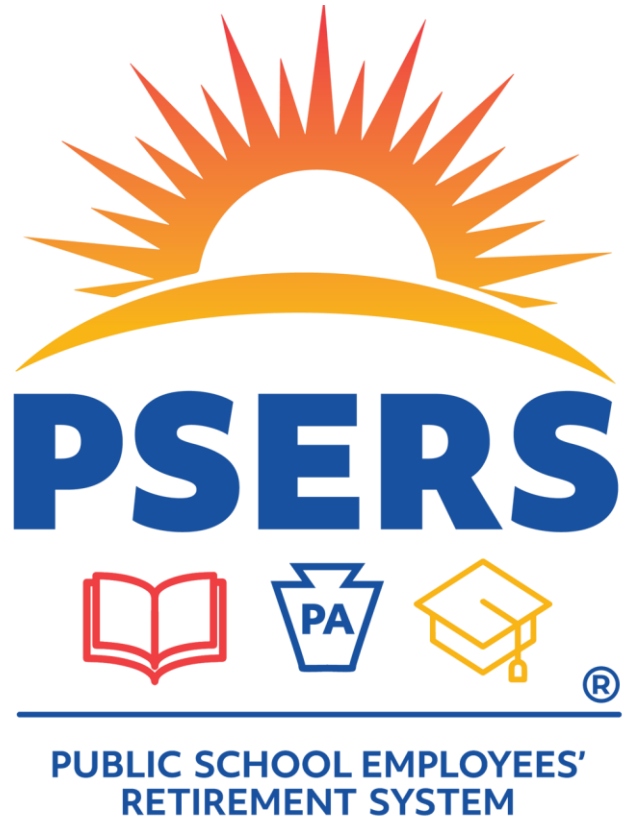


PUBLIC SCHOOL EMPLOYEES'
RETIREMENT SYSTEM

2025 SPRING WORKSHOP

PRESENTED BY PSERS EMPLOYER SERVICE CENTER



WELCOME TO THE 2025 EMPLOYER WORKSHOP!

- **TODAY'S PRESENTATION WILL RUN APPROXIMATELY 2 HOURS**
- **ALL PARTICIPANT MICROPHONES WILL BE MUTED**
- **PLEASE USE THE MEETING CHAT FEATURE THROUGH TEAMS TO ASK QUESTIONS AND TO PARTICIPATE**
- **WHEN THE PRESENTATION ENDS ESC WILL BE AVAILABLE IN THE MEETING CHAT TO CONTINUE TO ANSWER ANY QUESTIONS**
- **A LINK TO A COPY OF THE PRESENTATION AND THE HANDOUTS HAS BEEN UPLOADED INTO THIS TEAMS SESSION**



**Work Reporting:
System
Errors/Warnings**



**Additional
Reporting
Guidance**



**Reconciliation of
Work Reports**



**Payment
Reconciliation**



**Quarterly
Reconciliation**



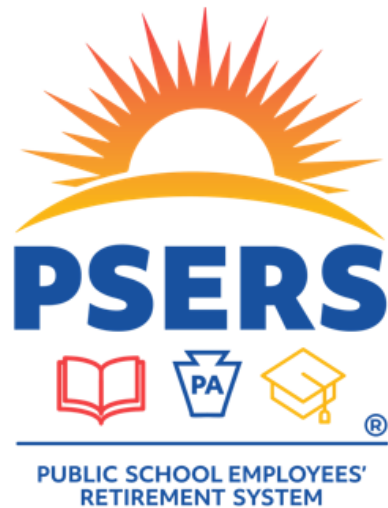
**Determine
Amount Due**

FOCUS POINTS FOR TODAY'S TRAINING



PART 1 PSERS WORK REPORTING

DB VS DC REPORTING



DB

Reported once a month
no later than the 20th of
the following month



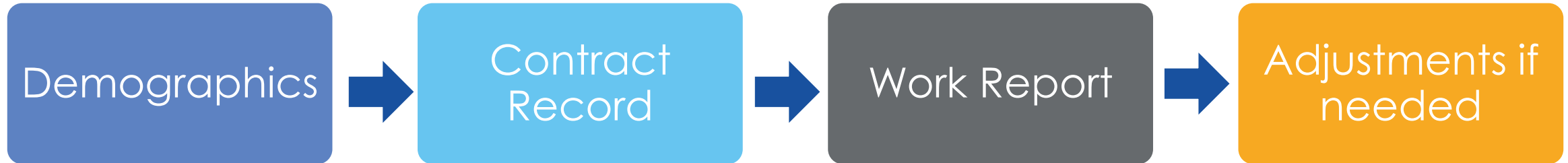
DC



Reported per payroll to
ensure immediate
investing of contributions



DATA ENTRY ORDER FOR REPORTING



WHAT IS A WORK REPORT?

A work report provides PSERS a monthly total of wages earned, contributions withheld, and service rendered for the defined benefit (DB) portion of the PSERS plan.

Wages must be reported for all employees for the month unless the employee:

- Has waived PSERS membership
- Participates in an alternate retirement plan
- Is a PSERS retiree working under an emergency return to service provision
- Is on an unpaid or non-contributing leave



WORK REPORTS



- Work reports are submitted by file upload or created manually.
- Reporting must match wage type/status of member's contract record for the month being reported.
- A manual or file upload work history adjustment is used to correct member data.



Work Reports should be created by the 10th of each month and submitted no later than the 20th of the month.



Billing totals appear on the released work reports.



Late reporting may result in accrued interest charges and the delay of PDE employer share subsidy reimbursement.

PSERS (DB) WORK REPORTS

COMMON WORK REPORT ERRORS



File Header
Errors

File Details
Errors

HEADER ERRORS

The Header Row describes the file and what is contained within an uploaded report.



HEADER ROW TAB

Import Files / File Header

File Details

File Header

Validate

More

Import Header

Edit

Filters

Sequence Number	Detail Status	Header
1	Validated Successful	R003333092024000230001559878.210000000000.00000030719.120000000000.000000000000.000000000000.000000000000.000000000000.00100920241036



SAMPLE HEADER ROW									
-------------------	--	--	--	--	--	--	--	--	--

R003333092024000230001559878.21000000000.0000030719.120000000000.00000000000.00000000000.00000000000.00000000000.0010920241036

Report Type Indicator → R003333092024000230

Reporting Unit ↓

Month and year of work report ↑

Detail Record Count ↓

Time Stamp ↓ 100920241036


IDENTIFY HEADER ERRORS

If an incorrect file was uploaded the report should be voided and a new file should be uploaded

[Import Files](#) / File Details

File Details

File Header

Validate 
More

Import Summary

Id 608093 Description R000435	Import Header Status Validated with Errors	Rows Imported 231	Invalid Rows 0	Valid Rows 0	Rows Deleted	Rows Added
					Last Updated On 01/02/2025 10:07:03 AM	



DETERMINE HEADER ERRORS

[Import Files](#) / File Header

Validate



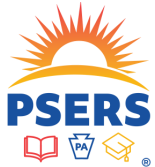
File Details File Header

Import Header

Edit



Actions	Sequence Number	Detail Status	Header
Error/Warnings	1	Validated With Errors	R003333092024000230001559878.210000000000.00000030719.120000000000.000000000000.000000000000.000000000000.000000000000.00100920241036



COMMON HEADER ERRORS

Record Detail Count does not match the number of Detail Records

Identical file already processed

Invalid report type

Future Work Reports cannot be created

WORK REPORTS: DETAIL ERRORS AND WARNINGS

Occur when rows within a work report contain mismatched or incorrect data for an employee



REPORT ERRORS AND WARNINGS

If errors are not corrected, they will fall off the report after processing

Warnings will process, but the row should be reviewed for accuracy before processing

Import Files / File Details

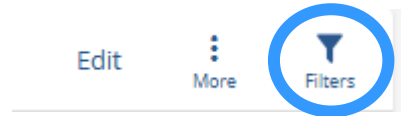
File Details		File Header	
--------------	--	-------------	--

Import Details			
Actions	Errors/Warnings	Sequence Number	Detail Status
		11	Validated Successful
Errors/Warnings	Error	12	Validated With Errors
		13	Validated Successful
Errors/Warnings	Warning	14	Validated With Exceptions
		15	Validated Successful
		16	Validated Successful

1 - 15 of 18

FILTERING TO FIND ERRORS/WARNINGS

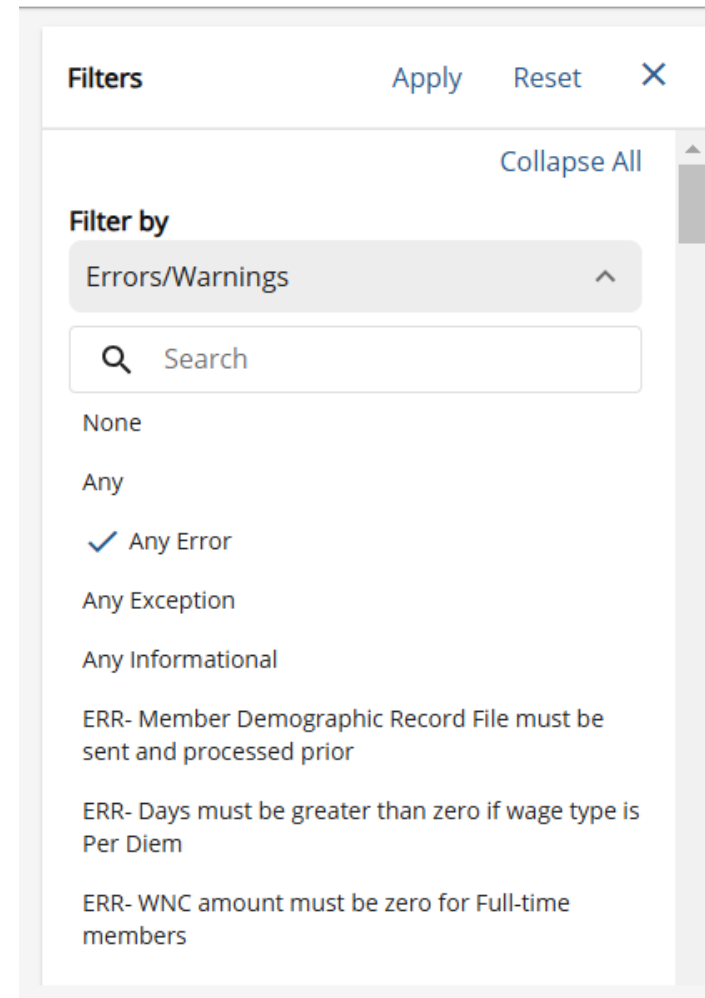
Click on the Filters button



Selecting Any Error will filter to only errors

Selecting Any Exception will filter to only warnings

Selecting each error will filter to that error



EDITING ROWS IN A REPORT

Click here to edit rows within the report

Validate to clear errors/warnings after correcting and saving

[Import Files](#) / File Details

File Details File Header

Import Details

Filter: Errors/Warnings (Any Error) ✕

Actions	Errors/Warnings	Sequence Number	Detail Status	Deleted?	Member SSN	Member Name	Member DOB	Fiscal Year Ending
---------	-----------------	-----------------	---------------	----------	------------	-------------	------------	--------------------

Validate More

Edit More Filters 1

COMMON REPORT ERRORS

No valid member contract

Annual Service must be reported

Contribution Rate

Wage type does not match

Work Status does not match

Duplicate record

Qualified members can't be reported with WNC

Retired member

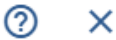
ERROR: NO VALID MEMBER CONTRACT

Error: No valid member contract was found for the report period and/or fiscal year

There is no contract record for this person for the month you are reporting with the same work status

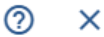
Check the member's contract records by using the Roster Page

Import Errors and Exceptions (for more information, click the "?")



Seq No	Type	Row	Message
160	Error	1	No valid member contract was found for the report period and/or fiscal year

Import Errors and Exceptions (for more information, click the "?")



Seq No	Type	Row	Message
4	Error	1	Work Status does not match Contract Record

ERROR: CONTACT ESC--REPORTING AFTER THE BOC DATE

Error: Contact ESC when reporting after the BOC (Balance Of Contract) Date

You will receive this error if a Termination or Deceased contract record has been added with BOC flags or Date populated on the contract record and the record does not have the correct BOC flags/date set to the month of the work report.

Employers cannot alter BOC information on a contract record after it has been added. Contact your ESC Representative, and we will instruct you on how to proceed.

Import Errors and Exceptions (for more information, click the "?")  

Seq No	Type	Row	Message
7	Error	1	Contact ESC when reporting after the BOC date

ERROR: DAYS/HOURS MUST BE GREATER THAN ZERO

Error: Days/Hours must be greater than zero if wage type is Per Diem/Hourly

Per Diem and Hourly employees must have service reported monthly
Enter the days/hours worked, save, and validate to clear the error

Import Errors and Exceptions (for more information, click the "?")



