



Public School Employees' Retirement System

Pennsylvania 

Cash Concentration Training

How to enter your payments through
PNC's Voice Center

Effective April 1, 2014!!

Please make sure your sound volume is on for all information!



DEBIT BLOCKS/FILTERS

If your bank has a debit block or filter on your account, you will need to update it effective April 1, 2014!

Beginning with your first payment in the new Cash Con system, you will be required to use the new Company ID (Sender ID) of **9331739115**.

The current Company ID, **9231739115** should remain effective until the last payment made through the old Cash Con system has been processed by PSERS.

It is strongly suggested that you have both on your account until the end of April if your bank will allow it. Please communicate this change to your bank as soon as possible so that payments are not rejected!!

PNC Voice Center Option

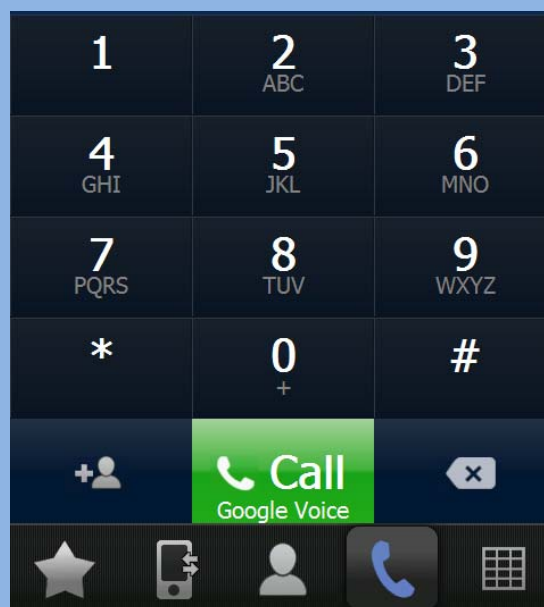
The current IVR phone system will no longer be available as of April 1, 2014. If you do not have access to the Internet or are unable, for any reason, to use this web-based system, the new PNC Voice Center option is available to use on a limited basis. This option is not available to all employers.

Since the chance for human error is higher, please use the web-based system when at all possible!



The PNC Voice Center can be reached at:

1-800-732-6149



The new PNC Voice Center option will be available for your use beginning April 1, 2014. Because this is a new system, an initial setup of your user ID will occur. Please complete a successful login, with a password change, within 5 business days of April 1, 2014. All employers using this system will have 10 days for any future password reset. Please log on promptly to ensure all payments are not delayed due to lack of access.

For example, if you are employer 36 and you want to make a payment on the Member Contributions portion of your statement, your new user ID would be: PSERS0036EE

Your new user ID will be: PSERS plus your 4 digit employer number plus the fund/unit type you wish to pay.

Your initial password will be: psers072# (NOTE: This is "zero" not the letter O.) Upon your initial call to the center, you will be notified that your password has expired and needs to be changed. Choose a new password to give to the operator so future payments can be made.



The following slides will guide you through the Voice Center process.

The Voice Center is staffed by live operators who will enter your transactions into the web-based system.



Since you will need to be prepared with the information to provide to the operators, please be sure to also review the PNC Cash Con presentation which explains how to use the web-based system.



The following is an example of a member contribution payment.

Separate phone calls will be required for a payment to each fund/unit (i.e., Member Contributions, Employer Contributions, Member POS).



Hello! My operator number is 1045. Would you like to initiate or edit a transaction?

Initiate, please.





Could I please have your company ID number?

64168





Your Unit location, please?

PSERS0036EE



When making payments for different funds, be sure to use the appropriate Unit Location, or Unit ID.

Employee Contributions:

If you are employer 9999 and you want to make a payment on the Member Contributions portion of your statement, your new user ID would be:

PSERS9999EE.

Employer Contributions:

If you are employer 9999 and you want to make a payment on the Employer Contributions portion of your statement, your new user ID would be: **PSERS9999ER.**

Member POS:

If you are employer 9999 and you want to make a payment on the Member POS portion of your statement, your new user ID would be: **PSERS9999POS.**



Could I have your password,
please?

psers072#
Note: This is case
sensitive





Thank you! What amount would you like to pay today?

Member Contributions							
POST DATE	TRANS TYPE	DUE DATE	TRANS #	DESCRIPTION	DUE AMT.	PAID AMT.	END BAL.
11-08-2013	WH Report	11-10-2013	1130476	Billing Rpt 2013-10	\$2,090.30		
				<i>Trans Balance</i>		\$ 0.00	\$2,090.30
12-06-2013	WH Report	12-10-2013	1142017	Billing Rpt 2013-11	\$40,819.50		
12-09-2013	Credit In		1142968	Payment Ref# - 1142968 (Auto)		(\$38,793.44)	
				<i>Trans Balance</i>			\$2,026.06

\$2,026.06.





The transaction type?

