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Registration
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.

In order to designate an EWA, the Employer Web Administrator Registration form needs to be filled out and faxed back to SERS.

Once the EWA is established, they 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 their district, as well as contractors. These instructions can be found on page 12.
Once the EWA enrolls you as a web user, you will receive a secure email with instructions on how to register the new eSERS account. The email includes a new User ID and a direct link to a step-by-step security setup.

Please note: This email will expire after 24 hours. If you are unable to complete the registration in that time you will need to request your EWA to initiate this process again.

Steps:
1. Open the email and click on the link provided.
2. Agree to the End User Terms and Conditions.
3. Enter and confirm your new password.
   Note: Read password rules and tips in the “Create Password” screen.
4. Click the Continue button.

Once you create a password, you will be prompted to choose an image, security phrase, and challenge questions.
5. Select a secure image.
6. Enter a security phrase.
7. Click Continue.
8. Answer the Challenge Questions.
9. Click Continue.

10. Choose Yes or No to register this computer.
11. Click Finish.
12. Registration is complete. You will receive a confirmation email from SERS.

Note: If the computer isn’t registered, you will have to answer two challenge questions each time you log into eSERS.
Logging In

After going through the initial registration process, you will receive a confirmation email. At this point, you can access eSERS by navigating to the login page using the link provided in the email.

Steps:

1. Enter your User ID (this is provided in the first registration email) and click Login.

2. On the next page, enter your password (the system will not display your password), and click Continue.

Please Note: When logging in on an unregistered computer, eSERS will prompt you to answer two of your challenge questions that you chose during your initial registration.
Forgot User ID?

From the login page, follow these steps and an email will be sent to you with your User ID.

Steps:

1. On the Login Page, click **Forgot User ID**.

2. On the Forgot User ID screen, enter your:
   - First name
   - Last name
   - Email address
   - Employer ID

3. Click **Continue**.

Upon entering the above information, the system will generate an email to you containing your User ID.
Forgot Password?

Steps:

1. On the password screen, click **Forgot Password**.
2. Answer the security questions that you set up during initial registration.

**Note:** The answers to the security questions are case sensitive.

I answered them correctly!
Answering the questions correctly will prompt the system to generate a one-time use password that will be emailed to you. Upon using the one-time use password, the system will prompt you to create a new password.

Oh no! I answered them incorrectly!
If the security questions are answered incorrectly after three attempts, your account will be locked. You will need to contact your EWA to have it unlocked. Once the account has been unlocked, the you will receive an email with a one-time use password to access eSERS.

Upon using the one-time use password, the system will prompt you to create a new password.

**Note to EWAs:** In the event you lock yourself out by answering questions incorrectly, you will need to contact SERS for help unlocking your account.
How to change your existing password

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

Steps:

1. While logged into eSERS, select the My Profile link under the Others main menu item.
2. Update your password on the Change Password panel.
3. Click Save.
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
Create and Maintain Contact Information
Setting up a NEW eSERS User

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.

Tip: You are able to sort the list of contacts (or any list in eSERS) by clicking the hyperlinked title in the header of the list. For example, by clicking “Status,” it will sort the list from Active to Inactive.

Note: If you simply want to update a contact’s account, please see page 18.
Clicking **New** (in the previous screen) opens the Contact Record Maintenance screen, where you will need to enter required information.

**Steps:**

1. Enter the required information for the employee.
2. Click **Save**.
3. Click **Register Account**.

By clicking the **Web User** checkbox, the Web User Management panel appears.

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

**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:**

1. Check the box next to the role(s) that you want the user to have (see pages 15 and 16 for definitions of web user and contractor web user roles).
2. Click **Add Role** or **Add All Roles**.
3. Click **Save**.

**Tip:** Select the roles you want to assign on page 1, and click “Add Role.” Then, select the additional roles you want to assign on page 2, and click “Add Role.”
## Web User Roles by Definition

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enrollment Processor</strong></td>
<td>A web user with this role can manually create enrollment records and upload enrollment files.</td>
</tr>
<tr>
<td><strong>Contribution Processor</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Wage Certification Processor</strong></td>
<td>A web user with this role can complete and submit wage certifications generated by SERS. This role can also create a new certification for unreported time.</td>
</tr>
<tr>
<td><strong>SCP Payroll Deduction Submission Processor</strong></td>
<td>A web user with this role can submit a payroll deduction for members who currently have a service credit purchase in progress.</td>
</tr>
<tr>
<td><strong>Payment Processor</strong></td>
<td>A web user with this role can create and maintain bank information. This role also can create payment remittances and process payments.</td>
</tr>
<tr>
<td><strong>Employer Statement Processor</strong></td>
<td>A web user with this role can view the current and previous year’s Annual Employer Statements.</td>
</tr>
<tr>
<td><strong>Financial Status Processor</strong></td>
<td>A web user with this role can view Financial Status details.</td>
</tr>
<tr>
<td><strong>Salary Estimate Processor</strong></td>
<td>A web user with this role can create Annual Salary Estimates and view previous year’s estimates.</td>
</tr>
<tr>
<td><strong>Foundation Deduction Notice Processor</strong></td>
<td>A web user with this role can view Foundation Deduction Notices.</td>
</tr>
<tr>
<td><strong>Surcharge Processor</strong></td>
<td>A web user with this role can view annual surcharge information.</td>
</tr>
<tr>
<td><strong>Contractor Processor</strong></td>
<td>A web user with this role can create and maintain contractor information.</td>
</tr>
<tr>
<td><strong>Payroll Schedule Entry Processor</strong></td>
<td>A web user with this role can create and maintain payroll schedule information.</td>
</tr>
<tr>
<td><strong>Death Notification Processor</strong></td>
<td>A web user with this role can create a death notification.</td>
</tr>
<tr>
<td><strong>Employer Information Processor</strong></td>
<td>A web user with this role can create and maintain employer information.</td>
</tr>
<tr>
<td><strong>Pickup Plan Processor</strong></td>
<td>A web user with this role can create and submit pickup plans.</td>
</tr>
<tr>
<td><strong>ERI Plan Processor</strong></td>
<td>A web user with this role can create and submit ERI plans.</td>
</tr>
<tr>
<td><strong>Contact Processor</strong></td>
<td>A web administrator will have this role to create and maintain contact information. A web user may view information only.</td>
</tr>
<tr>
<td><strong>SCP Payroll Deduction Plan Processor</strong></td>
<td>A web user with this role can upload and submit a SCP Payroll Deduction plan.</td>
</tr>
<tr>
<td><strong>SSA-1945 Upload Processor</strong></td>
<td>A web user with this role can upload SSA-1945 Files.</td>
</tr>
</tbody>
</table>
# Contractor Web User Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Processor</td>
<td>A web user with this role can manually create enrollment records and upload enrollment files.</td>
</tr>
<tr>
<td>Contribution Processor</td>
<td>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.</td>
</tr>
<tr>
<td>Payment Processor</td>
<td>A web user with this role can create and maintain bank information. This role also can create payment remittances and process payments.</td>
</tr>
<tr>
<td>Contractor Processor</td>
<td>A web user with this role can create and maintain contractor information. <strong>Caution:</strong> Assigning this role to a contractor will allow them to change or delete contractor information.</td>
</tr>
<tr>
<td>Payroll Schedule Entry Processor</td>
<td>A web user with this role can create and maintain payroll schedule information.</td>
</tr>
<tr>
<td>SSA-1945 Upload Processor</td>
<td>A web user with this role can upload SSA-1945 Files.</td>
</tr>
</tbody>
</table>
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.
Create and Maintain Contact Information
Updating an eSERS User Account

This section is specifically for the EWA of your organization.

