

Employer Service Center Staff

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Beaver, Butler, Cameron, Centre, Clarion, Clearfield, Clinton, Crawford, Elk, Erie, Forest, Jefferson, Lawrence, McKean, Mercer, Potter, Venango, and Warren Counties

Region 2 - Crystal Houser
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Bradford, Carbon, Columbia, Lackawanna, Lehigh, Luzerne, Lycoming, Monroe, Montour, Northampton, Northumberland, Pike, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne, and Wyoming Counties

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Region 5 - Michael Chappuis
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Chester, Delaware, and Philadelphia Counties

(Security Administrator Designation...Continued)

Important Note When Updating Contact Roles and Email Addresses

When you are updating contact roles, you must enter a stop date for a particular role prior to adding a new contact for that role.

Example: Your new staff person Betty will be taking the Monthly Reporting role. Crystal is currently listed as the Monthly Reporting contact. You must update Crystal's contact information by entering a stop date before you enter Betty as a new contact for this role.

The screenshot shows a 'Demographics' form window. At the top left, there is a 'Change' button circled in red. The form contains the following fields:

| | | | |
|------------------------|-----------------|-------------|---------------------|
| Prefix: | | Role: | Purchase of Service |
| First Name: | CRYSTAL | Start Date: | 06/24/2018 |
| Middle Name: | | Stop Date: | |
| Last Name: | HOUSER | PSERS ID: | 9106256 |
| Suffix: | | | |
| Day Phone: | (866) 353-1844 | Ext: | |
| Member-Provided Email: | crhouser@pa.gov | | |

At the bottom left of the form, there is a 'Close' button.

Administrators are now able to update their email addresses as well as the email address of users in their reporting unit. Please be aware that if you are only updating a contact's email address, make the change in the "Admin" tab to ensure the new email is saved in both the "Admin" and "Contact" tabs. If you only enter the updated email in the "Contact" tab, you must also make the change in the "Admin" tab or the new email will not be saved in the "Admin" tab.

Employer Reporting in Cases of Termination for Cause

Employers and school employees may part ways for a variety of reasons. We (the employer, the school employee, and PSERS) are faced with additional challenges when the termination results from alleged misconduct.

Whenever termination occurs, the employer communicates this to PSERS by submitting a Contract Record:

- Set the Work Status to TRMNTN (termination).
- Set the BOC and Service flags to indicate the last month of work reporting.
- Submit a BOC Svc Rpt date, if applicable, indicating that the employee has ended ALL employment with you. Include the date when PSERS will receive all salary and service information for this employee. The example below is a view of the Contract Record from our perspective:

| Job Title | Emp Type | Wage Type | Work Status | Start Date | End Date | Exp Months | Exp Units | Voting Status | Contract Status | Last Rpt | BOC Flag | Service Flag | BOC Svc Rpt |
|-----------|-----------|-----------|---------------------------|------------|------------|------------|-----------|---------------|-----------------|----------|----------|--------------|-------------|
| AIDE | Part-Time | Hourly | TRMNTN - Termination | 05/31/2018 | | 10 | 1,100 | Non-Certified | Eligible | | Y | Y | 06/30/2018 |
| AIDE | Part-Time | Hourly | ACTIVE - Actively Working | 04/01/2018 | 05/31/2018 | 10 | 1,100 | Non-Certified | Eligible | | | | |

If the employee believes that the termination is wrongful and appeals, but such termination is determined to be proper, no further action is necessary by you as the employer. If the termination is determined to be improper or the parties (employer/school employee) enter into a settlement agreement, the member's account with PSERS may need to be restored depending on the terms of the determination or settlement agreement, as interpreted by PSERS.

A member's account can only be restored if the salary, contributions, and service are reinstated as if the termination never occurred. To properly restore an account, the determination or settlement agreement must identify the payment as back pay or salary and sufficiently identify the year or years the payment is to be credited. The payment must also correspond to the salary the employee would have received but for the termination. The amount you actually pay to the employee may be offset to reflect any monies the employee may have received from other sources, such as unemployment, workers' compensation, or other employment, but the full salary must be reported to PSERS. Also, member contributions must be deducted from the amount actually paid to the employee and remitted to PSERS by you, the employer. Note that the employee is not required to actually return to service to restore an account and may agree to resign in consideration of the payment.

Chapters 8: "Retirement-Covered Compensation," 10: "Reporting – Leaves of Absence," and 11: "Reporting – Work Report Adjustments" explain the process in more detail. If you need help, please do not hesitate to contact your Employer Service Center representative.

Employer Self-Service Portal

Frequently Asked Questions

How do I enter a manual adjustment?

- From the “Account” tab, click the “Manual Report” button drop down arrow to select “Adjustment.”
- Rename the Identifier and Generate! You are now in Edit mode in your adjustment.
- Click the “Add Member” button to create an adjustment row.
- Double click inside the “Name/SSN” box to enter the member’s SSN.
- The fields listed on the adjustment row are in the same order as they were in the old system.
- After all appropriate information is inputted, click “Apply.”
- A Blue, Yellow or Red indicator will populate in the “Actions” column beside the “Name/SSN” column.
 - If blue, then all is well and click “Save,” this will take you to the main “Account” tab. Click “Actions” beside your adjustment and select “Submit.”
 - If yellow or red, then click on the indicator to view the warning or error to determine what needs to be corrected, make the corrections, then click “Save” and then “Submit.”

What do I do if I made an adjustment in error?

If you have created an adjustment in error, please contact your ESC Representative for assistance. At this time, you cannot delete adjustments.

Why does my totaled work report on the “Roster” tab not export with the totals?

The totals in a work report cannot be exported at this time. To view the totals in a work report, please use the (=SUM) feature in Excel.

How can I search for specific members on the “Roster” tab?

You may search for members in your ESS “Roster” tab by entering their full social security number.

Roster

The screenshot shows a search interface for the Roster tab. It includes a dropdown menu for "Billing Location" set to "9936 NORTHEASTERN ED I U", a text input field for "SSN Search" with a clear button (x), and a dropdown menu for "Contract Status" set to "All". To the right, there are buttons for "Upload File", "File History", and "Manual New Hire". Below the search filters is a table header with columns: Tools, SSN, Member, Start Date, Stop Date, and Work Status.

To decrease load time in the ESS Portal, the feature to search for members by last name or partial social security number has been removed.

Employer Self-Service Portal

Frequently Asked Questions (continued)

Which documents will I receive on the “Documents” tab?

A list a documents that you will receive in the ESS “Documents” tab is available on our website at www.psers.pa.gov under “Employer Self-Service.”

Why does the same employee appear on multiple CROQ reports?

This is an error. Employees should only appear on the CROQ report when they initially change their rate or qualification status.

Some employers have reported errors in their CROQ report. PSERS is working with our software provider to correct the error as soon as possible.

Can I see if another user has viewed a document on the “Documents” tab?

No. At this time, you cannot see if another user has viewed a document on the ESS “Documents” tab.

What should I do when the Recommended City that populates on ESS after entering the ZIP code is not the city that I would like to enter in ESS?

The ESS system draws information from USPS.com. In the old system, all that was required when this message appeared was to add the 4-digit extension to the ZIP code and this would resolve the invalid. In ESS, that is no longer the case. ESS is looking for an exact match for the Recommended City in addition to the 4-digit ZIP code extension. Once you have gone to USPS.com and looked up the address to find the 4-digit ZIP code extension, take the entire ZIP code and place it in the Find Cities by ZIP portion of USPS.com. This will bring up the Recommended City. Place that information under City in your Demographic File, save, and validate. This will resolve the invalid on your file.