2023 eSERS Hands-on Workbook

Outreach Training Book

School Employees Retirement System of Ohio

Serving the People Who Serve Our Schools®

2023 eSERS HANDS-ON WORKBOOK

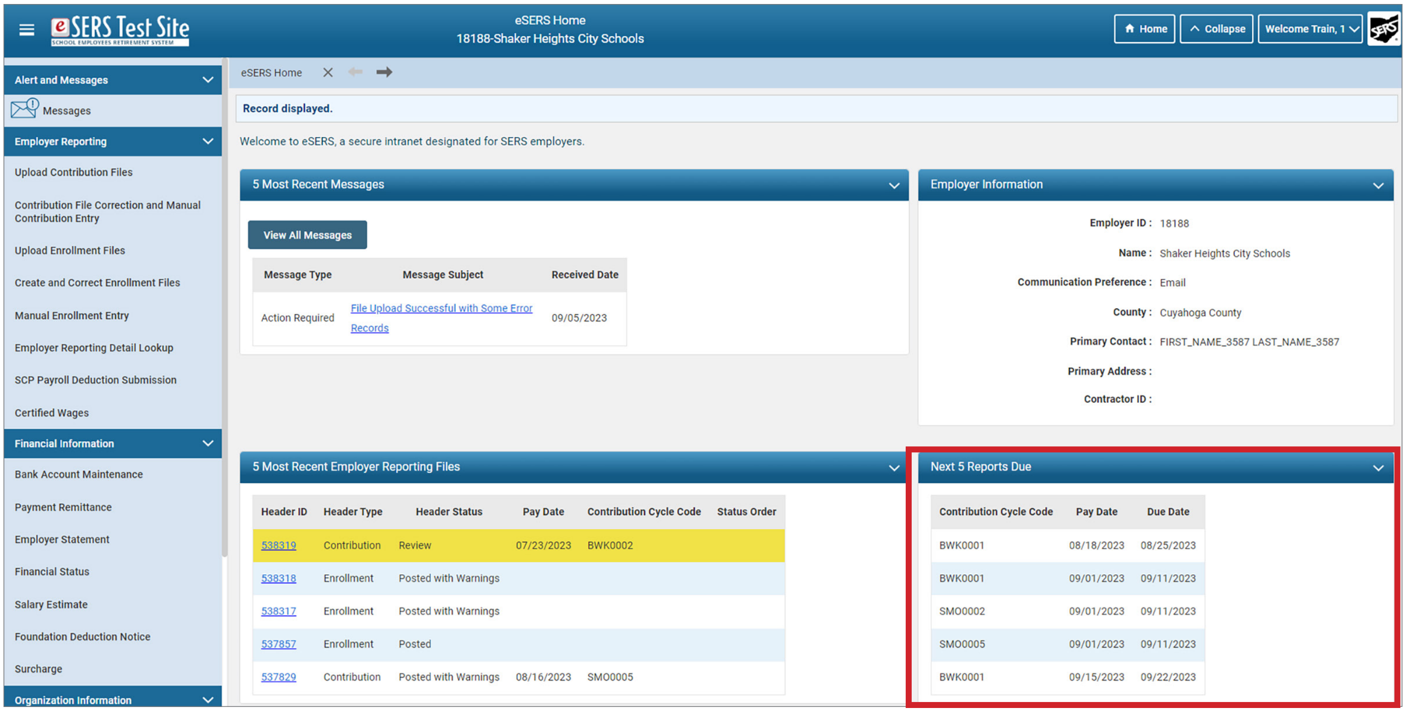
Outreach Training Book

CONTENTS

9/2023

HOME SCREEN

Once logged into eSERS, the Home screen appears. This screen is the main dashboard for the District's contribution information.



Please refer to the *eSERS Guide* for a full breakdown of the Home screen.

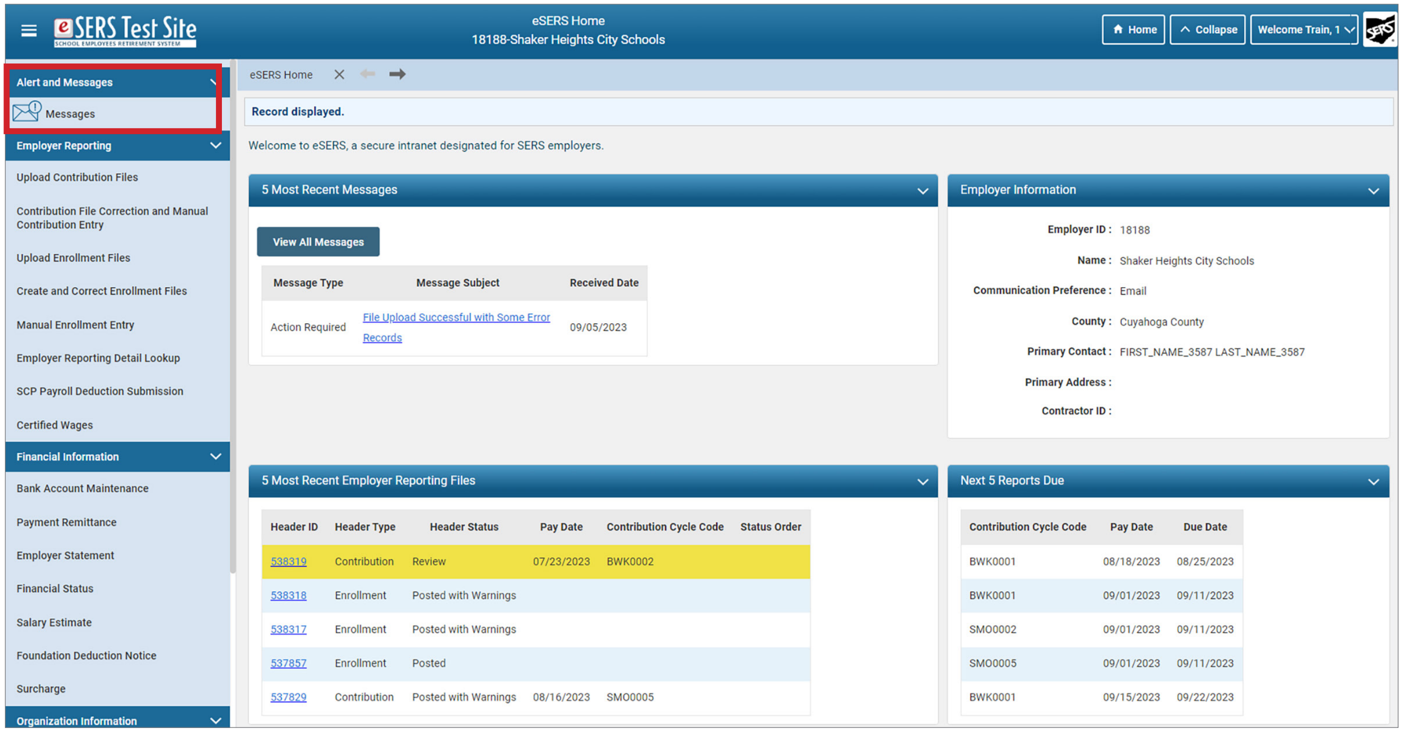
One of the most important aspects of the Home page is the **Next 5 Reports Due** panel. In this panel, it tells the user what reports are due and when. This panel helps the District avoid any late penalties. The information in this panel is derived from the payroll schedules that are entered in by the District.

Exercise: Due Date

Based off of the **Next 5 Reports Due**, what was the due date for the next payroll?

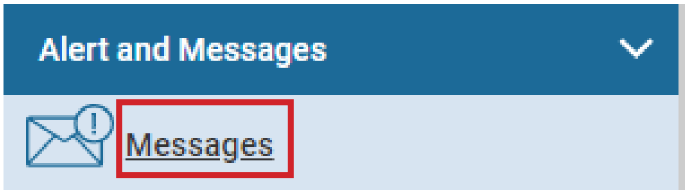
MESSAGE BOARD

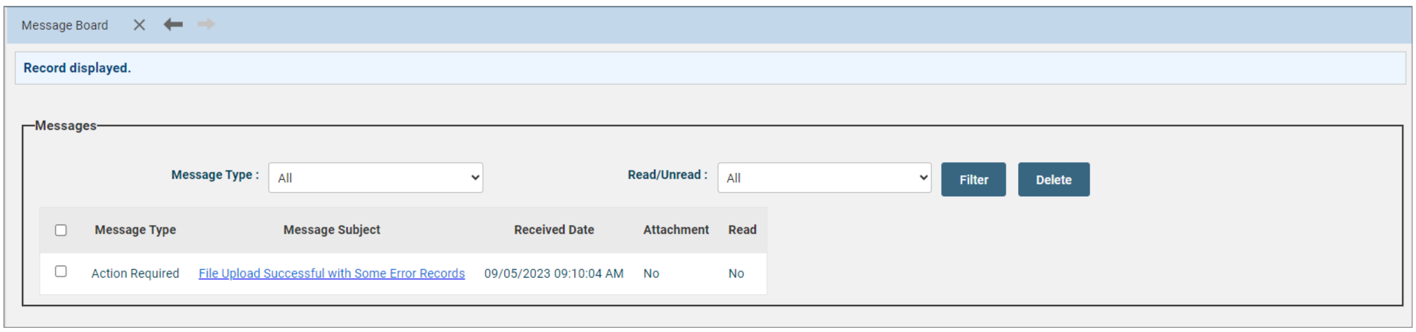
Active eSERS users will be sent message board messages or notifications when employer reports are processed, with or without errors, when wage certifications are available, and much more.



Exercise: Viewing and Deleting eSERS Messages

To view the eSERS Message Board, click the **Messages** hyperlink. You are able to view all messages, filter your view by the **Message Type**, and Delete by marking the message and clicking **Delete**.



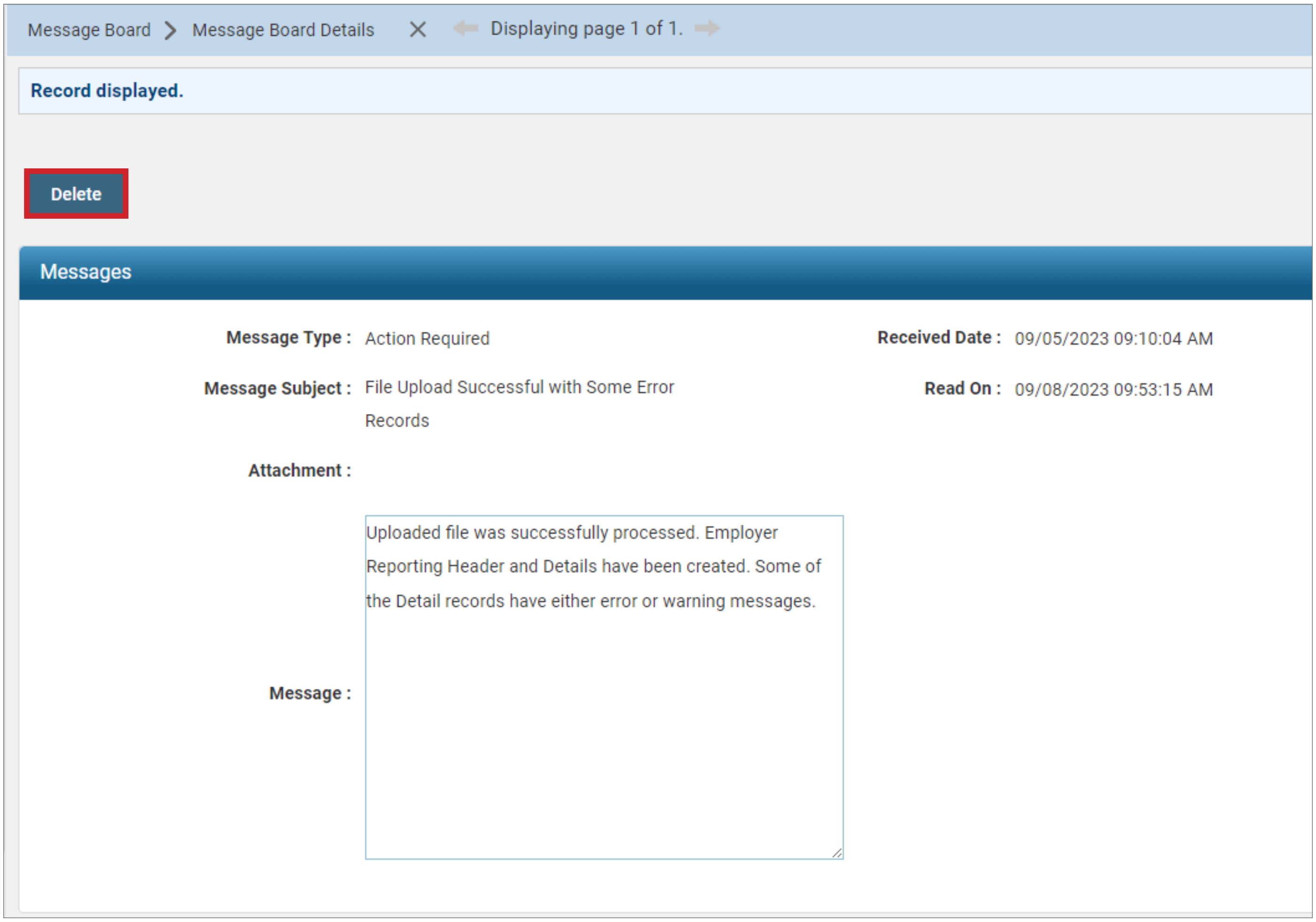


In this exercise, filter your message board with the following criteria:

- **Message Type**: Action Required
- **Read/Unread**: Unread
- Click **Filter**
- Open your message by clicking on the Message Subject hyperlink

Review your message and click **Delete**.

When you go back to the Message Board, your message can no longer be viewed.



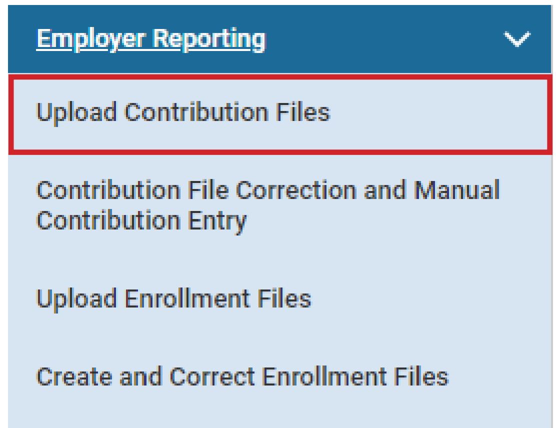
UPLOADING CONTRIBUTION FILES

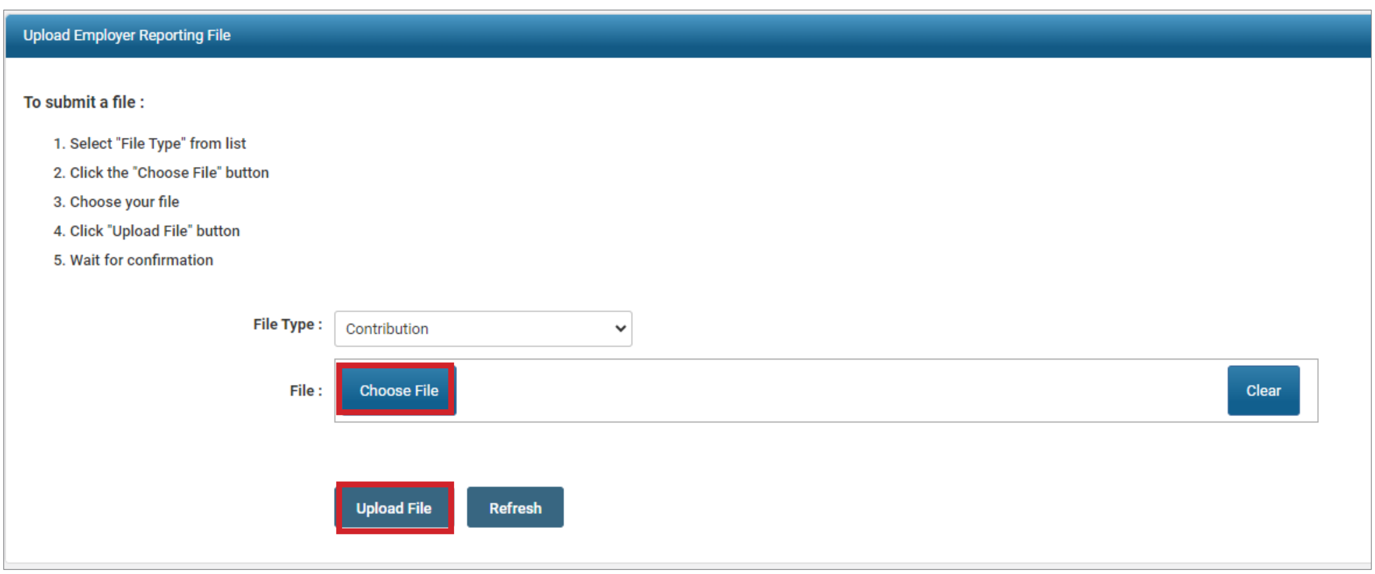
You can upload a contribution file by going to the **Upload Contribution Files** menu item. From this screen, you also can view and track files as their status is updated during the posting process.

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

Exercise: Uploading Contribution Files

1. Go to **Upload Contribution Files**.
2. Click **Browse**.
3. Select the file from your desktop.
4. Click **Upload File**.
5. Once uploaded, you will receive a confirmation message at the top of the screen.



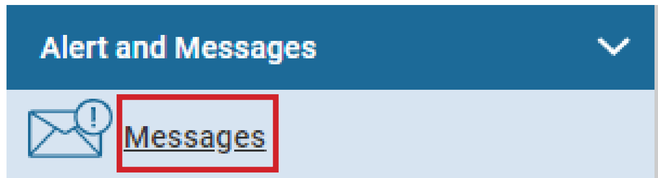


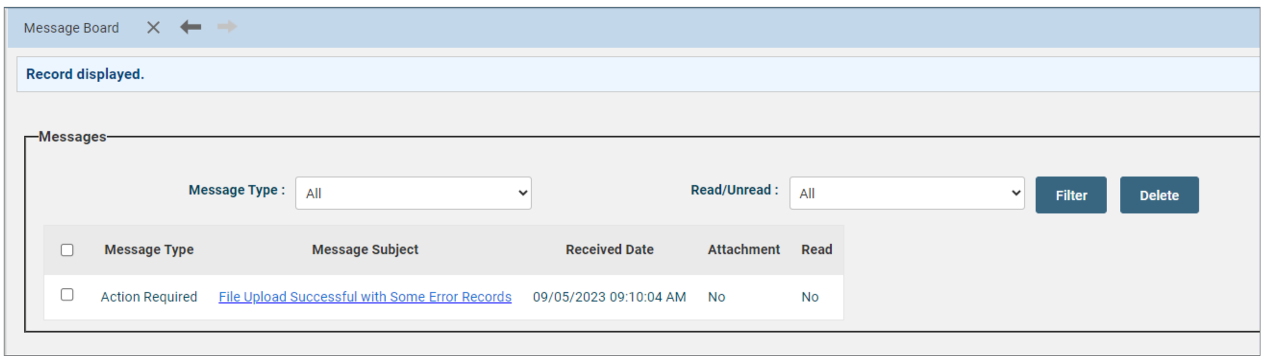
When a contribution file is uploaded or a header is created manually, the detail records contained within the file and/or header will go through a validation process. During this process, the system will look for any information that is inaccurate or questionable, and an error, warning, or message will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

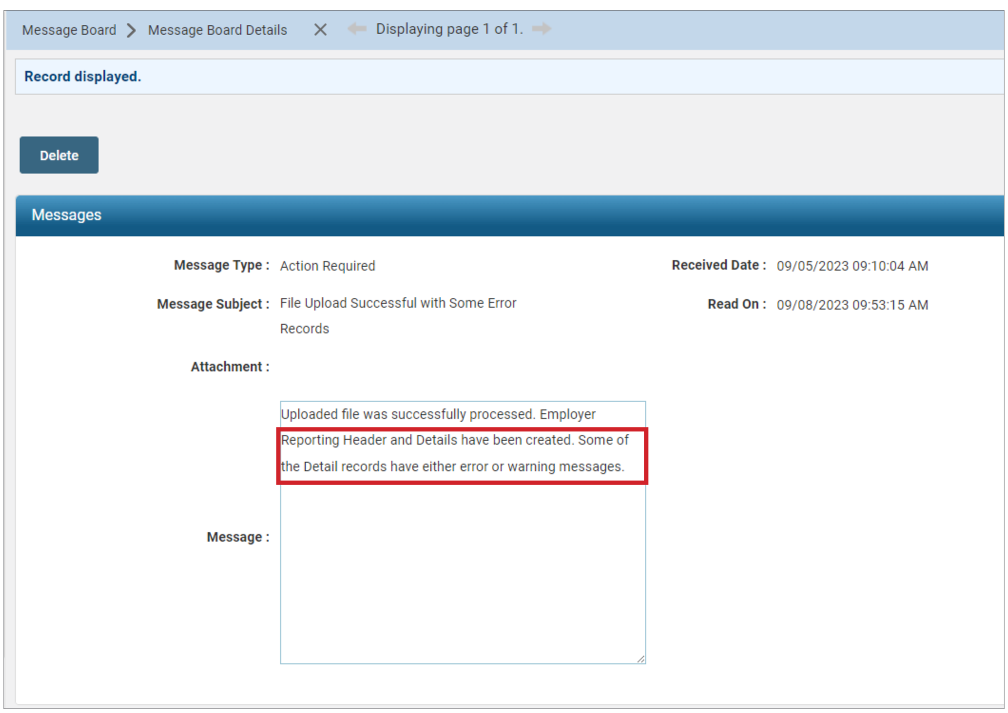
For this exercise, you will receive a message in your message board that your file uploaded successfully with some **error** records.

The message in the message board will not take you to the file in question or list the errors/warnings that need to be addressed.

The user will need to go to the file in eSERS to correct the file prior to submitting it.







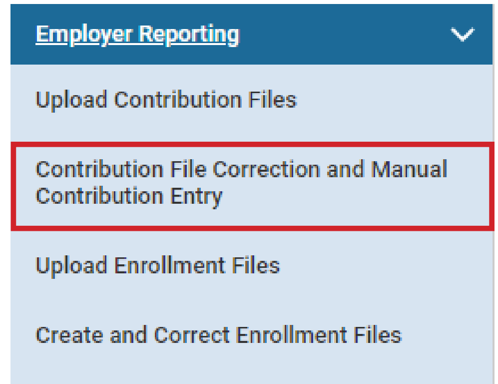
For further information on the eSERS messages that a user can receive when uploading a file, please refer to the *eSERS Guide*.

