

2024 eSERS Guide

ENROLLMENT



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

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:

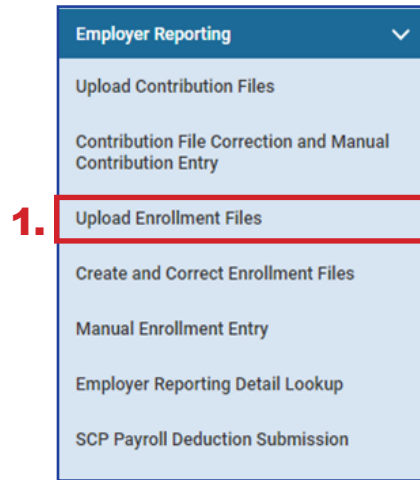
- Your organization will receive a confirmation message that the enrollment is complete, if you uploaded an enrollment file.
- A member account is created and ready to receive contributions.
- Appropriate documentation and forms are sent to the member.



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

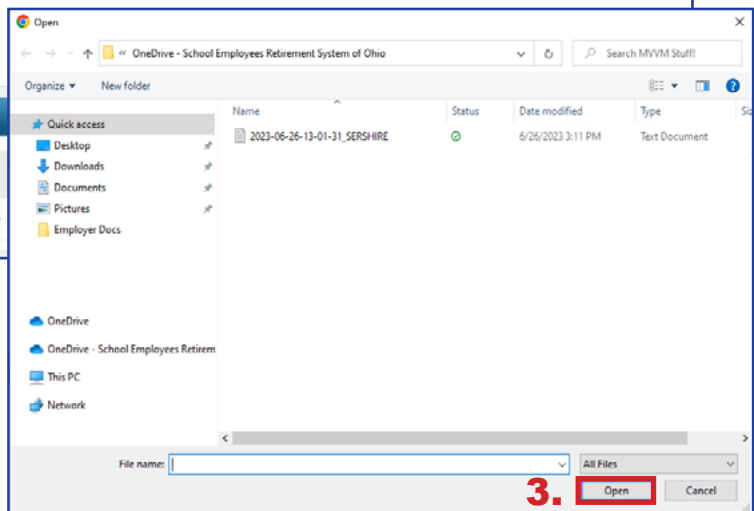
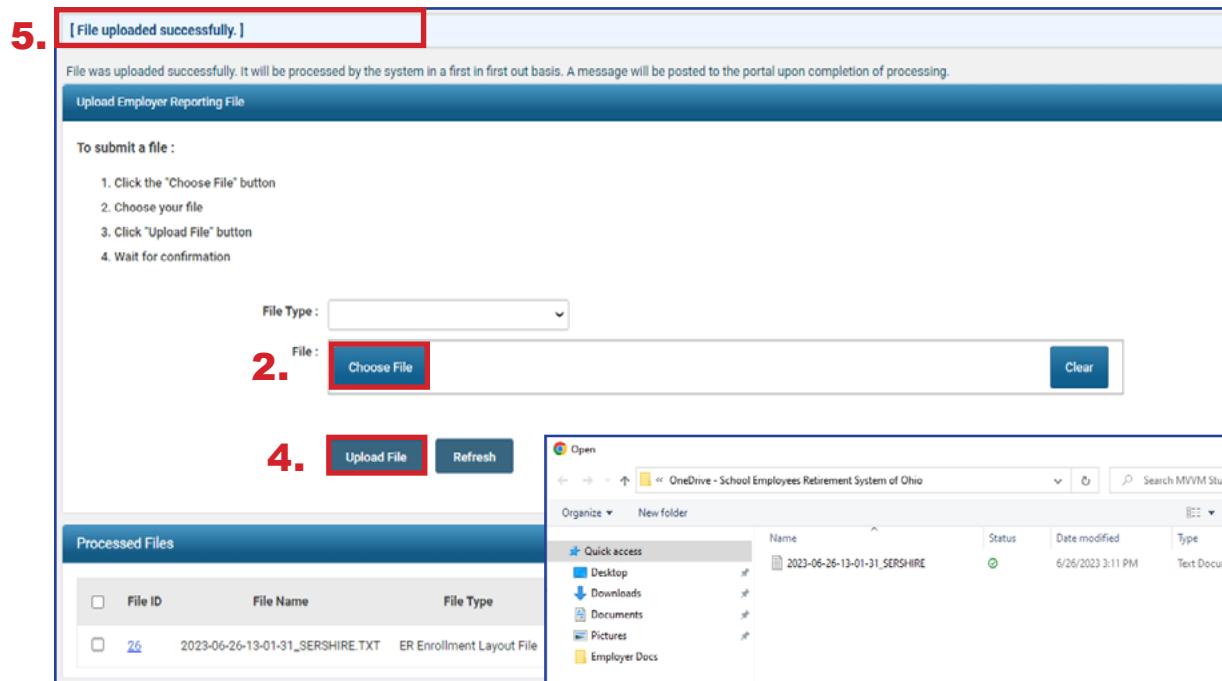
Uploading Enrollment Files

