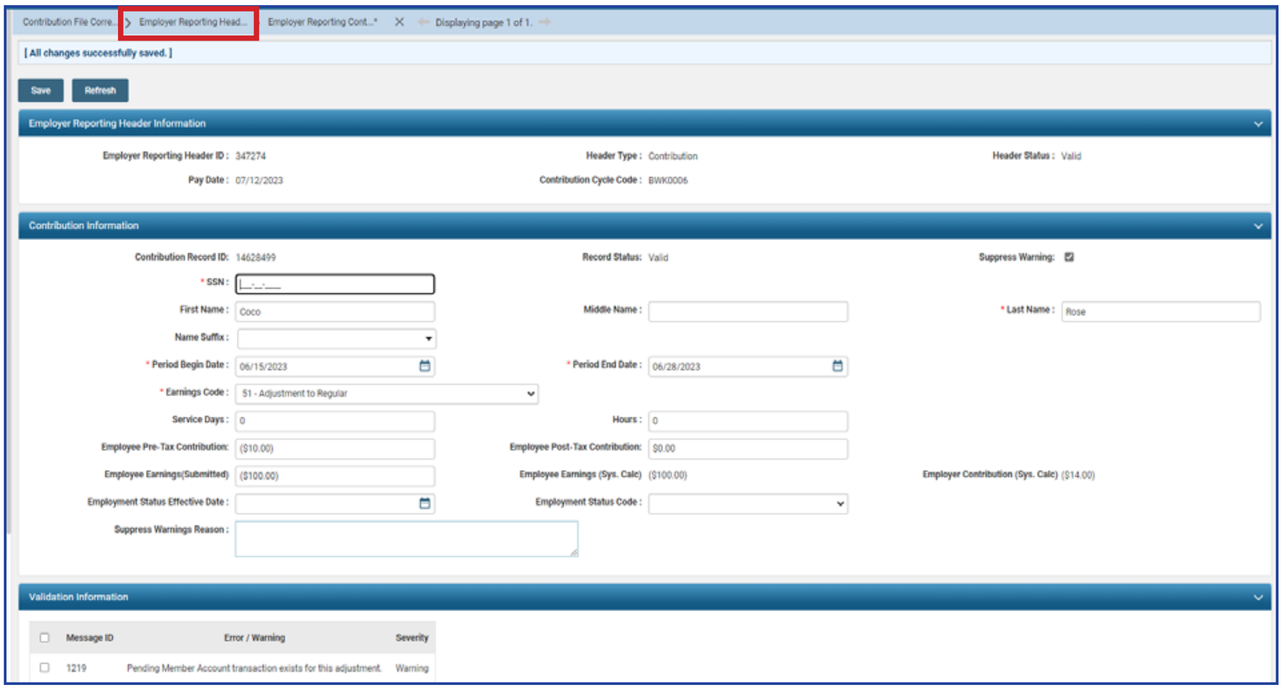
Submitting for Posting

Once the record is saved, the adjustment record and the header change to a Valid status.

The header will be in a Valid status only if all records are in a Valid status.

Steps (continued):

8. To return to the Employer Reporting Header Maintenance screen where you will be able to submit your file for posting, click **Employer Reporting Head...** in the navigation path.

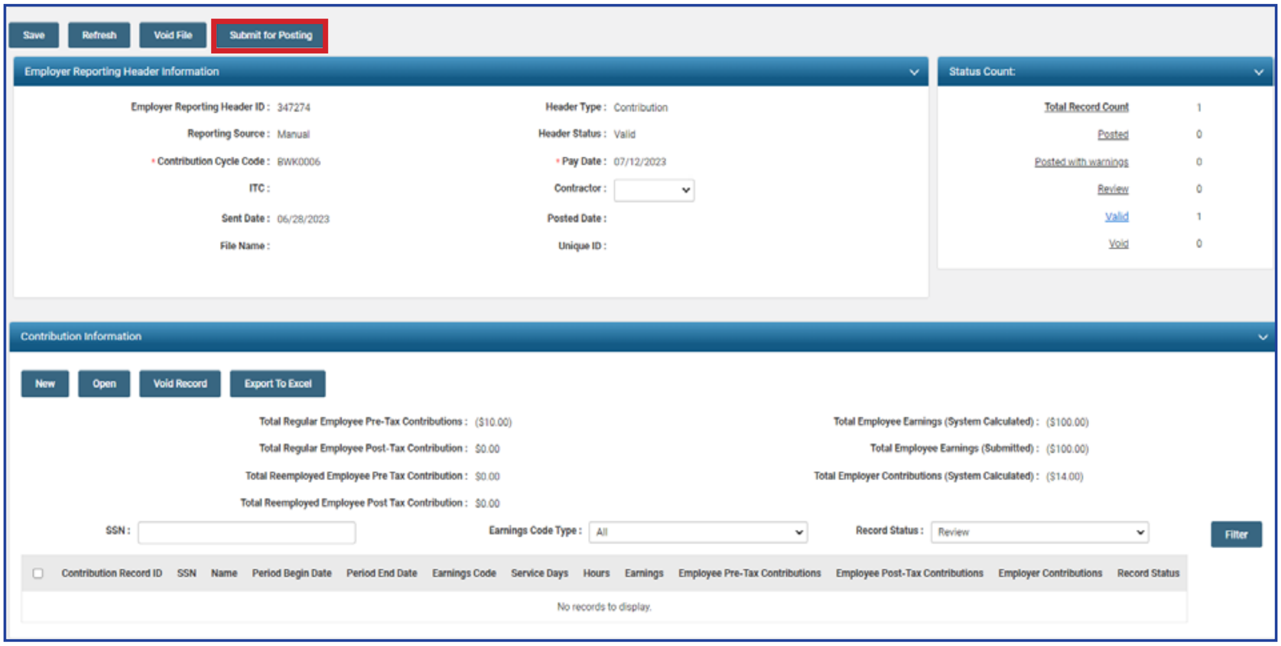


Tip: When submitting an adjustment, you may receive a warning stating "**Pending Member Account transaction exists for this adjustment.**" This warning indicates that payment has not been received for the original transaction. To validate the record, check the **Suppress Warning** box, and click **Save**.

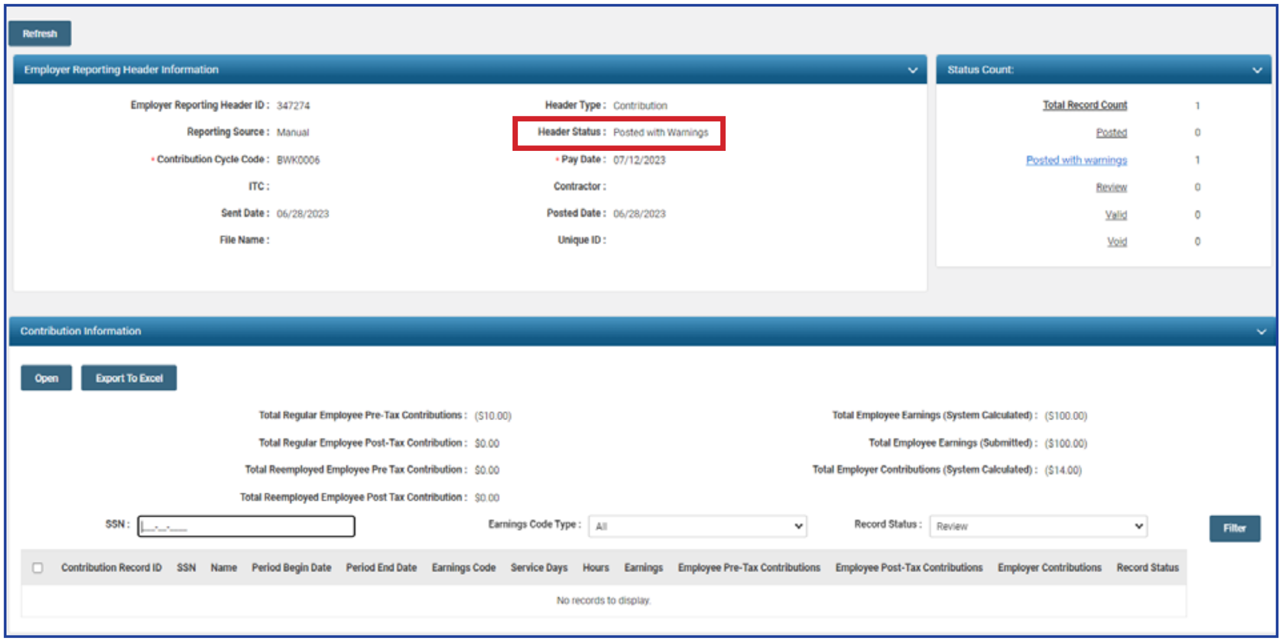
The system displays the Employer Reporting Header Maintenance screen where you can submit the file for posting.

Steps (continued):

9. Click **Submit for Posting**.



Once a header is submitted for posting, it becomes read-only. The header status changes to Posting In Progress, then to Posted, once the information is processed.



What Do I Do Next?

Now that the file is posted, there may be a credit memo that needs to be applied. You can find instructions on how to apply a credit memo in the Payment Remittance section of this guide.

2024 eSERS Guide

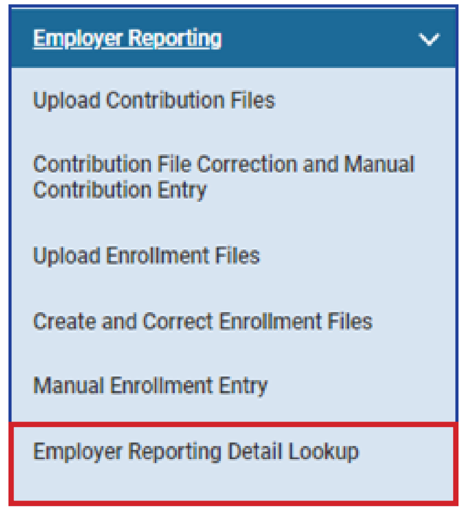
EMPLOYER REPORTING DETAIL LOOKUP

School Employees Retirement System of Ohio

Serving the People Who Serve Our Schools®

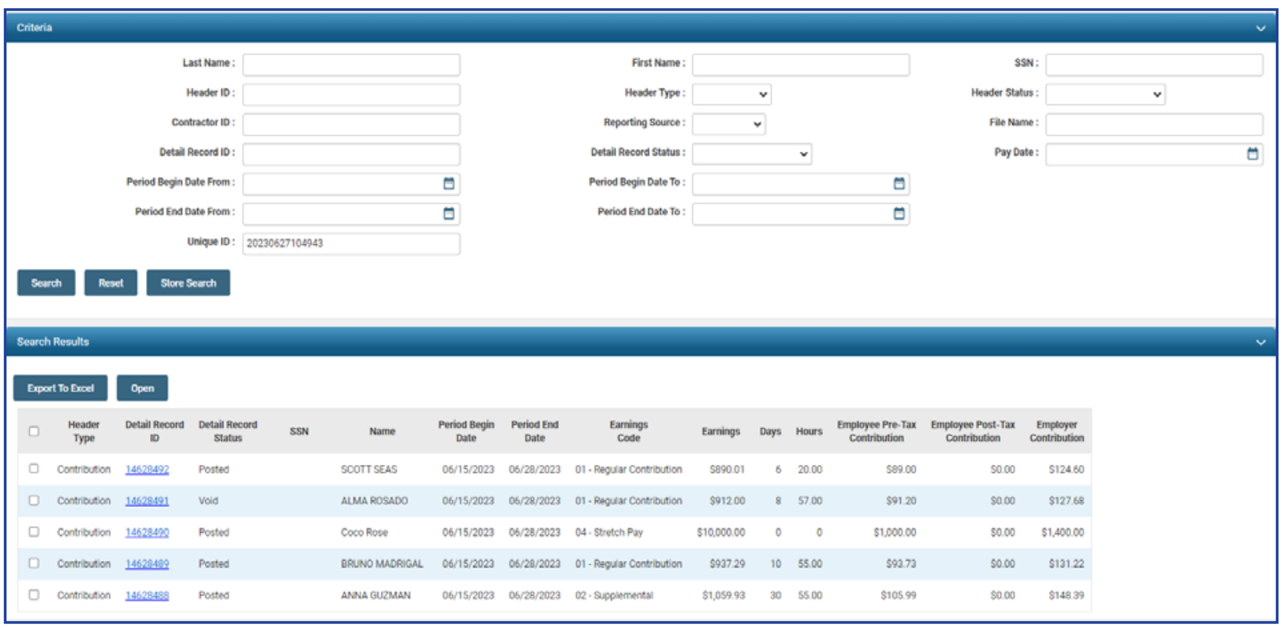
Employer Reporting Detail Lookup

Once a file (Enrollment, Contribution, or Adjustment) has been successfully processed and posted, the system will create detail records to reflect the information within eSERS. To see these created records, go to the **Employer Reporting Detail Lookup** menu item.



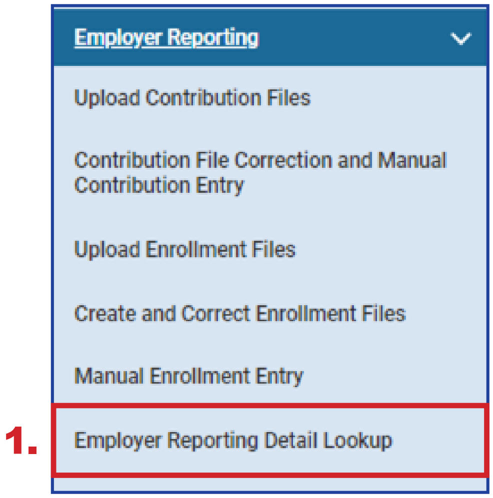
The information that was reported in the upgraded system will display; nothing prior to February 2017 will appear.

Files can be searched multiple ways in order to bring up specific information regarding an employee or file. For example, a user can search for an employee by name, SSN, or file on which the employee's contribution was reported. You can also search by dates, the type of file (enrollment, contribution) and Unique ID.



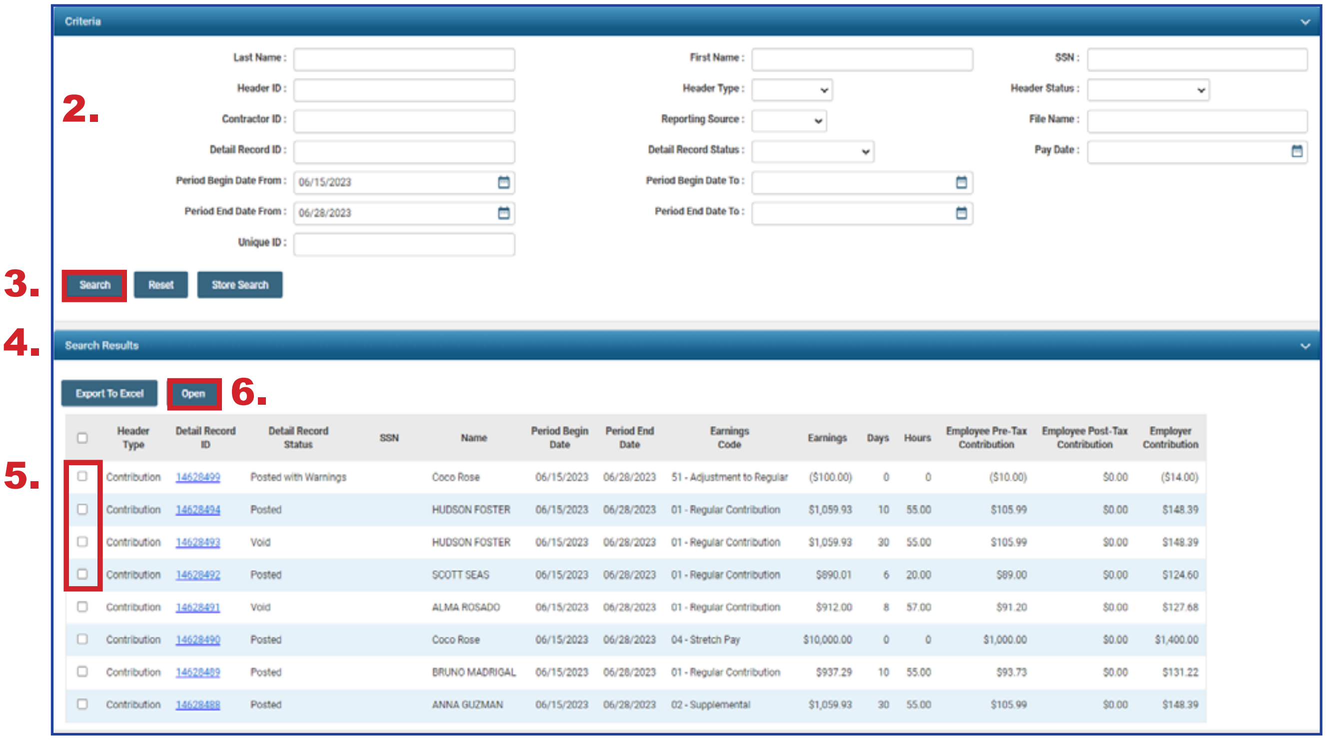
Contributions and Adjustments

In the example below, the user is looking up contribution information. A user can search for information multiple ways. Individual searches may vary in criteria used based on the scenario.



Steps:

1. Click the **Employer Reporting Detail Lookup** menu item.
2. Enter the search criteria.
3. Click **Search**.
4. Search results are displayed in the search results panel.
5. Select the record(s) you wish to open by checking the box.
6. Click **Open**.



Tip: This screen is helpful when submitting adjustments for an employee. You are able to view what has been reported for different pay periods

2024 eSERS Guide

BANK ACCOUNT MAINTENANCE

EMPLOYER SERS RESOURCE

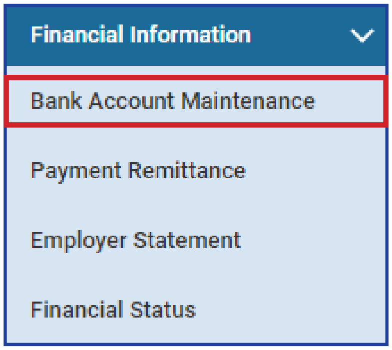
School Employees Retirement System of Ohio

Serving the People Who Serve Our Schools®

Create and Maintain Bank Account Information for ACH Debit

To create **new** bank account information for ACH Debit transactions or update existing bank account information, go to the **Bank Account Maintenance menu** item.

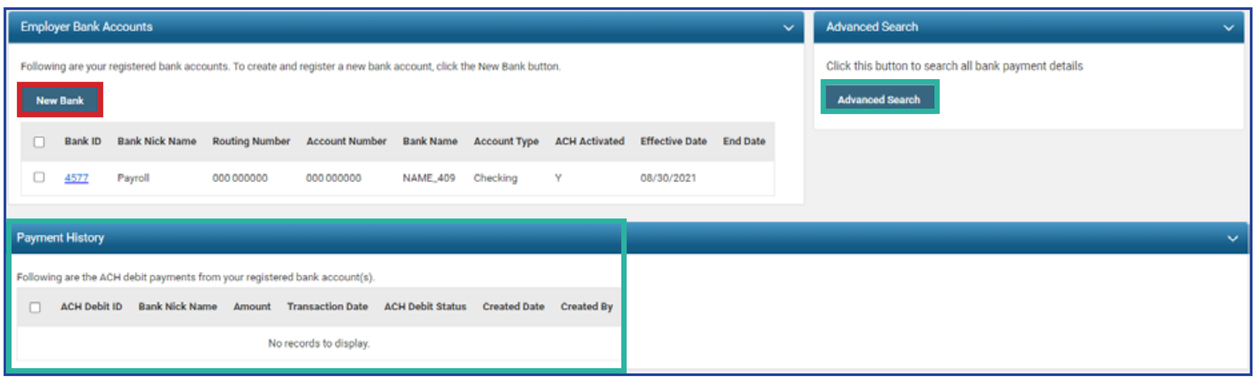
1.



Steps:

1. Select **Bank Account Maintenance.**
2. On the Bank Account Maintenance screen, click **New Bank.**

2.



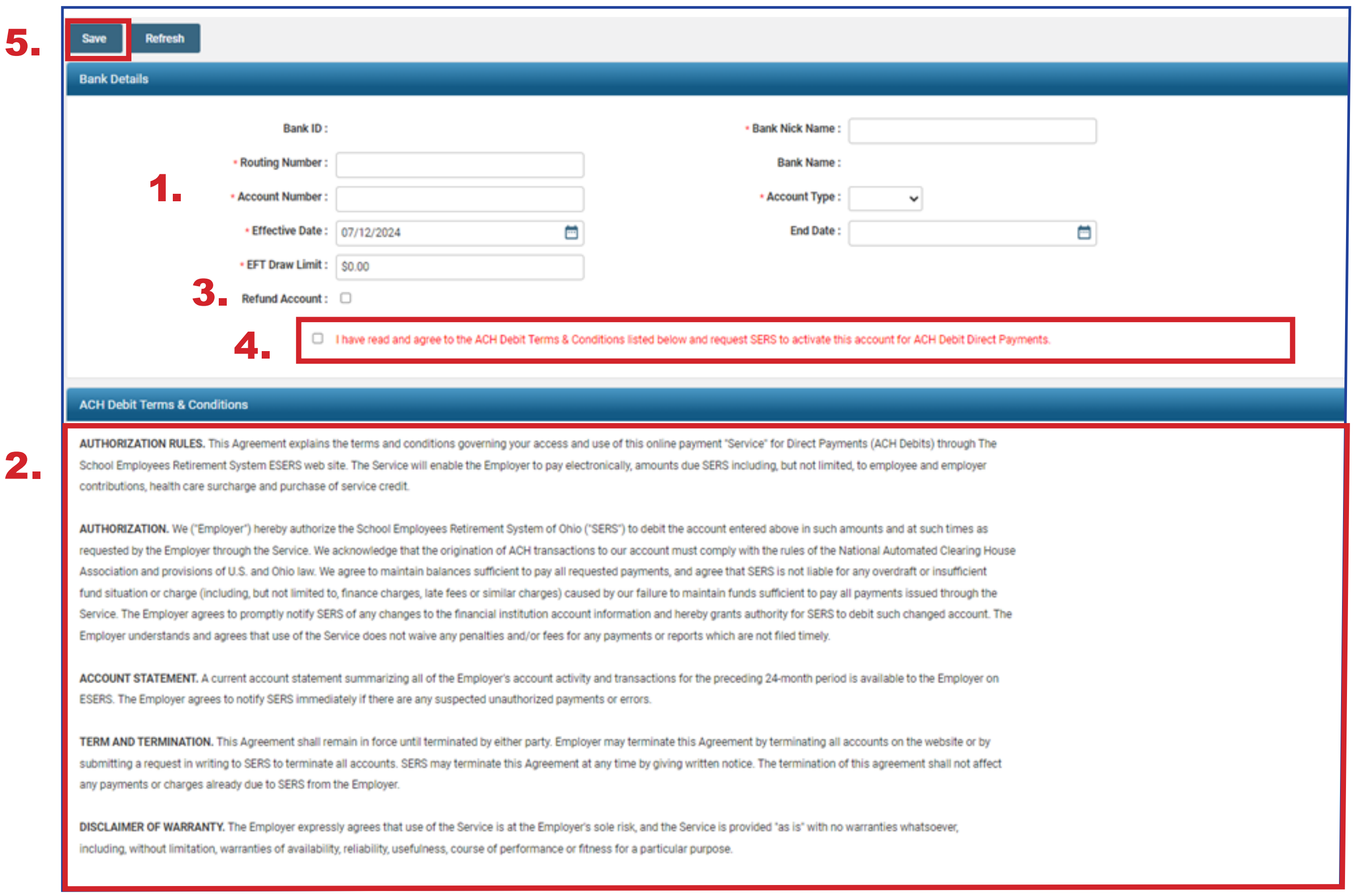
Payment History	This is a list of the most recent ACH debit transactions to take place. By clicking on the ACH Debit ID link, you will get more details
Advanced Search	This brings you to a lookup screen with more search criteria to find a specific transaction.