Seq No	Type	Row	Message
6	Error	1	Hours must be greater than zero if wage type is Hourly and either Contribution amount or WNC amount is greater than zero

Import Errors and Exceptions (for more information, click the "?")



Seq No	Type	Row	Message
6	Error	1	Days must be greater than zero if wage type is Per Diem

ERROR: MEMBER HAS NO POS BALANCE DUE

Error: Member has no POS balance due, POS field must be zero

Remove the POS payment from the member's record, save, and validate

Refund the money to the member in a future payroll run

Import Errors and Exceptions (for more information, click the "?") ? ×

Seq No	Type	Row	Message
3	Error	1	Member has no POS balance due, POS field must be zero

ERROR: CONTRIBUTION RATE MUST BE (SPECIFIC %)

Error: Contribution Rate Must Be (%)

Ensure you are withholding at the correct rate and know why you are receiving this message

By clicking on the error, the system will display the correct contribution rate for the employee

If you have a question as to the contribution rate that should be withheld from a member's pay, please contact your ESC Representative

Import Errors and Exceptions (for more information, click the "?") ? ×

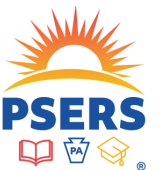
Seq No	Type	Row	Message
6	Error	1	Contribution Rate Must Be 5.5%

Import Errors and Exceptions (for more information, click the "?") ? ×

Seq No	Type	Row	Message
7	Error	1	Contribution Rate Must Be 7.5%

Import Errors and Exceptions (for more information, click the "?") ? ×

Seq No	Type	Row	Message
8	Error	1	Contributions Should be 0.00 for DC Members



ERROR: DUPLICATE RECORD SUBMITTED

Error: Duplicate records submitted for SSN, Wage type and fiscal year combination. Combination must be unique or combined into one record.

This error will appear after the work report is approved if there is more than one record for an employee with the same wage type and fiscal year

Unfortunately, the system only recognizes this error after the report is processed

Import Errors and Exceptions (for more information, click the "?")



Seq No	Type	Row	Message
316	Error	1	Duplicate records submitted for SSN, Wage type and fiscal year combination. Combination must be unique or combined into one record.

ERROR: ANNUAL JUNE SERVICE (FOR SALARIED RECORDS)

Error: Annual Service must be reported in June

This error will be displayed on your June work report if you do not have service reported for your salaried employees who are on your current work report.

Salary employees who terminated prior to June and are not included on the June work report will not appear as an error. It is important to review all salary employees in June to assure service for every employee is reported. Terminated employees will need to have a service adjustment completed to add their service.

Add service days, to any salaried employee, and this error will clear upon saving and validating.

WARNING: MEMBER IS QUALIFIED

Warning: Member is qualified; Begin withholding

Begin withholding contributions for this employee on their next pay

Look up their contribution rate in the Roster page

Reminder—PT members do not need to requalify each year.

Import Errors and Exceptions (for more information, click the "?") ? X

Seq No	Type	Row	Message
490	Exception	1	Member is Qualified, begin withholding

WARNING: MEMBER ELECTION TO CLASS T-H OR DC

Warning: Member Elected Class T-H or DC, Update Rate

Update your payroll software with the new class and rate

If a member elects DC only, you will need to update your payroll to indicate that 7.5% DC contributions should be withheld and 0% DB contributions

The member should still appear on future PSERS work reports, but only wages and service should be reported with zero DB contributions



ADJUSTMENT RECORD ERRORS

ADJUSTMENT ERROR: DUPLICATE RECORD ON FISCAL YEAR

Adjustment Error: Duplicate record on fiscal year

- Only one record can be reported for each employee, wage type, and fiscal year. You will see this error when you approve your work report and try to do an adjustment in the same day
- Wait until the next day to complete the adjustment

ADJUSTMENT ERROR: NO VALID MEMBER CONTRACT

Adjustment Error: No valid member contract

- There is no contract record for that member under that wage type for the fiscal year you are trying to adjust
- Check the member's contract records on the Roster Page

ADJUSTMENT REMINDERS

- Can only remove 365 days at a time if correcting service days
- For Class T-G, Class T-H, and Class DC members there is an additional required field called “Payroll corrected in”

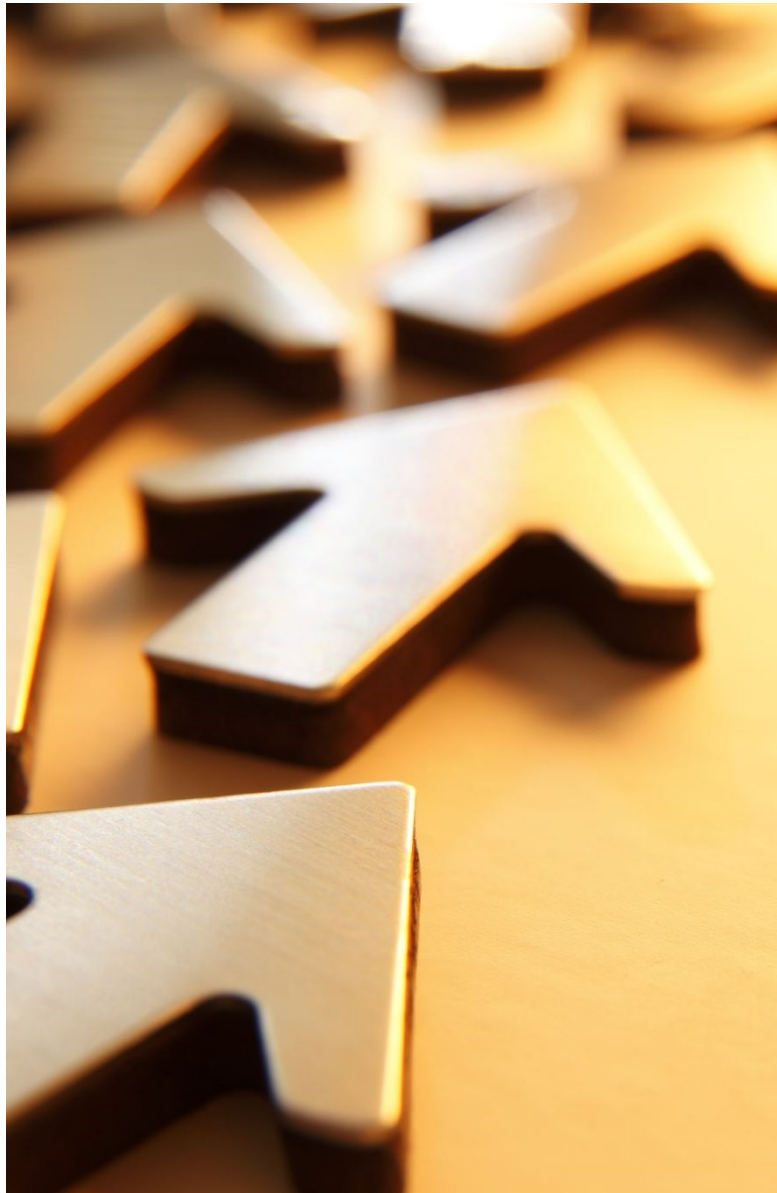


MASS ADJUSTMENT TEMPLATE AVAILABLE

Should you have a situation where a large amount of data needs to be corrected, ESC has a Mass Adjustment Template.

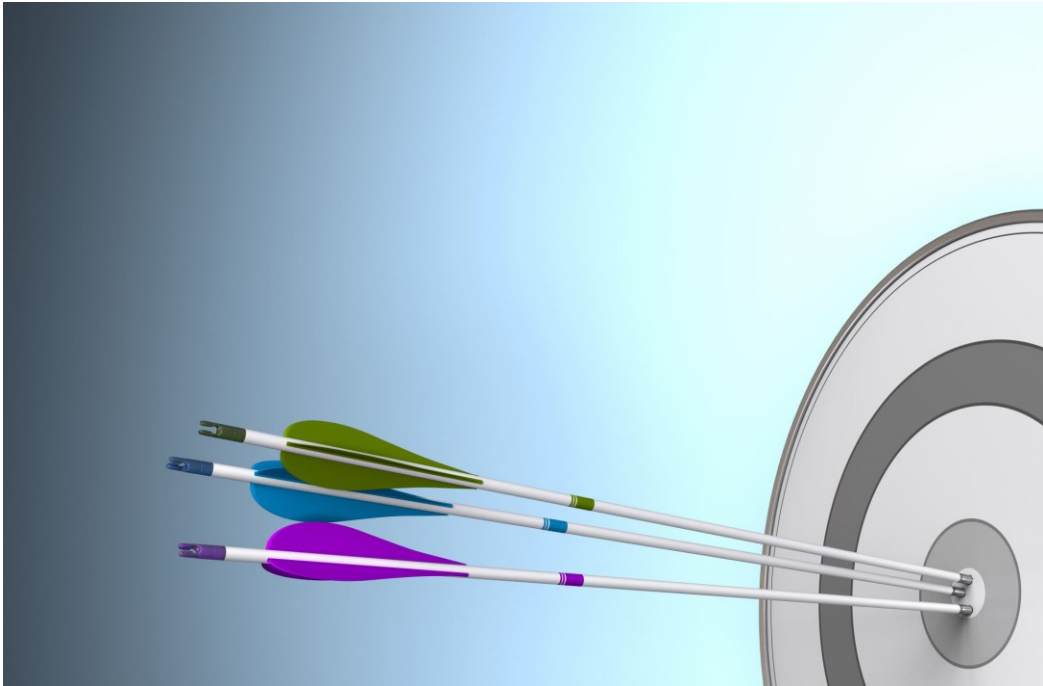
The template will help create a file for uploading corrections of multiple employees.

EXAMPLE: You reported a 10-month employee's summer pay in the new fiscal year instead of the year it was earned. The template will create a file where you remove the wages in the new FY and then add them to the correct FY for each employee incorrectly reported.



ADDITIONAL REPORTING GUIDANCE

AFTER PROCESSING A WORK REPORT



1. Go to the **Work Reports** page to make sure the report is Pending
2. Go to **Import Files Page** to make sure everything went through and did not drop off the report (Ex. Duplicate errors)
3. Go to **Transactions Page** to view amounts owed

CONTRACT RECORDS

- Do not change or add contract records for **previous years** to try to clear an error on a report. Call your ESC Representative for guidance.
- Adding new contract records for an employee working a new position is only necessary if position duties or employment and wage type have changed.

Example: Teacher promoted to administrator or PT sub that begins working as a FT teacher.

WAIT TO MAKE CHANGES



“What if we don’t change at all ...
and something magical just happens?”

Please do not make changes to contract records until after the work report has released.

Wait to make other account adjustments until after the work report has released to avoid a duplicate record error.

WORK REPORTS

Before adjusting data on the uploaded work report, verify work report reflects current work status and wage type from the Roster Page.

Make sure Roster Page status matches payroll software's status.

Avoid duplicate error by making sure Supplemental pay is reported on the same row as the primary base wages.



WORK REPORTS

Terminated employees should have Balance of Contract BOC/SVC indicators when reporting wages after the month of termination.

Employees terminating mid-year should have final service reported on their last work report (**Example:** An employee terminates mid-year so 90 days are reported with their last work report).

Purchase of Service payments cannot start until the member has an open POS receivable.

COACHES, ADJUNCTS, AND MORE



Coaches, Adjunct Professors and many other extracurricular employees are stipend/salary employees and therefore qualify from day one.

Contributions must start with first pay for all part-time salaried employees including coaches and these other types of stipend/salary employees

unless

they have waived membership online through the MSS Portal or their hiring contract is specifically set up as hourly or per diem and time sheets are submitted each pay period.

FISCAL YEARS

Only one fiscal year may be reported on a work report except for the July, August, and September reports due to 10-month employees BOC paid over the summer.

Example: Teacher receives their 10-month salary over a 12-month pay period. The summer pay is earned in the previous FY and should be reported in that year. Not the year it is paid.

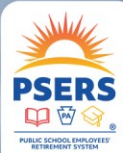
If an employee works in summer and has extended pay, this employee will be reported for two fiscal years over summer. Summer earnings in current fiscal year and BOC in previous fiscal year.

CONTRIBUTION WARNINGS

Review Warnings: Usually, these warnings are contribution rate discrepancies.

*Contact ESC If you are unsure of why the warning was received.

Recoupment: Adjustments to balance/correct member contributions *only* should not be done because the system charges the correct member savings amount. Corrections should only be made in employer payroll software.