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



Steps:

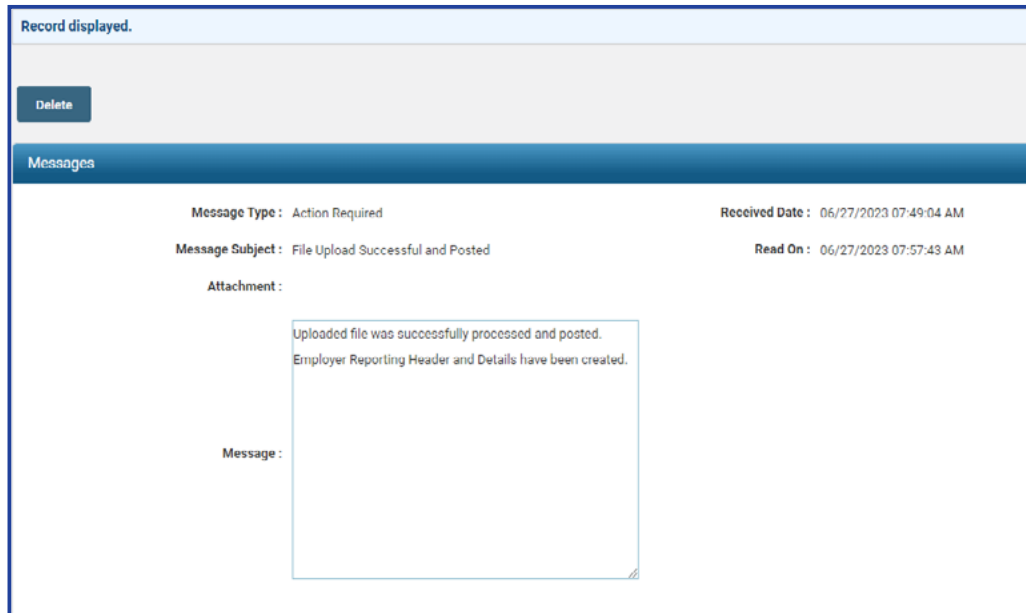
1. Click **Upload Enrollment Files**.
2. On the Upload Enrollment Files page, click **Choose File**.
3. Select the appropriate file in the file folder; click **Open**.
4. Click **Upload File**.
5. Once uploaded, a message will display at the top of the screen showing it was uploaded successfully.



Please 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.

If there are no errors on the record(s), no more user action is required, and a new 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.



What Happens Next?

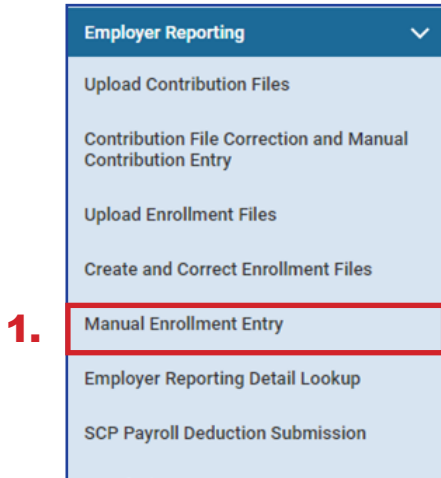
Once your file has been uploaded and posted, you are able to submit contribution reporting for the individuals you just enrolled.