As the employer or contractor, know that your bank information is secure. **The system has been designed so that if you log into eSERS as a contractor, you will not see the employer's bank information, and vice versa. Employers do not have access to any contractor's bank information.**

The system displays the **Bank Account Record Maintenance** screen.

Steps:

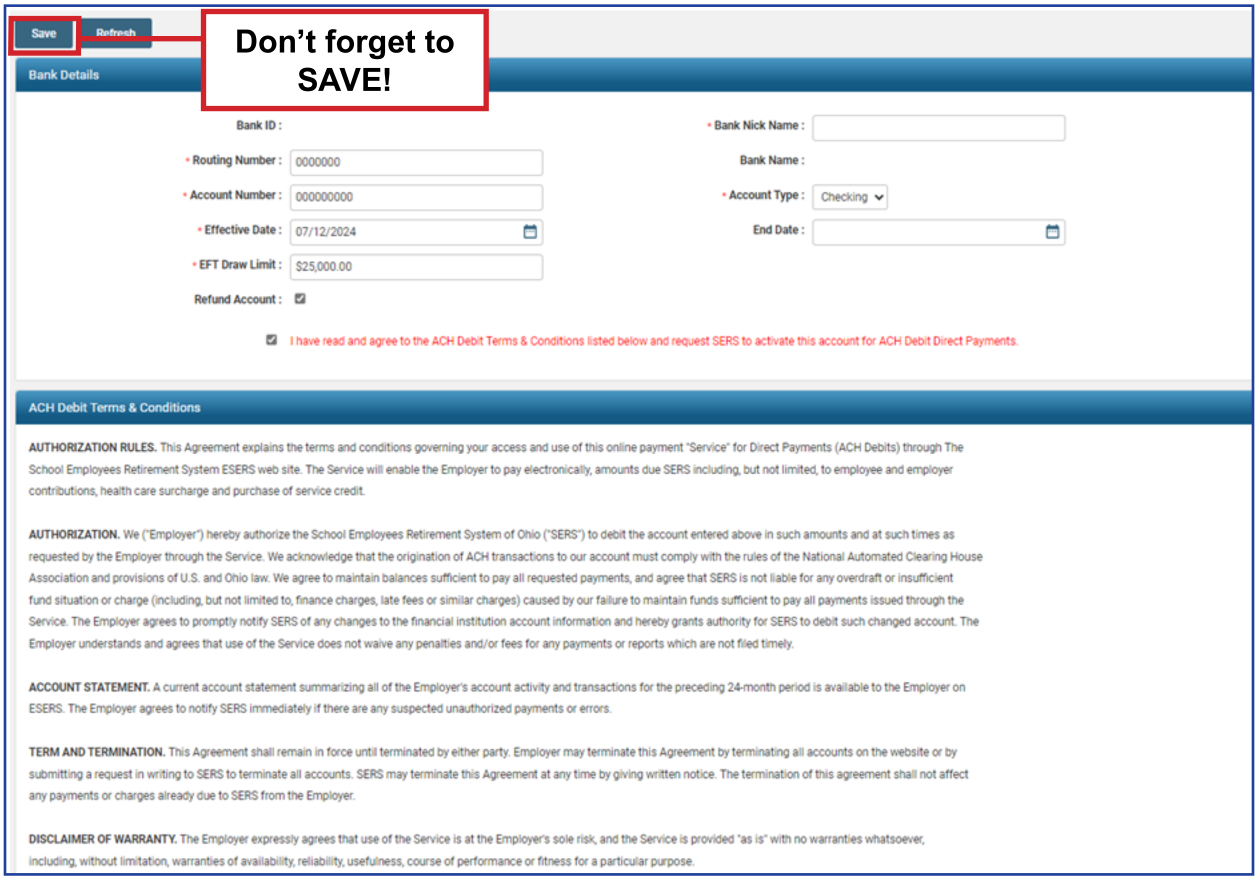
1. Enter the following information:
   - Routing Number
   - Account Number
   - Effective Date
   - EFT Draw Limit
   - Bank Nick Name – **helpful when there are multiple ACH Debit activated accounts**
   - Account Type
2. Read **ACH Debit Terms & Conditions**.
3. Refund Account - if your district would like to receive electronic refunds, check the ‘Refund Account’ box
4. Check the box indicating you have read and agree to the terms and conditions.
5. Click **Save**.



Tip: A district can only mark one bank account as a Refund Account. Contractors do not have the option to have a Refund Account.

Upon clicking **Save**, the system updates certain fields to read-only, while others stay editable.

Tip: When you need to update the nickname, or EFT draw limit, or you need to enter an end date, you can open the bank account in the **Bank Account Maintenance** screen and update those fields.



Please Note:

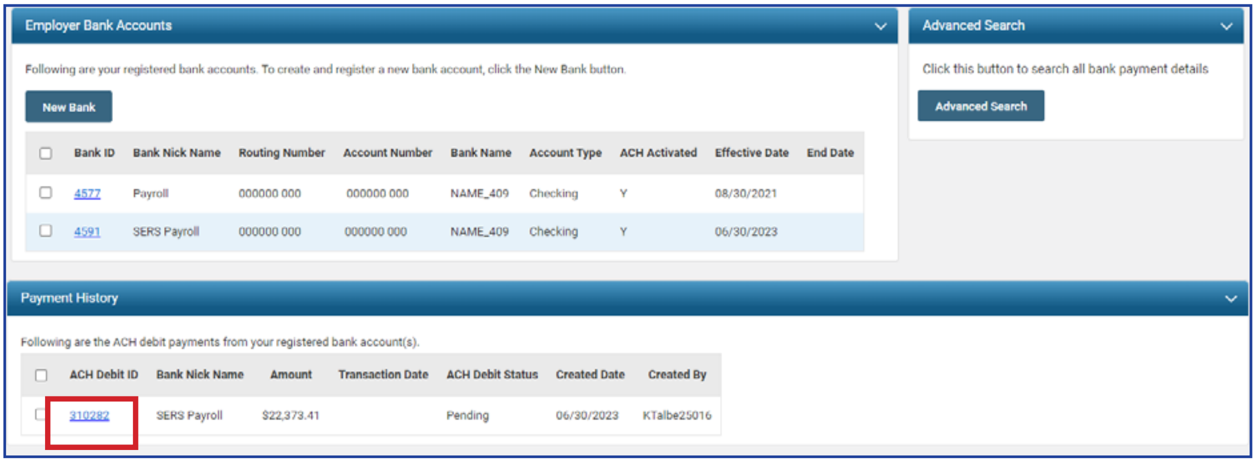
There is no function to delete a bank account. In the event there is an account that your organization no longer uses, you would come to this screen and enter an end date. Because the bank account is no longer active, it will not be a valid option from which to pay.

Payment History

You can look at the details of prior ACH debit payments made from specific bank accounts by going to the Bank Account Maintenance menu item, and then go to the **Payment History** panel.

Steps:

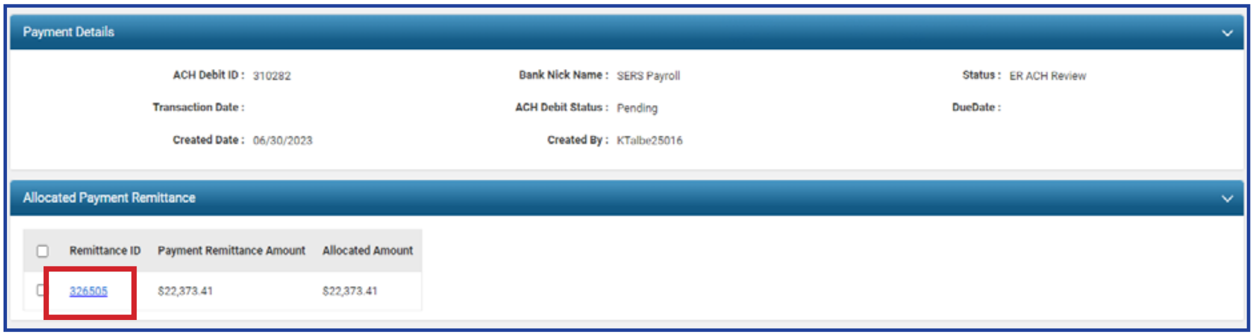
1. Click the **ACH Debit ID** hyperlink.

1.


Clicking the ACH Debit ID hyperlink opens the **Payment Detail Maintenance** screen.

On this screen, you can see the transaction date, the created date, and the status of the ACH debit, as well as the status of the payment.

2. For more information on this payment, click the **Remittance ID** link.



Clicking on the Remittance ID opens the **Payment Remittance Maintenance** screen, where you can view more details related to the payment.

Here we see it was for employee contributions.

Remittance Details

Remittance ID : 326505 **Remittance Status :** Pending

Total Liability Amount Selected : $22,373.41 **Total Payment Amount :** $22,373.41

To correct the payment remittance click Correct Payment Remittance button.

Correct Payment Remittance

Payment Remittance Details

Liabilities selected in the payment remittance

Liability ID	Liability Type	Remittance Item ID	Remittance Item Type	Payment Amount	Pay Date	Contribution Cycle Code	SSN	Name
388210	Employer Contributions	422238	Employer Contributions	$22,373.41	05/10/2021	OTH0001		

Credit Memo applied against the Liabilities.

Employee Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Reporting Period	Contribution Cycle Code	Contractor Name
No records to display.					

Employer Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Reporting Period	Contribution Cycle Code	Contractor Name
No records to display.					

Payments applied against the Liabilities

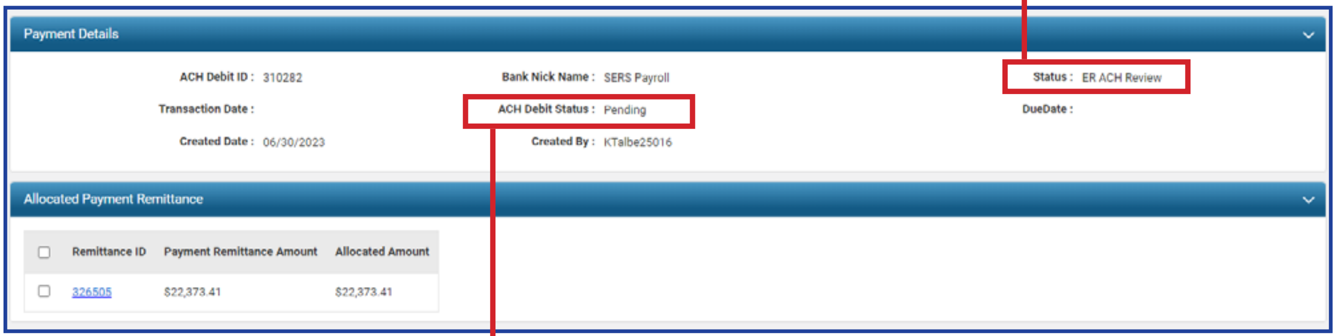
Payment Type	Check/Reference Number	Bank Account	Payment Amount	Payment Date
ACH Debit		SERS Payroll	$22,373.41	07/01/2023

Statuses

On the Payment Detail Maintenance screen, we see two different statuses:
Status and ACH Debit Status.

Status: This is the status of the deposit as it relates to the liability as a whole. You will see the status as one of the following:

- **Void**: The payment was voided, and the transaction was stopped.
- **Applied**: All monies have been applied to the liabilities that were due.
- **Review**: This status can display for many reasons, such as SERS needs to verify information, or perhaps the "end of day" business functions have not occurred yet.



ACH Debit Status: This status is updated as the deposit status changes during the process. The ACH Debit status is directly tied to the deposit status.

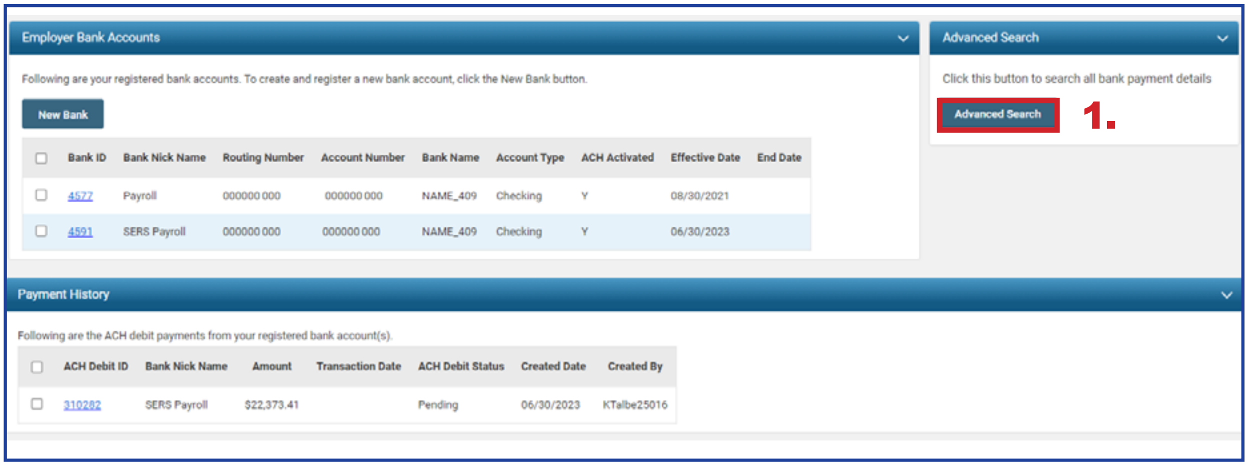
- Deposit status is void.
  - » ACH Debit Status is: **Void**
- Deposit status is applied.
  - » ACH Debit Status is: **Paid**
- Deposit status is anything other than applied or void.
  - » ACH Debit Status is: **Pending**

Advanced Search

On the Bank Account Maintenance landing screen, there is an Advanced Search button to the far right of the screen.

Steps:

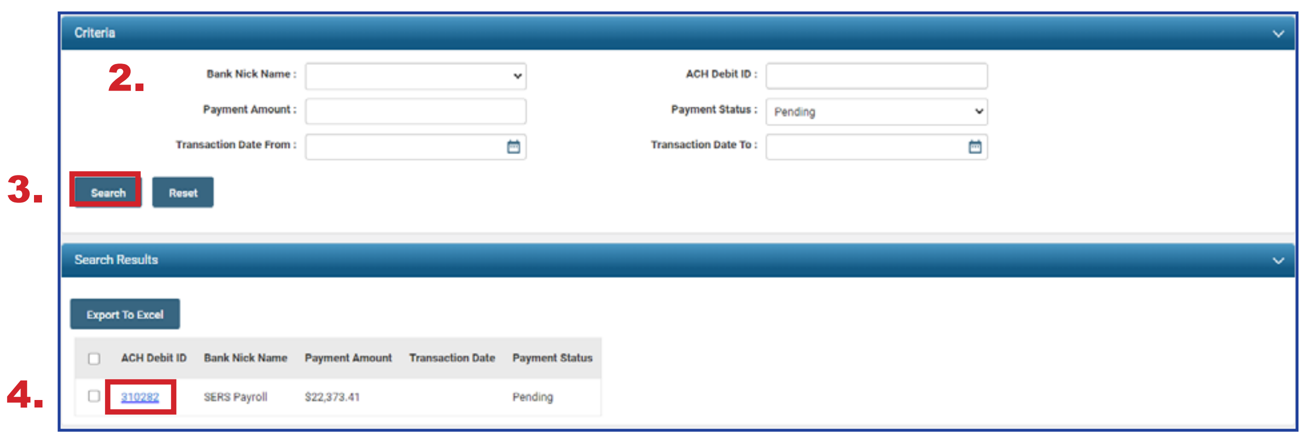
1. Click **Advanced Search.**



The system displays the **Bank Payment Lookup** screen.

Steps:

2. Enter the search criteria.
3. Click **Search**. The system will display the results in the **Search Results** panel.
4. Click the **ACH Debit ID** to view more information on this payment.



Looking to make a report? The **Export to Excel** feature is a great way to take all the search results and populate them into an Excel spreadsheet for you to edit and save. Just check the box next to the ACH Debit ID, and click Export to Excel.

2024 eSERS Guide

PAYMENT REMITTANCE

School Employees Retirement System of Ohio
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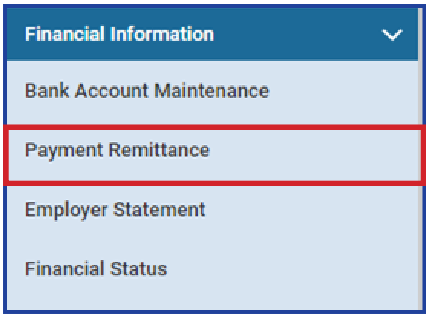
Payment Remittance

To make a payment on one or more liabilities, go to the Payment Remittance menu item.

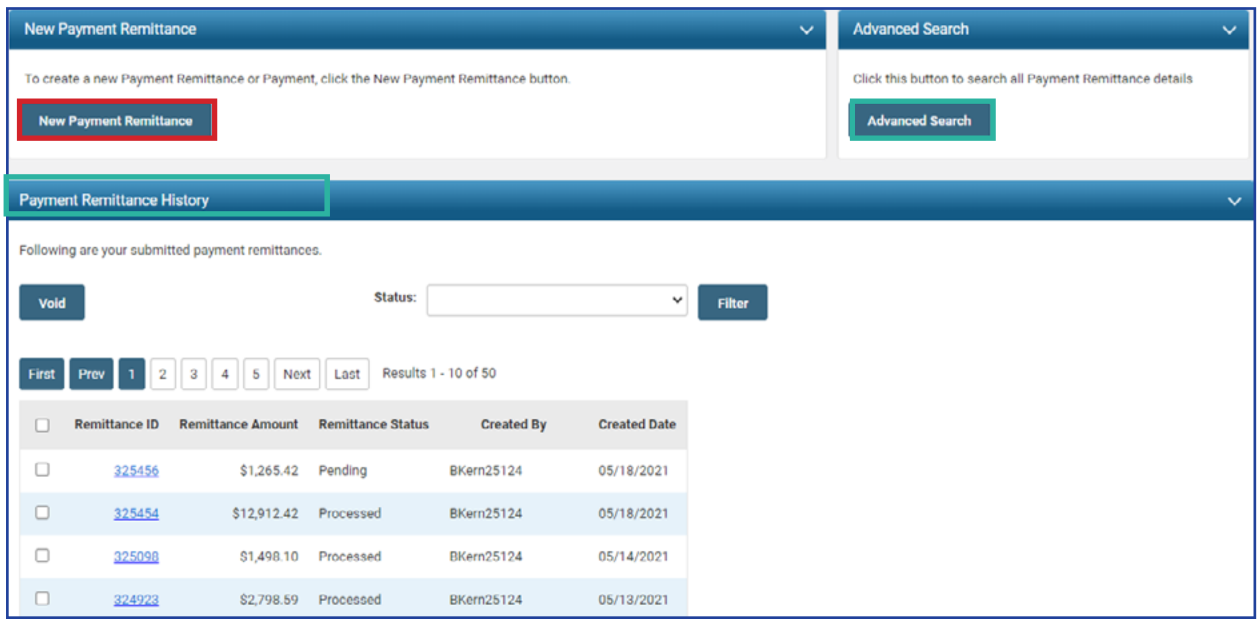
1.



Steps:

1. Click on the **Payment Remittance** menu item.
2. Click **New Payment Remittance**.

2.



