

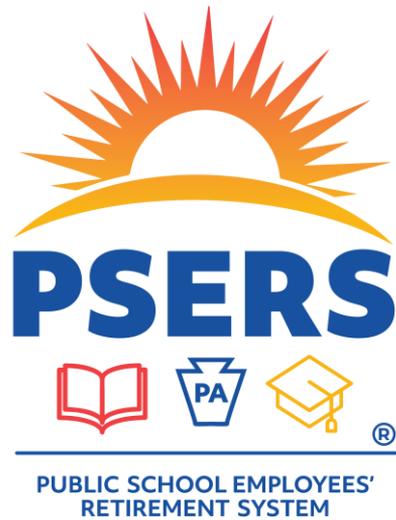
# 2022 Spring Employer Workshop

Presented by:

PSERS' Employer Service Center

Voya's Employer Help Line

May-June 2022



Welcome to the 2022 Spring Employer Workshop.

## Topics for Today

Reporting 101:  
Getting Started

Class Election  
and Waiver  
Options

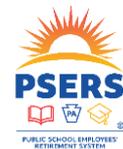
Reporting to  
Voya

Employer SOA  
and Transaction  
Page

Impact of  
Untimely  
Reporting

Coordination  
within your  
Offices

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In July 2019, three new membership classes were introduced, which also added to the complexity of reporting member data. We would like to start by providing some general information about reporting, the options new members have for making an election, and important information you should know when reporting to the DC Plan, managed by Voya Financial.

We will take a brief intermission, then return to discuss how you can use the Employer Statement of Account documents and the ESS Transaction Page to keep track of your account balances and payments. There are set due dates for reporting and making payments, so we'll talk about what happens if you don't maintain that schedule. And finally, we'll close with how working more efficiently in your own offices may help make unexpected occurrences more manageable.



# Reporting 101: Getting started

Rules for Qualifying, Enrolling, and Reporting

PSERS is a complex retirement system with seven (7) different membership classes. In our Reporting 101 section, we'll explain the difference between defined Benefit (DB) and Defined Contribution (DC) components, provide some guidance for reporting work data for your employees to PSERS and Voya, and provide an overview of the default class for new PSERS Members and class election opportunities available to these new members.

## PSERS Benefit Structure

- **Defined Benefit (DB)** -- guarantees a monthly benefit for life based on a calculation of:



- **Defined Contribution (DC)** -- composed of contributions and investment performance based on the investment options chosen by the participant. No guarantee against loss.



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Let's start with a review of the benefit structure. With a Defined Benefit (DB) plan, retirement benefits are determined by a formula which is set by state law and guaranteed by the Commonwealth of Pennsylvania. Here you can see the formula is based on their final average salary, their years of service, and their Membership Class Multiplier.

Newer members have either a smaller DB and also a DC benefit, or only a DC benefit. New members have the opportunity to choose from a selection of membership class choices, one of which provides no DB and only has a DC component for their retirement benefit. As it states on the slide, the DC benefit is composed of contributions and investment performance based on the investment options chosen by the participant. Unlike with the DB component, there is no guarantee for gains or against losses and the member also pays the fees associated with their DC account.

It's important to note that there are vesting requirements to be eligible for the defined benefit, and to have access to the employer portion of the defined contribution benefit. These are determined by membership class.

# PSERS Membership Classes

Class	Rules for Eligibility
Class T-C (Act 1975-96)	Members who first qualified for membership prior to July 1, 2001, and did not elect to convert to Class T-D via the provisions of Act 2001-9 and who have not returned after a break in service.*
Class T-D (Act 2001-9)	Members who first qualified for membership prior to July 1, 2001, and elected to convert from Class T-C to Class T-D via the provisions of Act 2001-9.
	Members who first qualified for membership between July 1, 2001, and June 30, 2011, or Members who had a break in service prior to July 1, 2001, and then returned to service on or after July 1, 2001, and earned 3 eligibility points.
Class T-E (Act 2010-120)	Members who first qualified for membership on or after July 1, 2011, and did not elect to convert to Class T-F via the provisions of Act 2010-120.
Class T-F (Act 2010-120)	Members who first qualified for membership on or after July 1, 2011, and elected to convert from Class T-E to Class T-F via the provisions of Act 2010-120.
Class T-G (Act 2017-5)	Members who first qualify for membership on or after July 1, 2019, and do not elect to convert to Class T-H or Class DC via the provisions of Act 2017-05.
Class T-H (Act 2017-5)	Members who first qualify for membership on or after July 1, 2019, and elect to convert to Class T-H via the provisions of Act 2017-05.
Class DC (Act 2017-5)	Members who first qualify for membership on or after July 1, 2019, and elect to convert to Class DC via the provisions of Act 2017-05.

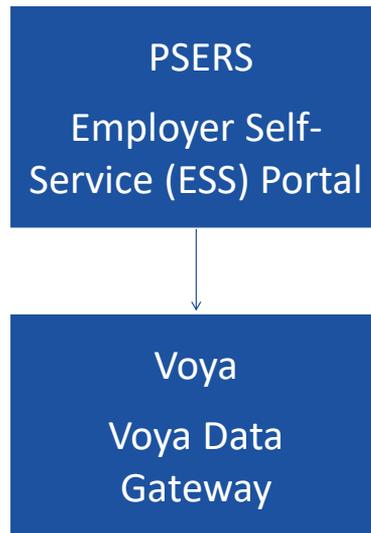
*\*Special rules apply if you terminated service before July 1, 2001.*



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Membership class is dependent on when the member first reached qualifying service. On the chart, classes listed above the red line are classes that offer only a defined benefit plan. Members who qualified on or after July 1, 2019, default into Class T-G which offers members both defined benefit and defined contribution components to their benefit. Class T-G is the default class; members have the opportunity to elect into Class T-H or Class DC once they are a qualified member. We'll discuss this election in more detail later in the program.

Access is needed for two different systems to complete employer reporting.



With the introduction of new DB/DC classes, employer reporting occurs on two different frequencies in two different systems. PSERS has partnered with Voya as the third-party administrator for the DC component of the Plan's newest classes. PSERS reporting for the DB work information for your employees is completed monthly through the Employer Self-Service or ESS portal, while reporting the DC work information occurs on a per payroll basis through a payroll tool called the Voya Data Gateway (VDG). System access requests must be made to obtain user credentials for each system to complete employer reporting. Each system user should have their own credentials—no sharing please!

# System Access Requests

Please keep contact information current in ESS!

Commonwealth of Pennsylvania - Public School Employees Retirement System 1270

1100 State Street, Harrisburg, PA 17103-1060  
Telephone: 717-773-7746  
Toll-Free: 1-800-735-7746  
Fax: 717-773-3800  
PSERS-1270 (08/2019)

**PSERS Employer Reporting System User Access**

Use this form to register as a PSERS Employer Reporting System User for the PSERS Employer Self-Service (ESS) Reporting System and Voya's Sponsor Web.

**Terms and Conditions of Use:**  
Reporting System and Voya's Sponsor Web are to be accessed by authorized users only, who are employed as a PSERS Employer. Use of the Reporting System and Voya's Sponsor Web are subject to the following:  
• Use the Reporting System and Voya's Sponsor Web only.  
• Complete with accuracy and in accordance with the Reporting System and Voya's Sponsor Web.  
• Present unclassified/discuss of sensitive information.  
All information submitted to the Reporting System and Voya's Sponsor Web is the property of the Commonwealth of Pennsylvania and PSERS. Such policies can be found on PSERS website on the Employer Self-Service page under the Employer tab.

**Indemnification:**  
The individual hereby certifies that they are currently employed with the Business Office by the employer listed above, that the user identified above is authorized to act on behalf of the employer with respect to employer reporting to PSERS, and that information listed for the user requesting access to PSERS ESS Reporting System and/or Voya's Sponsor Web is correct and up-to-date.

**Indemnification:**  
I hereby warrant to PSERS that the user listed above is authorized to act on behalf of the employer with respect to employer reporting to PSERS, and that information listed for the user requesting access to PSERS ESS Reporting System and/or Voya's Sponsor Web is correct and up-to-date.

**PSERS**  Create ESS Reporting System Access  Delete ESS Reporting System Access

**Voya**  Create Sponsor Web Access #  Delete Sponsor Web Access #

**PSERS Employer Reporting System User Requesting Access**

Employee Name	Employee Number	User's Last Name
Administrator's Employer Mailing Address		User's First Name
		User's Email Address
		User's Phone

**User Certification**  
By registering as a PSERS Employer Reporting System User, I hereby warrant and agree to comply with the Terms and Conditions of Use listed above when using PSERS ESS Reporting System and/or Voya's Sponsor Web. Use of PSERS ESS Reporting System and/or Voya's Sponsor Web by any registered user is dependent on an employer's authorization and acknowledgment of the above Terms and Conditions of Use.

PSERS Employer Reporting System User Requesting Access Signature \_\_\_\_\_ Date \_\_\_\_\_

**Employer Certification**  
The individual signing below certifies that they are currently employed with the Business Office by the employer listed above, that the user identified above is authorized to act on behalf of the employer with respect to employer reporting to PSERS, and that information listed for the user requesting access to PSERS ESS Reporting System and/or Voya's Sponsor Web is correct and up-to-date.

Name \_\_\_\_\_ Title/Position \_\_\_\_\_  
Approving Signature \_\_\_\_\_ Date \_\_\_\_\_

PSERS Employer Reporting System User Access Page 1 of 1



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On the screen is the PSERS Employer Reporting System User Access form (PSRS-1270.) This form is located on the Employer Forms subtab of the Employer tab on PSERS website. Access to each of the reporting systems is achieved by completing a 1270 form and returning it to PSERS. Employers should maintain a minimum of two staff members who have access to each system just in case an emergency would cause the primary staff member to be unavailable. Likewise, when someone no longer requires access to either system, we ask that you submit this form to remove access for these individuals. This helps maintain security so that only authorized users can access each system. If someone only requires Voya access (or to delete Voya access), this form still comes to PSERS for initial processing.

In the PSERS Employer Self-Service (ESS) system, we ask that each employer maintain current contact information for the people who attend to PSERS reporting. Additionally, we ask that at least the Monthly Reporting, Business Manager, and Superintendent roles are always filled. These are the roles that reports and letters are directed to most often. Please note that once documents are posted to ESS, anyone from your business office with ESS access can view the document.

## Reporting to PSERS (Defined Benefit—DB)

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DB reporting is provided to PSERS monthly

\*All eligible employees are reported to PSERS, including those enrolled as Class DC.

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Demo info, contract records, and work reports are submitted to PSERS through the Employer Self-Service (ESS) system.

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Work Reports must be submitted in ESS by the 20<sup>th</sup> of each month for all prior month activity.

Ex: The May work report is due June 20<sup>th</sup>

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DB member contribution payments are due by the 10<sup>th</sup> of the month.

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Employer contribution payments are due quarterly (March, June, September, December)

First, we'll start by explaining what is meant by reporting to PSERS. All eligible employees will be on the PSERS work report, no matter which class they are in, or if whether they have qualified for membership. PSERS learns about new employees when you submit demographic and contract record information through the Employer Self-Service system. PSERS Work Reports are due monthly, by the 20<sup>th</sup> of each month for all of the prior month's activity. This does conflict slightly with the due date for Member Contribution payments which are due on the 10<sup>th</sup> of each month. To make sure that you are making the correct payment, we encourage employers to upload or enter their monthly work report prior to the 10<sup>th</sup> so you have time to correct any erroneous records and to see the balance that is due for the member contribution payments.

Employer contribution payments are due quarterly, for the previous quarter. For example, the employer contribution payment that is due in June is actually for the first quarter reporting; work reports for the months of January, February, and March. PSERS provides a planning calendar on the website to show when member and employer contribution payments are due. We will touch on payments and contributions in our Employer SOA and Transaction Page section a little later.

## Reporting to Voya (Defined Contribution-DC)

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PSERS has partnered with Voya as the third-party administrator for the DC Plan using the Voya Data Gateway payroll tool.

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Employers report directly to Voya by payroll, including additional After-Tax contributions the member may have elected. **Payment for DC Plan occurs at submission.**

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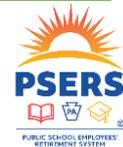
Salaried wage type and all FT employees are qualified from day 1. PT employees (hourly, per diem) must qualify before contributing to the DC plan.

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Late reporting could result in the employer paying lost participant earnings.

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Same RCC reporting as DB plan—Totals must match for members in both systems.



PSERS has partnered with Voya as the third-party administrator for the DC Plan. There is a great urgency for timeliness when reporting to the DC plan because money needs to be invested as soon as possible. Reporting to Voya is on a per payroll basis instead of the monthly DB reporting to PSERS, and payment for this work reporting will be debited via ACH the day you submit the work reporting.

Unlike the PSERS work report, not all of your Class T-G members will qualify to contribute to the DC plan right away. Employees who are a salaried wage type and all FT employees are qualified to contribute from the first day of service. Part-time employees who are hourly and per diem must reach a certain number of days or hours to qualify for membership. Until a member is qualified, they are not eligible to participate or contribute in the DC plan. Unlike the DB Plan, once a PT member qualifies, the DC contributions are prospective only.

You are not able to report your new hires to Voya until their eligibility has been provided by PSERS to Voya, so it is critical that you notify PSERS as soon as possible, even for employees who may not qualify right away. Voya is notified by PSERS on Mondays of who is a newly qualified member. Employers should wait until Tuesday to submit their payroll to Voya, if possible.

PSERS members in Class T-G, Class T-H, and Class DC can elect to make voluntary after-tax contributions to the DC component of their benefit. You are notified of this in the CROQ report and are to begin withholding with their next pay.

Contributions are invested the same day. If reporting is delayed or incorrect, the employer will be responsible for any lost earnings.

Even though the reporting frequency is different, the compensation rules are the same for both the DB and the DC plans.

## Member Demographic and Contract Records

- **Member Demographic and Contract Record information must be submitted to PSERS through ESS by the employee's start date.**
- Class T-G is a membership class with two components.
- Voya needs time to create the participant record before you report for that employee.
- Reporting must be submitted to Voya before and more frequently than reporting will be submitted to PSERS for the same employee.



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Regardless of the member's class, PSERS needs new employment information as soon as it can be provided. The good news with demographic information and contract records is that you can submit files as often as you like, or you can enter the details in manually when you hire someone new. We need this to happen as close to when the employee starts as possible so our system has time to provide Voya with the names of newly qualified members in order to create the participant records within their system.

Additionally, you will need to report work history to Voya sooner than you need to report work history to PSERS. (Per payroll vs monthly reporting).

## Identify the Correct Membership Class by Specific Member

- View membership class on contract record file for each employee by scrolling the whole way to the right:
- Take notice of the Withhold Info:
  - **Required**-Must withhold both DB/DC contributions
  - **Optional DB/No DC** means that the member has not qualified so they cannot contribute to the DC plan.
- If a member has elected a class or after-tax election through a previous employer, you will not receive notice of the class.