CORRECTING CONTRIBUTION FILE ERROR RECORDS

You can correct any errors or warnings on your file by going to the **Contribution File Correction and Manual Contribution Entry** menu item.

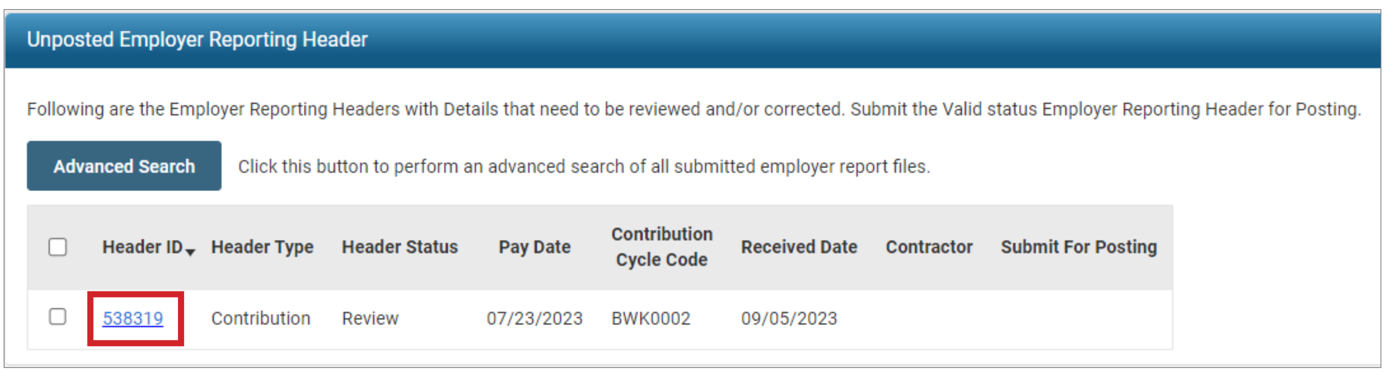
Here you are able to correct your file before you submit it for posting.

The file with errors or warnings will be in **Review** status within the **Unposted Employer Reporting Header** panel.



Exercise: Correcting Contribution Records

1. Go to **Contribution File Correction and Manual Contribution Entry**.
2. Click on the **Header ID** for the file that is in review status.



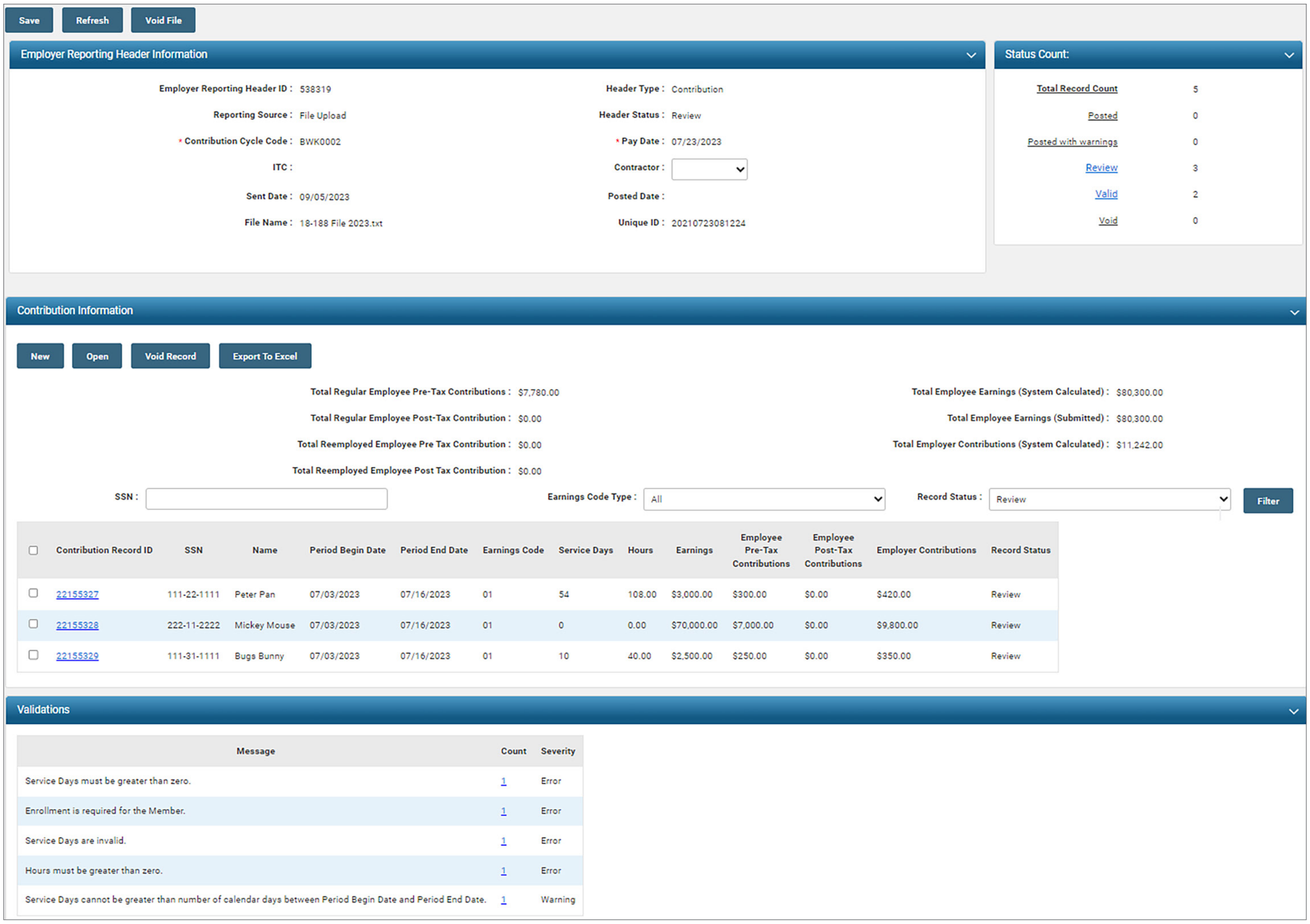
For further information on this screen, please refer to the *eSERS Guide*.

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.

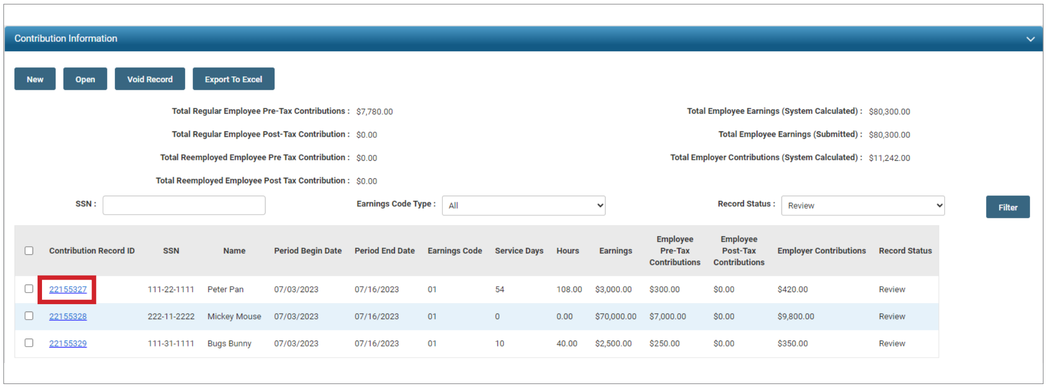
- This report has both a **warning** and **errors** that must be addressed.



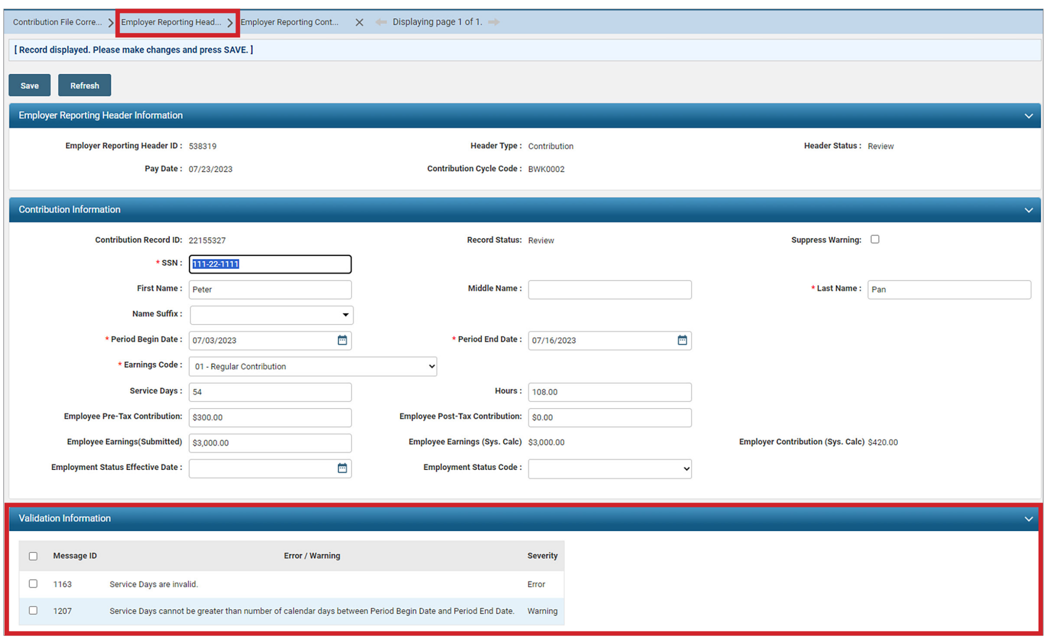
Exercise: Correcting Contribution Records

1. You will need to open the record for Peter Pan.

2. Open the record by clicking on the Contribution Record ID.



3. The **Validation Information** panel will tell you what needs to be corrected.



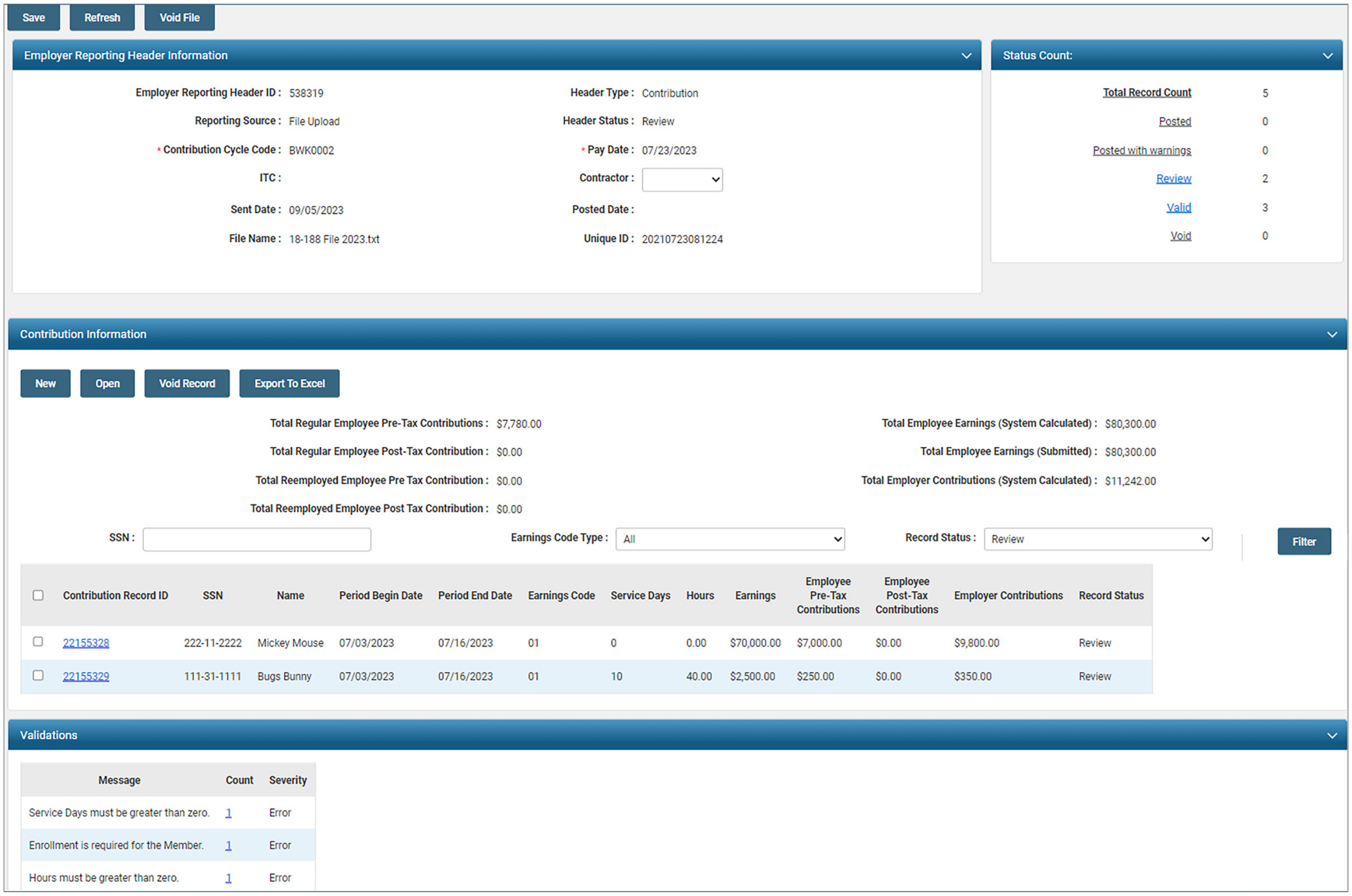
4. According to the Validation Information panel, the days will need to be corrected. In this example there are more days than what the payroll period will allow.
   - Why? What type of position could this be? Supplemental?
     - This example could also be used for employees who turn in extra time sheets.

5. In the Earnings Code drop down, **choose 02 – Supplemental**.
   - The 02 – Supplemental Earnings code is used when there are a large amount of days reported in a small amount of time.

6. Click Save.
   - When you click Save, the Error and Warning will be removed.

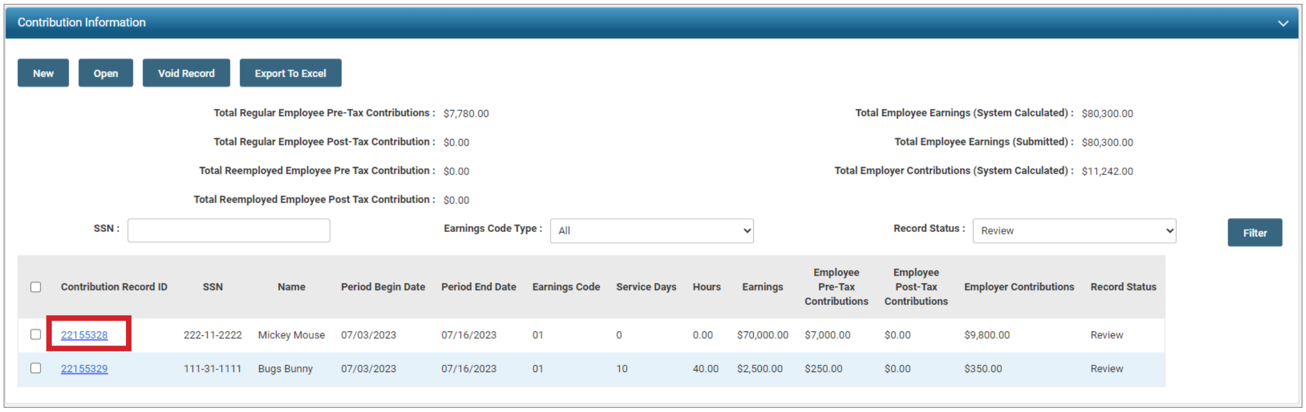
7. Click **Employer Reporting Head…** in the Navigation Path to return to the Employer Reporting Header Maintenance screen.

As you go through the records with errors or warnings and they become valid, they will fall off the Contribution Information panel, if your record status filter is on Review.

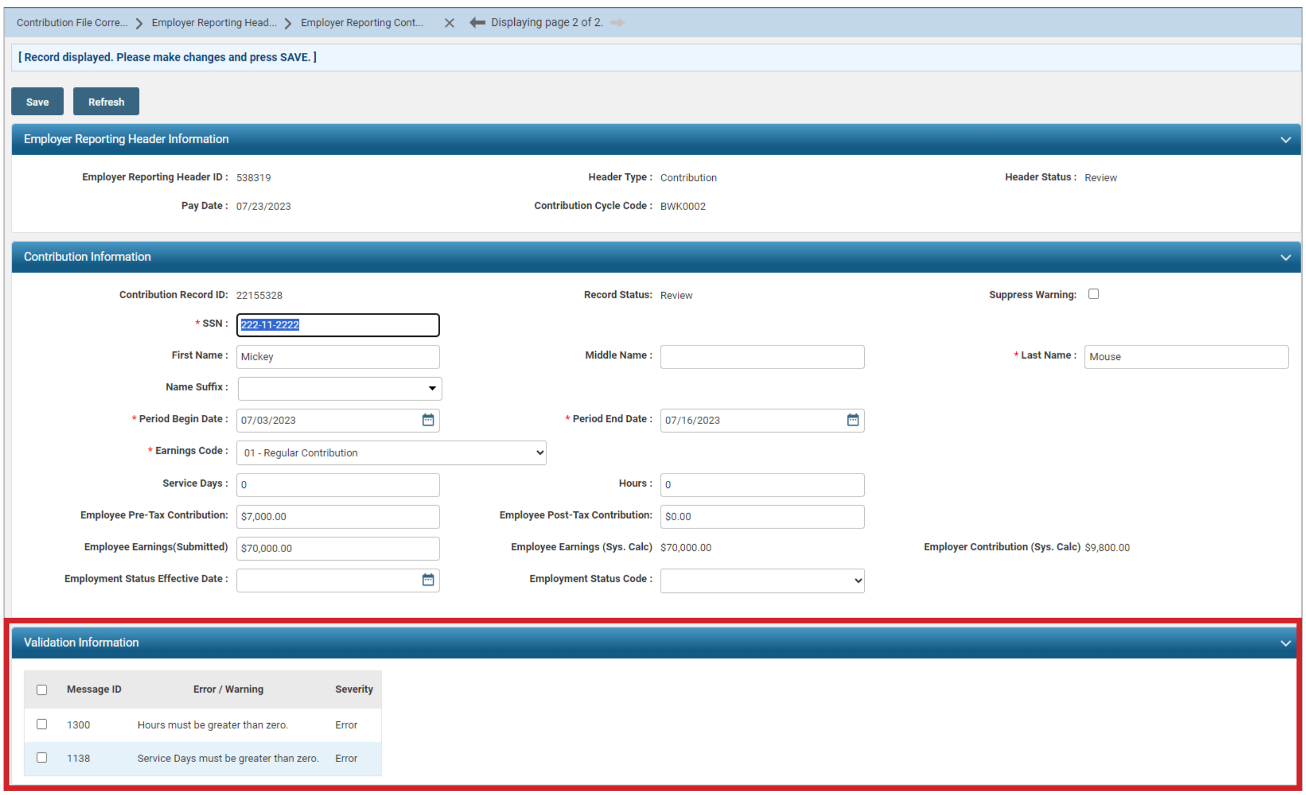


Exercise: Correcting Contribution Records

1. You will need to correct the record for Mickey Mouse.
2. Click on the Contribution Record ID for Mickey Mouse.



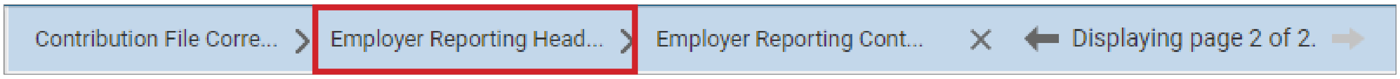
3. The Validation Information panel will tell you what needs to be corrected.



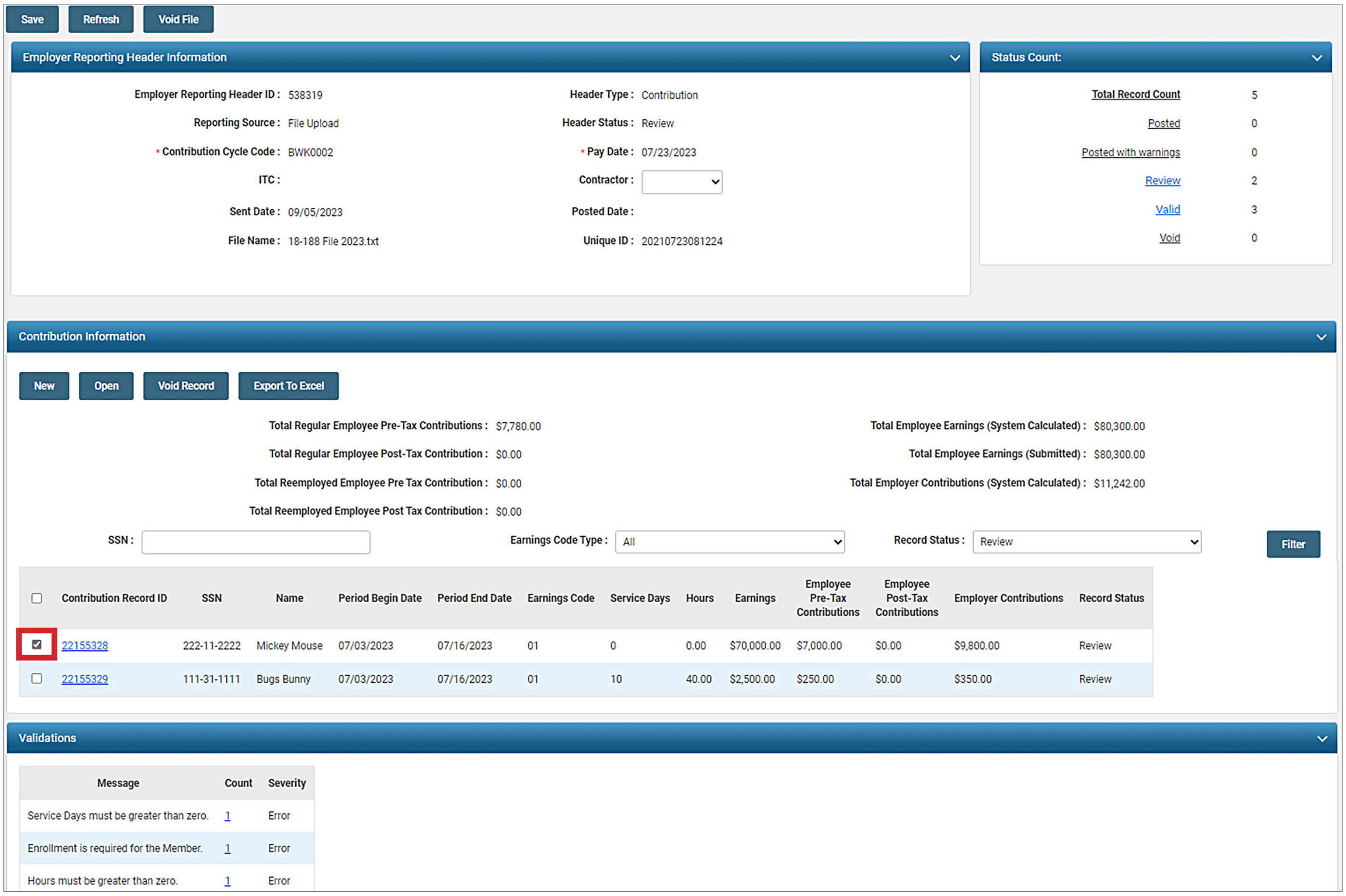
4. According to the Validation Information Panel, the record was uploaded with 0 days and 0 hours.
   - What are some red flags about this record?
   - 0 days and 0 hours but $70,000 in earnings?
   - If you said “This is a SEVERANCE!” then you are correct!
5. This record will need to be deleted; severance is not SERS Covered Compensation.