Please Note:

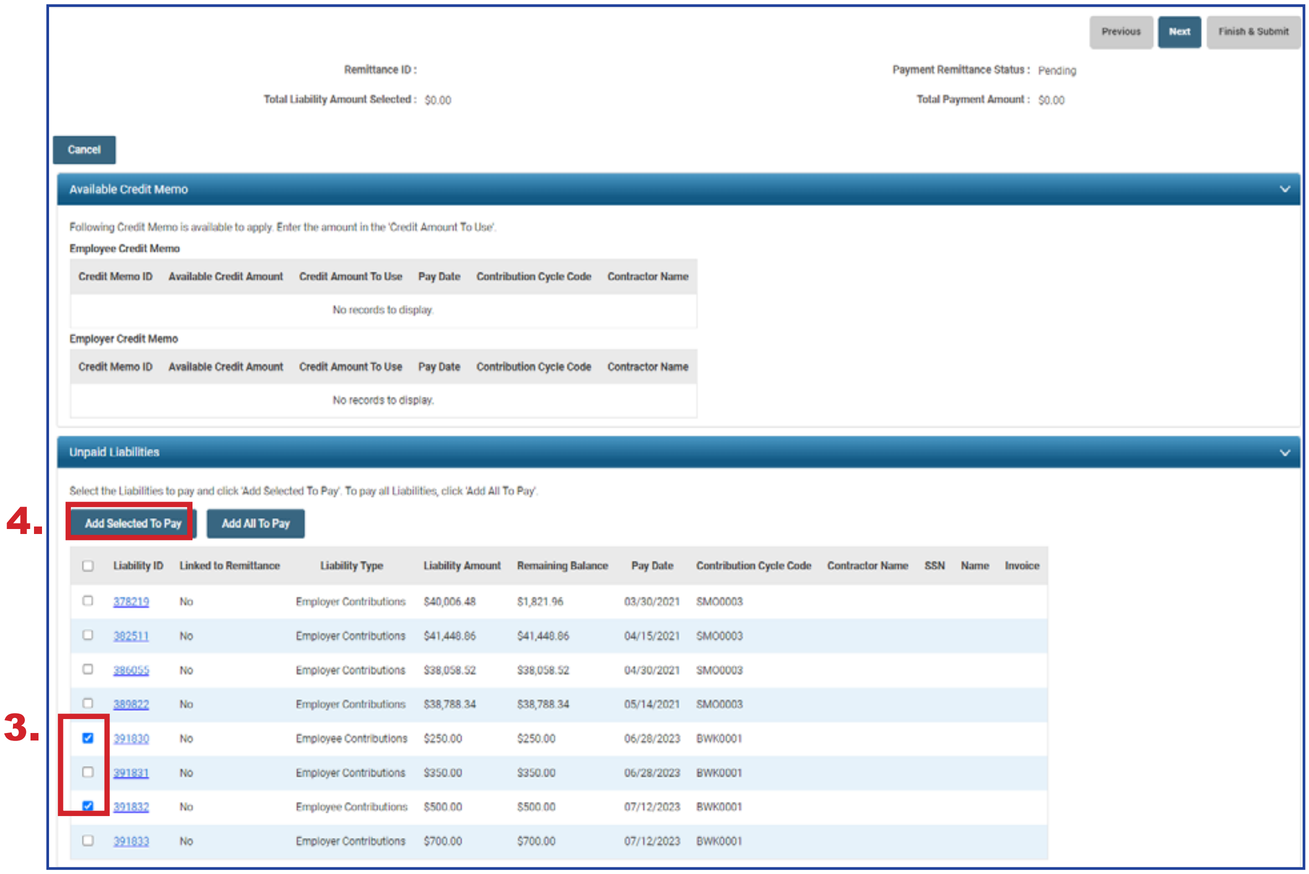
Payment Remittance History: This panel shows the historical records of payments that have been submitted to SERS.

Advanced Search: This allows you to search for specific liabilities and payments made to SERS.

The first step in making a new payment is to select what unpaid liabilities you wish to pay from the list in the Unpaid Liabilities panel. This panel displays unpaid liabilities in order of oldest to newest.

Steps (continued):

3. Select the liabilities you want to pay by checking the box next to them.
   - **Reminder:** You can pay multiple liabilities with one Payment Remittance.
4. Click **Add Selected To Pay.**

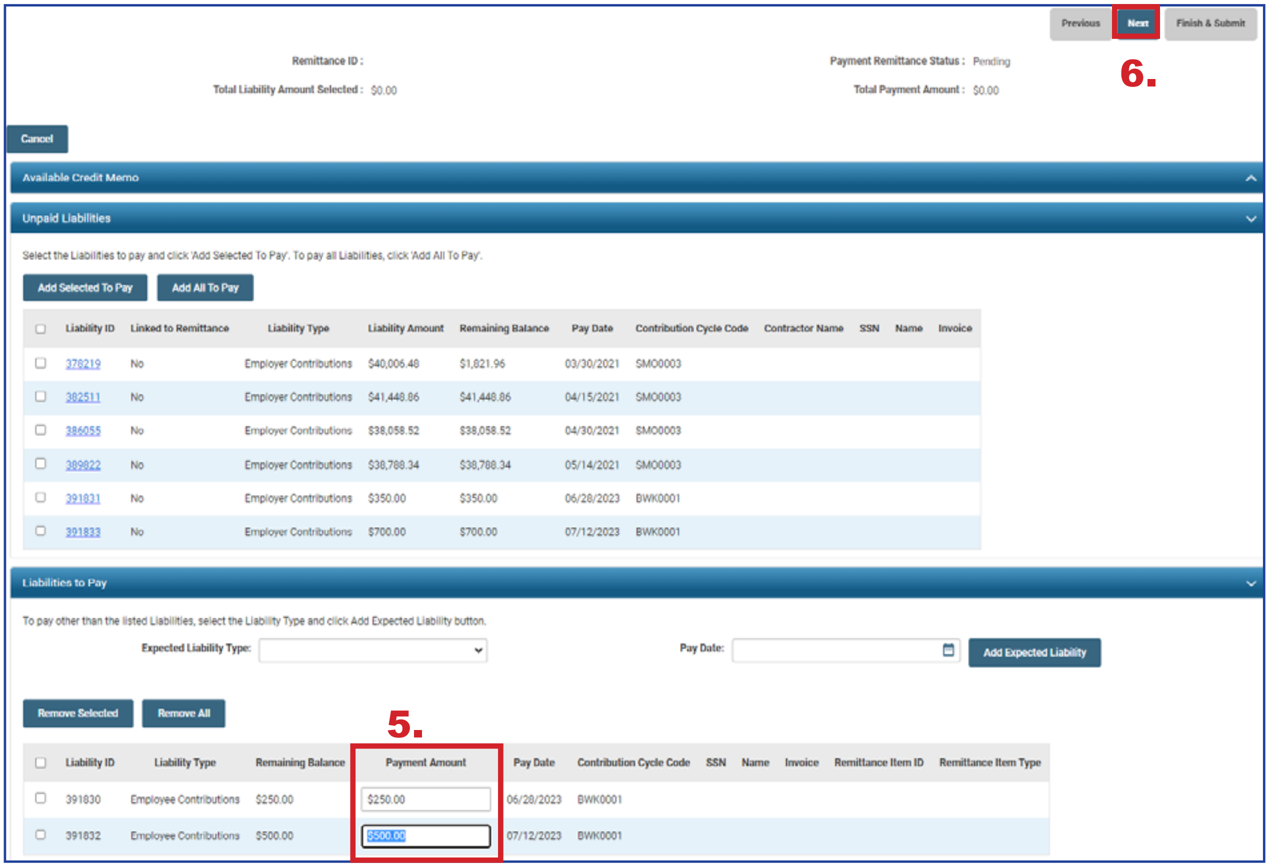


Please Note: If your district is a Foundation-participating district, your employer liabilities will be paid with Foundation funds.

The liabilities selected in the prior step have moved down to the **Liabilities to Pay** panel.

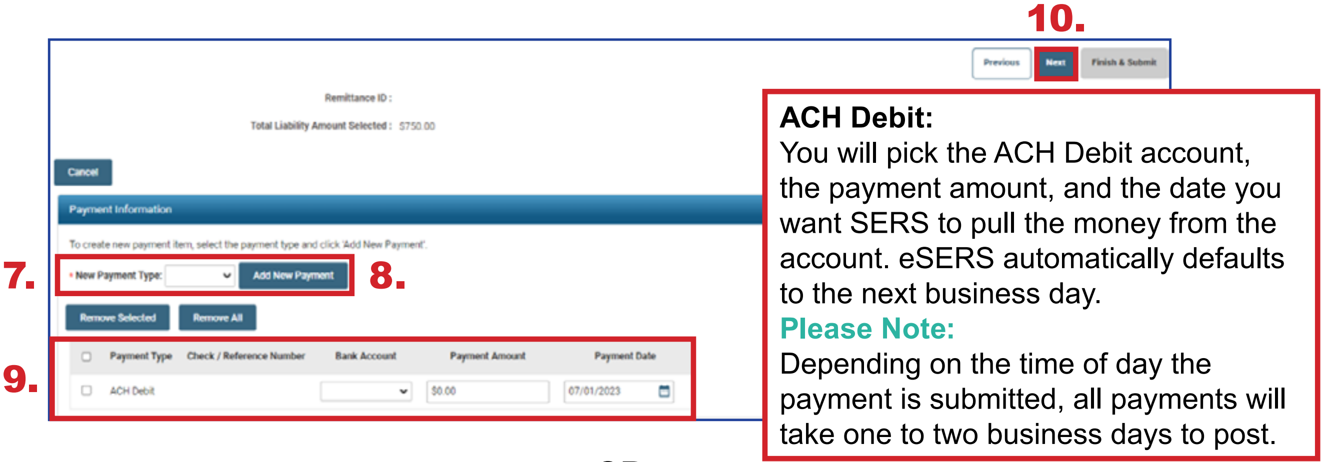
Steps (continued):

5. Enter in the amounts you intend to pay for each liability in the **Payment Amount** field.
6. Click **Next**.

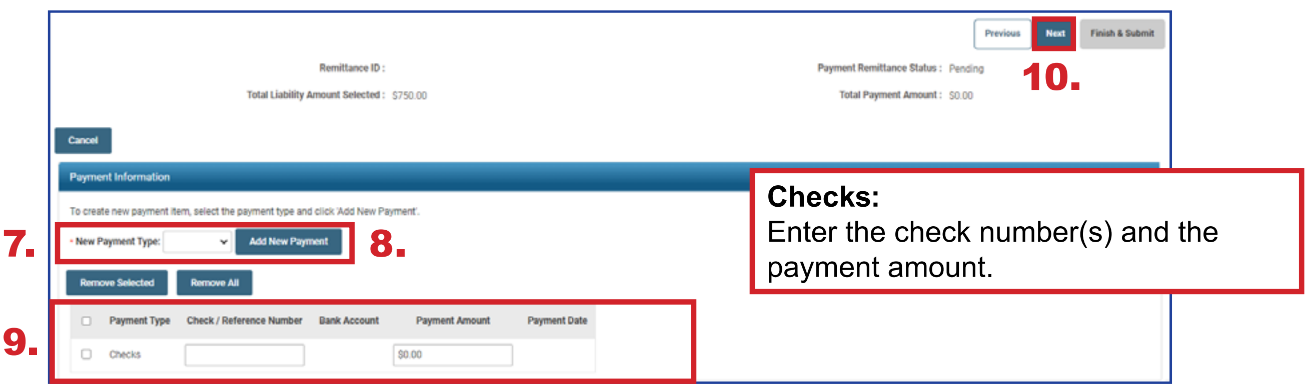


Steps (continued):

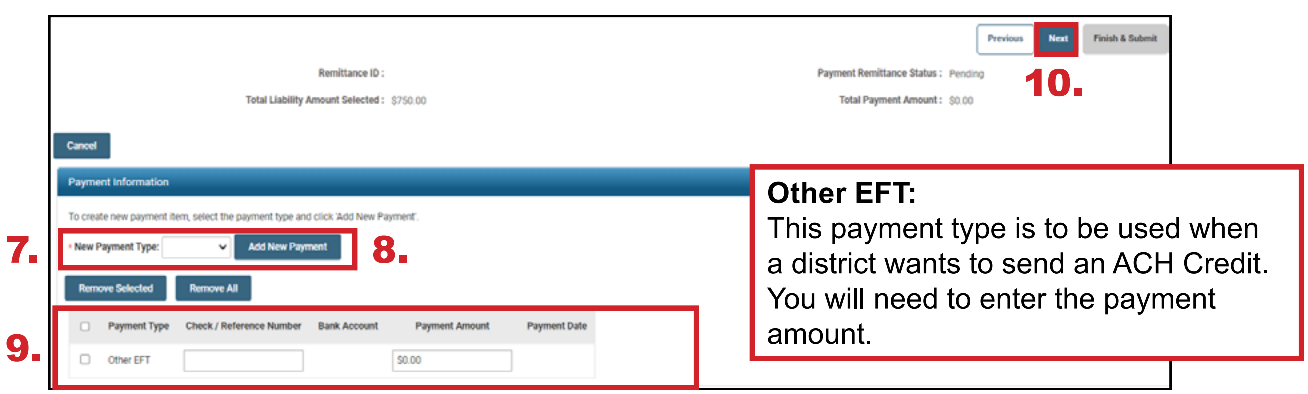
7. Select the **Payment Type** from the drop-down menu (i.e. ACH Debit, Checks, Other EFT).
8. Click **Add New Payment**.
    - You can add more than one payment if the total liability amount selected needs to be paid from multiple accounts.
9. Enter the required information for your payment type.
10. Click **Next**.



OR



OR

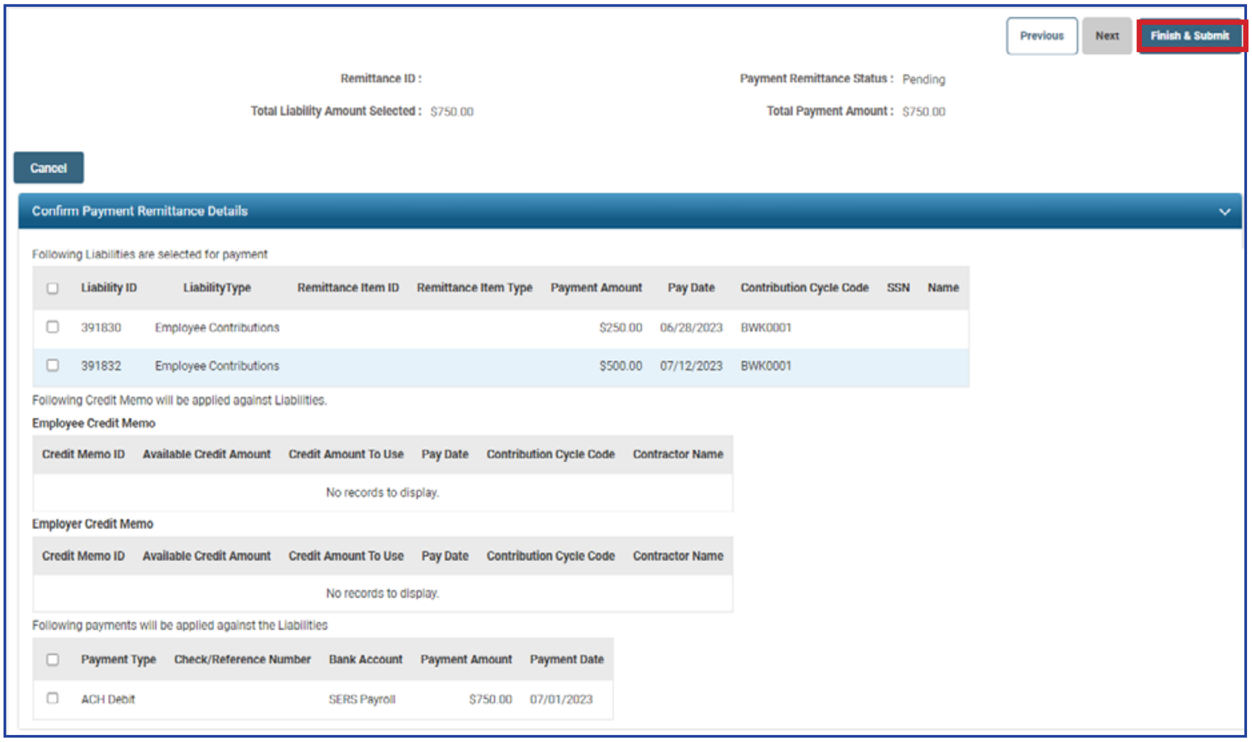


In the final screen of the payment process, review everything you have selected in terms of liabilities to be paid and the payment method.

Steps (continued):

11. Click **Finish & Submit.**

Please Note: Corrections that need to be made prior to submission can be done by clicking the **Previous** button on this screen. Clicking **Cancel** will end the process completely, and it will need to be done again from the start. If you notice that your payment amount does not match what your system shows you owe, there may be a **Credit Memo** that needs to be applied or an adjustment that has not been posted. To prevent penalties, please review this prior to clicking **Finish & Submit**.



Reminder:
Please do not mail checks to the SERS office. Send checks to the lockbox at:

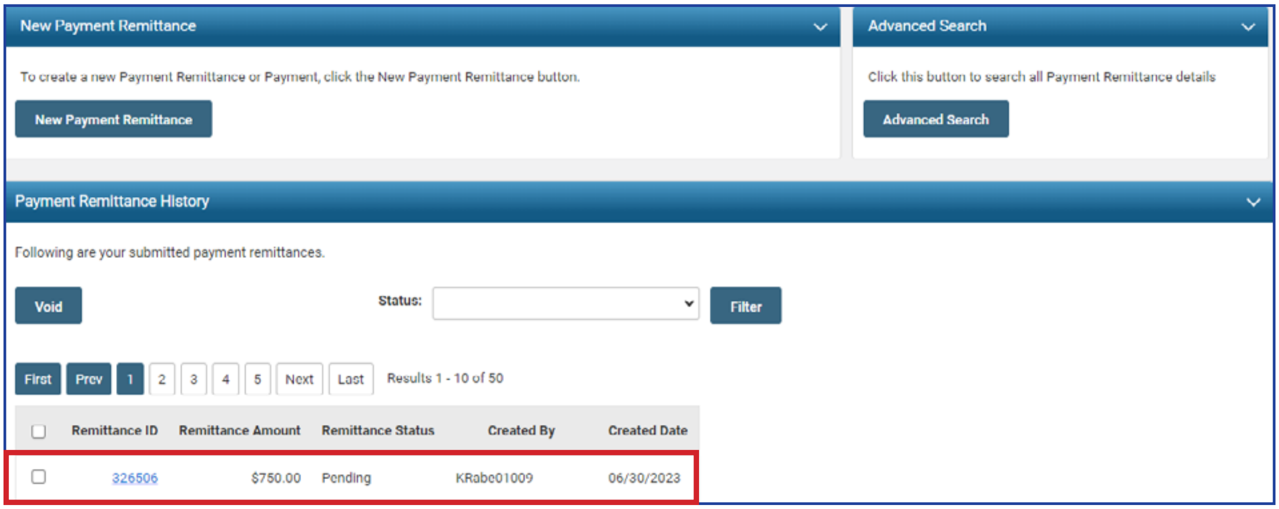
SERS
L-1617
Columbus, Ohio 43260-1617

Once submitted, the system returns back to the first **Payment Remittance** screen with a message that the data has been saved and the payment process is complete.

In the **Payment Remittance History** panel, the payment is reflected in a **Pending** status.

It will update to a **Processed** status once the payment has been received and processed.

This completes the payment process.



Please Note:

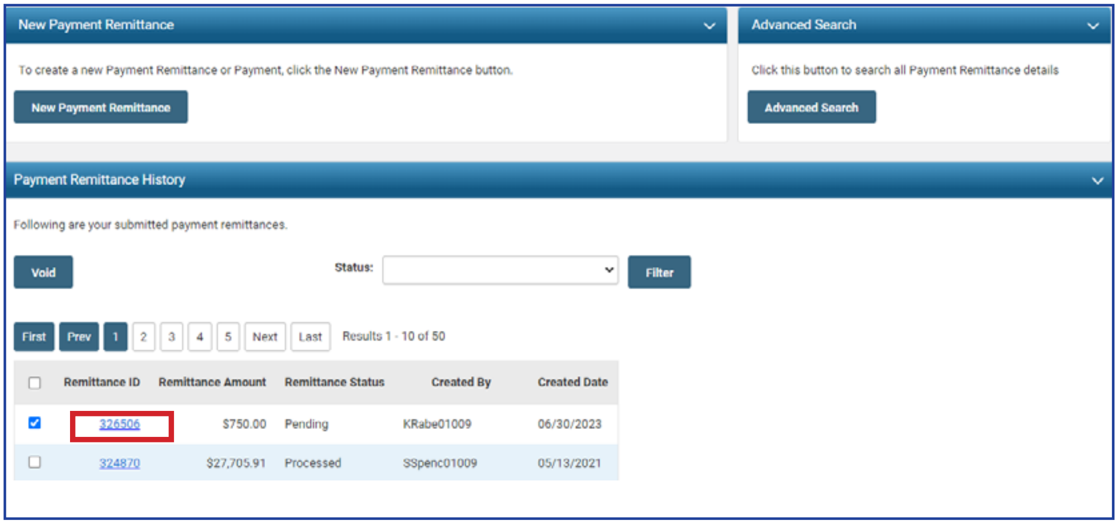
To Void: While a remittance is in a **Pending** status, you can still void the payment by checking the box next to the Remittance ID and clicking **Void**.

