

SPRING 2018 EMPLOYER WORKSHOP

TOPICS PRESENTED:

EMPLOYER SELF-SERVICE (ESS)

MEMBER SELF-SERVICE (MSS)

OVERVIEW OF ACT 5 LEGISLATION



WELCOME

- Administrative Items
 - Duration of Presentation
 - Location of Restrooms and Exits
 - Cell Phone Discretion
- Representative Introduction

The presentation is expected to run about 2 hours, depending on the questions and conversation we have during the presentation. Please keep cell phone distraction to a minimum, although we certainly understand if you need to step out briefly to take a call.

TRAINING OBJECTIVES

- ESS in more detail
 - Generating Reports
 - Paperless Delivery, Documents, Reading your Employer Statement of Account
 - Troubleshooting Errors
- Field Services and MSS overview
 - Services available
 - How do members access MSS?
 - Information members can gain by using MSS
- Act 5 Legislation Introduction
 - New membership classes
 - Shared Risk/Shared Gain provision

The transition to our new ESS system has had mixed success. Those who could get in have been able to use the system and submit work reports, make contract changes, and generate reports. But there are plenty of employers that had a rocky start using the system, especially logging in and having new accounts created timely. The ESS section of our presentation will touch on some of the features that we did not speak about during the live web-ex training that ESC offered in February and March. We also included some system workarounds and suggestions for interacting with the new system.

The MSS section will be presented by a member of our field regional offices. They will also share some of the services they can provide to you as employers and services provided to our membership.

Finally, we will provide an overview of the new legislation that was signed into law in June 2017 which will create new membership classes beginning July 1, 2019. The information is limited at this time, but we'd like to share what we know to this point.

EMPLOYER SELF-SERVICE (ESS)

Understanding Admin and User accounts, generating reports, learning more about your Employer SOA, Troubleshooting in the new system

EMPLOYER SELF-SERVICE (ESS)

Use the Employer Login button on the PSERS website to log into ESS.

The log in screen will ask for your username and password.

You will be required to change your password every 120 days. PSERS will no longer be responsible for maintaining your password.

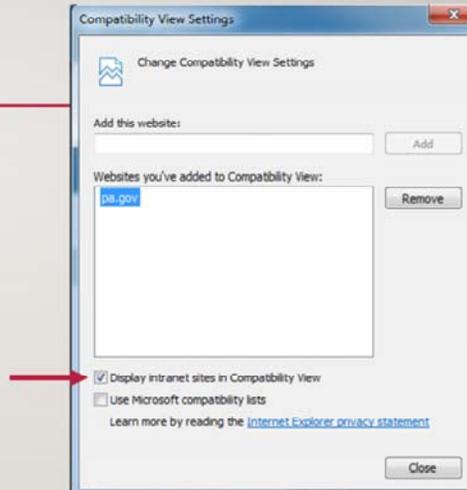
Version 10.0-ess
V3LIAT v 1.1888

Vitech V3

You will see this blue and white screen when you log into the ESS system. When you go in to change your password, you will receive a confirmation email through the system confirming that you have made a change to your account. The language in some of those emails may have been confusing if the email stated that you had made a change to your Member Self-Service (MSS) account. Please know that these instances have been reported and should be changed in the future. As an added measure of security, the ESS system will require that you update your password every 120 days.

COMPATIBILITY ISSUES

- ESS works best with Google Chrome and Mozilla Firefox. It will work with Internet Explorer but you may need to adjust the compatibility view settings.
- Use Tools on the toolbar and select Compatibility View Settings.
- **Uncheck** the Display intranet sites in Compatibility View box.



If you are using Internet Explorer to open ESS, you may experience compatibility issues. How do you know if you are having compatibility issues?

- When you are directed to the Employer Login, you may be brought to a blank screen.
- When the Login Screen comes up, the bottom portion of the login box may be cut off.
- Once you login, you are directed to a blank page.

All three of the situations above indicate a compatibility issue. In addition to unchecking the “Display intranet sites in Compatibility View” box, you may also need to remove pa.gov from the Websites you’ve added to compatibility View display box.

Utilizing Google Chrome or Firefox will help you avoid these compatibility issues.

CONVERTED ADMIN ACCOUNTS

- If you were a holder of an Administrator account before ESS went live, your username and password were converted.
- The system will not prompt you for security questions but you should set them in case you forget your password and need to verify your account details.
- Click on your profile in the upper right corner and select User Profile.



If you have a converted Administrator account (meaning that the account existed in the Employer Web system) and forget your password there is no way for PSERS to reset your password as they have done in the past. Setting the Security Questions is your insurance in case you forget your password. Once you have set the three security questions, if you forget your password, click the Forgot Password link in the login box. This is how you will access ESS and reset your password.

If you forget your password and have not set the security questions-please submit a new PSRS-1270 form, PSERS Employer Security Administrator Authorization form. PSERS will then need to create a new Administrator account for you.

Additionally, if you have been using an existing Administrator account that was not specifically created for you, email notifications will not be sent to your email address. Instead they will be sent to the email address of the person associated with that account. The system can track which accounts appear to be actively used. For security purposes, each individual should have their own account. Please do not share or “pass down” account credentials.

CREATING SECURITY QUESTIONS



The screenshot shows a 'User Profile' window with the following information:

User Name:	[REDACTED]
Name:	GOODLING, KRISTINA
E Mail:	krgoodling@pa.gov
Last Login:	03/30/2018
Accessibility:	Turned off

At the bottom of the window is a button labeled 'Change Security Questions'.

- Once you are in your user profile, click the Change Security Questions buttons.

You will be prompted to create three security questions. Please select questions that are meaningful to you so you will remember the response you provided. If the system cannot verify you through your answers, you will not be able to reset your own password and may need to have a new account created.

CREATING USER ACCOUNTS

Schools should have at least two administrator accounts. User accounts are built by administrator account holders.

ADMINISTRATOR VS. USER: WHAT IS THE DIFFERENCE?

- Generally the security between Administrator account holders and User account holders is the same, meaning both can access all parts of the system.
- An Administrator account comes with the privilege to create User accounts. Administrator account holders will have an Admin tab on their ESS configuration that allows them to create User accounts.
- User accounts provide other business office staff the ability to access the ESS portal to assist in reporting work data to PSERS.

USER ACCOUNTS-NEED PSERS ID!

Tools	User Name	Full Name	Status	Created On	Registered	Email	PSERS ID
Actions	EMP_TRNG	TRNG, EMP	Active	02/26/2018	Yes		██████████
Actions	JGREEN	GREEN, JOHN	Active	02/26/2018	No	jgreen@pa.gov	██████████
Actions	JPINK	PINK, JOHN	Active	03/26/2018	No	jpink@gmail.com	██████████

- The Admin account holder that creates a User account **must provide** the PSERS ID to that person so they can complete the registration process.
- This will appear in the column on the far right of the transaction row on the Admin tab.
- Only Admin account holders will have an Admin tab visible on their ESS profile.

Whether you have an Admin account or a User account, a new person gaining access to the system needs to register. You will receive an email with a registration link that includes your Username. If you have an Admin account created, PSERS will send a letter with your PSERS ID number (this is different than your member PSERS ID number) so you can complete the registration.

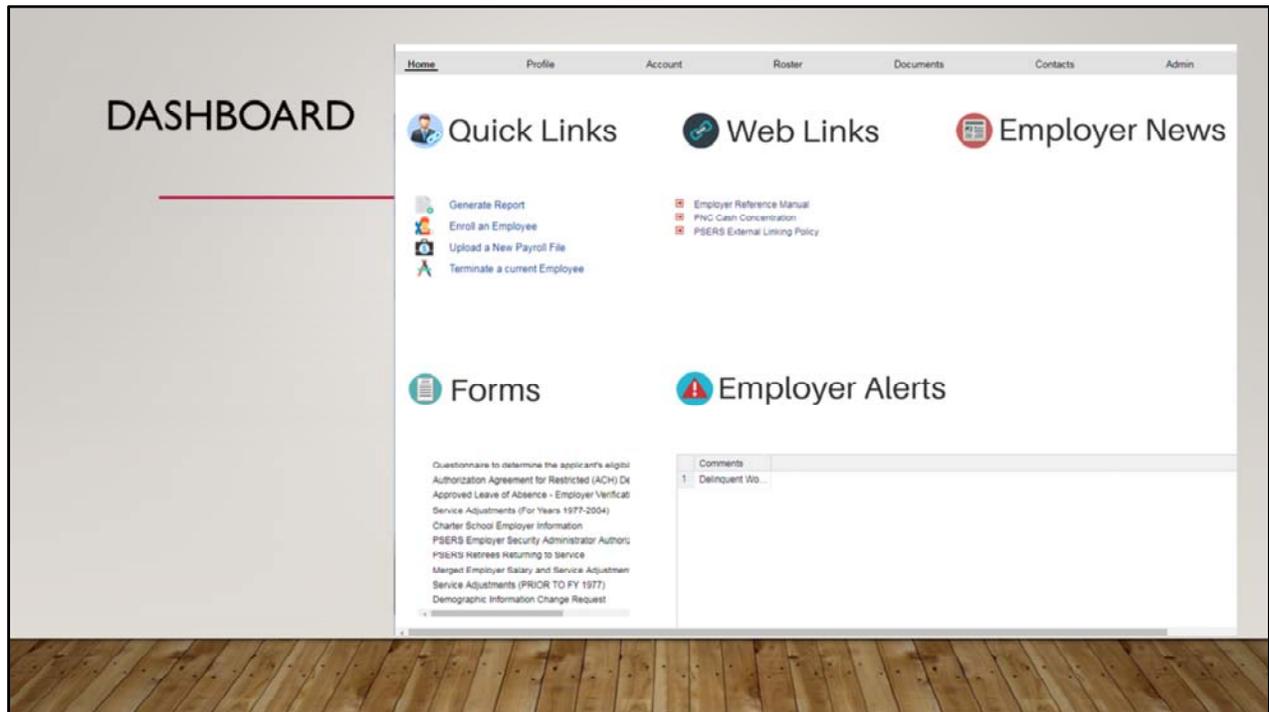
Note: You do not need an Admin AND User account; your Admin account functions as the account that you will do your PSERS reporting under.