Membership Class and Rates	
Current Class	TG
DB Contrib Rate	6.25 %
DC Contrib Rate	2.75 %
DC Employer Share	2.25 %
After Tax Def %	1 %
Withhold Info	Required

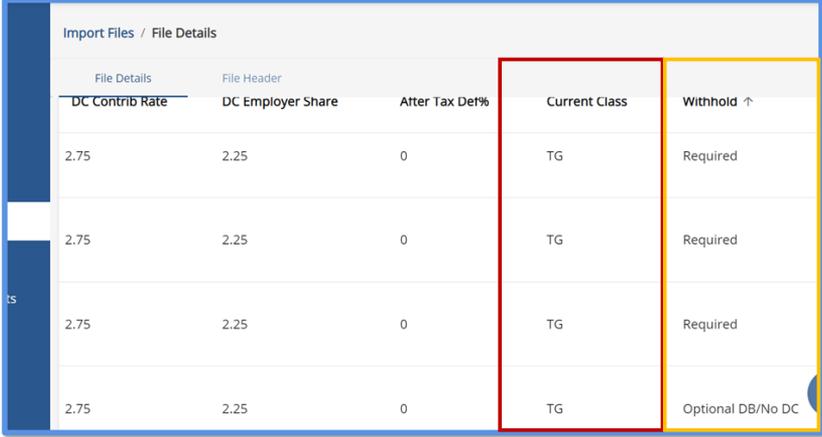
Don't forget to look for an After-tax election!



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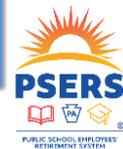
With seven (7) existing membership classes in addition to members who may have elected an enrollment waiver, you must check to see what class a member belongs to when they are hired. If a member elected a class with a previous employer, you will not receive a special notice that they are part of class T-H or DC. This is why it is important for you to review the membership details screen prior to beginning payroll deductions. Additionally, T-G, T-H and DC members can elect to have additional after-tax contributions provided to their DC account so you will want to see if a member has selected an after-tax contribution percentage, this will also be seen on the membership details screen.

## Review for Membership Class on Submitted Contract Record Files



File Details		File Header		
DC Contrib Rate	DC Employer Share	After Tax Def%	Current Class	Withhold ↑
2.75	2.25	0	TG	Required
2.75	2.25	0	TG	Required
2.75	2.25	0	TG	Required
2.75	2.25	0	TG	Optional DB/No DC

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Once a contract record file has been processed, you can review the details of membership class for each member on the file when you scroll to the right. The far-right column will display the withholding status for each member. “Required” indicates that you must withhold both the DB and DC contributions for that member. “Optional DB/No DC” means that they need to qualify. It is at the employer’s discretion whether they withhold the DB contributions or use WNC (Wages No Contributions) when reporting members on their work report. Members must qualify before they are eligible to contribute to the DC component. Similar to the individual member look up, the contribution rates for DB, DC, and any voluntary after-tax contributions will display here.

## Qualification: Class T-G Salaried and all Full-Time (FT) Employees

- Class T-G is the default class for new to PSERS employees.
- Salaried and all FT employees qualify from day 1
- **Must enter demographic and contract information by the employee's start date.**
- Enroll into Class T-G Overall contribution total of 9%
  - DB member contributions withheld at 6.25%
  - DC participant contributions withheld at 2.75%
- Contributions must be withheld at the correct rate for DB and DC from day 1.
- These employees will be reported to Voya before you submit a monthly work report to PSERS.



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Employees who are salaried or have full-time employment (hourly, per diem) qualify for membership as of the 1st day of rendering service. If not already a member of PSERS, your new hires will enroll into Class T-G, which is a benefit plan with both DB and DC components. To ensure that the DC participant record is set up and is ready to accept member contributions, you will need to enter a member demographic record AND contract record as close to their start date as possible so reporting will be received by both PSERS and Voya. Because work reporting is done on a per pay period basis for Voya, their system will need to receive information before the PSERS monthly work report will be due.

## Qualification for Class T-G Part Time (PT) Employees

- PT hourly and per diem employees must qualify for membership before becoming a member
  - PT hourly must render 500 hours to qualify
  - PT per diem must render 80 days to qualify
- PT employees will enroll into class T-G
  - DB contributions should be withheld at 6.25%
  - **NO DC contributions should be withheld until the member qualifies**
- DC contributions should be withheld at 2.75% after you are notified that they have reached qualification.



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Part time hourly and per diem employees must qualify for membership before becoming a member, meaning that they need to reach either 500 hours, 80 days, or a combination of both within a fiscal year to reach qualification. This is why PSERS stresses that part time members need to be reported to PSERS, even if you don't believe they will qualify for the year. If they are working for other schools as well, their combined service may make them an eligible member.

Part time employees will be enrolled into Class T-G and show "Optional DB/No DC" in the membership details of their record. Until you are notified that they have reached qualification and are now a qualified member, the only optional deductions are the 6.25% DB member contributions. No DC contributions should be withheld until the member qualifies.

Once notified that the member has qualified, both the DB and DC contributions must be withheld, and that employee will be reported on both the DC payroll file and the PSERS monthly work report.

## Demographic Information Exchanged with Voya

- Members are reported to Voya based on:
  - a) the contract start date, or if that date has passed,
  - b) the date the contract record is entered into ESS.
- Employer notifications received through CROQ Report
- Voya receives notifications through a weekly demographic file
  - Newly qualified members
  - Class changes for election or waiver
  - Updated membership status
    - (Active, Leave, Terminated, etc.)
  - Address changes, email updates

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Each week, the PSERS system reviews all the new member demographic, contract record, and reporting information that has come in, and it puts that information on to reports that tell you what has changed. This is the information that you see on the CROQ (Change in Member **C**lass/**R**ate or **O**btaining **Q**ualification) report.

Members are reported to Voya based on the start date of the contract record. If that date has passed, then the information will be passed on the next weekly file after the information has been submitted in the ESS system. This file contains more than just the names of newly qualified members. Voya receives information weekly for class election, waiver or membership status changes, and demographic updates, too.

# What is the CROQ Report?

- Change in Member Class/Rate or Obtaining Qualification (CROQ) Report
- What notifications does the CROQ Report provide?
  - Employees who have met membership qualification
  - Employees who have made a class election (T-H or DC)
  - Employees who have waived membership
  - Participants who have elected or changed an After-Tax contribution percentage
- CROQ Report is generated every Monday
- Where can I find the CROQ Report?
  - Under Documents Tab in ESS
  - Use Generate Reports link on ESS Home page



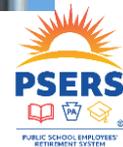
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What is the CROQ Report? The Change in Member Class/Rate or Obtaining Qualification Report provides notifications to employers about members at their school who have reached qualification, have made a class election, have waived membership and/or who have made an After-Tax contribution percentage election. The most common thing on the CROQ Report is the notification that one of your employees has qualified. This information is also exchanged with Voya, along with address changes, member status changes, such as Active or Terminated and any changes to a member's membership class. The CROQ Report is generated every Monday and is available for you to access through the Generate Reports link on your ESS dashboard or through your documents tab.

# What have we learned so far?

When can an employer begin to report a new employee to VOYA?

- a) The first payroll for the employee
- b) Once an employee reaches qualification
- c) After the first PSERS Report
- d) I am not sure, this topic confuses me



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When can an employer begin to report a new employee to VOYA?

- a. The first payroll for the employee
- b. Once an employee reaches qualification
- c. After the first PSERS Report
- d. I am not sure, this topic confuses me

The answer is B. While answer A **may** be true, it is not always true. Salaried and FT employees are qualified from day one and will be reported with the first payroll to Voya. To do this, the employer must submit timely demographic and contract information so Voya can accept reporting. Demographic information is exchanged on Mondays so demo and contract information must be in ESS by the previous Friday.

If the employee you are reporting to Voya is a part time per diem or part time hourly they must reach qualification to be eligible to have DC contributions withheld and reported to Voya. You were correct to withhold the DC contributions, but you will not be able to report them for the employee until next week when Voya receives their information from PSERS

For answer C, **IF** the employee is a part time per diem or hourly employee, they will still need to be reported to PSERS but because they have not met qualification by working 80 days or 500 hours, they should not have DC contributions withheld and should not be reported to VOYA.

**It is very important to determine a new employee's class and rate and IF they are a qualified PSERS member before they begin to work and they receive their first payroll.**

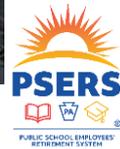
# What have we learned so far?

**How often can an employer submit their demographic and contract record files?**

- a) Once a month before my work report is submitted
- b) Twice a month before reporting to VOYA
- c) As often as the employer wants to upload a file
- d) I do not know



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How often can an employer submit their demographic and contract record files?

- a. Once a month before my work report is submitted
- b. Twice a month before reporting to VOYA
- c. As often as the employer wants to upload a file
- d. I do not know

The answer is C. In the past PSERS it was acceptable for employers to submit demographic and contract record files just once a month before uploading their work report. When Act 5 was implemented in FY 2019, PSERS required employers to either manually enter demographic and contract records or by doing file uploads as often as necessary to ensure employees with the DC component to their member class were sent to VOYA timely. It became necessary to upload these records more frequently to comply with having defined contributions invested on time. Doing manual or uploading files as often as necessary enables employers to begin reporting qualified employees in the TG, TH and DC classes to VOYA as soon as possible.

## Class Election and Enrollment Waivers

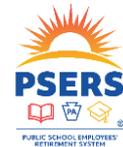


We know that new members of PSERS will be in Class T-G but then what? What do members need to do to select a different membership class or even waive membership altogether? Let's talk about class election opportunities.

## Once Qualified, Then a Member of PSERS

- All new members have a 90-day window from notification from PSERS to make a class election into Class T-H or Class DC.
  - The due date will be included in the election materials sent to them from PSERS.
- Rules that apply to PT Class T-G members:
  - In addition to Class T-H or Class DC, they may elect to waive membership.
  - DB member contributions can be withheld from the start date OR can be reported through WNC until qualification.
  - DC participant contributions for PT are withheld after notice of qualification and are not retroactive to their hire date.

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When a member qualifies, they are sent a welcome packet that introduces PSERS as their retirement system. The class election time period for class T-G members is 90 days from when a member is notified. This date is included in their election packet materials, which is sent close to the time that the welcome packet is sent. The election packet provides an explanation and comparison of the T-G, T-H and DC classes. PT members packets will also include an insert explaining the option to waive. Enrollment Waiver and Membership Class Elections are made through the MSS portal.

For PT hourly and per diem members who have never qualified, it is at the employer's discretion whether to withhold DB contributions immediately or report these members under the Wages No Contributions (WNC) bucket until they qualify. Once PT members qualify, then DC contributions are withheld and reported to the DC plan. Please also note, DC contributions are not retroactive to their hire date, but the DB contributions are. This means if you reported the member under WNC both the member and employer will receive a bill to collect what would have been contributed during that time frame for the DB portion back to the first day of the fiscal year of qualification.

## Contribution Rates

	Employer Contribution to DB*	Member Contribution to DC	Member Contribution to DB**	Total Member Contribution	Employer Contribution to DC	Total Current Member DB/DC & Employer DC Contribution
<b>Class T-G</b> (default)	35.26% <i>less</i> employer contribution already paid to DC	2.75%	6.25%	9.00%	2.25%	11.25%
<b>Class T-H</b> (elective)	35.26% <i>less</i> employer contribution already paid to DC	3.00%	5.25%	8.25%	2.00%	10.25%
<b>DC Only</b> (elective)	35.26% <i>less</i> employer contribution already paid to DC	7.50%	0.00%	7.50%	2.00%	9.50%

\*The actual employer contribution rate will be blended so it is the **same** per member/participant, **regardless** of their Membership Class, and it is applied across total payroll.

\*\* Includes shared risk/shared gain contribution rate.



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This chart shows the breakdown of the different membership classes and the differences between the contribution rates for each class. The peach columns represent the contribution rates that are withheld from the member and equal the darker peach “Total Member Contribution” column. The blue columns represent the employer contributions that are due for each class. At the time of each DC file submission, the employer pays for the employer DC contributions total. The payment amount is credited to your DB employer account and then reduces your quarterly employer contribution payments. These transactions can be monitored through the ESS Transaction Page, which we will discuss in greater detail later.

To elect an alternate class, the member must create an MSS account and make the class election through the designated election page. Any contributions withheld at the default Class T-G rate should be reported with the next reporting cycle. You may have noticed that the overall contribution rate is lower in both of the elected classes, meaning that the member would have contributed too much. For both Class T-H and Class DC, there are higher DC contribution rates that need to be satisfied prior to any excess contributions being issued to the member. Our system waits until the reporting begins to come in at the new elected class percentage before transferring any money to Voya or issuing any refunds for excess contributions back to the member.

## Employer Share Contributions

Employers Contribute 35.26% of their total payroll for all PSERS eligible employees regardless of membership class (FY 2022-2023)



PSERS is a cost sharing plan that uses a blended employer rate to fund current retirement benefits and all unfunded liability



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The employer contributions help fund current retirement benefits and the unfunded liability. Although you contribute 2.25% or 2.00% to the DC Plan as the set employer match for your DC plan members, the overall contribution rate is 35.26%, that includes a blended DC rate, that is then offset by what you actually reported to the DC Plan. Your total payroll, regardless of membership class, is used to calculate your employer contribution payment that is due quarterly. Rates are reviewed and set yearly by PSERS' actuary.

## Shared Risk/Shared Gain Provision

- Some membership classes now have a “shared risk/shared gain” provision
- Class T-E, Class T-F, Class T-G, and Class T-H members benefit when PSERS investments are doing well and share some of the risk when investments underperform.
- Member DB contribution rates for these classes may increase or decrease by 0.50% or 0.75% within the specified range once every three years.

Membership Class	DB Base Rate	Shared Risk/Gain Increment	Min	Max	
Class T-E	7.50%	+/- 0.50%	5.50%	9.50%	
Class T-F	10.30%	+/-0.50%	8.30%	12.30%	
Class T-G	5.50%	+/-0.75%	2.50%	8.50%	+ 2.75% DC Component
Class T-H	4.50%	+/-0.75%	1.50%	7.50%	+ 3.00% DC Component



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Some membership classes (Classes T-E, T-F, T-G, and T-H) are subject to shared risk and shared gain. Members in these classes will benefit when PSERS investments do well and conversely will share in the risk when investments underperform. More information on shared risk and shared gain classes is available on PSERS website.