Correcting a Payment Remittance

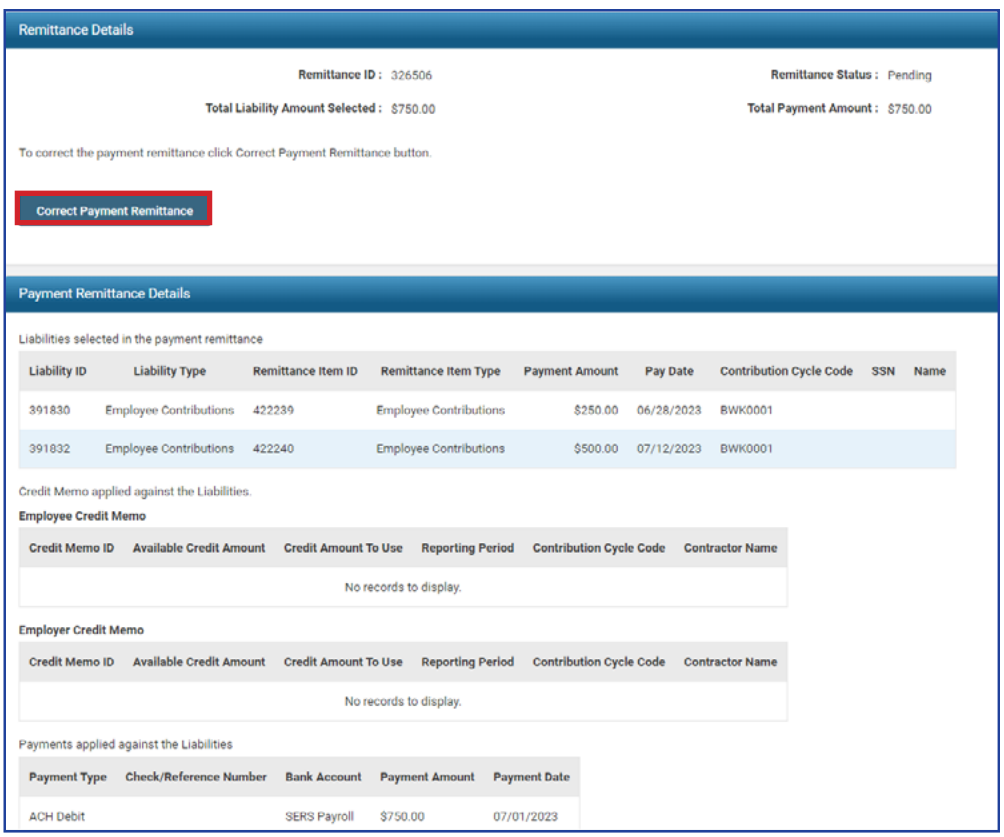
In the Payment Remittance History panel, you see the payment history and status of each payment. Any remittance that is still in a Pending status can be altered or corrected if needed.

Steps:

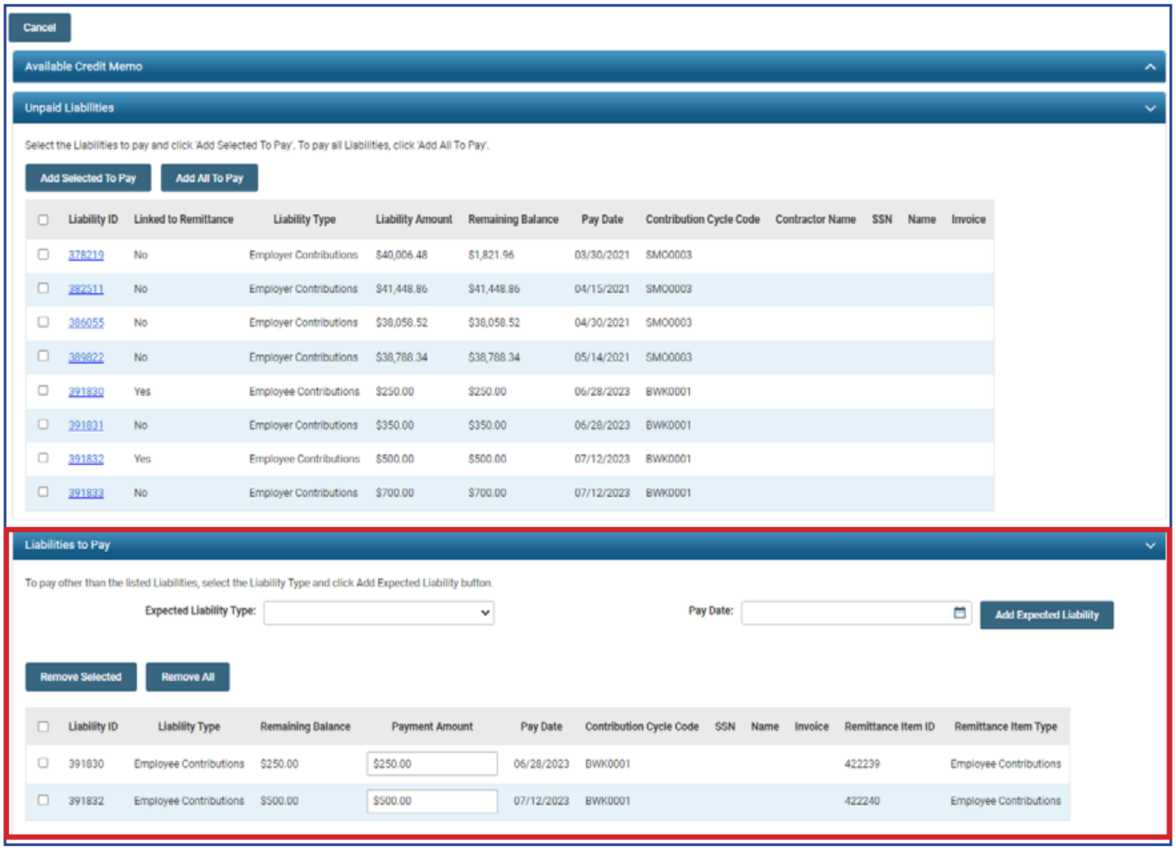
1. Click the **Remittance ID** of the record that is to be corrected.



2. Click **Correct Payment Remittance.**



3. This opens the Payment Remittance screen where you can adjust the payment amount in the **Liabilities to Pay** panel.



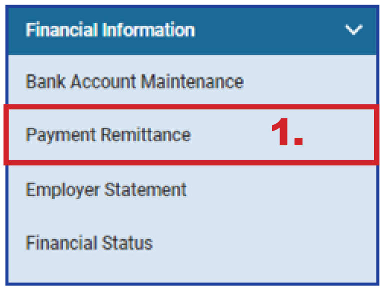
Follow the steps in previous sections to submit the payment. When submitting the payment, you also can change the payment type or check number, if necessary.

Credit Memos

When a school district uploads **a separate adjustment file or manually enters an adjustment**, a Credit Memo will appear in the Payment Remittance application.

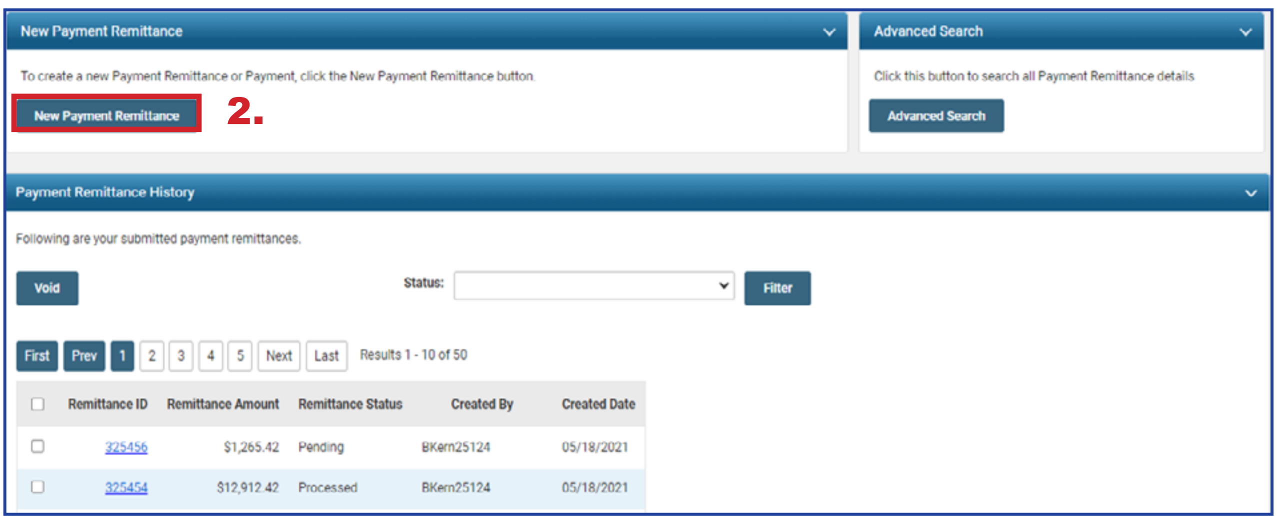
Before the liability is paid, the Credit Memo will need to be applied.

In order to apply the Credit Memo for your district, it will need to be used in a new and separate payment remittance.



Steps:

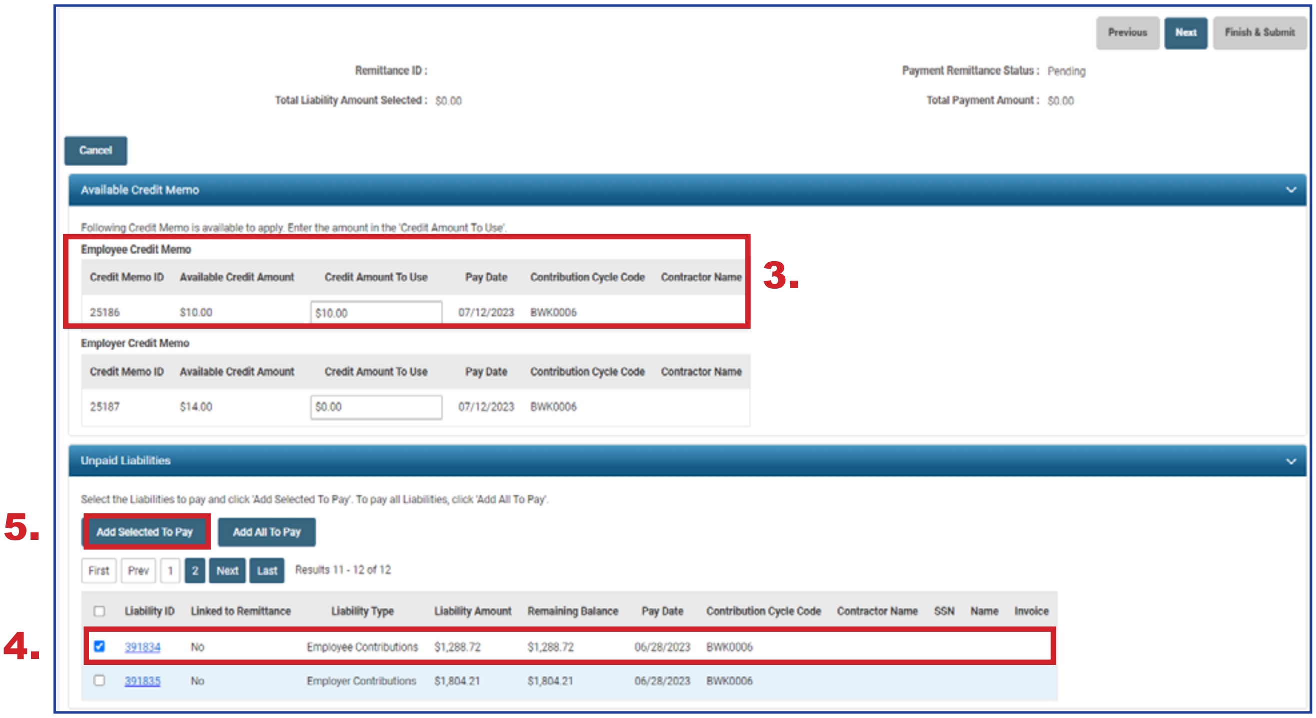
1. Click on the **Payment Remittance** menu item.
2. Click **New Payment Remittance**.



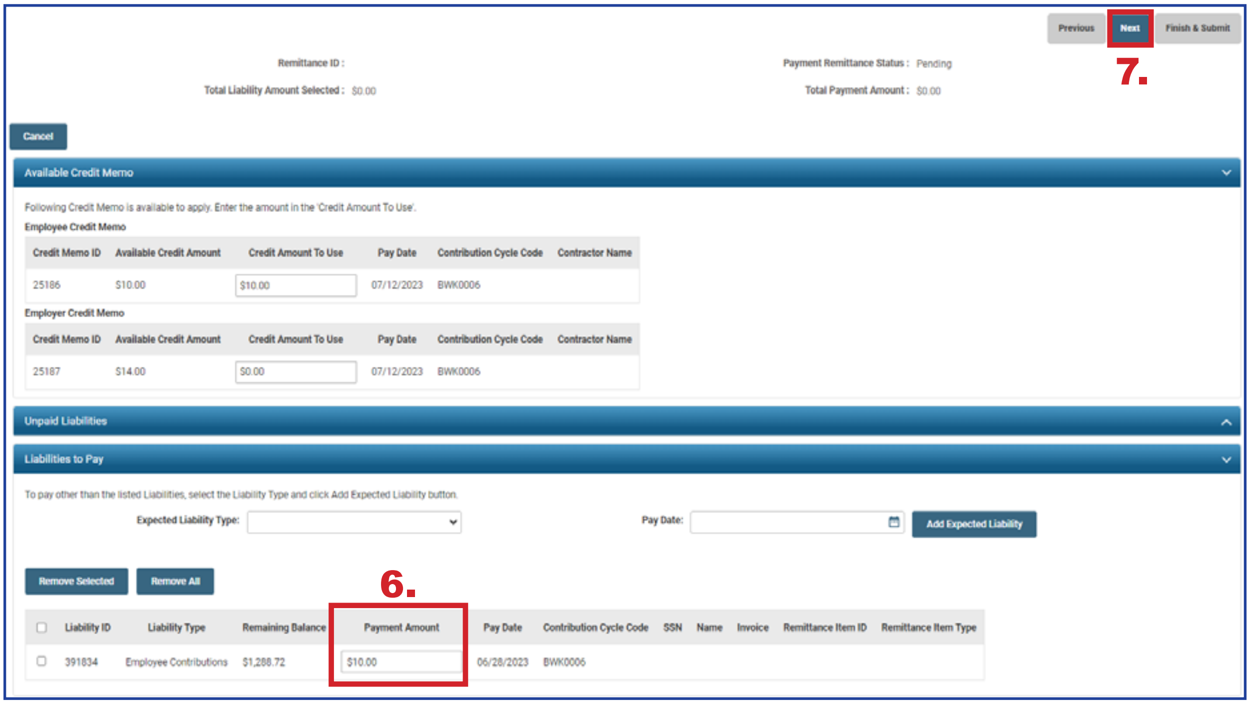
eSERS will show only the amount(s) available in the Credit Memo fields.

Steps (continued):

3. Enter the Credit Memo amount that you would like to apply to the unpaid liability.
   - A user can apply the amount to multiple liabilities at once if needed.
   - **Employee** Contribution Credit Memos must be applied on a different Payment Remittance than **Employer** Contribution Credit Memos.
4. Select the unpaid liability to which you want to apply the Credit Memo.
5. Click **Add Selected to Pay**.

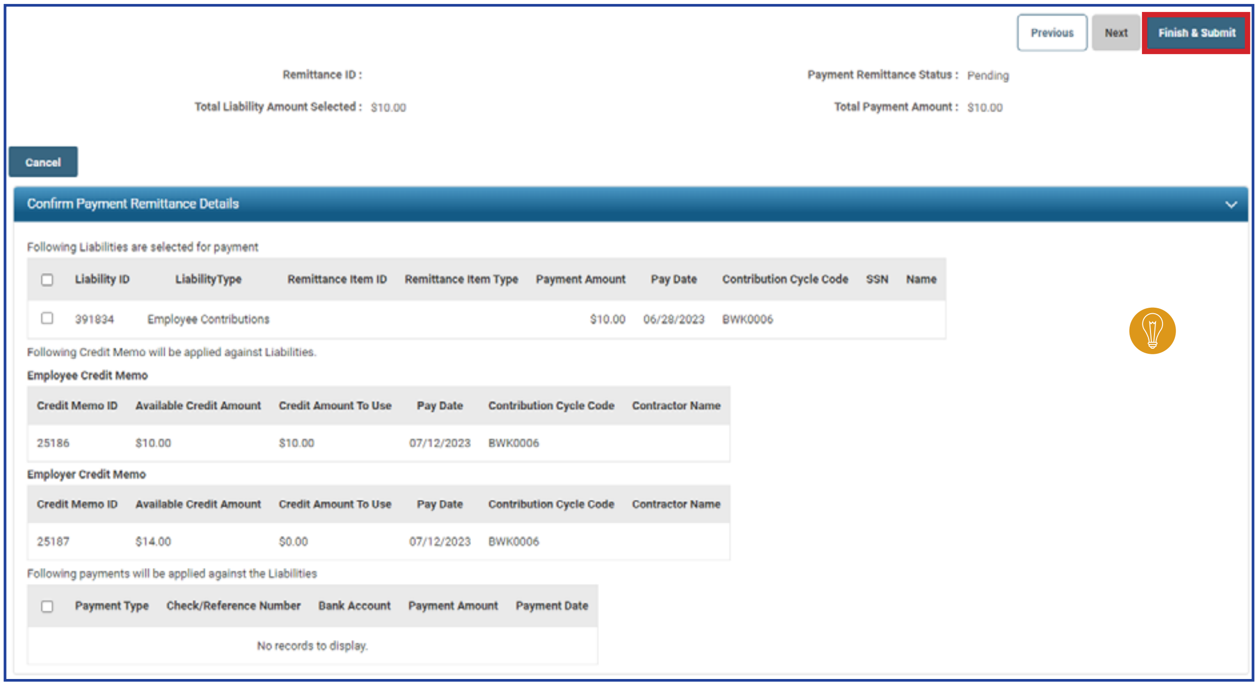


6. Enter the Credit Memo amount in the **Payment Amount** box.
    - Remember: Only the credit memo is being applied to the liability, not the payment
7. Click **Next**.



The user will need to verify that the payment information for the credit memo is correct.

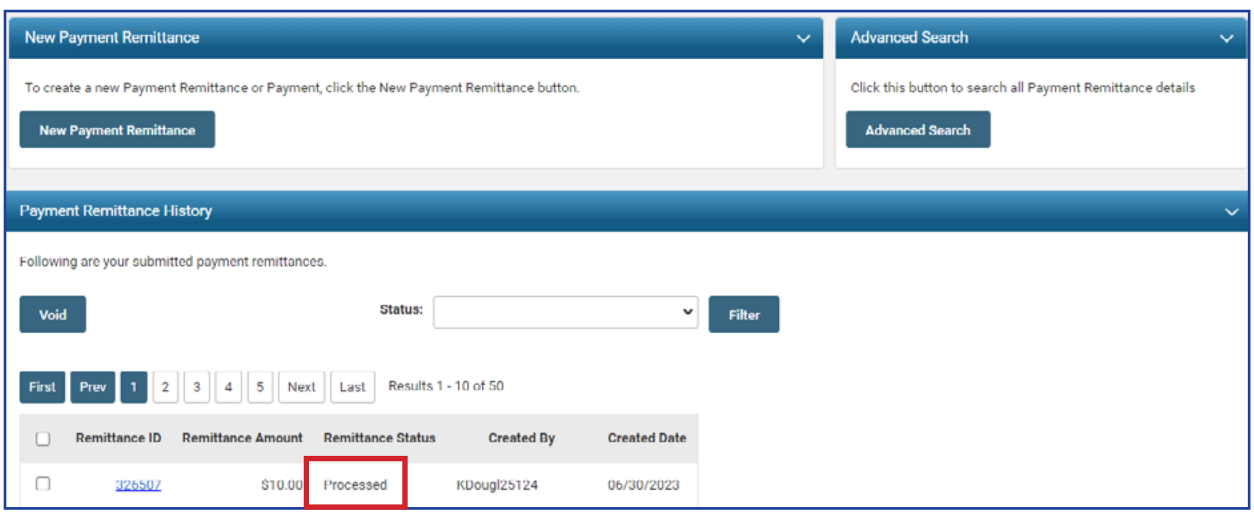
8. Click **Finish & Submit.**



Tip: When you click Finish & Submit, you are confirming the credit memo information in the Confirm Payment Remittance Details Panel.

The credit memo will automatically show a **Processed** status on the main Payment Remittance page under the Payment Remittance History panel.

This means it has been applied to the liability.

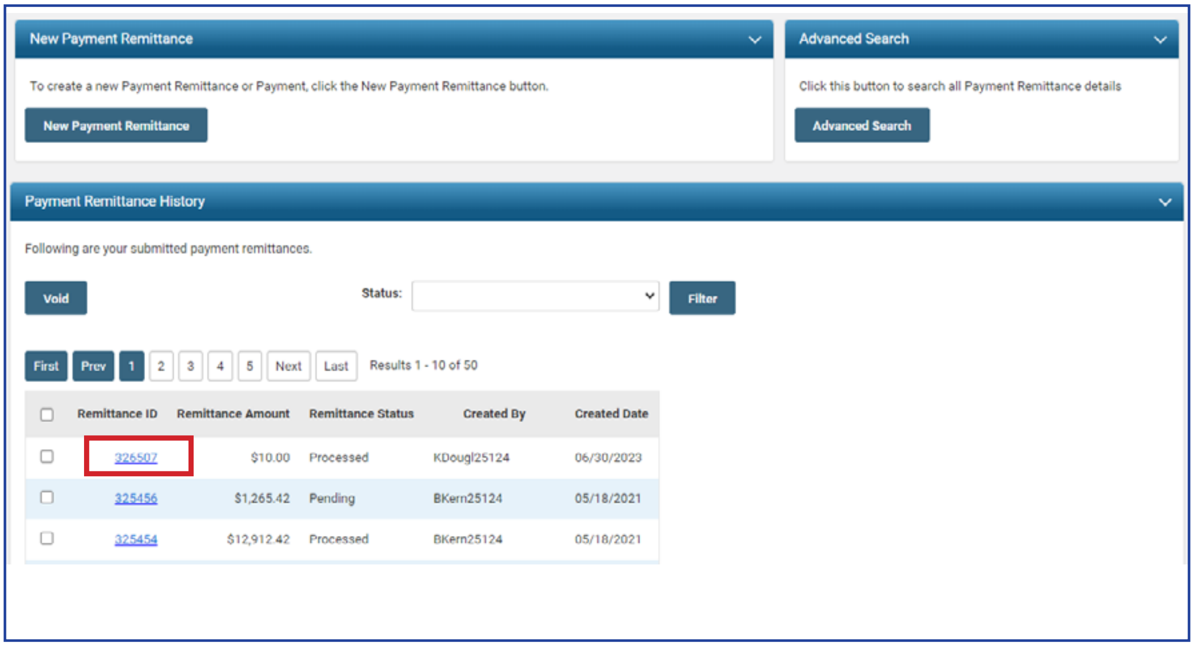


Payment Remittance History

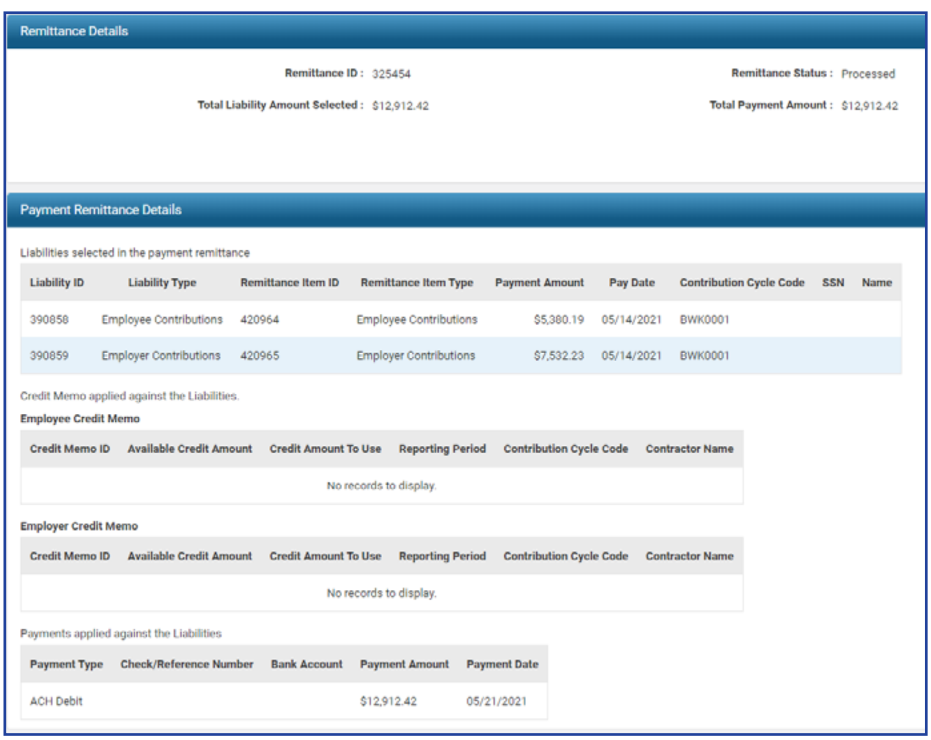
On the Payment Remittance screen, the Payment Remittance History panel allows a user to get more details on payments.