Exercise: Voiding a Contribution Record

1. Click on **Employer Reporting Head…** in the Navigation Path



2. That will take you back to the Employer Reporting Header Maintenance Screen.



3. Checkmark the box next to the Contribution Record ID for Mickey Mouse.

4. Click Void Record in the Contribution Information panel.

Use Void with Caution: There are **two** "Void" buttons on the screen. The **Void File** button is located at the top of the screen. If you would like to void the **ENTIRE** file, select this option. The **Void Record** button is located in the center 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.

Exercise: Correcting Contribution Records

1. Will need to correct the record for Bugs Bunny.
2. With the knowledge from the previous two records, how do you open the Contribution Record for Bugs Bunny?
3. Where in the new screen do you see the error or warning that needs to be corrected in order to make the file Valid?

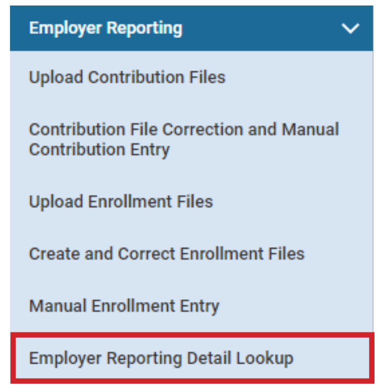
Scenario: From time to time, you may receive an “Enrollment is Required for the Member” error from your file when you know that you have enrolled this member.

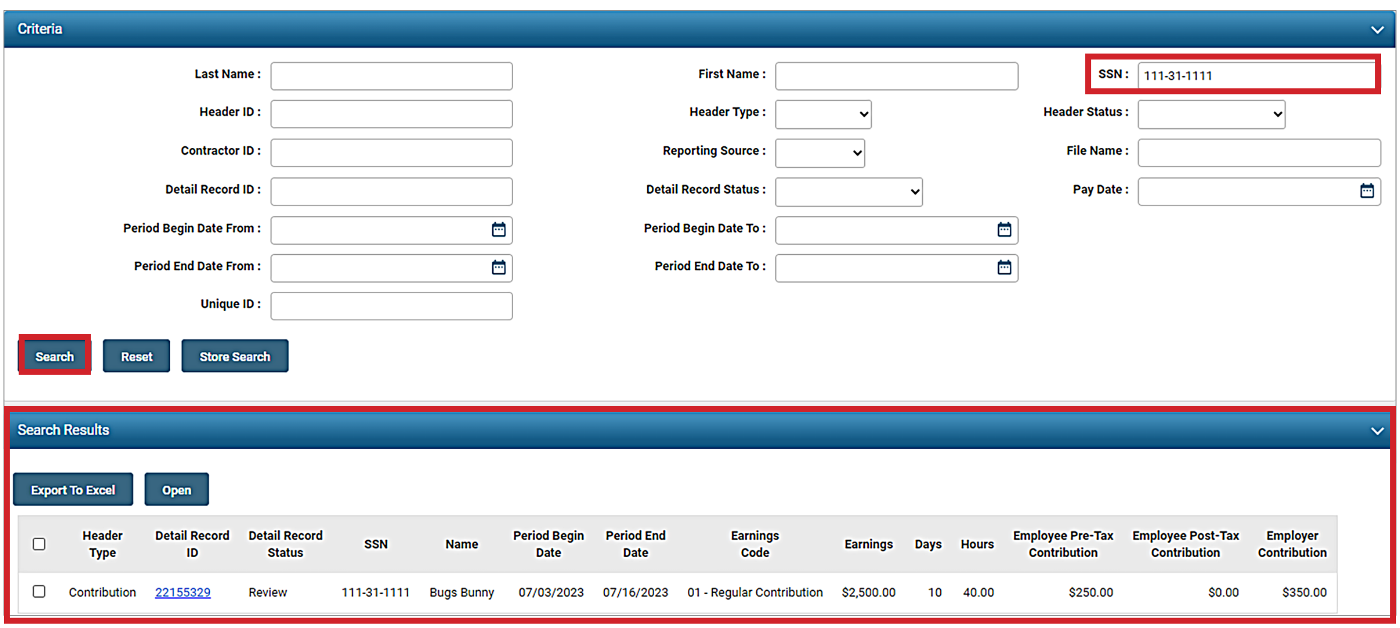
BEFORE you re-enroll the member, double check that you did in fact enroll this employee.

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 the file from which the contribution was reported.

Exercise: Employer Reporting Detail Lookup

1. To check for the enrollment, go to **Employer Reporting Detail Lookup**.
2. Enter the Social Security number that you entered in your Contribution Report: 111-31-1111.
3. Click **Search**.

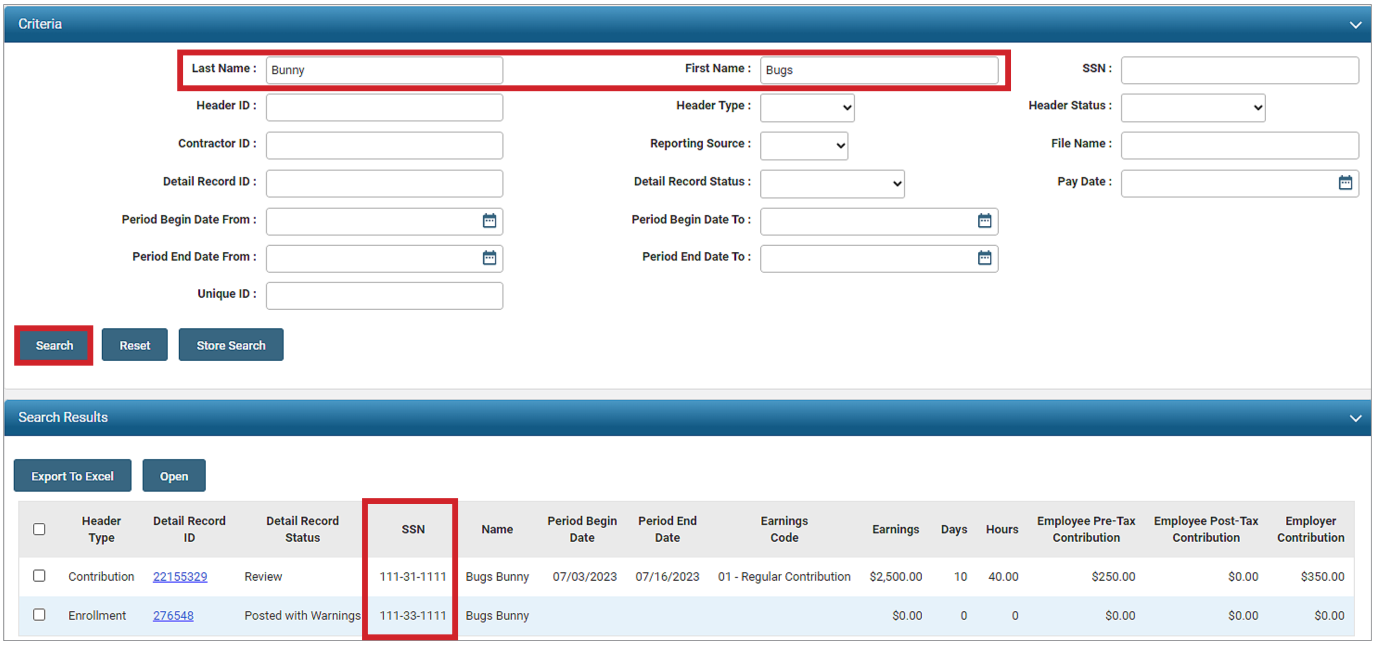




The only record that eSERS shows for this Social Security number does not have an Enrollment. The only type of header found for this Social Security number is a Contribution type.

You can also search by the employee's name rather than the Social Security number if you are positive that you entered in the enrollment.

1. Enter in the Last Name.
2. Enter in the First Name.
3. Click **Search**.


Criteria

Last Name : Bunny
First Name : Bugs
SSN :
Header ID :
Header Type :
Header Status :
Contractor ID :
Reporting Source :
File Name :
Detail Record ID :
Detail Record Status :
Pay Date :
Period Begin Date From :
Period Begin Date To :
Period End Date From :
Period End Date To :
Unique ID :

Search
Reset
Store Search

Search Results

Export To Excel
Open

	Header Type	Detail Record ID	Detail Record Status	SSN	Name	Period Begin Date	Period End Date	Earnings Code	Earnings	Days	Hours	Employee Pre-Tax Contribution	Employee Post-Tax Contribution	Employer Contribution
	Contribution	22155329	Review	111-31-1111	Bugs Bunny	07/03/2023	07/16/2023	01 - Regular Contribution	$2,500.00	10	40.00	$250.00	$0.00	$350.00
	Enrollment	276548	Posted with Warnings	111-33-1111	Bugs Bunny				$0.00	0	0	$0.00	$0.00	$0.00

As it turns out, there are two different Social Security numbers for Bugs Bunny.

At this point, the Web User will verify which Social Security number is correct. In this scenario, the Member Enrollment was entered in incorrectly.

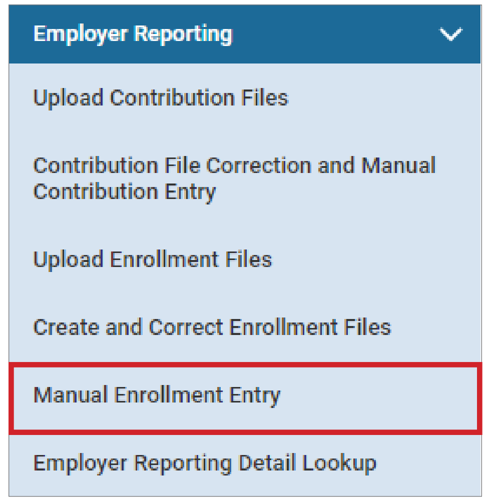
To correct this error in your file, you will have to enter in an enrollment for the employee in order to submit your contribution file for posting.

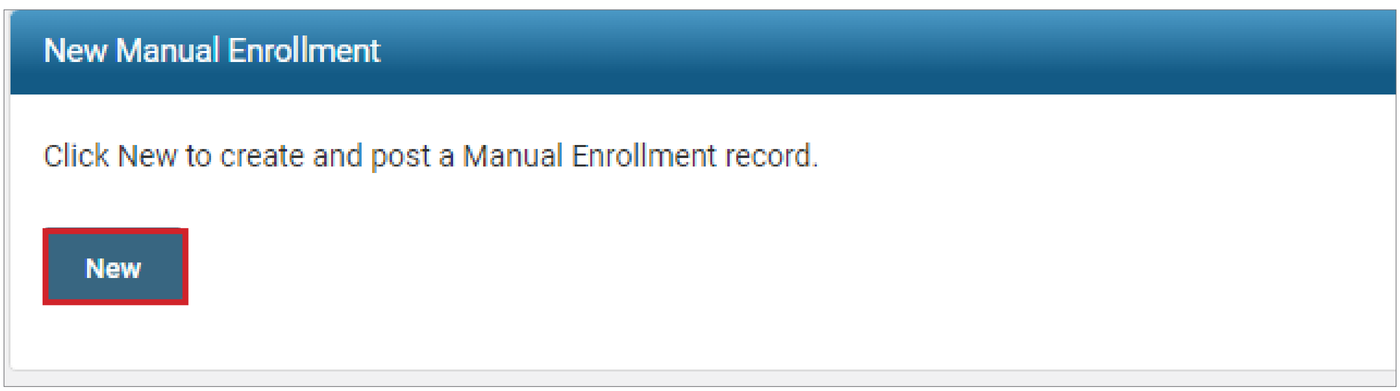
MANUAL MEMBER ENROLLMENT

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. You can do this through the Manual Enrollment Entry application.

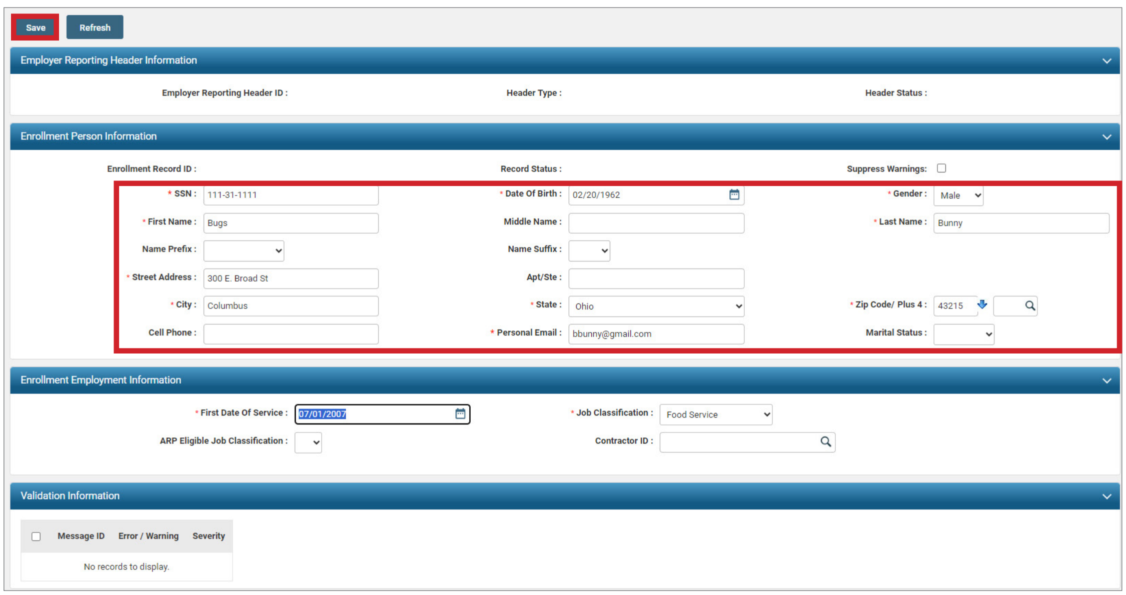
Exercise: Manual Enrollment Entry

1. Go to **Manual Enrollment Entry**.
2. Click **New**.

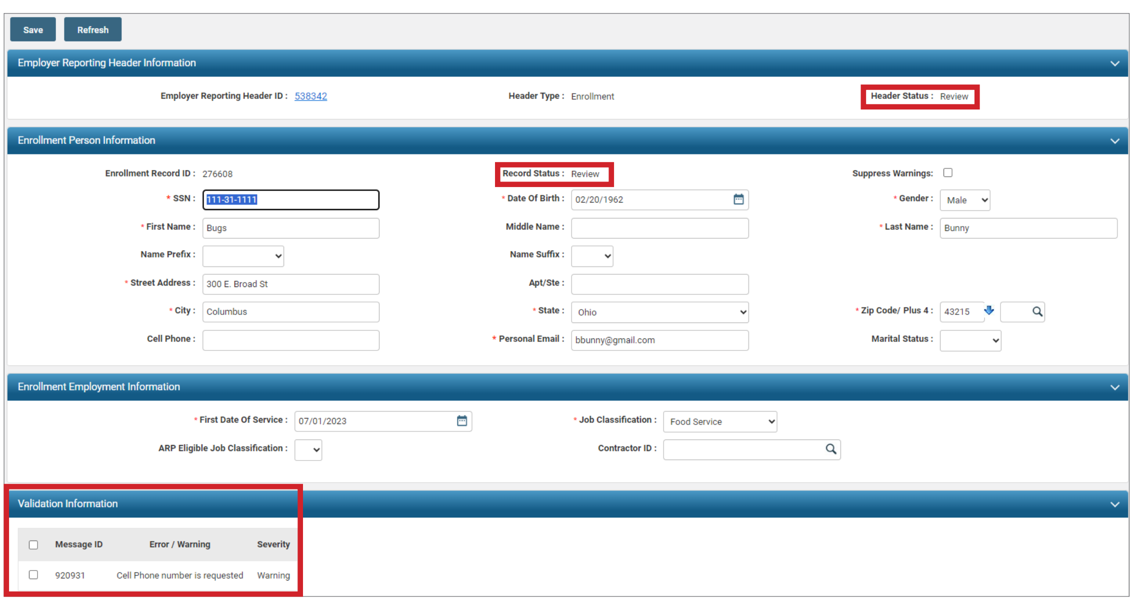




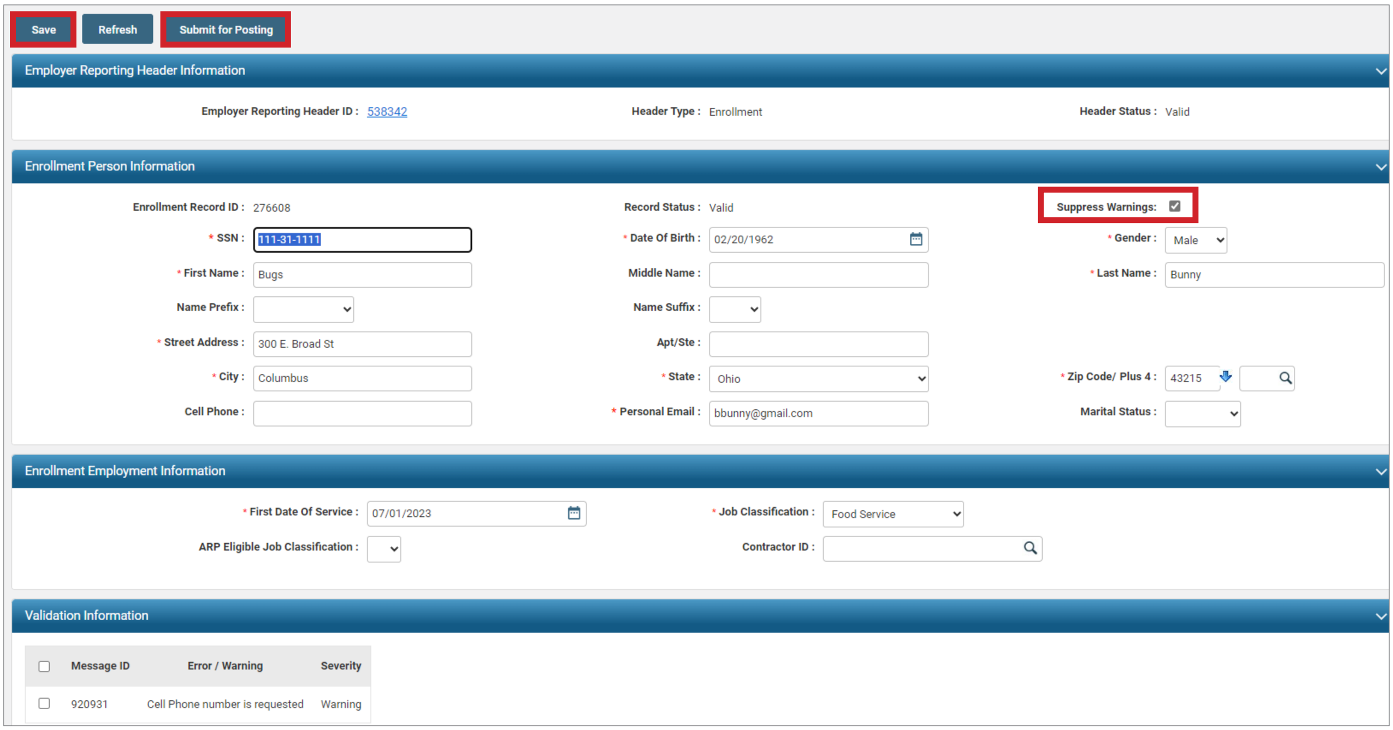
3. Enter:
   - SSN: 111-31-1111
   - Date of Birth: 02/20/1962
   - Gender: Male
   - First and Last Name: Bugs Bunny
   - Address Information: 300 E. Broad St, Columbus, OH 43215
   - First Date of Service: 09/27/2023
   - Job Classification: Food Service
   - Email Address: bbunny@gmail.com
   - Cell phone, if available
4. Click **Save**.



5. Review any Errors or Warnings that appear when clicking Save.



6. Check the Suppress Warnings box and click **Save**.
    - This will resubmit the information to eSERS and a Submit for Posting button will appear.
    - **Please note:** If you have the employee's cell phone number, please provide it. This is helpful when employees register their member accounts.
7. Click **Submit for Posting**.



Helpful Tip: When submitting a manual enrollment, always make sure that the enrollment has posted prior to submitting your file to post or uploading your file. There is a good chance that your enrollment could be in Review status, or waiting in the queue to post.

To check to see if your file is still Posting In Progress or in Review status, go to **Create and Correct Enrollment files**.

Once you have completed the enrollment, you are now ready to see if your file is valid, and ready to post.

