2020 eSERS Guide
PAYMENT REMITTANCE

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

Please Note:

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

Advanced Search: This allows you to search for specific liabilities and payments made to SERS.
The first step in making a new payment is to select what unpaid liabilities you wish to pay from the list in the Unpaid Liabilities panel. This panel displays unpaid liabilities in order of oldest to newest.

Steps:

3. Select the liabilities you want to pay by checking the box next to them.  
   ▪ **Reminder:** You can pay multiple liabilities with one Payment Remittance.

4. Click **Add Selected To Pay**.

Please Note: If your district is a Foundation-participating district, your employer liabilities will be paid with Foundation funds.
The liabilities selected in the prior step have moved down to the **Liabilities to Pay** panel.

**Steps:**

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 multiple accounts.

9. Enter the required information for your payment type.

10. Click **Next**.

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**ACH Debit:**
You will pick the ACH Debit 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.

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

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**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**.

**Please Note:** Corrections that need to be made prior to submission can be done by clicking the **Previous** button on this screen. Clicking **Cancel** will end the process completely, and it will need to be done again from the start.

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**Payment Remittance**

![Image of Payment Remittance interface]

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

SERS  
L-1617  
Columbus, Ohio 43260-1617
Once submitted, the system returns back to the first **Payment Remittance** screen with a message that the data has been saved and the payment process is complete.

In the **Payment Remittance History** panel, the payment is reflected in a **Pending** status. It will update to a **Processed** status once the payment has been received and processed. This completes the payment process.

### Please Note:

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

Payment Remittance

[ Record displayed ]

New Payment Remittance

To create a new Payment Remittance or Payment, click the New Payment Remittance button.

Payment Remittance History

Following are your submitted payment remittances.

<table>
<thead>
<tr>
<th>Remittance ID</th>
<th>Remittance Amount</th>
<th>Remittance Status</th>
<th>Created By</th>
<th>Created Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>24024</td>
<td>$33,213.25</td>
<td>Void</td>
<td>KTalbe09100</td>
<td>06/07/2017</td>
</tr>
</tbody>
</table>
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**.

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**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**.

   ![Payment Remittance screen](image1)

   This opens the advanced search screen for payment remittance.

2. Enter the search criteria.

3. Click **Search**.

   ![Payment Remittance screen](image2)

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

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

   ![Payment Remittance screen](image3)

**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.
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.

   ![Payment Remittance](image)

   1. Click the Remittance ID 78523.

2. Click Correct Payment Remittance.

   ![Payment Remittance Maintenance](image)

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

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