



eSERS Hotline

School Employees Retirement System of Ohio

March 15, 2017

Credit Memos Available

Credit Memos are now available. You can apply any credit memo to the appropriate unpaid liability. They are applied through the payment remittance process.

Need help applying credit memos? [Click here for an eSERS How-To](#) for credit memos.

Registrations Sent

All registrations have been sent to the Employer Web Administrator (EWA) for each district. The EWA is responsible for granting access, assigning and deleting roles, and unlocking web users' accounts. If your district has not received a registration, please call Employer Services toll-free at 877-213-0861.

Upload Your Files

If you haven't already, please start uploading your contribution files. Remember, files must be in the new specifications. The allowed extensions are .txt or .dat or .seq.

Processing Payments

Remember to process corresponding payments by using the "Payment Remittance" in eSERS. This applies even if you are sending a paper check.

Service Credit Purchase (SCP) Submission Not Available

SCP submission is currently not available for districts that have employees on a payroll deduction plan. Please continue to hold any payments for payroll deductions.

We will notify you as soon as these payments can be applied.

We apologize for any inconvenience this may cause.

Thank You for Your Patience

As you know, we recently launched a new computer system. Throughout the transitioning process to our new eSERS system, we received a high volume of phone calls from employers, asking various questions about how to navigate the new system.

If you call with a question, please be patient; there may be a wait time. We are making every effort to address all issues and concerns, as well as to explain any procedures that are causing confusion.

We appreciate your continued patience as we all adjust to the new system.

There will be no penalties while we are adjusting to using the new system. We will notify you before reinstating penalties.

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