Steps:

1. Click the hyperlinked **Remittance ID**.



This opens the Payment Remittance Maintenance screen for the user to view the details of the payment.

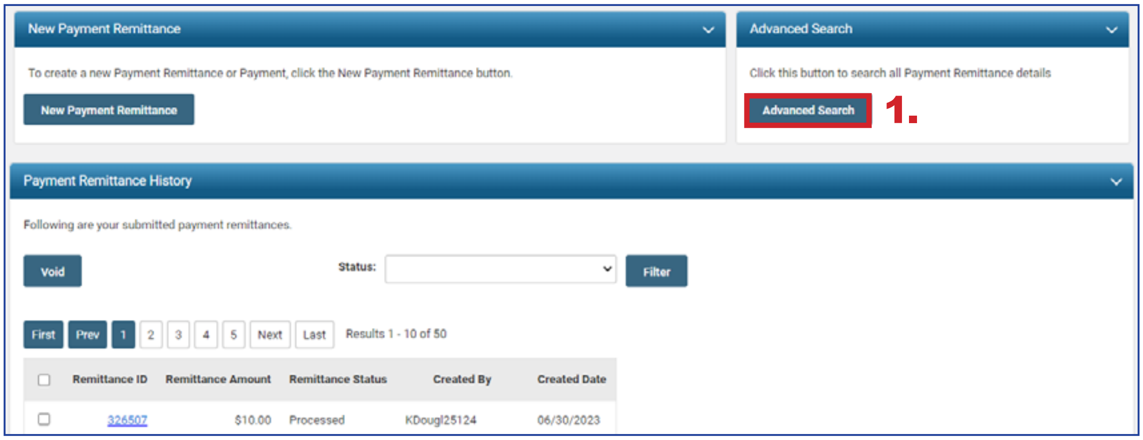


Advanced Search

The Advanced Search option in the Payment Remittance application can be used to search for older payments.

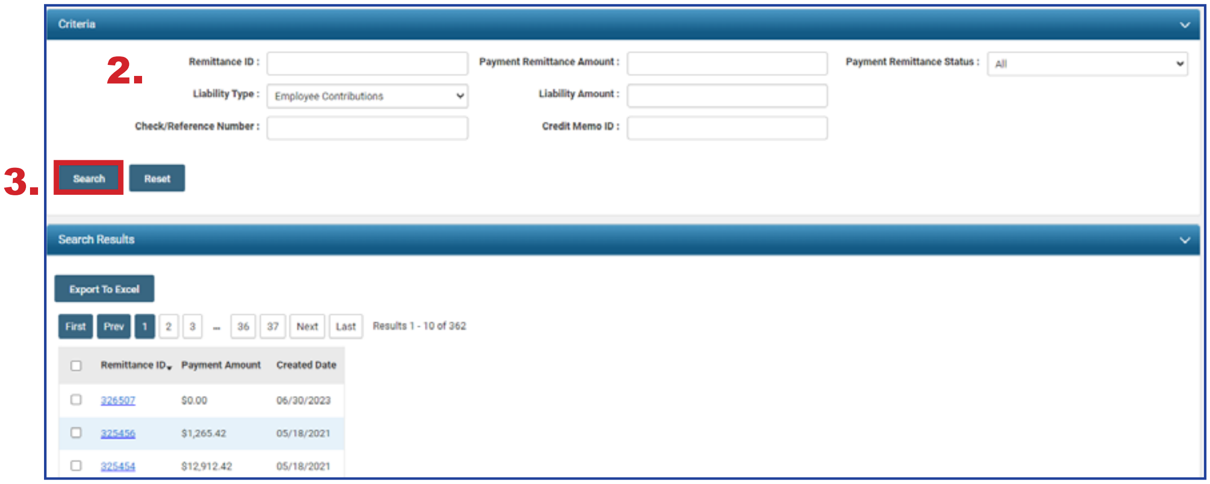
Steps:

1. Click **Advanced Search.**



This opens the advanced search screen for payment remittance.

2. Enter the search criteria.
3. Click **Search**.



The system will display the results based off your search criteria.

To get more information on the payment, click the **Remittance ID**. This opens the Payment Remittance maintenance screen where you will see a breakdown of the payments made to SERS.

Tip: The Export to Excel function can be used to help create a report on the information pulled from eSERS. Check the box next to the Remittance ID and click Export to Excel.

2024 eSERS Guide

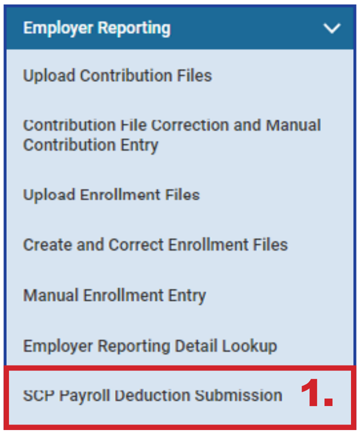
SCP PAYROLL DEDUCTION

School Employees Retirement System of Ohio
Serving the People Who Serve Our Schools®

SCP Payroll Deduction Submission

For each reporting period, you will submit a SCP payroll deduction submission to reflect all members who currently have a service credit purchase in progress.

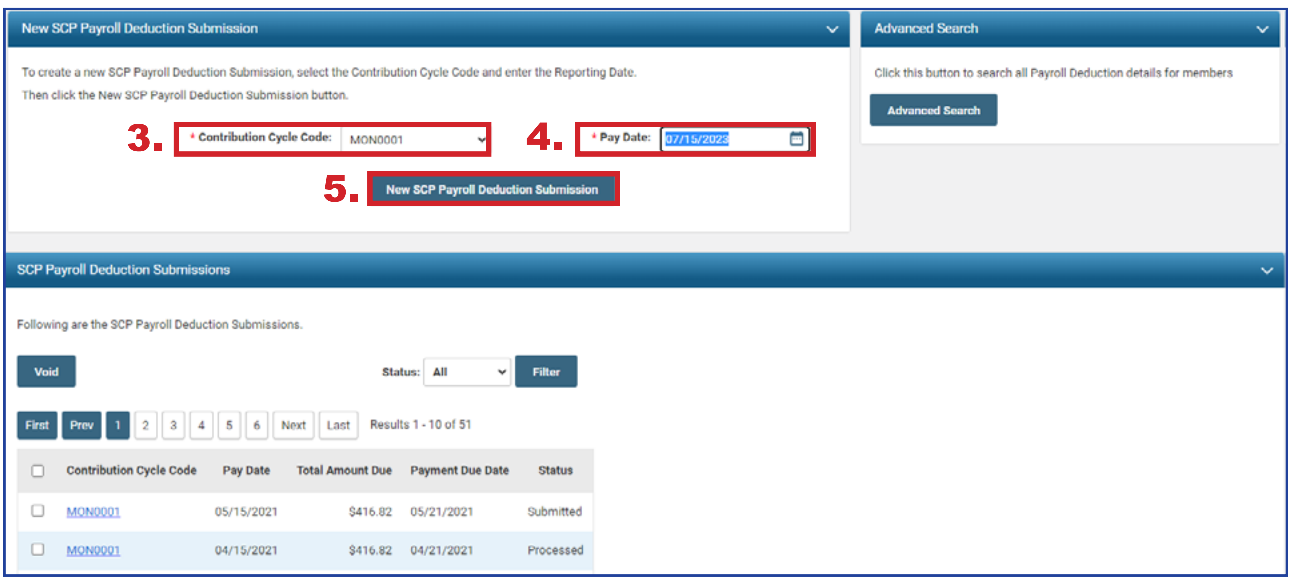
This creates the liability in the Payment Remittance application for you to submit the payment.



Steps:

1. Select the **SCP Payroll Deduction Submission** menu item.
2. The system displays the SCP Payroll Deduction Submission screen.
3. Select the **Contribution Cycle Code** from the drop-down.
4. Enter the Pay Date.
5. Click **New SCP Payroll Deduction Submission**.

2.



Please Note:

In the **SCP Payroll Deduction Submission** panel, you see SCP payroll deduction submission records, which you can open to view.

The **Advanced Search** panel allows you to search all submissions by member or contribution cycle code.

Tip: An employee can have an SCP Payroll Deduction in multiple contribution cycle codes.

Starting a new submission takes the user to the **Payroll Deduction Maintenance** screen. This screen shows all members who have agreed to a service credit purchase and are using payroll deductions for the specified contribution cycle code.

Please Note:

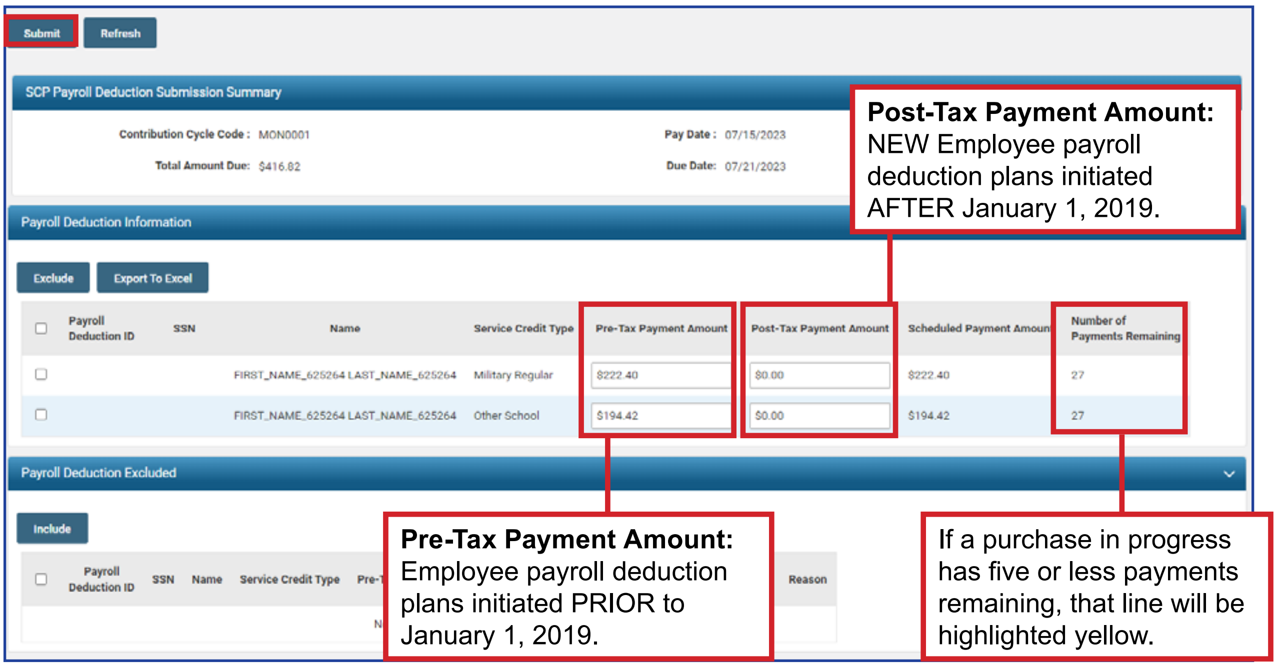
As of January 1, 2019, all NEW employee service credit purchase payroll deduction plans are post-tax and need to be entered as post-tax.

All records will automatically show in the **Payroll Deduction Information** panel. As long as there are no records that need to be excluded, you will submit the record as-is.

Steps (continued):

6. Click **Submit**.
7. Go to the Payment Remittance application to pay the SCP liability that was just created.

6.



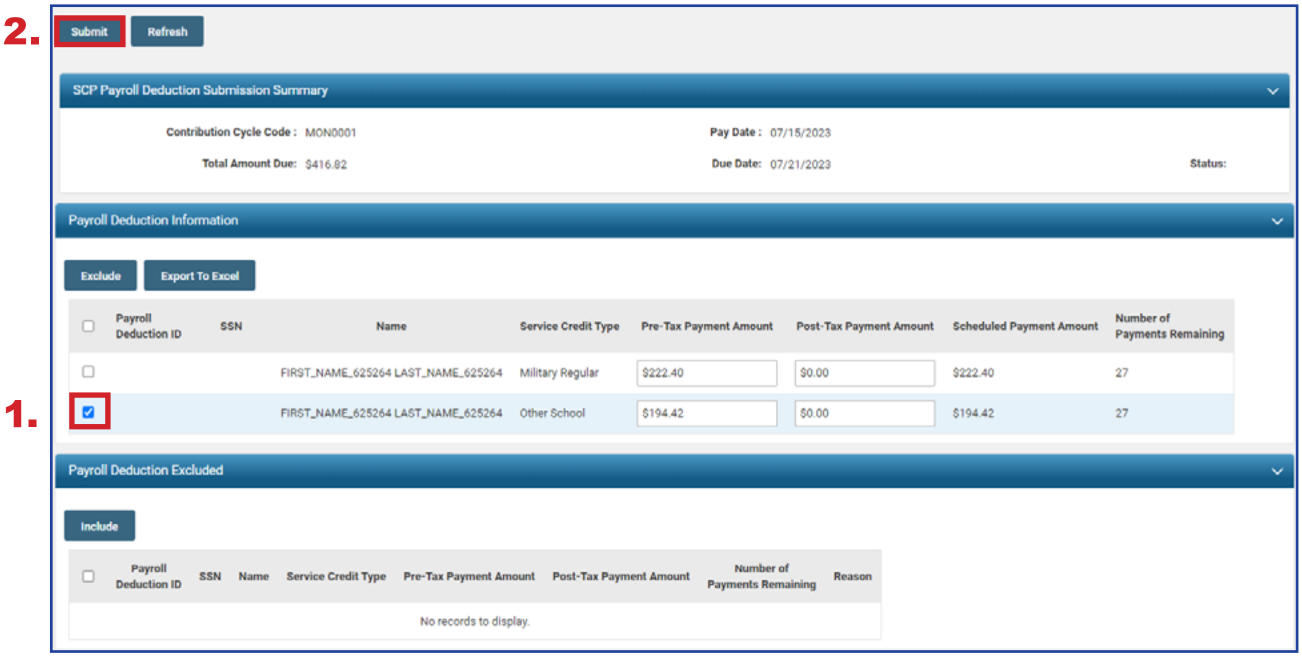
Tip: If a member has more than one purchase in progress, both purchases will be reflected separately in the Payroll Deduction Information panel.

Excluding Records

If an individual from the payroll deduction needs to be excluded, it must be done **prior to submitting** the payroll deduction.

Steps:

1. Check the box next to the individual to be excluded. You must check the box next to the individual's purchases if the individual has more than one in progress.
2. Click **Exclude**.

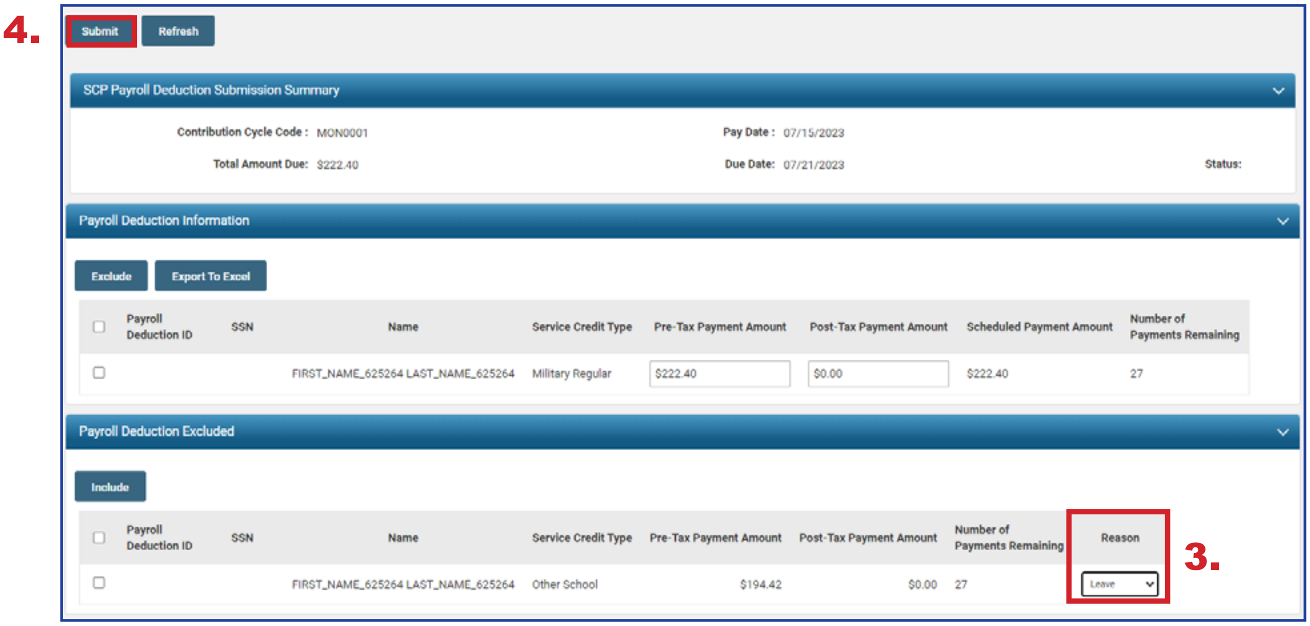


By selecting a record to be excluded, it moves the record down to the **Payroll Deduction Excluded** panel.

To complete this process, select a reason to exclude the record. The options available are: Deceased, Leave, Retired, or Terminated.

Steps (continued):

3. Select the exclusion reason from the drop-down menu.
4. Once all records are complete, click **Submit**.



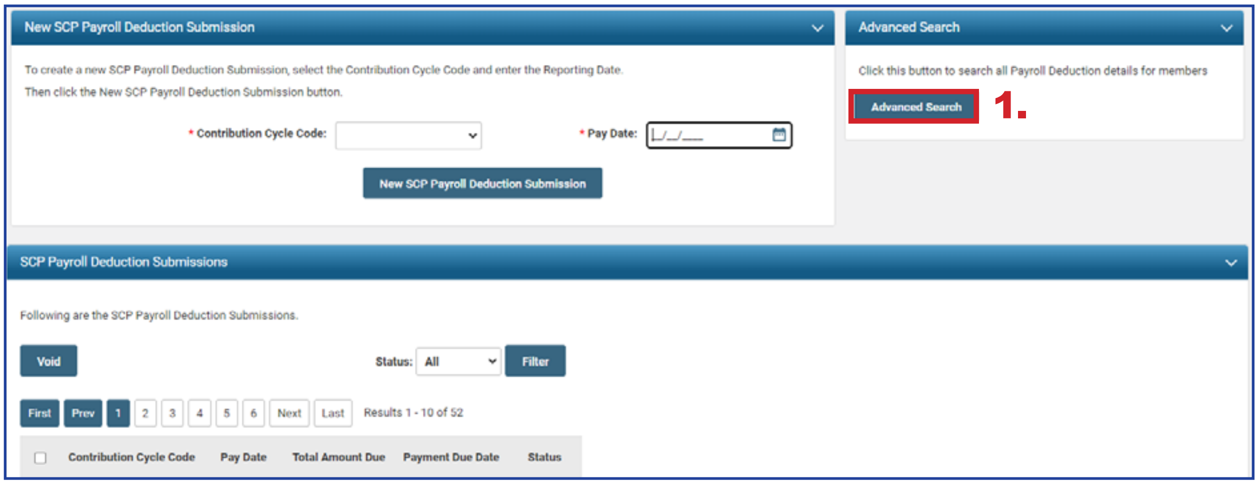
Tip: If it was a mistake to exclude a record, select the checkbox and click **Include** to move the record back to the Payroll Deduction Information panel, then submit the record.

Advanced Search

The Advanced Search panel is located on the right side of the SCP Payroll Deduction Submission page. This is a good place to look at all service credit purchases in progress.