Manual Enrollment Entry

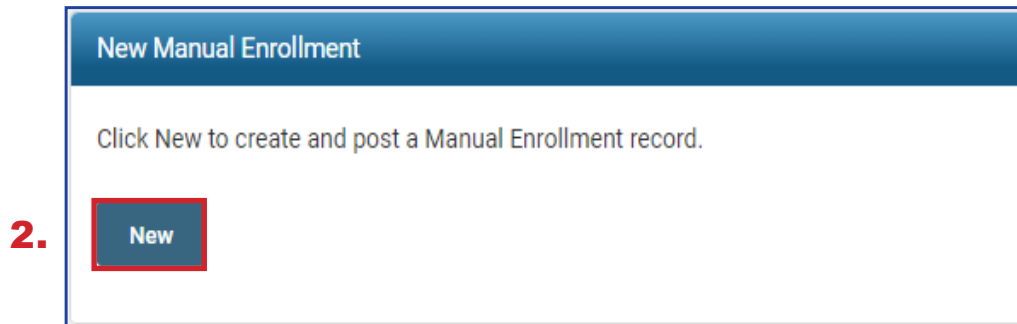
You also can manually enroll a person into the system if you do not wish to upload a file. This process is especially useful when you have a low number of individuals to enroll.

Steps:

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



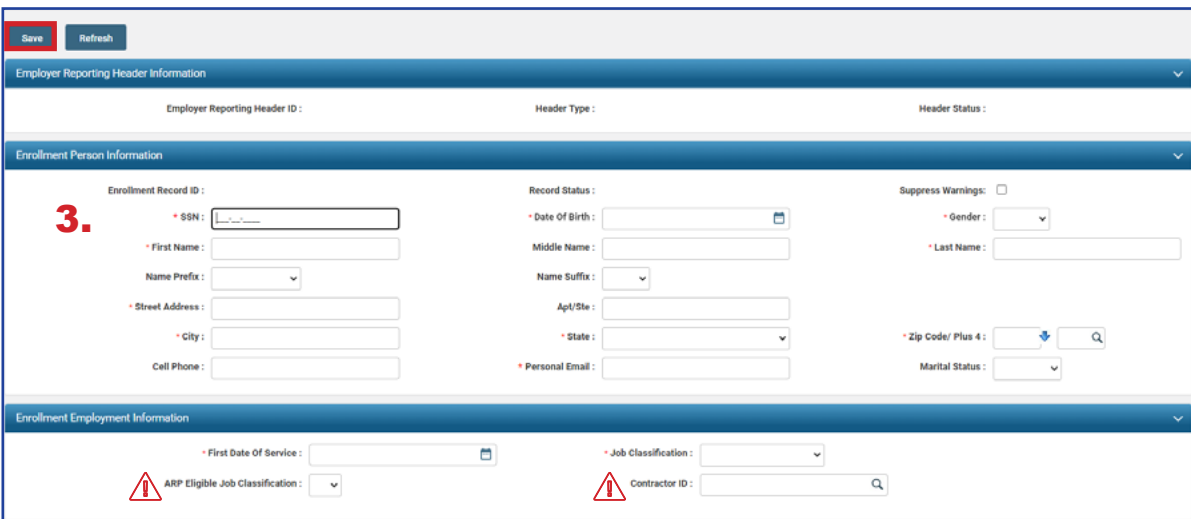
2. Click **New** to enter a new member enrollment.



3. Enter:

- SSN
- Date of Birth
- Gender
- First and Last Name
- Address Information
- First Date of Service
- Job Classification
- Personal Email Address
- Cell Phone

4. Click **Save**.

4. 

The screenshot shows a web form with three main sections: "Employer Reporting Header Information", "Enrollment Person Information", and "Enrollment Employment Information". The "Enrollment Person Information" section is expanded and contains the following fields:

- Enrollment Record ID: [Text Field]
- Record Status: [Text Field]
- Suppress Warnings:
- SSN: [Text Field] (highlighted with a red "3.")
- Date Of Birth: [Text Field]
- Gender: [Dropdown Menu]
- First Name: [Text Field]
- Middle Name: [Text Field]
- Last Name: [Text Field]
- Name Prefix: [Dropdown Menu]
- Name Suffix: [Dropdown Menu]
- Street Address: [Text Field]
- Apt/Ste: [Text Field]
- City: [Text Field]
- State: [Dropdown Menu]
- Zip Code/ Plus 4: [Text Field]
- Cell Phone: [Text Field]
- Personal Email: [Text Field]
- Marital Status: [Dropdown Menu]

The "Enrollment Employment Information" section contains:

- First Date Of Service: [Text Field]
- Job Classification: [Dropdown Menu]
- ARP Eligible Job Classification: [Dropdown Menu]
- Contractor ID: [Text Field]



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.

