

## **Employer Self Service FAQ**

### **1. How will I know my report has been received by OP&F?**

**A** During the submission process you will receive a series of prompts with the last one stating that “Your report has been submitted to OP&F. Please note, however, that the submitted report is subject to OP&F’s review and acceptance and issues can arise at a later time if additional information is discovered.”

The report will also automatically move from the Initial Work Reports screen to the Submitted Work Reports screen.

See sections on Importing Electronic Files or Submitting a Work Report in the User Guide for additional details.

### **2. When is the last day I can submit a report and be sure that it was received in time to avoid penalty?**

**A** Payroll reports are due on the last business day of the month following the close of the month the wages are paid to the member. For example, payroll reports for January are due by the last business day of February. Please see the Employer Manual for additional information on employer reporting.

### **3. What do I do if my internet connection is down and I need to submit a report?**

**A** If your internet service provider cannot correct this problem prior to the work report being due submit your payroll on paper, but you run the risk of incurring penalties if received late. We suggest you start the submission process as soon as possible after the pay roll ending date to avoid last minute issues, such as the internet connection.

### **4. Will I be considered late if I try to submit my report on the due date and the web site is down?**

**A** Currently, there are no provisions to allow for exceptions for late reports, regardless of circumstances. Due dates for reports have been established by law and any exceptions would require legal changes. Employers are strongly encouraged to file reports well in advance of the due date in order to avoid potential web site problems.

### **5. Will I be considered late if I cannot log into the website because I do not remember my user id or password?**

**A** Please refer to the answer above. Again, there are currently no legal exceptions for filing late reports. Please file your reports before the due date in order to avoid any late filing penalty issues.

**6. Can I make payments over the web?**

**A** At this time you cannot make payments through the Employer Self Service web site.

**7. I just received an error or exception message when trying to process my file. What do I do?**

**A** Errors and exceptions have different meanings in the web reporting process. An error may occur in the import option of reporting and can prevent you from submitting your file to OP&F. An example of an error is an “invalid record count.” These types of errors must be fixed in the file and imported again into the web application. (The Employer Self Services User Guide contains additional information on correcting errors.)

An exception may occur in either the import or the manual option of reporting. Exception messages are an indication that some piece of information being reported for a member is not the norm and should be verified before being submitted. For more information on correcting exceptions, see the section of Viewing Work Reporting Exceptions of the User Guide.

A list of the most common error and exception messages can also be found in the User Guide. If you are unable to correct errors or exceptions after reviewing the User Guide, please call your Payroll Contributions Specialist.

**8. Can I make changes to my report once it has been submitted to OP&F?**

**A** No, changes cannot be made to the report through the Employer Self Service web site once it has been submitted to OP&F. You will need to notify your Payroll Contributions Specialist for instructions on how to correct the report.

**9. Will correcting my exceptions eliminate calls from OP&F?**

**A** Although correcting any exceptions prior to submitting your report to OP&F will reduce the calls you will receive, it may not eliminate them entirely.

**10. Can I view reports that were not submitted through the web?**

**A** No, reports that are submitted via the ftp process or submitted on paper will not be visible through the Employer Self Service web site.

**11. Will changes made by OP&F after I've submitted my report be visible on the web?**

**A** No, changes which you authorize OP&F to make after the report has been submitted will not be viewable through the web. When viewing the report via the web, it will look exactly as it did when you submitted it to OP&F.

**12. Can I change my reporting method without notifying OP&F in advance? (i.e., submit ftp one month and import the next; web manual one month and paper the next, etc.)**

**A** In order to avoid confusion, penalties and possible errors, OP&F requests that you contact your Payroll Contributions Specialist before changing your method of reporting. This will help in monitoring the received date of your report.

**13. I am not going to use the web until later in the year. Do I need to notify OP&F before I submit my first report?**

**A** It is preferred that you notify your Payroll Contributions Specialist prior to submitting your first report using OP&F's Employer Self Service web site.

