

# PAYER EXPRESS PAYMENT TRAINING

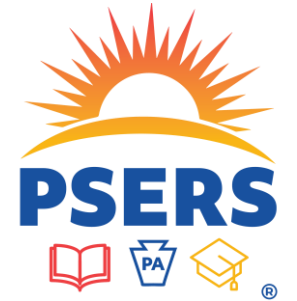
HOW TO ENTER YOUR PAYMENTS TO PSERS  
INTO THE PAYER EXPRESS WEBSITE

ALL PAYMENTS FROM EMPLOYERS TO PSERS  
MUST BE MADE IN PAYER EXPRESS

This payment training manual does not apply to DC  
payments made to Voya



# DEBIT BLOCKS/FILTERS



IF YOUR BANK HAS A DEBIT BLOCK OR FILTER ON YOUR ACCOUNT, YOU WILL NEED TO UPDATE IT

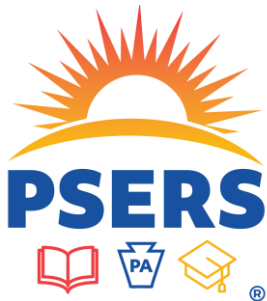


Beginning with your first payment in the Payer Express system, you will be required to use the new Company ID (Sender ID) of **9231739115**



# THIS IS THE INITIAL SCREEN FOR LOGGING ONTO THE PAYER EXPRESS WEBSITE

THE WEBSITE IS [HTTPS://WWW.PAYEXPRESS.COM/EBP/PSERS/](https://www.payexpress.com/ebp/psers/)



[PSERS Home Page](#) [Employer Resources](#) [English \(US\)](#) ▾

LOGIN

PAY WITHOUT ENROLLING

Public School Employees' Retirement System

\* Required Fields

\* Login ID

\* Password

[Forgot your Login ID?](#)

[Password Help?](#)

Login

Use of Payer Express solution constitutes acceptance of the Terms of Service listed at this link.



**PSERS will import each Business Manager currently set up in ESS into Payer Express. The Business Manager will be the Principal user for each employer.**

**Each login is for a specific employer. If you manage multiple employers, you will have multiple logins.**

**The user ID for the Principal User (Business Manager) is PSERS#### (the #### represents your 4-digit employer number. The temporary password is Psers072\$**

**When creating passwords, please follow the password requirements listed below:**

Passwords must have at least 8 characters and have at least 3 of the following:

- 1 or more numbers
- 1 or more uppercase characters
- 1 or more lowercase characters

Passwords can include only the special characters: \*+./=?^\_{}~!@\$

Passwords cannot include:

- the last 3 passwords
- your name
- your Login ID



## Recommended Users for Payer Express

**The temporary password issued to each Business Manager will expire within 2 business days. If you do not create a new password before the temporary password expires, see the slide how to reset your password.**

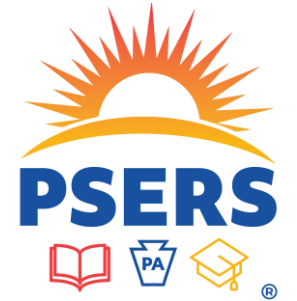
**PSERS recommends as best practice to have no more than two users per employer.**

**Each Business Manager can add one additional user for their employer. See the Payer Express Additional User Setup Instructions for details.**

**PSERS will monitor the number of users in Payer Express for each employer and will send notification if more than two users are identified to verify the need.**



## THE PRIMARY USER (BUSINESS MANAGER) INITIAL LOG IN



YOU WILL BE REQUIRED TO CHOOSE A SECURITY IMAGE AND GIVE IT A LABEL

### Choose a Security Image and give it a label

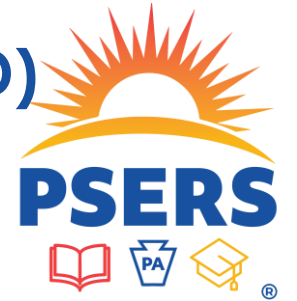
You'll see your selected security image and label in email notifications. When you see your image and label on a notification, you can be sure it is from us.