The Administrator creating the User account should provide the PSERS ID number to the User. This will be used in the registration process after the User receives the registration email.

The PSERS ID is displayed on the far right and is a system generated number. This is a different number than your personal member PSERS ID number.

Once registered, the User will be able to use ESS for reporting. Completing the registration process will change the Registered status to “Yes” in the system.

Users will also be required to change their passwords every 120 days.



The Dashboard in ESS was set up as a convenient way for employers to access forms, reports, the PNC Cash Concentration website, the Employers' Reference Manual. The various tabs you will use for your PSERS reporting are across the top of your dashboard. As we explained in the previous slides, the Admin tab will only be visible to you if you have an Administrator account. Users will not see this tab, but will have access to all other parts of the system.

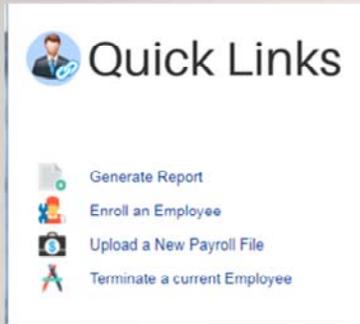
During the ESS Training Webinars, the Quick Links portion of the Dashboard was highlighted, although the Generate Report link was not demonstrated. Employer News will present you with information or notifications such as when the system may need maintenance.

The PNC Cash Con link within the Web Links may open in Google Chrome if that is what you are in to use ESS. If this occurs, please copy and paste the link into the Internet Explorer browser instead. Unfortunately, PNC Cash Con is only compatible with Internet Explorer. Another recommendation is to use the most current version of a Browser. You may need to consult with your IT Department to assist with that update.

The Forms that are listed in the Forms section are the same as the list that is available on the PSERS public website (psers.pa.gov). It was asked during the ESS training if the forms are able to be electronically submitted but this is not possible yet. You can electronically fill in the form, but will still need to save it locally and print/mail or email it into PSERS to be processed.

The Employer Alerts section will display a message if you are delinquent in work report for the previous month. In the future additional alerts may be posted as well.

QUICK LINKS



- The Enroll an Employee and Terminate a Current Employee links take you to the Roster tab. The Enroll an Employee link will take you directly into the Manual New Hire feature.
 - Manual New Hire will take you through manually creating the member's demographic and contract information in one wizard.
- The Upload a New Payroll File link takes you to the Account tab.
- The Generate Report link allows you to create four types of reports.

If you were able to attend the live-streamed ESS Trainings in February and March 2018, we discussed how to use most of the system and showed you the Quick Links that were available on your ESS Dashboard. Because we were in a test environment, we did not show how to access reports. The Generate Report link allows the employer to generate reports that could only be provided by PSERS in the past. The reports available are the CROQ report, the Service Report, Summary Report and the NQ PT Refund Report. We will go over the generation and function of each of these reports in this next section.

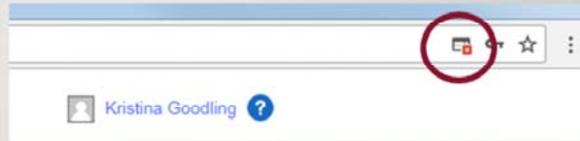
GENERATING REPORTS

Four types of reports, at your fingertips.

Any of the report types available to employers may be generated as often as you would like. Two of them require a fiscal year to be entered, while the other two require that you select a specific run date for the report. This will give you the opportunity to ensure the reporting is accurate throughout the fiscal year instead of having to wait for PSERS to generate and send employers reports such as the Summary Report once a year.

IMPORTANT: POP-UP BLOCKER

- For reports to generate, you must enable the pop-up blocker for this website.
- To do this, click on the red icon in the Browser tool bar.
- Choose the option to allow pop-ups for this website.



The first time you go to generate a report from the Quick Links you will need to change the settings on your computer to allow for pop-ups from this website. Once this option is selected, you should not have to do this again.

GENERATE REPORTS

- Four types of reports can be created on demand:
 - POS NQ Refund Report
 - Employer Summary Report (FY)
 - Employer Total Service Report (FY)
 - Employer Notification CROQ Report
- Select the report you would like to generate and click the Next button.

Generate Report

1 Report Type 2 Report Parameters 3 Confirm

Select one of the following reports for ad hoc generation

- ESS - Employer POS NQ Refund Report
- ESS Employer summary report
- ESS Employer total service credit report
- Employer Notification CROQ Report

When you click on the Generate Reports link, a three-step wizard will appear that will assist you in creating the report you are seeking. Use the Select button to indicate which report you would like to create and click the Next button in the bottom right of your screen. Let's walk through how to generate the reports, starting with the Employer POS NQ Refund Report. This report may also be known to you as the "Act 29" report.

EMPLOYER POS NQ REFUND REPORT

- This report is system generated twice a year, typically in May and November, and provides employers with a reconciliation from the previous quarters for purchases of Non-Qualified time and adjustments that have taken place.
- You may be more familiar with “Act 29” being part of the title of the report.
- To access the report, click the Select button next to this report.

The screenshot shows a software window titled "Generate Report" with three steps: "1 Report Type", "2 Report Parameters", and "3 Confirm". The "Report Type" step is active. Below the step indicator, there is a heading "Select one of the following reports for ad hoc generation". A list of four reports is shown, each with a "Select" button to its right. The first report, "ESS - Employer POS NQ Refund Report", is highlighted with a red rectangular box, and its "Select" button is also highlighted. The other reports are "ESS Employer summary report", "ESS Employer total service credit report", and "Employer Notification CROQ Report". At the bottom of the window, there are "Cancel" and "Next" buttons.

Report Name	Action
ESS - Employer POS NQ Refund Report	Select
ESS Employer summary report	Select
ESS Employer total service credit report	Select
Employer Notification CROQ Report	Select

NQ PT REFUND REPORT

- After selecting the report type, select a Run Date using the pull down arrow.
- This report runs twice a year, typically in May and November.
- All available dates will be visible to select.
- Click Next to move to the confirmation page that will generate your report.

Generate Report

1 Report Type 2 Report Parameters 3 Confirm

ESS - Employer POS NQ Refund Report

Run Date: 11/19/2017

- 11/19/2017
- 05/21/2017
- 11/20/2016
- 05/22/2016
- 11/19/2015
- 05/12/2015
- 11/19/2014
- 05/22/2014
- 11/20/2013
- 05/16/2013
- 11/16/2012
- 05/22/2012

Cancel Back Next

For this type of report, you will be asked to select a Run Date. The dates the report was generated will be pre-filled in the Run Date section. We encourage you to run this report from the Generate Reports tab so you have the ability to choose a file format. This report will also be available after the system run-date in your Documents tab, but only in a pdf format. For May 2018 only, this report was not generated due to the transition of systems. Instead it may be run later in the summer, or possibly consolidated into the November report.

CONFIRM REPORT

Generate Report

1 Report Type 2 Report Parameters 3 Confirm

Please confirm that the following information is correct.

ESS - Employer POS NQ Refund Report

Report Parameter:

Run Date: 11/19/2017
Employer Code: [REDACTED]

Export As: (dropdown menu open showing Excel, Pdf, Csv)

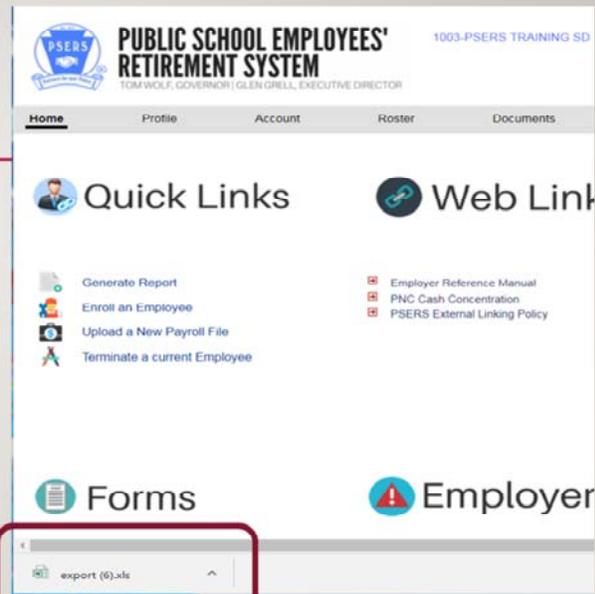
- The Run Date selected and your Employer Code display on the screen.
- There are three different formats to choose from to export your report:
 - Excel
 - PDF
 - CSV
- Click the Confirm button at the bottom right of your screen to generate your reports.

The third step in the wizard allows you to confirm the type of report, the Run Date and Employer Code the report should be generated for will display on the screen. You may choose which format you would like to view your report. Options include Excel, Pdf, and CSV formats. Our recommendation is to use an Excel or CSV format if you would like to be able to filter or manipulate the data within your report. The Confirm button is at the bottom right of the screen after you have chosen your format.

If you support the work reporting for multiple schools you will need to log into each school separately to run the report. This can be done by going to the profile icon in the upper right corner of your Dashboard. There will be a “change school” option.

WHERE DO I FIND MY REPORT?

- Your report (after you allow for pop-ups!) will appear in the bottom left corner as a downloaded file.
- Click on the file to open the report.



Because you have already followed the directions to allow for pop-ups (right?), your report will appear in the bottom left corner similar to a downloaded file. You can access the report by clicking on the box. If you would like to retain this report, please save it locally on your computer. ESS will not retain a copy of this report because it can be run on an as-needed basis.

How do you know which format to load your reports into? This may be an individual or a school preference, or perhaps it depends on how you would like to use the report. There are formatting differences between the Excel and CSV files, such as the spacing and columns. As you can see in the slide above, we selected the Excel format for the Employer NQ POS Refund Report.