## Enrollment Waiver Process for Class T-G

- Part-time members (salaried, hourly, per diem) may elect to waive membership if they hold a qualified IRA or other retirement plan.
- Members will use the election wizard in MSS to request enrollment waiver and certify that they have an approved IRA in their name.
- The system will end-date any ACTIVE records and begin an ACTIVW record.
- If a member already holds waived status, additional PT contracts entered into system must equal waived status.
- New FT contracts: member relinquishes waived status and will be a PSERS member from that point with a class election opportunity.

**Reminder: Service time can never be purchased for a waived time period.**



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How does it work if a part time member wants to waive membership? Part time members must first qualify to be eligible to elect an enrollment waiver. Waivers may only be granted if they certify they also hold a qualified IRA or other approved retirement plan. For T-G members who wish to waive, they will do so using the MSS election wizard found on the MSS portal. Employers will no longer need to verify that the member holds a valid IRA or enter ACTIVW contracts to get the waiver process started.

If a part time employee with waived status takes on another part time position at your school, you will only be able to submit an ACTIVW contract for them.

If a waived employee is hired on a FT basis, the member relinquishes their waived status and will be a PSERS member from that point forward. They will get a new class election opportunity at that time and contributions will need to begin being withheld.

# Member Self-Service Portal (MSS)

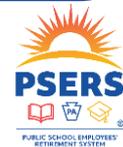


Register today!

## What can members do with an MSS account?

- Make class election/waive (if eligible)
- Manage personal information
- Nominate/update beneficiaries
- Create estimates
- See account balances
- View PSERS correspondence
- Track the status of submitted benefit applications and estimates
- Access their Voya account

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Class election and waiving membership, if they are eligible to do so, are done through MSS. They can also manage personal information, such as address changes, nominate or update beneficiary information, see account balances, and more!

Members will automatically receive PSERS documents electronically, through paperless delivery where they can be viewed in the Documents Tab. Members in Classes T-G, T-H, and DC can also use MSS to access information related to their DC accounts as well through single-sign on verification. Members will use their MSS Username and Password to log into the system and will be able to select a “single sign-on” link into Voya’s system without needing to reauthenticate themselves. Through single sign on, members can access both components of their retirement accounts.

The DC link will take the participant to the Participant Web (Pweb) where they can check account balances, update their investment choice(s), make after-tax contribution elections, and review their quarterly statements. From there the participant can also use My Orange Money, a financial tool that can be used by participants to see if they are on track for their desired retirement savings. The single sign on feature only works when logging into MSS first. Single sign on will not work if members try to access Voya’s site first and then choose to go to MSS.

## Confirming Class Election

- A Confirmation of Class letter will be sent to confirm their class choice.
- Additional information will be sent to member
  - Multiple Service (MS)
  - Non-Qualified Part-Time service purchase of service time frame
  - Investment options
  - After-Tax contribution percentage (elective)
- Members under 18 do not have the option to make a class election or to make investment choices.
  - They will contribute as T-G members
  - DC contributions will be placed in the default Target Date investment for their age group.



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After a member makes a class election through MSS, a Confirmation of Class letter will be sent to confirm their class choice. Additional information will also be sent to provide Investment options and to explain after-tax contribution election options available to them through Voya's participant web. All Class T-G members default into a Target Date Investment associated with their birth year. They may remain in this target date investment or use the investment materials to make another selection.

Members under age 18 will not be able to make a class election or make choices about how their DC contributions are invested until they reach 18 years of age. If they are a qualifying member, they will contribute to both the DB and DC components as a Class T-G member. Their DC contributions will be placed in the default Target Date Investment based on their birth year.

If they are still an active PSERS member at the time they reach 18 years old, they will be able to make a class election and change their investments, just like any other member.

## What have we learned so far?



### When can an employer enter a Waiver contract record for a part time employee?

- a) When the employee shows them an IRA
- b) When the employee tells the employer they do not want PSERS withheld
- c) After the member has an existing status of “waived” in the system
- d) After the employee has received their first paycheck

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When can an employer enter a Waiver contract record for a part time employee?

- a. When the employee shows them an IRA
- b. When the employee tells the employer they do not want PSERS withheld
- c. After the member has an existing status of “waived” in the system
- d. After the employee has received their first paycheck

The answer is C

In FY 2019 PSERS changed the process for membership waiver. The responsibility to waive membership for an employee was moved from the employer and placed on the employee who wanted to waive. For this reason, employers will not be able to enter a waiver contract record for an employee unless the employee has already been granted a waiver and PSERS has added the waiver contract for the employee in another position or at another district.

Members must be qualified to waive membership **BEFORE** being granted a waiver. **Here is that qualification requirement again!** Part-time members (salaried, hourly, or per diem) have the option to waive membership. PT Salaried members are qualified

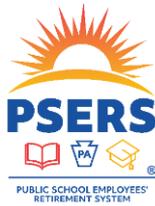
from day 1, but you will be notified through the CROQ Report when a PT hourly or PT per diem member qualifies for membership. After PT hourly and PT per diem members qualify, they will be able to use MSS to waive membership and after this happens, you will see the waived status on the CROQ Report.

Once an employee becomes Full-time, they are no longer eligible to waive membership. Members cannot purchase the waived time frame.



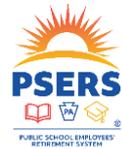
## Reporting to Voya

Now that we have the basics on Class T-G let's move to Reporting. As we discussed at the beginning of the presentation, the frequency and information reported to Voya is different than what is reported monthly on the PSERS work report. Reporting to the DC plan is based on payroll reporting.



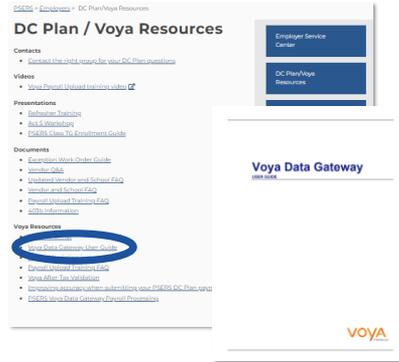
## PSERS – Voya Partnership

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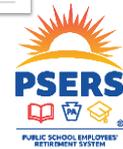


# Voya Data Gateway

- Voya Data Gateway (VDG) is the payroll contribution processing tool for the PSERS DC Plan.
- Go to [psers.pa.gov](https://psers.pa.gov) and choose *Employers > DC Plan/Voya Resources > Voya Data Gateway User Guide*.
- The User Guide provides step-by-step instructions to access the interface and submit a work order.



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## How does Voya process information from PSERS?

- The PSERS demo field creates new hire records that enroll members in the PSERS DC Plan and reports changes to contributions or classes.
- The PSERS demo feed is posted to the VDG by midday each Monday.
  - If Monday is a holiday, the file feed is delayed until Tuesday.
- If you receive a “Participant not on file” error for a participant, move the participant to an exception Work Order and push the exception through the following Monday.
- Payroll files submitted before 4:00 p.m. ET are processed by Voya that day; submissions after 4:00 p.m. ET are processed the next business day.

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## How does Voya process information from employers?

- Employer submits contributions on the next DC work order file sent to Voya.
- The VDG validates that the correct contribution rate was withheld from the participant's compensation.
- Ensure that the debit from your bank account was processed the day after you submitted the work order to the Voya Data Gateway and that the total matches the work order submitted.
- Work order will be validated as errors found for contribution rate errors or if participant record has not been created.

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## Exception Work Order

- “Late Contributions” emails will continue to be sent if Work Orders are not satisfied.
- If creating a new Work Order instead of using the exception that employees were moved to, call the Voya PSERS Help Line to have the exception deleted.
- To change the date on a pre-populated Work Order (due to a holiday, for example) go to *Actions > Change Due Date*.

Work Order Listing

Work Order Description	Group	Due Date	Frequency	Type	Method	Status	Amount	Work Order Id	Bank Account	Actions
PSERS 13-APR-2022	8288	4/13/2022	Biweekly	BiWeekly_8288	Manual	New	\$0.00	102069		actions ^
625010 PSERS 31-Mar-2022 Biweekly	2216	4/7/2022	Biweekly	BiWeekly_2216	Recurring	New	\$0.00	1		Begin Entry View Work Order Details View Notifications Delete Work Order Change Due Date
625010 PSERS 06-Apr-2022 Biweekly	1747	4/6/2022	Biweekly	BiWeekly_1747	Recurring	Awaiting Posting	\$7,051.67			

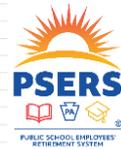


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## After-tax contributions (ATC)

- Participants may elect a voluntary after-tax contribution to the DC component after all other deductions have been withheld. Participants may change their ATC at any time.
- ATC must be a whole percentage of your pay after taxes have been applied.
- ATC percentage is applied to all positions.
  - *Example – 3% FT teaching salary, 3% PT math tutor salary.*
- **Example** – Participant has an RCC (Gross Pay) of \$1,000.00.
- Participant is Class TG equaling a total member contribution of 9% (2.75% DC and 6.25% DB member contributions)
- Participant has elected 5% for After-tax contributions (ATC).
- $\$1,000.00 - 9\% (\$90) = \text{RCC Less Pickups of } \$910.00$ .
- The maximum ATC amount will be \$45.50 (5% of the \$910.00)
- Other taxes and deductions must be satisfied prior to ATC being deducted
- Tax amounts will vary by individual.

PSERS Deferral Amount Calculator		
Calculate Pick Up Amount	RCC Amount	\$ 1,000.00
	Total Employee Contribution Amount	9.00%
	PICK-UP Amount	\$ 90.00
Calculate LESS Pick-Up Amount	RCC Amount	\$ 1,000.00
	PICK-UP Amount	\$ 90.00
	RCC Less Pick-Up Amount	\$ 910.00
Calculate Deferral Amount	RCC Less Pick-Up Amount	\$ 910.00
	AT Deferral Amt (OMNI)	5.00%
	Deferral Amount	\$ 45.50

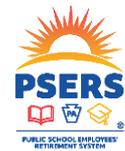


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## After-tax contributions (ATC)

- Voya notes a participant's ATC election to PSERS on the feedback file. The employer changes the participant's ATC election once they receive notification from PSERS on the CROQ report.
  - Participants are informed their ATC election may take up to two pays to begin being withheld
- At termination of all public school employment and all associated payrolls have been reported, ATC is reset to 0%.
- Call the Voya PSERS Help Line for errors reporting ATC for a participant.

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## Frequently Asked Questions

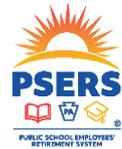
### What happens if there is not enough money in our account when the funds are requested?

Voya's Payroll team will work with you to manually debit your account on file.

### If an employee waives their membership, how long does it take to refund the contributions?

Voya will refund contributions once PSERS notifies Voya of the waiver. Waivers are sent to Voya as part of the demo file and processed the following day.

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## Frequently Asked Questions

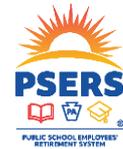
### How long does it take to process a change to our bank account or payroll frequency?

After completing the *Authorization Agreement for ACH Debit and Payroll Reporting Form* from the Employer Forms section of the PSERS website, return the completed form to Voya by fax. Please allow a minimum of 5 business days for processing.

Complete **Section A – Employer Information** and:

- **Section B – ACH Debit Set Up and Changes** for the initial set up of ACH Debit or to change the current ACH Debit.
- **Section C – Payroll Reporting** for the initial set up of Payroll Reporting or to change the current Payroll Reporting.

Complete the **Additional Payroll Information** if there are multiple payrolls for your employer location and to inform Voya who should receive automated emails from VDG.

The image shows two pages of a form titled "PSERS Employer Information Form" and "PSERS ACH Debit and Payroll Reporting Form". The top page contains sections for "EMPLOYER INFORMATION" and "ACH DEBIT SET UP AND CHANGES". The bottom page contains sections for "PAYROLL REPORTING" and "ADDITIONAL PAYROLL INFORMATION". The forms include various fields for company name, address, contact information, and specific details about ACH debits and payroll reporting.

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## Frequently Asked Questions

### When can a terminated employee request a distribution?

- You must submit a termination record to PSERS, including the anticipated last pay month (known as “setting the Balance of Contract flag”).
- The eligibility date is when an employee can first request a distribution from Voya.
  - Based on the later of the termination date + 30 days **or** the BOC flag date, the information that a member has terminated is sent over to Voya on the weekly demographic file.
  - The information sent to Voya on the weekly demographic file creates an eligibility for distribution date.
- Participants must request money through Voya and PSERS separately.

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## Preventing reporting errors

- Review the CROQ report each Monday to ensure all employee rates are updated.
- Compare information on your payroll software to what you report to Voya.
- Confirm that the wages you report to Voya matches the wages you report to PSERS.
- If adjustments need to be made, report them as soon as possible.

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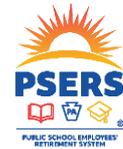
## Resolving errors – Deleting Work Orders (Files)

- Work Orders can **only** be deleted by a member of the Voya PSERS Help Line.
- You can call the Voya PSERS Help Line and request to have a Work Order deleted by providing:
  - The Work Order Your 4-digit PSERS location number
  - ID – this can be seen on the Advanced Search screen.

Work Order Listing

Work Order Description	Group	Due Date	Frequency	Type	Method	Status	Amount	Work Order Id	Bank Account	Actions
625010 PSERS 25-Feb-2022 Biweekly	2238	3/4/2022	Biweekly	BIWeekly_2238	Recurring	New	\$0.00	98248		actions ▾

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## Resolving errors – Deleting Work Orders (Files)

### UX90002 – \*Participant not on file: 123456789 (SSN)

- Go to the Actions dropdown menu and choose *Correct Errors*.

625010 PSERS 27-Aug-2021 Biweekly	2450	8/27/2021	Biweekly	BIWeekly_2450	Recurring	Errors Found	\$3,948.95	79768	actions
625010 PSERS 27-Aug-2021 Biweekly	6575	8/27/2021	Biweekly	BIWeekly_6575	Recurring	Errors Found	\$618.70		View Data View Work Order Details
625010 PSERS 27-Aug-2021 Biweekly	6268	8/27/2021	Biweekly	BIWeekly_6268	Recurring	Errors Found	17.73		Edit Data Correct Errors Reset Delete Work Order View Validation Errors

- Check *Move Exception* for each employee giving that error.

5		HOST	Error	UX90002 – *Participant not on file: [REDACTED]	<input checked="" type="checkbox"/> Move exception
6		HOST	Error	VTD0595 – Participant rejected by LTI Part/Ord Cmsl Splt ext: Payroll Id: 79768 Participant: [REDACTED]	

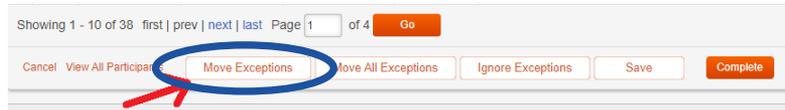


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## Resolving errors – “Participant not on file” (cont’d)

### UX90002 – \*Participant not on file: 123456789 (SSN)

- Click *Move Exceptions* at the bottom of the screen.
- Ignore *Move All Exceptions* button.