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

**Steps:**

1. Select the **Contacts / Web User Maintenance** menu item.
2. Click on the hyperlinked **Contact ID** (do not check the box) of the user that has been locked out of the account.

---

**Contact / Web User Maintenance**

<table>
<thead>
<tr>
<th>Contact ID</th>
<th>Contact Name</th>
<th>Job Title</th>
<th>Contact Role</th>
<th>Phone Number / Extension</th>
<th>Email Address</th>
<th>Status</th>
<th>Primary Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>1012</td>
<td>Ess Zehr</td>
<td>Contribution Reporting, Web User</td>
<td>(555) 555-5555</td>
<td><a href="mailto:esther.ames@sapte.com">esther.ames@sapte.com</a></td>
<td>Active</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>10000</td>
<td>Amy Schroeder</td>
<td>Web Admin</td>
<td>(465) 413-2165</td>
<td><a href="mailto:john.doe@email.com">john.doe@email.com</a></td>
<td>Active</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>9218</td>
<td>FIRST_NAME_947 LAST_NAME_847</td>
<td>MANAGER</td>
<td>Administrator</td>
<td>(302) 456-7890</td>
<td>Active</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>9124</td>
<td>FIRST_NAME_772</td>
<td>PAYROLL</td>
<td>Administrator</td>
<td>(302) 456-7890</td>
<td>Active</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

---

**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.

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

![Contact Record Maintenance](image-url)
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 phone number, email address, and status. To do this, the EWA enters the new information or changes the status from Active to Inactive, and then clicks Save.
Contractor Maintenance
Setting Up Contractor Information

When your district works with a contract company, an initial setup 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.

To setup a contract company:

Steps:
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.
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.

*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.
eSERS Home Page
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: This panel 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: This panel lists the next five contribution reports SERS is expecting you to submit. This is driven from your payroll schedules.

*Contribution reports and payments are due no later than 5 business days from the pay date / reporting date.*
Understanding the Menu

**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.

**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.

**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

**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.

**SCP Payroll Deduction Plan:** Upload and submit the necessary resolution to open the payroll deduction option for the district.

**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.

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

**Forms:** Download any forms available.

**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.
Payroll Schedule
Payroll Schedule Entry

Before an employer can start any employer reporting activities, a valid payroll schedule must be set up.

Create a New Schedule:

1. Click the Payroll Schedule Entry.

Things to note on this 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.


Status: This will be either active or terminated.
On the Payroll Schedule Maintenance screen, there are asterisks to indicate which fields are required.

### Payroll Schedule Maintenance

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll Schedule Begin Date</td>
<td>Frist day of the earnings period for the first pay date.</td>
</tr>
<tr>
<td>Payroll Schedule End Date</td>
<td>Last day of earnings for the fiscal year.</td>
</tr>
<tr>
<td>First Pay Date</td>
<td>First pay date for the earnings period. This field is used to calculate all future pay dates in combination with the frequency selected.</td>
</tr>
<tr>
<td>Frequency</td>
<td>How often the pay periods occurs.</td>
</tr>
<tr>
<td>Weekly – WKY</td>
<td></td>
</tr>
<tr>
<td>Biweekly – BWK</td>
<td></td>
</tr>
<tr>
<td>Semi-Monthly – SMO</td>
<td></td>
</tr>
<tr>
<td>Monthly – MON</td>
<td></td>
</tr>
<tr>
<td>Other - OTH</td>
<td></td>
</tr>
<tr>
<td>Special Note: Frequency Type “Other”</td>
<td>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. You can find the process on page 38.</td>
</tr>
</tbody>
</table>

Tip: Any payroll schedule can be terminated by changing the Payroll Schedule Status from Active to Terminated. However, never terminate the MON0001 payroll schedule. This is needed for information from the previous eSERS. Only terminate payroll schedules that the school district or any contractor are no longer using.
Depending on the frequency you select, subsequent fields will appear to enter additional information.

Upon clicking **Populate**, the payroll schedule details panel reflects all the earnings periods and pay dates/reporting dates based on the information entered in the prior steps.

**Important Steps:**

- Review the pay date/reporting dates that were populated. The system does NOT recognize weekends or holidays. If a pay date/reporting 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.

**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**.
Once 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

When a payroll schedule is nearing its end date, you can extend that payroll schedule instead of creating a new one.

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 date/reporting dates, open the schedule that is nearing its end, then follow these steps:

**Please Note:** Make sure you take the time to 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/reporting 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. A user can extend it only as the end date draws near.
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/Reporting 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/Reporting Dates.
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. A user can extend it only as the end date draws near.
Special Pay

When there is a special pay that doesn’t 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.

1. **Enter**:
   a. Payroll Schedule Begin Date
   b. Payroll Schedule End Date
   c. First Pay Date
   d. Frequency (for special pays, you would choose ‘Other’)
   e. Number of Rows (enter 1)

2. Click **Save**.

3. Click **Populate**.

4. Re-enter the Pay Date/Reporting Date under the Payroll Schedule Details panel.

5. Click **Confirm & Submit**.

**Note:** The Payroll Schedule Begin and End Dates cannot be the same.
Extending the 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.
Payroll Schedule Entry FAQ

Q1. Does Employer Services need to approve a payroll schedule after it is submitted before the employer can start reporting?

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

Q2. Can a payroll schedule be extended past the end date?

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.

Q3. Can an employer have multiple payroll schedules?

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

Q4. How often does an employer have to set up a payroll schedule?

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.

Q5. Every few years we have a three-week payroll cycle. How do I reflect this in my payroll schedule?

The best option is to extend your current payroll schedule to the Period End Date PRIOR to the three-week pay cycle. Create a new payroll schedule using the Other frequency type for that three weeks only. Then, create a new payroll schedule altogether for the remainder of the payroll schedule.

For further instructions, please refer to the eSERS How To: Managing Payroll Schedules.
Employer Reporting Overview
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/reporting 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

![Visual Overview Diagram]

Inside eSERS: You Upload File → eSERS Creates Records → You Resolve Errors → You Submit File → SERS Takes Care of the Rest
Overview of Uploading Employer Reporting Files

Upload Employer Reporting

Types of Files

**Uploading a file**
To get data into eSERS, you have the option of uploading files. There are several types of files with different data that can be uploaded. It’s important to note that the file you upload must be in the SERS-prescribed format in order to successfully upload.