Member Contributions							
POST DATE	TRANS TYPE	DUE DATE	TRANS #	DESCRIPTION	DUE AMT.	PAID AMT.	END BAL.
11-08-2013	WH Report	11-10-2013	1130476	Billing Rpt 2013-10	\$2,090.30		
						\$ 0.00	
				<i>Trans Balance</i>			\$2,090.30
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12-09-2013	Credit In		1142968	Payment Ref# - 1142968 (Auto)		(\$38,793.44)	
				<i>Trans Balance</i>			\$2,026.06

Work Report.





What transaction number would you like to use?

The Month and Year of the report could also be used. If using the month/year of the report, for this example the answer would be: **112013**.

Member Contributions

POST DATE	TRANS TYPE	DUE DATE	TRANS #	DESCRIPTION	DUE AMT.	PAID AMT.	END BAL.
11-08-2013	WH Report	11-10-2013	1130476	Billing Rpt 2013-10	\$2,090.30		
						\$ 0.00	
				<i>Trans Balance</i>			\$2,090.30
12-06-2013	WH Report	12-10-2013	1142017	Billing Rpt 2013-11	\$40,819.50		
12-09-2013	Credit In		1142968	Payment Ref# - 1142968 (Auto)		(\$38,793.44)	
				<i>Trans Balance</i>			\$2,026.06

That would be 1142017.





What effective date
would you like to
use?

Effective dates cannot be the same day. The range that can be used would be from the next business day to 30 days in advance. Also, bank holidays, Saturdays, and Sundays cannot be used.

The next
business day,
please.



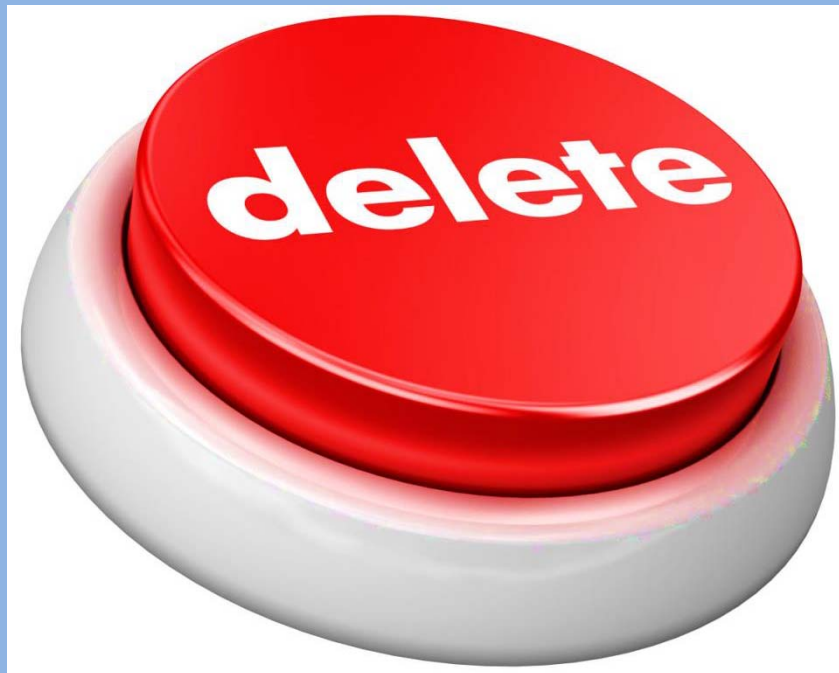


Thank you! Your amount is \$2,026.06 for a Work Report, transaction number 1142017, effective January 31, 2014. Your confirmation number is: 27000001. Are there any other transactions you would like to make?

No, thank you!
Have a nice day!



A payment to be edited can be done similarly. To correct a payment, the transaction must be deleted and re-entered. The next several screens will show how to delete the same payment just made in the prior screens.





Hello! My operator number is 1045. Would you like to initiate or edit a transaction?

Edit, please.





Could I please have your company ID number?

64168.





Your Unit location, please?

PSERS0036EE





Could I have your password,
please?

Provide your
current
password
Note: This is case
sensitive





Thank you! What transaction would you like to delete today?

Transaction confirmation # 27000001, for the amount of \$2,026.06.





Thank you! Your transaction, 27000001 for \$2,026.06 has been deleted. Your confirmation number is: 27000015. Are there any other transactions you would like to make?

No, thank you!
Have a nice day!



**If the transaction is not read back to you,
please insist that the operator read it back.**

**BE SURE TO VERIFY ALL
INFORMATION FOR ACCURACY!!!**

Questions??

Please contact the following on employer-related questions/concerns:

Employer Service Center: 1-866-353-1844

Administrator – Jayne Buchwach – Ext 6325
Region 1 – Rose Diehl – Ext 6323
Region 2 – Matthew Hartman – Ext 6327
Region 3 – Jonathan Malnick – Ext 6324
Region 4 – Carolina Baez – Ext 6320
Region 5 – Michael Chappuis – Ext 6322
Region 6 – Ellen Harrington – Ext 6321

Employer Accounting Section: 1-888-773-7748

Dominic Pugliese – Ext 4630
Curtis Bish – Ext 4611
Allison Biser – Ext 4906
Sharon Christ – Ext 4669
Nick McMaster – Ext 4691