Quick Question: Submitting a File for Posting

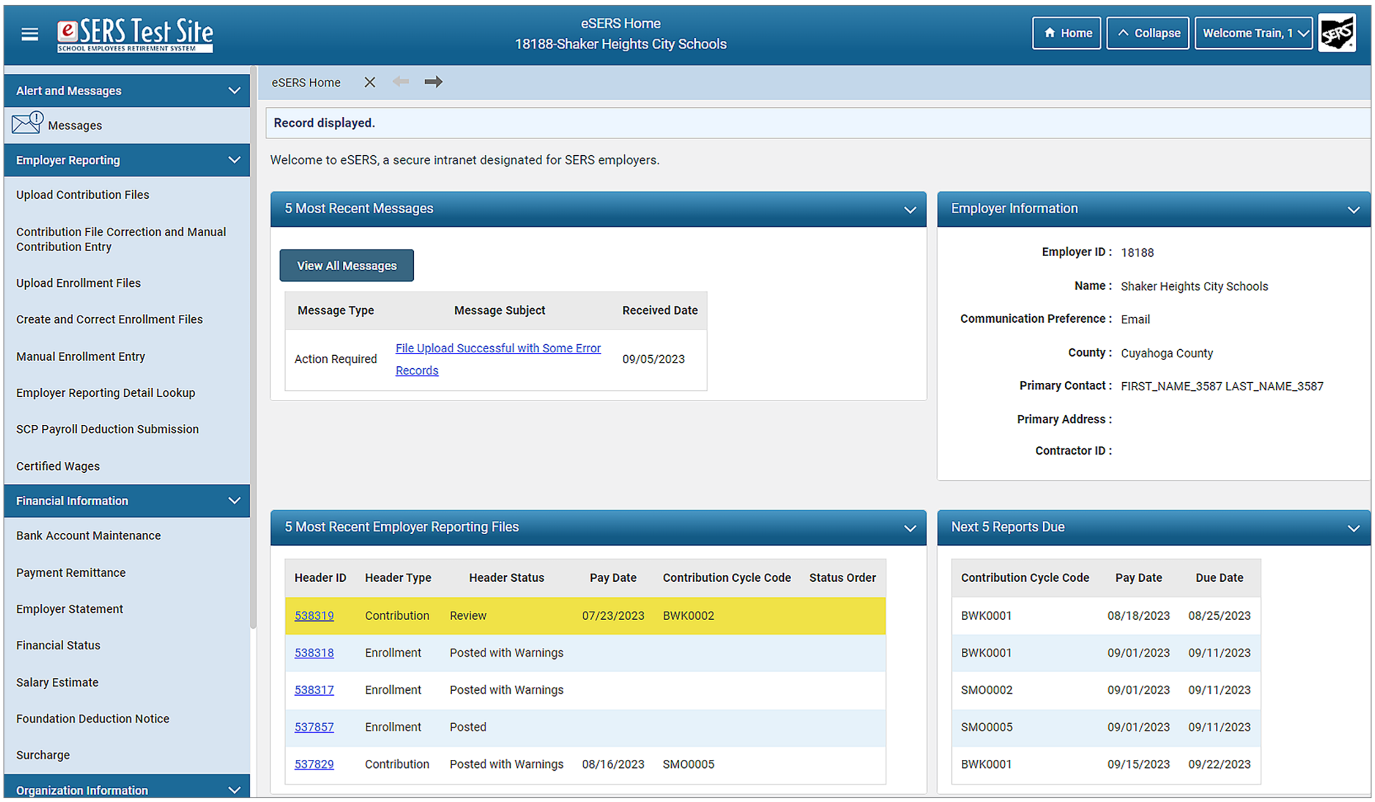
What application on eSERS do you use to find your files in Review?

a. Certified Wages

b. Employer Statement

c. Contribution File Correction and Manual Contribution Entry

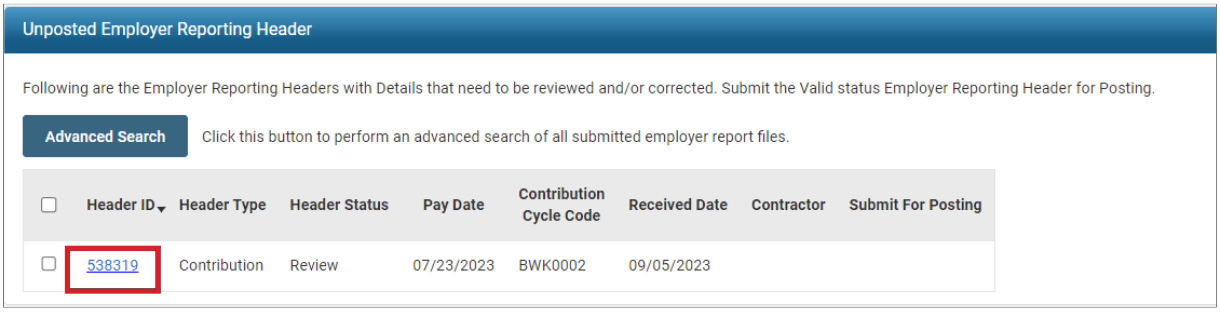
d. Pickup Plan



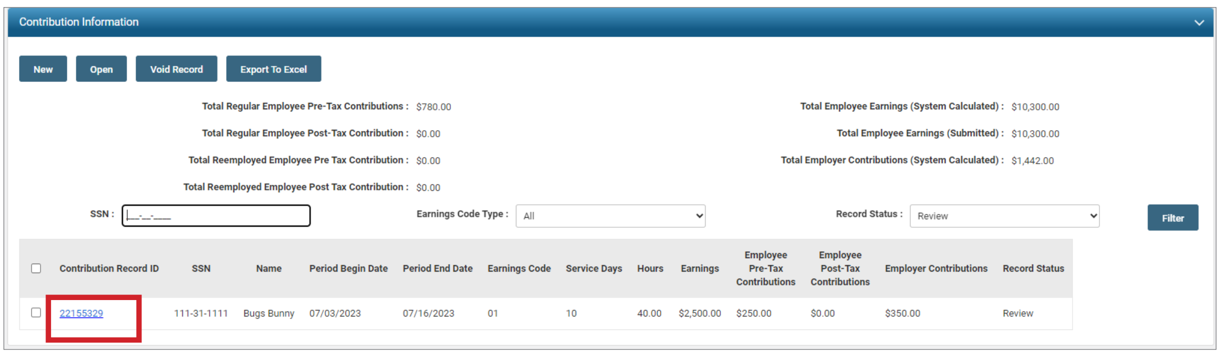
CORRECTING CONTRIBUTION FILE ERROR RECORDS

Exercise: Updating Enrollment Record Error

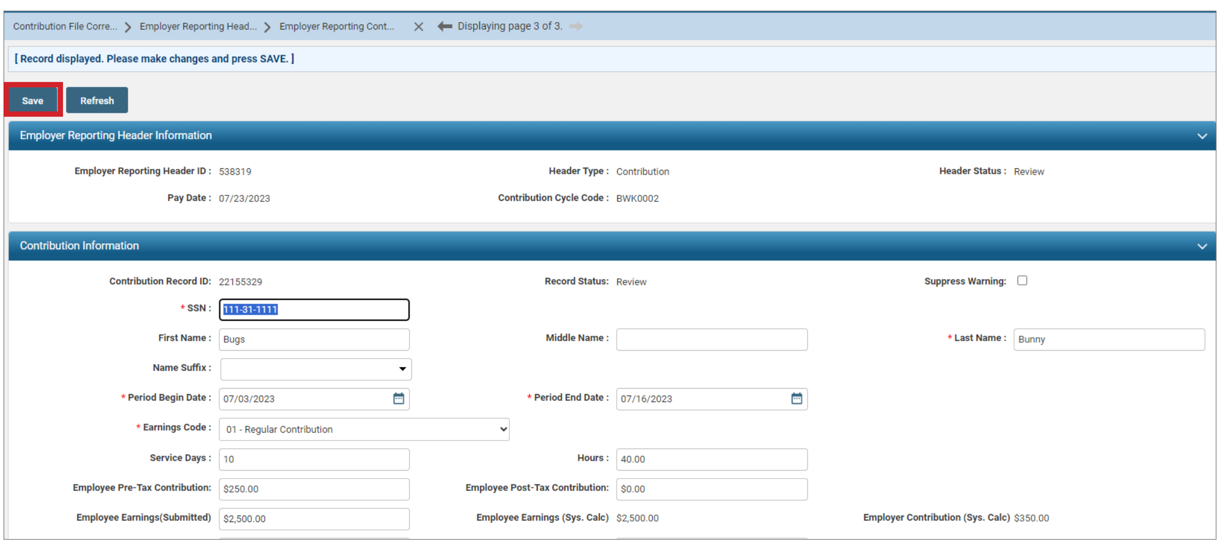
1. Click the **Header ID** for the file that is in Review.



2. Click on the **Contribution Record ID** for the record in review status.



3. Click **Save** in the contribution record so the error will be removed. Clicking Save resubmits the information to eSERS.



When you click **Save**, what about the screen changes? These indicators let you know that your file is now correct and you can submit to post.

Before we submit the file for posting, what if there is an employee in your file who you know came over as a valid record, but there is information that you need to correct?

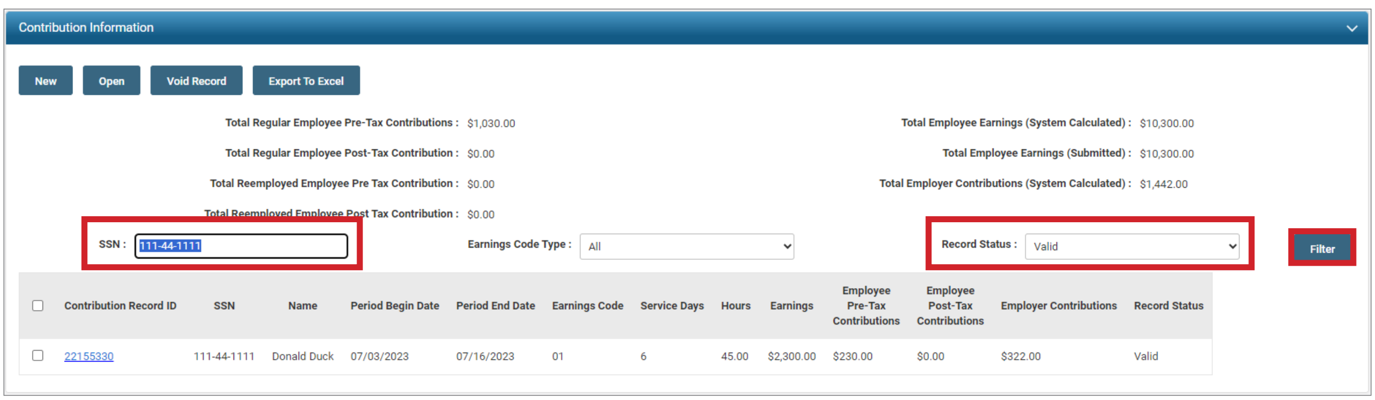
You can search for them in the Contribution Information panel.

Exercise: Updating an Employee's Contribution Record

You realized that Donald Duck's days that were initially reported are incorrect. You reported 6 days when he worked 10.

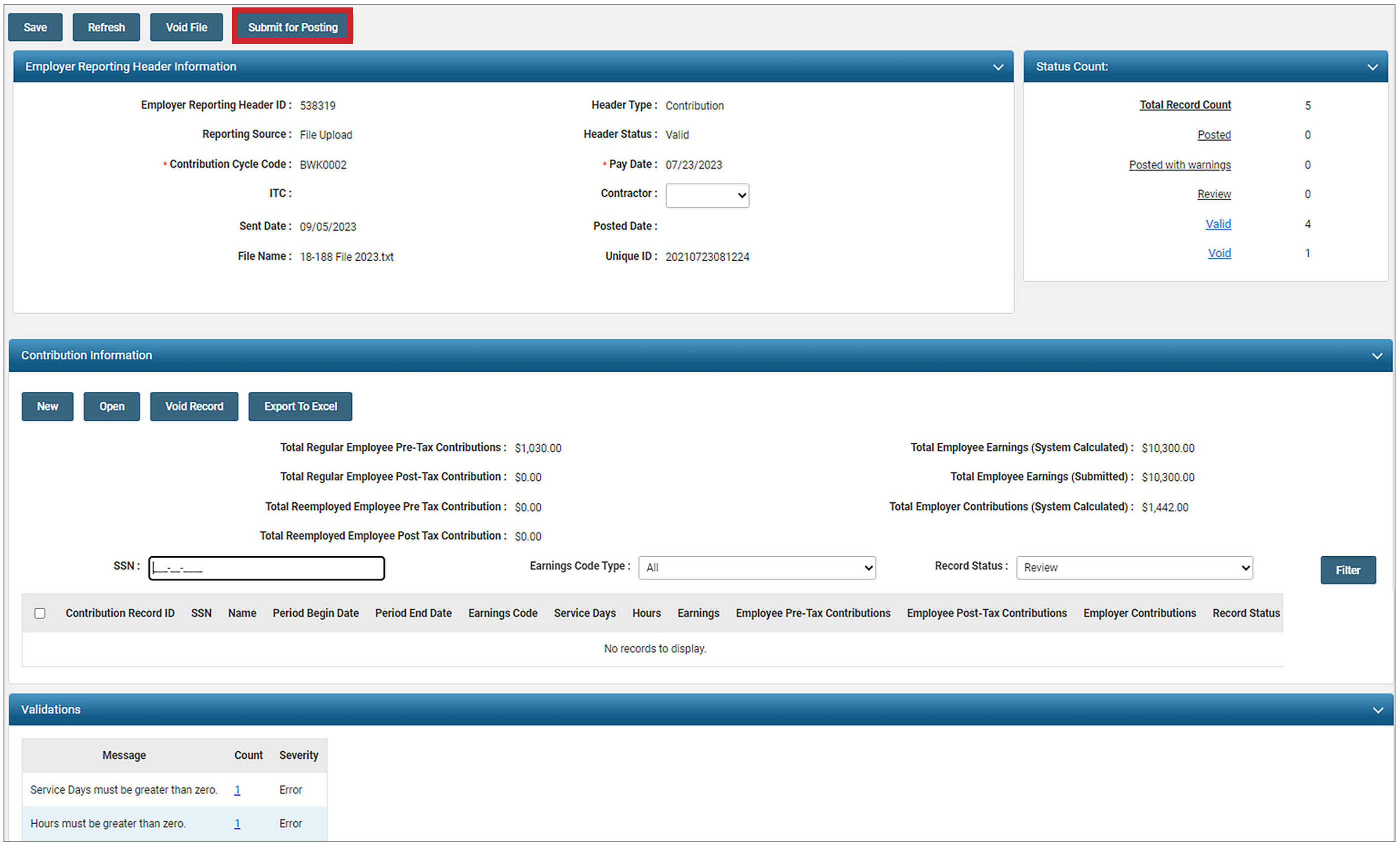
Rather than submitting the file and doing an adjustment later, you can correct the file now before it has posted.

1. In the **Contribution Information** panel, enter in the following information for your employee.
   - Social Security Number: 111-44-1111
   - Record Status: Valid
2. Click **Filter**.



3. Donald's record will appear in the Contribution Information panel. From here, open his record, correct his days, and click **Save**.
4. Click on **Employer Reporting Head…** in the Navigation Path to bring you back to the Employer Header Maintenance screen.

YOU ARE NOW READY TO SUBMIT YOUR FILE!



Your file is now **Posting In Progress**. Once you submit your file to post, it may take up to 30 minutes to post. If it takes longer, call Employer Services.

ADJUSTMENTS

Adjustments are used to add or remove information from a contribution record **previously** submitted to SERS.

There are two differences in how you approach adjustments versus contributions. First, you may be reporting a negative adjustment, meaning you will use the minus symbol before the dollar amount you are reporting (i.e. -$1.00).

The other difference is that despite what pay date for which you are creating a header, the period begin and end dates you enter may not line up with that pay date. This is because adjustments are used to correct reports submitted for prior pay cycles; only enter the pay period begin and end dates of the period you need to correct.

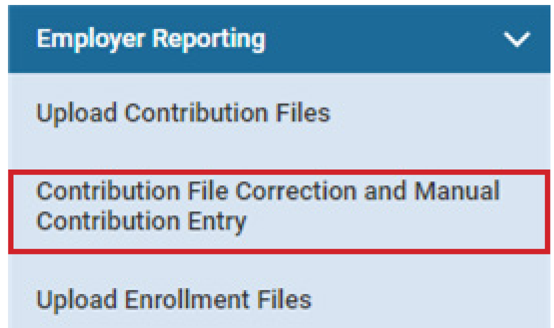
For further information on Adjustments, please refer to the *eSERS Guide*.

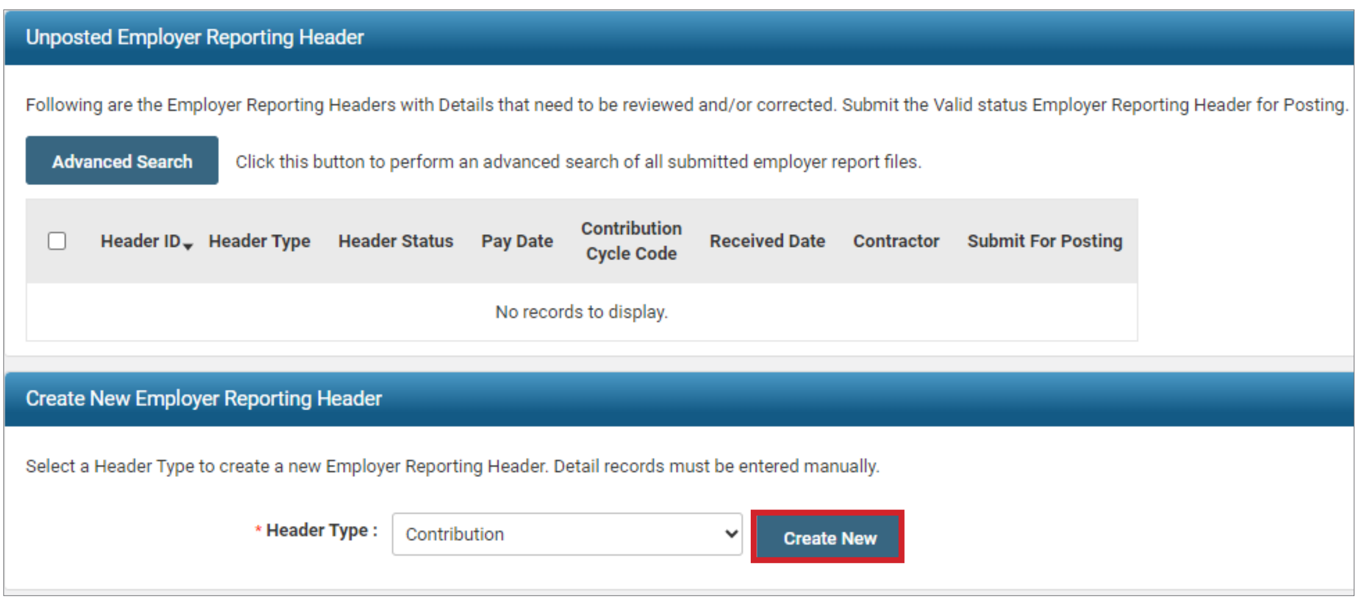
Scenario: You realize that Robin Hood was overpaid by $10.00 for the reporting period of 07/03/2023 - 09/27/2023.

You will need to adjust that time period so that the member's account will reflect the accurate amount. For this scenario, we will be creating a manual adjustment.

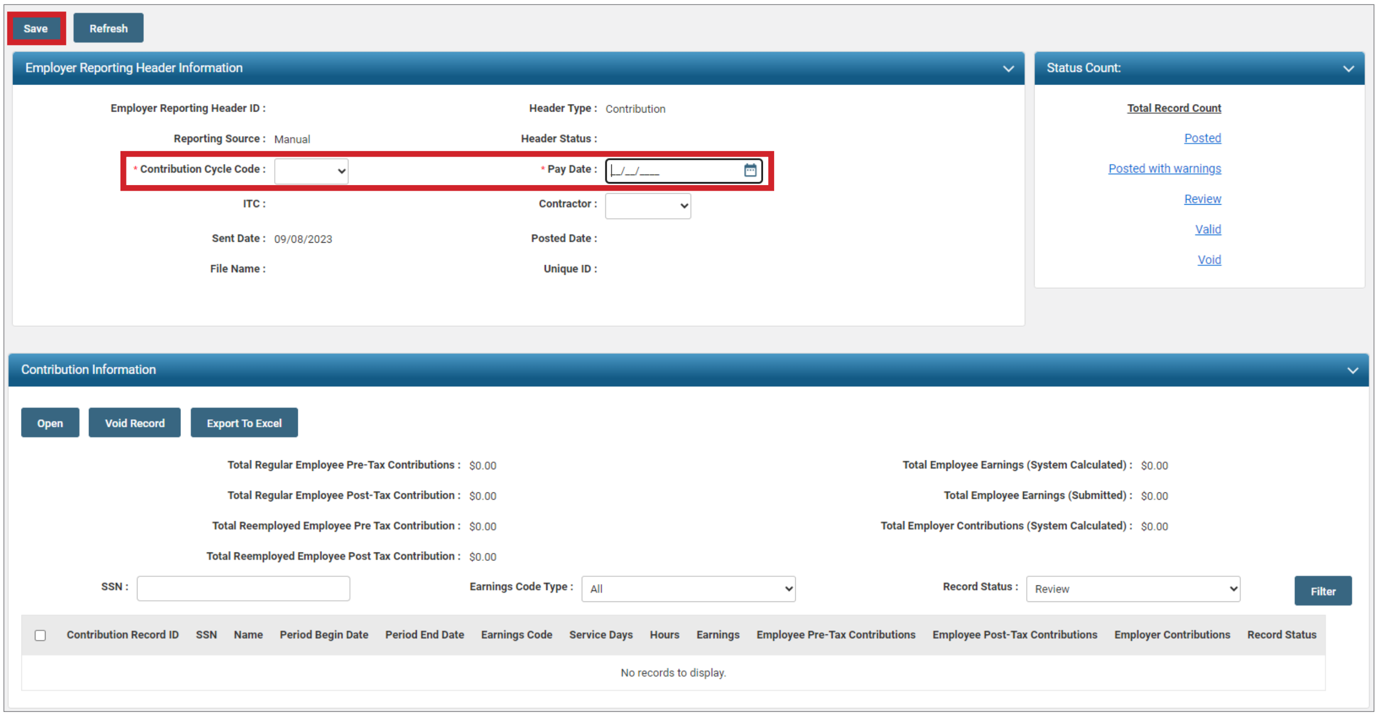
Exercise: Manual Adjustment

1. **Go to Contribution File Correction and Manual Contribution Entry**.
2. In the Create New Employer Reporting Header panel, click **Create New**.