1. From the Main Menu, under the Employer Reporting section, click the Upload Contribution Files or Enrollment Files option.
2. Click the Browse button, find the location of your file, select your file, and click the Open button.
3. Click the Upload File button.
4. You will know that your file uploaded successfully because a confirmation message will display.

**What happens now?**
eSERS takes all of the data from your file and creates records that make the data easier to work with. A message will be posted to your eSERS message board when the file is done processing.

**Where can I find file format information?**
Information on file format can be found on the Employer page at www.ohsers.org.

**Contribution Report:**
Contribution reports include a header record and detail records that include the employee’s earnings, contributions, days, hours, and employer contributions.

**Enrollment Report:**
Enrollment reports are submitted any time you hire a new employee or reemployed retiree. Enrollment reports contain a header record and detail records. Detail records include the name, SSN, birth date, and job classification.

**Alternative Retirement Plans (ARP) Report:**
The ARP Report is for specific employers (colleges and universities) with alternative retirement plans (ARP). An ARP Report is submitted monthly and includes information such as demographics, earnings, and contributions.
Header and Record Status Overview

**Header Status:**

**Review:** One or more records within the header have errors or warnings that must be addressed prior to the file being posted.

**Valid:** All records within the header are valid and the header can be submitted for posting.

**Posted:** The header and detail records have been submitted to SERS and processed, and the associated member accounts have been updated.

**Posted with Warnings:** When a header has been submitted with warnings suppressed, an internal SERS user will review the record; however, this does not prevent the information from being posted to member accounts.

**Void:** The header and all detail records contained within it have been voided. This option is only available for a user to execute **prior** to submitting the records for posting. Once a header has been submitted for posting, it cannot be altered or voided.

**Record Status:**

Any errors and warnings that occur in a header will be found in specific detail records. Within the detail record, there is a panel at the bottom called **Validation Information**.

**Error:** An item that will prevent the record from being posted in the system. It will indicate if a piece of information is not within the parameters of what the system has been designed to accept. For more information on specific errors, see page 55 (Enrollment) and page 64 and 93 (Contribution).

**Warning:** An item that will not prevent the record from being posted, but a user must first acknowledge the warning and either update the record or click the **Suppress Warnings** checkbox. For more information on specific warnings, see page 56 (Enrollment) and page 94 (Contribution).

**Information:** An informational message has no effect on a user’s ability to submit a record. It is designed to draw attention to an event that may require follow-up.
Enrollment
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.
- A member account is created and ready to receive contributions.
- Appropriate documentation and forms are sent to the member.

Terms to Know

Enrollment Header:

An enrollment header is a summary of specific information pertaining to the enrollment report that is being uploaded into eSERS.

Enrollment Report:

Enrollment reports are submitted when a new hire is added to your organization. This must be submitted for new employees and new reemployed retirees in a SERS-covered position prior to their first contribution. If eSERS does not see an enrollment for a new employee, it will not accept a contribution for that person.

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

You 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.

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

2. **Enter:**
   - SSN
   - Date of Birth
   - Gender
   - First and Last Name
   - Address Information
   - First Date of Service
   - Job Classification

3. Click **Save**.

Once you save the enrollment and there are no errors, the screen will clear and your enrollment will be submitted.

**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. (See more on managing contractors on page 22).
Uploading Enrollment Files

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

Steps:
1. Click **Upload Enrollment Files**.
2. On the Upload Enrollment Files page, click **Browse**.
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.

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. For a list of enrollment errors, please see page 50.
If there are no errors on the record(s), no more user action is required, and a 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.

Please see page 51 for more information on correcting an enrollment file.

What happens next?

Once your file has been uploaded and posted, you are able to submit contribution reporting for the individuals you just enrolled.
Upload Enrollment File Errors
List of Errors

Below is a list of the error messages you may receive upon uploading an enrollment file. These are all errors that will stop the system from processing the file further.

- Uploaded file has invalid extension. Allowed extensions are .txt or .dat or .seq
- Virus is detected on the file and file is not acceptable.
- Please check the content of the uploaded file. File size shows 0 bytes.
- Employer ID is incorrect in the uploaded file.
- Date of Birth is not a valid date.
- Zip Code must be numeric in the detail record.
- Invalid Contract Employer ID in the detail record.
- Detail Record layout does not match the total expected character count.
- First Date of Service is not a valid date.
- Phone number must be numeric in the detail record.
- First Date of Service must be numeric in the detail record.
- Employer Reporting Header Record is missing.
- Warning: Your Organization is currently marked as a Non-Reporting Employer.
  Please contact Employer Services at 877-213-0861 or employerservices@ohsers.org to change your status.

The error messages listed above indicate action that needs to take place outside of eSERS. The file will need to be corrected before it can be uploaded into the system.

The other type of errors that occur with enrollments are those that take place in a detail record. When this happens, the file will be uploaded into eSERS; however, these errors need to be corrected before the file can be submitted.

For more information on detail record errors, see page 55.
Correcting Enrollment Records

After you successfully upload an enrollment file, you will want to check eSERS to see if it posted successfully or if it is in review status. If the file is in review status, you will need to correct any errors or warnings that have occurred so that your file will submit and post.

Steps:

1. Click Create and Correct Enrollment Files.
2. Select the Header ID hyperlink to open the enrollment file.

Note: The contractor name will show on this screen when there is an enrollment file to be reviewed prior to submission.
After opening the header, you are brought to the **Employer Reporting Header Maintenance** screen.

Click the **Review** hyperlink in the **Status Count** panel. All records within that header with a review status are opened. By opening the records this way, you are able to move between all of the records, correct the errors, and click the **Next** button to address the next record in review status.

This panel shows a list of all enrollment records within the header for your file. You may filter it by status (**this panel defaults to review status**) or search for a specific SSN by using the corresponding fields. Select specific records by checking the box for each desired record, then clicking open. A user also can void a record prior to submitting to post. The information can be exported to Excel. This is a great way to create historical records for your organization.

This panel displays all messages related to the enrollment records in review status. If you want to resolve all records with a specific error or warning, you can click the hyperlinked number under **Count** to open all records with that specific message.
The **Employer Reporting Enrollment Maintenance** screen will open for the first record in review status.

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.

1. The user can view the warning or error messages in the **Validation Information** panel. The user can correct the error, correct the warning, or suppress the warning.
2. Click **Save**.
3. Click **Next**.

**Note:** You cannot suppress an error.
Once you have corrected all records in review status, the header is updated to a **valid** status and can be submitted for posting from the **Header Maintenance** screen.

By clicking on the **Previous** button, it will take you back to the **Enrollment Header Maintenance** screen where you will be able to submit your file 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 out 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 records.
Validation Information: 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.