TIPS TO AVOID CONTRIBUTION WARNINGS

DETERMINING CONTRIBUTION RATES AND AFTER-TAX WITHHOLDING – ROSTER TAB

Personal Details	Edit	Membership Class and Rates	?
Prefix		Current Class TG	
First Name EDWARD		DB Contrib Rate 5.5 %	
Middle Name		DC Contrib Rate 2.75 %	
Last Name BORTNER		DC Employer Share 2.25 %	
Suffix		After Tax Def % 4 %	
SSN XXX-XX-4026		Withhold Info Required	
Birth Date			







Membership class and withholding requirements

Contribution percentages to withhold

DETERMINING CONTRIBUTION RATES AND AFTER-TAX WITHHOLDING – CONTRACT FILE UPLOAD

Note: You can export the file to compare with payroll

 [Export Records](#)

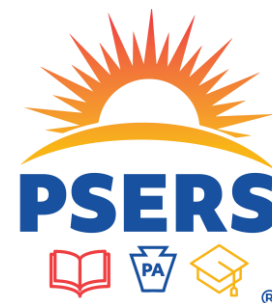
DB Contrib Rate 	DC Contrib Rate 	DC Employer Share 	After Tax Def% 	Current Class 	Withhold 
5.5	2.75	2.25	0	TG	Required
10.3	0	0	0	TF	Required
5.5	2.75	2.25	0	TG	Required
5.5	2.75	2.25	0	TG	Required
5.5	2.75	2.25	0	TG	Optional DB/No DC

DETERMINING CONTRIBUTION RATES AND AFTER-TAX WITHHOLDING – RELEASED WORK REPORT

Work Report Transaction Details

WNC	POS	EXSAL	NRCC	Enroll Dt	Mem Class	DB Contrib Rt	DC Contrib Rt	After Tax Def %	
\$0.00	\$0.00	\$0.00	\$0.00	07/25/2022	TG	5.50%	2.75%	5.00%	(
\$0.00	\$0.00	\$0.00	\$0.00	12/19/2022	TG	5.50%	2.75%	4.00%	1
\$0.00	\$0.00	\$0.00	\$0.00	09/01/2019	TG	5.50%	2.75%	0.00%	(
\$0.00	\$0.00	\$0.00	\$0.00	08/20/2019	TG	5.50%	2.75%	0.00%	(
\$0.00	\$0.00	\$0.00	\$0.00	12/18/2023	TG	5.50%	2.75%	0.00%	1
\$0.00	\$0.00	\$0.00	\$0.00	09/03/2019	TG	5.50%	2.75%	0.00%	(

Click the sort arrows to show ATC %



INTERMISSION

Important Notice!

Due to a large system build

ESS will be down and unavailable beginning

Wednesday, May 21st at 5PM

Until

Wednesday 5/28

when a slow system restart will begin

Please ensure all **April Work Reports
have been submitted no later than May 20th**

All PSERS business requiring ESS access must be completed prior to the shut down or after the system is restored.

**Reconciliation
of Work
Reports**

**Payment
Reconciliation**

**Reconciliation
Quarterly**

**Determine
Amount Due**

PART TWO



RECONCILE YOUR WORK REPORTS EVERY MONTH

REPORT STATUS SHOULD SHOW AS “RELEASED” ON WORK REPORTS PAGE

Home

Employer Info

Documents

Roster

Work Reports

Import Files

Transactions

Forms and Reports

FAQs

Your ESC Representative: RIDDLE, RACHAEL

Work Reports (including Adjustments)

Filters

Filter: Activity Date (07/24/2023 to 07...

Posting Date	Activity Date	Trans #	Type	Identifier	Status	Report Status
07/03/2024	07/03/2024	2779822	WH Adj.	Adjustment Rpt. - FY 2024	Closed	Released
07/03/2024	06/01/2024	2779821	WH Report	Billing Rpt 2024-06	Open	Initial
06/04/2024	05/01/2024	2769956	WH Report	Billing Rpt 2024-05	Open	Released
05/07/2024	04/01/2024	2761389	WH Report	Billing Rpt 2024-04	Open	Released

OPEN THE RELEASED WORK REPORT

Home

Employer Info

Documents

Roster

Work Reports

Import Files

Transactions

Forms and Reports

Your ESC Representative: RIDDLE, RACHAEL

Work Reports (including Adjustments)

Filter: Activity Date (08/05/2023 to 08/05/2024) X

Posting Date	Activity Date
<u>07/18/2024</u> >	05/18/2024
<u>07/18/2024</u> >	07/18/2024
<u>06/13/2024</u> >	06/13/2024
05/18/2024 >	05/18/2024

- Open released work report from Work Reports page.
- Click on date.

GO TO SUMMARY TAB/OR TRANSACTION PAGE

[Work Reports](#) / Work Report Summary

[Work Report Details](#)

[Work Report Summary](#)

[Work Report Transaction Details](#)

[Work History Summary](#)

Verify totals match your payroll file totals.

If the totals do not match, you must investigate.

Fund	Due Calculated	Amount Paid	Amount Owed
Mem Saving	\$154,207.58	\$0.00	\$154,207.58
Mem POS	\$0.00	\$0.00	\$0.00
Emp Share	\$678,414.91	\$0.00	\$678,414.91
Emp Prem	\$13,015.23	\$0.00	\$13,015.23
Total in current view	\$845,637.72	\$0.00	\$845,637.72
Total of all records	\$845,637.72	\$0.00	\$845,637.72

MORE REVIEW

[Work Reports](#) / [Work Report Summary](#)

[Work Report Details](#)

[Work Report Summary](#)

[Work Report Transaction Details](#)

[Work History Summary](#)

Have any transactions caused a difference in what is owed and what was imported into the system?

Fund	Due Calculated	Amount Paid	Amount Owed
Mem Saving	\$154,207.58	\$0.00	\$154,207.58
Mem POS	\$0.00	\$0.00	\$0.00
Emp Share	\$678,414.91	\$0.00	\$678,414.91
Emp Prem	\$13,015.23	\$0.00	\$13,015.23
Total in current view	\$845,637.72	\$0.00	\$845,637.72
Total of all records	\$845,637.72	\$0.00	\$845,637.72

Financial Summary

Fund	Due Calculated	Amount Paid	Amount Owed
Mem Saving	\$211,548.24	\$57,259.74	\$154,288.50
Mem POS	\$0.00	\$0.00	\$0.00
Emp Share	\$940,038.89	\$7,306.35	\$932,732.54
Emp Prem	\$18,034.50	\$140.17	\$17,894.33
Total in current view	\$1,169,621.63	\$64,706.26	\$1,104,915.37
Total of all records	\$1,169,621.63	\$64,706.26	\$1,104,915.37

1 - 4 of 5

1< < Page 1 of 2 > >1

**EXAMPLE OF
MEMBER SAVINGS
PAYMENT CREDIT
ON WORK
SUMMARY**

[Work Reports](#) / Work Report Transaction Details

Work Report Details

Work Report Summary

Work Report Transaction Details

To see where the payment came from, click on the Work Report Transaction Details tab

Transaction Details

Transaction Number:
2767872

Posting Date	Activity Date	Trans Type	Identifier	Applied To/From	Employer Cont.	Member Savings Contributions	Member POS Installment
05/28/2024	04/01/2024	Original	2024-04 MASTER AGREEMENT		\$958,073.39	\$211,548.24	\$0.00
05/28/2024	04/12/2024	Credit In	DC Payment Ref# - 2755036 (Auto)	<u>2755036</u>	(\$3,650.11)	\$0.00	\$0.00
05/28/2024	04/25/2024	Credit In	DC Payment Ref# - 2758816 (Auto)	<u>2758816</u>	(\$45.64)	\$0.00	\$0.00
05/28/2024	05/09/2024	Credit In	DC Payment Ref# - 2764149 (Auto)	<u>2764149</u>	(\$3,750.77)	\$0.00	\$0.00
08/12/2024	08/12/2024	Credit In	WH Adj. Ref# - 2776928 (Auto)	<u>2776928</u>	\$0.00	(\$57,259.74)	\$0.00
Total of all records					\$950,626.87	\$154,288.50	\$0.00

Financial Summary

Fund	Due Calculated	Amount Paid	Amount Owed
Mem Saving	\$211,548.24	\$211,548.24	\$0.00
Mem POS	\$0.00	\$0.00	\$0.00
Emp Share	\$940,038.89	\$11,011.55	\$929,027.34
Emp Prem	\$18,034.50	\$194.98	\$17,839.52
Total in current view	\$1,169,621.63	\$222,754.77	\$946,866.86
Total of all records	\$1,169,621.63	\$222,754.77	\$946,866.86

1 - 4 of 5

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Page

1

of 2

>

>|

[Work Reports](#) / Work Report Transaction Details

Work Report Details

Work Report Summary

Work Report Transaction Details

To see where the payment came from, click on the Work Report Transaction Details tab

Transaction Details

Transaction Number:
2767872

Posting Date	Activity Date	Trans Type	Identifier	Applied To/From	Employer Cont.	Member Savings Contributions	Member POS Installment
05/28/2024	04/01/2024	Original	2024-04 MASTER AGREEMENT		\$958,073.39	\$211,548.24	\$0.00
05/28/2024	04/12/2024	Credit In	DC Payment Ref# - 2755036 (Auto)	<u>2755036</u>	(\$3,650.11)	\$0.00	\$0.00
05/28/2024	04/25/2024	Credit In	DC Payment Ref# - 2758816 (Auto)	<u>2758816</u>	(\$45.64)	\$0.00	\$0.00
05/28/2024	05/09/2024	Credit In	DC Payment Ref# - 2764149 (Auto)	<u>2764149</u>	(\$3,750.77)	\$0.00	\$0.00
Total in current view					\$950,626.87	\$211,548.24	\$0.00
Total of all records					\$946,866.86	\$0.00	\$0.00



Work History						
Errors	SSN	Name	Wage Type	FY	Work Status	Base
	XXX-XX-2781	Last, First	Per Diem	2024	ACTIVE	\$1,192.00
	XXX-XX-0585	Last, First	Salaried	2024	ACTIVE	\$4,858.32
	XXX-XX-7904	Last, First	Hourly	2024	ACTIVE	\$1,997.84
	XXX-XX-8638	Last, First	Per Diem	2024	ACTIVE	\$4,505.00
Total for All Records						\$12,553.16

Notice: On the Work Reports page, the released work report only shows the four rows processed. On the Import Files page, you see there were originally 21 records.



Work Reports							
Import Files		ID	Description	Header Status	Process Flag	Import Start Date	Import Type
		599259 >	R001080	Processed with Errors	Processed with Errors	07/18/2024 10:08:20 AM	Work Report
						Rows Imported	Rows Processed
						21	4

CHECK THE IMPORT FILES PAGE

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Your ESC Representative: RIDDLE, RACHAEL

Import History

Add Import

Export Import List

ID	Description	Header Status	Process Flag	Import Start Date	Import Type	Rows Imported	Rows Processed
599259 >	R00'	Validated with Errors	Validated	07/18/2024 10:08:20 AM	Work Report	21	0
597848 >	April 2024 Work Report	Processed Successfully	Completed	05/22/2024 9:36:15 AM	Work Report	644	640
595210 >	March 2024 Work Report	Processed with Exceptions	Completed	04/11/2024 10:41:21 AM	Work Report	645	639
595204 >	March 2024 Work Report	Voided	Completed	04/11/2024 10:26:53 AM	Work Report	645	0
593592 >	February 2024 Work Report	Processed with Errors	Processed with Errors	03/19/2024 2:43:23 PM	Work Report	645	636

OPEN REPORT IN QUESTION FROM IMPORT FILES PAGE

ID	Description
<u>597848</u> >	April 2024 Work Report

Click on File ID number
to open work report



REVIEW THE IMPORT SUMMARY

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Import Files / File Details

File Details

File Header

Import Summary

Filters

Id	Import Header Status	Rows Imported	Invalid Rows	Valid Rows	Rows Deleted	Rows Added
599259	Processed with Errors	21	3	4		
Description		Last Updated By			Last Updated On	
.....		

REVIEW WORK REPORT ROWS

Rows Imported
3973

Invalid Rows
1

Valid Rows
3959

Rows Deleted
12

Rows Added
0

- ✓ Does the number of rows on the import match the number of rows on your payroll file + 1 for the header row?
- ✓ Are there any rows that are invalid?
- ✓ Did you delete any rows? If so, why? Do you still need to report these employees?
- ✓ Did you add any rows? If so, why?

YOU HAVE A HEADER ROW ERROR

If you see zero valid rows and all your row detail status says, “Not Processed,” you have a header row error.