EMPLOYER POS AND NQ REFUND REPORT

Employer POS and NQ Refund Report

EMP # Exp:1004 Exp: PSERS TRAINING SD													
SSN	Name	Service From Date	Service To Date	Salary	Status Effective Date	Enrollment Date	Purchase Year	Exist or New	Contribution Rate	MV/PI AR	> AR or .5	Reimbursement	Transaction Type
181-00-92	FOX, SLY	07/01/2012	06/30/2013	2447.24	10/04/2017	07/01/2009	2013	N	0.1236	0.3556	0.5	151.24	POS
193-00-55	SALMON, PINK	07/01/2012	06/30/2013	3894.19	09/28/2017	08/24/2009	2013	N	0.1236	0.3556	0.5	240.66	POS
210-00-15	GARDNER, BE A	07/01/2016	06/30/2017	6915.8	07/09/2017	08/15/2008	2017	N	0.3003	0.413	0.5	1038.41	POS
377-00-10	HOG, HEDGE	07/01/2008	06/30/2009	6840	07/25/2017	07/01/2006	2009	N	0.0476	0.3594	0.5	162.79	POS
160-00-33	SNAIL, STANLEY	07/01/2016	06/30/2017	5204.81	05/14/2017	07/01/2016	2017	N	0.3003	0.413	0.5	781.5	POS
173-00-77	RABBIT, ROGER	07/01/2008	06/30/2009	5947.61	08/23/2017	07/01/2008	2009	N	0.0476	0.3594	0.5	141.55	POS

The title of the report will appear at the top of the page, along with the Employer Code and the name of your school. The full SSN will appear on your report. For training purposes we have shortened the SSN and altered the actual names of the members so we can show the information available on this report.

Let's move to the next report type.

ESS EMPLOYER SUMMARY REPORT

The screenshot shows a web interface titled "Generate Report" with three steps: "1 Report Type", "2 Report Parameters", and "3 Confirm". Under the heading "Select one of the following reports for ad hoc generation", there are four report options, each with a "Select" button. The "ESS Employer summary report" option is highlighted with a red rectangular box. The other options are "ESS - Employer POS NQ Refund Report", "ESS Employer total service credit report", and "Employer Notification CROQ Report".

- The Employer summary report is used to review reporting for the fiscal year after all work reports have been approved.
- ESC automatically sends these reports to you in September/October after receiving your August WR.
- The purpose of this report is to be sure that salary and service information reported by the employer is accurate for all members per fiscal year.

The Employer Summary Report is a comprehensive report that shows all salary and service that has been reported for each employee within a fiscal year. Years ago, you may have received this report after the June work report was submitted. Currently, it is sent by ESC to each employer after the August work report is submitted each year so Balance of Contract is included with the fiscal year. The purpose of this report is to be sure that the salary and service you have reported matches your records and is accurate for that particular fiscal year.

ESC requests that you carefully review the data in this report each fall which is when members receive their Annual Statement of Account. This information is what will populate salary, and service information on a member's Statement of Account. For details to be correct on a member's Statement of Account, your school must report accurate information. If your totals disagree with what is on that the report, an adjustment will need to be created so the totals are accurate. After you have completed your review of the Summary Report, be sure to let your ESC Representative know that all corrections have been made.

ESS EMPLOYER SUMMARY REPORT

- This report requires a specific fiscal year to be entered.
- Only one fiscal year can be entered at a time.
 - **Correct Example: 2018**
 - Not accepted: 17/18 or 2017/2018
- Click Next at the bottom right to confirm your report.



The screenshot shows a web interface titled "Generate Report". At the top, there is a progress bar with three steps: "1 Report Type", "2 Report Parameters" (which is currently active and highlighted in blue), and "3 Confirm". Below the progress bar, the report title "ESS Employer summary report" is displayed. Underneath, there is a label "Fiscal Year:" followed by a text input field containing the value "2018".

The Summary Report will ask for a fiscal year instead of a run date like the Employer NQ POS Refund report. The fiscal year begins in July and is the year in which the school year ended that should be populated.

The Summary Report can be run on-demand, meaning that the data will be available for everything that has been reported and released to date in ESS. If you have more current information in your payroll software than what has been reported it may cause the totals to look incorrect on the report.

We encourage to generate this report regularly to maintain reporting accuracy rather than waiting until the end of the school year to handle adjustments or corrections.

CONFIRM YOUR SUMMARY REPORT DETAILS

Generate Report

1 Report Type → 2 Report Parameters → 3 **Confirm**

Please confirm that the following information is correct.

ESS Employer summary report

Report Parameter:

Fiscal Year: 2018
Employer Code: 1003

Export As: (dropdown menu showing Excel, Pdf, Csv)

- The Fiscal Year entered in the parameters and your Employer Code will populate on this screen.
- You may choose which format the report is exported into.
- Our suggestion is to export as an Excel or CSV document so you can filter and sort information to review data for your own purposes.

Again, PSERS recommends using either the Excel or CSV formats if you would like to sort or filter your report data. In the next few slides we have examples of those two formats so you can see what the differences would be.

EMPLOYER SUMMARY REPORT (EXCEL VERSION)

Employer Summary Report



Page 1 of 1
Run Date : 03/6/2018

Member Name	SSN	Wage Type	Hours	Days	Base	URCC	OT	SUPP	Total Salary	WNC	Contributions	POS	Mem Savings	EMP SH	EMP PA
YELLOW, JANE	435-01-0009	Hourly	160.00	.00	1,000.00	.00	.00	.00	1,000.00	.00	75.00	.00	75.00	317.40	8.30
PINK, JOHN	435-01-0010	Salary	.00	.00	1,000.00	.00	.00	.00	1,000.00	.00	75.00	.00	75.00	317.40	8.30
ORANGE, SALLY	435-01-0011	Per Diem	.00	20.00	1,000.00	.00	.00	.00	1,000.00	.00	75.00	.00	75.00	317.40	8.30
GREEN, CURTIS	435-01-0012	Hourly	25.00	.00	1,000.00	.00	.00	.00	1,000.00	.00	75.00	.00	75.00	317.40	8.30
PURPLE, FRANK	435-01-0013	Salary	.00	.00	1,000.00	.00	.00	.00	1,000.00	.00	75.00	.00	75.00	317.40	8.30
RED, BARBARA	435-01-0014	Per Diem	.00	20.00	1,000.00	.00	.00	.00	1,000.00	.00	75.00	.00	75.00	317.40	8.30
BLUE, DEB	435-01-0015	Salary	.00	.00	1,000.00	.00	.00	.00	1,000.00	.00	75.00	.00	75.00	317.40	8.30
BLACK, LINDA	435-01-0016	Salary	.00	.00	1,000.00	.00	.00	.00	1,000.00	.00	75.00	.00	75.00	317.40	8.30
RED, JOHN	852-23-1568	Hourly	100.00	.00	1,000.00	.00	.00	.00	1,000.00	.00	75.00	.00	75.00	317.40	8.30

The Excel spreadsheet version provides a nicer grid of information.

EMPLOYER SUMMARY REPORT (CSV FORMAT)

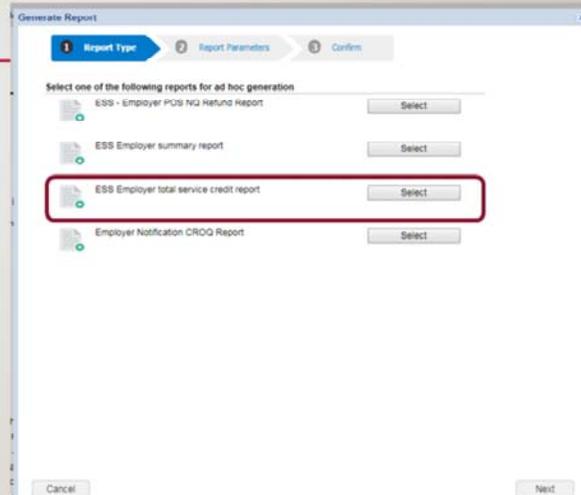
Employer Summary Report																
Employer Code	1003	Employer Name	PSERS TRAINING SD			Fiscal Year	2018		Run Date:							Page 1
Member Name	SSN	Wage Type	Hours	Days	Base	URCC	OT	SUPP	Total Salar WNC	Contributi	POS	Mem Savings	EMP SH	EMP PA		
YELLOW, JANE	435-01-0009	Hourly	160	0	1,000.00	0	0	0	1,000.00	0	75	0	75	317.4	8.3	
PINK, JOHN	435-01-0010	Salary	0	0	1,000.00	0	0	0	1,000.00	0	75	0	75	317.4	8.3	
ORANGE, SALLY	435-01-0011	Per Diem	0	20	1,000.00	0	0	0	1,000.00	0	75	0	75	317.4	8.3	
GREEN, CURTIS	435-01-0012	Hourly	25	0	1,000.00	0	0	0	1,000.00	0	75	0	75	317.4	8.3	
PURPLE, FRANK	435-01-0013	Salary	0	0	1,000.00	0	0	0	1,000.00	0	75	0	75	317.4	8.3	
RED, BARBARA	435-01-0014	Per Diem	0	20	1,000.00	0	0	0	1,000.00	0	75	0	75	317.4	8.3	
BLUE, DEB	435-01-0015	Salary	0	0	1,000.00	0	0	0	1,000.00	0	75	0	75	317.4	8.3	
BLACK, LINDA	435-01-0016	Salary	0	0	1,000.00	0	0	0	1,000.00	0	75	0	75	317.4	8.3	
RED, JOHN	852-23-1568	Hourly	100	0	1,000.00	0	0	0	1,000.00	0	75	0	75	317.4	8.3	

The CSV version has a little more space but displays the same information.

The next report that you can generate is the Employer Total Service Credit Report.