3. Enter the **Contribution Cycle Code** provided on your worksheet.
4. Enter the **Pay Date** provided on your worksheet.
5. Click **Save**.
   - When you click Save, a New button appears in the Contribution Information panel.

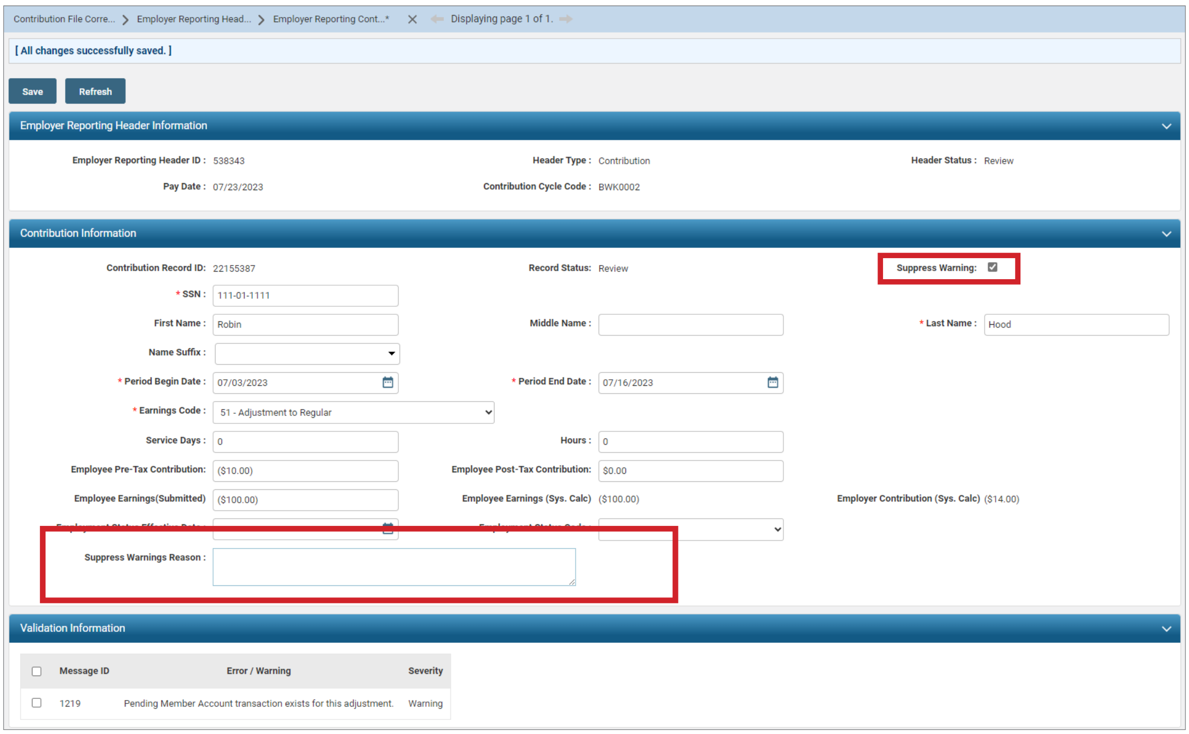


6. Click **New**.
7. Enter in the following information:
   - Social Security Number: 111-01-1111
   - Name: Robin Hood
   - Period Begin Date: 09/27/2023
   - Period End Date:– 09/27/2023
   - Earnings Code: 51 – Adjustment to Regular
   - Employee Pre Tax Contribution: -$10.00
   - Employee Earnings: -$100.00
8. Click **Save**.

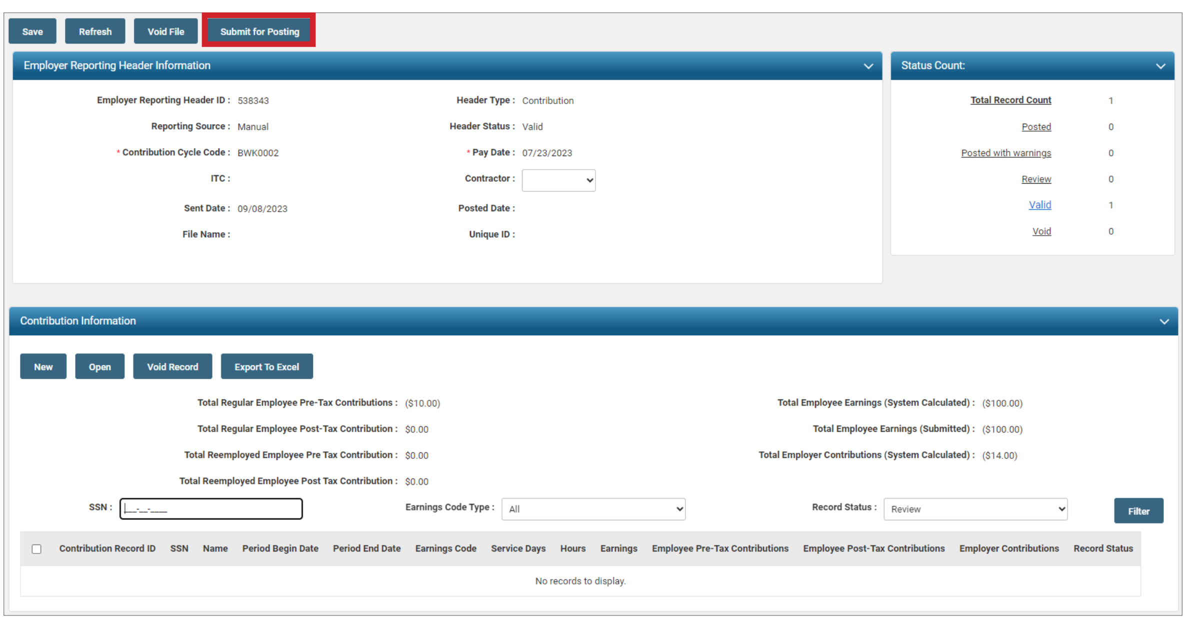
What does it mean when eSERS gives you the “Pending Member Account transaction exists for this adjustment” warning?

There are times when suppressing a warning, the Web User will need to provide a Suppress Warning Reason for the file to become Valid. If there are any questions for the reason, a member of Employer Services will contact the employer.

In this instance, a reason isn’t needed for the “Pending Member Account Transaction” warning. The warning is advising the Web User that payment hasn’t been processed for the original transaction.



Once you have suppressed the warning and have clicked Save, you are ready to submit your file for posting.



PAYROLL SCHEDULES – SPECIAL PAYS

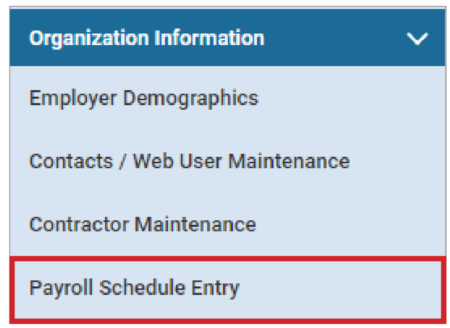
There are times when you will need to pay an employee outside of the normal pay schedule. Most districts call these types of pays, Special Pays. When this happens, the pay dates will not match your typical payroll schedule and in order for eSERS to accept the reporting a payroll schedule will need to match your report.

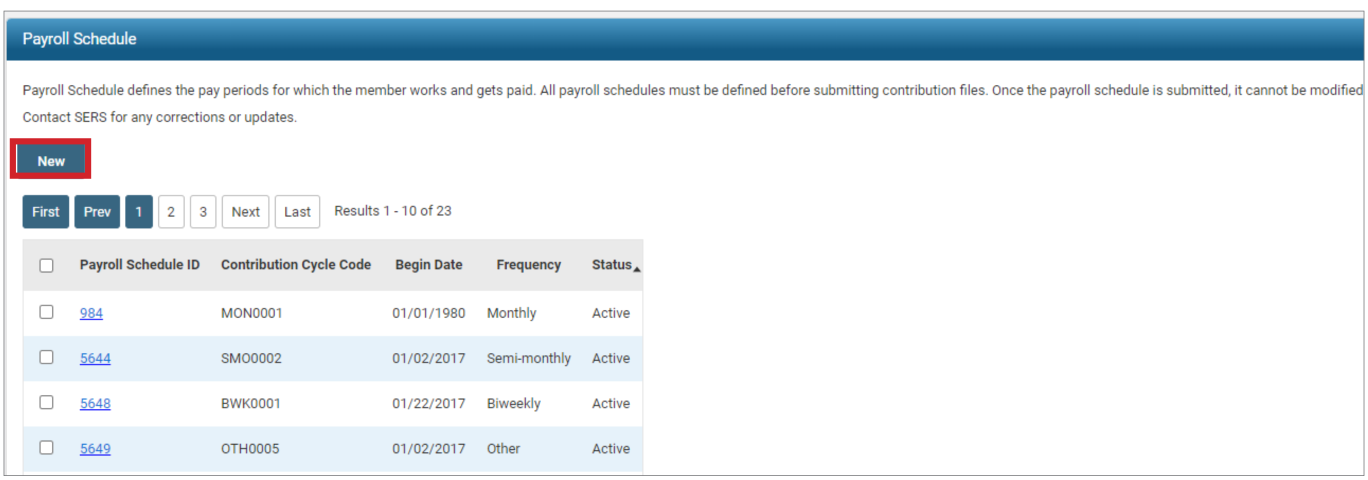
For further information on Payroll Schedules, please refer to the Payroll Schedule section of the *eSERS Guide*.

Scenario: You are creating a special pay for Daffy Duck. You need to create a new payroll schedule for his special pay.

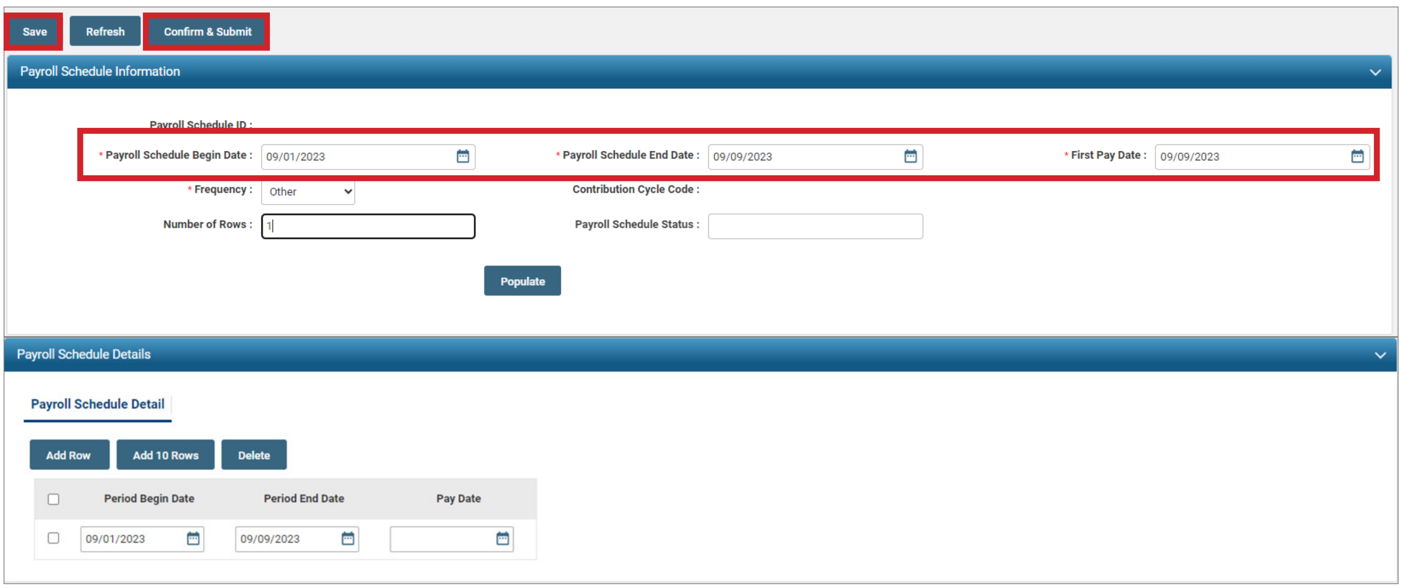
Exercise: Special Pay Payroll Schedule

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





3. Enter in the following information:
   - Payroll Schedule Begin Date: 09/01/2023
   - Payroll Schedule End Date: 09/09/2023
   - First Pay Date: 09/09/2023
   - Frequency: Other
   - Number of Rows: 1
4. Click **Save**.
5. Click **Populate**.
   - When you click Populate, a row in the Payroll Schedule Details panel will populate, and you will have to reenter the Pay Date in that panel.
6. Click **Save**.
7. Click **Confirm & Submit**.

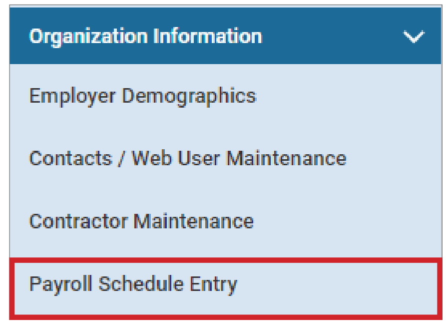


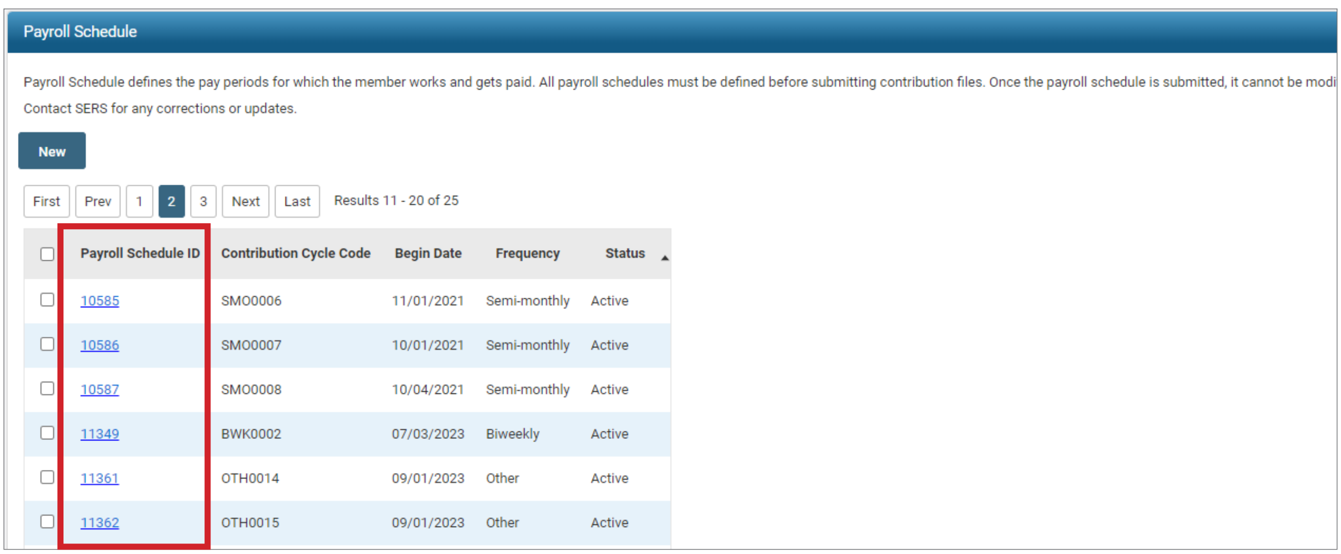
Once this schedule has been created, a new Contribution Cycle Code will be assigned to this payroll schedule. This schedule is used solely for the few special pays that you have throughout the year.

As long as the dates for your special pays are in chronological order, you can use the same payroll schedule for your special pays. That way, you can keep your payroll schedules to a minimum, and every time you go to create a special pay, you know the Contribution Cycle Code.

Exercise: Add a Special Pay to the Payroll Schedule

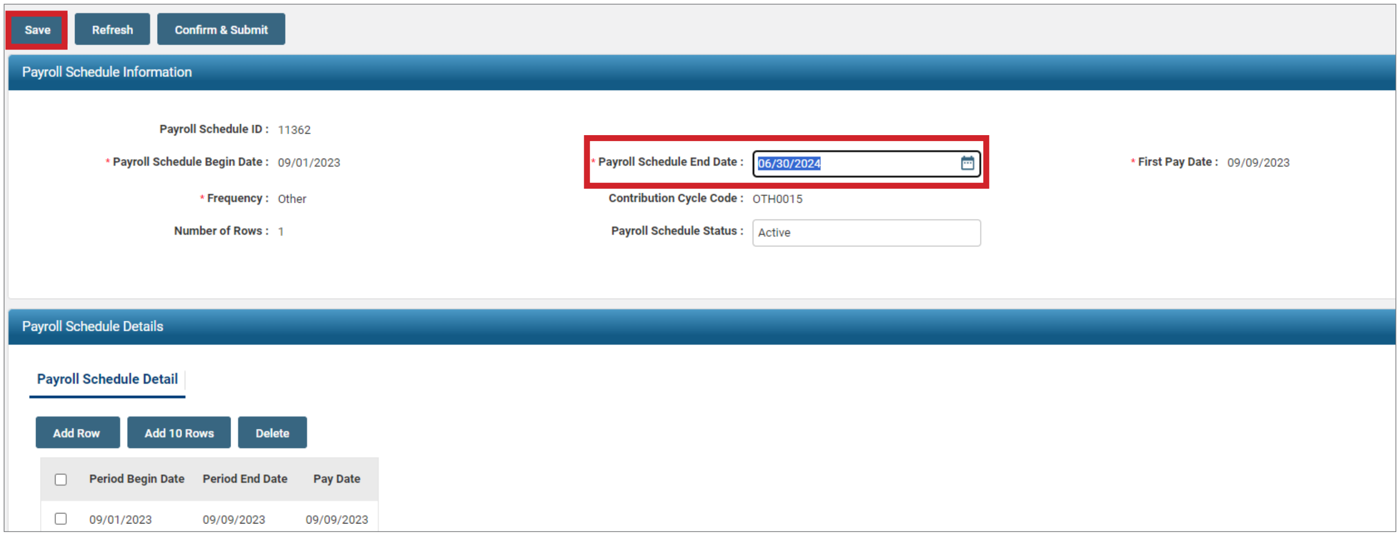
1. Go to **Payroll Schedule Entry**.
2. Open the Payroll Schedule that you created for your special pays by clicking on the **Payroll Schedule ID**.



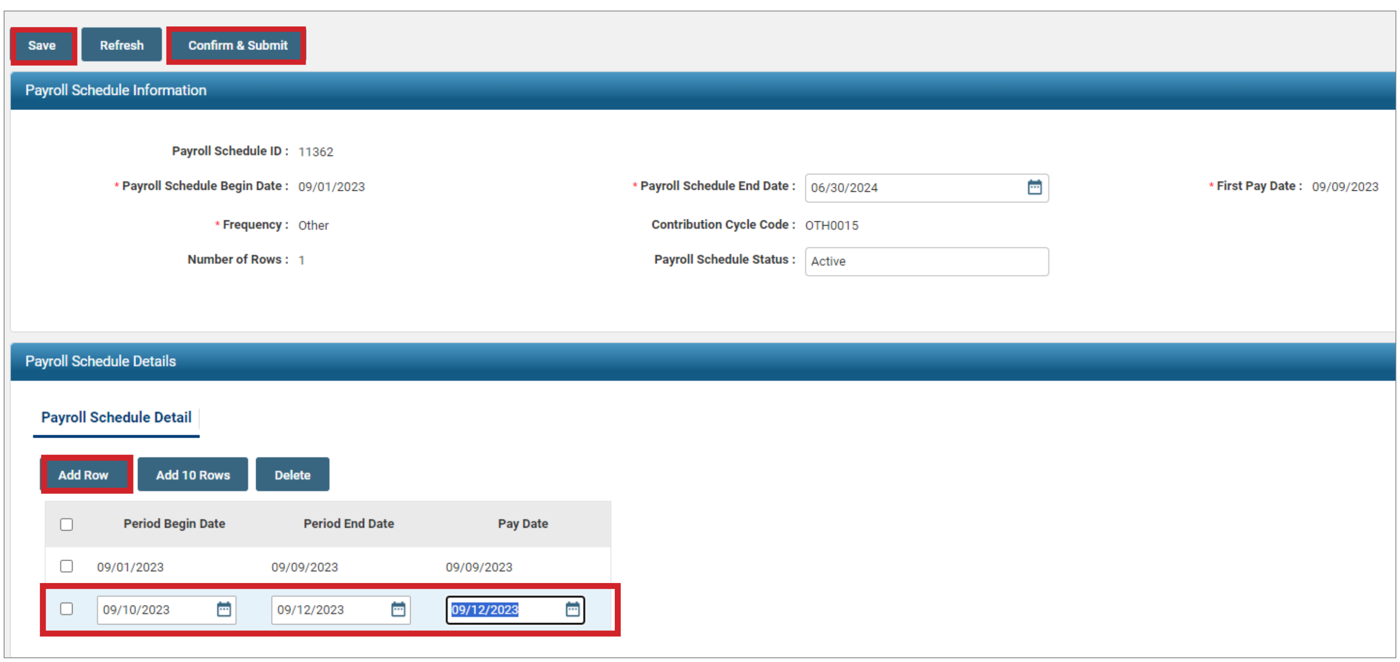


Payroll Schedule ID	Contribution Cycle Code	Begin Date	Frequency	Status
10585	SMO0006	11/01/2021	Semi-monthly	Active
10586	SMO0007	10/01/2021	Semi-monthly	Active
10587	SMO0008	10/04/2021	Semi-monthly	Active
11349	BWK0002	07/03/2023	Biweekly	Active
11361	OTH0014	09/01/2023	Other	Active
11362	OTH0015	09/01/2023	Other	Active

3. In the Payroll Schedule Information panel change the Payroll Schedule End Date to 06/30/2024.
4. Click **Save**.



5. Under the Payroll Schedule Details panel click **Add Row**.
6. Enter the following information:
   - Period Begin Date: 09/10/2023
   - Period End Date: 09/12/2023
   - Pay Date: 09/12/2023
7. Click **Save**.
8. Click **Confirm & Submit**.