Showing 1 - 10 of 38 first | prev | next | last Page 1 of 4 Go

Cancel View All Participants **Move Exceptions** Move All Exceptions Ignore Exceptions Save Complete

- A pop-up message will show the SSN(s) of the employee(s) being moved; click *OK*.
- When prompted to provide a Move Exception Reason, enter “Not on file” and click *OK*.



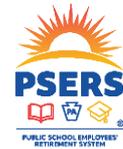
Move Exceptions

Move Exception Reason:

Date: [03/27/2021]

Cancel OK

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## Resolving errors – “Participant not on file” (cont’d)

### UX90002 – \*Participant not on file: 123456789 (SSN)

- Confirm that the error has been removed from the list and click *Complete*, then *Submit*.
- Your change will be validated within 1-2 minutes and notify you that the change was successfully processed.

Showing 1 - 10 of 38 | first | prev | next | last | Page 1 of 4 | Go

Cancel View All Participants Move Exceptions Move All Exceptions Ignore Exceptions Save Complete

Financial Summary	Non-Financial Summary
TOTAL \$3,948.95	Participant Count 38
	RCC paid this period \$95,797.67
	RCC less pick-ups \$87,184.59

Back Cancel Submit

- Go to the Advanced Search screen to see the Exception Work Order. The “In Process” items are open work orders for the following week that can attempt to be submitted again the next Monday
- Go to the Actions dropdown menu and choose *Edit Data*. Scroll to the bottom of the next page and click *Complete*, then *Submit* to push the remaining employee contributions for processing. This should conclude that pay period’s submission.

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## Resolving errors – “Calculation Error”

UX90002 – \*Calculation error, rate exceeds variance

For example: Reported \$537.94 but the expected was \$194.19

### Regular Calculation Errors

- Employees contribute a specific percentage to the DC component based on their membership class.
- If the amount being entered into the system does not match the expected amount based on their RCC (Gross Pay), it will give you an error for that employee.

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## Resolving errors – “Calculation Error” (cont’d)

### UX90002 – \*Calculation error, rate exceeds variance

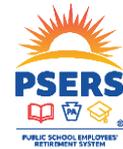
#### After-Tax Contribution Calculation Errors

- The After-Tax contribution amount is calculated based on the RCC Less Pickups (unlike the Pre-Tax amount, which is calculated based on the RCC).
- The RCC Less Pickups calculation for Class T-G employees (the majority of PSERS members) is *RCC (Gross Pay) – 9.00% of itself = RCC Less Pickups*

#### RCC Less Pickups Calculation Example

- Employee has an RCC (Gross Pay) of \$1,000.00.
- Class T-G is a 2.75% deduction for the DC component and 6.25% deduction for the DB component (totaling a 9% deduction).

$$\begin{array}{r} \$1,000.00 \\ - \$90.00 (= 9.00\% \times \$1,000) \\ \hline \$910.00 \end{array}$$



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## Resolving errors – “Calculation Error” (cont’d)

UX90002 – \*Calculation error, rate exceeds variance (provided:537.94 expected:194.19)

### After-Tax Contribution Calculation Example

- Employee has a RCC Less Pickups of \$910.00.
- Employee has taxes and other pre-tax deductions\* that equal 30% (\$273.00).  
*\*Total deductions will vary by individual*
- Employee has an After-Tax Contribution rate of 5%.
- The After-Tax Contribution amount will be equal to 5% of the net pay

\$910.00  
- \$273.00  
\$637.00

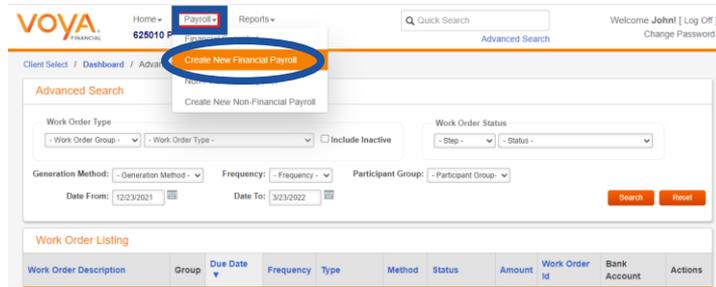
\$637.00  
x 5%  
\$31.85



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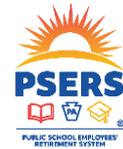
## Resolving errors – Creating a Manual Work Order

- If an employee was not included in an upload and you need to submit their contributions manually, you can create a manual Work Order.
- Go to the Payroll dropdown menu on the Advanced Search screen and select *Create New Financial Payroll*.



The screenshot shows the VOYA Financial Advanced Search interface. At the top, there is a navigation bar with 'Home', 'Payroll', and 'Reports' menus. A search bar and user information are also present. The main area is titled 'Advanced Search' and contains several filter sections: 'Work Order Type' with dropdowns for 'Work Order Group' and 'Work Order Type', and a checkbox for 'Include Inactive'; 'Work Order Status' with dropdowns for 'Step' and 'Status'; 'Generation Method' with a dropdown; 'Frequency' with a dropdown; and 'Participant Group' with a dropdown. There are also 'Date From' and 'Date To' fields. Below these filters are 'Search' and 'Reset' buttons. At the bottom, there is a 'Work Order Listing' table with columns for 'Work Order Description', 'Group', 'Due Date', 'Frequency', 'Type', 'Method', 'Status', 'Amount', 'Work Order Id', 'Bank Account', and 'Actions'. A dropdown menu is open from the 'Payroll' menu, showing 'Create New Financial Payroll' and 'Create New Non-Financial Payroll' options.

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## Resolving errors – Creating a Manual Work Order (cont'd)

Fill out these fields:

- Select the option provided under “Client Work Order Type Name”.
- Use “Description” to label your entry on the Work Order (for example, “Missed Contribution”).
- “Start Date” is the beginning date of the pay period.
- “End Date” is the last day of the pay period.
- “Due Date” is the actual pay date, or the day you want your contribution to process on.
- “Frequency” is your normal pay frequency for submitting files.

Click *Create*.

**Add Work Order: Financial**

Client Name: 625010 PSERS

Client Work Order Type Name: Work Order Type - \*

Description: Missed Contribution \*

StartDate: 2/1/2022 \*

EndDate: 2/15/2022 \*

DueDate: 2/15/2022 \*

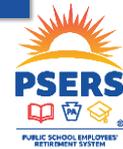
Frequency: Biweekly \*

\* - Designates Required Field.

Create

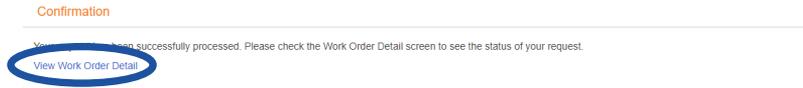
Contact the Voya PSERS Help Line for a copy of the Manual Payroll File Upload Template to help submitting manual Work Orders

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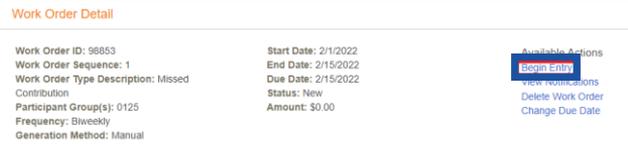


## Resolving errors – Creating a Manual Work Order (cont'd)

- On the next page, click *View Work Order Detail*.

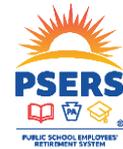


- Then click *Begin Entry*.



- Choose to upload a file or manually enter numbers and complete the rest of the submission process as you normally would.

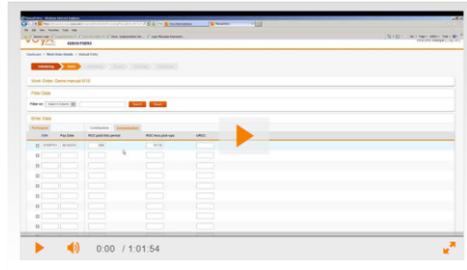
With PSERS, you're on your way!



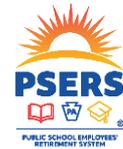
## Payroll Upload Training Webinars

- Learn how to submit DC payroll files to Voya through the Sponsor Web Portal.
- Refresher training offered annually to all PSERS employers.
- On-demand access to 2021 training session for future reference.

[Voyadelivers.com/psers](https://Voyadelivers.com/psers)



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## Contact information for Voya and PSERS

### Voya PSERS Help Line

*1.877.806.5652*

- Operating Hours: 9:00 a.m. to 5:00 p.m. ET Monday - Friday
- Answers general questions about work orders and the Voya Data Gateway.
- Assists with submitting a work order in the Voya Data Gateway.
- Deletes work orders that have not posted.
- Assists with submitting a manual negative contribution file to Voya's payroll team.
- Assists with corrections to payrolls in the event of an outage or if a work order 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.
- An email response will be provided within 24 hours.
- Provide detailed information about the funding or posting issue.

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## Contact information for Voya and PSERS

### PSERS Employer Service Center

1.866.353.1844 or email your regional ESC representative

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

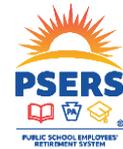
- Operating Hours: 8:00 a.m. to 4:00 p.m. ET Monday – Friday
- Assists with entering or correcting contract records for your employees.
- Explains CROQ Report notifications and actions that need to be taken depending on membership class.
- Assigns Voya the task of correcting a past payroll submission.

### PSERS Participant Account Review (PAR) Unit

[RA-PSPARUNIT@pa.gov](mailto:RA-PSPARUNIT@pa.gov)

- Operating Hours: 7:30 a.m. to 4:00 p.m. ET Monday – Friday
- Reviews information reported to the DC Plan and compares it to the information reported on PSERS work reports on a specific member level.
- Communicates DC information that may be missing entirely or incomplete.
- Provides guidance to you and/or Voya for making appropriate participant account corrections for DC reporting.

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## Contact information for Voya and PSERS

### PSERS Employer Accounting Unit

*RA-PSERSEMPACCT@pa.gov*

- Operating 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.

### DC Plan Employer Resources on the PSERS website

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

- 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!

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## Participant access to their DC account

- Visit [psers.pa.gov](https://psers.pa.gov) to register for or log into the PSERS Member Self-Service (MSS) Portal
- On the MSS homepage or the My Account page, scroll down to the *Voya Account Access* box and click the link in the box
- A new window will pop up to bring them to their PSERS DC account on the Voya website
- They can also call Voya at [1.833.432.6627](tel:18334326627) for assistance



### Voya Account Access:

Access Your PSERS Defined Contribution Account <https://psersdc.accp.voya.com/esso/login.do>

*By clicking the link above, a new window will pop up that will bring you to your PSERS defined contribution account on the Voya website.*

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## Ongoing participant communication and education

- PSERS frequently emails educational information to DC Plan participants in addition to their quarterly financial statements.
- DC Plan communications help them learn more about managing their account and understanding the features of the DC component.
- Quarterly investment emails educate participants about their default target date investment, managing their DC Plan investments, and understanding investment concepts such as asset classes, diversification, and rebalancing allocations.

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## Ask your IT to allow DC Plan participant communications from Voya

To ensure that your employees receive PSERS DC Plan communications from Voya in a timely manner, and are not blocked by security firewalls, please ask your IT staff to allow the following Voya IP ranges and server domains.

IP Ranges:

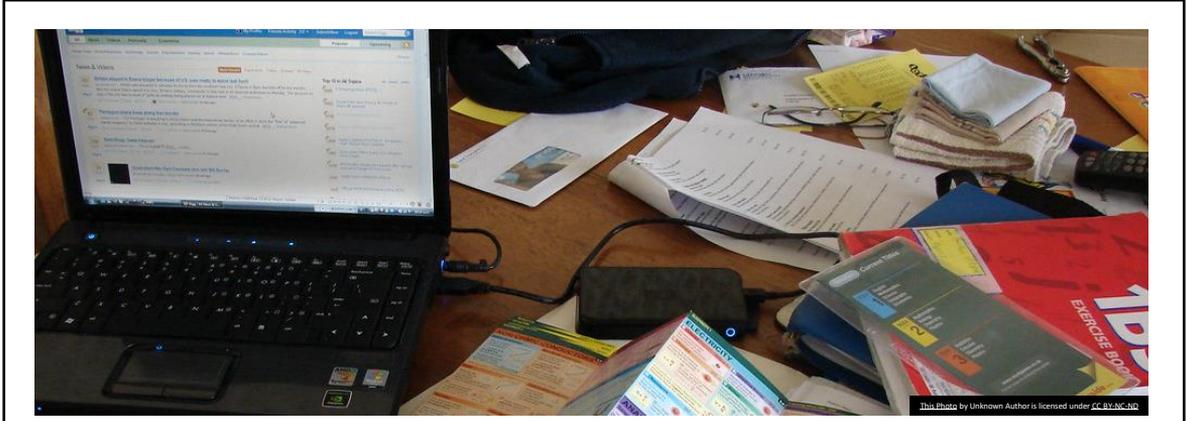
- 216.205.154.64/26
- 208.82.208.0/22

Server Domains:

- @nmgingmail.com
- @bounce.nmgingmail.com

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## Employer Statement of Account (SOA) and the ESS Transaction Page

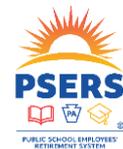
The next section is to help explain the Employer SOA, the ESS Transaction Page, and how these accounting tools can be used together to help you make timely and accurate payments.

## Employer Contribution Rate (ECR) Example

- **The ECR is the same per member/participant regardless of their Membership Class and is applied across total payroll.**
- If the Employer Contribution Rate (ECR) is 35.26%, then:
  - The ECR for Class T-C and Class T-D members is 35.26%,
  - The ECR for Class T-E and Class T-F members is 35.26%,
  - The ECR for Class T-G and Class T-H members is 35.26%, and
  - The ECR for DC participants is 35.26%
- If total payroll is \$10,000,000. Total contributions due is \$3,526,000.