EMPLOYER TOTAL SERVICE CREDIT REPORT

- ESC sends this report to employers at the end of the calendar year for the previous fiscal year.
- **WORKAROUND:** Membership class and rate can be identified using this report. Because this report can be run on-demand, you can use this to check the class and rate of newly hired employees.



Many employers have had concerns about where to find the rate and class for new employees. In the old system, once an Active contract record was created for the new employee, the rate and class would populate. In the ESS system, that information is only available on the Account Tab under Actions by the newly submitted and released Monthly work report and selecting Edit. Here you will be able to find the rate and class for your new employees. Obviously, waiting until a work report is submitted and approved is not ideal for finding out the membership class and contribution rate!

To circumvent this situation, please utilize the Service Credit Report. After an employee's Demographic and Contract information has been entered into ESS, you may run the Service Credit Report to determine the rate and class of new employees. We recommend entering the new hire data at the end of the previous week, Thursday or Friday, and running the report late in the day on Monday. The data table that this report uses is refreshed on Monday mornings. The report will need to be run for the current fiscal year in order to find your new employee.

As always, you can also send a list of new employees to your ESC Representative and they will be able to assist you. We have communicated this issue to our developers and hope that a better solution will be integrated into a future product build.

UPDATE: Employers who upload their contract record files can see the membership class and contribution rate on the processed report for new hires.

EMPLOYER TOTALS SERVICE CREDIT REPORT

Employer Total Service Credit Report									
Run Date 03/06/2018		Employer Code 1003	Employer Name : PSERS TRAINING SD			Fiscal Year : 2018		Page 1 of 1	
SSN	Member Name	PSERS Credited	Birth Date	Member Status	Enrollment Date	Contribution Rate	Membership Class	Valid Address	
435-01-0009	YELLOW, JANE	0.45	10/10/1980	Active	09/01/2017	7.5	TE	Y	
435-01-0010	PINK, JOHN	0.00	09/15/1972	Active	09/01/2017	7.5	TE	Y	
435-01-0011	ORANGE, SALLY	0.33	12/24/1976	Active	09/01/2017	7.5	TE	Y	
435-01-0012	GREEN, CURTIS	0.00	08/14/1985	Pending Qualification	09/01/2017	7.5	TE	Y	
435-01-0013	PURPLE, FRANK	0.00	06/22/1970	Active	09/01/2017	7.5	TE	Y	
435-01-0014	RED, BARBARA	0.00	05/20/1909	Pending Qualification	09/01/2017	7.5	TE	Y	
435-01-0015	BLUE, DEB	0.00	11/12/1993	Active	09/01/2017	7.5	TE	Y	

This is the Excel version of the Employer Total Service Credit Report. As you can see, the Contribution Rate and Membership Class are visible fields are on the right side of the report. Because this report can be run on-demand using the current fiscal year, your newly hired employee should populate on the report using the rate and class from the main PSERS system by Monday of the following week.

EMPLOYER NOTIFICATION CROQ REPORT

- The CROQ Report notifies the district when district employees change their rate or qualification status.
- The CROQ Report is available each Monday.
- If there are no dates to select, there is no CROQ Report available for your district.

The screenshot shows a 'Generate Report' dialog box with three steps: 1. Report Type, 2. Report Parameters, and 3. Confirm. Under the 'Report Type' step, there is a section titled 'Select one of the following reports for ad hoc generation'. This section contains four items, each with a 'Select' button:

- ESS - Employer POS NQ Refund Report
- ESS Employer summary report
- ESS Employer total service credit report
- Employer Notification CROQ Report (highlighted with a red box)

At the bottom of the dialog box, there are 'Cancel' and 'Next' buttons.

**CHANGE IN MEMBER CLASS/RATE
OR OBTAINING QUALIFICATION
(CROQ)**

B	C	D	E	F	G	H	I	J
SSN#	Name	Updated Date	Membership Class	Contribution Rate	Reason For Change	Rpt Name	Date Range	Emp #
100-00-9999	NEWBIE, NORAH	01/31/2018	TF	10.30	TF Election	Employer Notification CROQ Report	01/29/2018 - 02/04/2018	1003

Existing Class T-F members will not appear on the CROQ report when new to your district.

When Class T-F members change employers, the new employer may not be aware they should be contributing at the higher rate and are mistakenly enrolled as Class T-E with a 7.5% rate. The 7.5% rate is less than the required amount and upon uploading their first work report for that member the district receives a “Warning”. You must take action to update or correct the contribution rate in your payroll system when you receive a warning. Failure to correct this going forward may result in the next work report appearing as an “Error”. If you believe you are receiving this message in error, contact your ESC Representative.

The CROQ report will only notify you of the initial change in qualification for a member, meaning, if they are already an established Class TF member, no further notification will be provided to the next district that member goes to work for.

CROQ reports are stored for 6 months, so if you would like to keep a record of them you should resave the file to your district files.

EMPLOYER STATEMENT OF ACCOUNT (SOA)

New format starting April 1, 2018 includes a Summary document and a Detailed summary document.

NEW SOA FORMAT

	Name	Received Date	Scan Date	Date	Type	Recipient	Description	Status
Actions	<input type="checkbox"/> Employer Statement of Accounts	02/01/2018		02/01/2018	Doc-Out	SMOKEY PIN...		Printed
Actions	<input checked="" type="checkbox"/> Employer SOA Detail Report	02/01/2018		02/01/2018	Doc-Out	SMOKEY PIN...		Printed
Actions	<input type="checkbox"/> Employer Contract Record - Fol...	01/06/2018		01/06/2018	Doc-Out	SMOKEY PIN...		Printed
Actions	<input type="checkbox"/> Employer Contract Record - Fol...	12/07/2017		12/07/2017	Doc-Out	SMOKEY PIN...		Printed

- Your Employer Statement of Account is available on the 1st of every month. This statement has been reformatted and broken down into two different documents.
- Employer Statement of Accounts is a Summary of beginning and end of month balances.
- Employer SOA Detail Report will provide the details on the transactions that occurred since your last statement.

Starting with the April 1, 2018 statement of account that was generated for the month of March, you will see two documents that display PSERS transactions and payments from within the month.

The Employer Statements of Account is a one page summary report that shows beginning and end of month balances.

For more detailed information, use the Employer SOA Detail Report. Let's take a look at each document.

EMPLOYER STATEMENT OF ACCOUNTS

- Includes beginning and ending balances, and a summary of transactions for the time period specified on the statement.

Commonwealth of Pennsylvania - Public School Employees' Retirement System

5 N 5th Street
Harrisburg PA 17101-1905
Toll-free: 1.888.773.7748
Fax: 717.772.3860
www.pers.state.pa.us

Employer Statement of Accounts
January 2018 Statement



Mail Center

SMOKEY PINES SD
111 FIREPIT LN
BEVERLY HILLS, CA 90210

Billing Statement

Employer Code: 3404
Monthly Activity

Period: 01/01/2018 to 01/31/2018

Current Date: 02/01/2018

POST DATE	TRANS #	TRANS TYPE	PAYMENT TYPE	TRANS IDENTIFIER	TRANSACTION AMOUNT	MEMBER CONTRIBUTIONS	MEMBER POS	EMPLOYER CONTRIBUTIONS	EMPLOYER POS
01/01/2018				Beginning Balance	2,241.70	287.50	0.00	1,954.20	
01/18/2018	1909727	W/H Report		Billing Rpt 2018-01	3,205.00	600.00	0.00	2,005.00	
01/31/2018				Ending Balance	5,447.30	887.50	0.00	4,559.80	

As a reminder, payments for member contributions are due no later than 10 days after the close of the month for which deductions were withheld. Payments for employer contributions are due quarterly and no later than 5 business days after the Retirement Subsidy reimbursement is paid by the Commonwealth. Payments are due for Employer Purchase of Service no later than 90 days from the Statement of Amount Due generation date.

If payments are not remitted by the established due dates, delinquent amounts may be deducted from your Retirement Reimbursement Subsidy and/or your Basic Education Subsidy.

EMPLOYER SOA DETAIL REPORT

DETAILED Billing Statement

Employer Code: ██████████ Period: 03/01/2018 to 03/31/2018 Current Date: 04/01/2018

POST DATE	TRANS #	TRANS TYPE	PAYMENT TYPE	TRANS IDENTIFIER	APPLIED TO	TRANSACTION AMOUNT	MEMBER CONTRIBUTIONS	MEMBER POS	EMPLOYER CONTRIBUTIONS	EMPLOYER POS
01/11/2018		WH Report		Billing Rpt 2017-12		2,378,587.97	447,007.98	382.24	1,029,197.75	
02/09/2018		WH Report		Billing Rpt 2018-01		1,508,841.24	283,341.82	382.24	1,222,917.18	
03/08/2018		WH Adj.		Co ██████████ FY 18		0.00	0.00	0.00	0.00	
03/08/2018		WH Adj.		Co ██████████ FY05		0.00	0.00	0.00	0.00	
03/09/2018		WH Adj.		Co ██████████ FY12-13		58.40	0.00	0.00	58.40	
03/09/2018		WH Report		Billing Rpt 2018-02		1,549,575.82	291,463.13	382.24	1,257,730.45	
03/12/2018		Payment	ACH	Dep. Date 03/12/2018	██████████	-291,403.00	-291,403.00	0.00	0.00	
03/12/2018		Payment	ACH	Dep. Date 03/12/2018	██████████	-382.24	0.00	-382.24	0.00	
03/13/2018		SCP Employer Contribution		Lump POS, SSN ██████████, POS 589641	██████████	18,414.23	0.00	0.00		18,414.23
03/27/2018		Payment	ACH	Dep. Date 03/27/2018	██████████	-4,422,956.93	0.00	0.00	-4,422,956.93	
03/31/2018		Ending Balance				736,475.43	730,349.87	764.48	-13,053.15	18,414.23

Page 1 of 2

The Detail Report will display the Posting Date of the Transaction, the Trans #, the Type of the Transaction and the Transaction Identifier.

Each row breaks out Member Contributions, Employer Contributions, and POS money from left to right within the same transaction row.

