EmployerDirect Quick Start Guide

Quick Start Guide

Employers can follow the quick action steps below to get started. For further instructions on topics, we recommend reading the subsequent sections outlining EmployerDirect features in more detail.

Enroll	→	Submit Transmittal Batch File	→	Review and Correct Employer Exceptions	→	Review of Reports

Step 1: Enroll in EmployerDirect

Employers will provide the user account user information listed below to ACERA which will be used for account creation. This can be emailed to ACERA at ERDirectSupport@acera.org.

- Display Name - User Full Name
- Username – Logon name
- Email Address – User Email Address

Once enrollment information has been entered by ACERA, an email containing a link will be sent to the user. Users will click on this link to complete the EmployerDirect Enrollment process.

Access Code - ACERA will provide each Employer with their own unique access code. This should be kept in a secure place. New users will need to enter the Employer's access code to complete the enrollment process.

Create Password and Challenge Questions/Answers - Users will be prompted to create their password and challenge questions when logging in for the first time.

Confirmation of Successful Enrollment – After set-up, users will receive an email notification of the successful EmployerDirect Enrollment.

<Forgot Username> and <Forgot Password> functionality can be found on the EmployerDirect sign-on page. Users can change on their own their account settings as well as manage their account and security preferences.

Now the user is ready to log-on and begin using EmployerDirect and receiving important user alerts from ACERA.

Step 2: Submitting a Transmittal Batch File

Transmittal batch files are sent by the Employer to ACERA on a bi-weekly basis. These files can be scheduled (**BatchType="3319"**) or unscheduled (**BatchType="3414"**) batches. Scheduled batches must be submitted by or before the due date specified by ACERA. Annually ACERA will provide a Transmittal Processing Schedule to all Employers outlining due dates for transmittal file submission by pay period.

There are two ways you can access the **<Submit Reporting File>** option:

1. Directly from the left, main navigation menu under Employer Reporting or

2. From the Account Summary screen by selecting the <Submit File> option on the appropriate Reporting Batch Card

After submitting the file, the file will either load successfully or fail. The Employer will receive an automatic Employer alert or notification of the results.

Employer Reporting File Submitted Successful – This means that the submitted transmittal batch file passed ACERA's stringent format and totals verification as well as meeting the threshold for exceptions limits. The next step will be for ACERA to initiate the transmittal posting process in PensionGold.

Employer Reporting File Import Failure – Here the Employer will receive notification that the reporting file could not be imported. The notification will contain the error reason for the failure. The Employer will then review and correct the file; resubmitting to ACERA until a successful submission is achieved. Employers should reach out to ACERA when questions arise.

Step 3: Review and Correct Employer Exceptions

After successfully submitting the file, the Employer will wait for ACERA to initiate the file posting process in PensionGold. The Employer then will receive an email from ACERA staff that exceptions (if any) have been produced. Exceptions are normally ready to be reviewed by the Employer on Day 3 of the Transmittal Batch Process but may be available earlier. As soon

as notification is received from ACERA, the Employer may begin their review in EmployerDirect.

Errors will appear as exceptions. Exceptions can be classified as <**fatal errors**>, where correction of data is needed, or <**warnings**>, where the system is providing notice of situations that may require review and further processing on future payrolls.

The Employer will then log-on to EmployerDirect and first navigate to <Reports> and select the <Employer Reporting Exception> report under Reports Manager. Once generated, the Employer will use this report to help identify Employer owned exceptions for correction and the report will be used in the Employer's post-processing process. The user will then navigate to the <Exceptions> screen which is accessed from the left main menu under <Employer Reporting> to review all exceptions. Employers will have 2 business days to review and correct all Employer owned exceptions and must review designated warnings as part of the post-processing process. There are 3 types of exceptions that Employers are responsible for.

Employer Exception #1 - Missing Required Field
Employer Exception #2 - Invalid Value or Format
Employer Exception #3 – Missing Home Address

Employer Exception #1 - Missing Required Field

Message: {Attribute Name} is required.

Here the transmittal batch file is missing required information in one or more of the transmittal fields. In EmployerDirect, the Employer will review the data on the transmittal batch file to determine what required value is missing and then enter the required data. Once updated; the Employer will change the exception status to <resolved> or manually update the exception status to <corrected>. The Employer will be responsible for any needed updates to the Employer's payroll system where applicable.

Employer Exception #2 - Invalid Value or Format

Message: The {Attribute Name} is not valid. The {Attribute Name} must be {format description}.

This exception identifies that required data such as zip code or phone number is incomplete and/or is not in the required format. In EmployerDirect, the Employer will review the data on the transmittal batch file to determine what required data is incomplete and/or not in the required format and update the member's information in the Member Details Page. Once updated; the Employer will change the exception

status to <resolved> or manually update the exception status to <corrected>. The Employer will be responsible for any needed updates to the Employer's payroll system where applicable.

Employer Exception #3 – Missing Home Address

Message: No Home address has been reported for the {HireType}. All {HireType}s are required to have a Home address on file.

This exception identifies that home address information was reported for select members on the transmittal batch file. A home address is required. In EmployerDirect, the Employer will review the data on the transmittal batch file to confirm affected members who do not have a Home address and add the missing information. Once updated; the Employer will change the exception status to <resolved> or manually update the exception status to <corrected>. The Employer will be responsible for any needed updates to the Employer's payroll system where applicable.