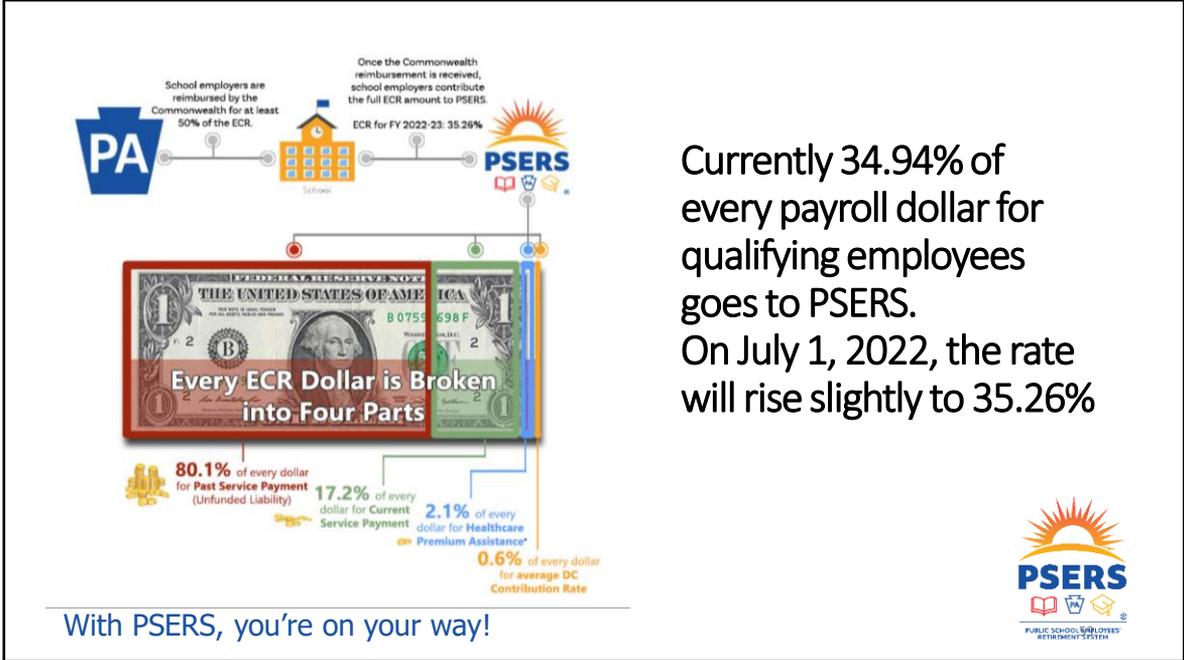
ECR for FY 2022-2023 is 35.26%

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Before explaining those tools, let's take a minute to explain how the employer contributions are calculated. We know that member contributions are withheld based on membership class, based on the table of rates we looked at earlier. But the employer contributions are calculated differently. A new "ECR" is ratified during the December board meeting each year for the next fiscal year.

Currently 34.94% (FY2022) of every payroll dollar for all qualifying employees goes to PSERS. This is what is referred to as the Employer Contribution Rate (or ECR). The Commonwealth does reimburse public school employers for at least 50% of this cost, but this is still money to be paid up front by the employer.



Currently 34.94% of every payroll dollar for qualifying employees goes to PSERS. On July 1, 2022, the rate will rise slightly to 35.26%

If you're more of a visual learner, this is another way to look at the employer contribution rate in terms of funding for PSERS. Here you can see how the money is broken out. The majority goes to past liabilities which are owed to PSERS, a much smaller portion goes towards benefits being earned by current employees, and then a very small portion towards assistance for eligible public school retirees with their health insurance costs and the DC plan. This rate is subject to some fluctuation each year, for example, next fiscal year (FY2023) the rate will rise slightly to 35.26%.

Why does any of this matter? Well, sometimes we get questions from employers and members asking what portion of their benefit did their employer contribute on their behalf. The answer is that it isn't so simple.

PSERS is a cost-sharing plan, which means that when an employer does not contribute their share, everyone else helps pay for it. For example, work reports that come in months late without payment, or an employer who fails to pay the employer share for purchase of service bills increases the cost to everyone not just that employer.

## Estimated Work Reports Will....

- Be entered in your account on the first business day after the work report is due, if the actual work report has not been received.
- Create a transaction in ESS and appear on your Employer SOA, when created.
- Use data from the prior year in the same month + 5.00% to create a total due in your account.
  - Ex: May 2021 data for the May 2022 work report
- Be reversed when actual reporting comes in. The totals will reflect the balances on the actual work report.
- Interest will still be charged for late reporting.
- This will be implemented in early 2023.



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Wait, what? That is right, because PSERS is a cost-sharing plan, an employer's inaction may mean that other employers must pay more to help fund the plan. In an effort to combat this issue, estimated work report transactions will be entered into the system when PSERS work reports are not submitted timely.

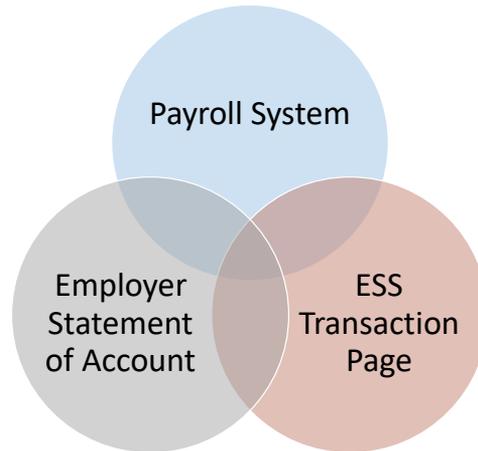
Here's how they work: On the first business day after the PSERS work report is due (usually the 21<sup>st</sup>, but could be a few days later if the 20<sup>th</sup> lands on a Friday or Saturday), the system will look for missing work reports and trigger the creation of an estimated work report in its place. The system doesn't know what the actual totals of your work report are though, so it will look back to the previous year's reporting for the same month to find totals. The system will then add 5.00% to account for salary growth and additional staff. This estimated work report will be visible with the system-calculated total on the ESS Transaction Page, and on the Employer Statement of Account, if late reporting has not been resolved prior to the statements running.

No details will be available if you click on the estimated work report. This means you will not be able to see a member-by-member breakdown—the estimated work report does not replace the need for you to submit an actual work report with the specific member work history. It's just a place holder to account for the billing. When the actual

work report is submitted, the estimated work report will be reversed to zero and the totals from the actual work report will replace the estimated totals.

If the actual work report is not loaded before payment is needed for the work report, the estimated totals will be what is expected to be paid to PSERS. Additionally, interest will still be charged against your account for the late reporting. PSERS goal is for timely reporting.

## Tracking and Comparing Reporting



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Reconciliation is an integral part of reporting and should occur after each report is showing released in ESS. Obviously, your own payroll system is the first place to look to see what was paid to an employee. This amount should match wages reported to PSERS and VOYA for the same time period. When reporting to PSERS there are two tools that can help you keep track of what has been reported, paid, adjusted, purchased, or credited on your account. The Employer Statement of Account and the Transaction Page in ESS.

PSERS receives financial data on Fridays from the DC plan so to provide a complete month of activity, the statements do not run on the 1<sup>st</sup> of the month. PSERS will wait for the Friday data transfer to be sure any credits for reporting to the DC plan are also captured and posted within that month. The Employer Statement of Account (SOA) documents are generated monthly, about the 10<sup>th</sup> of each month for the previous month's activity. The Employer Statement of Account currently includes two separate documents; a summary statement to view a quick beginning and ending balance, and another document that provides more in-depth individual transaction information.

The other tool, the ESS Transaction Page, formerly known as the Account Tab, shows all transactions posted to your employer account. This page updates in live time, giving

you an advantage over the Employer Statement of Account documents because the information may show new details that won't be updated on your statements until the following month.

Using these tools in conjunction with your payroll system information will help you to track transactions, reconcile credits and debits and maintain accurate accounting of each different fund type.

# Employer Statement of Account:

3 N 5th Street  
 Harrisburg, PA 17101-1008  
 Tel: 717.772.3900  
 Fax: 717.772.3905  
 www.psers.pa.gov

**Employer Statement of Accounts**  
**November 2021 Statement**


 Mail Center

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**Billing Statement**  
 Period: 11/01/2021 to 11/30/2021      Current Date: 12/10/2021

Employer Code: [REDACTED]  
 Monthly Activity: [REDACTED]

Posting Date	Trans #	Trans Type	Member Due Date	Member Savings	Member POS	Trans Identifier	Employer Due Date	Employer Contributions	Employer POS
11/01/2021		Beginning Balance		-28,117.28	-79.84			263,840.16	17,582.88
11/14/2021		ACP Employer Contribution		0.00	0.00	POS_Lump POS: 5206 18008160 POS: 621287	02/12/2022		1,531.91
11/09/2021		Net Report	11/09/2021	27,828.63	70.84	Billing Pkg 2021-10	03/23/2022	0.00	1,531.91
11/02/2021		DC Payment		0.00	0.00	DC Pkg 11/02/2021 for 11/02/2021 Payroll	03/23/2022	127,744.48	-269.79
10/06/2021		DC Payment		0.00	0.00	DC Pkg 11/06/2021 for 11/06/2021 Payroll	03/23/2022	-418.52	
11/30/2021		Payment		-28,120.00	0.00	Dep. Date 11/30/2021	Mar 2022 Total	128,958.37	0.00
11/30/2021		Payment		0.00	-79.84	Dep. Date 11/30/2021			0.00
Page 1 of 2									

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Posting Date	Trans #	Trans Type	Member Due Date	Member Savings	Member POS	Trans Identifier	Employer Due Date	Employer Contributions	Employer POS
11/30/2021		Ending Balance		-28,318.22	-79.84			436,499.53	18,434.86



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Let's take a closer look at the Employer Statement of Account. As stated in the previous slide, these documents are generated monthly, about the 10<sup>th</sup> of each month. Changes will be coming to the statements within the next year, but until then we'll walk through the current format giving you a better understanding of how to use the documents. The Employer Statement of Account Summary Document provides a quick snapshot of your starting balances, your transactions/payments that occurred in the month, and your ending balances. Any transactions posted to your account from the 1<sup>st</sup> of the month forward will be on the next month's statements.

When viewing the document, you will see posting dates and transaction dates match what is shown on the Transaction Page. The Summary shows Member Contributions in the center, with the transaction identifier to the left. The Employer Contributions are broken down by the quarter they are due as you read the right side of the document.

# Employer Statement of Account:

Commonwealth of Pennsylvania - Public School Employees' Retirement System

6 N. 6th Street  
Harrisburg, PA 17101-1006  
Toll Free: 1.800.773.7743  
Fax: 717.772.3500  
www.psers.pa.gov

**Employer Statement of Accounts**  
February 2022 Statement



Mail Center

DETAILED Billing Statement

Employer Code: \_\_\_\_\_ Period: 02/01/2022 to 02/28/2022 Current Date: 03/09/2022

Posting Date	Trans #	Trans Type	Member Due Date	Member Balance	Member POS	Trans Identifier	Applied To	Employer Due Date	Employer Contribution	Employer Paid
10/04/2021		SCP Employer Contribution		0.00	0.00	Lump POS: SDN		01/02/2022		716.00
								JAN 2022 Total	0.00	716.00
10/09/2021		DC Payment		0.00	0.00	DC Pmt 10/10/2021 for 10/09/2021 Pmt		03/23/2022	-1,477.87	
10/13/2021		VW-AJ	11/10/2021	0.00	0.00	Con Rate: E548 P1020-0021		03/23/2022	0.43	
11/04/2021		VW-Report	12/10/2021	0.00	0.00	Billing Adj 2021-11 10/1/2021		03/23/2022	264,211.33	
11/08/2021		VW-AJ	12/10/2021	0.00	0.00	Billing Adj 10/1/2021		03/23/2022	284,338.82	
11/18/2021		VW-AJ	12/10/2021	0.00	0.00	Billing Adj 11/16/2021		03/23/2022	3,287.82	
01/05/2022		VW-Report	01/10/2022	0.00	0.00	Billing Report 01/01/2021		03/23/2022	360,839.78	
								MAR 2022 Total	891,139.81	0.00
01/18/2022		VW-AJ	02/10/2022	0.00	0.00	Con Grob: E550 Page 1 of 1		06/23/2022	0.47	

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The second document, the Employer Statement of Account Detail Report provides information transaction by transaction and includes all relevant details needed to review payments or credits from each transaction. You will want to take note of transaction numbers. Rolling transactions may happen when payments made reduced the value of a transaction from a prior statement that was not paid in full previously. This may be avoided by using the Transaction number for the debit being paid when entering payment in PNC CashCon.

Details for how to target payments may be found on the PSERS Public Web under the Employers Tab in the Employer Accounting menu under PNC CashCon System Instructions. Or you may ask your ESC Rep for assistance

## What is the Transaction Page?

The “Account Tab” was renamed in December 2021 to the “Transaction Page” but functions virtually the same.

Captures all transactions made to an employer’s account once they have been released into PSERS’ system.

The term released indicates that the transaction has been processed and applied. Prior to being released, pending transactions are only visible within ESS.

The grid is separated into posting, activity and due dates relevant to each transaction.

The specific fund groups owed/credited for that transaction will display current balances.

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The Transaction Page was previously named the Account tab and is where you can see all transactions related to your employer’s account. The grid has a lot of information and may seem overwhelming or confusing. For easier viewing the system automatically adds a filter to show only those transactions that are open or have a remaining credit or debit to a fund. This filter should be removed if you are looking for a transaction that has been financially satisfied or closed. There are three funds identified on the page, member savings or contributions, member POS and Employer contributions. By scrolling to the right, each fund can be seen. It should be noted that sometimes the employer contributions may be broken out further to separate the Employer Premium Assistance component.

The totals displayed in each column, positive or negative, reflects activity within your employer account. Remember, when a transaction is satisfied, meaning all totals are at zero, it will be labeled as closed and may not show on the page until the default filter for only open transactions is removed.

# The Transaction Page

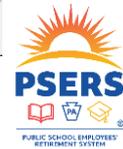
Your ESC Representative: WADLEY, LYNN

Account Export Transaction List

Show Fund Groups Show Fund Details

Posting Date	Activity Date	Trans #	Type	Identifier	Status	Due Date	Employer Cont.	Member Savings	Mbr POS Installment
12/29/2021	12/29/2021	2477030	WH Adj.	Cor Discullo 6808 FY17-FY19	Open	07/10/2017	\$260.71	\$0.00	\$0.00
12/27/2021	12/27/2021	2476692	WH Adj.	WH Adj Corr 6567	Open	07/10/2012	\$671.45	\$212.25	\$0.00
12/20/2021	12/20/2021	2474759	Payment	Dep. Date 12/20/2021	Closed		\$0.00	\$0.00	\$0.00
12/20/2021	12/20/2021	2474758	Payment	Dep. Date 12/20/2021	Closed		\$0.00	\$0.00	\$0.00
12/16/2021	12/16/2021	2472981	WH Adj.	WH Adj Corr 6567	Closed	07/10/2012	\$0.00	\$0.00	\$0.00
12/13/2021	12/13/2021	2471803	Payment	Dep. Date 12/13/2021	Closed		\$0.00	\$0.00	\$0.00
Total in current view							\$932.16	\$212.25	\$0.00
Total of all records							\$3,467.24	\$747.02	\$0.00

1-6 of 1031

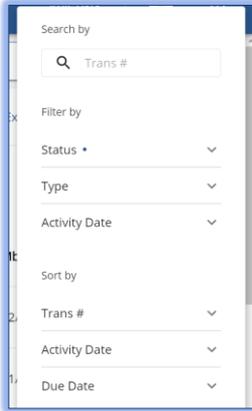


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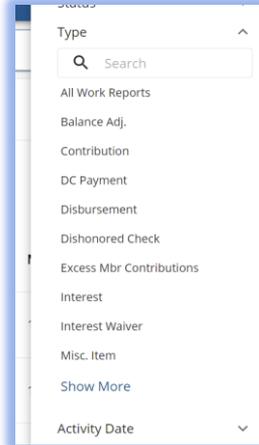
The transaction page can be found about 2/3 down the page menu on the left side of your screen in ESS. As I said, a filter has been applied to show only the open transaction when the page loads. This helps to reduce the amount of load time for opening the page. The filter applied that shows only open transactions can be removed if you wish to see all transactions, or you may select a different filter if there is something particular you'd like to see.