For payments made, all transaction numbers where money was applied will be listed.

NEW: Due dates are not listed on the Detail Report.

- Member Contributions are due to PSERS by the 10th of each month for the previous month.
- Employer Contributions are due quarterly and are paid a quarter behind. Payment for the Employer Share must be received by PSERS five days after the Commonwealth pays their retirement contribution subsidies.
- Employer Purchase of Service payments are due no later than 90 days from the creation date of the Employer Statement of Amount Due.

HOW DO I READ MY STATEMENT?

- Your statement can be used in conjunction with the details in your ESS Account tab.
- Payments for specific Transactions numbers can be seen on your statement.
- The Actions button in front of each transaction rows offers a Details option to view balances and/or see a payment amount.
- Statements are “rolling” so balances from previous months should be reviewed to be sure payments were applied correctly.
- Credits applied to your account should be reviewed. Determined why you received the credit and if money is due back to a member.

New to the Employer Statement, at the bottom of the SOA Detail Report, any delinquent work reports as of the date of the statement generation will be listed.

Reminders of when payments are due will also be listed and the consequences for late payments will be reviewed.

As you are aware, the balances posted with the April 1st Employer Statement of Accounts were not correct. Our software provider is working to correct this and is hoping that with the posting of the July 1st statements, the issue will be resolved. In the meantime, please utilize the Account Tab to review the balances due to PSERS. Below is an overview of how to read the Account Tab:

READING THE ACCOUNT TAB:

When you navigate to the Account Tab, the default setting is for only Open items to be displayed. Since that is the case, only items that have payments due to PSERS or credits on the transaction will be listed. If you scroll to the bottom of the Account Tab table, all columns are totaled for your convenience. The Employer Share due would be the total of the Emp Share Balance plus the Emp Prem Balance columns, the Member Contributions are totaled in the Mem Saving Balance column and the Member POS due is in the Mem POS Balance column. Please be advised, if Employer Accounting has requested a subsidy deduction for your reporting unit, these items will no longer appear under the Open item status. These items will be on Hold as well as Court Award Adjustments. To look for these items please change the filter to All.

The number in those columns represent the current balance due to PSERS for that

column. If that number does not look familiar to you, payments or credits may have already applied to that figure. If you scroll to the right on the table the Balance Column represents the current balance due in all columns. The Debit Column represents the original balance of all columns and the Credit Column represents any payments or credits that were applied to that line.

If you are interested in finding out where the payment or credit amount came from, you can click the Actions Tab to the left of the line you would like to view, select Details. The table in this view will show what credits were applied and the Transaction Number of those items.

If you have two pages on the Accounts Tab, please be aware that the totals at the bottom of the columns is per page. If you have multiple pages, you can change the Records Count in the bottom right hand corner of the screen to represent the number of items in your Account Tab (the records count can be as high as 500), that way the entire Account Tab can be totaled.

UNDERSTANDING THE DOCUMENTS TAB AND PAPERLESS DELIVERY

Understanding what Paperless Delivery is and how it works.



PAPERLESS DELIVERY

- **All employers** are part of **Paperless Delivery**, meaning that PSERS documents will be electronically sent via email rather than coming to your office on paper.
- **All Contact Roles must be kept up to date for documents to be electronically delivered.**
 - **Most important: Monthly Reporting, Business Manager, Superintendent, Retirements**
- When a new document is available, the contact person who is designated to receive that type of document will receive an email to alert them that there is a new document waiting for them.
- Documents created for your school before ESS went live will display, but may only be available in a pdf format. Documents were converted over as far back as 03/01/2014.
- Documents such as the Statement of Amount Due (SOAD) can be printed and mailed to PSERS with your lump POS payment check.

Contact roles play an important role in how paperless delivery works. Each document is “bookmarked” to a specific contact type. If there is not a valid email address associated with that contact type, the document will not display on your school’s ESS Document tab. You may have noticed that every time a document is generated an email notification is sent to alert you that new documents are waiting. These are sent by the system through a resource account. We kindly ask that you do not respond back to the resource account because it is an unmonitored account and you will not receive a response. If you have questions, please contact your ESC representative directly.

So if your Business Manager leaves the school and you end-date their contact information, you must enter someone else as the contact in the interim until a permanent replacement can be found. Remember, the Monthly Reporting, Business Manager, and Superintendent roles should be kept up to date at all times.

If an email address is rejected by the system, that email address will be removed from the system and documents for that contact type will not appear in your documents tab.

DOCUMENTSTAB

- Your Documents Tab is where PSERS letters, informational correspondence, Statements of Account Due (SOADs), the Employer Statement of Account, and some Reports (CROQ) can be found.
- The Actions button at the beginning of each row will show available options when viewing the document. Details will be the only action available. This allows you to view the correspondence that was sent to you electronically. Once open, you may print the document.



PSERS PUBLIC SCHOOL EMPLOYEES' RETIREMENT SYSTEM
TOM WOLF, GOVERNOR | GLEN GRELL, EXECUTIVE DIRECTOR

Home Profile Account

Documents

	<input type="checkbox"/>	Name	Scan Date	Received Date
Actions	<input type="checkbox"/>	Employer Statement of Accounts		04/01/2018
Actions	<input type="checkbox"/>	Employer SOA Detail Report		04/01/2018
Actions	<input type="checkbox"/>	Employer Statement of Accounts		03/01/2018
Actions	<input checked="" type="checkbox"/>	Partial Refund Batch Employer Letter		02/04/2018
Details		Employer Statement of Accounts		02/01/2018
Actions	<input type="checkbox"/>	Emp POS Qualification SOAD		01/14/2018
Actions	<input type="checkbox"/>	Address Verification Non-Payroll L...		01/08/2018

Clicking on the Actions button will allow you to view the details of a particular document. Once open, the document may be printed. We have heard concerns where schools would like the ability to be able to determine if they have reviewed a document or if it is new, or the possibility to archive older documents so it limits the number of documents you have to search through to find information. These concerns were shared with our software developers, and we are hoping that these system enhancements may be part of a future build.

SORTING YOUR DOCUMENTS BY DATE

Date	Type	Recipient	Description	Status
01/11/2018	Sort Ascending	RT STAR...		Printed
12/07/2017	Sort Descending	RT STAR...		Printed
12/07/2017	Columns	RT STAR...		Printed
11/01/2017	Filters			

- Similar to the other tabs, the identifiers in the header row of the Documents tab have the ability to be sorted according to your preference.
- To do this, hover above the right side of the identifier. This populates a pull down menu that displays your viewing or sorting options.
- For example, the Date column can be sorted from most or least recently received documents. The filter can be set further to find items before, after, or on a particular date.

Some schools will receive a large number of documents. One way to find documents easier may be to sort them by the date received. By using the Filters option, you can set Before and After dates so you are only viewing documents for a particular timeframe.

SORTING YOUR DOCUMENTS BY NAME

	Name	Scan Date	Received Date	Date	Type
Actions	<input type="checkbox"/> Employer Notification CROQ			04/02/2018	Doc-Out
Actions	<input type="checkbox"/> Employer Statement of Accounts			04/01/2018	Doc-Out
Actions	<input type="checkbox"/> Employer SOA Detail Report			04/01/2018	Doc-Out
Actions	<input type="checkbox"/> Request for an Employer Contract				
Actions	<input type="checkbox"/> Request for an Employer Contract ...		03/19/2018	03/19/2018	Doc-Out
Actions	<input type="checkbox"/> Request for an Employer Contract ...		03/19/2018	03/19/2018	Doc-Out
Actions	<input type="checkbox"/> Employer Stmt of Amount Due		03/14/2018	03/14/2018	Doc-Out
Actions	<input type="checkbox"/> Employer Stmt of Amount Due		03/14/2018	03/14/2018	Doc-Out

- The Name column can be sorted alphabetically. Or, a filter option can be used to locate a particular type of document by entering text in the filter box.
- **TIP:** “Employer” is used in the title of most documents so we suggest using a more descriptive word to locate specific documents.

Another way to sort through the documents is to use the Filters option on the Name tab. Here, you can enter a specific keyword to search for a particular document type. We caution that using the word “Employer” will not yield good results since most employer documents have this word in the title.

Please remember that using the filter option will be helpful in locating certain documents, but **your filter selection will remain in place the next time you access the system.

ADDRESS ISSUES

ERR-State, County and City Name not Found



LAST 4 DIGITS OF ZIP CODE

- There is a validation in our system that looks to match a member's address to the USPS system.
- PSERS also uses USPS.com to verify the city associated with the 4-digit zip code.
- If the system is looking to identify the last 4 digits on the zip code and they are entered but the record still shows an error, the city or town needs to be updated to reflect what the USPS system has classified the city to be.
- **TIP:** Enter only zip code with 4-digits to the USPS.com website under Find Cities by ZIP. Use the Recommended City Name in your Demographic File to clear the Error.

Tools	Seq No	Import Message	Import Detail Status	Resubmit Flag	Header
Actions	1	Validated Successful	<input checked="" type="checkbox"/>	D00100400	ERR- State, County and City Name Not Found WARN- Address will be standardized to postal specification

Tools	Street	City	State	Zip	Country	Day Phone
Actions	42 MARKET STREET	NORTH HUNTINGDON	Pennsylvania	156424137	UNITED STAT...	7175601234

In addition to PSERS updating their system, it appears USPS.com has recently updated their website as well. If you already have the last 4 digits of the zip code and are still unable to clear the error message, go to Look Up a ZIP Code on USPS.com, select Find Cities by ZIP. Input the entire ZIP code plus the 4-digit extension and select Find. There will be a recommended city. If that is not what you have on your Demographic Import, change it to match the information from USPS.com, save and apply. Your error should be corrected.

CHECKING WORK REPORT TOTALS

Verifying your PSERS Work Report Vs Payroll information

DETAILS PAGE

- Prior to processing your work report you may want to check your PSERS totals against your payroll totals.
- After you have imported your file
- Use the Tools button on the Details page above the transaction lines for your report.