- **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.

- **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.

• **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.

• **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 is reemployed and had a name change in the interim (marriage, divorce, etc.).
• Member Date of Birth does not match system records. Verify the information for accuracy.
  o 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 **Browse** (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**.
Contribution Reporting
Contribution Overview

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

The following pages will take you through the step-by-step process of uploading a file and manually creating employer contribution reports. Once all detail records are entered and clear of errors and warnings, the employer report updates to valid status and the report can be submitted for posting.

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

**01 – Regular Contribution**: Regular wage and contribution record for the Employee.

**02 – Supplemental**: Allows a report with supplemental employees, such as coaches, on a regular report only if they are being paid on the same pay date/reporting date.

**03 – Retro Pay**: Only used when there is a retroactive pay increase for the Employee.

**04 – Stretch Pay**: Wages that are paid to the member for a non-working period. This is normally for employees that only work during the school year and are off for the summer months.  
*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 in 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.

**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.
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.

Once your file has been processed, you will receive an email informing you that a message has been posted to your message board.

**Steps:**

1. Select the **Upload Contribution Files** menu option.
2. On the Upload Contribution Files screen, click **Browse**.
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.
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 above 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.

The message above indicates that the file was uploaded; however, there are **detail records that need to be reviewed due to errors and warnings**. The next step is to review the detail records that are in question and correct the errors to have the file post successfully.

*Please see page 85 for more information on correcting contribution records.*
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.

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 for your organization.

For information on Contribution Cycle Codes, see pages 30 and 66.

Due to this error message, the file will not be processed any further.

In order to process this file, you will need to check the contribution cycle code within the payroll schedule to make sure you are using the correct earnings period for your report.

If a contribution cycle code does not exist for this reporting period, you will need to create a pay schedule with the correct earnings period.

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

**Note:** Before the updated file can be uploaded to eSERS, a new Unique ID needs to be created and added to the file. 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 wouldn’t be uploaded twice in error.
List of Errors

Below is a list of some of the error messages you may receive after uploading a contribution file. These will stop the system from processing the file further.

- Virus is detected on the file and file is not acceptable.
- Please check the content of the uploaded file. File size shows 0 bytes.
- Uploaded file has invalid extension. Allowed extensions are .txt or .dat or .seq.
- Contribution Cycle Code does not exist for the reported employer.
- Employment Status Effective Date is not a valid date.
- Period Begin Date is not a valid date.
- Detail Record layout does not match the total expected character count.
- Period End Date is not a valid date.
- Contribution Detail records are missing.
- Only Contribution Detail 'CD' records are allowed under the Contribution Header 'CH'.
- Employer Reporting Header Record is missing.
- Employer ID is incorrect in the uploaded file.
- Header Record Identifier must be 'CH' for contribution file.
- Service days must be numeric in the detail record.
- Hours paid must be numeric in the detail record.
- Invalid contractor ID in the header record.
- Payroll schedule does not exist for the reported employer.
- Invalid reporting period in the header record.
- Invalid ITC ID in the header record.
- Invalid SSN in the detail record.
- Employer ID on the detail record does not match the employer ID on the header record.
- Warning: Your Organization is currently marked as a Non-Reporting Employer. Please contact Employer Services at 877-213-0861 or employerservices@ohsers.org to change your status.

The error messages listed above indicate action that needs to take place outside of eSERS. These messages indicate something is structurally incorrect in the uploaded file. Action must be taken to correct the data in the file or by contacting SERS to update your organization’s reporting status from inactive to active.

The other type of errors that occur with contributions are those that take place in a detail record. For a list of possible detail record errors, see page 50.
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.

Other things to note on this screen:

If the Contribution Header is in Review status, it will be seen in the Unposted Employer Reporting Header panel. See page 85 for information on that section.

Note the previously submitted Employer Reporting Headers in the Posted Employer Reporting Header panel. These records can be selected to Copy Forward. See page 72 for information on that process.
The system brings up the Employer Reporting Header Maintenance screen.

Steps (continued):

3. Select **Contribution Cycle Code** from the drop-down. 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 in this drop-down.
4. Enter the **Reporting Date (pay date)** of the period.
5. Click **Save**.

**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
   - 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 vs. Save:**

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

**Save:** Saves only the current record.

For information on contribution errors and warnings within the Validation Information panel, see page 93.

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

1. On the Employer Reporting Contribution Maintenance screen, click the **Previous** button.

   If the header status is valid, it is ready to be submitted.

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.

*For further information on the different types of header statuses, see page 44.*
The Employer Reporting Header Maintenance screen is populated with information based on the detail records that were created.

Steps (continued):

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

The **Status Count** panel shows the total records as well as each file’s current status. In this example, all of the records are valid.

The **Contribution Information** panel is a thumbnail of the records created. Click the hyperlinked **Contribution Record ID** or the checkbox next to the record(s), and click the **Open** button to view the details.

**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.
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 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. You can find payment remittance information on page 120.

**Tip:** By filtering the record status to **All** and checking the box next to **Contribution Record ID**, then clicking the **Export to Excel** button, the system will export the contribution record details as shown on this screen 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. The system displays the Contribution File Correction and Manual Contribution Entry screen.
3. In the Posted Employer Reporting Header panel, check the box next to the Header ID you wish to copy forward.
4. Enter the **Reporting Date** (the pay date) for the cycle for which you are creating this header.
5. Click **Copy Forward**.

![Contribution File Correction and Manual Contribution Entry](image)
6. Click **Save** (this will populate information).
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 (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**: Voids any record that should not be in this contribution cycle. Use with caution.

**Export to Excel**: By checking the boxes next to the Contribution Record IDs and clicking the Export to Excel button, the system will export the contribution record details as shown on this screen into an Excel spreadsheet. This is a great way to create historical records for your organization.

All of the individuals from the report that was just copied forward are populated in the new report. In this example, there was only one individual on the previous file that was copied forward. If your report has more than one individual showing, and that individual isn’t being reported with this new file, check the box next to the Contribution Report for that individual and click Void Record.
Steps:

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

8. Click Open.

Tip: If you would like to update all of the records in the Contribution Information panel, simply check the box next to Contribution Record ID, and it will check all of the boxes in that screen. If there are multiple pages of records, you will have to check the box next to Contribution Record ID on each page.
The selected records open for you to update. Record one of four is shown. The employee’s SSN and last name are already populated, along with the period begin and end dates and the earnings code.

**Steps:**

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

10. 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:**

11. Click **Next**.

The system brings up the next record (two of four). Repeat steps nine through 11 until all records are updated with the required information described in step nine. If you have multiple individuals who need contribution information, continue with the following 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:**

12. Click the **Previous** button 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:

13. Click **Submit for Posting**.

The **Status Count** panel shows the total records, as well as the breakdown of the status of each record.

The **Contribution Information** panel is a thumbnail of the records created. To take a closer look at any of the records, click on the Contribution Record ID or the checkbox next to the record(s), then click the **Open** button.