\* Give your image a label



# THE PRIMARY USER (BUSINESS MANAGER) INITIAL LOG IN (CONT'D)



YOU WILL BE REQUIRED TO CHOOSE 3 SECURITY QUESTIONS

## Choose Your Security Questions

We'll use these questions to help verify your identity if you forget your login credentials. Make sure you give answers that you can easily remember. Responses are case-sensitive.

### Question 1

What is your grandmother's maiden name on your father's side?

### \* Answer 1

### Question 2

What is your grandmother's maiden name on your mother's side?

### \* Answer 2

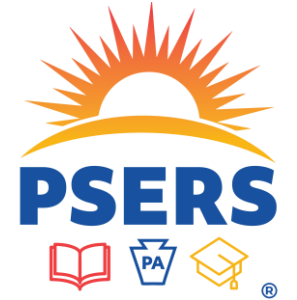
### Question 3

How many brothers and sisters did your mother have?

### \* Answer 3



# WHAT TO DO IF YOUR TEMPORARY PASSWORD HAS EXPIRED



[PSERS Home Page](#) [Employer Resources](#) [English \(US\)](#)

LOGIN

PAY WITHOUT ENROLLING

Public School Employees' Retirement System

\* Required Fields

\* Login ID

\* Password

[Forgot your Login ID?](#)  
[Password Help?](#)

Login

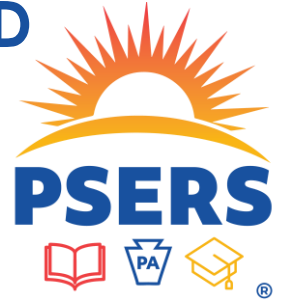
If your temporary password has expired,  
click [Password Help?](#)





# THE PRIMARY USER (BUSINESS MANAGER) INITIAL LOG IN CONT'D

## WHAT TO DO IF YOUR TEMPORARY PASSWORD HAS EXPIRED CONT'D



### Reset My Password

Please enter your Login ID and the email address that you used when you enrolled and we will send you an email with a link to reset your password.

Login ID

Email

[Return To Login](#)

Reset My Password

Enter your Login ID (this is PSERS#### and the #### represents your employer code)

Enter your work email address on file with PSERS

Click Reset My Password

You will receive a password via email



# UPON SUCCESSFUL COMPLETION OF THE LOGIN PROCESS, YOU WILL AUTOMATICALLY BE DIRECTED TO THE PAY MY BILLS SCREEN



Home

Pay My Bills

\* Required Fields

## Pay My Bills

Due Date ▾



[Advanced Search](#)

ALL ▾

HISTORY

[Hide Account Groupings](#) [Export](#)

<input type="checkbox"/>	Payment Type Name	Payment Amount	Payments & Deposits
▾ <input type="checkbox"/>	0016 Test School, 123 Test Lane Org Unit 0016000		
▶ <input type="checkbox"/>	Member Contributions	0.00	
<input type="checkbox"/>	Member POS	0.00	
<input type="checkbox"/>	Employer Contributions	0.00	
<input type="checkbox"/>	Employer POS	0.00	

Your employer's name is located here.



# YOU MUST SELECT WHICH OF THE 4 FUNDS YOU WISH TO PAY

## Member Contributions

These are contributions withheld by the employer for the individual employees

## Member POS

This is the member's purchase of service that is deducted from the employee's paychecks

## Employer Contributions

This is the employer's portion of retirement contributions

## Employer POS

This is the employer's portion of POS



[Home](#)

\* Required Fields

### Pay My Bills

Due Date ▼

ALL ▼

HISTORY

[Hic](#)