File Details

File Header

Import Summary

<



IF YOU HAVE INVALID ROWS – CHECK YOUR ERRORS

ERROR FILTERING ON UPLOAD FILES PAGE

The screenshot displays the PSERS 'Import Files / File Details' page. A sidebar on the left contains navigation links: Home, Employer Info, Documents, Roster, Work Reports, Import Files (highlighted), Transactions, Forms and Reports, FAQs, and Contact Us. The main content area has tabs for 'File Details' and 'File Header'. A red message states: 'This file can no longer be edited, since it has been submitted to PSERS.' Below this is the 'Import Details' section, which includes a table of errors/warnings. A blue circle highlights the 'Filter: Errors/Warnings (Any)' button. A yellow box highlights the table content, which shows two rows of errors/warnings. A yellow box also highlights the 'Filters' dropdown menu, which is open and shows the 'Any' filter selected. The table has columns for Actions, Errors, Sequence Number, Detail, Status, Delete, Member SSN, Member Name, Member DOB, and Fis. The first row shows an 'Error' with sequence number 96, status 'Processed With Errors', and member SSN 'SSN'. The second row shows a 'Warning' with sequence number 46, status 'Processed With Exception', and member SSN 'SSN'. The 'Filters' dropdown menu lists options: None, Any (selected), Any Exception, Any Informational, ERR- Duplicate record exists, and WRN- Max hours should not exceed 300 in any month. Below the table is a 'Total for All Records' section with a progress bar.

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Import Files / File Details

File Details File Header

This file can no longer be edited, since it has been submitted to PSERS.

Import Details

Filter: Errors/Warnings (Any) ✕

Actions	Errors	Sequence Number	Detail	Status	Delete	Member SSN	Member Name	Member DOB	Fis
	Errors/Warnings Error	96	Processed With Errors	No		SSN	Last, First	02141964	20
	Errors/Warnings Warning	46	Processed With Exception	No		SSN	Last, First	03151999	20

Total for All Records

Filters Apply Reset ✕

Collapse All

Filter by

Errors/Warnings • ^

None

✓ Any

Any Exception

Any Informational

ERR- Duplicate record exists

WRN- Max hours should not exceed 300 in any month

Sequence Number ^

Sequence Number

Detail Status ^

Note: All data is scrambled

REVIEW ROWS WITH ERRORS

This row dropped off and will need to be reported through an adjustment. Employer will want to verify the additional wages under duplicate wage type.

Click on the
Error/Warning
to reveal error

Import Files / File Details

File Details File Header

This file can no longer be edited, since it has been submitted to PSERS.

Import Details

Filter: Errors/Warnings (Any) X

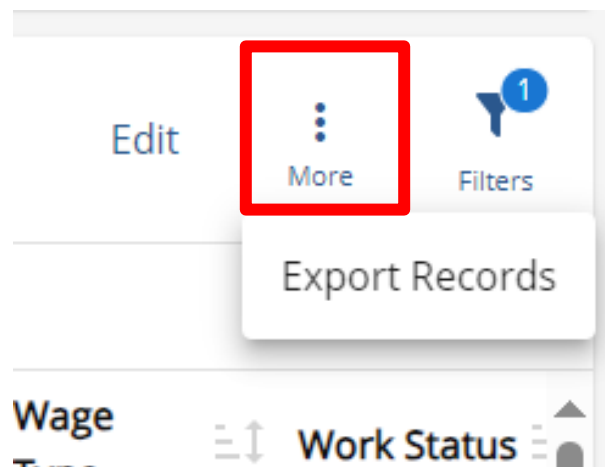
Actions	Errors	Seque Num:	Detail Status	Delet	Member SSN	Member Name
Errors/Warnings	Warning	346	With Exce ptio	No	SSN	Last, First

Import Errors and Exceptions (for more information, click the "?")

Seq No	Type	Row	Message
96	Error	1	Duplicate records submitted for SSN, Wage type and fiscal year combination. Combination must be unique or combined into one record.

DETERMINE WHAT WAS NOT REPORTED TO PSERS

Sequence Number	Detail Status	Deleted?	Member SSN	Member Name	Member DOB	Fiscal Year Ending	Wage Type
6	Processed With Errors	FALSE		Last, First	11251949	2024	Ho
7	Not Processed	FALSE		Last, First	4171984	2024	Sa
8	Not Processed	FALSE		Last, First	1031984	2024	Sa
9	Not Processed	FALSE		Last, First	1231967	2024	Sa
10	Not Processed	FALSE		Last, First	3061975	2024	Sa
11	Not Processed	FALSE		Last, First	4141972	2024	Sa
12	Processed With Errors	FALSE		Last, First	9271984	2024	Ho
13	Not Processed	FALSE		Last, First	9091960	2024	Pe



- Export records with an error by clicking “More”
- Click “Export Records”
- Excel file will appear
- Save file to make your adjustments

Filters
Apply
Reset
X

Not Processed Successfully
Validated Successful
Bypassed

Collapse All

Deleted?
^

☒ Yes

No

Edit
More
Filters
1

Export Records

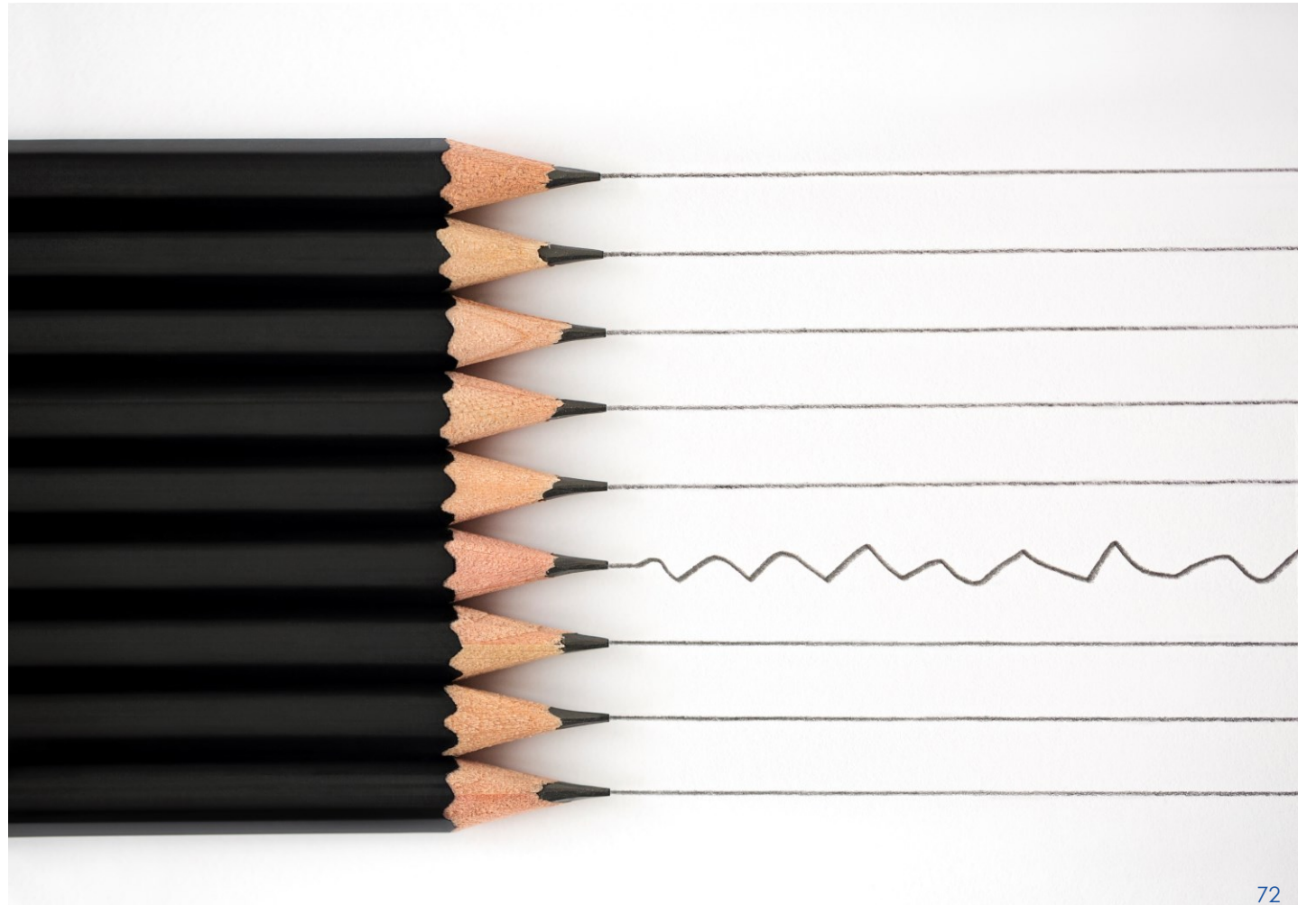
Wage
Work Status

- Export deleted rows – using filter
- Click More and “Export Records”
- Save file to make your adjustments after report is released

Sequence Number	Detail Status	Deleted?	Member SSN	Member Name	Member DOB	Fiscal Year Ending	Wage Type	Work Status	BASE	URCC	OT	SUP	CONTRIB	Hours	Days	WNC	POS	EXSAL	NRCC
75	Not Processed	TRUE			10042000	2024	Hourly	ACTIVE - Actively Working	0	0	0	0	0	160	0	2200	0	0	0
151	Not Processed	TRUE			3231998	2024	Hourly	ACTIVE - Actively Working	0	0	0	0	0	10	0	112.13	0	0	0
307	Not Processed	TRUE			2141965	2024	Hourly	ACTIVE - Actively Working	0	0	0	0	0	101	0	1222.1	0	0	0
359	Not Processed	TRUE			12181947	2024	Hourly	ACTIVE - Actively Working	138	0	0	0	11.04	12	0	0	0	0	0
406	Not Processed	TRUE			6091965	2024	Hourly	ACTIVE - Actively Working	0	0	0	0	0	102	0	1231.18	0	0	0
536	Not Processed	TRUE			8021975	2024	Hourly	ACTIVE - Actively Working	0	0	0	0	0	67	0	1172.5	0	0	0
639	Not Processed	TRUE			8171993	2024	Salaried	ACTIVE - Actively Working	0	0	0	0	0	0	0	1498	0	0	0



**VERIFY THE ERRORS
MAKE UP THE
DIFFERENCE BETWEEN
YOUR PAYROLL REPORT
AND THE WORK REPORT**



ROW DROPPED OFF YOUR REPORT BECAUSE IT WAS A HARD STOP ERROR

Corrections should be done on an adjustment as soon as possible but not until your report shows released on the Work Reports page.

- Check to ensure the employee is entered in your payroll system at the correct class and rate to avoid future errors.
- Do your combined work report and adjustment totals equal your payroll totals now?



**QUARTERLY RECONCILIATION
MAKES YEAR END MEMBER
STATEMENT OF ACCOUNT EASIER**

GENERATE AN ESS EMPLOYER SUMMARY REPORT

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Your ESC Representative: RIDDLE, RACHAEL

Shortcuts

[Generate a Report >](#)
Run an Employer Self-Service report

[Employer Reference Manual >](#)
This manual provides information and instructions on submitting necessa

Scheduling a Report

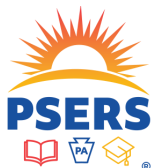


Please select a report from the following list:

- ☐ ESS - Employer POS NQ Refund Report
- ☒ ESS Employer summary report
- ☐ ESS Employer total service credit report
- ☐ Employer Notification CROQ Report
- ☐ Open and Past Due Employer Transactions
- ☐ Open and Past Due Member Transactions

Cancel

Next



IMPORTANT

- MAKE SURE TO SELECT CSV
- ENTER THE FISCAL YEAR

Scheduling a Report ×



Report



Report parameters

Please enter the following details for this report request

☒ Notify me when the report is done

Send a status notification to lsweigard@pa.gov

Export Type

☐ PDF ☒ CSV

Schedule Type

☒ One Time ☐ Recurring

You must enter the "Fiscal Year" below if requested for this report type.

Fiscal Year

*

2024

Cancel

Previous

Schedule



OPEN ESS EMPLOYER SUMMARY REPORT

Once you receive the email alert, your report is ready. Open report from Forms and Reports Page.

V3PREPROD-ALERT@pa.gov
Report Request 101862 - ESS Employer summary report - Aug 5, 2024 suc... 10:31 ...

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Forms

Form Name	Image
Approved Leave of Absence - Employer Verification	
Authorization Agreement for Restricted (ACH) Debits	
Charter School Employer Information	
Demographic Information Change Request	
Merged Employer Salary and Service Adjustment	
PSERS Employer Security Administrator Authorization	

Reports

Run a New Report

Filter: Submitted Date (08/05/2023 to...)