BANK ACCOUNT MAINTENANCE

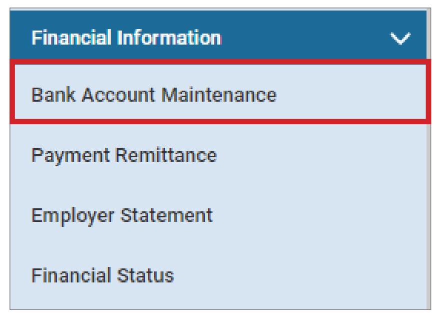
This application is used to create new bank account information for ACH debits or update existing bank account information. Go to the Bank Account Maintenance menu item.

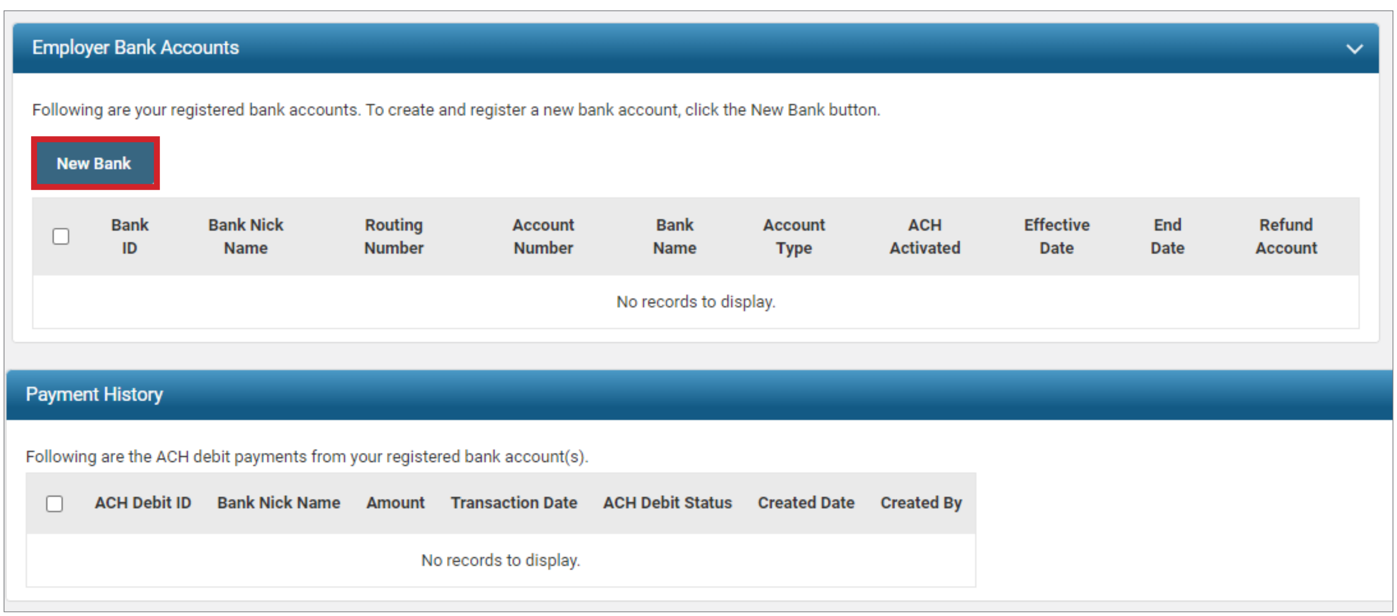
A user can also track payments that are still pending or have already posted. For further information on Bank Account Maintenance, please refer to the *eSERS Guide*.

Scenario: Your district wants to start sending electronic payments via ACH Debit.

Exercise: Setting up an ACH Debit Account

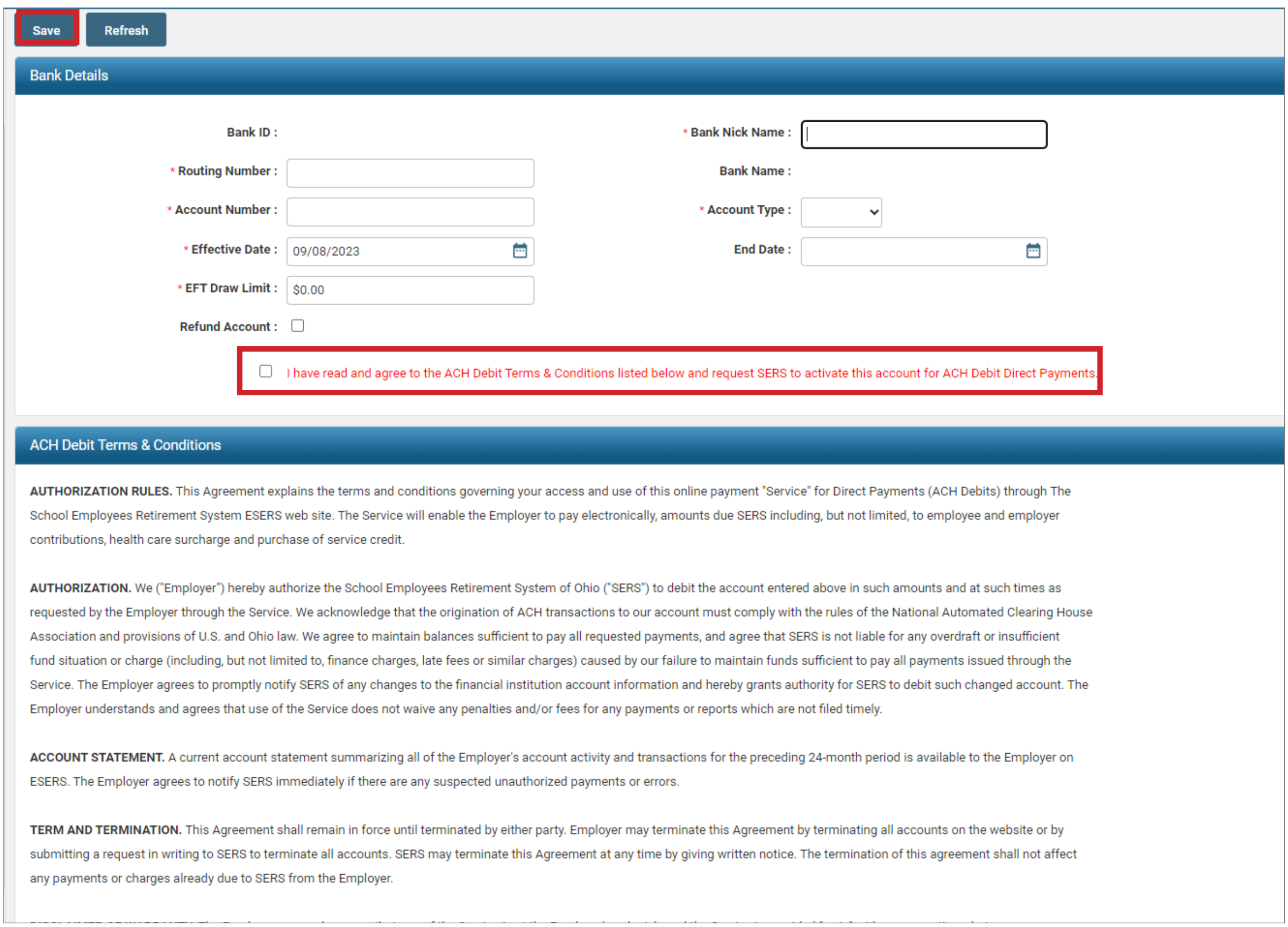
1. Select **Bank Account Maintenance**.
2. On the Bank Account Maintenance screen, click **New Bank**.





The system displays the Bank Account Record Maintenance screen.

3. Enter the following information:
   - Routing Number: 000000409
   - Account Number: 987654321
   - Effective Date: Today's Date
   - EFT Draw Limit: $25,000.00
   - Bank Nick Name: Budget – this is helpful when there are multiple ACH Debit activated accounts.
   - Account Type: Checking
4. Read ACH Debit Terms & Conditions.
5. Check the box indicating you have read and agree to the terms and conditions.
6. Click **Save**.



Save Refresh

Bank Details

Bank ID :

* Routing Number :

* Account Number :

* Effective Date : 09/08/2023

* EFT Draw Limit : $0.00

Refund Account :

* Bank Nick Name :

Bank Name :

* Account Type :

End Date :

I have read and agree to the ACH Debit Terms & Conditions listed below and request SERS to activate this account for ACH Debit Direct Payments.

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 ESERS web site. The Service will enable the Employer to pay electronically, amounts due SERS including, but not limited, to employee and employer contributions, health care surcharge and purchase of service credit.

AUTHORIZATION. We ("Employer") hereby authorize the School Employees Retirement System of Ohio ("SERS") 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 SERS is not liable for any overdraft or insufficient fund 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 SERS of any changes to the financial institution account information and hereby grants authority for SERS 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 reports which are not filed timely.

ACCOUNT STATEMENT. A current account statement summarizing all of the Employer's account activity and transactions for the preceding 24-month period is available to the Employer on ESERS. The Employer agrees to notify SERS 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 SERS to terminate all accounts. SERS 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 SERS from the Employer.

PAYMENT REMITTANCE

The Payment Remittance is where the user tells SERS what payment is being made and when. One of the benefits of the Payment Remittance application on eSERS is that the user can also send an ACH Debit (if the school is enrolled) along with the payment remittance.

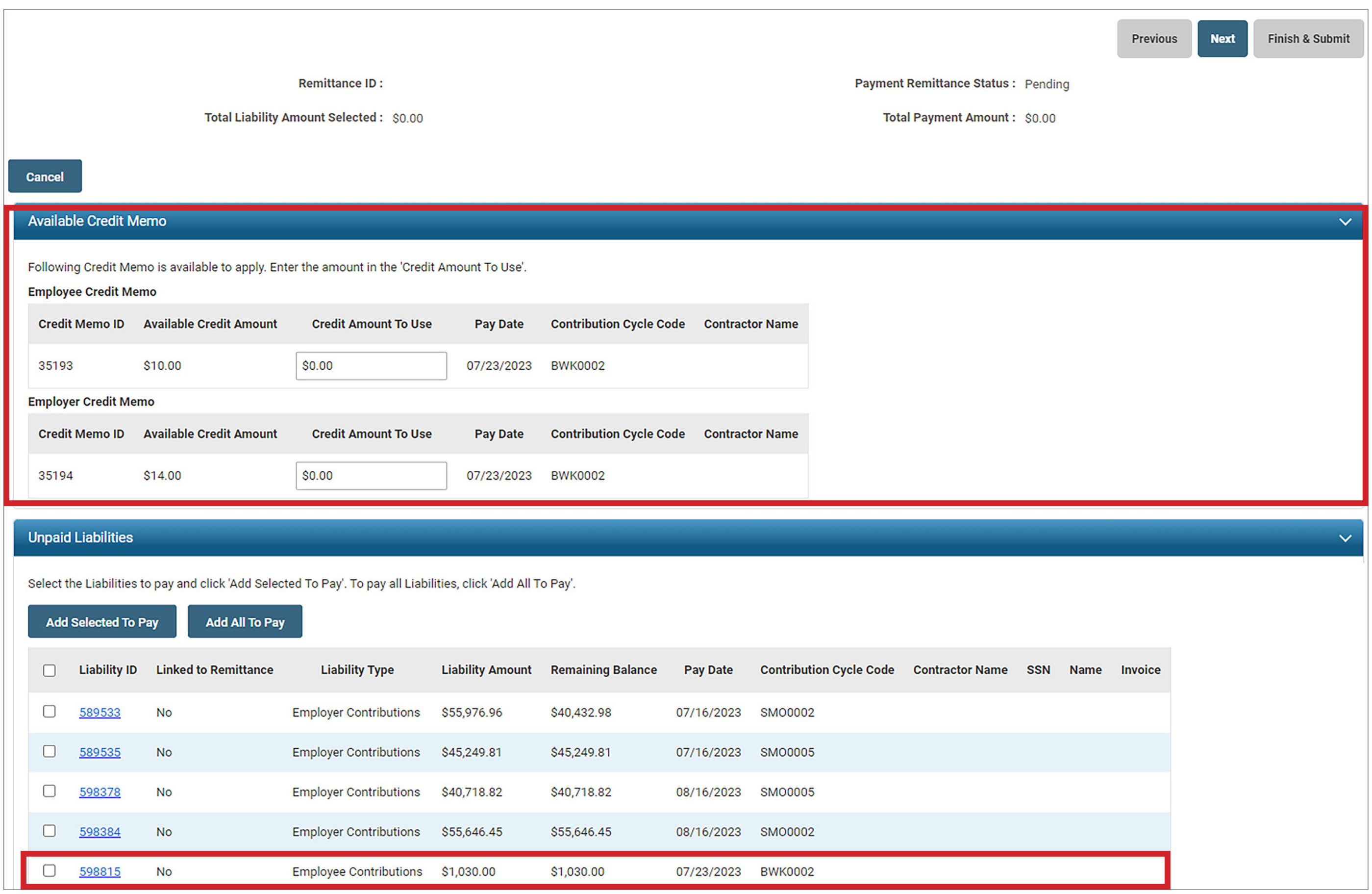
The Payment Remittance is also where credit memos are applied, payment history is viewed, and unpaid liabilities are found.

For more information on the Payment Remittance application, please refer to the *eSERS Guide*.

Scenario: You go to pay your liability for the July 23 payroll that you just uploaded this morning; but, the unpaid liability amount that you show you owe is $1020.00, and eSERS shows you owe $1030.00.

Remember, you manually adjusted Robin Hood's contribution reporting because you overpaid him.

You will need to apply your credit memo prior to paying your unpaid liability.



Previous Next Finish & Submit

Remittance ID :

Payment Remittance Status : Pending

Total Liability Amount Selected : $0.00

Total Payment Amount : $0.00

Cancel

Available Credit Memo

Following Credit Memo is available to apply. Enter the amount in the 'Credit Amount To Use'.

Employee Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
35193	$10.00	$0.00	07/23/2023	BWK0002	

Employer Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
35194	$14.00	$0.00	07/23/2023	BWK0002	

Unpaid Liabilities

Select the Liabilities to pay and click 'Add Selected To Pay'. To pay all Liabilities, click 'Add All To Pay'.

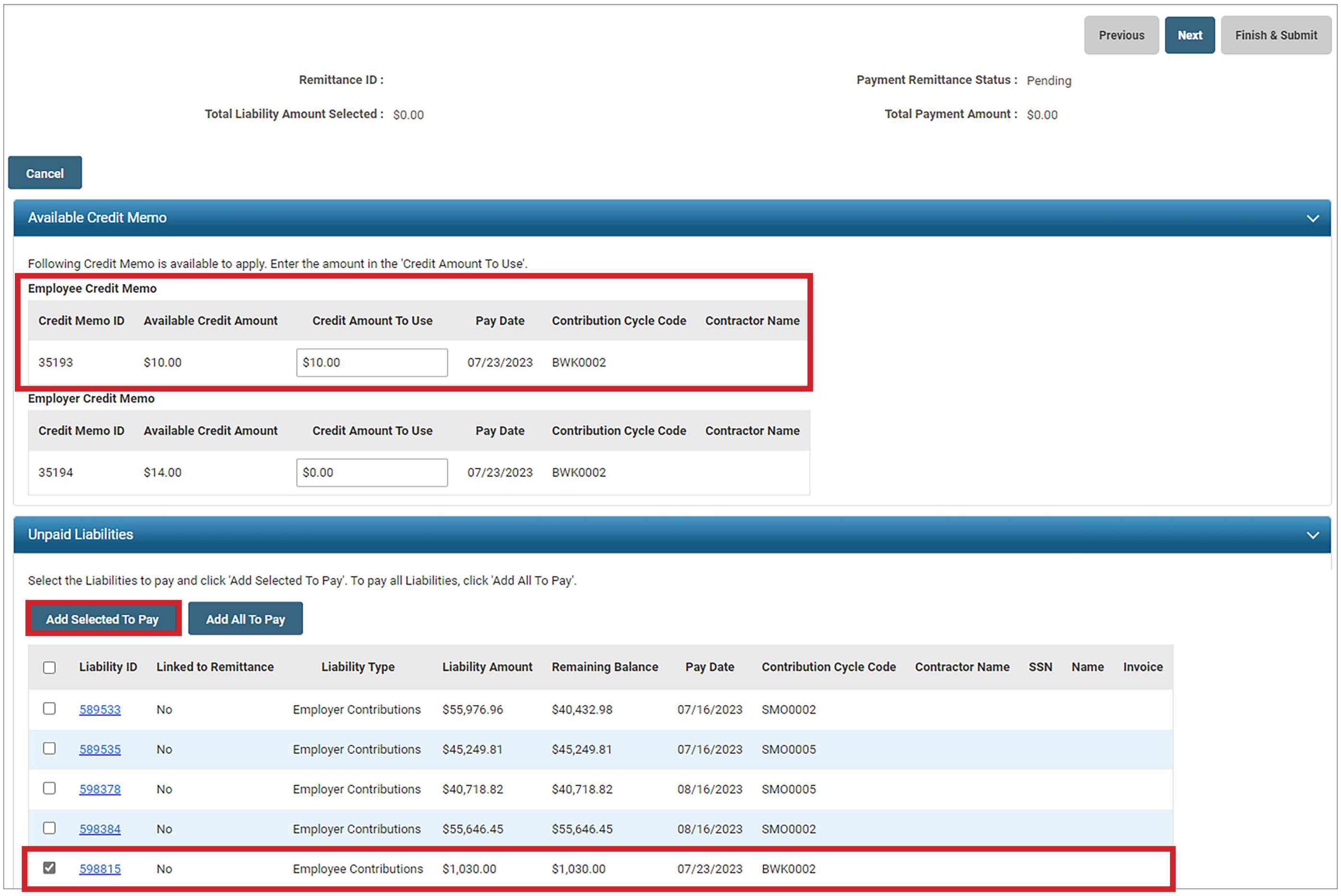
Add Selected To Pay Add All To Pay

Liability ID	Linked to Remittance	Liability Type	Liability Amount	Remaining Balance	Pay Date	Contribution Cycle Code	Contractor Name	SSN	Name	Invoice
589533	No	Employer Contributions	$55,976.96	$40,432.98	07/16/2023	SMO0002				
589535	No	Employer Contributions	$45,249.81	$45,249.81	07/16/2023	SMO0005				
598378	No	Employer Contributions	$40,718.82	$40,718.82	08/16/2023	SMO0005				
598384	No	Employer Contributions	$55,646.45	$55,646.45	08/16/2023	SMO0002				
598815	No	Employee Contributions	$1,030.00	$1,030.00	07/23/2023	BWK0002				

eSERS will show only the amount(s) available in the credit memo fields.

Exercise: Applying Credit Memos

1. Enter the credit memo amount of $10.00 in the Credit Amount to Use box.
   - **Employee** Contribution credit memos must be applied on a different Payment Remittance than **Employer** Contribution credit memos.
2. Select the unpaid liability to which you want to apply the credit memo.
3. Click **Add Selected to Pay**.



Previous | Next | Finish & Submit

Remittance ID :

Payment Remittance Status : Pending

Total Liability Amount Selected : $0.00

Total Payment Amount : $0.00

Cancel

Available Credit Memo

Following Credit Memo is available to apply. Enter the amount in the 'Credit Amount To Use'.

Employee Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
35193	$10.00	$10.00	07/23/2023	BWK0002	

Employer Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
35194	$14.00	$0.00	07/23/2023	BWK0002	

Unpaid Liabilities

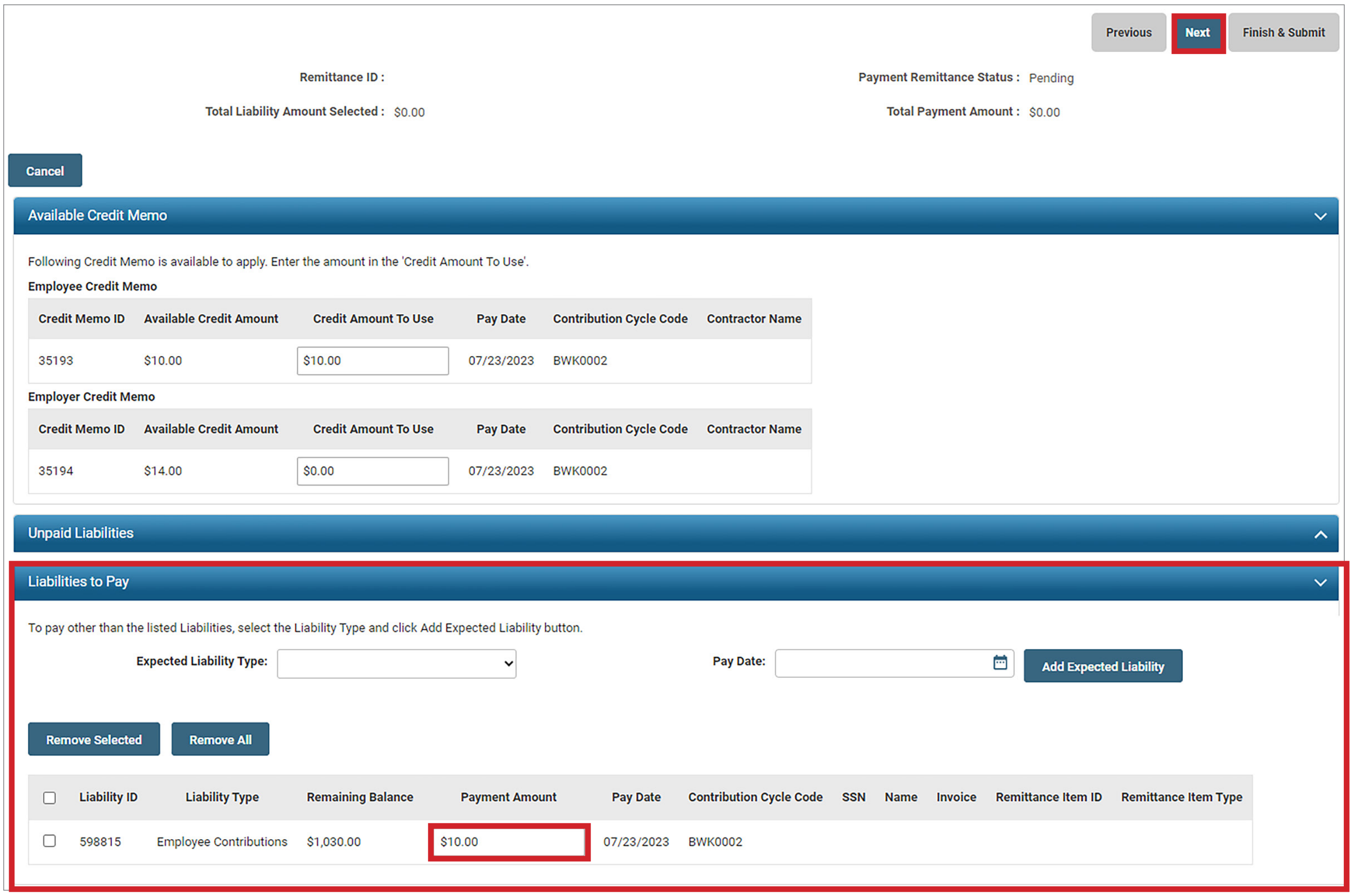
Select the Liabilities to pay and click 'Add Selected To Pay'. To pay all Liabilities, click 'Add All To Pay'.