Correcting Employer Owned Exceptions -

The Employer will use the Member Details Page to review the information that was submitted on the transmittal batch file and identify what needs to be updated/corrected based on the exception type.

Exceptions that are categorized as <Fatal Error> exceptions are shown in red while <Warning> exceptions are shown in yellow. After making the corrections in the Member Details Page, it is recommended for the user to mark the exception as <resolved>. This will then automatically update the exception status to <corrected>. Otherwise, the user would need to manually update the exception status to <corrected>.

The Employer will never delete records from the transmittal batch file. Adjustments will need to be made on future payrolls. Data submitted must match the employees' paycheck.

Remember the following-

- **Only correct Employer Owned Exceptions. Employers will never correct ACERA owned fatal exceptions and warnings.**
- **Never delete records or update information other than what is needed to correct Employer Owned Exceptions. If it is discovered that an error was made in reporting earnings, hours, contribution and SPC (Service Purchase Contract) information, the Employer will need to adjust on future payrolls and submit adjustments through the transmittal batch**

file. All data reported must match the member's paycheck for the reported pay period. The Employer must contact ACERA when discrepancies are found.

We have provided step by step samples of how to clear Employer owned exceptions and exception causes with corrective measures in Section 6 (Exception Clearing) of the EmployerDirect Learner's Guide.

Step 4: Review of Reports and Post-Processing

Once ACERA has completed all ACERA exceptions and ACERA has posted the file, the Employer will receive an automatic alert or notification that the transmittal batch process is complete. The Employer may then begin the post-processing process which normally for the Employer begins on Day 8 of the Transmittal Batch Process.

The Employer must review as part of the post-processing process, all <fatal errors> and <warnings> generated from each transmittal batch file but will never correct <warnings> or ACERA owned <fatal errors>. To complete the review, the Employer will use the <Employer Reporting Exception> report already generated prior to exception clearing. NOTE: The <Employer Reporting Exception> report must be run PRIOR to any exceptions being corrected. This report will be unavailable to run after the transmittal batch file has been posted by ACERA.

The Employer will then use the EmployerDirect Reports Manager to create and review additional reports. There may also be subsequent action needed from the Employer on future payrolls.

ACERA may also provide supplemental reports or batch notices for the Employer to review as part of the post-processing process. The Employer will need to review these to determine if updates are needed in the Employer's payroll system or for changes to future payrolls.

Transmittal Processing Timeline –

Remember each payroll posting will follow the below cycle and will begin on the transmittal batch file posting due date. Employer may however submit transmittal batch files earlier than scheduled which will help to expedite the posting process. Employers will receive communications from ACERA as the post processes progresses.
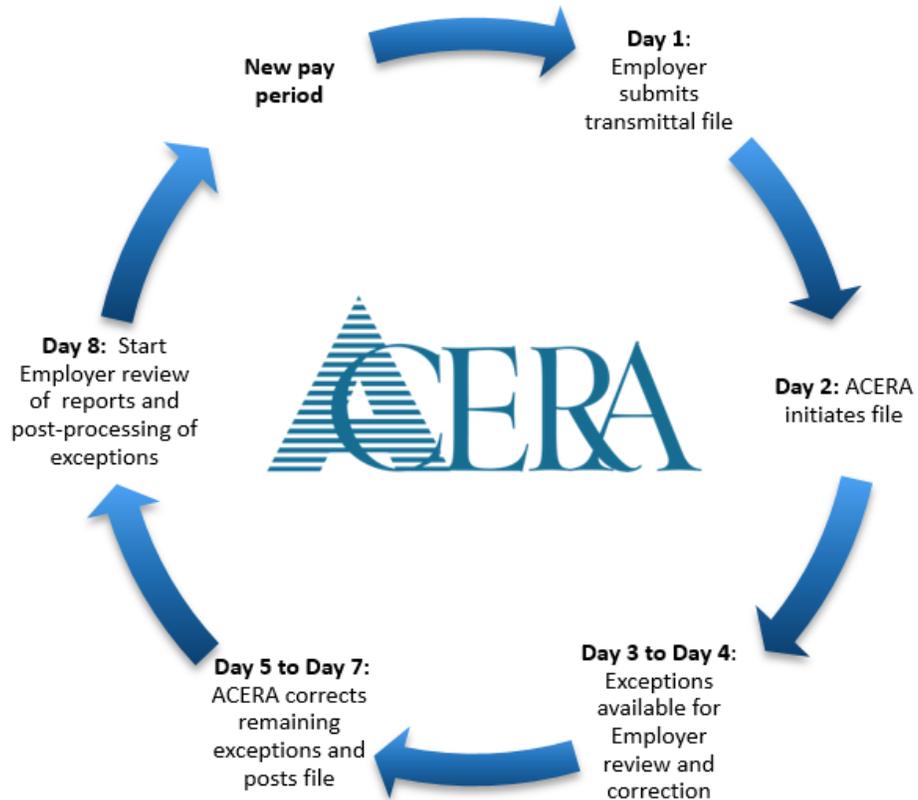
Contact ACERA

For questions, do not hesitate to contact ACERA at ERDirectSupport@acera.org. You can find other resources and a copy of the EmployerDirect Learner's Guide on our website at acera.org/Employers.