Previously-Run Reports	Status	Image	Inserted Date	Process Start Date
ESS Employer summary report	Processed successfully		08/05/2024 10:29 AM	08/05/2024 10:30 AM
ESS Employer summary report	Processed successfully		05/14/2024 11:21 AM	05/14/2024 11:22 AM
FSS Employer summary	Processed		05/01/2024	05/01/2024

ESS EMPLOYER SUMMARY REPORT

Employer Summary Report																
Fiscal Year : 2024																
Run Date :																
Member Name	SSN	Wage Type	Hours	Days	Base	URCC	OT	SUPP	Total Salary	WNC	Contributions	POS	Mem Savings		EMP SH	EMP PA
DUKE, DAISY	001-78-2781	Per Diem	0	26	3,384.00	0	0	0	3,384.00	0	211.5	0	211.5		1,128.90	21.66
DUCK, DONALD	005-84-0585	Salary	0	0	48,583.20	0	0	0	48,583.20	0	3,036.42	0	3,036.48		16,207.38	310.92
DUCK, DAISY	006-66-7904	Hourly	917	0	18,446.12	0	0	864.31	19,310.43	0	1,448.26	0	1,448.29		6,441.96	123.59
MOUSE, MICKEY	007-78-8638	Per Diem	0	116	25,217.50	0	0	0	25,217.50	0	2,017.40	0	2,017.40		8,412.56	161.39
MOUSE, MINNIE	010-74-4067	Hourly	202	0	0	0	0	0	0	2,400.00	0	0	0		0	0
DOG, GOOFY	030-64-2981	Salary	0	0	54,961.74	0	0	500	55,461.74	0	4,159.68	0	4,159.60		18,502.04	354.94
PAN, PETER	042-76-8097	Salary	0	0	74,431.52	0	0	0	74,431.52	0	5,582.40	0	5,582.39		24,830.33	476.39
ELEPHANT, DUMBO	047-74-8949	Salary	0	0	68,383.60	0	0	466.36	68,849.96	0	5,163.70	0	5,163.77		22,968.35	440.65

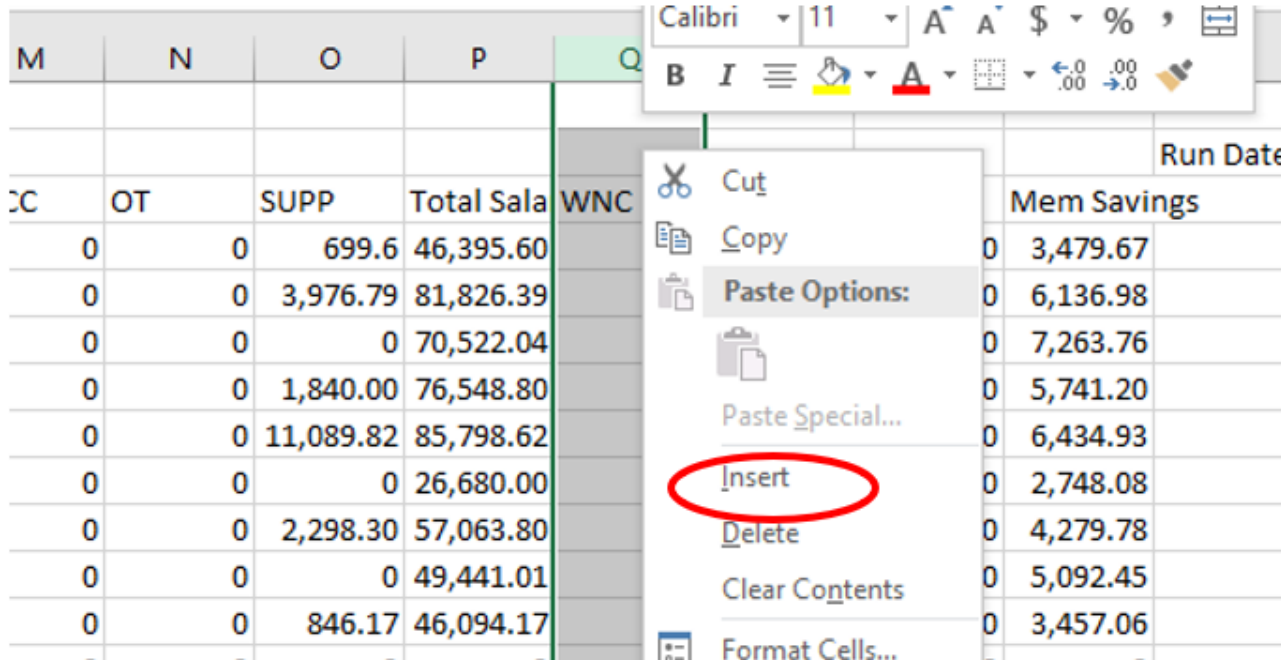
Summary report will show everything reported year to date for every employee reported to PSERS from July 1 of the fiscal year entered. Total includes work reports and adjustments released to date of the report. The Summary report generates in Social Security number order. Generate a year-to-date payroll excel report in Social Security number order to easily compare column totals.

HERE IS AN EXAMPLE FY SUMMARY FROM A PAYROLL PROVIDER

SSN/ID	Name	Staff First Name	Staff Last Name	Ret Eligible	Ret Class	FY	Ret Gross	Total Withheld	DB	DC	Days	Hours
001-78-2781	Duke,	Daisy	Duke	Y	TG	24	3384.00	287.64	211.50	76.14	25.00	0.00
005-84-0585	Duck,	Donald	Duck	Y	TD 7.5%	24	48583.20	3886.66	3886.66	0.00	180.00	0.00
006-66-7904	Duck,	Daisy	Duck	Y	TD 7.5%	24	19310.43	1448.28	1448.28	0.00	0.00	917.00
007-78-8638	Mouse,	Mickey	Mouse	Y	TE 7.5-9.5%	24	25217.50	2017.40	2017.40	0.00	110.00	0.00
010-74-4067	Mouse,	Minnie	Mouse	Y	TG	24	2400.000	204.00	150.00	54.00	0.00	202.00
030-64-2981	Dog,	Goofy	Dog	Y	TE 7.5-9.5%	24	55461.74	4436.94	4436.94	0.00	182.00	0.00
042-76-8097	Pan,	Peter	Pan	Y	TD 7.5%	24	74431.52	5582.36	5582.36	0.00	260.00	0.00
047-74-8949	Elephant,	Dumbo	Elephant	Y	TD 7.5%	24	68849.96	5163.75	5163.75	0.00	182.00	0.00

Each payroll provider will have a slightly different format for the year end report. You will want to contact your software company to assist you in creating a similar report.

ADD NEW COLUMNS



CC	OT	SUPP	Total Sala	WNC	Run Date	Mem Savings
0	0	699.6	46,395.60		0	3,479.67
0	0	3,976.79	81,826.39		0	6,136.98
0	0	0	70,522.04		0	7,263.76
0	0	1,840.00	76,548.80		0	5,741.20
0	0	11,089.82	85,798.62		0	6,434.93
0	0	0	26,680.00		0	2,748.08
0	0	2,298.30	57,063.80		0	4,279.78
0	0	0	49,441.01		0	5,092.45
0	0	846.17	46,094.17		0	3,457.06

On your Summary Report, go to the column next to “**Total Salary**” and right click to insert a new column.

Repeat for difference column.

SUMMARY REPORT WITH TWO ADDITIONAL COLUMNS

SSN	Wage Type	Hours	Days	Base	URCC	OT	SUPP	Total Salary	Payroll	Difference	WNC	Contributions	POS	Mem Savings
001-78-2781	Per Diem	0	26	3,384.00	0	0	0	3,384.00			0	211.50	0	211.50
005-84-0585	Salary	0	180	48,583.20	0	0	0	48,583.20			0	3,036.42	0	3,036.48
006-66-7904	Hourly	917	0	18,446.12	0	0	0	18,446.12			0	1,448.26	0	1,448.29
007-78-8638-	Per Diem	0	116	25,217.50	0	0	0	25,217.50			0	2,017.40	0	2,017.40
010-74-4067	Hourly	202	0	2,400	0	0	0	4,800			2,400.00	150.00	0	0
030-64-2981	Salary	0	182	54,961.74	0	0	500.00	55,461.74			0	4,159.68	0	4,159.60
042-76-8097	Salary	0	260	74,431.52	0	0	0	74,431.52			0	5,582.40	0	5,582.39
047-74-8949	Salary	0	180	68,383.60	0	0	466.36	68,849.96			0	5,163.70	0	5,163.77

This is what you should see after you have added and named your columns.

Add the formula: **= (Payroll Column letter and row) minus (Total Salary column letter and row)**

=J2-K2

D	E	F	G	H	I	J	K	L
Hours	Days	Base	URCC	OT	SUPP	Total Salary	Payroll	Difference
0	26	3,384.00	0	0	0	3,384.00	3384.00	0.00

SSN	Wage Type	Hours	Days	Base	URCC	OT	SUPP	Total Salary	Payroll	Difference
001-78-2781	Per Diem	0	26	3,384.00	0	0	0	3,384.00	3384.00	
005-84-0585	Salary	0	180	48,583.20	0	0	0	48,583.20	48583.20	
006-66-7904	Hourly	917	0	18,446.12	0	0	0	18,446.12	19310.43	
007-78-8638-	Per Diem	0	116	25,217.50	0	0	0	25,217.50	25217.50	
010-74-4067	Hourly	202	0	2,400	0	0	0	4,800	2400.000	
030-64-2981	Salary	0	182	54,961.74	0	0	500.00	55,461.74	55461.74	
042-76-8097	Salary	0	260	74,431.52	0	0	0	74,431.52	74431.52	
047-74-8949	Salary	0	180	68,383.60	0	0	466.36	68,849.96	68849.96	

After adding, copy the formula down entire column to reveal differences

ANYTHING OTHER THAN A ZERO NEEDS CORRECTED

WAGES TO BE ADJUSTED

Total Salary	Payroll	Difference	WNC
3,384.00	3384.00	0.00	0
48,583.20	48583.20	0.00	0
18,446.12	19310.43	864.31	0
25,217.50	25217.50	0.00	0
4,800.00	2400.00	-2,400.00	2400
55,461.74	55461.74	0.00	0.00
74,431.52	74431.52	0.00	0
68,849.96	68849.96	0.00	0

SERVICE TO BE ADJUSTED

Hours	Payroll	Difference	Days	Payroll	Difference
0	0.00	0.00	26	25.00	-1.00
0	0.00	0.00	170	180.00	10.00
900	917.00	17.00	0	0.00	0.00
0	0.00	0.00	116	110.00	-6.00
202	202.00	0.00	0	0.00	0.00
0	0.00	0.00	182	182.00	0.00
0	0.00	0.00	260	260.00	0.00
0	0.00	0.00	180	182.00	2.00



DETERMINE THE AMOUNT DUE

MEMBER AMOUNT DUE

If you are not able to process the work report prior to the due date, you will **ESTIMATE** your member savings payment by using the payroll file total.

Remember to go back and check your estimated payment was **correct**.



REVIEW THE MEMBER SAVINGS AMOUNT DUE!



If you made a payment based on payroll totals review the Work Report Transaction Details or the Transactions Page to make sure the amount you paid on the 10th was correct.

Errors or adjustments may have altered your amount due.

DUE DATES AND AMOUNTS DUE COLUMNS

Member Due Date –

The 10th of the month following the reporting month.

For example: The May Work report is due by the 10th of June for member savings contributions and member POS installment.

Employer Due Date –

Five days after receipt of the Commonwealth subsidy issued by PDE for the previous quarter.

For example: Employer contribution amounts owed for Jan, Feb, March transactions are due June 26th.

FOUR FUNDS ON PNC CASH CON

Member Savings Contributions- Amount ESS calculates based on reported wages. Amount should match the amount withheld from member paychecks.

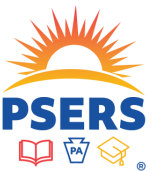
Member POS Installments- Amount withheld by employer to pay a member's purchase of service. Employers should monitor amounts owed by employee, so overpayment does not occur.

Employer Contributions- Includes 2 Fund Groups

Employer Share & Employer Premium Assistance Fund - amount due calculated by ESS using FY employer share rate for FY reported.



Employer POS Fund - amount includes employer share for Purchase of Service for employee previously non-qualified service.



DIFFERENT FUNDS/UNITS AVAILABLE FOR TRANSACTIONS

Initiate Transaction

Specify requested information and click Continue, or enter transactions for specific units.

Unit ID	Unit Name	Payment
0000016101	0016 Member Contributions	<input type="text"/>
0000016102	0016 Member POS	<input type="text"/>
0000016103	0016 Employer Contributions	<input type="text"/>
0000016104	0016 Employer POS	<input type="text"/>

* Indicates required field

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 paycheck.

Employer Contributions:

The employer's portion of retirement contributions.

Employer POS:

The employer's portion of the POS

NOTE: Employer POS transactions are paid in a separate account from the Employer Share.