Add Selected To Pay | Add All To Pay

	Liability ID	Linked to Remittance	Liability Type	Liability Amount	Remaining Balance	Pay Date	Contribution Cycle Code	Contractor Name	SSN	Name	Invoice
☐	589533	No	Employer Contributions	$55,976.96	$40,432.98	07/16/2023	SMO0002				
☐	589535	No	Employer Contributions	$45,249.81	$45,249.81	07/16/2023	SMO0005				
☐	598378	No	Employer Contributions	$40,718.82	$40,718.82	08/16/2023	SMO0005				
☐	598384	No	Employer Contributions	$55,646.45	$55,646.45	08/16/2023	SMO0002				
☑	598815	No	Employee Contributions	$1,030.00	$1,030.00	07/23/2023	BWK0002				

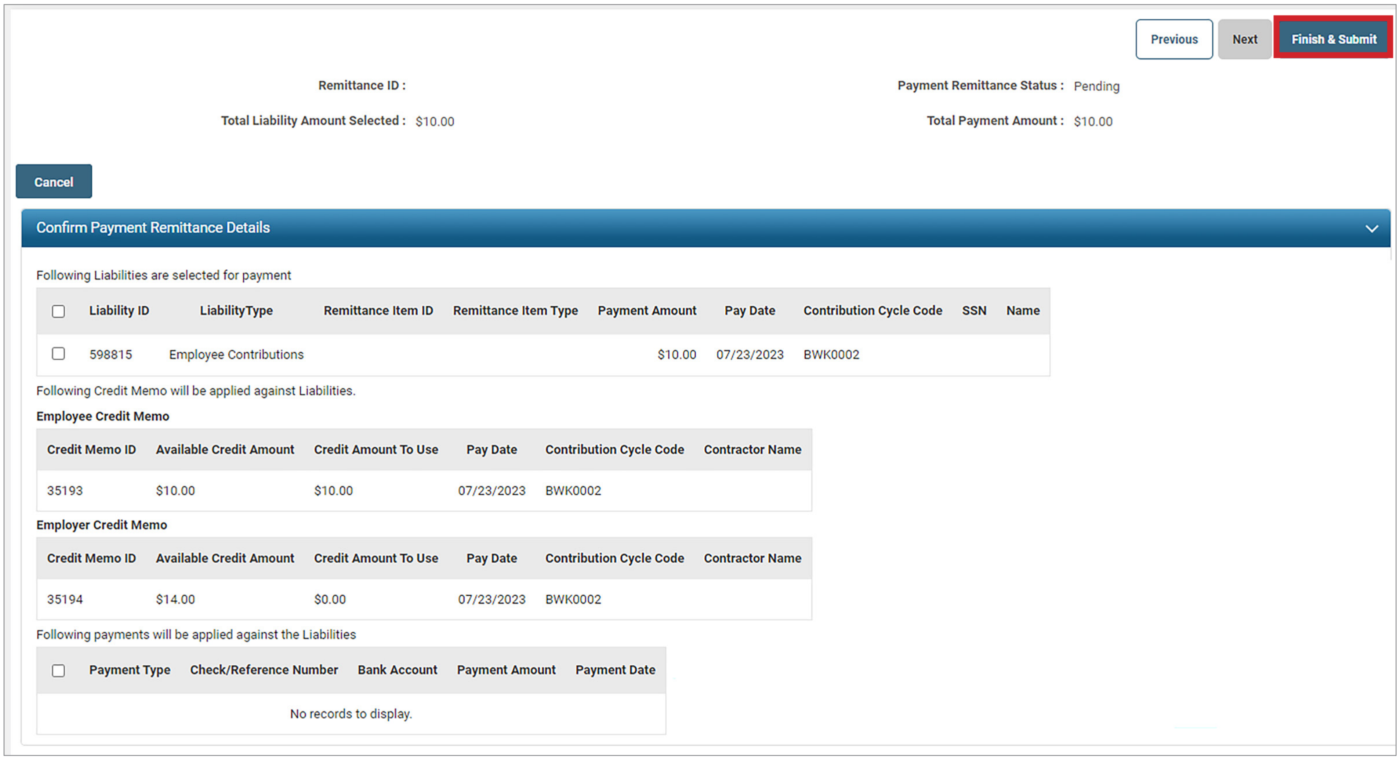
TIP: Some districts have multiple pages of liabilities. If you don't see the liability you want to pay, check to see if there is a second page.

4. The liability will move to the Liabilities to Pay panel.
5. Enter the credit memo amount in the Payment Amount box.
   - Remember: you are applying the credit memo, then you will make your payment later
6. Click **Next**.



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

7. **Click Finish & Submit**.



Previous Next **Finish & Submit**

Remittance ID :

Total Liability Amount Selected : $10.00

Payment Remittance Status : Pending

Total Payment Amount : $10.00

Cancel

Confirm Payment Remittance Details

Following Liabilities are selected for payment

	Liability ID	LiabilityType	Remittance Item ID	Remittance Item Type	Payment Amount	Pay Date	Contribution Cycle Code	SSN	Name
☐	598815	Employee Contributions			$10.00	07/23/2023	BWK0002		

Following Credit Memo will be applied against Liabilities.

Employee Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
35193	$10.00	$10.00	07/23/2023	BWK0002	

Employer Credit Memo

Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
35194	$14.00	$0.00	07/23/2023	BWK0002	

Following payments will be applied against the Liabilities

	Payment Type	Check/Reference Number	Bank Account	Payment Amount	Payment Date
		No records to display.			

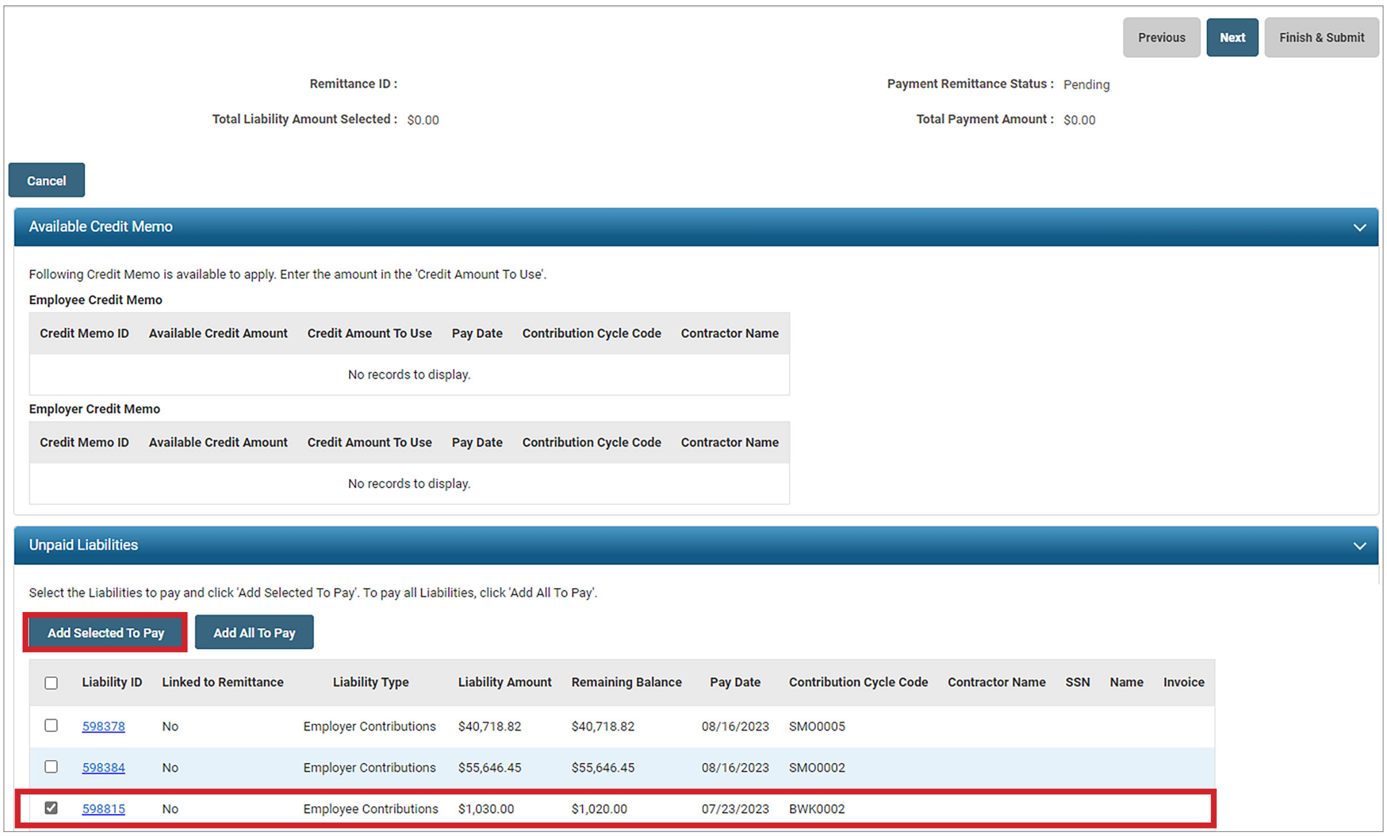
Once you click Finish & Submit, eSERS will take you back to the main Payment Remittance screen, and you will see that your credit memo has processed under the Payment Remittance History panel.

Exercise: Apply the Employer Credit Memo

Now that the credit memos have been applied, the liability in the Unpaid Liabilities panel now reflects the correct amount, and the liability will need to be paid.

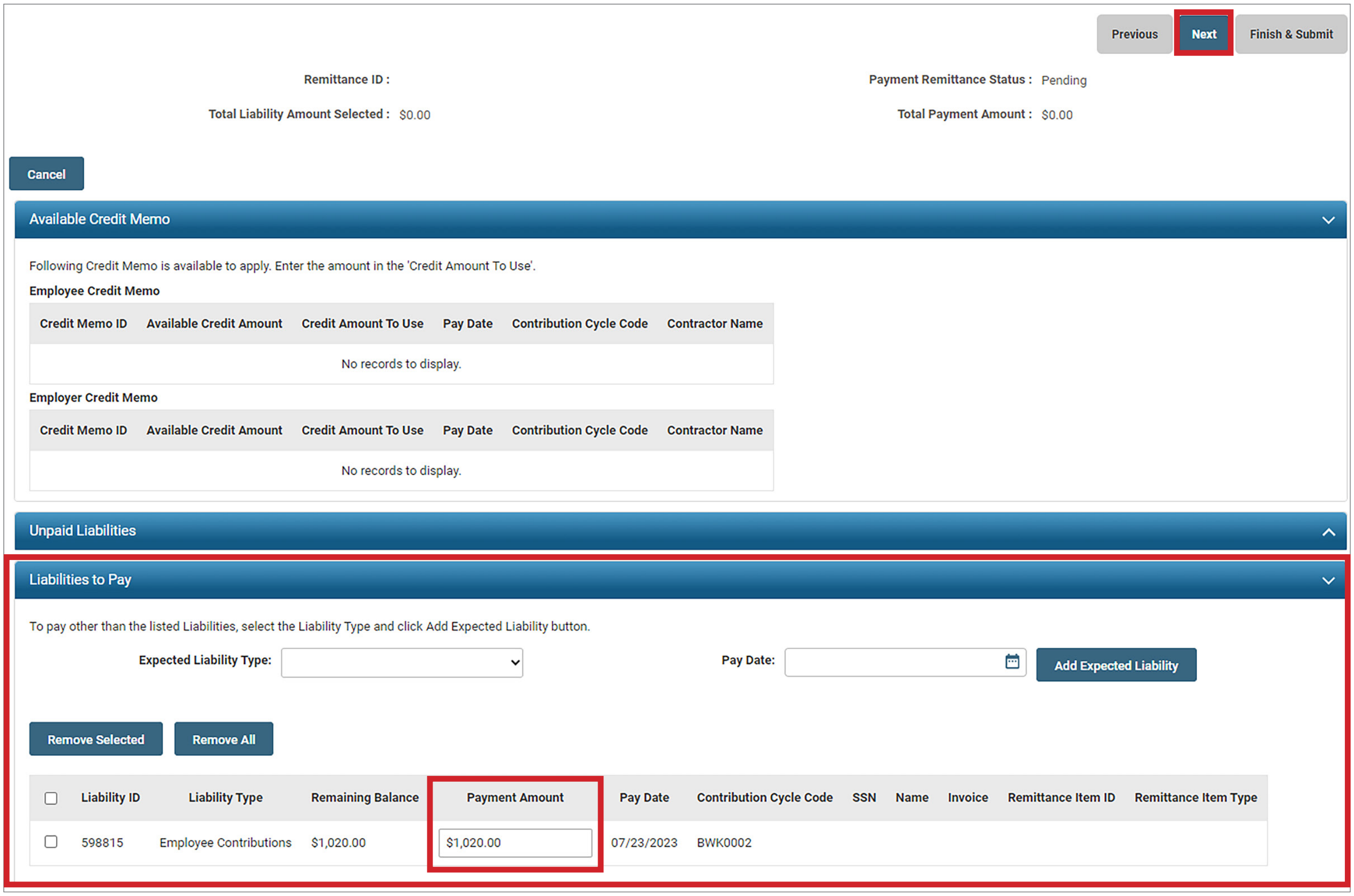
Exercise: Pay the Unpaid Liability

1. Select the liability that you want to pay by checking the box next to the liability that you want to pay.
2. Click **Add Selected to Pay**.



Credit Memo Extra Credit: Do you notice anything about the liability that shows you applied the credit memo correctly?

3. This moves your liability to the Liabilities to Pay panel. Enter the amount that you are paying in the Payment Amount box.
4. Click **Next**.

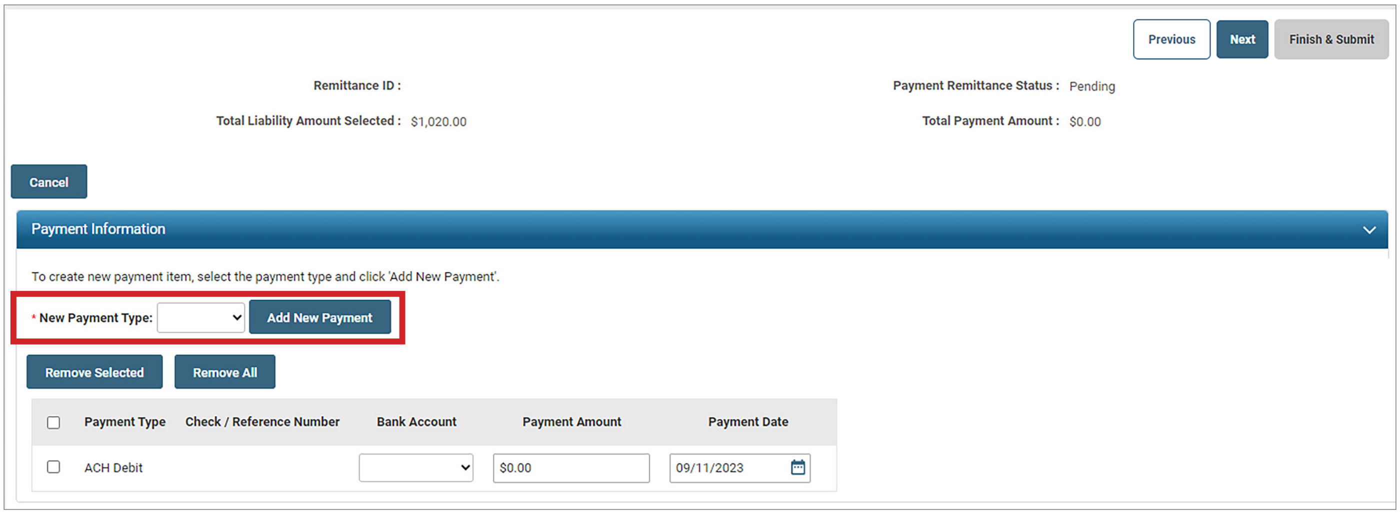


In this screen, you will be telling eSERS how you are going to make the payment. For this exercise, we will be paying with ACH Debit using the account you entered earlier.

For more information on the different pay types, please refer to the *eSERS Guide*.

5. In the Payment Information panel, choose ACH Debit in the New Payment Type drop down.

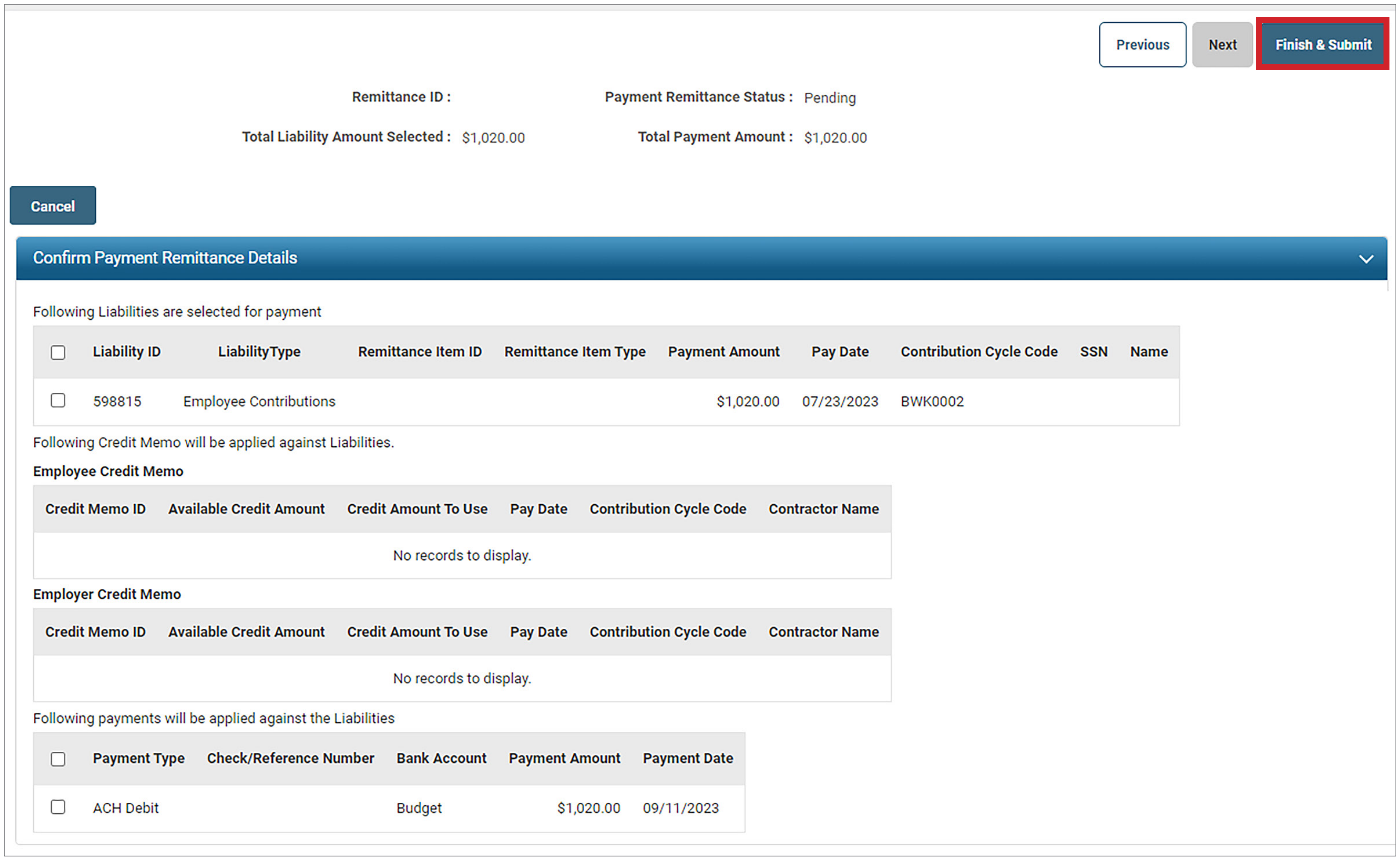
6. Click **Add New Payment**.



7. When you click Add New Payment, a payment line appears and you will enter in the information needed for the payment.
   - **Bank Account:** Enter the new bank account that was entered by you in the Bank Account Maintenance section.
     - This is where it is helpful to enter in the Bank Account Nickname in the Bank Account Maintenance application.
   - **Payment Amount:** $1020.00
   - **Payment Date:** Next available banking day (eSERS will automatically defer to that date unless otherwise noted)

8. Click **Next**.

9. Look the final screen over to make sure that the amount, liability, and account information, etc., are correct.
10. Click **Finish & Submit**.



Previous | Next | Finish & Submit

Remittance ID :
Payment Remittance Status : Pending
Total Liability Amount Selected : $1,020.00
Total Payment Amount : $1,020.00

Cancel

Confirm Payment Remittance Details

Following Liabilities are selected for payment

	Liability ID	LiabilityType	Remittance Item ID	Remittance Item Type	Payment Amount	Pay Date	Contribution Cycle Code	SSN	Name
	598815	Employee Contributions			$1,020.00	07/23/2023	BWK0002		

Following Credit Memo will be applied against Liabilities.