5. Address any errors or warnings that may appear once you click **Save**.

- If you corrected information on the Member Enrollment Record or you clicked **Suppress Warning**, you will need to click **Save** again to resubmit the information to eSERS.
- Once your Member Enrollment Record is correct, the Header Status and Record Status will both reflect **Valid**.

6. Click **Submit for Posting**.


- Click **Save**, and if there are no errors or warnings, a **Submit for Posting** button will appear.

5. **Save** **Refresh** **Submit for Posting** **6.**

Employer Reporting Header Information

Employer Reporting Header ID: 347261 Header Type: Enrollment Header Status: valid

Enrollment Person Information

Enrollment Record ID: 170116 Record Status: Valid  Suppress Warnings:

* SSN: * Date Of Birth: * Gender:

* First Name: Middle Name: * Last Name:

Name Prefix: Name Suffix:

* Street Address: Apt/Site:

* City: * State: * Zip Code/ Plus 4:

Cell Phone: * Personal Email: Marital Status:

Enrollment Employment Information

* First Date Of Service: * Job Classification:

ARP Eligible Job Classification: Contractor ID:

Validation Information

| <input type="checkbox"/> | Message ID | Error / Warning | Severity |
|--------------------------|------------|-----------------|----------|
| No records to display | | | |



ONLY suppress the warning if you have verified that the information is correct.

7. Click the **Refresh** button to see if your member enrollment has posted.
 - Once it has posted, the screen will become “read only.”

7. Refresh To create another enrollment record, click the Manual Enrollment hyperlink on the left panel.

Employer Reporting Header Information ▼

Employer Reporting Header ID : [347261](#) Header Type : Enrollment Header Status : Posted

Enrollment Person Information ▼

| | | |
|-----------------------------------|------------------------------|---|
| Enrollment Record ID : 170116 | Record Status : Posted | Suppress Warnings: <input type="checkbox"/> |
| * SSN : | * Date Of Birth : 08/08/1974 | * Gender : Female |
| * First Name : Anna | Middle Name : | * Last Name : Guzman |
| Name Prefix : | Name Suffix : | |
| * Street Address : 200 E Broad St | Ap/Ste : | |
| * City : Columbus | * State : Ohio | * Zip Code/ Plus 4 : 43215 |
| Cell Phone : | * Personal Email : | Marital Status : |

Enrollment Employment Information ▼

| | |
|--------------------------------------|---------------------------------------|
| * First Date Of Service : 05/01/2023 | * Job Classification : Administrative |
| ARP Eligible Job Classification : | Contractor ID : |

8. To enroll another member, you will need to click on the **Manual Enrollment Entry** application again to begin the process.

8. Manual Enrollment Entry

Employer Reporting ▼

- Upload Contribution Files
- Contribution File Correction and Manual Contribution Entry
- Upload Enrollment Files
- Create and Correct Enrollment Files
- Manual Enrollment Entry
- Employer Reporting Detail Lookup
- SCP Payroll Deduction Submission
- Certified Wages



Reminder:

If you only click **Save** and then move onto completing another manual member enrollment without clicking the **Submit for Posting** button, your enrollment will stay in Valid status. You will be able to complete the posting by going to the Create and Correct Enrollment Files application.

Unposted Employer Reporting Header

Following are Employer Reporting Headers with details that must be reviewed and/or corrected. Once the Header is in a Valid status, it can be submitted for posting.