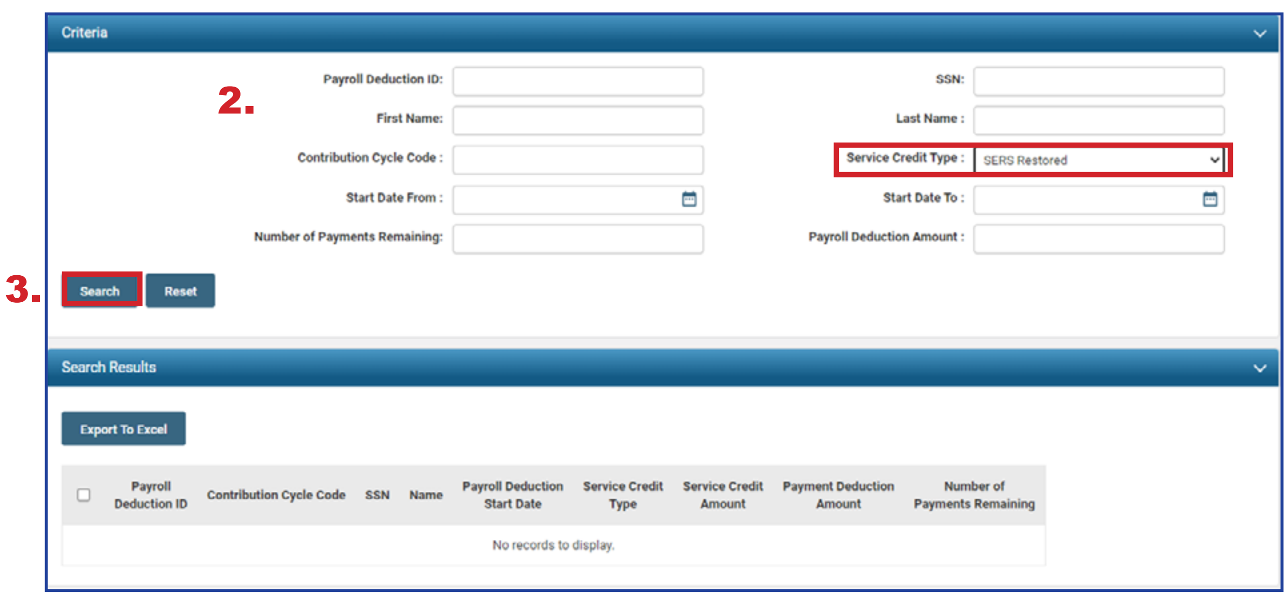
Steps:

1. Click **Advanced Search**.



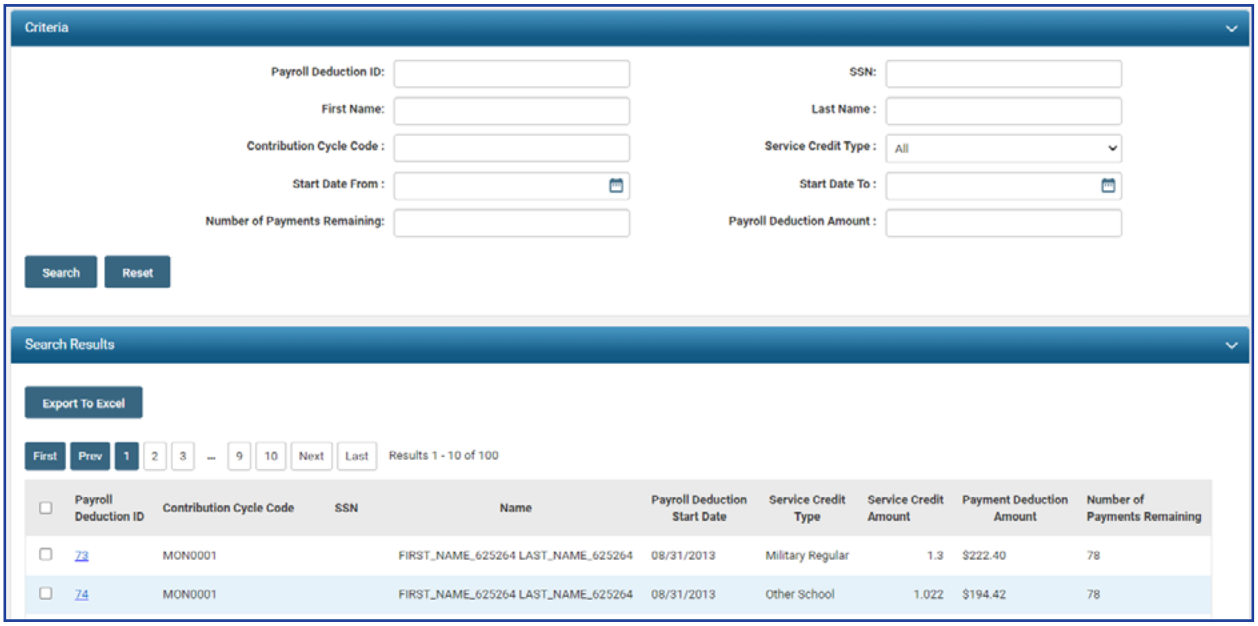
This opens the SCP Payroll Deduction Lookup screen.

2. Enter the Search Criteria (this scenario is filtering by Service Credit Type).
3. Click **Search**.



The results will display what contribution cycle code the member's deductions are listed under, the member's name, service credit type, deduction amount, and how many payments remain.

From this screen, you also can use the **Export to Excel** feature, which is useful to create reports for your organization on service credit purchases in progress. To do this, select the records you wish to export, and click **Export to Excel**.



2024 eSERS Guide

WAGE CERTIFICATIONS

School Employees Retirement System of Ohio
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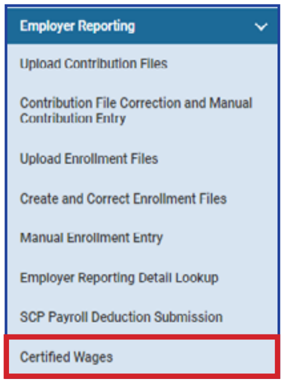
Service Wage Certification

The district receives a wage certification when a member, retiree, or beneficiary files an application for service retirement, survivor benefits, refund, reemployed retiree payment, beneficiary lump sum annuity, transfer service, or disability benefit (only sent to the employer once the application is approved).

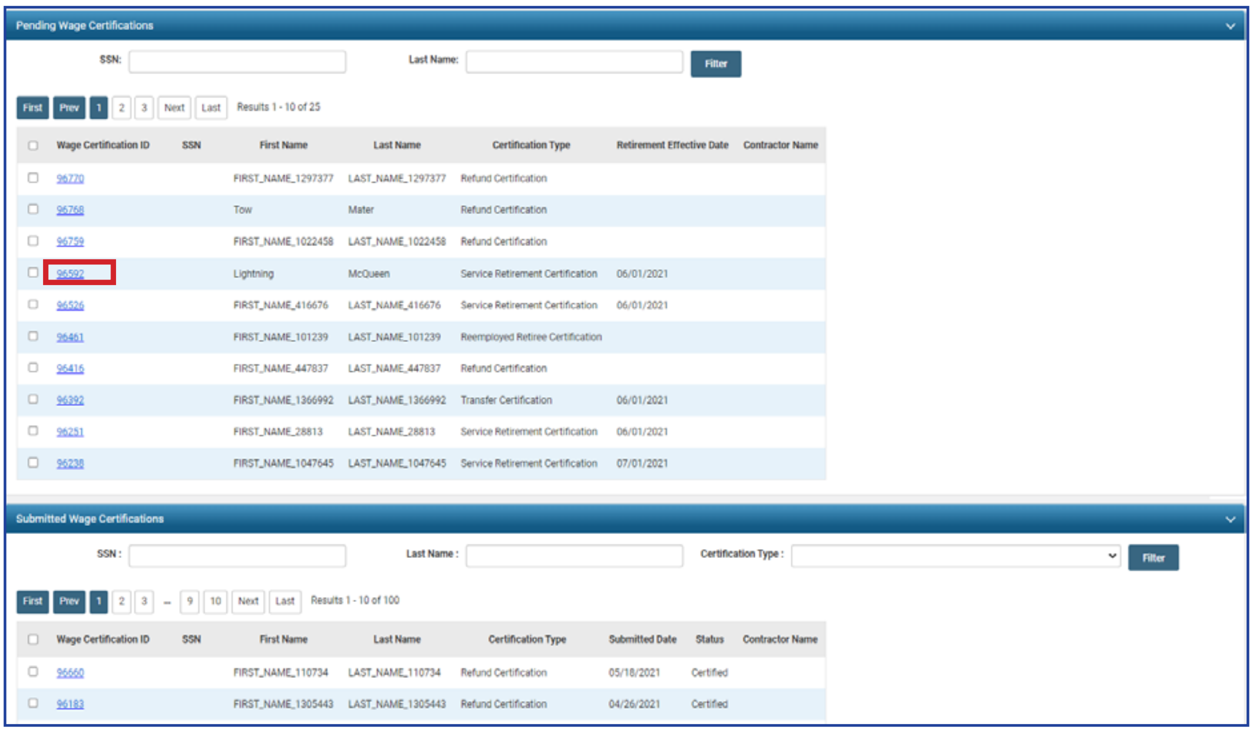
If a certification needs to be completed for a contract employee, the contract company name will be listed. It is the district's responsibility to obtain the needed information from the contract company to complete the certification. For security purposes, contract companies do not have access to the Wage Certification application.

When SERS generates a certification request, a Wage Certification ID is created and appears in the Pending Wage Certifications panel. Do not complete the wage certification until you have final payroll information for the employee. To complete the request:



Steps:

1. Click on the **Certified Wages** menu item under the Employer Reporting panel.
2. Click on the **Wage Certification ID** in the Pending Wage Certifications panel.



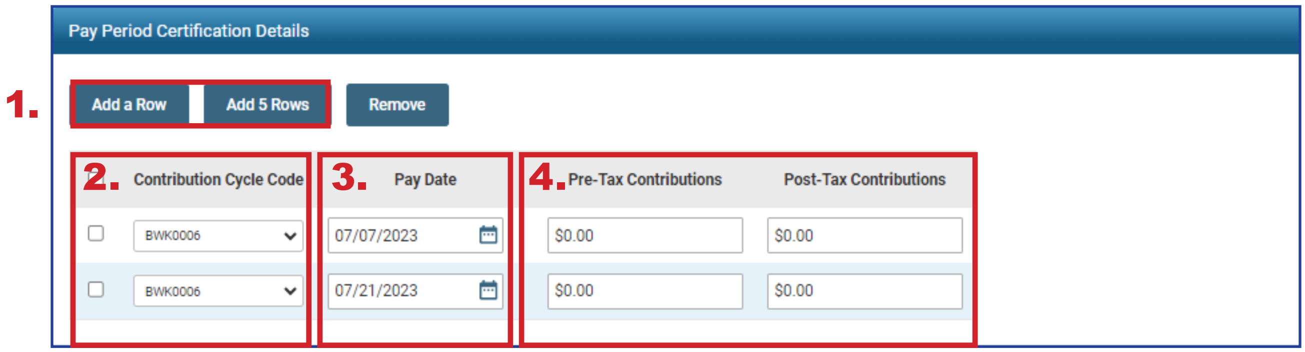
Please Note:
Contract companies do not have access to the Wage Certification application.

3. On the **Member Wage Details** screen, enter the following information:
    - **Last Date of Service:** Must include **used** vacation, sick leave and any other **paid** days actually used
    - **Days Worked:** Number of paid days in the fiscal year
    - **Last Contribution Cycle Code:** The Contribution Cycle Code that the employee was last reported on (i.e. BWK001)
    - **Last Pay Date:** The **pay date** for which the member's last contributions were or will be reported to SERS (created by your payroll schedule)
4. From the drop-down menus, select yes or no for the following:
    - **Eligible** for Health Care at Separation
        - » If the employee is **ELIGIBLE** for your health insurance – the employee does not have to be on your insurance, just eligible for it – check yes
        - » If no, indicate if the employee was eligible for health care three of the last five years

Pay Period Certification Details Panel

Any unreported contributions are reflected in the Pay Period Certification Details panel. The employee's 10% contributions are either pre-tax or post tax. Add or delete rows as needed.

1. Add as many rows as there are unreported payroll.
2. Select the **Contribution Cycle Code**.
3. Enter all pay dates. These dates have to match the Contribution Cycle Code.
4. Enter the 10% Employee Contributions in the **Pre-Tax Contribution** field OR the **Post-Tax Contribution** field.

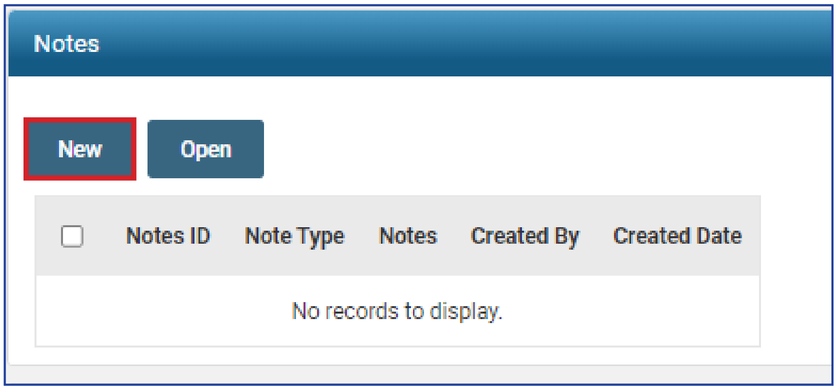


If you are completing the certification PRIOR to the employee retiring, you need to provide all unreported payroll in this panel. This panel is helpful for when a person holds two positions at retirement, and continues to work in the lower paying position. Provide all payroll information through the prior month of the retirement date.

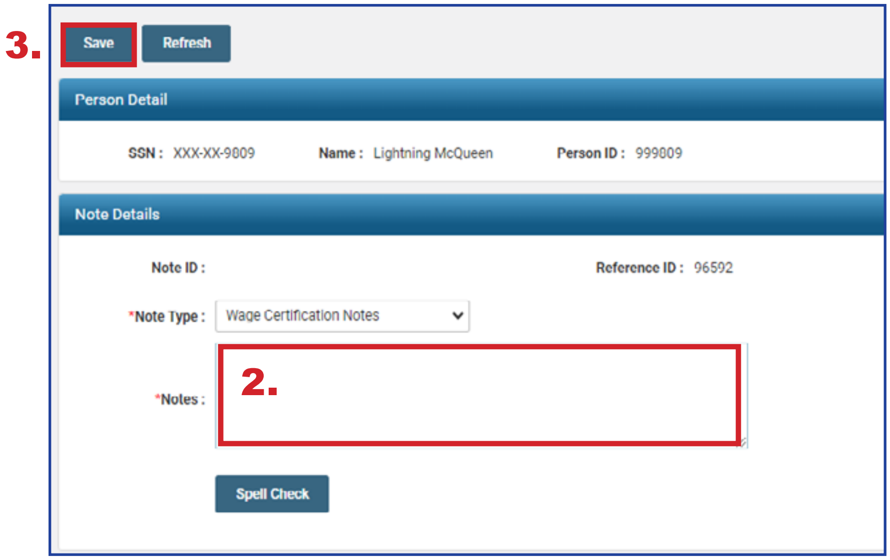
Notes Panel

If you need to provide extra correspondence regarding a certification, you can enter a note. This is only to be used to add a note regarding certifications.

1. Click **New**.



2. Add your note.
3. Click **Save**.

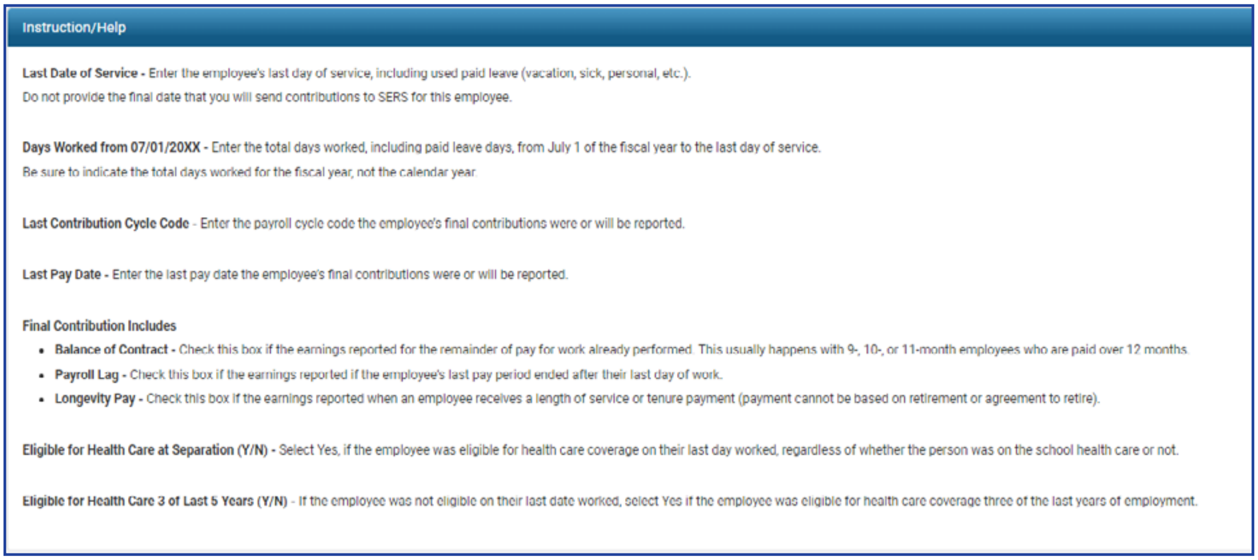


4. To go back, you will need to click the eSERS Previous button.

Please Note:
This panel should not be used as a general means of communication with SERS or to request that someone from SERS call you. If you have a question, please contact Employer Services employerservices@ohsers.org.

Instructions/Help Panel

This panel gives a brief description of what is needed for each field. It remains the same whether you are completing a Service Retirement Certification or a Disability Certification.



Instruction/Help

Last Date of Service - Enter the employee's last day of service, including used paid leave (vacation, sick, personal, etc.).
Do not provide the final date that you will send contributions to SERS for this employee.

Days Worked from 07/01/20XX - Enter the total days worked, including paid leave days, from July 1 of the fiscal year to the last day of service.
Be sure to indicate the total days worked for the fiscal year, not the calendar year.

Last Contribution Cycle Code - Enter the payroll cycle code the employee's final contributions were or will be reported.

Last Pay Date - Enter the last pay date the employee's final contributions were or will be reported.

Final Contribution Includes

- **Balance of Contract -** Check this box if the earnings reported for the remainder of pay for work already performed. This usually happens with 9-, 10-, or 11-month employees who are paid over 12 months.
- **Payroll Lag -** Check this box if the earnings reported if the employee's last pay period ended after their last day of work.
- **Longevity Pay -** Check this box if the earnings reported when an employee receives a length of service or tenure payment (payment cannot be based on retirement or agreement to retire).

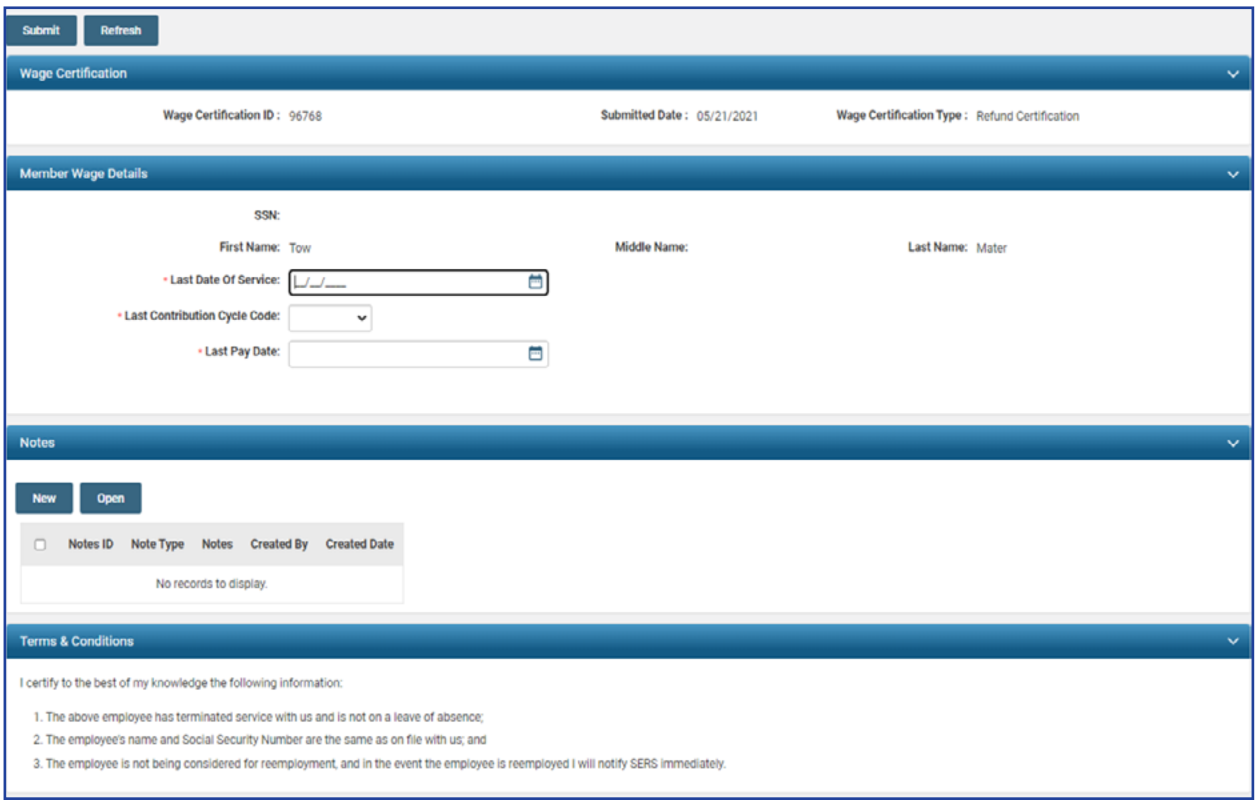
Eligible for Health Care at Separation (Y/N) - Select Yes, if the employee was eligible for health care coverage on their last day worked, regardless of whether the person was on the school health care or not.