**Tip:** eSERS will default the Record Status filter to Review. A user will need to change the status to All to view all the records within the file.
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 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. You can find payment remittance information on page 120.

Tip: By filtering the record status to **All** and checking the box next to **Contribution Record ID**, then clicking the **Export to Excel** button, the system will export the contribution record details as shown on this screen into an Excel spreadsheet. This is a great way to create historical records for your organization of contributions.

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.

For more information on payment of liabilities, see page 120.
Correcting Contribution Records Overview

When a contribution file is uploaded or a header is created manually, the detail records contained within the file and/or header 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.
Contribution Header Maintenance
Header Information and Status Count

**Employer Reporting Header Information Panel:** This panel shows header information, such as the reporting source (manual vs. uploaded file), the status of the header, and relevant dates. In the following example, there is no Posted Date shown because this header is in **Review** status, and cannot be posted until the errors or warnings are addressed. To review the different types of header statuses, please go to page 44.

![Employer Reporting Header Information Panel](image)

**Status Count Panel:** This panel is useful to find and open records that have a specific status. In the above example, the Total Record Count is four, two of which are in a Review status and two of which are in a Valid status. For this header status to become Valid, you must address all records in Review status. By clicking on the hyperlinked **Review**, all the records that are in a Review status will be opened.

**Buttons:**

- **Save:** This saves the record after any new information has been entered. Save often!
- **Refresh:** Clicking this will wipe out any edits you have made since the last time you saved. It also is useful once you have submitted a header for posting, as you can click refresh to see the status update from **Posting in Progress** to **Posted**.
- **Void File:** Clicking this button will void the header record and **ALL** of the detail files within it. You would use this if a duplicate header record or detail records were created in error.

**Note:** If the district is correcting files for a contractor file, the contractor name will populate next to **Contractor Name** in the Employer Reporting Header Information Panel.
Contribution Information and Validations

**Contribution Information Panel:** This panel shows a list of all the contribution records contained within the header for your file. You may filter it by status (eSERS defaults to a Review status) or search for a specific SSN using the corresponding fields. You also will be able to select specific records to **Open**, **Void Record**, or **Export to Excel** by clicking the checkbox for each record. To create a new record, click the **new** button.

**Tip:** You can only create new or void records prior to the header being posted. Once a header is posted, you cannot update the records within it.

![Contribution Information Panel](image)

**Note:** If you **void** any detail record(s) within this header, the contribution and earnings totals that are displayed in the Contribution Information panel will update to reflect the new totals without the voided record(s) numbers.

**Validations Panel:** This panel displays all messages that have occurred within the contribution records. To resolve all records that have a specific type of error or warning, click the hyperlinked number under Count to open all records with that message attached to it.

![Validations Panel](image)
Record Status

Any errors and warnings that occur in a header will be found in specific detail records. Within the detail record, there is a panel at the bottom called **Validation Information**.

The validation information panel can list any of the following:

**Error**: An item that will prevent the record from being posted in the system. It will generally indicate whether required information is missing within the parameters of what the system has been designed to accept. You cannot suppress an error. *For more information on specific errors, see page 93.*

**Warning**: An item that will not prevent the record from being posted; however, the user must first acknowledge the warning, and either update the record or click the Suppress Warnings checkbox. *For more information on specific warnings, see page 94.*

**Information**: An informational message has no effect on a user’s ability to submit a record. It is designed to draw attention to an event that may require follow up.

**Tip**: Warning messages that are resolved by using the Suppress Warnings function will remain on the record. Once the file is submitted for posting, a SERS employee will review all records that were submitted with warnings suppressed.
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.

Other things of note on this screen:

**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.

Clicking on the Header ID link in the above example brings you to the **Employer Reporting Header Maintenance** screen.
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 files within the record, and pull individual files within the record.

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

Once you have opened the record, you are able to correct the information so that the file can be submitted to post.

This record has both a **warning** and two **errors** that must be addressed.
The errors reference hours and service days that were not entered, which are required fields for this earnings code. For a refresher on earnings codes, please see page 60.

The warning references employee contributions. In this example, the employee contributions do not match what the system is expecting based on the submitted earnings dollar amount and the current contribution rate (10% for employees). More than likely, this individual has pick-up on pick-up.
Steps for Correction:

1. Enter the days and hours.
2. Update the earnings to reflect the actual earnings OR suppress the warning.
3. Click **Save**.
   - By clicking save, the information is resubmitted to eSERS and the **Record Status** will change from review to valid.
4. If there are multiple records to be corrected, click **Next**.

---

**Employer Reporting Contribution Maintenance**

- **Save**
- **Refresh**
- **Next**

**Employer Reporting Header Information**

- **Header ID**: 89
- **Header Type**: Contribution
- **Header Status**: Review

**Contribution Information**

- **Record ID**: 89
- **Record Status**: Review
- **SSN**: -2767
- **First Name**: 
- **Middle Name**: 
- **Name Suffix**: 
- **Period Begin Date**: 07/29/2016
- **Period End Date**: 08/11/2016
- **Earnings Code**: 01 - Regular Contribution
- **Employee Hours**: 80
- **Employee Pre-Tax Contribution**: $160.06
- **Employee Post-Tax Contribution**: $5.06
- **Employee Earnings (Submitted)**: $1,600.00
- **Employee Earnings (Sys, Calc)**: $1,450.00

**Validation Information**

- **Message**: Hours must be greater than zero.
- **Severity**: Error
- **Message**: Reported Earnings do not match system calculated earnings.
- **Severity**: Warning
- **Message**: Service Days must be greater than zero.
- **Severity**: Error

---

Errors cannot be suppressed. Only check this box when you are suppressing a **warning**, not an error.

When you click next, eSERS takes you to the next record that is in Review status.
This record has a **warning** that must be addressed

The warning references an unreasonable rate of pay. In this example, the submitted earnings are far above what the system anticipates for an individual regular contribution.

**Steps for Correction:**

1. Update the earnings to reflect the actual earnings **OR** suppress the warning.
2. Click **Save**.

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:

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

**Steps:**

1. 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, EFT, or check.

Submitting contribution records will result in the 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.

For more information on payment of liabilities, see page 120.
Validation Information
Types of Contribution Errors, Warnings, and Messages

Errors:
All errors must be resolved in order for a contribution record to be valid. Records cannot be submitted to SERS until they are in a Valid status. Errors cannot be suppressed.

- Period Begin and End Date do not match Payroll Schedule for the given Contribution Cycle Code and Reporting Date.
  - A contribution header was created for a reporting date and contribution cycle code in which the current begin and end dates for the reporting period do not exist.

- Period End Date cannot be after reported Contribution Cycle Period End Date for the given Reporting Date.
  - While the reporting date entered into the header is valid, you have entered the incorrect end date on the contribution detail record. Go to the payroll schedule and verify the begin and end dates for that reporting date.