Advanced Search Click this button to perform an advanced search of all submitted employer enrollment files.

| <input type="checkbox"/> | Header ID ▾ | Header Type | Header Status | Received Date | Contractor | Submit For Posting |
|--------------------------|------------------------|-------------|---------------|---------------|------------|---------------------------|
| <input type="checkbox"/> | 347262 | Enrollment | Valid | 06/27/2023 | | Submit for Posting |

Create and Correct Enrollment Files

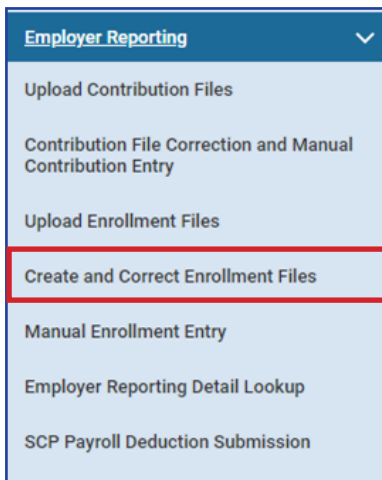
Create and Correct Enrollment Files is an application where a user can manually create an enrollment file, correct an enrollment that is in review status, or submit a manual enrollment for posting.

If a user has multiple enrollment records to enter but does not have access to a system that creates an enrollment file to upload, this function may be useful when enrolling multiple employees.

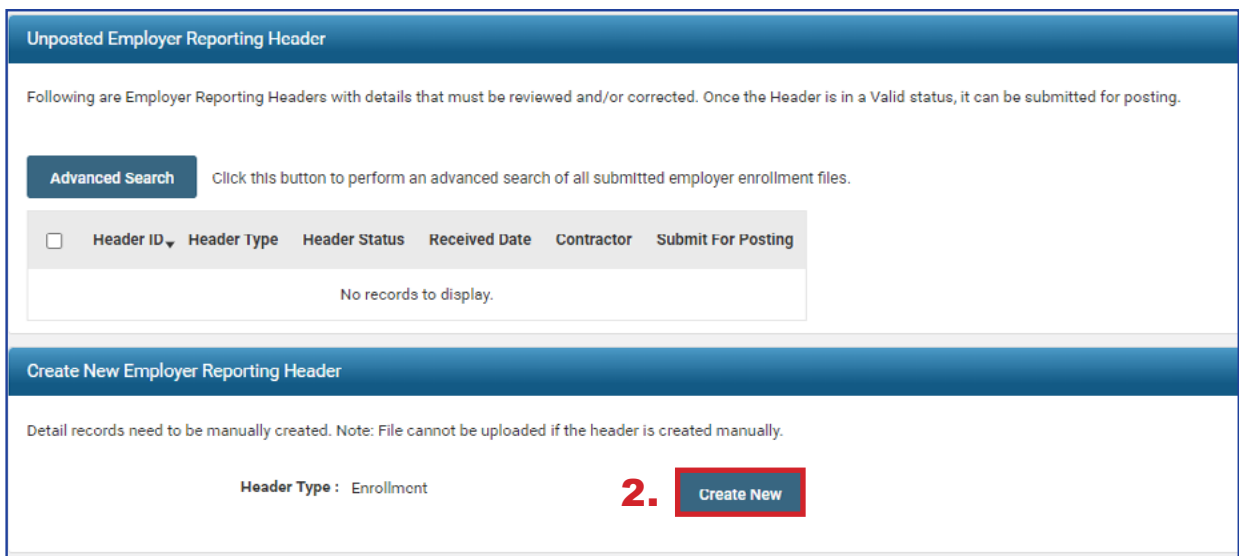
Steps to Create a Manual Enrollment File:

1. Click **Create and Correct Enrollment Files**.

1.



2. Click **Create New**.



3. Click **Save**.
 - A New button will appear in the Enrollment Information panel.
4. Click **New**.

3.

4.



If you are entering enrollments for a contractor, remember to choose the contract company from the contractor drop-down menu.

5. Enter:

- SSN
- Date of Birth
- Gender
- First and Last Name
- Address Information
- First Date of Service
- Job Classification
- Personal Email Address
- Cell Phone

6. Click **Save & New** to enter the next enrollment.

- If you have just one enrollment, click **Save**.

6.