**14. I manually enter my reports and do not want to have to enter my employees' information on every report. Can this be automated?**

**A** Yes, we can create a roster of employees which will automatically populate each time you create a new work report. To have a roster set up for you, please contact the Payroll Contributions Liaison at (614)628-8239.

**15. I enter my reports manually on the Employer Self Service web site and use the roster to pre-populate my employees' name and social. Can I add or delete employees from the list of people who appear on each report?**

**A** Yes, if you are using roster to automatically populate your employees in your reports, the roster will automatically be updated for you when OP&F processes the report. Prior to submitting each report to OP&F, you should verify that all employees with hours earned during the reporting period appear on the report. Employees who do not have hours earned should be removed from the report and then added back in the next time there are hours earned. For additional information or help please contact the Payroll Contributions Liaison at (614)628-8239.

**16. What do I do if I get locked out of my account?**

**A** For any log on questions including what to do when you receive the “User has been Suspended or Deactivated” message, contact OP&F Customer Service at 888-864-8363 or 800-860-9599.

**17. I can’t remember my password. What do I do?**

**A** If you forget your password, you can use the Forgot Password link from the main login screen in the employer self service application to reset your password. See the section on Accessing Employer Self Service of the User Guide.

**18. I would like to add additional Users to my account. How do I do this?**

**A** Requests to add users to your account must be submitted to on letterhead to OP&F to the attention of: Payroll Contributions Liaison, 6<sup>th</sup> floor PCG. For additional information or help please contact your Payroll Contributions Specialist.

**19. If I need to change our address or telephone information, can I do this through the web?**

**A** Changes to address and telephone information cannot be changed through the Employer Self Service web site. This information must be submitted to OP&F in writing to the attention of: Payroll Contributions Liaison, 6<sup>th</sup> floor PCG. For additional information or help please contact the Payroll Contributions Liaison at (614)628-8239.

**20. If the Primary Contacts listed on the web are incorrect how can I change these?**

**A** Changes to the Primary Contacts must be submitted to OP&F in writing to the attention of: Payroll Contributions Liaison, 6<sup>th</sup> floor PCG. For additional information or help please contact the Payroll Contributions Liaison at (614)628-8239.

**21. What do I do if I have a new payroll clerk?**

**A** This information must be submitted to OP&F in writing to the attention of: Payroll Contributions Liaison, 6<sup>th</sup> floor PCG. For additional information or help please contact the Payroll Contributions Liaison at (614)628-8239. See the following question on how to handle terminated payroll clerks.

**22. What should I do if I terminate someone who has access to the Employer Self Service web site?**

**A** To ensure the safety of our members' Social Security numbers, the terminated employee's self service user ID should be deactivated immediately upon termination. This can be done by notifying OP&F Customer Service 888-864-8363 or 800-860-9599.

**23. I have multiple clerks submitting work reports. Can all my clerks use the same user ID and password?**

**A** Initially you were provided with one user id and password. Clerks should **not** share log on id's and passwords. You should request additional user id's when multiple clerks will be submitting your work reports. Requests for additional user ids must be submitted on letterhead to OP&F to the attention of: Payroll Contributions Liaison, 6<sup>th</sup> floor PCG. For additional information or help please contact you Payroll Contributions Specialist.

**24. Where can I find the user guide?**

**A** The Employer Self Service User Guide is available on the OP&F web site ([www.op-f.org](http://www.op-f.org)) under the Employer link.

**25. Once we have signed up for web submission, will OP&F contact us if they have not received our file?**

**A** OP&F will make courtesy calls to employers who have not submitted their reports.

**26. I want to talk to someone about submitting my reports through the web. Who do I call?**

**A** For information on submitting reports through the Employer Self Service web site, please contact OP&F's Employer Education Manager at (614)628-8255.

**27. I want to start submitting my reports through the web but don't know where to start. What do I do?**

**A** For information on web reporting, training and set up, please contact the OP&F Employer Education Manager at (614)628-8255.