- Period Begin and End Date do not match any payroll schedule.
  - If any of the following items are true, this error will appear:
    - The reporting date entered into the header is valid, you have entered the incorrect begin and end dates on the contribution detail record. To find this information, go to the payroll schedule and verify begin and end dates for that reporting date.
    - You have selected the correct begin and end dates, but entered the wrong contribution cycle code or reporting date.

- Enrollment is required for the Member.
  - Enrollment has not been done prior to contributions being sent.
  - It has been more than six months since the member has contributed.

- Contributions reported for a deceased Member after threshold period.
  - The member has been reported as deceased and the date of death is 90 days or later from the period begin date. There is a 90-day grace period for an employer to report all final contributions or employment records following the date of death.

- Soft Error Message: Member is an ARP contributor for this payroll period.
  - The SERS member account is not in an enrolled, contributing, or inactive status, but an active ARP member account and employment history exists in an enrolled, contributing, or inactive status for that employer.
• Soft Error Message: Employee Earnings in the current fiscal year has reached or exceeded the IRS 401(a) earnings limit. Verify the information for accuracy.

• Service Days cannot be greater than the number of calendar days between Period Begin Date and Period End Date
  o The number of calendar days between the begin and end dates is less than what is being reported for service days. For example, there are 31 days in January, so reporting that a member earned 32 service days would not make sense.

Warnings:

• Net Service Days cannot be greater than 92
  o The record has an earnings code of supplemental or missing supplemental and the number of service days of this individual contribution is 92 days or more. Verify the information.

• Hours cannot be greater than 24 times of calendar days between Period Begin Date and Period End Date
  o The number of hours reported are more hours than are possible for that pay period.

• Unreasonable rate of pay
  o The record has employee earnings (system-calculated) greater than zero, the service days are greater than zero, AND the rate of pay is greater than 1,000.

• Contributions reported for a deceased Member
  o The member has been reported as 'deceased' less than 90 days from period begin date. You have 90 days or less to make final contributions for this member.

• Possible duplicate Contribution record for this Member. Verify the Contribution record for accuracy.
  o 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 for accuracy.
  o 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.
• Pre-tax contribution and Post-tax contribution is present. Verify the Contribution record for accuracy.
  o This warning appears just to ensure that it is accurate to have Pre-Tax and Post-Tax contributions on the record.

• Employee Earnings in the current fiscal year are near the IRS 401(a) earnings limit.
Adjustments
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 reporting date although the period begin and ending dates won’t correspond with that date. By doing this, you are telling eSERS which prior time period needs adjusted.

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, the district will utilize the "Missed" earnings codes. The period begin and end dates can be different; however, the reporting date will need to be the same for the report that is being submitted.

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.

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.

The system will display the Employer Reporting Header Maintenance screen.
Steps:

3. Enter the contribution cycle code and the reporting date.
   - Enter the reporting date for the **current pay cycle**, even though the adjustment will be for a prior pay period.

4. Click **Save**.
   - When you click save, the New button will appear.

5. Click **New**.

**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:**

6. Enter the following information:
   - SSN (required)
   - Last Name (required)
   - Period Begin & End Date* (required)
   - 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.

*For more information on a header in Review status, see page 44.*

**Steps:**

8. Click the **Previous** button.

**Tip:** When submitting an adjustment, you may receive a warning stating “**Pending Member Account transaction exists for this adjustment.**” This warning indicates that payment hasn’t 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:

9. Click **Submit for Posting**.

Please refer to page 82 for further details on this screen.
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.

**Employer Reporting Header Maintenance**

<table>
<thead>
<tr>
<th>Msg ID : 9 [ All changes successfully cancelled. ]</th>
</tr>
</thead>
</table>

**Employer Reporting Header Information**

- **Employer Reporting Header ID:** 807013
- **Header Type:** Contribution
- **Reporting Source:** Manual
- ***Contribution Cycle Code:** BWK0001
- ***ITC:**
- **Sent Date:** 12/2/2018
- **Posted Date:** 12/2/2018
- **File Name:** Unique ID:

**Status Count:**

- **Total Record Count:** 1
- **Posted:** 1
- **Posted with Warnings:** 0
- **Review:** 0
- **Valid:** 0
- **Void:** 0

**Contribution Information**

- **Total Regular Employee Pre-Tax Contributions:** $(5.00)
- **Total Regular Employee Post-Tax Contribution:** $0.00
- **Total Reemployed Employee Pre-Tax Contribution:** $0.00
- **Total Reemployed Employee Post-Tax Contribution:** $0.00
- **Total Employee Earnings (System Calculated):** $(50.00)
- **Total Employee Earnings (Submitted):** $(50.00)
- **Total Employer Contributions (System Calculated):** $(7.00)
- **Total Employer Contributions (Submitted):** $(7.00)

**SSN:**

**Earnings Code Type:**

- **All
- **Record Status:**

**Valid:**

**Void:**

**Filter**

No records to display

**Validations**

<table>
<thead>
<tr>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending Member Account transaction exists for this adjustment.</td>
</tr>
</tbody>
</table>

**Count:**

1

**Severity:**

Warning

**What Do I Do Next?**

Now that the file is posted, there may be a credit memo that needs to be applied. For instructions on how to submit a credit memo, see page 126.
Employer Reporting Detail Lookup
Employer Reporting Detail Lookup

Once a file (Enrollment, Contribution, or Adjustment) has been uploaded and successfully processed without errors, the system will create detail records to reflect the information within the uploaded file. 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 the upgrade 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.
Enrollment

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

Steps:

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

---

**Employer Reporting Detail Lookup**

**Criteria**

- **SSN**: [ ]
- **Last Name**: [ ]
- **First Name**: [ ]
- **Header ID**: [ ]
- **Contractor ID**: [ ]
- **Header Type**: [ ]
  - Enrollment
- **Reporting Source**: [ ]
  - File Upload
- **Reporting Date**: [ ]
- **Header Status**: [ ]
- **File Name**: [ ]

**Search Results**

- **SSN**: [ ]
- **Name**: [ ]
- **Period Begin Date**
  - **Posted**
  - **Not Posted**
- **Period End Date**
  - **Posted**
  - **Not Posted**
- **Earnings Code**: [ ]
- **Earnings**: [ ]
- **Days**: [ ]
- **Hours**: [ ]
- **Employee Control**: [ ]

- **Enrollment**: [ ]
- **25**: [ ]
  - Posted
  - Gus Murasaki
  - $0.00
  - 0
- **Enrollment**: [ ]
- **26**: [ ]
  - Posted
  - Sam Phillips
  - $0.00
  - 0
- **Enrollment**: [ ]
- **27**: [ ]
  - Posted
  - Molly Anderson
  - $0.00
  - 0
On the Employer Reporting Enrollment Maintenance screen, the detailed enrollment information for this member is shown. This screen is read-only since the record status is posted; no additional edits can be made.