# Filter Options and Transaction Types

- Filter options



- Specific Transaction Types

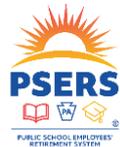
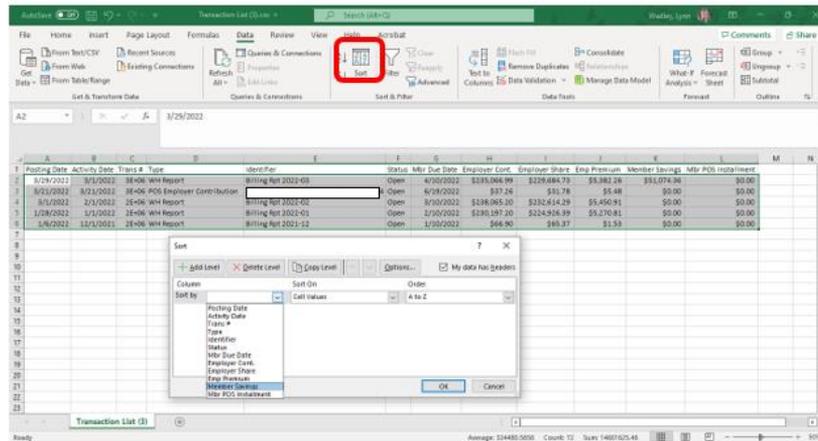


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In February 2022, we sent out a quick survey asking how employers used these tools. Our survey revealed that many employers are not aware the Transaction Page has different ways to filter information. The upgraded ESS system utilizes filters on each page. Filters are added by clicking the funnel symbol at the top right on most ESS screens. These filters are helpful as you try to locate specific transactions within the Transaction Page.. The types of transactions shown and used for filtering within ESS correlate to the transaction types on your SOA. This makes searching for a specific transaction type or transaction number (Trans #) easier and may help you cross reference for reconciliation of your account.

## Exporting the Transaction Page



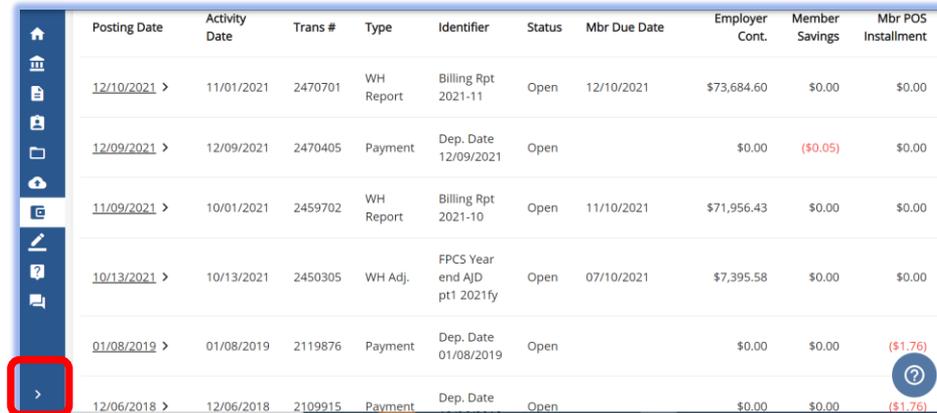
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Another reconciliation tool is the ability to export the Transaction Page. This is a helpful way to view the items that are still open and enables you to highlight or move transactions around on a spreadsheet to organize or view them in a way you prefer.

You can choose to export all items but be cautious because this will pull every transaction in your account history. Our suggestion is to use the filter button and select open transactions first, then click the export button. This will create a separate file in an Excel sheet that displays your open transactions.

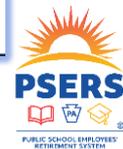
This process may provide an easier way to see what is still outstanding for payment or compare information from your payroll source to make sure you are paying the correct amount. It gives you the ability to see more transactions at the same times, where the display on ESS can be limiting.

## Transaction Page



Posting Date	Activity Date	Trans #	Type	Identifier	Status	Mbr Due Date	Employer Cont.	Member Savings	Mbr POS Installment
<u>12/10/2021</u> >	11/01/2021	2470701	WH Report	Billing Rpt 2021-11	Open	12/10/2021	\$73,684.60	\$0.00	\$0.00
<u>12/09/2021</u> >	12/09/2021	2470405	Payment	Dep. Date 12/09/2021	Open		\$0.00	(\$0.05)	\$0.00
<u>11/09/2021</u> >	10/01/2021	2459702	WH Report	Billing Rpt 2021-10	Open	11/10/2021	\$71,956.43	\$0.00	\$0.00
<u>10/13/2021</u> >	10/13/2021	2450305	WH Adj.	FPCS Year end A/D pt1 2021fy	Open	07/10/2021	\$7,395.58	\$0.00	\$0.00
<u>01/08/2019</u> >	01/08/2019	2119876	Payment	Dep. Date 01/08/2019	Open		\$0.00	\$0.00	(\$1.76)
<u>12/06/2018</u> >	12/06/2018	2109915	Payment	Dep. Date	Open		\$0.00	\$0.00	(\$1.76)

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The next few slides will give you some helpful hints!

On this slide, see those blue icons on the left of the screen shot? This usually displays as a much wider menu of the different pages in ESS. By using the arrow at the bottom of that blue tab, you can shrink the menu down so you can see a little more of the screen grid.

On the screen, you may notice that the posting date is underlined with a little arrow beside it. If you click on that underlined date, the transaction will open to display more specific details about that transaction. We'll show you some of those details in just a few minutes. But let's look at the different grid columns a moment.

The Posting Date is underlined, meaning that you can click on it and see more details within that transaction. The Activity Date may or may not match the posting date. The activity date is when the transaction actually occurred while the posting date is when it displayed on the system. Each transaction is assigned a transaction number (Trans #) which aids in tracking and finding transactions. The Type column itemizes what type of transaction was posted, mainly work history (WH) reports and payments, but could also be credits and interest that were applied to your account. The Identifier column may

be the most meaningful, next to the Trans # column. The Identifier specifies the name of the transaction or file and lists the particular deposit date for payments, etc. The Status column indicates whether the transaction is open (still needs to be satisfied), closed (already satisfied) or is on hold (pending action taking place.)

The remaining columns breakdown due dates and the payment buckets per transaction, either for member or employer contributions.

## Work Report: Report Details

Transactions / Work Report Details

Work Report Details | Work Report Summary | Work Report Transaction Details

Work History Export

Errors	SSN	Name	Wage Type	FY	Work Status
	XXX-XX-4804	[REDACTED]	Salaried	2022	ACTIVE - Actively Working

1-50 of 124

Page 1 of 3

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One of the most frequent transactions are the monthly work reports that you submit to PSERS. In looking at the Work Report Details, notice there are sub tabs at the top of the box. If you click on the work report details, you see different screens than if you select work report summary or work report transaction details which will show payment transactions.

Just like when you are importing files, the work report details subtab will show each record that was submitted on this work report. Only a few records are visible on the screen at a time so you may need to use the page/arrows indicator at the bottom. The indicator lets you know how many more pages of information are available to review.

The work report summary displays information on the file upload including the transaction number, the date the file was uploaded, who uploaded the file and last updates and a summary of the amounts due by fund.

Similar to the transaction page, the work report transaction details will show the fiduciary information for the work report.

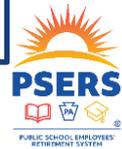
A new feature that was implemented in December 2021 for added security is Masking

the SSN. But, there are still places in the system where you can see the full SSN.

## Work Report: Work Report Summary

Work History Summary		Financial Summary			
Report Status <b>Released</b>	Total Due <b>\$4,061,663.90</b>	<b>Fund</b>	<b>Due Calculated</b>	<b>Amount Paid</b>	<b>Amount Owed</b>
Trans #	Date Released 04/08/2022	Mem Saving	\$726,769.09	\$726,769.09	\$0.00
Billing Type Contribution	Trans Status Open	Mem POS	\$400.00	\$400.00	\$0.00
Date Received 04/08/2022	Report Source Employer	Emp Share	\$3,258,146.79	\$14,098.11	\$3,244,048.68
Due Date 04/10/2022	Inserted By	Emp Prem	\$76,348.02	\$330.86	\$76,017.16
Last Updated By EXEBATCH	Last Updated Date 04/08/2022 12:00:00 AM	<b>Total in current view</b>	<b>\$4,061,663.90</b>	<b>\$741,598.06</b>	<b>\$3,320,065.84</b>

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Here is the Work Report summary subtab. As mentioned in the previous slide this subtab provides the details for when the work report was submitted and the totals by fund.

# Work Report Transaction Details

Work Report Details    Work Report Summary    **Work Report Transaction Details**

**Transaction Information**

Activity Date: 12/01/2021    Transaction Number: [REDACTED]    Status: Open

Identifier:  
Billing Rpt 2021-12

**Transaction Details**

Posting Date	Activity Date	Trans #	Trans Type	Identifier	Employer Cont.	Member Savings Contributions	Member POS Installment
12/22/2021	12/01/2021	[REDACTED]	Original	2021-12 MASTER AGREEMENT	\$178,004.05	\$38,555.47	\$0.00
12/22/2021	12/09/2021	[REDACTED]	Credit In	DC Payment Ref - 2471408 (Auto)	(\$465.44)	\$0.00	\$0.00
Total in current view					\$177,538.61	\$38,555.47	\$0.00
Total of all records					\$177,186.73	\$0.00	\$0.00



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Finally, the third subtab is the transaction details. Notice this tab shows when and where payments were applied.

<a href="#">01/28/2022</a> >	01/06/2022	2479558	Payment	for 01/06/2022 Payroll	Open		(\$348.07)	\$0.00	\$0.00
<a href="#">01/28/2022</a> >	01/20/2022	2479176	DC Payment	DC Pmt 01/20/2022 for 01/20/2022 Payroll	Open		(\$342.08)	\$0.00	\$0.00
<a href="#">12/23/2021</a> >	12/23/2021	2475957	Payment	Dep. Date 12/23/2021	Open		\$0.00	(\$1,379.61)	\$0.00
<a href="#">12/22/2021</a> >	12/01/2021	2475325	WH Report	Billing Rpt 2021-12	Open	01/10/2022	\$177,186.73	\$0.00	



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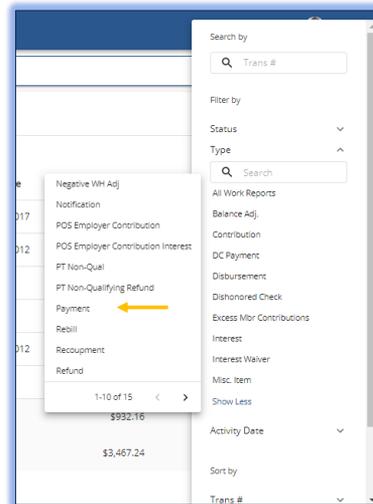
One more component of account reconciliation is the DC reporting credits. For each payroll you report through Voya Data Gateway, you are charged for the member contributions and the DC employer percentage at the time of submission. This information is sent to PSERS via a weekly financial file that creates a “DC Payment” transaction with the payroll date displayed with the amount you paid to the DC plan for that payroll.

These credits reduce your overall employer contributions that are due quarterly to PSERS.. If you click on the posting date for details about this type of payment, there’s not much to see. It does not display any member data for what was submitted to Voya. You will only see the total for the employer contribution. It is visible as a negative (red) number in the Transaction page grid.

DC payments are applied to the work reports that correspond with the monthly work report submitted to PSERS once the report is released. For example, payrolls reported to the DC plan in May will apply to the May work report once it is received in June.

## How can I see if payments applied?

- Start by clicking on the filter.
- Next click on Type to expand selection.
- Choose “Payment”



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But how about other payments? How do you know that they were applied?

Make sure all previous filters are removed then, click on the filter in the top right corner of the transaction page. Search for “payment” from under the Type list.

Your ESC Representative: WADLEY, LYNN

**Account** Export Transaction List Filters ?

Filter: Type (Payment)

Show Fund Groups Show Fund Details

Posting Date	Activity Date	Trans #	Type	Identifier	Status	Due Date	Employer Cont.	Member Savings	Mbr POS Installment
<u>12/20/2021</u> >	12/20/2021	2474759	Payment	Dep. Date 12/20/2021	Closed		\$0.00	\$0.00	\$0.00
<u>12/20/2021</u> >	12/20/2021	2474758	Payment	Dep. Date 12/20/2021	Closed		\$0.00	\$0.00	\$0.00
<u>12/13/2021</u> >	12/13/2021	2471803	Payment	Dep. Date 12/13/2021	Closed		\$0.00	\$0.00	\$0.00
11/10/2021 <	11/10/2021	2469041	Payment	Dep. Date 11/10/2021	Closed		\$0.00	\$0.00	\$0.00

**PSERS**  
PUBLIC SCHOOL EMPLOYEES' RETIREMENT SYSTEM

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When a filter is applied it displays in a grey bubble at the top of the Transaction Page. Just like opening a work report, click on the underlined posting date for more details about each payment.

This is a great place to reconcile your Employer SOA in conjunction with the Transaction Page. Here you can cross-reference specific transaction numbers.

The screenshot displays a window titled "Transactions / Payment Details". It is divided into two main sections: "Payment Information" and "Transaction Details".

**Payment Information:**

- Activity Date: 12/20/2021
- Status: Closed
- Payment Type: ACH
- Transaction Number: [Redacted]
- Transaction Type: Payment
- Identifier: [Redacted]
- Dep. Date: 12/20/2021
- Payment Amount: \$197,141.46

**Transaction Details:**

The table below shows the breakdown of the payment. The first row is highlighted with a red border, indicating the total payment amount.