☐

Payment Type Name

Payment Amount P  
C

☐

0016 Test School, 123 Test Lane  
Org Unit 0016000

☐

Member Contributions

0.00

☐

Member POS

0.00

☐

Employer Contributions

0.00

☐

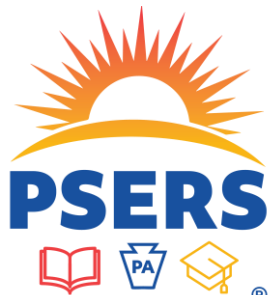
Employer POS

0.00



# INSTRUCTIONS TO ENTER A \$20,000.00 MEMBER CONTRIBUTIONS PAYMENT TO PAY THE DECEMBER 2025 WORK REPORT

ON THE MEMBER CONTRIBUTIONS LINE, ENTER 20000.00 IN THE PAYMENT AMOUNT COLUMN AND HIT EITHER TAB OR ENTER



\* Required Fields

Pay My Bills

Due Date   [Advanced Search](#)

ALL

HISTORY

[Hide Account Groupings](#) [Export](#)

<input type="checkbox"/>	Payment Type Name	Payment Amount	Transaction Type
<input type="checkbox"/>	0016 Test School, 123 Test Lane Org Unit 0016000		
<input type="checkbox"/>	Member Contributions	20000.00	
<input type="checkbox"/>	Member POS	0.00	
<input type="checkbox"/>	Employer Contributions	0.00	
<input type="checkbox"/>	Employer POS	0.00	

MESSAGES

View

Our mission is to be a partner with our members to fulfill the promise of a secure retirement.

PAYMENT SUMMARY

0 Payment Types \$0.00

[Remove All](#)

\* Payment Method

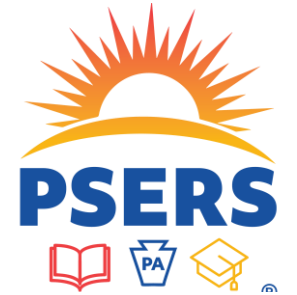
PSERS PNC BANK, NATIONAL ASSOCIATI

\* Pay Date

12/26/2025

Payments confirmed before Friday, December 26, 2025 8:00 PM EST will be posted on

AFTER HITTING TAB OR ENTER, A DROPDOWN MENU WILL OPEN TO SELECT THE TRANSACTION TYPE THAT YOU ARE PAYING



\* Required Fields

## Pay My Bills

Due Date ▾

Advanced Search

ALL ▾

HISTORY

Hide Account Groupings

Export

<input type="checkbox"/>	Payment Type Name	Payment Amount	Transaction Type
▾ <input type="checkbox"/>	0016 Test School, 123 Test Lane Org Unit 0016000		
▶ <input type="checkbox"/>	Member Contributions	20000.00	<div>Select Op ▾<div>Select Option<ul style="list-style-type: none"><li>01-Oldest Open Receivable(s)</li><li>02-Work Report</li><li>03-WH Adj</li><li>04-Employer Lump POS</li><li>05-Interest</li><li>06-Balance Adj</li></ul></div></div>
<input type="checkbox"/>	Member POS	0.00	
<input type="checkbox"/>	Employer Contributions	0.00	
<input type="checkbox"/>	Employer POS	0.00	

MESSAGES

View

Our mission is to be a partner with our members to fulfill the promise of a secure retirement.

PAYMENT SUMMARY

0 Payment Types \$0.00

Remove All

\* Payment Method 

PSERS PNC BANK, NATIONAL ASSOCIATION ▾

Enter

\* Pay Date 

12/26/2025

Payments confirmed before Friday, December 26, 2025 8:00 PM EST will be posted on

TO PAY A WORK REPORT, SELECT WORK REPORT FROM THE DROPDOWN MENU

A TRANSACTION # OR THE MONTH AND YEAR OF THE WORK REPORT IS REQUIRED

CLICK THE EDIT ICON TO ENTER THE TRANS # OR THE MONTH AND YEAR OF THE WORK REPORT (MMYYYY)

\* Required Fields



Pay My Bills

Due Date ▾

Q


Advanced Search

ALL ▾

HISTORY

Hide Account Groupings

Export

<input type="checkbox"/>	Payment Type Name	Payment Amount	Transaction Type
▾ <input type="checkbox"/>	0016 Test School, 123 Test Lane Org Unit 0016000		
▶ <input type="checkbox"/>	Member Contributions	20000.00	02-Work f  Transaction # or WR MMYYYY Required
<input type="checkbox"/>	Member POS	0.00	
<input type="checkbox"/>	Employer Contributions	0.00	
<input type="checkbox"/>	Employer POS	0.00	

MESSAGES


View

Our mission is to be a partner with our members to fulfill the promise of a secure retirement.