This record shows that it is one of three. Click the **Next** button to page through the three total enrollment records that were created from the original file.

For **information on statuses**, see page 44.

For **information on enrollment errors and warnings**, see page 55.

Since all three record details posted successfully, no more action is required. The new members now have active member accounts, and can start receiving contributions.
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.
Bank Account Maintenance
Create and Maintain Bank Account Information for ACH Debit

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

Steps:

1. Select Bank Account Maintenance.

Note:

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. This is covered in more detail on page 115.

Advanced Search: This brings you to a lookup screen with more search criteria to find a specific transaction. This is covered in more detail on page 118.

As the employer or contractor, it is important to know 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 – this is helpful when there are multiple ACH Debit activated accounts.
   - Account Type from drop-down

2. Read ACH Debit Terms & Conditions.
3. Check the box indicating you have read and agree to the terms and conditions.
4. Click Save.

---

Bank Account Record Maintenance

Bank Details:

- Bank ID:
- *Routing Number:
- *Account Number:
- *Effective Date:
- EFT Draw Limit:
- *Bank Nick Name:
- Bank Name:
- *Account Type:
- End Date:

**ACH Debit Terms & Conditions**

**AUTHORIZATION RULES:** This Agreement explains the terms and conditions governing your access and use of this online payment “Service” for Direct Payments (ACH Debits) through The School Employees Retirement System (ERS) website. The Service will enable the Employer to pay electronically, amounts due ERS including, but not limited to, employee and employer contributions, health care premiums and purchase of service credits.

**AUTHORIZATION:** We (“Employer”) hereby authorize the School Employees Retirement System of Ohio (“ERS”) to debit the account entered above in such amounts and at such times as requested by the Employer through the Service. We acknowledge that the origination of ACH transactions to our account must comply with the rules of the National Automated Clearing House Association and provisions of U.S. and Ohio law. We agree to maintain balances sufficient to pay all requested payments and agree that ERS is not liable for any overdraft or insufficient funds situation or charge (including, but not limited to, finance charges, late fees or similar charges) caused by our failure to maintain funds sufficient to pay all payments issued through the Service. The Employer agrees to promptly notify ERS of any changes to the financial institution account information and hereby grants authority for ERS to debit such changed account. The Employer agrees to promptly notify ERS of any changes to the financial institution account information and hereby grants authority for ERS to debit such changed account. The Employer understands and agrees that use of the Service does not waive any penalties and/or fees for any payments or refunds which are not paid timely.

**ACCOUNT STATEMENT:** A current account statement summarizing all of the Employer’s account activity and transactions for the preceding 12-month period is available to the Employer on ERS. The Employer agrees to notify ERS immediately if there are any suspected unauthorized payments or errors.

**TERM AND TERMINATION:** This Agreement shall remain in force until terminated by either party. Employer may terminate this Agreement by terminating all accounts on the website or by submitting a request in writing to ERS to terminate all accounts. ERS may terminate this Agreement at any time by giving written notice. The termination of this Agreement shall not affect any payments or charges already due to ERS from the Employer.

**DISCLAIMER OF WARRANTY:** The Employer expressly agrees that use of the Service is at the Employer’s sole risk, and the Service is provided “as is” with no warranties whatsoever, including, without limitation, warranties of availability, reliability, usefulness, course of performance or fitness for a particular purpose.
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 this record 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.

Clicking the ACH Debit ID hyperlink opens the Payment Detail Maintenance screen. For more information on payment remittance, see page 120.

Tip: If the ACH Debit Status is “pending” and the transaction needs to be voided, please see page 125 for more information on how to void this transaction.

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. For more information on this payment, click on 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.

<table>
<thead>
<tr>
<th>Payment Remittance Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Payment Remittance Maintenance screenshot" /></td>
</tr>
</tbody>
</table>

- **Remittance Details**
  - Remittance ID: 99221
  - Remittance Status: Processed
  - Total Liability Amount: $1,000.00
  - Total Payment Amount: $2,000.00

- **Payment Remittance Details**
  - Liability ID: 891
  - Liability Type: Employee Contributions
  - Remittance Item ID: 99221
  - Remittance Item Type: Employee Contributions
  - Payment Amount: $1,000.00

- **Payments applied against the Liabilities**
  - Payment Type: ACN Debit
  - Check/Reference Number: AR - Payroll
  - Bank Account: $1,000.00
  - Payment Date: 08/04/2016
**Statuses**

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

**Status:** 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.

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.

Steps:

1. Enter the search criteria.
2. Click **Search**.
3. The system will display the results in the Search Results panel.
4. Click the ACH Debit ID to view more information on this payment. 
   
   See page 115 for further information.
Payment Remittance
Payment Remittance

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

Steps:

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

Things to note on this screen:

Payment Remittance History: This panel shows the historical records of payments that have been submitted to SERS. To see more on this panel, go to page 130.

Advanced Search: This allows you to search for specific liabilities you have not yet submitted for payment. To see more on this button, go to page 131.
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. In the screenshot below, we have gone to the last page of liabilities to select the most recent contributions.

Steps:

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.

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. This is also when you can add liabilities that are not yet reflected in the Unpaid Liabilities panel.

Steps:

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

6. Click Next.
Steps:

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 more than one method.

9. Enter the required information for your payment type.

10. Click **Next**.

---

**Payment Remittance**

**ACH Debit:** You will need to pick the ACH Debit Activated account, the payment amount, and the date you want SERS to pull the money from the account. eSERS automatically defaults to the next business day.

**Please Note:** Depending on the time of day the payment is submitted, all payments will take one to two business days to post.

**Checks:** You will need to enter the check number(s) and the payment amount.

**Other EFT:** This payment type is to be used when a district wants to send an ACH Credit. You will need to enter the payment amount.
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:**

11. Click **Finish & Submit**.

**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.

---

**Payment Remittance**

![Wizard moved to Next step.]

<table>
<thead>
<tr>
<th>Remittance ID</th>
<th>Payment Remittance Status</th>
<th>Total Liability Amount Selected</th>
<th>Total Payment Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pending</td>
<td>$32,260.29</td>
<td>$32,260.29</td>
</tr>
</tbody>
</table>

---

**Confirm Payment Remittance Details**

**Following Liabilities are selected for payment:**

- **46** Employee Contributions $12,626.64 02/15/2017 MON0001
- **55625** Employer Contributions $16,735.99 08/01/2017 MON0001

**Following Credit Memo will be applied against Liabilities:**

- $0.00
- $50.00

**Following payments will be applied against the Liabilities:**

- ACH Debit NICK_NAME_1524 $32,260.29 16/11/2017
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 within one to two business days.

This completes the payment process.

**Things to note on this screen:**

**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**.
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.

Note: Employer Contribution Credit Memos must be applied to Employer Contribution liabilities, and Employee Contribution Credit Memos need to be applied to Employee Contribution liabilities.
eSERS will show only the amount(s) available in the Credit Memo fields.