THE TRANSACTION PAGE IS YOUR FINANCIAL RESOURCE

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Filter: Status (Open, Hold) X

Show Fund Groups

Show Fund Details

<input type="checkbox"/>	Posting Date	Activity Date	Trans #	Type	Identifier	Status	Mbr Due Date	Emp Due Date	Emp Cont.	Member Savings Contributions	Member POS Installment
<input type="checkbox"/>	08/05/2024 >	08/05/2024	2776347	WH Adj.	adjustment	Open	09/10/2024	12/23/2024	(\$170.00)	(\$40.00)	\$0.00
<input type="checkbox"/>	07/22/2024 >	06/01/2024	2774925	Estimated Work Report	Est WH Rpt 2024-06	Open	07/10/2024	09/23/2024	\$1,358,288.33	\$290,519.11	\$0.00
<input type="checkbox"/>	07/18/2024 >	05/01/2024	2774833	WH Report	Billing Rpt 2024-05	Open	06/10/2024	09/23/2024	\$0.00	\$888.39	\$0.00
<input type="checkbox"/>	07/18/2024 >	07/18/2024	2774832	WH Adj.	Billing Report 7/18/2024	Open	08/10/2024	12/23/2024	\$340.00	\$62.50	\$0.00
<input type="checkbox"/>	06/13/2024 >	06/13/2024	2772258	WH Adj.	Shared Risk Tests TD 7.5	Open	07/10/2024	09/23/2024	\$692.60	\$150.00	\$0.00
<input type="checkbox"/>	06/03/2024 >	05/28/2024	2769243	DC Payment	DC Pmt 05/28/2024 for 05/24/2024 Payroll	Open			(\$3,834.37)	\$0.00	\$0.00
<input type="checkbox"/>	05/31/2024 >	05/31/2024	2768689	Balance Adj.	Interest 05/31/2024	Open	06/10/2024		\$0.00	\$1,394.11	\$0.00
<input type="checkbox"/>	05/28/2024 >	04/01/2024	2767872	WH Report	Billing Rpt 2024-04	Open	05/10/2024	09/23/2024	\$950,626.87	\$211,548.24	\$0.00
<input type="checkbox"/>	05/28/2024 >	05/28/2024	2767697	WH Adj.	Cor Lora 0710 FY 22,23	Open	06/10/2024	09/23/2024	\$6.90	\$0.00	\$0.00
<input type="checkbox"/>	05/22/2024 >	05/22/2024	2766647	POS Employer Contribution	Lump POS: SSN	Open	08/20/2024	09/23/2024	\$277.08	\$0.00	\$0.00
Total in current view									\$2,306,227.41	\$504,522.35	\$0.00
Total of all records									\$5,570,027.03	\$505,052.37	(\$884.41)

FILTERING

Account

Filter: Status (Open, Hold)

Show Fund Groups

Show Fund Details

<input type="checkbox"/>	Posting Date	Activity Date	Trans #	Type
<input type="checkbox"/>	<u>12/20/2023</u>	> 11/01/2023	2706805	Estin Repc

filters

Member POS
Installment

\$0.00

\$0.00

\$0.00

\$0.00

Filters

Apply Reset

Search by

Trans #

Collapse All

Filter by

Activity Date

Last 3 Months

Last 6 Months

Last 12 Months

Custom Dates

Type

FIND OTHER TRANSACTION PAGE FILTER OPTIONS

Scroll down filter options to locate either Member or Employer due date filters.



Filters Apply Reset ×

Search by

[Collapse All](#)

☒ Open

Mbr Due Date ^

Last 3 Months

Last 6 Months

Last 12 Months

Custom Dates

Emp Due Date ^

☒ Last 3 Months

Last 6 Months

Last 12 Months

Custom Dates

FILTER OPTION

Filter: Status (Open, Hold) ✕		Filter: Emp Due Date (01/01/2024 to ... ✕									
Show Fund Groups		Show Fund Details									
<input type="checkbox"/>	Posting Date	Activity Date	Trans #	Type	Identifier	Status	Mbr Due Date	Emp Due Date	Emp Cont.	Member Savings Contributions	Member POS Installment
<input type="checkbox"/>	07/22/2024 >	06/01/2024	2774925	Estimated Work Report	Est WH Rpt 2024-06	Open	07/10/2024	09/23/2024	\$1,358,288.33	\$290,519.11	\$0.00
<input type="checkbox"/>	07/18/2024 >	05/01/2024	2774833	WH Report	Billing Rpt 2024-05	Open	06/10/2024	09/23/2024	\$0.00	\$888.39	\$0.00
<input type="checkbox"/>	06/13/2024 >	06/13/2024	2772258	WH Adj.	Shared Risk Tests TD 7.5	Open	07/10/2024	09/23/2024	\$692.60	\$150.00	\$0.00
<input type="checkbox"/>	05/28/2024 >	04/01/2024	2767872	WH Report	Billing Rpt 2024-04	Open	05/10/2024	09/23/2024	\$950,626.87	\$211,548.24	\$0.00
<input type="checkbox"/>	05/28/2024 >	05/28/2024	2767697	WH Adj.	Cor Lora 0710 FY 22,23	Open	06/10/2024	09/23/2024	\$6.90	\$0.00	\$0.00
<input type="checkbox"/>	05/22/2024 >	05/22/2024	2766647	POS Employer Contribution	Lump POS: SSN POS 647045	Open	08/20/2024	09/23/2024	\$277.08	\$0.00	\$0.00
<input type="checkbox"/>	05/22/2024 >	05/22/2024	2766621	POS Employer Contribution	Lump POS: SSN POS 646934	Open	08/20/2024	09/23/2024	\$52.86	\$0.00	\$0.00
<input type="checkbox"/>	05/17/2024 >	05/17/2024	2765439	POS Employer Contribution	Lump POS: SSN POS 646808	Open	08/15/2024	09/23/2024	\$12.43	\$0.00	\$0.00
<input type="checkbox"/>	05/14/2024 >	05/14/2024	2764650	POS Employer Contribution	Lump POS: SSN POS 646470	Open	08/12/2024	09/23/2024	\$212.65	\$0.00	\$0.00
Total in current view									\$2,306,830.16	\$503,105.74	\$0.00
Total of all records									\$5,573,521.40	\$503,595.76	(\$44.24)

EXPORT OPTION

Export Transaction List					Filters	?
r Due te	Emp Due Date	Emp Cont.	Member Savings Contributions	Member POS Installment		
10/2024	03/25/2025	\$3,591,868.54	\$771,558.59	\$700.88		

You can export transactions to have a paper copy or to use excel to manipulate data

Posting Date	Activity Date	Trans #	Type	Identifier	Status	Mbr Due Date	Emp Due Date	Employer Cont.	Member Savings	Mbr POS Installment
11/20/2024	10/1/2024	2794209	Estimated Work Report	Est WH Rpt 2024-10	Open	11/10/2024	3/25/2025	3,591,868.54	\$771,558.59	\$700.88
10/31/2024	10/31/2024	2793045	Interest	Interest # 2793045	Open	11/10/2024	3/25/2025	\$22,422.81	\$0.00	\$0.00
10/4/2024	9/30/2024	2790908	Interest	Interest # 2790908	Open	10/10/2024	12/23/2024	\$5,063.22	\$0.00	\$0.00
8/23/2024	9/1/2024	2787222	WH Report	Billing Rpt 2024-09	Open	10/10/2024	12/23/2024	\$419.40	\$0.00	\$0.00
8/23/2024	8/1/2024	2787221	WH Report	Billing Report 8/31/2024	Open	9/10/2024	12/23/2024	\$303.34	\$0.00	\$0.00
7/31/2024	7/31/2024	2785480	Interest	Interest # 2785480	Open	8/10/2024	12/23/2024	\$0.00	\$546.89	\$0.00
7/18/2024	6/1/2024	2784967	WH Report	Billing Rpt 2024-06	Open	7/10/2024	9/23/2024	3,781,911.13	\$0.00	\$0.00
7/15/2024	7/12/2024	2783678	DC Payment	DC Pmt 07/12/2024 for 07/12/2024 Payroll	Open		12/23/2024	(\$22,818.71)	\$0.00	\$0.00
7/3/2024	7/3/2024	2779650	WH Adj.	Cor Majesky 3175 FY23	Open	8/10/2024	12/23/2024	\$2,059.03	\$0.00	\$0.00
7/2/2024	7/2/2024	2779358	WH Adj.	COR Lafata Oatman 6594 FY23-24	Open	8/10/2024	12/23/2024	\$81.04	\$0.00	\$0.00
7/2/2024	7/2/2024	2779353	WH Adj.	Cor Tipo 9654 FY 23, 24	Open	8/10/2024	12/23/2024	\$26.49	\$0.00	\$0.00
6/20/2024	6/20/2024	2774946	POS Employer Contribution	Lump POS: SSN 000-00-0000: POS 647699	Open	9/18/2024	9/23/2024	\$36.99	\$0.00	\$0.00
6/17/2024	5/1/2024	2774467	WH Report	Billing Rpt 2024-05	Open	6/10/2024	9/23/2024	5,023,477.28	\$0.00	\$0.00
6/13/2024	6/13/2024	2773651	WH Adj.	Cor Perry 0264 FY2024-2023	Open	7/10/2024	9/23/2024	\$63.60	\$0.00	\$0.00
6/13/2024	6/13/2024	2773597	POS Employer Contribution	Lump POS: SSN 000-00-0000: POS 647588	Open	9/11/2024	9/23/2024	\$823.31	\$0.00	\$0.00
6/12/2024	6/12/2024	2773447	WH Adj.	Cor Boyer 7105 FY21, 22+24	Open	7/10/2024	9/23/2024	\$0.29	\$0.00	\$0.00
5/30/2024	5/30/2024	2768472	POS Employer Contribution	Lump POS: SSN 000-00-0000: POS 647134	Open	8/28/2024	9/23/2024	\$31.09	\$0.00	\$0.00
5/15/2024	4/1/2024	2764840	WH Report	Billing Rpt 2024-04	Open	5/10/2024	9/23/2024	3,250,453.21	\$0.00	\$0.00
5/14/2024	5/14/2024	2764655	WH Adj.	Cor Cook 3015 FY 23-24	Open	6/10/2024	9/23/2024	\$81.82	\$0.00	\$0.00
5/13/2024	5/13/2024	2763972	WH Adj.	Cor Thomas 2537 FY23-24	Open	6/10/2024	9/23/2024	\$78.42	\$0.00	\$0.00
5/9/2024	5/9/2024	2762132	WH Adj.	Cor Powers 9269 FY 23-24	Open	6/10/2024	9/23/2024	\$84.25	\$0.00	\$0.00
5/3/2024	5/3/2024	2760427	POS Employer Contribution	Lump POS: SSN 000-00-0000: POS 646168	Open	8/1/2024	9/23/2024	\$17.94	\$0.00	\$0.00
5/2/2024	5/2/2024	2760098	POS Employer Contribution	Lump POS: SSN 000-00-0000: POS 646198	Open	7/31/2024	9/23/2024	\$258.88	\$0.00	\$0.00
3/18/2024	3/18/2024	2743973	WH Adj.	Cor Overreported POS Payment 3019	Open	4/10/2024	6/26/2024	\$0.00	\$0.00	(\$91.53)
8/22/2023	8/22/2023	2674216	Payment	Dep. Date 08/22/2023	Open			\$0.00	\$0.00	(\$150.53)

EMPLOYER STATEMENT OF ACCOUNTS (SOA)

You can view the monthly Member and Employer Transactions under your Documents Page in ESS

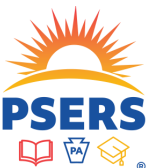
Document Name 

[Monthly Statement of Employer Transaction Details](#) >

[Monthly Summary of Employer Transactions](#) >

[Monthly Statement of Member Transaction Details](#) >

[Monthly Summary of Member Transactions](#) >



OPEN AND PAST DUE TRANSACTIONS

[Home](#)
[Employer Info](#)
[Documents](#)
[Roster](#)
[Work Reports](#)
[Import Files](#)

Your ESC Representative: RIDDLE, RACHAEL

Shortcuts

[Generate a Report >](#)
Run an Employer Self-Service report

[Employer Reference Manual >](#)
This manual provides information and instructions on submitting necessa

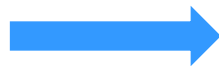
Scheduling a Report



Please select a report from the following list:

- ☐ ESS - Employer POS NQ Refund Report
- ☐ ESS Employer summary report
- ☐ ESS Employer total service credit report
- ☐ Employer Notification CROQ Report
- ☐ Open and Past Due Employer Transactions
- ☐ Open and Past Due Member Transactions

Generating these two reports will help determine what is owed





MEMBER SAVINGS PAYMENTS

REVIEW RELEASED WORK REPORT TRANSACTION DETAILS

Work Reports / Work Report Transaction Details

Comments

Work Report Details

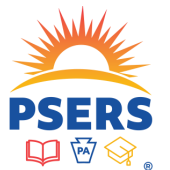
Work Report Summary

Work Report Transaction Details

Transaction Number:
2739767

Posting Date	Activity Date	Trans Type	Identifier	Applied To/From	Employer Cont.	Member Savings Contributions	Member POS Installment
03/04/2024	02/01/2024	Original	2024-02 MASTER AGREEMENT		\$194,504.14	\$43,226.05	\$52.16
03/04/2024	02/08/2024	Credit In	DC Payment Ref# - 2733859 (Auto)	<u>2733859</u>	(\$1,124.40)	\$0.00	\$0.00
03/04/2024	02/23/2024	Credit In	DC Payment Ref# - 2737403 (Auto)	<u>2737403</u>	(\$1,181.69)	\$0.00	\$0.00
03/04/2024	02/26/2024	Credit In	Payment Ref# - 2737759 (Auto)	<u>2737759</u>	\$0.00	(\$0.88)	\$0.00
Total in current view					\$192,198.05	\$43,225.17	\$52.16
Total of all records					\$192,136.18	\$0.00	\$0.00

Do these totals match your payroll file totals?