PAYMENT SUMMARY

0 Payment Types \$0.00

[Remove All](#)

\* Payment Method  [Enter](#)

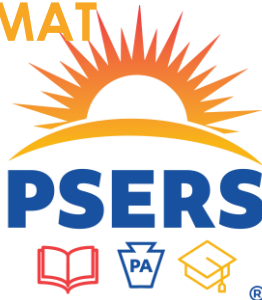
PSERS PNC BANK, NATIONAL ASSOCIATI ▾

\* Pay Date 

12/26/2025

Payments confirmed before Friday, December 26, 2025 8:00 PM EST will be posted on

ENTER THE TRANSACTION NUMBER IN THE BOX AND CLICK OK. THE PROPER FORMAT FOR THE DECEMBER 2025 WORK REPORT IS 122025



\* Required Fields

Pay My Bills

Due Date

Advanced Search

ALL ☐

HISTORY ☐

☐ Payment Type Name

☐ 0016 Test School, 123 Test Lane  
Org Unit 0016000

☐ Member Contributions

☐ Member POS

☐ Employer Contributions

☐ Employer POS

TRANSACTION # OR WR MYYYYY

122025

Cancel OK

transaction # or WR MYYYYY Required

0.00

0.00

0.00

MESSAGES

Our mission is to be a partner with our members to fulfill the promise of a secure retirement.

PAYMENT SUMMARY

0 Payment Types \$0.00

[Remove All](#)

\* Payment Method

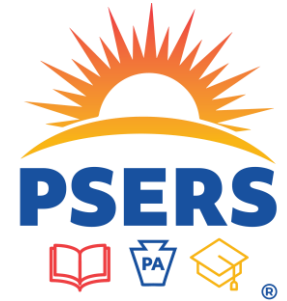
PSERS PNC BANK, NATIONAL ASSOCIATION

\* Pay Date

12/26/2025

Payments confirmed before Friday, December

## REVIEW THE PAYMENT SUMMARY TO THE RIGHT. THIS IS A CRUCIAL STEP!!!!



**PAYMENT SUMMARY**

1 Payment Type \$20,000.00  
[Remove All](#)

\* Payment Method [Enter](#)  
PSERS PNC BANK, NATIONAL ASSOCIATI

\* Pay Date  
12/26/2025

Payments confirmed before Friday, December 26, 2025 8:00 PM EST will be posted on Monday, December 29, 2025. Payments confirmed after Friday, December 26, 2025 8:00 PM EST will be posted on Tuesday, December 30, 2025.

[Cancel](#) [Continue to Payment](#)

Review the payment amount

Review the Bank Account. You can update the bank account by clicking Enter if necessary

Click the dropdown arrow to switch between accounts if necessary

Review the Pay Date selected and update if necessary

Payments confirmed before 8.00 PM EST of a Pay Date will be posted on the next business day of the Pay date, payments posted after 8.00 PM of the Pay date will be posted on the 2nd business day following the Pay Date

After reviewing, click Continue to Payment

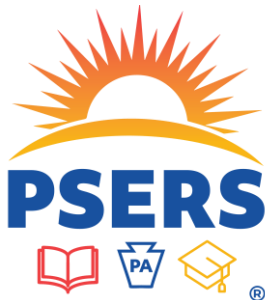




# VERIFICATION OF PAYMENT

YOU SHOULD HAVE REVIEWED THIS DATA ON THE PRIOR SCREEN. IF YOU MISSED SOMETHING, YOU CAN UPDATE IT AS NECESSARY NOW

\* Required Fields



## Verify Payment

### PAYMENT SUMMARY

1 Payment Type

\$20,000.00


\* Payment Method

PSERS PNC BANK, NATIONAL ASSOCIATION

Enter

\* Payment Date

12/26/2025



Payments confirmed before Friday, December 26, 2025 8:00 PM EST will be posted on Monday, December 29, 2025. Payments confirmed after Friday, December 26, 2025 8:00 PM EST will be posted on Tuesday, December 30, 2025.