Eligible for Health Care 3 of Last 5 Years (Y/N) - If the employee was not eligible on their last date worked, select Yes if the employee was eligible for health care coverage three of the last years of employment.

Refund Wage Certification

The information needed is:

- Last Date of Service
  - » Must include **used** vacation, sick leave and any other **paid** days actually used
- Last Contribution Cycle Code
  - » The Contribution Cycle Code that the employee was last reported on (i.e. BWK001)
- Last Pay Date
  - » The **pay date** for which the member's last contributions were or will be reported to SERS (created by your payroll schedule)


Submit Refresh

Wage Certification

Wage Certification ID : 96768 Submitted Date : 05/21/2021 Wage Certification Type : Refund Certification

Member Wage Details

SSN:

First Name: Tow Middle Name: Last Name: Mater

* Last Date Of Service: __/__/____

* Last Contribution Cycle Code:

* Last Pay Date:

Notes

New Open

Notes ID	Note Type	Notes	Created By	Created Date
No records to display.				

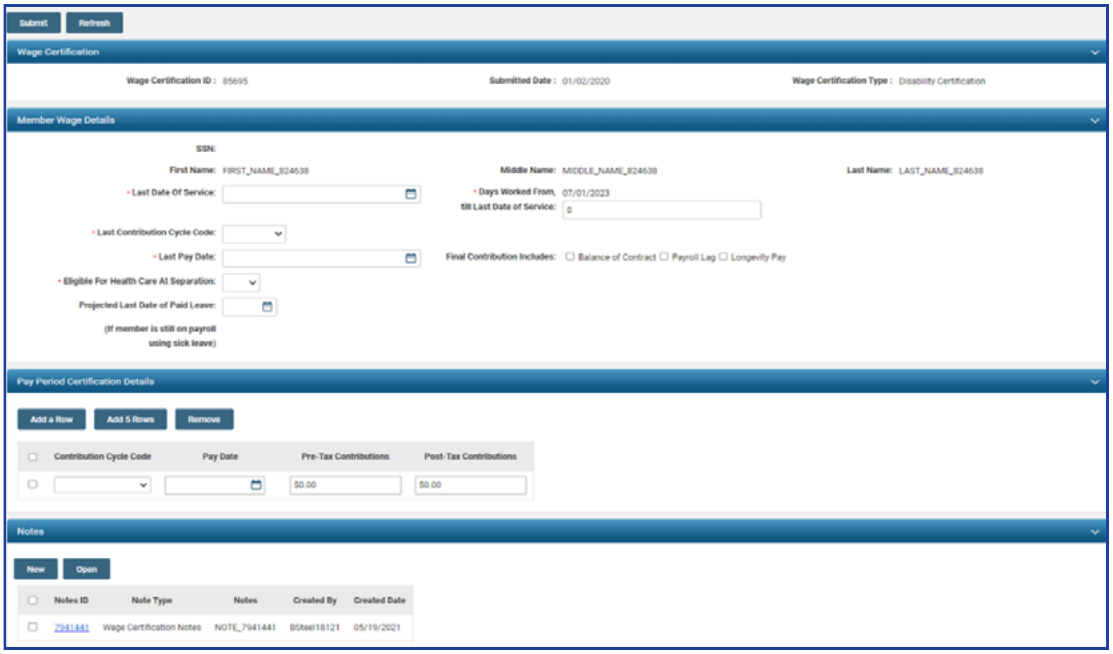
Terms & Conditions

I certify to the best of my knowledge the following information:

1. The above employee has terminated service with us and is not on a leave of absence;
2. The employee's name and Social Security Number are the same as on file with us; and
3. The employee is not being considered for reemployment, and in the event the employee is reemployed I will notify SERS immediately.

Disability Certification

When a district is notified of a certification for disability, this means the board has approved the disability leave. One of the final steps is the completion of the Disability Certification.



Last Date of Service	The certification can be completed when you know the last date of service. If the member is approved and has sick leave remaining, the school determines whether the member can continue to use sick leave. The district can calculate the last date of service based on the sick leave balance or the last day of service can be completed once the leave is exhausted. ▪ If the sick days take the employee a few days into a month, the employee may want to forfeit those days. SERS would not be able to start the disability until the first of the following month.
Days Worked	Number of paid days in the fiscal year
Last Contribution Cycle Code	The Contribution Cycle Code that the employee was last reported on (i.e. BWK001)
Last Pay Date	The pay date for which the member's last contributions were or will be reported to SERS (created by your payroll schedule) From the drop-down menus, select yes or no for **Eligible** for Health Care at Separation: ▪ If the employee is **ELIGIBLE** for your health insurance – the employee does not have to be on your insurance, just eligible for it – check yes ▪ If no, indicate if the employee was eligible for health care three of the last five years
Projected Last Date of Paid Leave	Provide the last date of paid leave. If this date is in the future, enter all unreported payrolls in the Pay Period Certification Details panel.

2024 eSERS Guide

ANNUAL PROCESSES

School Employees Retirement System of Ohio

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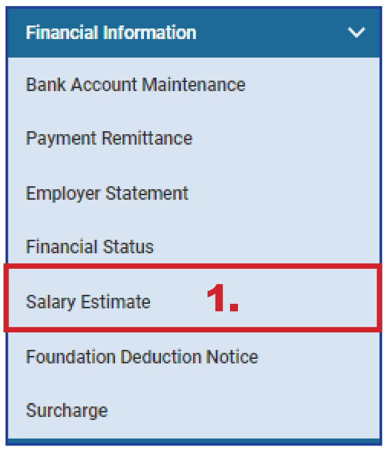
Enter New Salary Estimate

Foundation Participating Districts Only

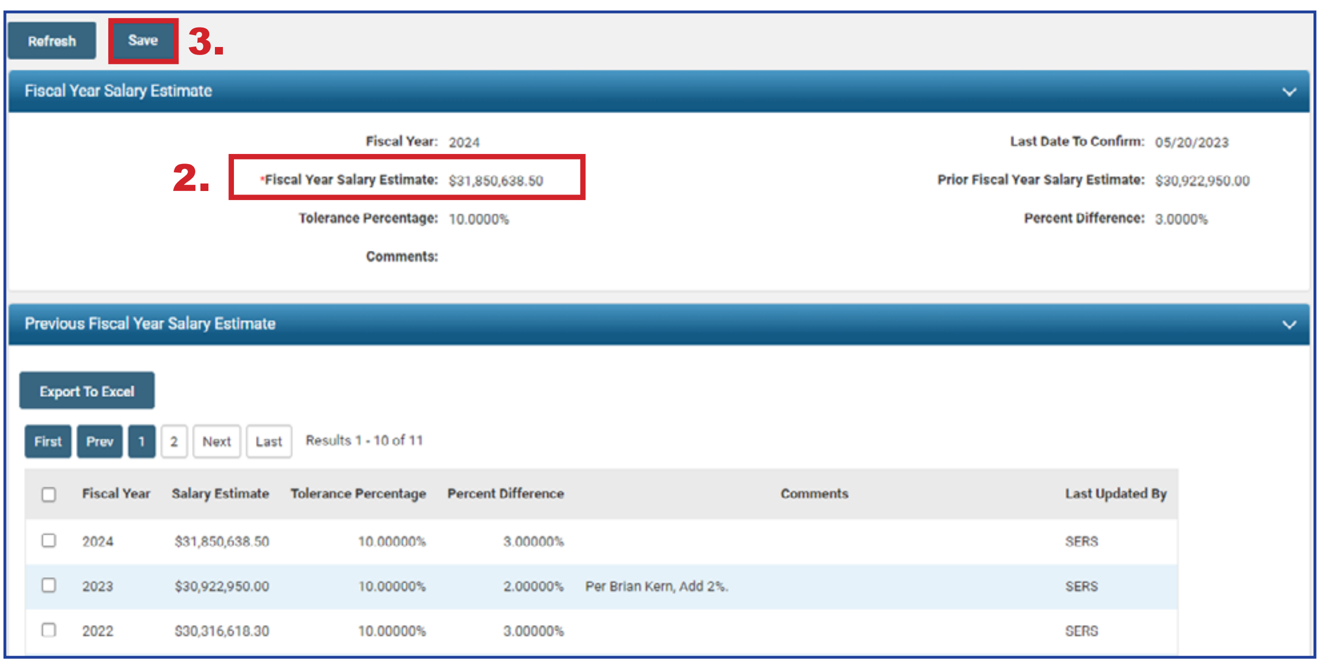
You will receive a message on your message board notifying you when the predetermined window is open to enter your salary estimate information for the upcoming fiscal year. You can update salary estimate information by selecting the Salary Estimate menu option under the Financial Information section of the main menu. The screen will appear as below with fields to enter the required information. Once that predetermined window is closed, you will only have the option to export information to Excel; there will be no editable fields.

If you need to update your salary estimate later in the year, email Employer Services at employerservices@ohsers.org with what the salary estimate should have been for the entire fiscal year.



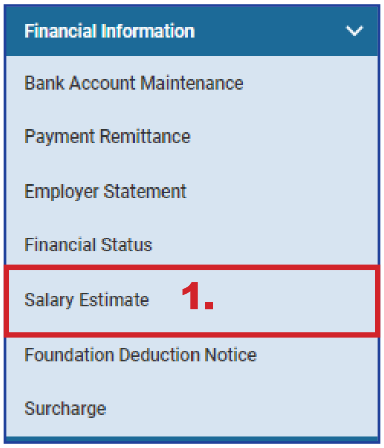
Steps:

1. Click **Salary Estimate**.
2. Enter the **Fiscal Year Salary Estimate for the Fiscal Year** displayed.
3. Click **Save**.
   - You will not see the new salary estimate in the "Previous Fiscal Year Salary Estimate" panel until the predetermined window to submit Salary Estimates has closed.



View Salary Estimate

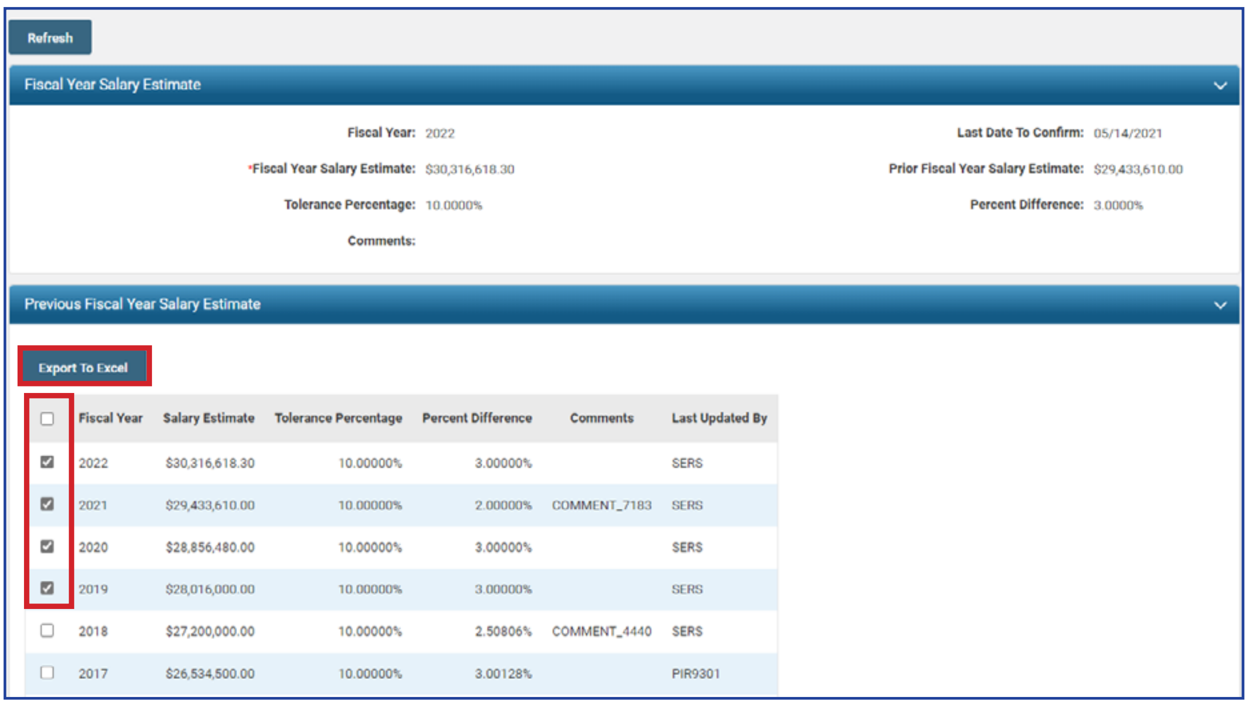
You can view salary estimate records by going to the Salary Estimate menu item.



Steps:

1. Select the **Salary Estimate** menu item.
2. View Estimates and/or export records to Excel by clicking **Export To Excel**.

2.

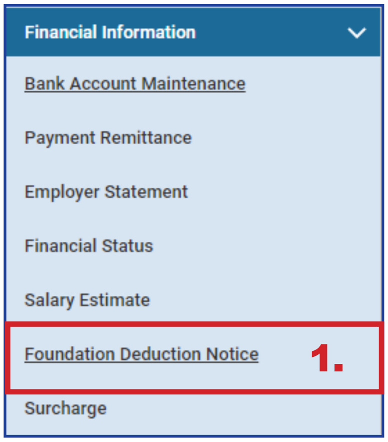


	Fiscal Year	Salary Estimate	Tolerance Percentage	Percent Difference	Comments	Last Updated By
☑	2022	$30,316,618.30	10.00000%	3.00000%		SERS
☑	2021	$29,433,610.00	10.00000%	2.00000%	COMMENT_7183	SERS
☑	2020	$28,856,480.00	10.00000%	3.00000%		SERS
☑	2019	$28,016,000.00	10.00000%	3.00000%		SERS
☐	2018	$27,200,000.00	10.00000%	2.50806%	COMMENT_4440	SERS
☐	2017	$26,534,500.00	10.00000%	3.00128%		PIR9301

View Foundation Deduction Notice

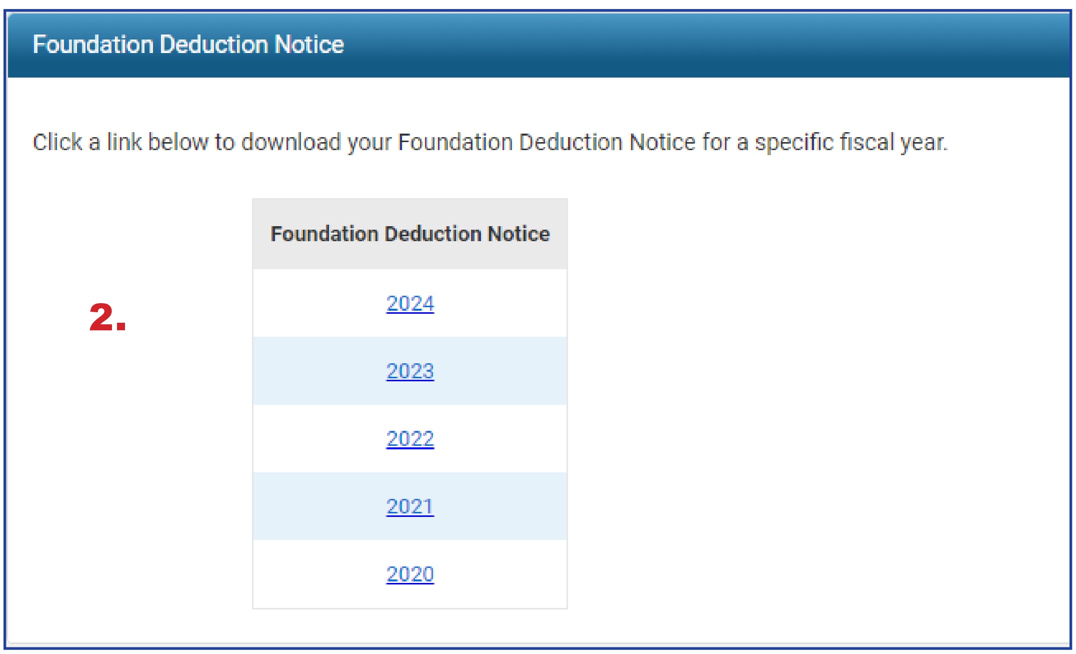
Foundation Participating Districts Only

You will receive a message on your message board notifying you when the Foundation Deduction Notice is available to view.



Steps:

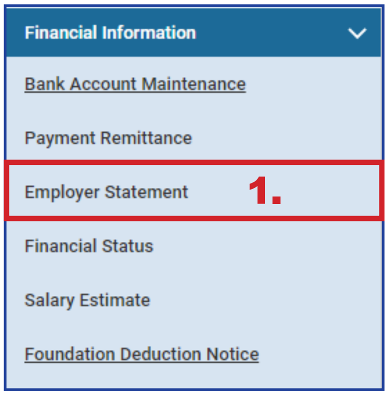
1. Click **Foundation Deduction Notice**.
2. On the Foundation Deduction Notice screen, select the Notice you wish to download by clicking on the hyperlinked year.
3. Download the Foundation Deduction letter to view.



View Employer Statement

You will receive a message on your message board notifying you when the employer statement is available to view.

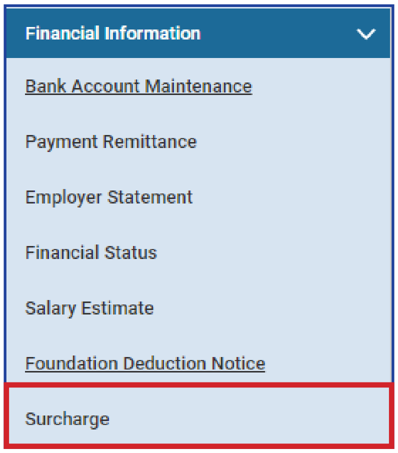
You also can view employer statements by fiscal year by selecting the Employer Statement menu option.



Steps:

1. Click **Employer Statement**.
2. On the Employer Statement Maintenance screen, select the Employer Statement you wish to download by clicking on the hyperlinked year.
3. Download the Statement to view and/or print.

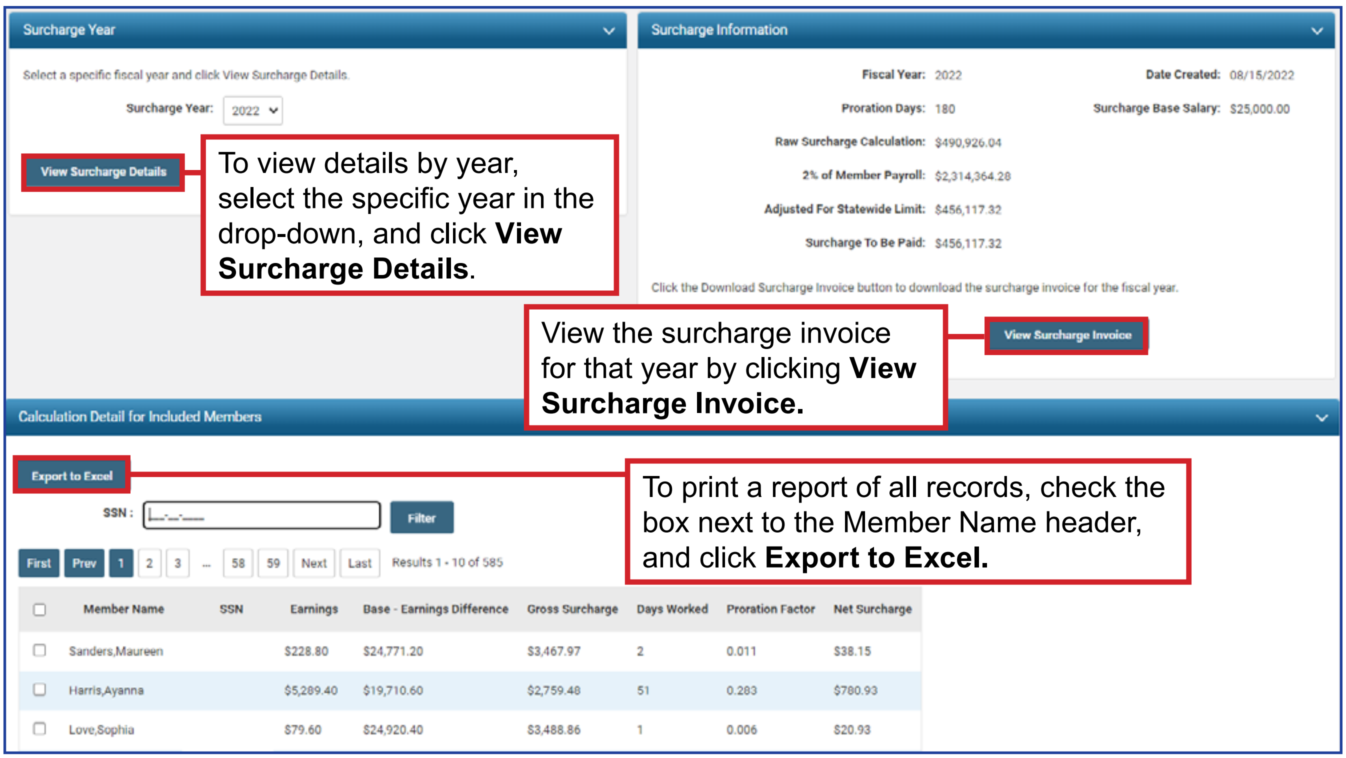
View Surcharge Information



You will receive a message on your message board notifying you when surcharge information is available to view.

You can view the surcharge information by selecting the Surcharge menu option under the Financial Information section of the main menu.

Any exemptions to the Surcharge Report are to be emailed to employerservices@ohsers.org during the predetermined window.



To view details for a specific member, enter the member's SSN, and click **Filter**. To go back to the Calculation Detail for Included Members panel, click View Surcharge Details for the correct fiscal year.

