The New eSERS: Your Hotline to SERS

Preparing for the *e*SERS Upgrade

Training Opportunities

The new *e*SERS portal is scheduled for implementation at the beginning of the calendar year. In order to assist you with the transition to the new *e*SERS portal, we will be offering numerous training opportunities. Training will include:

- Mandatory training this fall, which will include an in-person presentation and a how-to workbook
- An on-line test facility
- On-line video simulations

SERS will send out a signup notification in advance of the training.

If you have any questions, email Employer Services at employerservices@ohsers.org or call us toll-free at 877-213-0861.

Contribution Application and Per Pay Reporting

The *e*SERS upgrade will include many process changes related to contribution reporting. The upgraded contribution reporting application will provide file upload capability, error reporting, and on-line error correction. The primary changes for reporting employee contributions will be related to the timing and substance of information sent to SERS.

Contribution reporting will change from "monthly" to "per pay." This means that, rather than gathering the detail from several payroll files into one "monthly" file, you now will report contributions with each payroll. This will reduce the amount of follow-up communication.

The change will require more frequent reporting, but less follow-up time. You will see:

- Feedback on errors
- Immediate access to on-line correction
- Earnings periods align better with reporting periods

To prepare for per pay reporting, we are asking all employers to complete a [Payroll Schedule Template](#). The data from this multi-tab Excel spreadsheet will be loaded into the on-line test facility and the new *e*SERS system to assist in making this transition easier for our employers. Please download the spreadsheet and follow the instructions included on the first tab. Once you have completed the spreadsheet, email your copy to Employer Services at employerservices@ohsers.org by **Aug. 26, 2016**.

In addition to changes in the timing of reporting, the level of detail reported is changing.

With the new *e*SERS, you have the capability to report wages as "regular," "stretch," and "supplemental."

"Stretch" refers to the summer pay for employees who work 9 months but are paid for 12.

"Supplemental" is used most frequently for coaches. Each type of earnings will be subject to edits specific to the type.

For example:

- The current system rejects wages reported without days and hours, and prompts follow-up for both SERS and the employer. By marking wages as "stretch" pay, the system accepts the contribution record without days and hours, without extra follow up.
- Similarly, the current system seeks and flags "excessive" days or hours for follow-up communications. By marking those wages as "supplemental" for employees who might be paid only two or three times a year, like a coach, the system accepts the contribution report and reduces the follow-up communication.

Employers that use *e*SERS for contribution detail reporting will need to collect the new information and begin to report on a pay-cycle basis. SERS will post copies of the proposed *e*SERS input screens to the website as soon as they are available.

Employers using an Information Technology Center or other entity operating a version of the state's Uniform Staff Payroll System will probably need to change some operating procedures. Otherwise, the State Software Development Team will be providing you with the proper reporting file structure.

Employers that run payrolls from a third-party software or that design their own system may need to discuss the necessary changes with SERS' staff.

The file layout specifications are available on the Employer Forms and Publications page on the SERS website. [Click here](#) to view the SERS Employer Reporting: Electronic Contribution File Definition.

Please call Employer Services toll-free at 877-213-0861 with the contact information of your technical personnel.

Enrollment Application

If you use the Upload Member Enrollment File application today, you will experience little change when moving to the upgraded eSERS system. The changes you will see are:

- Error processing
- On-line editing
- Minor change to the file layout - (Contractor ID if applicable)
- File layout on SERS website

If you use the Member Enrollment application in eSERS, the screens will look similar, and the process will vary slightly. The changes you will see are:

- Error processing
- On-line editing
- Input screens will look similar