1. These Terms and Conditions are designed to provide you information on the Bill Payment and Presentment Service (the "Service") and outline important conditions that apply to your using this Service. The merchant to which you have authorized a bill payment to be directed (the "Merchant"), has engaged various third-party providers to provide the Service, including PNC Bank, National Association, PNC Bank Canada Branch, the Canadian branch of PNC Bank, National Association (for payment instructions initiated in Canada), and Transactis Inc. (the "Third-Party Providers"). These Terms and Conditions are between you and the Third-Party Providers as a condition to you using this Service.

2. You agree, acknowledge and confirm that you have entered into a Terms of Service Agreement ("TOS") with the Merchant to which you have authorized a bill payment to be directed under this Service. Said Merchant shall be directly and solely responsible and otherwise exclusively liable to you in any connection with the performance of the Service. You agree and confirm that any and the Third-Party Providers shall have no duties or obligations (whether contractual, at common law other otherwise) to you in any connection with the foregoing. You, therefore, confirm, promise and agree (as a fundamental condition of

 [Print Terms and Conditions](#)



By checking this box you agree to the terms and conditions stated above.

By clicking the **Make Payment** button I, **0016 Test School**, confirm that today, Friday December 26, 2025, I am authorizing a one-time payment from my Checking account ending in \*\*\*\*\*3444 in the amount of \$20,000.00 USD to be remitted to PSERS. This payment will occur on or after Monday December 29, 2025.

If you have any questions regarding this transaction request, please contact us at [RA-PSERSEMPACCT@pa.gov](mailto:RA-PSERSEMPACCT@pa.gov).

Make Payment




[Cancel](#)

After your final review, check the Terms and Conditions agreement

Click Make Payment

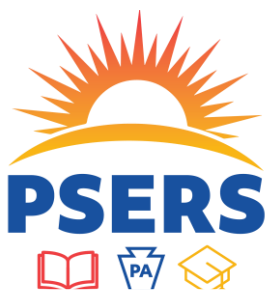
### ▼ PAYMENT DETAILS

[Export](#)

Payment Type Name	Payment Amount	Payments & Deposits
▼ ORG UNIT 0016000		
<div><div></div>Member Contributions</div>	20,000.00	02-Work Report <div></div> <div></div>



# AFTER CLICKING MAKE PAYMENT, YOU WILL RECEIVE A CONFIRMATION PAGE WHICH YOU CAN PRINT



## Confirmation

**Thank You!** Your payment has been made.

[Print Confirmation Page](#)

### 0016 Test School

123 Test Lane  
Testville, PA 17325

Payment Date	12/26/2025
Payment Method	PSERS PNC BANK, NATIONAL ASSOCIATION *****3444
Total Payment	\$20,000.00

Payments confirmed before Friday, December 26, 2025 8:00 PM EST will be posted on Monday, December 29, 2025. Payments confirmed after Friday, December 26, 2025 8:00 PM EST will be posted on Tuesday, December 30, 2025.

If you have any further questions about payments to PSERS, please contact our office at 717-720-4906 Allison Biser.

Org Unit	Confirmation #	Payment Amount	Number of Payment Types
0016000	3100473749	\$20,000.00	1

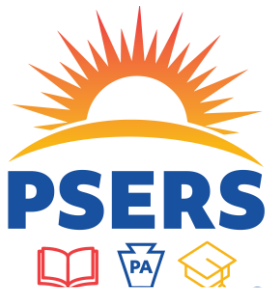
[Return to Pay My Bills](#)

[Log Out](#)

To exit Payer Express,  
click Log Out



# YOU WILL RECEIVE AN EMAIL CONFIRMATION WITH THE DETAILS OF THE PAYMENT, WHICH YOU CAN SAVE FOR YOUR RECORDS



[External] Your single Enrolled Payment to PSERS is being processed

 PSERS@payerexpress.com  
To

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**ATTENTION:** This email message is from an external sender. Do not open attachments or click links from unknown senders. To report suspicious email, send the message as