Details

Edit Close

File Type Work Report File Load Date 03/26/2018
Import Description November WR

Summary Details

Import Detail Status: All Exception Filter:

Tools	Seq No	Import Message	Import Detail Status	Resubmit Flag	Header
Actions	1		Processed Successfully	<input type="checkbox"/>	R001003112

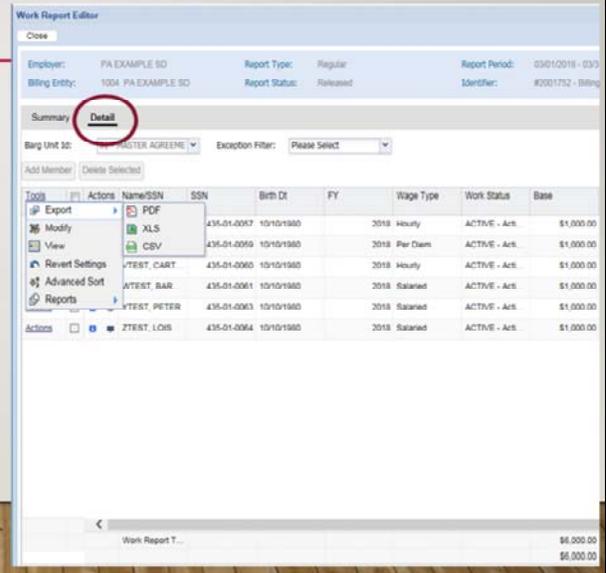
New Row Download

Tools	Seq No	Import Detail Status	Resubmit Flag	Name	Member SSN
Export			<input type="checkbox"/>	SAPPHIRE, J...	435010025
Modify			<input type="checkbox"/>	RUBY, JOHN	435010026
View			<input type="checkbox"/>	ONYX, SALLY	435010027
Revert Settings		Processed Successfully	<input type="checkbox"/>	AMETHYST, ...	435010028
Advanced Sort		Processed Successfully	<input type="checkbox"/>	LIMESTONE, ...	435010029
Reports		Processed Successfully	<input type="checkbox"/>		

Export the work report file in the format of your choice. Using Excel or CSV will be most helpful so that the data you export can be summed and manipulated as necessary to verify that information.

CHECKING TOTALS AFTER PROCESSING

- Totals can be seen in two ways after a work report is processed. Both ways are accessed from the main Account Tab:
- Click Actions to the left of the work report and select Details. All information such as the Transaction Number, Member Contributions Due, Employer Share and Member POS totals necessary to submit a payment through PNC Cash Con is displayed in a convenient pop up.
- Click Actions to the left of the work report and select Edit. This will open a file that will enable you to see all individuals submitted on the work report. All columns will be totaled and additional columns such as Member Rate and Class for each employee, Act 29 Information and Member POS Balance columns are available here.



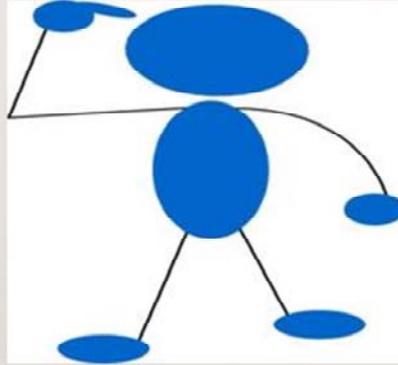
The screenshot shows the 'Work Report Editor' interface. At the top, there are fields for 'Employer: PA EXAMPLE SD', 'Report Type: Regular', 'Report Period: 03/01/2018 - 03/31/2018', 'Billing Entry: 10M PAEXAMPLE SD', 'Report Status: Released', and 'Identifier: #0001732 - Billing'. Below this is a 'Summary' section with a 'Details' button circled in red. The main area contains a table with columns: 'Tool', 'Actions', 'Name/SSN', 'SSN', 'Birth Dt', 'FY', 'Wage Type', 'Work Status', and 'Base'. The table lists several employees with their respective details.

Tool	Actions	Name/SSN	SSN	Birth Dt	FY	Wage Type	Work Status	Base
Export	PDF		435-01-0087	10/10/1980		2018 Hourly	ACTIVE - Act.	\$1,000.00
Modify	XLS		435-01-0099	10/10/1980		2018 Per Diem	ACTIVE - Act.	\$1,000.00
View	CSV		435-01-0060	10/10/1980		2018 Hourly	ACTIVE - Act.	\$1,000.00
Revert Settings		TEST, CART	435-01-0060	10/10/1980		2018 Hourly	ACTIVE - Act.	\$1,000.00
Advanced Sort		TEST, BAR	435-01-0061	10/10/1980		2018 Salaried	ACTIVE - Act.	\$1,000.00
Reports		TEST, PETER	435-01-0063	10/10/1980		2018 Salaried	ACTIVE - Act.	\$1,000.00
Actions		TEST, LOIS	435-01-0064	10/10/1980		2018 Salaried	ACTIVE - Act.	\$1,000.00

Details: Shows a snap shot of only overall work report totals. If you do not want to wait to pay the Member Contributions owed to PSERS until the next month when your work report will be posted to the Employer Statement, this snap shot not only displays your totals, but will provide you with the Transaction Number needed to make your payment through PNC Cash Concentration.

Edit will show detailed information of the work report including totals. This feature will also display any individuals with exception messages. Utilizing the sort features for the columns will enable you to do such things as moving the Contributions Column next to the Member Savings Column to compare what PSERS has charged the district in Member Contributions and what the Employer has withheld in Member Contributions. Discrepancies in withholding can be easily noted and identified in this way.

QUESTIONS?



PSERS REGIONAL OFFICES



Members have decisions to make throughout their career, some irrevocable. Saying that the rules regarding PSERS are complex would be a huge understatement and it is recognized that PSERS is just one small part of everything you are expected to do. You should not bear the burden of having to be an expert about PSERS. This is what we are here for. Plus, we have the added benefit of being able to see everything regarding your employee's history. It is not a disservice to your employee to pass them on to us for benefit questions, it is only a disservice to potentially not give accurate or complete information.



Public School Employees' Retirement System of Pennsylvania

PSERS FIELD SERVICES DIVISION

Northwest

Pennwood Center
464 Allegheny Boulevard, Suite C
Franklin, PA 16323-6210
Local: 1.814.437.9845
FAX: 1.814.437.5826
Toll-Free: 1.888.773.7748 ext. 5175
Donald Gregory, Administrator

Northcentral

300 Bellefonte Avenue, Suite 201
Lock Haven, PA 17745-1903
Local: 1.570.993.4410
FAX: 1.570.993.4414
Toll-Free: 1.888.773.7748 ext. 5275
Jeremy Wible, Administrator

Northeast

417 Lackawanna Avenue, Suite 201
Scranton, PA 18503-2013
Local: 1.570.814.0260
FAX: 1.570.814.0278
Toll-Free: 1.888.773.7748 ext. 5375
Sherry Sibio, Administrator



Southwest

300 Cedar Ridge Drive, Suite 301
Pittsburgh, PA 15205-1159
Local: 1.412.920.2014
FAX: 1.412.920.2015
Toll-Free: 1.888.773.7748 ext. 5775
Russell Miller, Administrator

Centralwest

219 W. High Street
Ebensburg, PA 15931-1540
Local: 1.814.419.1180
FAX: 1.814.419.1189
Toll-Free: 1.888.773.7748 ext. 5875
Brian Farester, Administrator

Southcentral

5 N 3th Street
Harrisburg, PA 17101-1905
Local: 1.717.720.6335
FAX: 1.717.783.9006
Toll-Free: 1.888.773.7748 ext. 6335
John Tucker, Administrator

Southeast

605 Louis Drive, Suite 500
Warminster, PA 18974-2825
Local: 1.215.443.3485
FAX: 1.215.443.3487
Toll-Free: 1.888.773.7748 ext. 5575
Joshua Catalfu, Administrator
Linda Visco, Administrator

The county coverage areas for PSERS' regional offices are slightly different than those set up for ESC. The contact information for each office is available on the PSERS website, but I encourage you to keep a copy handy to be able to pass it on to your employees.

FREE SERVICES AVAILABLE

- General informational presentations for groups
 - Pre-scheduled 90 minute presentations across the state
 - In-service days
 - New employee orientations (if substantial numbers)
 - Layoffs
- Benefit fair participation
- Small group retirement exit counseling
- Customer service center for emails (Contactpsers@pa.gov) and calls 1.888.773.7748



PSERS provides free educational programs throughout the Commonwealth to help members better understand their retirement account. These sessions provide a comprehensive overview of the retirement benefit, what members need to know about it and a review of the process leading up to retirement. A schedule is available on the PSERS website but you could print this out to have handy. If we are not conducting these in your school but you are interested in having us, please contact us in the field office.

In addition to these pre-scheduled presentations, they can be provided upon request for your in-service days, or if you have a substantial number of employees who are being hired or laid off due to outsourcing, such as bus drivers. Schedule permitting, PSERS is also episodically available to participate in benefit fairs.

Retirement exit counseling is probably the most valuable benefit we provide to members. The retirement process is extremely complex so we provide small group counseling to help walk members through their retirement estimate and each decision that they will be required to make. We ask that you encourage all of your employees to attend one of these sessions prior to retiring.

You should not feel obligated to be able to answer PSERS related questions. The **member** call center is available 8 – 5 during the week or we can be reached by email as well. This is inclusive of questions regarding refunding their money or potentially waiving membership in PSERS.

Let us do the work of helping your employees with PSERS related questions.

PSERS MEMBER SELF-SERVICE (MSS)

YOUR PENSION ACCOUNT—ONLINE, ANYTIME

Which brings us to the new member self-service portal that PSERS has recently brought online. This provides an opportunity for members to get information and handle transactions for themselves. Ask who here has been in their member self-service account.