REVIEW YOUR CREDITS AND PAYMENTS-CLICK APPLIED TO/FROM

Does this payment equal the amount submitted to PNC Cash Con?

Transaction Number:
2754379

Posting Date	Activity Date	Trans Type	Identifier	Applied To/From	Employer Cont.	Member Savings Contributions	Member POS Installment
04/12/2024	03/01/2024	Original	2024-03 MASTER AGREEMENT		\$1,421,428.88	\$314,361.78	\$0.00
04/12/2024	03/28/2024	Credit In	DC Payment Ref# - 2750147 (Auto)	2750147	(\$3,478.75)	\$0.00	\$0.00
04/12/2024	04/01/2024	Credit In	DC Payment Ref# - 2752029 (Auto)	2752029	(\$3,520.15)	\$0.00	\$0.00
04/12/2024	03/25/2024	Credit In	Payment Ref# - 2747748 (Auto)	2747748	\$0.00	(\$13,958.26)	\$0.00
Total in current view					\$1,414,429.98	\$300,403.52	\$0.00
Total of all records					\$1,414,321.81	\$0.00	\$0.00

Transaction Number:
2747748

Posting Date	Activity Date	Trans Type	Identifier	Applied To/From	Emp Cont.	Member Savings Contributions	Member POS Installment
03/25/2024	03/25/2024	Original	Dep. Date 03/25/2024		\$0.00	(\$224,601.57)	\$0.00
03/25/2024	03/25/2024	Credit Out	Estimated Work Report - 2745215 (Auto)	<u>2745215</u>	\$0.00	\$218,750.72	\$0.00
04/02/2024	03/25/2024	Credit Out	Interest 03/31/2024 - 2749621	<u>2749621</u>	\$0.00	\$1,282.91	\$0.00
04/11/2024	04/11/2024	R-Credit In	Reverse - Estimated Work Report - 2745215 (Auto)	<u>2745215</u>	\$0.00	(\$218,750.72)	\$0.00
Total in current view					\$0.00	(\$223,318.66)	\$0.00
Total of all records					\$0.00	\$0.00	\$0.00

Original
payment
amount

Transaction Number:
2747748

Posting Date	Activity Date	Trans Type	Identifier	Applied To/From	Emp Cont.	Member Savings Contributions	Member POS Installment
04/11/2024	03/25/2024	Credit Out	WH Report - 2754169 (Auto)	<u>2754169</u>	\$0.00	\$209,360.40	\$0.00
04/12/2024	03/25/2024	Credit Out	WH Report - 2754379 (Auto)	<u>2754379</u>	\$0.00	\$13,958.26	\$0.00
Total in current view					\$0.00	\$223,318.66	\$0.00
Total of all records					\$0.00	\$0.00	\$0.00

Credit on
second
page

[Work Reports](#) / Work Report Summary

[Work Report Details](#)

[Work Report Summary](#)

[Work Report Transaction Details](#)

[Work History Summary](#)

Has work report been uploaded and released before Member Savings payment is due on the 10th or last business day before the 10th?

Fund	Due Calculated	Amount Paid	Amount Owed
Mem Saving	\$154,207.58	\$0.00	\$154,207.58
Mem POS	\$0.00	\$0.00	\$0.00
Emp Share	\$678,414.91	\$0.00	\$678,414.91
Emp Prem	\$13,015.23	\$0.00	\$13,015.23
Total in current view	\$845,637.72	\$0.00	\$845,637.72
Total of all records	\$845,637.72	\$0.00	\$845,637.72

MEMBER AMOUNT DUE



MEMBER SAVINGS PAYMENTS – TRANSACTION PAGE

TRANSACTION PAGE VIEW AND REVIEW

<input type="checkbox"/>	Posting Date	Activity Date	Trans #	Type	Identifier	Status	Mbr Due Date	Emp Due Date	Employer Cont.	Member Savings Contributions	Member POS Installment
<input type="checkbox"/>	<u>10/31/2024</u>	> 10/31/2024	2793045	Interest	Interest # 2793045	Open	11/10/2024	03/25/2025	\$22,422.81	\$0.00	\$0.00
<input type="checkbox"/>	<u>10/04/2024</u>	> 09/30/2024	2790908	Interest	Interest # 2790908	Open	10/10/2024	12/23/2024	\$5,063.22	\$0.00	\$0.00
<input type="checkbox"/>	<u>08/23/2024</u>	> 09/01/2024	2787222	WH Report	Billing Rpt 2024-09	Open	10/10/2024	12/23/2024	\$419.40	\$0.00	\$0.00
<input type="checkbox"/>	<u>08/23/2024</u>	> 08/01/2024	2787221	WH Report	Billing Report 8/31/2024	Open	09/10/2024	12/23/2024	\$303.34	\$0.00	\$0.00
<input type="checkbox"/>	<u>07/31/2024</u>	> 07/31/2024	2785480	Interest	Interest # 2785480	Open	08/10/2024	12/23/2024	\$0.00	\$546.89	\$0.00
<input type="checkbox"/>	<u>07/18/2024</u>	> 06/01/2024	2784967	WH Report	Billing Rpt 2024-06	Open	07/10/2024	09/23/2024	\$3,781,911.13	\$0.00	\$0.00
<input type="checkbox"/>	<u>07/15/2024</u>	> 07/12/2024	2783678	DC Payment	DC Pmt 07/12/2024 for 07/12/2024	Open		12/23/2024	(\$22,818.71)	\$0.00	\$0.00

Shown here is a balance due from 8/10/2024 – this will continue to accrue interest until paid

COMPARE WITH SOA MEMBER OR EMPLOYER STATEMENTS

	Member Contributions	Member POS
Past Due	212,078.26	-163.63

Monthly Activity

Post Date	Trans#	Trans Type	Trans Identifier	Member Due Date	Member Contributions	Member POS
05/01/2024		Beginning Balance			91,716.64	-884.41
05/20/2024	2766179	Adjustment	Est WH Rpt 2024-04	05/10/2024	-215,275.58	0.00
05/20/2024	2766179	Estimated Work Report	Est WH Rpt 2024-04	05/10/2024	215,275.58	0.00
05/28/2024	2767872	WH Report	Billing Rpt 2024-04	05/10/2024	211,548.24	0.00
				May 2024 Total	211,548.24	0.00
05/31/2024	2768689	Balance Adj.	Interest 05/31/2024	06/10/2024	1,394.11	0.00
				Jun 2024 Total	1,394.11	0.00
05/30/2024	2768353	Payment	Dep. Date 05/30/2024 - Check #339266130		-91,186.62	0.00

COMPARE EMPLOYER SOA TO TRANSACTION PAGE

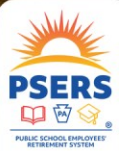
Post Date	Trans #	Trans Type	Trans Identifier
03/21/2024	2745514	SCP Employer Contribution	Lump POS: SSN POS
05/03/2024	2760509	WH Adj.	Adjustment Rpt. - FY 2024
05/03/2024	2760390	WH Report	Billing Rpt 2024-04
05/16/2024	2765127	SCP Employer Contribution	Lump POS: SSN POS 646760
06/07/2024	2771376	WH Report	Billing Rpt 2024-05
06/18/2024	2774700	WH Adj.	Marra-Tucker-Krim
07/19/2024	2785272	WH Report	Billing Rpt 2024-06

Identifier	Trans #	Emp Cont.	Emp Due Date
DC Pmt 09/10/2024 for 09/06/2024 Payroll	2802494	(\$19.20)	
DC Pmt 09/05/2024 for 09/06/2024 Payroll	2799576	(\$1,910.55)	
Lump POS: SSN POS 646760	2765127	\$281.28	9/23/2024
Marra-Tucker-Krim	2774700	\$3,528.95	9/23/2024
Adjustment Rpt. - FY 2024	2760509	\$45.05	9/23/2024
Billing Rpt 2024-06	2785272	\$618,764.04	9/23/2024
Billing Rpt 2024-05	2771376	\$793,276.99	9/23/2024
Billing Rpt 2024-04	2760390	\$521,005.53	9/23/2024
		\$1,936,901.84	

HOW TO DETERMINE MEMBER POS BALANCE DUE

Id	Mem Savings	MEM POS	EMP SH	EMP PA	ACT29 Exist	ACT29 Exist BOC	ACT29 New	ACT29 New BOC	Mem POS Balance
2003	\$749.27	\$101.34	\$3,323.75	\$62.94	\$0.00	\$0.00	\$9,990.22	\$0.00	\$3,665.51
2023	\$215.88	\$69.50	\$1,305.85	\$24.73	\$0.00	\$0.00	\$3,925.00	\$0.00	\$653.15
2012	\$124.27	\$0.00	\$551.27	\$10.44	\$0.00	\$0.00	\$1,656.96	\$0.00	
1997	\$637.84	\$0.00	\$2,829.47	\$53.58	\$0.00	\$0.00	\$8,504.58	\$0.00	
2016	\$359.44	\$0.00	\$1,594.46	\$30.19	\$0.00	\$0.00	\$4,792.50	\$0.00	
1999	\$557.59	\$0.00	\$2,473.46	\$46.84	\$0.00	\$0.00	\$7,434.50	\$0.00	
	\$19,905.54	\$170.84	\$87,730.18	\$1,661.28	\$34,632.42	\$0.00	\$229,059.08	\$0.00	\$4,318.66
	\$386,152.14	\$170.84	\$1,782,297.11	\$33,749.36	\$331,092.35	\$0.00	\$5,025,977.33	\$0.00	\$4,318.66

Scroll to Mem POS column and sort to find employees making POS payments – Scroll to Mem POS Balance column



REVIEWING DC CREDIT TRANSACTIONS

TRANSACTION HISTORY REVIEW

Sponsor Web - Contribution Sub x Voya PayCloud

https://voyapaycloud.accp.voya.com/voyapaycloudui/#/batchManager/batchHistory

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

Start Date: 07/14/2024 End Date: 08/14/2024

Select Division/Location Payroll Date (MM/DD/YYYY)

Transaction Mode: All

Refresh Export Submitted Batches to CSV

Search by: Select Search

Transaction Id	Submitted Date	Payroll Date	Scheduled Date	Transaction Total \$	Status	
5103036	08/14/2024	05/29/2024		112.64	Ready to Post	View Details
5102962	08/14/2024	08/13/2024			Ready to Post	View Details
5102916	08/14/2024	08/13/2024			Contains Errors	View Details
5102896	08/13/2024	08/13/2024			File Processing Error	View Details Delete
5102863	08/14/2024	08/13/2024			Contains Errors	View Details
5102804	08/14/2024	08/13/2024			Contains Errors	View Details
5102753	08/14/2024	08/13/2024			Contains Errors	View Details

Review the Work History page to ensure your files have been processed and accepted by VOYA.