My Selected Image:	 Fig Me...	My Image Label: <b>Balloons</b>	My Org Unit: <b>0016000</b>
--------------------	--	------------------------------------	--------------------------------

**Your Payment to PSERS is being processed.**

Org Unit: 0016000  
Account Name: 0016 Test School  
Payment Account: PSERS \*\*\*\*\*3444  
Payment Amount: \$20,000.00  
Total Amount: \$20,000.00  
Creation Date: Friday, December 26, 2025  
Payment Date: Friday, December 26, 2025

**1 Item paid with this Payment**

Confirmation #	Org Unit	Payment Type	Name	Payment Amount	Transaction Type	Transaction # or WR MMYYYY
3100473749	0016000	Member Contributions		\$20,000.00	02 - Work Report	122025

Please DO NOT reply to this email. This email message was sent from a notification address that cannot accept incoming email.

To contact us, [click here](#) and review the Contact Us section on our web site.



## HOW TO MAKE PAYMENTS CORRECTLY IN PAYER EXPRESS

Follow this graph to pay single or multiple transactions with one payment correctly

Payment Scenario	Payment Amount	Transaction Type to Select in Payer Express	Transaction Number to Enter in Payer Express
Member Payment to Pay Only the December 2025 Work Report	On the Member Contributions line, enter the Member Contributions for the December 2025 Work Report	Work Report	122025
Member Payment to Pay Work Report and Adjustments or other Transaction Type Together	On the Member Contributions line, enter the sum of the transactions to pay for Member Contributions	Oldest Open Receivable	0
Member POS Payment to Pay Only the December 2025 Work Report	On the Member POS line, enter the Member POS for the December 2025 Work Report.	Work Report	122025
Employer Payment to Pay Work Reports and/or Adjustments or other Transaction Types Together	On the Employer Contributions line, enter the sum of the transactions to pay for Employer Contributions	Oldest Open Receivable	0
Employer POS Payment to Pay Only One Employer POS Transaction	On the Employer POS line, enter the Employer POS Transaction Amount from ESS	Employer POS	Enter the Transaction Number from ESS
Employer POS Payment to Pay Multiple Employer POS Transactions Together	On the Employer POS line, enter the sum of the Employer POS Transactions you want to pay	Employer POS	0

Following the above best practices will help to cut down on the number of Error Letters received

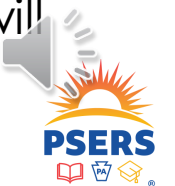
## Error Letters Are Generated When Payments Are Made Incorrectly

When PSERS applies the payment to your account, a letter will be generated if PSERS is unable to post a payment solely in the manner requested. No more than one letter per payment will be generated. Letters could be generated for the following:

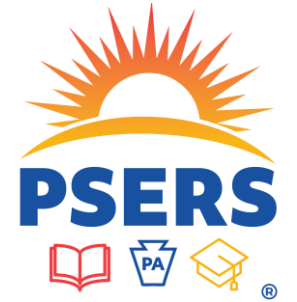
**Mismatch Payment** - The payment combination of 'Transaction Type' and/or 'Trans# or WR MMYYYY' did not match an existing transaction. The payment will be applied to open balances from past transactions for the same transaction type within the same fund.

**Excess Payment** - The payment submitted is at least \$100 greater than the amount due for the combination of 'Transaction Type' and/or 'Trans# or WR MMYYYY' identified. The excess amount will be applied to open balances from past transactions for the same transaction type within the same fund as per your payment instructions.

**Payment to a Hold or Disputed Transaction** - The payment could not be applied to the requested transaction because it is "On Hold" or "Disputed". The payment will apply to the same transaction type within the same fund as per your payment instructions.



# QUESTIONS???



If you have questions about the Payer Express system, contact PSERS' Employer Accounting section at [RA-PSEMPACCT@pa.gov](mailto:RA-PSEMPACCT@pa.gov).

Someone from the Employer Accounting section will assist you.