MSS: NEW & IMPROVED FEATURES

- Access PSERS correspondence online
- Elect in or out of paperless delivery
- Manage/update personal information—phone numbers, email address, and mailing address
- Nominate/change pension beneficiary(ies)
- Elect Class T-F (if eligible)
- Enroll in Multiple Service (if eligible)
- Stay current with PSERS-related news and alerts
- Create retirement estimates [using your account data](#)
- Update federal tax withholding election
- View and print important PSERS-provided documents (e.g., Statement of Account, 1099R, sta



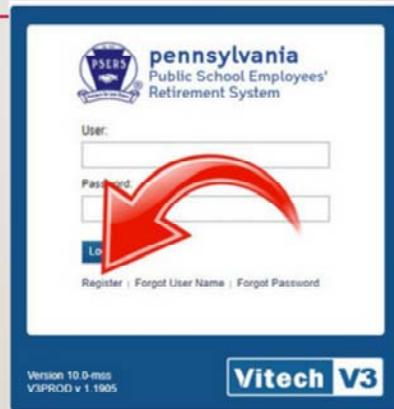
Here is a list of some of the actions members can do for themselves in the new MSS Portal. In addition to improving the member experience, the new MSS Portal will help PSERS reduce plan administration expenses. The new MSS Portal also means that PSERS will be able to deliver member communications through secure electronic communications, rather than home mailings. We anticipate that this new paperless communications option will help PSERS **save many millions of dollars**. Rather than review each of these bullets, I have a short video to play for you.

- MSS Overview Video

Play video

SETTING UP AN ACCOUNT

- To register, members need their PSERS ID and a valid email address. The PSERS ID is:
 - printed on the materials in Welcome Packets.
 - in the top corner of any recent PSERS correspondence mailed to members.
 - Available by contacting PSERS at **ContactPSERS@pa.gov** or **1.888.773.7748** to have it mailed.



Setting up an account is easy. In addition to their date of birth and social security number, members need a valid email address and their PSERS ID. A PSERS ID is a unique number that has been assigned to each member. All new members or members who are qualifying for service after a break in membership will receive their PSERS ID as a part of their welcome packet. In addition, all correspondence from PSERS will now include this number instead of having a masked social security number at the top of it. It can also be obtained by contacting PSERS directly, but this should be unnecessary as PSERS will be conducting a series of mailings with this information.

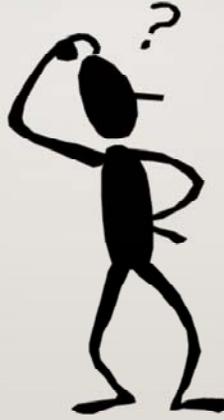
MSS ROLLOUT TO MEMBERS



We did not advertise the MSS portal to all 500,000 members at once. That would be like turning on a firehose when all we wanted to do was water the lawn. We wanted to work through kinks and ensure staff expertise within the call center before doing that so we have rolled it out in stages.

First up, members who had an online account with PSERS and accessed it within the last two years were notified of their PSERS ID and this new application availability back in March. All members will get a mailing in June and this will include their PSERS ID.

QUESTIONS?



ACT 5 LEGISLATION

NEW MEMBERSHIP CLASSES EFFECTIVE JULY 1, 2019 FOR NEWLY HIRED MEMBERS



CURRENT PSERS STRUCTURE

- PSERS is a defined benefit plan with 4 different membership classes
 - Class T-C
 - Class T-D
 - Class T-E *
 - Class T-F*
 - * Act 120 of 2010 added a defined contribution-like element by putting in place "shared risk" for new members hired on or after July 1, 2011
- The benefit is determined by a formula, and is not related to investment performance:
$$\text{Years of Service} \times \text{Pension Multiplier} \times \text{Final Average Salary (FAS)} = \text{Max Annual Benefit}$$

Remember with the shared risk aspect, the member's individual contribution rate can be impacted by investment performance, but the benefit they receive at the time of retirement is not impacted by investment performance.

ACT 5 OF 2017

- Governor signed this Act into law on June 12, 2017
- Affects new members as of July 1, 2019
- No impact on active Class T-C or T-D members
- No impact on retired members
- Minimal impact on Class T-E and T-F members
- Current members who are active on July 1, 2019 will have a one-time, irrevocable right to elect into any of the three new plans within 90 days of notice.

Members that already have an established PSERS membership class will continue with their membership class without change. For persons who left the system and return after the July 1, 2019 effective date, they will retain their previous membership class. We call this the “footprint” rule.

For example:

If your member was part of Class T-D in 2002, left the system, and returns to work in a PSERS’ school in 2020, that person would retain their T-D membership.

WHAT CHANGES ON JULY 1, 2019?

- PSERS continues to have legacy defined benefit plans with 4 membership classes AND now includes a hybrid plan with two new membership classes AND a separate defined contribution plan (401a).
- New membership classes:
 - **Class T-G** (Default plan)
 - **Class T-H** (Able to elect after membership in the system is established)
 - **DC participant** (Able to elect after membership in the system is established)

It is expected that a lot of members will likely take no action and as a result, end up in the default plan. Class T-G was set as the default since it provide the highest potential secure retirement benefit.

NEW TERMINOLOGY

Defined Benefit (DB)	Defined Contribution (DC)
<ul style="list-style-type: none">• Member-referring to PSERS membership	<ul style="list-style-type: none">• Participant-referred to an Individual Investment Account
<ul style="list-style-type: none">• System	<ul style="list-style-type: none">• Plan
<ul style="list-style-type: none">• Fund	<ul style="list-style-type: none">• Trust
<ul style="list-style-type: none">• Service Credit	<ul style="list-style-type: none">• Eligibility Point

PSERS will be working with a third party administrator, or TPA, to assist with training and handling contributions withheld and invested for the defined contribution plan. To be clear about which parts of the hybrid plan are being discussed, separate terminology is needed to distinguish one from the other.

You are familiar with the concept of service credit for your PSERS members. To receive a full service credit, members must reach 1100 hours or 180 days of service within a fiscal year.

An eligibility point will be granted to the participant for each fiscal year they contribute to the plan. A participant can contribute to the plan and render as little as one day of work in a fiscal year to receive their eligibility point for that year.

NEW MEMBERS HIRED JULY 1, 2019 OR AFTER

- New members will default into Class T-G (DB/DC hybrid plan)
- Upon reaching qualification and becoming a “member”:
 - They may elect into Class T-H (DB/DC hybrid plan) OR,
 - They may elect into a DC only plan OR,
 - They may choose to stay in Class T-G
- If an employee has worked for you but qualifies after July 1, 2019, they may elect one of the new classes.
- Members who were not active on July 1, 2019 but return to work do not have the opportunity to make an election. These members will follow the footprint rule and retain the membership class they previously had.

New employees hired on or after July 1, 2019 will still need to follow qualification rules. FT employees and employees that are salaried are eligible for membership from day 1, while part-time employees must render 80 days or 500 hours of service in a fiscal year to reach qualification. Upon reaching qualification, employees will join Class T-G as the default plan.

New members hired on or after July 1, 2019 will have a choice to elect into Class T-H or the Defined Contribution (DC) only plan, or remain in Class T-G, which is the default option. This process is expected to be similar to how a member has a T-F election opportunity upon becoming a qualified T-E member now. Different than Classes T-E and T-F, the T-G and T-H membership classes are hybrid plans where contributions will be made by both the employee and employer to a defined benefit plan and a defined contribution plan. An employee must qualify in PSERS as a member to receive an election opportunity.

If you have an employee who has remained in a Non-Qualified status and finally qualifies after the July 1, 2019 date, they will have the opportunity to make an election.

If a member was not active on July 1, 2019, but returns at a later date they will not have an opportunity to elect into new classes. How the election process will work for existing members is still to be determined.

CLASST-G HYBRID PLAN (DEFAULT PLAN)

- Class T-G Hybrid class member will contribute into defined benefit plan and their defined contribution investment account.
- Members contribute **5.50%** into DB plan
- Mandatory participant contributions of **2.75%** (DC plan) comprised of pre-tax “pickup” contributions
- Employer Contribution of **2.25%** to DC plan
 - Employer contributions vest after 3 years of service
- Each DC participant will have an individual investment account – all participant and employer contributions are accumulated, investment income, fees and costs are credited or charged.

Class T-G members will contribute a percentage of their qualified retirement-covered salary to each plan. The overall contribution percentage for the member/participant is 8.25%.

While vesting for the defined benefit plan remains at 10 years similar to the T-E and T-F membership classes, it only takes 3 years to vest on the defined contribution side.

CLASST-H HYBRID PLAN

- Class T-H Hybrid plan member will contribute into defined benefit plan and their defined contribution investment account.
- Members contribute **4.50%** into DB plan
- Mandatory participant contributions of **3%** (DC plan) comprised of pre-tax “pickup” contributions
- Employer Contribution of **2%** to DC plan
 - Employer contributions vest after 3 years of service
- Each DC participant will have an individual investment account – all participant and employer contributions are accumulated, investment income, fees and costs are credited or charged.

New members who elect Class T-H will actually contribute slightly less than those who remain in Class T-G. The combined contributions paid by the member/participant equals 7.5%.

The percentage that the employer contributes into the DC plan is slightly less with the Class T-H plan but the same three year vesting rule applies.

DC ONLY PLAN

- Employees who have reached PSERS qualification threshold may elect into the DC Only plan.
- Class DC participants earn one eligibility point for each fiscal year in which the participant contributes to the plan.
- Participants will contribute **7.5%**.
- The employer contribution is **2%**.
- Employer contributions vest after 3 years of service
- Although no contributions will be assigned to a PSERS DB component, the participants salary will still be part of the payroll assessed to determine the Employer Contribution Rate paid to PSERS.