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.
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 hit “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.

2. Enter the search criteria.

3. Click Search.

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

To get further information on the payment, click on 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.
Expected Liabilities

When submitting an employer payment to SERS, the user can add a liability that is not reflected in the Unpaid Liabilities panel.

Steps:

1. Enter the following in the **Liabilities to Pay** panel:
   - Expected Liability Type
   - Reporting Date (this is the pay date)
   - Contribution Cycle Code

2. Click **Add Expected Liability**.

Once you click Add Expected Liability, a line for the liability will appear. Enter the payment amount for the expected liability.

Follow the steps on pages 122 to submit the payment.
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.
This opens the Payment Remittance screen where you can adjust the payment amount in the Liabilities to Pay panel.

Follow the steps on pages 122 -124 to submit the payment. When submitting the payment, you also can change the payment type or check number, if necessary.
SCP Payroll Deduction
SCP Payroll Deduction Plan Submission

If your organization does not currently have a SCP Payroll Deduction Plan but has decided to allow members to do this, you can submit the necessary resolution by going to SCP Payroll Deduction Plan option under “Organization Information.”

Steps:

1. Click the SCP Payroll Deduction Plan.
2. Click Browse.
3. Attach the required .pdf file to the record.
4. At the top of this screen, click Upload & Submit.

You will receive a message at the top of the screen indicating the upload was successful.

That completes this portion of this process, as SERS will receive the plan resolution and process it from there.
SCP Payroll Deduction Submission

For each reporting period, you will submit a SCP payroll deduction submission to reflect all members that currently have a service credit purchase in progress. The submission in eSERS will replace the paper submission tickets that were sent in with 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 Reporting Date (pay date).
5. Click New SCP Payroll Deduction Submission.

Items to note on this screen:
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.

**Note:** As of January 1, 2019, all NEW employee service credit purchase payroll deduction plans are post-tax and will 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:**

1. Click **Submit**.

**Pre-Tax Payment Amount:** Employee payroll deduction plans initiated PRIOR to January 1, 2019.

**Post-Tax Payment Amount:** NEW Employee payroll deduction plans initiated AFTER January 1, 2019.

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

If a purchase in progress has five or less payments remaining, that line will be highlighted yellow.
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, you must select a reason to exclude them. The options available are: Deceased, Leave, Retired, or Terminated.

**Steps:**

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 landing 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.

This also is another screen in which the **Export to Excel** feature 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**.
Wage Certifications
Wage Certification Initiated by SERS

The district will receive 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, or disability benefit (only sent to the employer once the application is approved).

When SERS has generated a certification request, a Wage Certification ID is created and appears in the Pending Wage Certifications panel. Follow the steps listed below to complete the request.

Do not complete the wage certification until you have final payroll information for that employee.

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.

Note: Due to security reasons, contract companies do not have access to the Wage Certification screens on eSERS. The school district needs to obtain the needed information from the contractor and enter the needed certification details through eSERS.
4. On the Wage Certification 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)

5. From the drop-down menus, select yes or no for the following:
   - **Eligible for Health Care at Separation**
     - If no, indicate if the employee was eligible for health care three of the last five years

6. Click **Submit**.

**Pay Period Certification Details**: The user will want to reflect any unreported contributions in this panel. Only fill one column. The employee’s 10% is either pre-tax or taxes. The user can add or delete rows as needed.
Below is an example of a 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)

The Instructions/Help panel defines certification fields. This panel remains the same regardless of the type of certification.
Annual Processes
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 (employerservices@ohsers.org) what the salary estimate should have been for that year.

Steps:

1. Click Salary Estimate.
2. Enter in the Fiscal Year Salary Estimate for the Fiscal Year displayed.
3. Click Save.

Tip: You won’t see the new salary estimate in this 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.

Salary Estimate

Fiscal Year Salary Estimate

Fiscal Year: 2017
Lost Date To Confirm: 04/05/2016
*Fiscal Year Salary Estimate: $3,700,000.00
Prior Fiscal Year Salary Estimate: $3,100,000.00
Tolerance Percentage: 10.0000%
Percent Difference: 19.3548%
Comments: COMMENT_5

Previous Fiscal Year Salary Estimate

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Salary Estimate</th>
<th>Tolerance Percentage</th>
<th>Percent Difference</th>
<th>Comments</th>
<th>Last Updated By</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>$3,700,000.00</td>
<td>10.0000%</td>
<td>19.3548%</td>
<td>COMMENT_5 CLACY</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>$3,100,000.00</td>
<td>7.0000%</td>
<td>0.0000%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>$3,100,000.00</td>
<td>7.0000%</td>
<td>-7.01162%</td>
<td>COMMENT_4 Deppe031</td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td>$3,333,750.00</td>
<td>7.0000%</td>
<td>5.0000%</td>
<td>DHULL</td>
<td></td>
</tr>
</tbody>
</table>

[ Record displayed ]

Refresh

Financial Information

- Bank Account Maintenance
- Payment Remittance
- Employer Statement
- Financial Status
- Salary Estimate
- Foundation Deduction Notice
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.

Note for FY2017

There will be two employer statements:

- **Statement A** – Statement for financial information prior to implementation of the new system
- **Statement B** – Statement for financial information after implementation of the new system
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 by year, select the specific year in the drop-down and click View Surcharge Details.

View the surcharge invoice for that year by clicking View Surcharge Invoice.

To print a report of all records, check the box next to the Member Name header, and click Export to Excel.

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

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.

Death Notification

[ Record displayed ]

New Death Notification

To create a new death notification, click the New Death Notification button.

Death Notification History

Following are recently submitted death notifications.

<table>
<thead>
<tr>
<th>Death Notification ID</th>
<th>SSN</th>
<th>Last Name</th>
<th>First Name</th>
<th>Date Of Death</th>
</tr>
</thead>
</table>

No records to display
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 approve 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**.
View Financial Status

You can view Financial Status by fiscal year by selecting the Financial Status menu option under the Financial Information section of the main menu.

On the Financial Status screen you can:

- View Total Life to Date Balances
- View Total Due Details
- Search for a specific transaction by clicking Advanced Search
- Look at details of Unassigned Payment Remittance(s)

Click the hyperlinked Remittance Item, and type in the Unassigned Payment Remittance panel to see the details of the remittance and allocate liabilities to it (shown on the next page).
On the Financial Status Payment Remittance Item screen, you will see a list of liabilities available to allocate to the displayed Remittance ID.

In the following example, the remittance item amount is $43,930.16. To allocate a liability to it, check the box next to the Liability ID and click **Allocate**.

Once you have clicked **Allocate**, the screen will refresh and that liability ID will no longer be shown in the Liability Details panel. Also note that you can enter a specified amount you want to allocate from a liability listed in the field labeled, "Allocate This Amount."
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.

Address Maintenance

Msg ID : 7 [ Record displayed. Please make changes and press SAVE. ]