2024 eSERS Guide

ADDITIONAL SUBMISSIONS

School Employees Retirement System of Ohio
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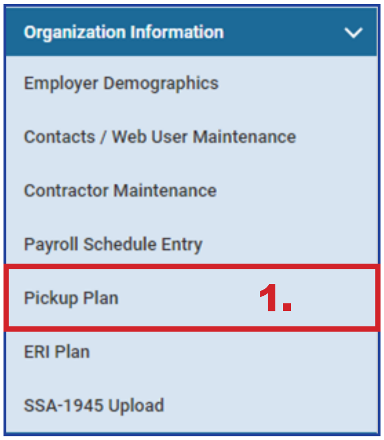
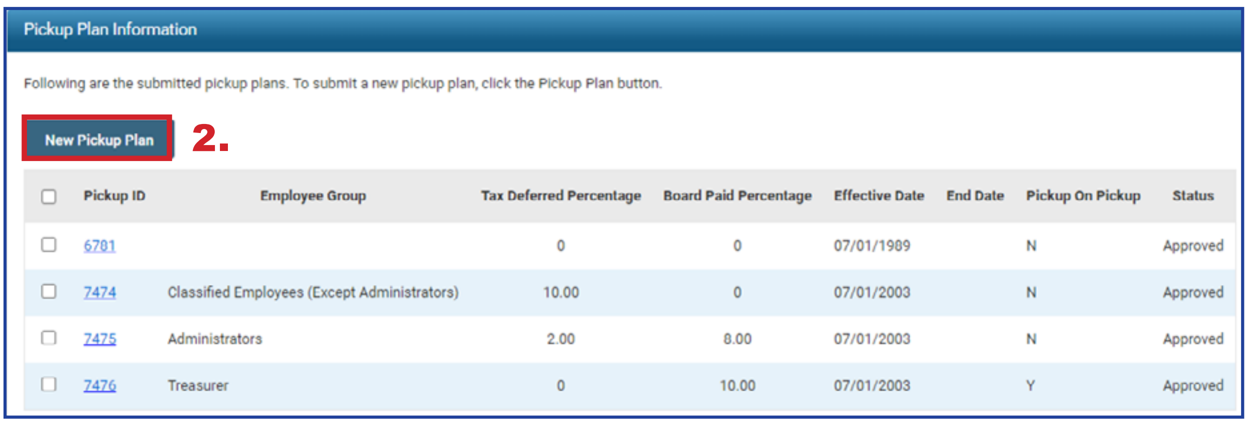
Pick-up Plan Submission



You can submit a Pick-up Plan in eSERS by going to the Pick-up Plan menu option under the Organization Information menu.

Steps:

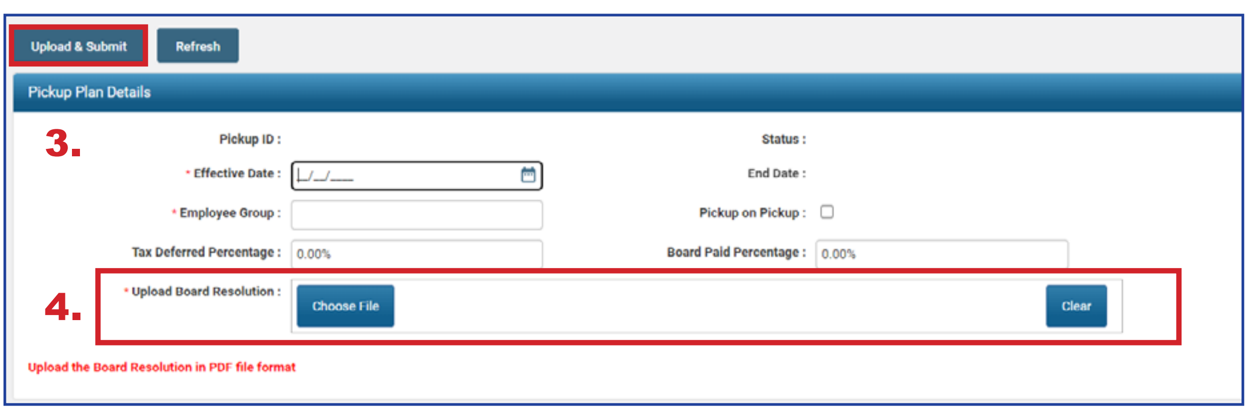
1. Click **Pickup Plan**.
2. On the Pickup Plan Maintenance screen, click **New Pickup Plan**.



Pickup ID	Employee Group	Tax Deferred Percentage	Board Paid Percentage	Effective Date	End Date	Pickup On Pickup	Status
6781		0	0	07/01/1989		N	Approved
7474	Classified Employees (Except Administrators)	10.00	0	07/01/2003		N	Approved
7475	Administrators	2.00	8.00	07/01/2003		N	Approved
7476	Treasurer	0	10.00	07/01/2003		Y	Approved

3. Enter the following information:
   - Effective Date (cannot be retroactive)
   - Employee Group
4. Attach Board Resolution (click **Browse** to open file explorer window)
5. Click **Upload & Submit**.

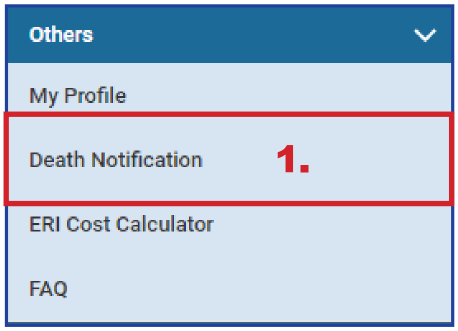
5.



Tip: The Tax Deferred Percentage and Board Paid Percentage must equal 10%.

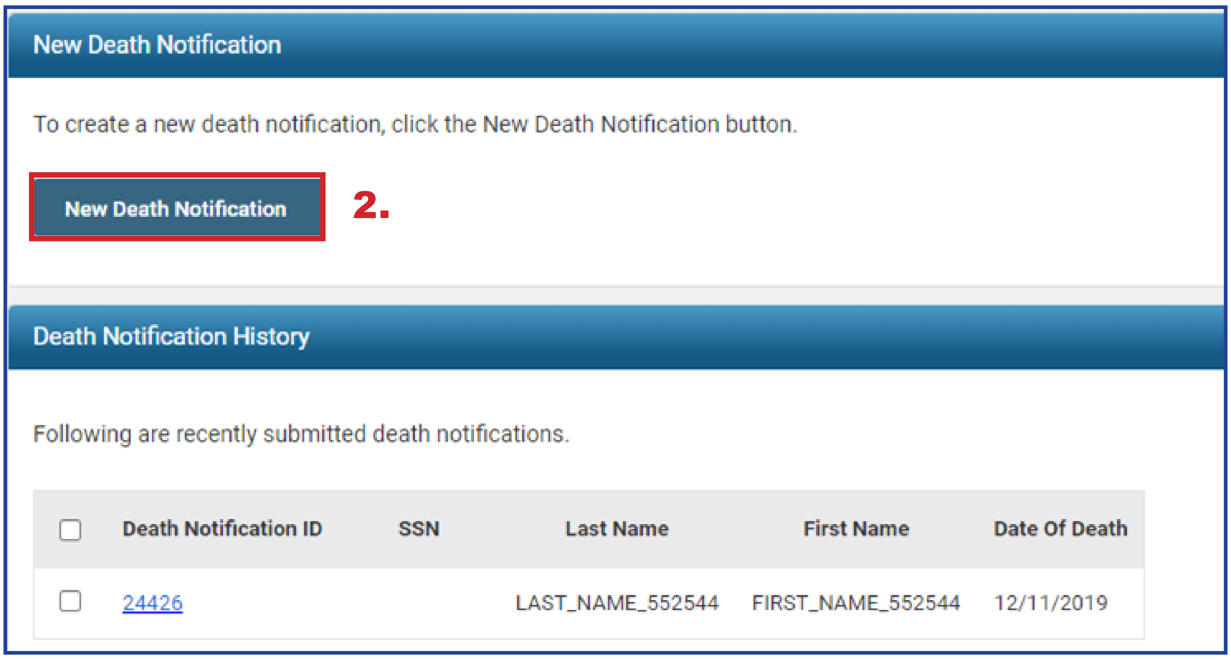
Submit a Death Notification

You can submit a new Death Notification by selecting the Death Notification menu option under the Others section of the main menu.



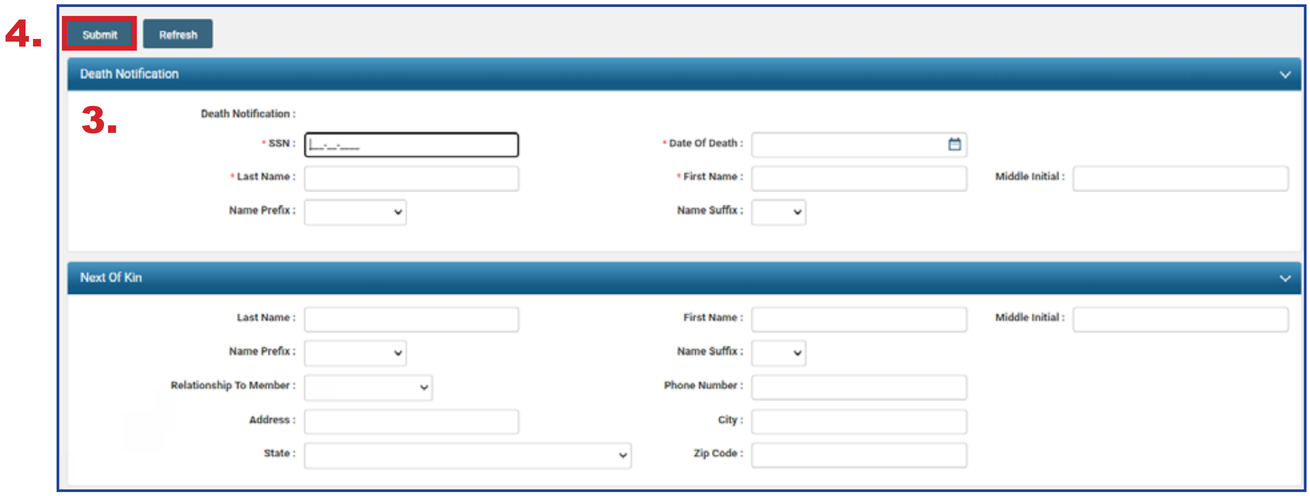
Steps:

1. Click the **Death Notification** menu item.
2. Click **New Death Notification**.



The system displays the Death Notification Maintenance screen.

3. **Enter**:
   - SSN
   - Date of Death
   - Last and First Names
   - Next of Kin information, if available
4. At the top of this screen, click **Submit**.



After you submit a death notification, the following things happen:

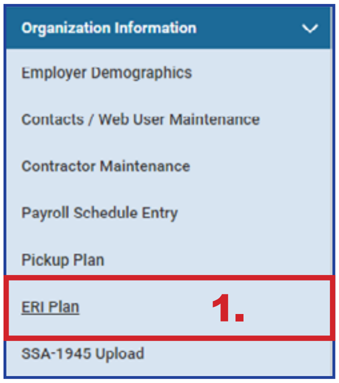
- If the deceased member was receiving benefits, those benefits will immediately stop until further action can be taken.
- A SERS employee is notified of the death and is assigned to process any benefits payable from the member's account.
- As the employer, you have 90 days (from date of death) to submit any final contributions for the member.

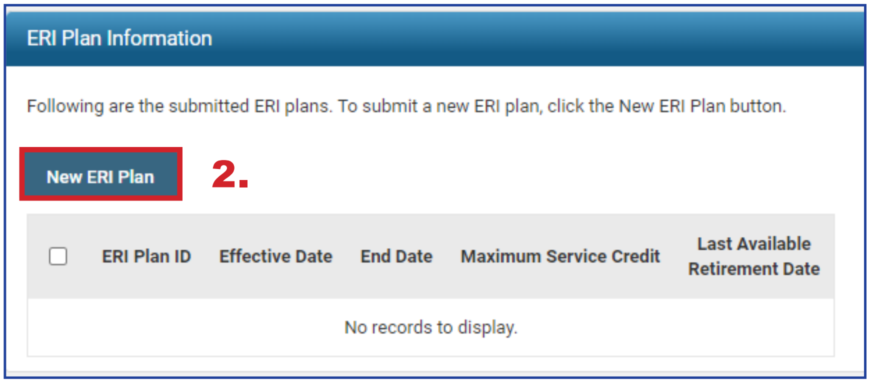
Submitting an ERI Plan

You can create and submit an ERI Plan in eSERS by going to the ERI Plan menu item under the Organization Information menu.

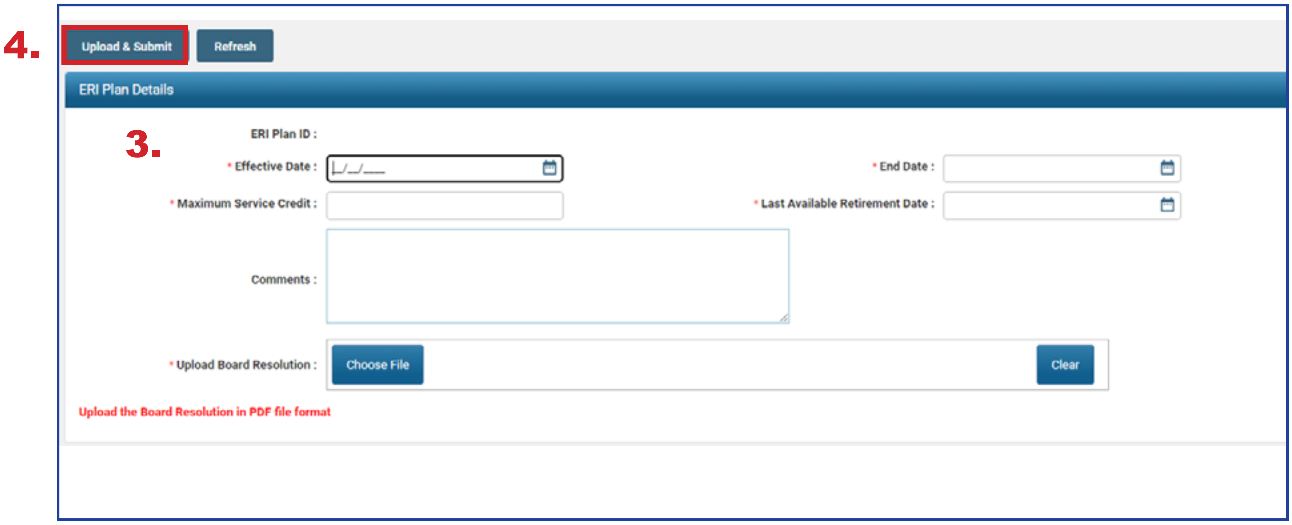
Steps:

1. Click **ERI Plan.**
2. On the ERI Plan Maintenance screen, click **New ERI Plan**.





3. Enter the following information:
   - Effective Date
   - End Date
   - Maximum Service Credit
   - Last Available Retirement Date
   - Attach the required .pdf file to the record.
4. At the top of this screen, click **Upload & Submit**.
   - Upon clicking Upload & Submit, SERS is notified to review and approved the ERI plan

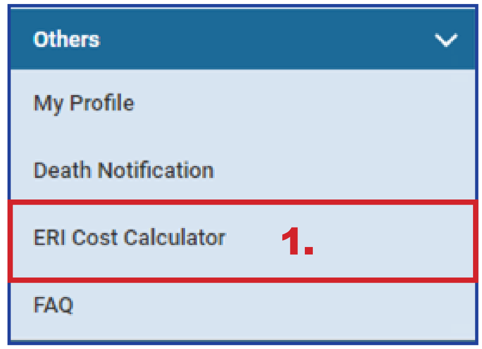


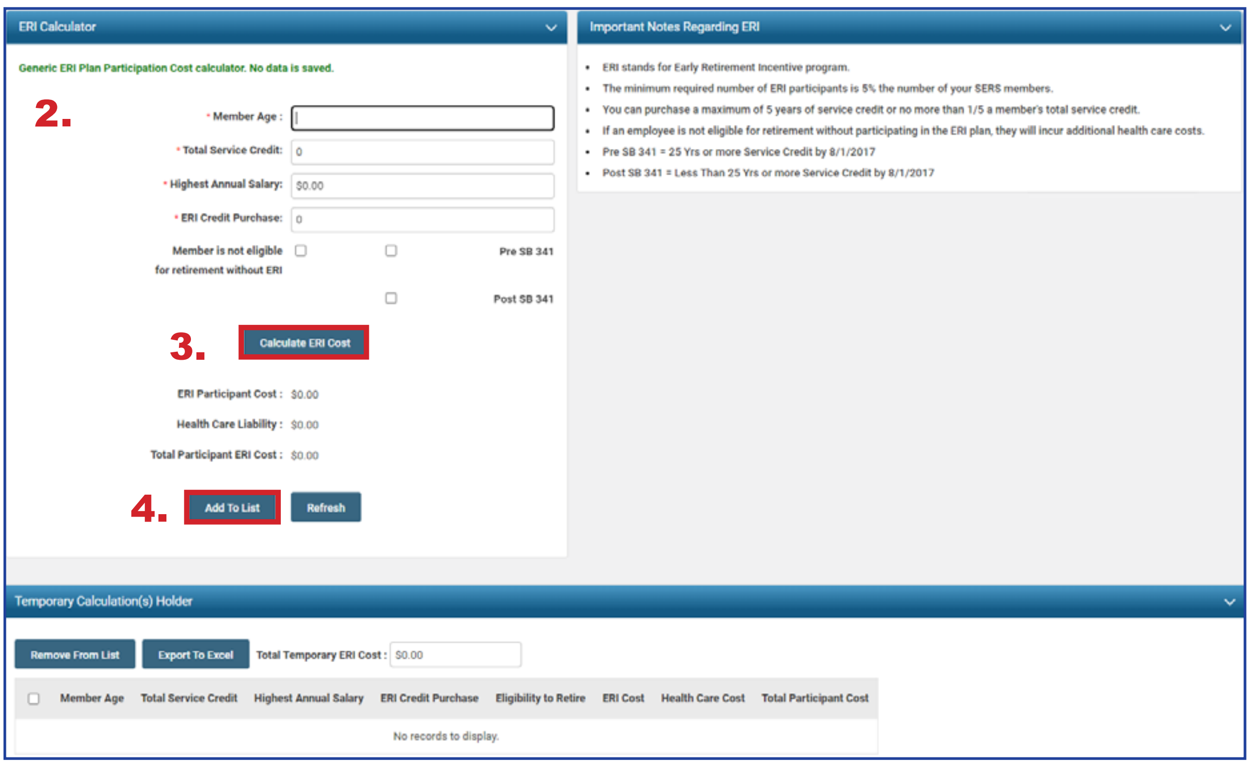
Calculating an ERI Estimate

You can create an ERI Estimate by selecting the ERI Cost Calculator menu option under the Others section of the main menu.

Steps:

1. Select the **ERI Cost Calculator** menu item.
2. Enter the following information:
   - Member Age
   - Total Service Credit
   - Highest Annual Salary
   - ERI Credit Purchase
3. Click **Calculate ERI Cost**.
4. Click **Add to List** if you wish to move results to the lower panel.





All calculated results can be exported to Excel by selecting the desired records and clicking **Export to Excel**.

2024 eSERS Guide
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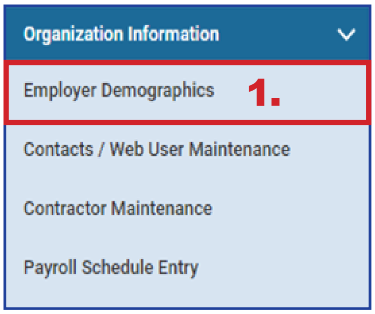
School Employees Retirement System of Ohio
Serving the People Who Serve Our Schools®

View Employer Demographics

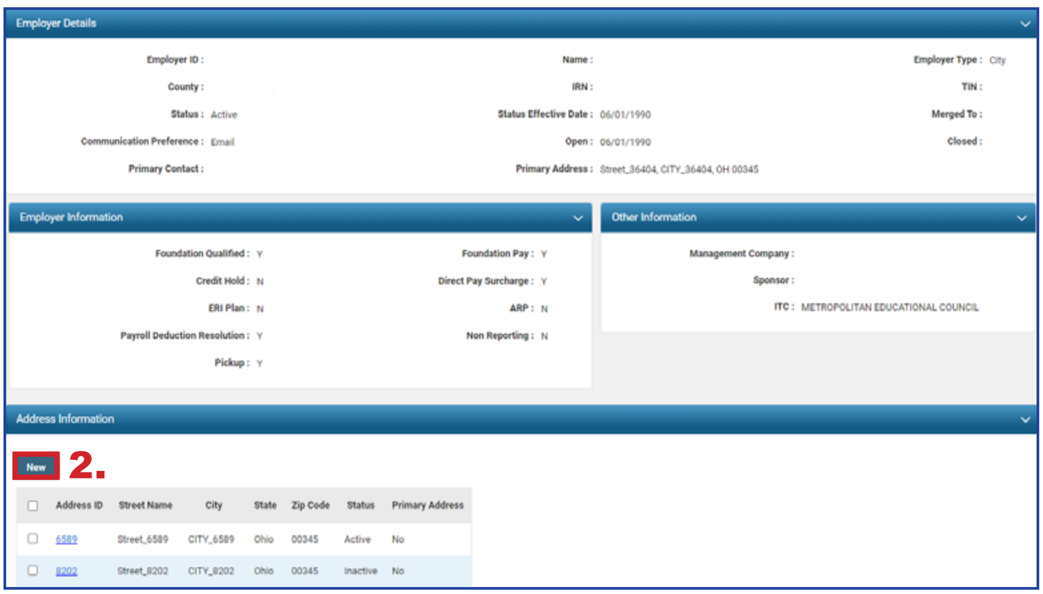
Create New Address

You can view employer demographic information or create a new address by selecting the **Employer Demographics** menu option under the Organization Information section of the main menu.



Steps:

1. Click **Employer Demographics**.
2. Click **New** in the Address Information panel.



3. Enter the new address information.
4. Click **Save**.