EMPLOYER CONTRIBUTION RATE

- **The Employer Contribution Rate is the same per member/ participant, regardless of their Membership Class, and it is applied across total payroll.**
- If the Employer Contribution Rate (ECR) is **34.79%**, then
 - the ECR for Class T-C and Class T-D members is **34.79%**,
 - the ECR for Class T-E and Class T-F members is **34.79%**,
 - the ECR for Class T-G and Class T-H members is **34.79%**, and
 - the ECR for DC participants is **34.79%**
- If total payroll is \$10,000,000. Total contributions due is **\$3,479,000.**

The employer contribution rate will continue to be blended across all employers. The rate is set by taking into account what is needed to fund benefits currently being accrued, the previously created unfunded liability of the System and the required contributions for the DC plan. This cost will be determined by PSERS' actuary for one blended rate for all employers as a % based on total payroll.

The Commonwealth reimburses the school employers based on the compensation reported to PSERS. Reimbursement is for the total Employer Contribution Rate. When schools are audited by the Auditor General and a discrepancy is found, this office notifies PSERS of any findings issued against a school employer for reporting non-retirement covered compensation.

In previous trainings we've discussed the term "compensation" and how this relates to certain payments being excluded from Retirement Covered Compensation.

What kinds of payments are excluded?

Compensation is all regular remuneration for school service rendered **excluding:**

1. Reimbursement for expenses incidental to employment
2. Bonuses
3. Longevity Payments
4. Payments for **Unused** Leave and **Unused** Compensatory Time
5. Cash payments made in lieu of benefits, i.e. health care
6. Severance payments
7. Payments not based on the standard salary schedule
8. Payments or reimbursements for attending seminars and conventions
9. Fringe benefits
10. Any payment made to enhance FAS

- For new members hired after July 1, 2019, both the DB component and the DC component are based on the same salary.



Only payments that are eligible as retirement covered-compensation should be reported to PSERS because you will be paying Employer Share Contributions on the entire amount of your payroll.

Refer to Chapter 8 of the Employer Reference Manual for more details about retirement covered-compensation.

WHAT CHANGES FOR EMPLOYERS?

- PSERS has not yet identified the Third Party Administrator (TPA) that will be assisting with the DC plan components.
- Schools will need to report salary and service information separately to PSERS and DC contributions.
- Reporting participant DC contributions will likely be synched with pay periods, rather than monthly like your PSERS reporting.
- File formatting and the ESS system may be changed to accommodate new reporting requirements.
- Employers will be notified that members have made a Class T-H or DC only plan election similarly to how you are notified that elections have been processed now.
- More details and training will be available later in the year and will be forthcoming.

The goal for DC contributions is to have them invested as soon as possible after a school has received the money. As soon as more details are available in regards to changes in payroll software requirements and work reporting, we will be sure to share that information.

There are no purchases of service for the defined contribution plan outside of military (USERRA) purchases where a member will earn eligibility points.

CURRENT MEMBER ELECTIONS

- Members that are active on July 1, 2019 will have a one-time right to elect into any of the three new plans within 90 days of notice:
 - Class T-G
 - Class T-H
 - DC Only
- This election will be irrevocable, similar to the T-F Election process.
- Members do not need to make an election if they wish to retain their current membership class.
- Members who are considering making an election into one of the new classes should speak with a PSERS Field Services Representative to be sure they understand their options prior to making the election.

While we know that PSERS intends to handle this election and not have this as a responsibility of employers, beyond that at this time the process for how this election will take place is undetermined.

SHARED RISK/SHARED GAIN

- New membership classes T-G and T-H are subject to shared risk and shared gain.
- Shared Risk has been a provision for incoming T-E and T-F members since its inception in 2011. With Act 5, these classes are also subject to shared gain.
- There are set percentages for how high and low the basic contribution rates can be set as well as limits on the percentage that the rate can be moved at one time.
- The need to adjust the contribution rates for shared risk/shared gain is dependent on PSERS under or over performing in actual investment returns as compared to its assumed rate of return which is reviewed in three year lookback windows.
- Ultimately, the lookback period will span 10 years.

For Class T-E and T-F the contribution rate cannot increase or decrease more than 2% from the basic contribution rate of 7.5%. This means the rate can drop to 5.5% or rise as high as 10.5%. At a given time, the rate may only be moved .5% at a time.

For Class T-G and T-H, the contribution rate cannot increase or decrease more than 3% from the basic contribution rate. The percentage that this rate can change has also risen slightly to .75% at a time.

The lookback period and any future changes to contribution rates as a result of shared risk or shared gains will occur at the same time periods for all four membership classes.

Labeling members in your payroll system will be an important step in maintaining correct contribution rates, should the rate ever need to change due to PSERS not meeting the assumed rate of return.

RETURN TO SERVICE GUIDELINES



CHANGES SINCE LAST YEAR

- Return to Service guidelines were presented at the PASBO conference in March 2018.
- Clarification under Shortage of Personnel:

Vacancy:

- Occurs when an existing or prior employee is not actively employed in his or her position and is not expected to return.
- May also occur when an employer creates a position that did not previously exist.

Absence:

- Occurs when an existing employee is not actively employed in his or her position but is expected to return.
- **Short-term absence** is one that does not extend longer than one week.
- **Long-term absence** extends longer than one week.

Last year we provided a similar handout showing the Return to Service flowchart that provides guidance for determining if a member meets one of six Return to Service guidelines. On the back, the approval process for hiring retirees has been updated to clarify what PSERS needs to approve the process in which a district uses for a shortage of personnel in a broad sense and for a specific situation.

SHORT/LONG TERM APPROVAL

- Provide PSERS with an update on what your short/long term approval process is each fiscal year.
- Retirees should be given selection after the rest of the list is exhausted.
- Follow the template on the PSERS website and send to the Administrative Determination Unit.

Emergency: Shortage of Personnel – School Year Approval Process

A school employer may use the School Year Approval Process under the following circumstances:

- Absences, short-term and long-term
- Vacancy with no advanced notice of a permanent separation
- Vacancy when an employer is prevented from replacing a terminated employee because of a legal challenge

To apply for the School Year Approval Process to use PSERS retirees - The school employer must submit a letter to PSERS requesting a general approval and certifying the process used to hire all PSERS retirees under the Emergency Exceptions provisions throughout that school year. The letter submitted to PSERS should confirm that:

- The school employer will establish and maintain a current candidate list that distinguishes between those who are PSERS retirees and those who are not.
- If the candidate list is established directly by the employer and the need for a candidate arises, the employer will first notify and exhaust a candidate list of those who are not PSERS retirees before employing a PSERS retiree.
- If the employer uses a third party vendor to place candidates, then the employer confirms that: 1) the third party vendor employs the candidate directly, and 2) the employer will not employ a PSERS retiree until the third party vendor attempted, but was not able, to place a candidate.
- The school employer will make available to any PSERS retiree who will or could be employed by the employer, upon request by the retiree, a copy of the school employer's request to PSERS for the School Year Approval Process and PSERS' response to the school employer's request.
- The school employer will only use the School Year Approval Process for absences, short-term and long-term; a vacancy with no advanced notice of a permanent separation; and a vacancy, when an employer is prevented from replacing a terminated employee because of a legal challenge.
- If a school employer has a short-term absence that transitions to a long-term absence the employer will repeat the search for a candidate who is not a PSERS retiree before offering it to a PSERS retiree.
- In filling a vacancy with no advanced notice of a permanent separation, the school employer will immediately begin an *Adequate and Good Faith Search* for a permanent replacement.
- The school employer will use the Specific Member Approval Process when hiring a PSERS retiree who retired within the last school year and who is filling a vacancy or absence in the position that they recently retired from or a vacancy in a similar position.

To be done each fiscal year:

The purple block explains the School Year Approval Process. This is where a school can submit a letter stating the school's process for offering short or long term absences and vacant positions prior to offering to retirees. This letter should be provided to PSERS on a fiscal year basis and a template is available on the PSERS website to guide you through the information needed.

SPECIFIC MEMBER PROCESS

- Use this process to request permission for a specific retiree to fill an emergency shortage.
- School must demonstrate “Good Faith” search to look for a permanent candidate.
- May not hire retiree to fill the position if another qualified candidate applies for the position.
- Send request to Administrative Determination Unit.

Emergency: Shortage of Personnel – Specific Member Approval Process

A school employer must use the Specific Member Approval Process under the following circumstances:

- A vacancy because an existing employee is no longer employed in their position and is not expected to return
- An employer creates a position that did not previously exist
- An emergency increase in workload
- All other instances that do not qualify under the School Year Approval Process

To request approval to employ a PSERS retiree under this process, the employer must provide the following, as applicable:

- The name and social security number of the PSERS retiree.
- If the retiree retired within the last school year from the same employer, the employer must provide the following:
 - Copies of the formal notice of the termination/retirement, e.g., a resignation letter, internal memo, board minute documenting the notice, etc.
 - Copies and explanations of all relevant employment contracts and severance agreements (both oral and written).
 - If the retiree is filling the same position, provide an explanation of why the retiree could not have simply remained in his/her position instead of retiring.
- An explanation of how and when the position became vacant, including copies of any notice of termination/retirement/leave resulting in the vacancy/absence.
- An explanation of the *Adequate and Good Faith Search* taken by the employer to find someone who is not a PSERS retiree and the dates of each step in the process.
- For an *Emergency Creating an Increase in the Workload*, identify what created the emergency, when the emergency was created, how long the school employer expects the workload to be at the increased level, and why the increase in duties cannot be performed by existing staff.

If the employer does not provide sufficient information and/or documentation to satisfy an *Emergency* exception, the request will be denied and, if the retiree renders service, may result in the retiree being reenrolled in PSERS and the retiree's benefit being stopped retroactive to the date the retiree first began service.

The blue block explains the Specific Member Approval Process. This would be used if the school is having a difficult time finding a qualified candidate and must use a specific retiree to fill the position. Example: The AP Physics teacher you recently hired suddenly resigns from the position. You post the position in search of a qualified candidate but no one with the correct certificate applies. You may use the specific member approval process to request your former AP Physics teacher to cover the position until a replacement is found.

A word of caution: Your recently retired employee cannot be your selected candidate if qualified candidates apply. You must exhaust all possible options prior to using a retiree.

QUESTIONS?