COMPARE VOYA REPORTING TO TRANSACTION PAGE

Account											Export Transaction List	Filters	?
Filter: Status (Open, Hold) X													
Show Fund Groups							Show Fund Details						
<input type="checkbox"/>	Posting Date	Activity Date	Trans #	Type	Identifier	Status	Mbr Due Date	Emp Due Date	Emp Cont.	Member Savings Contributions	Member POS Installment		
<input type="checkbox"/>	12/04/2024 >	12/04/2024	2829769	POS Employer Contribution	Lump POS: SSN 000-00-0000: POS 652454	Open	03/04/2025	03/25/2025	\$369.76	\$0.00	\$0.00		
<input type="checkbox"/>	12/02/2024 >	11/29/2024	2829114	DC Payment	DC Pmt 11/29/2024 for 11/29/2024 Payroll	Open			(\$18,780.28)	\$0.00	\$0.00		
<input type="checkbox"/>	11/19/2024 >	11/19/2024	2825954	POS Employer Contribution	Lump POS: SSN 000-00-0000: POS 652262	Open	02/17/2025	03/25/2025	\$310.95	\$0.00	\$0.00		
<input type="checkbox"/>	11/18/2024 >	11/15/2024	2825628	DC Payment	DC Pmt 11/15/2024 for 11/15/2024 Payroll	Open			(\$18,603.63)	\$0.00	\$0.00		
<input type="checkbox"/>	11/15/2024 >	10/01/2024	2825006	WH Report	Billing Rpt 2024-10	Open	11/10/2024	03/25/2025	\$2,035,412.94	\$0.00	\$8.06		
<input type="checkbox"/>	11/13/2024 >	11/13/2024	2824399	POS Employer Contribution	Lump POS: SSN 000-00-0000: POS 651837	Open	02/11/2025	03/25/2025	\$101.62	\$0.00	\$0.00		
<input type="checkbox"/>	11/12/2024 >	11/12/2024	2824208	POS Employer Contribution	Lump POS: SSN 000-00-0000: POS 651818	Open	02/10/2025	03/25/2025	\$1,180.31	\$0.00	\$0.00		
<input type="checkbox"/>	11/12/2024 >	11/12/2024	2823792	POS Employer Contribution	Lump POS: SSN 000-00-0000: POS 651683	Open	02/10/2025	03/25/2025	\$40.99	\$0.00	\$0.00		
Total in current view									\$2,006,888.26	\$0.00	\$8.06		
Total of all records									\$14,207,133.02	\$1,737,505.96	\$3,132.94		

DC CREDITS

[Work Reports](#) / [Work Report Transaction Details](#)

[Comments](#)

[Work Report Details](#) [Work Report Summary](#) [Work Report Transaction Details](#)

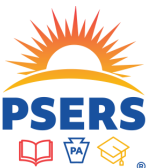
Transaction Number:
2739767

Posting Date	Activity Date	Trans Type	Identifier	Applied To/From	Employer Cont.	Member Savings Contributions	Member POS Installment
03/04/2024	02/01/2024	Original	2024-02 MASTER AGREEMENT		\$194,504.14	\$43,226.05	\$52.16
03/04/2024	02/08/2024	Credit In	DC Payment Ref# - 2733859 (Auto)	<u>2733859</u>	(\$1,124.40)	\$0.00	\$0.00
03/04/2024	02/23/2024	Credit In	DC Payment Ref# - 2737403 (Auto)	<u>2737403</u>	(\$1,181.69)	\$0.00	\$0.00
03/04/2024	02/26/2024	Credit In	Payment Ref# - 2737759 (Auto)	<u>2737759</u>	\$0.00	(\$0.88)	\$0.00
Total in current view					\$192,198.05	\$43,225.17	\$52.16
Total of all records					\$192,136.18	\$0.00	\$0.00

1 - 4 of 7

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Did you have two VOYA reports and do these dates and credits match your DC payroll file?



**Public School
Employees' Retirement
System**

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- [Contact the right group for your DC Plan questions](#)

Videos

- [Reporting to the DC Plan Training](#) - June 2024
- [Voya PayCloud \(VPC\) training video](#) - August 2024

Presentations

- [DC Plan Eligibility and Identifying Membership Class](#)
- [Act 5 Workshop](#)
- [PSERS Class TG Enrollment Guide](#)
- [Reporting to the DC Plan Training](#) - June 2024

Documents

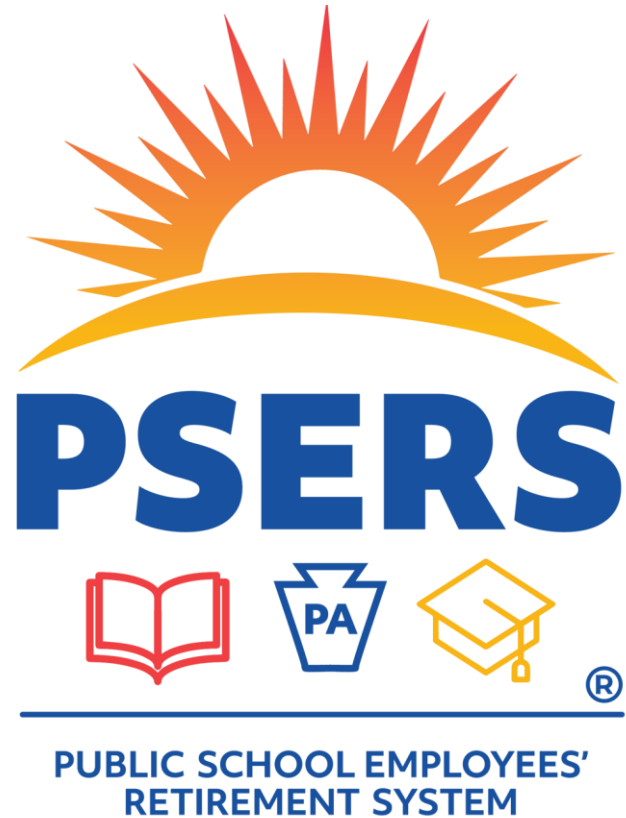
- [Voya PayCloud User Guide](#) - December 2024
- [Voya PayCloud FAQ](#) - March 2024
- [Voya PayCloud Statuses and Warnings/Errors](#) - August 2024
- [PSERS Converting Text File Guide](#) - August 2024
- [2025 Voya Holiday Calendar](#)
- [403b information](#)

Voya Resources

- [DC File Format](#)
- [Voya Reporting Excel Template](#)
- [Voya white listing instructions](#)
- [Voya After-Tax Validation](#)

DC PLAN/VOYA RESOURCES

WWW.PA.GOV/PSERS



**USE THE QR CODE TO
COMPLETE OUR SURVEY**



<https://www.surveymonkey.com/r/7ZFHRTD>

Important Notice!

Due to a large system build

ESS will be down and unavailable beginning

Wednesday, May 21st at 5PM

Until

Wednesday 5/28

when a slow system restart will begin

Please ensure all **April Work Reports
have been submitted no later than May 20th**

All PSERS business requiring ESS access must be completed prior to the shut down or after the system is restored.

EMPLOYER CONTACT INFO

Assistance from PSERS

PSERS Employer Service Center

1.866.353.1844

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

Direct questions by email to your regional
ESC representative

Voya Dedicated PSERS Payroll

Email Inbox: ID-PSERSS@voya.com

Reference your work order ID and 4-digit
Employer Code in the subject line.

Provides detailed information or research for work
order challenges

*Emails to the Dedicated PSERS Payroll Email Inbox are
sent an automatic reply that a response will be
provided within 24 hours.*

Assistance from Voya

VOYA Employer Help Line **1.877.806.5652**

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

- Answer general questions about work orders and the Voya PayCloud.
- Assist in submitting a work order in the Voya PayCloud system.
- 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.

PSERS Employer Accounting Unit Resource Account

Email Address: RA-PSERSEMPACCT@pa.gov

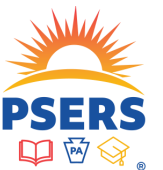
Hours: 7:30 a.m. to 3:30 p.m. ET Monday – Friday

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

 @PennPSERS

 @PA_PSERS

Follow on Facebook and X for
retirement news and investment
updates.

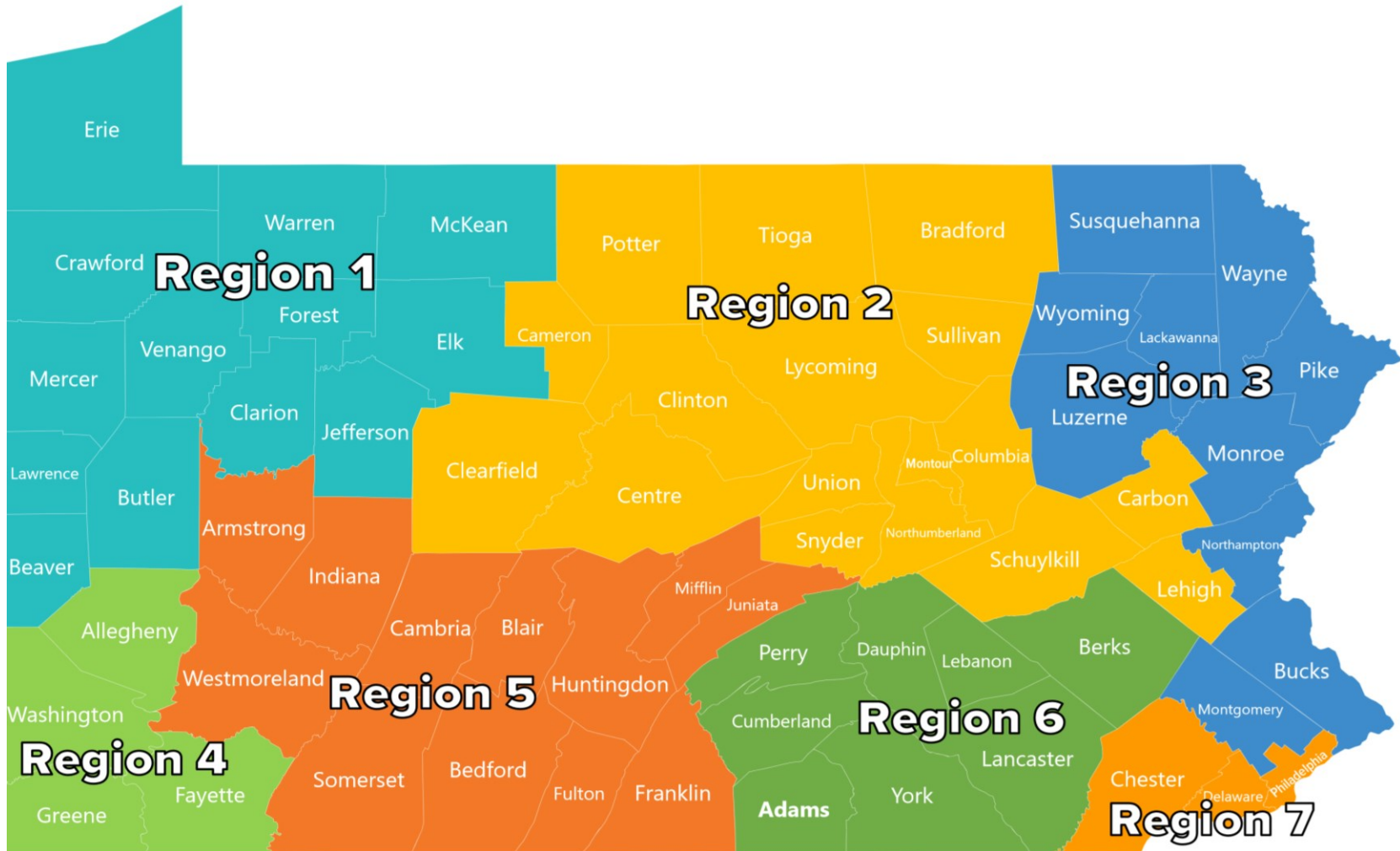


EMPLOYER SERVICE CENTER REGIONAL MAP

Region 1-
**DeAndre
Albright**

Region 2-
**Deanna
Brown**

Region 3-
**Daniel
Tapia-Ortiz**

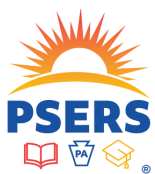


Region 4-
**Catherine
(Kate) Nollau**

Region 5-
**Kathleen
Pajtis**

Region 6-
**Rachael
Riddle**

Region 7-
**Jeanette
Riedel**



Scott Rainey and Lynn Sweigard – ESC Regional Office Administrators

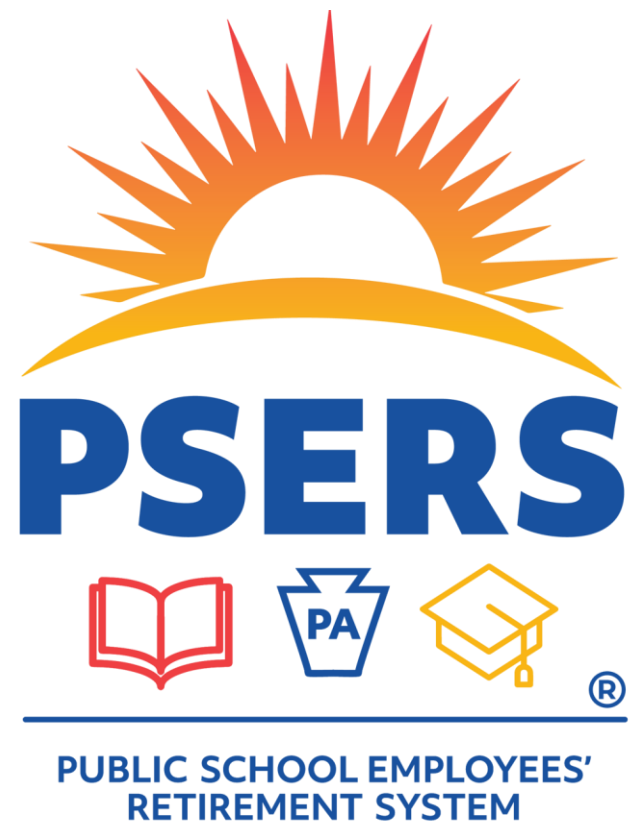


ESC IS HERE TO HELP!



IN SCHOOL AND VIRTUAL TRAINING FOR EMPLOYERS

Employer HELP LINE 1.866.353.1844



THANK YOU!