The screenshot displays the 'Enrollment Person Information' section of the eSERS system. At the top, there are three buttons: 'Save', 'Save & New', and 'Refresh'. The 'Save & New' button is highlighted with a red box. Below the buttons, the form is divided into several sections. The 'Enrollment Person Information' section contains fields for: Enrollment Record ID (347263), Header Type (Enrollment), and Header Status (Review). The main form area includes fields for SSN (with a red '5.' overlaid), Date of Birth, Gender, First Name, Middle Name, Last Name, Name Prefix, Name Suffix, Street Address, Apt/Site, City, State, Zip Code/Plus 4, Marital Status, Cell Phone, and Personal Email. The 'Enrollment Employment Information' section includes fields for First Date of Service, Job Classification, ARP Eligible Job Classification, and Contractor ID. The 'Validation Information' section at the bottom shows a table with columns for Message ID, Error / Warning, and Severity, and a message stating 'No records to display.'

7. Enter all the enrollments for your manual enrollment file. When you have entered your last enrollment, click **Save**.
8. Click the **Employer Reporting Head...** link in the navigation path at the top of the screen to take you back to the Enrollment Header Maintenance screen where you will be able to submit your file for posting.

7.

8.

Save Save & New Refresh

Employer Reporting Header Information

Employer Reporting Header ID : 347275 Header Type : Enrollment Header Status : Review

Enrollment Person Information

Enrollment Record ID : Record Status : Suppress Warnings:

* SSN : * Date Of Birth : * Gender :

* First Name : Middle Name : * Last Name :

Name Prefix : Name Suffix :

* Street Address : Apt/Ste :

* City : * State : * Zip Code/ Plus 4 :

Cell Phone : * Personal Email : Marital Status :

Enrollment Employment Information

* First Date Of Service : * Job Classification :

ARP Eligible Job Classification : Contractor ID :

Validation Information

| <input type="checkbox"/> | Message ID | Error / Warning | Severity |
|--------------------------|------------|-----------------|----------|
| No records to display. | | | |

This enrollment file is in Review status and needs to be corrected before the user can submit it for posting.

Steps:

1. Click the **Enrollment Record ID** for the enrollment that needs to be corrected, or click the **Review** hyperlink in the Status Count panel.

The screenshot displays the eSERS system interface. At the top, there are buttons for 'Save', 'Refresh', and 'Void File'. Below this is the 'Employer Reporting Header Information' section, which includes fields for 'Employer Reporting Header ID: 347263', 'Reporting Source: Manual', 'ITC:', 'Sent Date: 06/27/2023', 'File Name:', 'Header Type: Enrollment', 'Header Status: Review', 'Contractor:', 'Posted Date:', and 'Unique ID:'. To the right is a 'Status Count' panel with a table:

| Status Count: | |
|----------------------|---|
| Total Record Count | 3 |
| Posted | 0 |
| Posted with warnings | 0 |
| 1. Review | 2 |
| Valid | 1 |
| Void | 0 |

Below this is the 'Enrollment Information' section, which includes buttons for 'New', 'Open', 'Void', and 'Export To Excel'. It features an 'SSN' input field, a 'Record Status' dropdown set to 'Review', and a 'Filter' button. A table lists enrollment records:

| Enrollment Record ID | SSN | First Name | Last Name | Record Status |
|--------------------------|--------|------------|-----------|---------------|
| <input type="checkbox"/> | 170118 | Coco | Rose | Review |
| <input type="checkbox"/> | 170120 | Scott | Seas | Review |

A red '1.' is placed to the left of the first record in the table. Below the table is a 'Validations' section with a table:

| Message | Count | Severity |
|--------------------------------|-------|----------|
| Personal Email is required | 1 | Error |
| Cell Phone number is requested | 1 | Warning |

Tip: To void an enrollment record from the file you just created, checkmark the box next to the Enrollment Record ID and click **Void**.

2. Correct the warnings and/or errors listed in the **Validation Information** panel on the enrollment that needs to be reviewed.
 - The user can correct the error, correct the warning, or suppress the warning.
 - Errors cannot be suppressed; they can only be corrected.
 - When you click **Save**, the Header Status and Record Status will change from Review to Valid.
3. Click **Save**.
4. Click the **left arrow** or **right arrow**.