Posting Date	Activity Date	Trans #	Trans Type	Identifier	Applied To	Employer Cont.	Member Savings Contributions	Member POS Installment
12/20/2021	12/20/2021	2474759	Original	Dep. Date 12/20/2021		(\$197,141.46)	\$0.00	\$0.00
12/20/2021	12/20/2021	2474759	Transfer	Fund Transfer (Auto)		\$0.00	\$0.00	\$0.00
Total of all records						\$0.00	\$0.00	\$0.00

At the bottom right of the window, there is a navigation control showing "1-2 of 5" with left and right arrow buttons. The PSERS logo is visible in the bottom right corner.

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Here is what the Payment Information will look like when it opens in a new window.

First you will want to verify this is the payment you are wanting to review. If there was more than one payment made on the Posting Date look at the first line of the Transaction Details. This line will show your total payment amount in Red under the Fund column where the payment was directed. Remember there are FOUR funds: Employer Contributions, Member Savings and Member POS and Employer POS. It is important to make sure you are directing payments to the proper fund on PNC CashCon when entering payment. Misdirected payments may

create late payment interest.

Once you know you have opened the correct payment, begin to review how the payment was applied by moving from record to record using the “>” in the bottom right. This example has 5 records. The payment was made on 12/20/2021 to the Employer Contributions for a total of \$197,141.46.

For additional information about how to properly make payments, please see the PNC CashConcentration PowerPoint under the Employer Accounting section.

## Payments 3 and 4

Transaction Details								
Posting Date	Activity Date	Trans #	Trans Type	Identifier	Applied To	Employer Cont.	Member Savings Contributions	Member POS Installment
12/20/2021	12/20/2021	2474759	Credit Out	WH Adj. - 2472981 (Auto)	2472981	\$2,532.30	\$0.00	\$0.00
12/20/2021	12/20/2021	2474759	Transfer	Fund Transfer (Auto)		\$0.00	\$0.00	\$0.00
Total of all records						\$0.00	\$0.00	\$0.00

3-4 of 5 < >

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This slide shows payment lines 3 and 4. Here we can see that \$2,532.30 of the payment was applied to an adjustment transaction # 2472981.

## Payment 5

### Transaction Details

Posting Date	Activity Date	Trans #	Trans Type	Identifier	Applied To	Employer Cont.	Member Savings Contributions	Member POS Installment
12/20/2021	12/20/2021	2474759	Credit Out	WH Report - 2470770 (Auto)	2470770	\$194,609.16	\$0.00	\$0.00
Total of all records						\$0.00	\$0.00	\$0.00

5-5 of 5 < >

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In payment line 5, we can see that \$194,609.16 of the payment was applied to a work report transaction #2470770

This payment was not targeted and submitted using the “Oldest Open Receivable” election in PNC Cash Con. Notice the payment was separated and first applied to the adjustment ( the oldest open receivable) and then applied to the work report. This employer may have intended the full payment to go to the work report, but because it was not targeted to the work report transaction number and submitted using “oldest open receivable” the payment was split.

## Initiate Transaction

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

Unit ID	Unit Name	Payment Amount*	Transaction Type*	Trans# or WR MMYYYY*	Effective Date
0000016101	0016 Member Contributions	<input type="text"/>	-- Select a value --	<input type="text"/>	<input type="text"/>
0000016102	0016 Member POS	<input type="text"/>	-- Select a value --	<input type="text"/>	<input type="text"/>
0000016103	0016 Employer Contributions	<input type="text"/>	-- Select a value --	<input type="text"/>	<input type="text"/>
0000016104	0016 Employer POS	<input type="text"/>	-- Select a value --	<input type="text"/>	<input type="text"/>

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Here is a short review of targeting a payment. If the previous payment was to be targeted to the work report transaction #2470770 that transaction number should be entered in the PNC transaction field shown above in the Red box.

NOTE – It is important to know If a payment is targeted to a transaction and the amount paid does not equal the exact total due shown on the transaction page, it may leave an open debit or credit on the transaction that will be shown in the green box. If this is left as an open debit or credit a letter will be generated advising the payment did not match the transaction amount due.

Details for step-by-step instructions may be found on the PSERS Public Web under the Employers Tab in the Employer Accounting menu under PNC CashCon System Instructions. Or you may ask your ESC Rep for assistance.

# Employer Apply Cash Error Letters

 PSERS  
5 N 5th Street  
Harrisburg PA 17101-1905

COMMONWEALTH OF PENNSYLVANIA  
PUBLIC SCHOOL EMPLOYEES' RETIREMENT SYSTEM

Toll-free: 1.888.773.7748 (1.888.PSERS4U)  
Local: 717.787.8540  
www.psers.pa.gov

November 2, 2021

Emp Name  
and Address

Emp Code

Dear Business Manager:

You recently submitted the payment identified below to the Public School Employees' Retirement System (PSERS). This payment could not be posted to your selected transaction(s).

Fund	Employer Contrib
Amount	\$624,330.37
Transaction Type	Work Report
Trans# or WR MMYYYY	62021
Confirm#	302000118

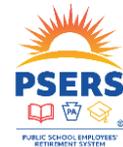
The transaction identified by you is in an "On Hold" or "Disputed" status; therefore, payments cannot be applied until the transaction status changes. The payment submitted for the transaction identified above will remain in your account as a credit balance until the transaction is released.

If you have any questions, please contact the Employer Service Center by calling toll-free 1.800.353.1944. Harrisburg local callers, please use 717.787.1755. For your convenience, the Employer Service Center is staffed each business day from 7:30 a.m. to 4:00 p.m.

Sincerely,

*Public School Employees' Retirement System*

With PSERS, you're on your way!



An Employer Apply Cash Error letter will be sent to your documents page if the payment you applied to a particular transaction was not in the correct amount. The letter will tell you the date the payment was made, the type of transaction, and the amount that was incorrect. This letter may be useful to you when you reconcile your account to show the difference in what you paid and what was actually due. If a transaction is listed as "On Hold" it may indicate that PSERS has pulled your subsidy to cover some or all of the transaction.

One way to avoid receiving these letters is to upload and submit your work report prior to the 10<sup>th</sup> of the month. This timing allows you time to compare the member contribution total due in your payroll system to the amount showing due on the transaction page for that work report. PSERS' system will charge the member contribution rate that is on file for each member. If there is a discrepancy in the totals between what PSERS is showing and what you withheld in your payroll system, perhaps it is due to a class election that was overlooked.

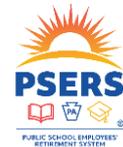
Another way to avoid these letters is to review open transactions from the Transaction Page just before you are ready to schedule a payment. This will alert you to any new information that may change your amount due.

## ACH payment for POS Lump Sum

Effective March 2022, employer lump POS payments can be made through Cash Con instead of paper check!.



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While we are talking about transactions and payments, we are pleased to announce that in March 2022 the final piece fell into place allowing you to make purchase of service lump sum payments electronically through PNC Cash Con just like every other payment. **No more paper checks!**

Electronic billing will be handled far faster and there's no more waiting to request checks and waiting for checks to be received and applied by PSERS. Please be careful to only enter employer POS payments in this field. It must still be handled separately from the rest of the member and employer contribution payments.

We hope you see this as an added convenience, **unlike** the people in the cartoon who have an interest in keeping paper around a little longer.

### Cash Concentration – Employer POS Payments

Click “Transactions”

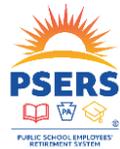


The system defaults to the Initiate Transaction screen

#### Initiate Transaction

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

- On the **104 Employer POS** Fund line, enter the “**Payment Amount**” from your Statement of Account, your Employer SOAD document, or your PSERS ESS (Employer Self-Service) site.
- **Transaction Type:** Select “**Employer Lump POS**” from the dropdown for Employer POS.
- **Trans# or WR MMYYYY:** This field is for PSERS Transactions numbers found on your Statement of Account or on your PSERS ESS (Employer Self- Service) site. Use the Transaction Number of the Employer Lump POS transaction you are paying. This will pay that specific transaction.



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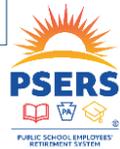
Just in case you aren't sure what to do to make your payment this way, our Employer Accounting unit provided step by step instructions. These instructions were sent to you via an email blast in March 2022. They are also incorporated in the main PNC Cash Concentration payment PowerPoint that can be found under the Employer Accounting subtab of the employer section on the PSERS public website.

### **To pay multiple Employer Lump POS transactions with one payment**

Choose **Employer Lump POS** as the Transaction Type and enter **0** (zero) for the Transaction Number. The 0 tells the system to apply the payment to only Employer Lump POS transactions beginning with the oldest.

- Enter a date in the **Effective Date** box for the day you want the funds taken from your bank account. The earliest date is the next business day. A blank Effective Date will result in the payment transacting on the next business date.
- After the above information is entered, click on the “**Approve transaction(s)**” button to finish.
- Upon approval of the transaction, the next screen will confirm the successful completion of the entry and display a Confirmation number to keep for your records.

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If you are a larger employer or routinely report using Wages No Contributions (WNC) for part-time members prior to their qualifying, you may have multiple purchase of service transactions to pay at the same time.

This slide breaks down instructions for how to pay multiple purchases with only one payment.

## What have we learned so far?



Is the employer contribution share rate the same for class DC as it is for class TE?

- a) No, employers only pay the DC (Voya) share to VOYA
- b) Yes, employers pay the same employer share rate for all member classes
- c) Only until the member elects the DC membership class
- d) I am not sure



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Is the employer contribution share rate the same for class DC as it is for class TE?

- a. No, employers only pay the DC (Voya) share to VOYA
- b. Yes, employers pay the same employer share rate for all member classes
- c. Only until the member elects the DC membership class
- d. I am not sure

The answer is B.

This is sort of a trick question because as an employer, you pay a **portion** of the employer share directly to VOYA when you report wages. This enables the funds to be invested immediately for Classes TG, TH, and DC. But employers are credited the dollar amount they pre-pay to VOYA on the transaction page. This amount is then subtracted from the overall total the employer is invoiced and must pay when they make their normal PSERS Employer Share Quarterly payment

## What have we learned so far?

### What is the fastest way to find a payment and see how it applied on the Transaction Page?

- a) Use the filter for Payment and look for the date of the payment in the posting date column
- b) Scroll through the pages until I find the payment
- c) Look for the payment confirmation number from PNC Cash Con
- d) I do not know



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What is the fastest way to find a payment and see how it applied on the Transaction Page?

- a. Use the filter for Payment and look for the date of the payment in the posting date column
- b. Scroll through the pages until I find the payment
- c. Look for the payment confirmation number from PNC Cash Con
- d. I do not know

The answer is A. Although you can scroll through the pages until you find the payment, the **“fastest”** way to find it is to use the filter. Just wanted to make sure everyone knows the transaction page has filters!

# What have we learned so far?



## What four funds are available for payment through PNC Cash Con?

- a) Work report, Adjustment, POS, Interest
- b) Member Savings, Employer Share, Member POS, Employer POS
- c) Employer, employee contributions, POS, member savings
- d) I don't know

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What four funds are available for payment through PNC Cash Con?

- a. Work report, Adjustment, POS, Interest
- b. Member Savings, Employer Share, Member POS, Employer POS
- b. Employer, employee contributions, POS, member savings
- d. I don't know

The answer is B

Keep in mind, payments must be made and targeted to the Fund intended. For example: If you are making a payment for member savings and Employer POS, those payments will need to be entered separately according to the fund and the amount being paid in that fund.



## Impact of Untimely Reporting

Retirement Covered Compensation payments reviewed

OK—we can't send you to the principal's office for untimely reporting or not reconciling your account timely.

But no one likes how it feels to have a small problem grow into a large problem. Let's look at some impacts that untimely reporting can cause and ways to avoid that in the future.

## Impacts of Late Reporting

- Interest charges applied to your account that could have been avoided.
- Earnings assessed for late DC Reporting
- Subsidy loss
- Complexity of correction may increase as time passes
- Member status changes or elections may have taken place that were missed being marked in your system.
  - Ex: The member has terminated and no longer works for you, but you failed to withhold all the contributions (DB or DC). You can reach out to the employee to see if you can recoup them, but it's more likely that the school will have to pay instead. The contributions are still due to PSERS/Voya.

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Many impacts related to late reporting are financial in nature. You may find unexpected interest charged to your account that could have been avoided, or in the DC plan, **YOU** may be responsible for making up for lost earnings on money that should have been reported and invested.

Another financial consequence of late reporting or payments is when they happen later than the quarter end. In this instance you could create a situation where subsidy is delayed and not granted until a later date. These are funds the district may be relying on for a positive cash flow.

Other impacts may cost you more time than money. For example, if someone has made a class election, waived membership, or has been out or returned from a period of leave, it may take longer to correct and process reporting. And if you failed to withhold the correct amount of contributions and the employee has since terminated, you will still be required to make those payments.

## More Impacts...

- Processing delays for member applications
- PSERS business units will send you more reminder emails to have something completed.
- Voya Data Gateway will continue to send “Late Contribution” emails everyday until a work order is satisfied.
- If reporting included payments that were not RCC, it may mean a large-scale adjustment to make the reporting correct for all members.

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There are individual impacts to the member and you, too. The member may have to wait until all information is received in their account before their application for a refund or retirement is processed. It's probably not a secret that members do not want to patiently wait for benefits to be processed. In fact, members with an MSS account can use the Status Tracker to check the status of an application, so if the account is pending information from you, they may be knocking on your door to ask why.

For PSERS/Voya contact people in the business office, you may feel overwhelmed by emails or phone calls encouraging a response or looking for you to take action when you're already swamped with other work.

The other unfortunate piece is that if you are loading information late, you're less likely to have reviewed the data for errors and may be reporting something that is not eligible as Retirement Covered Compensation, or RCC, in the first place.

## Retirement Covered Compensation (RCC)

A member's compensation is used to calculate their final average salary (FAS) and contributions.

A higher FAS generally equates to a higher monthly DB benefit. Depending on membership class, the FAS is the highest three or five years.

Artificial spikes in FAS results in cost shifting to other employers.

Incorrect reporting to the DC Plan could result in the employer being responsible for gains or losses.

89

Compensation is a primary factor used in calculating retirement benefits and determining member and employer contributions. But not all compensation that a member receives counts towards retirement benefits for PSERS purposes. Ultimately an employer can pay an employee whatever they want, but whether or not it counts towards the calculation of their retirement benefit with PSERS is strictly dictated by the law (or in our case, specifically, the Retirement Code).

Final Average Salary (FAS) is part of the defined benefit formula and must be accurate. Depending on membership class, this could be the highest three or five years of salary. If there were an artificial spike in salary, for example bonuses or other non-retirement covered compensation, this may inflate a member's FAS create a greater benefit than deserved, which also results in cost-shifting to other employers.

Improperly reporting compensation to the DC Plan could be costly to employers because the funds are invested in real time. Removing contributions based on incorrect RCC from the DC plan could result in the employer having to make up for losses on contributions that should not have been reported to PSERS. The employer could also be responsible for earnings on contributions that are not submitted timely, including not reporting a participant at all.