Employee Credit Memo

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

Employer Credit Memo

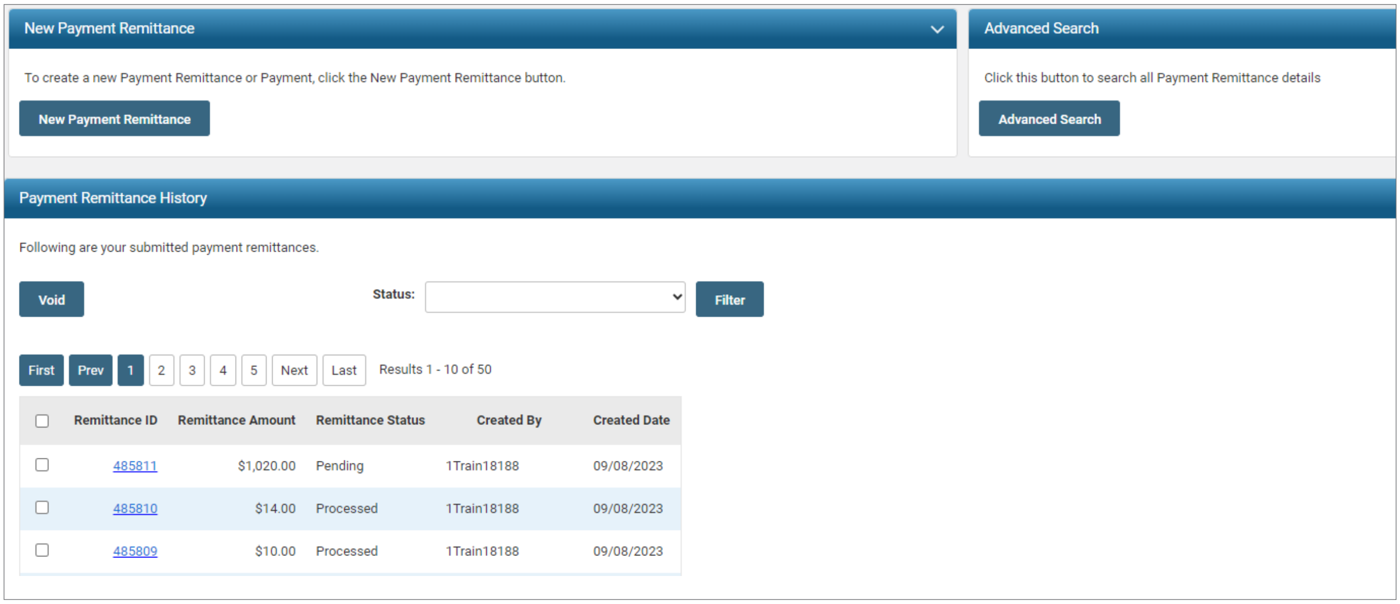
Credit Memo ID	Available Credit Amount	Credit Amount To Use	Pay Date	Contribution Cycle Code	Contractor Name
No records to display.					

Following payments will be applied against the Liabilities

	Payment Type	Check/Reference Number	Bank Account	Payment Amount	Payment Date
	ACH Debit		Budget	$1,020.00	09/11/2023

Helpful Tip: Always click Finish & Submit PRIOR to taking a screen shot. Often, a user takes a screen shot first and then forgets to click Finish & Submit. Once you click Finish & Submit, a Remittance ID is generated. The Remittance ID signals that you have completed the remittance. Also, if you have issues with the payment and would like SERS to look into it, you would provide the Remittance ID.

When you click **Finish & Submit**, eSERS will take you back to the Payment Remittance home screen.

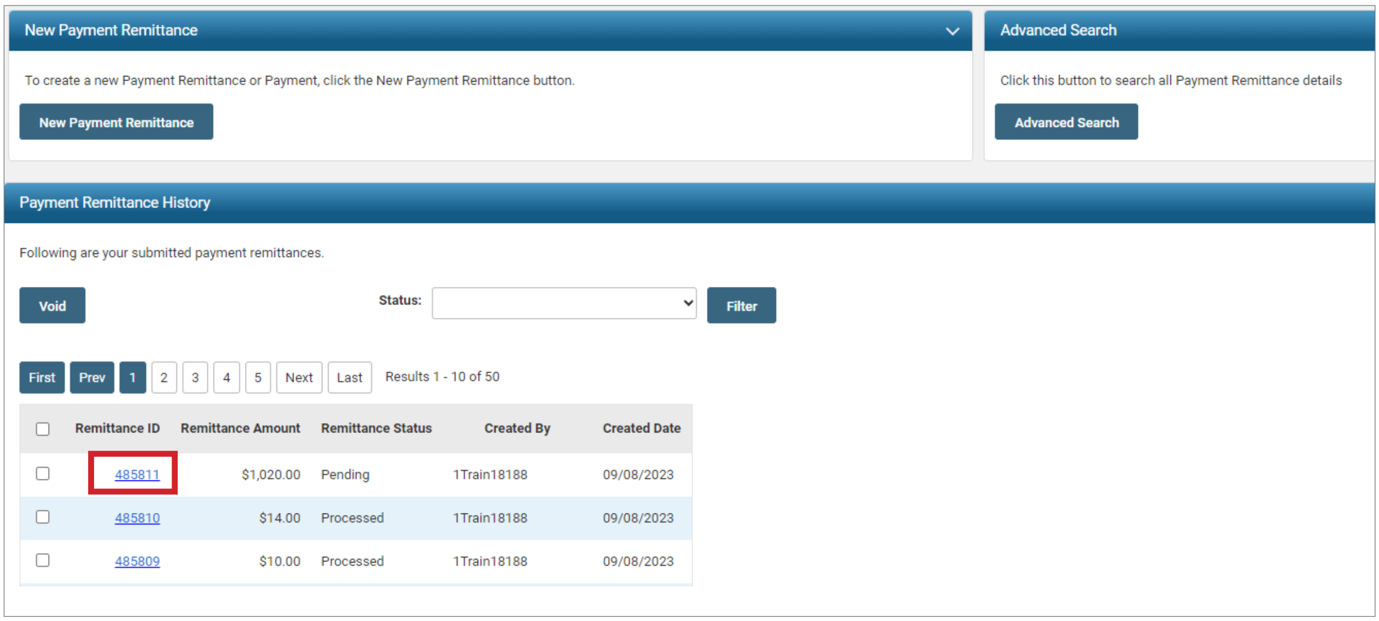


In the Payment Remittance History panel, you will see your payment is pending. It will show as processed once the ACH Debit has been received.

Scenario: You did not take a screen shot of the final screen of the payment process, and when you hit Finish & Submit, it took you to the Payment Remittance home screen.

Exercise: Printing Confirmation that the Payment Was Entered Successfully

1. Click on the **Remittance ID** of the payment that you just entered and is still in pending status.



This screen gives a breakdown of the payment amount, which account it was paid from, payment date, and type of payment, etc.

There is also a Remittance ID for this transaction.

If you were to have questions regarding this remittance, you would provide the Remittance ID to the SERS employee handling your inquiry.

Remittance Details

Remittance ID : 485811 **Remittance Status :** Pending

Total Liability Amount Selected : $1,020.00 **Total Payment Amount :** $1,020.00

To correct the payment remittance click Correct Payment Remittance button.

Correct Payment Remittance

Payment Remittance Details

Liabilities selected in the payment remittance

Liability ID	Liability Type	Remittance Item ID	Remittance Item Type	Payment Amount	Pay Date	Contribution Cycle Code	SSN	Name
598815	Employee Contributions	635825	Employee Contributions	$1,020.00	07/23/2023	BWK0002		

Credit Memo applied against the Liabilities.

Employee Credit Memo

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

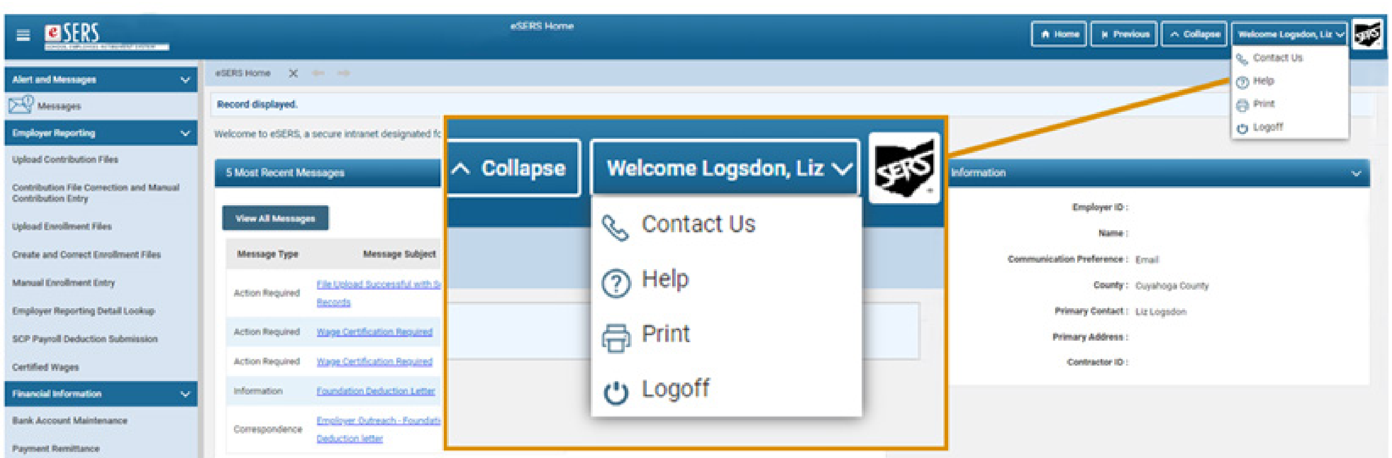
Employer Credit Memo

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

Payments applied against the Liabilities

Payment Type	Check/Reference Number	Bank Account	Payment Amount	Payment Date
ACH Debit		Budget	$1,020.00	09/11/2023

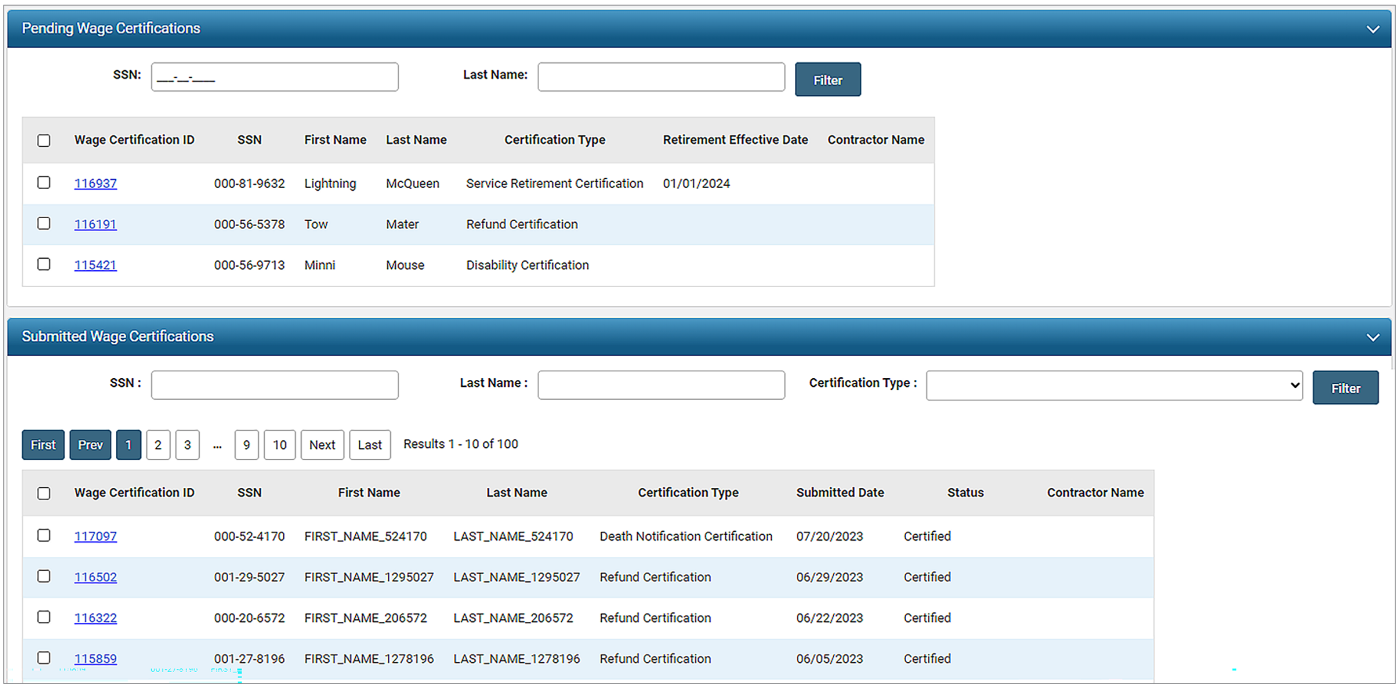
To print this screen, go to the Welcome drop down and select the Print icon.



WAGE CERTIFICATIONS

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, which is 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. Users are able to click on these IDs and complete the request by following the steps listed.



Scenario: You receive an eSERS Message Board message stating that there is a Service Retirement certification for you to complete.

Exercise: Completing a Service Retirement Certification

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

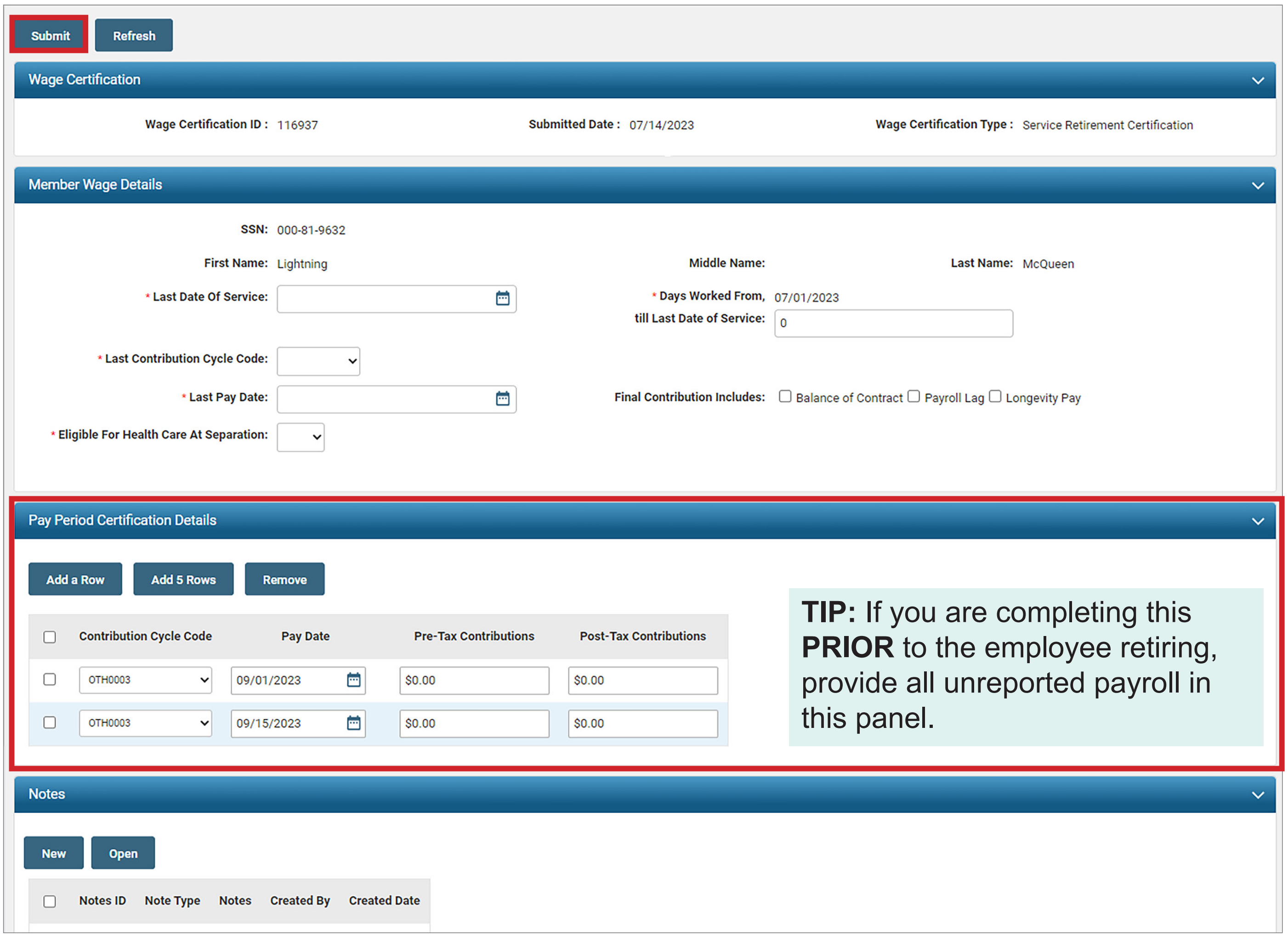
Pending Wage Certifications

SSN: Last Name: Filter

	Wage Certification ID	SSN	First Name	Last Name	Certification Type	Retirement Effective Date	Contractor Name
☐	116937	000-81-9632	Lightning	McQueen	Service Retirement Certification	01/01/2024	
☐	116191	000-56-5378	Tow	Mater	Refund Certification		
☐	115421	000-56-9713	Minni	Mouse	Disability Certification		

For further information on Wage Certifications and explanation of the screens, please refer to the *eSERS Guide*.

3. On the Wage Certification screen, enter the information provided on your worksheet:
   - Last Date of Service:
   - Days Worked:
   - Last Contribution Cycle Code:
   - Last Pay Date:
4. Eligible for Health Care at Separation: Yes.
5. Click **Submit**.



Scenario: You receive an eSERS Message Board message stating that there is a Refund certification for you to complete.

Exercise: Completing a Refund Certification

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

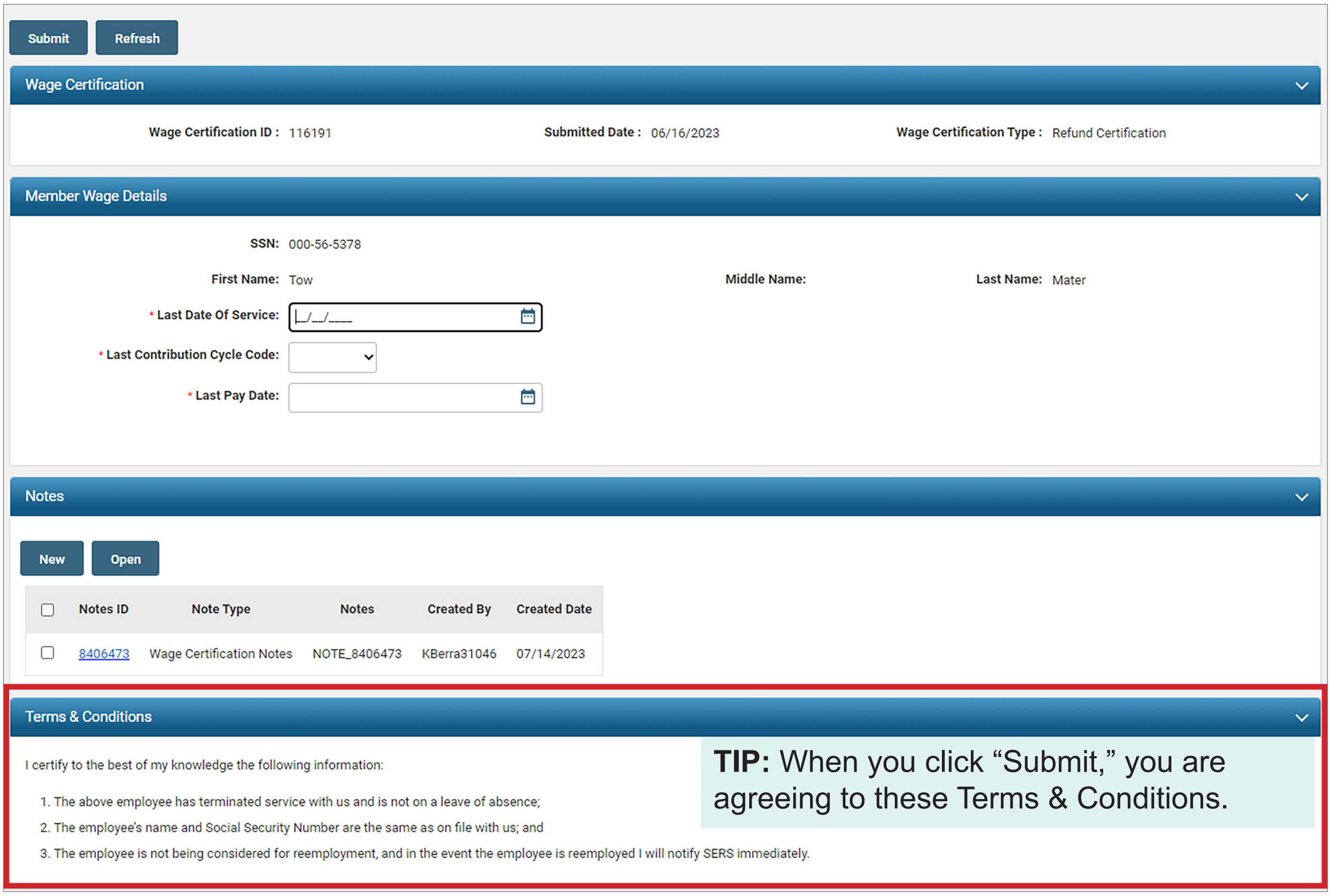
Pending Wage Certifications

SSN: Last Name: Filter

Wage Certification ID	SSN	First Name	Last Name	Certification Type	Retirement Effective Date	Contractor Name
116937	000-81-9632	Lightning	McQueen	Service Retirement Certification	01/01/2024	
116191	000-56-5378	Tow	Mater	Refund Certification		
115421	000-56-9713	Minni	Mouse	Disability Certification		

For further information on Wage Certifications and further explanation of the screens, please refer to the *eSERS Guide*.

3. On the Refund Certification screen, enter the information provided on the worksheet:
   - Last Date of Service:
   - Last Contribution Cycle Code:
   - Last Pay Date:


Submit Refresh

Wage Certification

Wage Certification ID : 116191 Submitted Date : 06/16/2023 Wage Certification Type : Refund Certification

Member Wage Details

SSN: 000-56-5378

First Name: Tow Middle Name: Last Name: Mater

* Last Date Of Service: __/__/____

* Last Contribution Cycle Code:

* Last Pay Date:

Notes

New Open

	Notes ID	Note Type	Notes	Created By	Created Date
	8406473	Wage Certification Notes	NOTE_8406473	KBerra31046	07/14/2023

Terms & Conditions

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

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

TIP: When you click "Submit," you are agreeing to these Terms & Conditions.