The screenshot displays the 'Employer Reporting Header Information' section with the following details:

- Employer Reporting Header ID: 347271
- Header Type: Enrollment
- Header Status: Review

The 'Enrollment Person Information' section includes:

- Enrollment Record ID: 170125
- Record Status: Review
- Suppress Warnings:
- SSN: [Field]
- Date Of Birth: 05/11/1983
- Gender: Female
- First Name: Coco
- Middle Name: [Field]
- Last Name: Rose
- Name Prefix: [Field]
- Name Suffix: [Field]
- Street Address: 300 E Broad St
- City: Columbus
- State: Ohio
- Zip Code/ Plus 4: 43215
- Cell Phone: [Field]
- Personal Email: ktalbert@ohsers.org
- Marital Status: [Field]

The 'Enrollment Employment Information' section includes:

- First Date Of Service: 05/01/2023
- Job Classification: Administrative
- ARP Eligible Job Classification: [Field]
- Contractor ID: [Field]

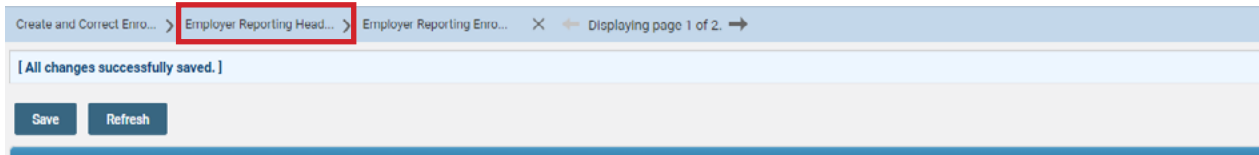
The 'Validation Information' panel at the bottom shows a table with one warning:

| <input type="checkbox"/> | Message ID | Error / Warning | Severity |
|--------------------------|------------|--------------------------------|----------|
| <input type="checkbox"/> | 920931 | Cell Phone number is requested | Warning |

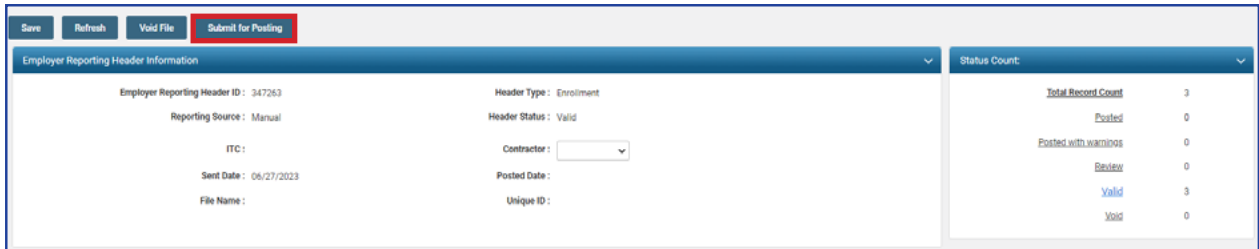
What Happens if I Suppress the Warning?

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**.

- Click the “Employer Reporting Head...” breadcrumb hyperlink once the final record has been corrected.



- Click **Submit 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 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 record.

Validation Information

Types of Contribution 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.

| Error Message | Cause |
|--|--|
| 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. |
| Personal Email is Required | Personal email addresses must be provided for the enrollment record to be posted. |
| 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: <ul style="list-style-type: none"> • 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). |

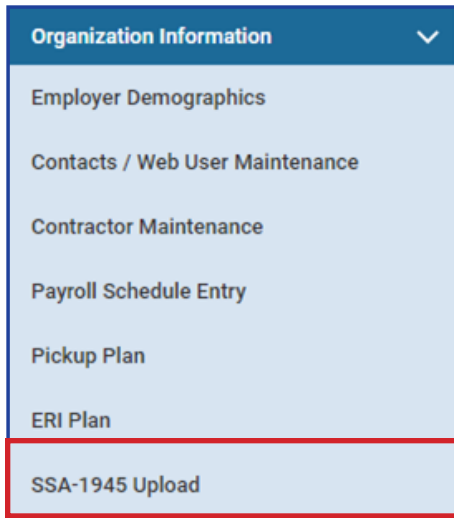
WARNINGS

Any enrollment record submitted with warnings that have been suppressed will be reviewed by SERS.

| Warning | Action |
|---|---|
| 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. |
| Cell Phone number is requested | Please provide member's cell phone number if available, 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 had a name change in the interim (marriage, divorce, etc.). |
| Member Date of Birth does not match system records. Verify the information for accuracy. | 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 **Choose File** (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**.

4.

