



Contact the right group for your DC Plan questions

Who do I contact for my PSERS DC Plan question?

Multiple areas within Voya and PSERS offer different services and support for your payroll submission needs.

Assistance from Voya

Voya Employer Help Line

1.877.806.5652

Operating Hours: 9:00 a.m. to 5:00 p.m. ET Monday - Friday

The Employer Help Line can:

- Answer general questions about work orders and the Voya Data Gateway.
- Assist an employer with submitting a work order in the Voya Data Gateway.
- Delete work orders that have not posted.
- Assist an employer with submitting a manual negative contribution file to Voya's payroll team.
- Assist an employer with corrections to payrolls in the event of an outage or that a work order that was not deleted as requested.

Voya Dedicated PSERS Payroll Email Inbox

ID-PSERSS@voya.com

Reference your work order ID and 4-digit Employer Code in the subject line. Emails to the Dedicated PSERS Payroll Email Inbox are sent an automatic reply that a response will be provided within 24 hours.

The Dedicated PSERS Payroll Email Inbox can:

- Provide detailed information or research in regards to the funding or posting of prior payrolls.

Assistance from PSERS

PSERS Employer Service Center

1.866.353.1844

Direct questions by email to your regional ESC representative:

<https://www.psers.pa.gov/Employers/Pages/EmployerServiceCenter.aspx>

Operating Hours: 8:00 a.m. to 4:00 p.m. ET Monday – Friday

The PSERS Employer Service Center can:

- Assist you with entering or correcting contract records for your employees.
- Explain CROQ Report notifications and actions that need to be taken depending on membership class.
- As supplied by employers, assign Voya the task of correcting a past payroll submission.

PSERS Participant Account Review (PAR) Unit

Resource Account Email Address: RA-PSPARUNIT@pa.gov

Operating Hours: 7:30 a.m. to 4:00 p.m. ET Monday – Friday

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The Participant Account Review Unit can:

- Review information reported to the DC Plan and compare it to the information reported on PSERS work reports on a specific member level.
- Communicate to employers DC information that may be missing entirely or incomplete.
- Provide guidance to employer and/or Voya for making appropriate participant account corrections for DC reporting.

PSERS Employer Accounting Unit

Resource Account Email Address: RA-PSERSEMPACCT@pa.gov

Operating Hours: 7:30 a.m. to 3:30 p.m. ET Monday – Friday

The PSERS Employer Accounting Unit can:

- Assist with general payment and account transaction questions and all questions about PNC's Cash Concentration system, including password resets and bank account updates.

DC Plan Employer Resources on the PSERS website

<https://www.psers.pa.gov/Employers/Pages/DC-Plan-Voya-Resources.aspx>

The DC Plan/Voya Resources tab includes:

- Helpful videos to navigate the Voya Data Gateway payroll reporting tool.
- Training documents like the Voya Data Gateway User Manual and the DC File Format template.
- Find questions frequently asked, information about After-Tax Contributions, 403(b) plan guidance, and more!

With PSERS, you're on your way!