In addition, the Commonwealth reimburses the school employers based on the compensation reported to PSERS so this impacts more than just the school employer.

## Retirement Covered Compensation (RCC) Examples

- Payments that are RCC:
  - Standard or Base Salary
  - Step Cash Payments/Top of Scale
  - Incentive Payment
  - Payments for Used Leave
  - Back Pay
  - Pay for Additional Duties

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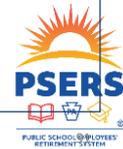
What exactly is considered compensation? The Retirement Code specifically defines “compensation” and identifies certain payments that are included and those that must be excluded. Some of the more common types of payments that qualify as RCC are listed here. Generally, payments that are retirement covered compensation are payments received for school service rendered and paid pursuant to a standard pay schedule. For payments made in addition to the base pay to qualify as RCC, the payment must be for school service rendered with specific measurement metrics. For most information, please see the section related to Retirement Covered Compensation in the Employer Reference Manual on the PSERS public website.

## What Payments are excluded?

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

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

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Here is a listing of what is excluded. Again, you can pay an employee what you want, but this should not be reported to PSERS.

There is more information on each of these in the Employer Reference Manual on our website.

## Criteria for Incentive Payments

### Criteria:

- Payment is tied to actual and objective work performance standards or a specific achievement, agreed upon prior to the start of the performance or attainment of the achievement.
- Has an objective means to calculate the amount of payment.
- Employer is contractually obligated to make the payment (for a single year or multiple years, as defined in advance) if the performance standards or achievement are met.

### Examples:

- Setting a goal to raise tests scores so 20% of students are proficient in a specific subject
- Establishing stronger readers by having each classroom read 100 books during a marking period.

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So what's the difference between an incentive and a bonus? An incentive has specific criteria that must be met, including a measurable component that can be evaluated to confirm that the goal was met. Remember the book-it programs? This was an incentive created to get kids reading. The goal for each student was to read five books each month. For each book read, a star was placed on a button. The incentive for reading those books was a coupon for a personal pan pizza. (This was also great for marketing and getting families in the door at Pizza Hut who sponsored the program.)

An incentive is goal-driven and measurement-based. There is a clear way to determine if someone met the goal or not. This is a key requirement for incentives that are offered in your agreements as well. Not only must they have a measurable goal, that goal must also be met for the incentive to be considered retirement covered-compensation.

## Bonus Payments (Not RCC)

- Payment is not tied to actual and objective work performance standards.
- No objective method of calculating the amount of the payment.
- Employer retains complete discretion in deciding whether to make the payment even if any such standards are met.

### Examples:

- Payment made to a member after services were rendered, where no expectation of payment existed.
- Payment for an achievement that is unrelated to work performance, such as a monetary award for perfect attendance.
- Payment for satisfactory performance rating.
- Payment for selling back unused vacation or sick leave at the end of the school year.

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We know that the goal or endeavor must be tied to work performance and have a measurable component to be an incentive, so a bonus would be a payment made to an employee that does not meet that criteria or where the goal was not successfully completed, but the payment was granted anyway.

## Creative Negotiating...or Severance payments?

A **Severance payment** is defined in the code as:

Any payments for unused vacation or sick leave and any additional compensation contingent upon retirement including payments in excess of the scheduled or customary salaries provided for members within the same governmental entity with the same educational and experience qualifications who are not terminating service.

**Examples:**

- A salary increase given to a member who is retiring even though the employer has imposed a pay freeze on its non-retiring staff.
- An early retirement incentive offered to a member who agrees to leave employment prior to reaching a PSERS milestone.
- A large salary increase coupled with an agreement to terminate service.
- Payment of unused vacation and sick leave, in lieu of a salary increase, in connection with an agreement to terminate service.



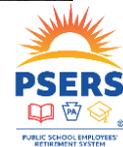
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Similar to bonuses, severance payments are another type of payment that has been used more frequently as schools are doing more with less and are looking for creative ways to reward the employees who have stuck with them during these challenging school years.

On the slide we have defined a severance payment. Severance payments could include payouts for unused vacation or sick leave and/or any additional compensation contingent upon retirement, for example, an offer to receive \$5,000 if you agree to retire at the end of the year. While you are free to extend these payments to your employees, they are not considered retirement eligible and should not be reported to PSERS.

## Be in tune with when and what is being reported.

- Be timely with reporting and payments.
- Frequently review and cross-reference the ESS system reports with your payroll system to be sure information is accurate
- If you're not sure if something is RCC, please just ask.
- Be aware of what's being reported on your files and what payments have been negotiated within your agreements.



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The easiest way to overcome impacts of late reporting is to stay current and review the data you've reported frequently so discrepancies can be addressed quickly. It's up to you to be familiar with what types of payments are allowed and which are not. If you're not sure, feel free to ask.

## What have we learned so far?



### What are some effects of untimely reporting to PSERS?

- a) Interest charges and earnings assessed for late DC Reporting applied to your account that could have been avoided.
- b) Subsidy loss
- c) Complexity of corrections and possible member status changes/elections may have taken place that were missed being marked and collected.
- d) All of the above



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- d. All of the above

The answer is D.

ESC and Employer Accounting send out reminder emails every month to help employers avoid negative affects of late reporting and payment. Ultimately it is up to the employer to make sure they are meeting deadlines.



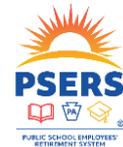
How can coordination of duties in your office help PSERS?

There's no denying it—the last two years have made us all adapt professionally and personally to create new ways of doing things. Is yours working for you?

## #1 Staff Considerations

- Ensure that Data entry is accurate
  - It takes time and effort to fix this data because if a DOB or SSN was incorrect then proof is needed to correct it.
  - Email addresses are only beneficial if they are correct.
- Identify what needs to be done and whose role it is to have it completed.
  - Are there time frames for information to be shared from one group to the next?
  - Does a process need to be created to fill a need?

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Is your HR office the group typically hiring, enrolling employees, handling leave paperwork, and managing the final details of termination? Does your IT staff know which email resource accounts to whitelist so that notifications can be received from PSERS and Voya? Are browser versions updated regularly? Does your payroll office communicate if there is a hiccup to the person responsible for reporting the data, or making corrections to what has previously been reported? Are the right contact people listed in the ESS system? Or, is this a one-person-does-it-all kind of scenario where maybe you need to consider branching out to others to be able to keep it all together? We know all of your offices are run differently and that PSERS is a small part of a much larger list of duties.

## #2 Do Your Processes Make Sense?

- Evaluate processes to see if they still make sense
  - Example—working remotely, utilizing new technology, accounting for fewer staff
- Interruptions due to teleworking and change in personnel
- Impact of evolving technology and updated systems



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Two years ago, most of us hadn't realized that the modifications that we put in place to work from home may become permanent processes. On top of that, technology has continued to evolve, and your systems may have, too. If your office hasn't taken a step back recently to see how all these pieces work together, or could improve how you've currently been doing things, maybe now is the time to do so. Perhaps the reports can be updated so you can look in one place instead of comparing multiple reports?

## #3 Do you Cross-Train in your office? (Psst...you should!)

- Planning for the unknown and having a back-up who understands the system, has access, and knows where materials are stored can ensure that deadlines are met.
- Separate access credentials are needed for the PSERS ESS system and Voya Data Gateway system.
- Submit PSERS Employer Reporting Systems User form (PSRS-1270) for access to either/both systems
  - Form is also needed to delete access—this is an important step for security reasons.
- Sharing or alternating the workload will prevent it from being forgotten.

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Planning for the unknown and learning to be flexible with personnel to meet deadlines is more important than ever with technology hiccups and quarantine time periods. Separate access is required for the PSERS ESS system and Voya Data Gateway. Thankfully, these accesses can be requested at the same time using the same form. When employees leave your business office, please also submit this form so that access can be discontinued for the systems they were able to access. This protects sensitive data for everyone.

## #4 What Can PSERS or Voya Do To Help?

- Videos posted in December 2021 to explain the changes to the ESS system.
- Voya Data Gateway refresher held at the end of the summer annually.
- Manuals and other documents available online
- Webinar training for specific concerns



Contact Group	Contact Information
Voya Help Line	Toll Free # 1.877.806.5652
Voya Payroll Assistance	ID-PSERSS@voya.com
PSERS Employer Service Center	Toll Free # 1.866.353.1844

Please be sure to include your employer code when calling or emailing.

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There are a ton of resources on the website to help but if you haven't found what you're looking for or you're tight on time, reach out! As Voya mentioned earlier, the Help Line is meant for assistance while you are trying to upload files. The payroll assistance group is used to address reporting that has already occurred or needs to be manually reviewed.

The call center for the PSERS Employer Service Center is staffed from 8am-4pm and we can help with most of your questions directly.

## Please complete the attached survey

- PSERS welcomes your input. The link to the survey is in the chat screen.



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How did we do? We have a few more items to share but wanted to take a moment to ask you to rate this webinar before we wrap up. It should only take a minute or two to complete but your feedback is helpful in making our presentations better.

# New School Employee Handout

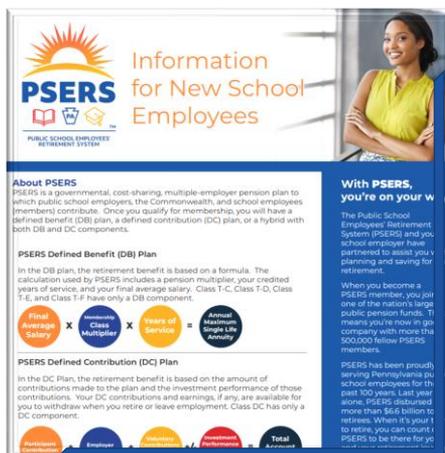
This document should be included with your welcome packet given to new employees.

It is at the top of the page when you go to Employer Forms on the website.

## Employer Forms

[Click here to view Information for New School Employees. \(PDF\)](#)

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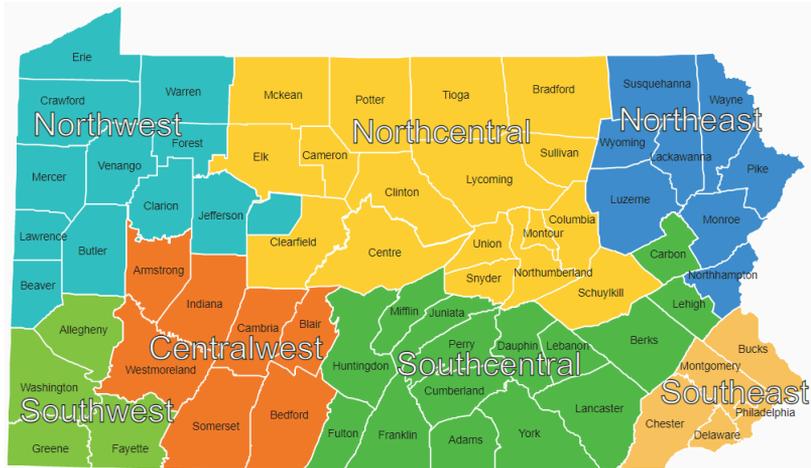


The graphic is a promotional handout for PSERS. At the top left is the PSERS logo with the text 'PUBLIC SCHOOL EMPLOYEES RETIREMENT SYSTEM'. To the right of the logo is the title 'Information for New School Employees' and a photo of a smiling woman in a yellow top. Below the title, there are two main sections: 'About PSERS' and 'With PSERS, you're on your way'. The 'About PSERS' section explains that it is a governmental, cost-sharing, multiple-employer pension plan. It then details the 'PSERS Defined Benefit (DB) Plan' with a formula:  $\text{Final Average Salary} \times \text{Class Multiplier} \times \text{Years of Service} = \text{Actual Retirement Single Life Payout}$ . It also describes the 'PSERS Defined Contribution (DC) Plan' based on contributions and investment performance. The 'With PSERS, you're on your way' section highlights that PSERS members are part of one of the nation's largest public pension funds, that PSERS has been proudly serving Pennsylvania's school employees for 75 years, and that PSERS has disbursed more than \$6.6 billion to retirees. At the bottom right is the PSERS logo again.

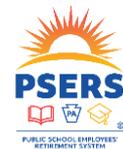
We also provide employers with informational handouts to include in the employer's welcome packets when new employees are hired. It will give new employees general information about PSERS membership, such as the formula used to calculate a member's benefit and qualification thresholds. It also includes the membership class a new employee is first enrolled under and the contributions withheld from the employee's paycheck. Information on waiving PSERS membership is also covered so the member can determine if they are eligible to request a waiver.

This handout is available in PDF format using the Information for New School Employees link on our website.

## PSERS Regional Offices and ESC Regions



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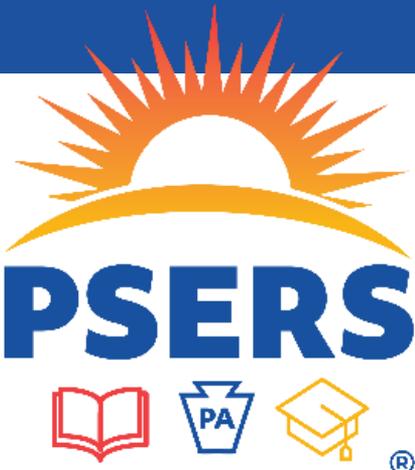


PSERS has seven regional member field offices and seven Employer Service Center representatives. How do you know who your rep is? The name of your ESC rep is at the top of your screen when you log into ESS but this map shows the geographical area that each rep manages. The main PSERS office is headquartered in Harrisburg and unlike PSERS Regional Offices which provide members services to both active and retired PSERS members, all of ESC is in the Harrisburg office.

ESC provides trainings using Microsoft Teams. You can schedule trainings with your rep one-on-one to learn about a specific topic, to utilize the ESS system, or attend larger group webinars like this workshop. As we learn of topics that may have interest to a larger group of individuals, we try to put together webinars to review those topics, such as the Member Statement of Account training from last August that provided action steps on what you need to do to be sure information is accurate for the members who work for you to get statements that are right. But don't worry if you can't attend. We record those trainings and post them to the website so you can see what you missed.

Most recently added to the website was the 4-video series that walked through the changes implemented to the ESS system in December 2021. We hope to continue to add to our video library so you can find information quickly and easily.

With PSERS, there's always so much to learn and remember. Whether it is identifying what membership class a new employee belongs to, or reading your Transaction Page details, we hope you've learned something today.



**PSERS**  
PUBLIC SCHOOL EMPLOYEES'  
RETIREMENT SYSTEM

With PSERS, you're on your way!

Thank you for attending!  
Any questions?



Thank you for your participation. A special thank you to Voya for attending and presenting also. We have staff on stand-by to assist in answering questions you may have, if you haven't already asked in the chat section on Teams.