Ohio Police & Fire Pension Fund

Ohio Police and Fire Pension Fund Online Payment System (ACH) Frequently Asked Questions (FAQ)

1. **How do I make an online payment to OP&F?**
   - Through OP&F's online payment system program, once Employers login with a secure user name and password.
   - Employers must submit a signed authorization agreement for online payment to OP&F; an email notice will be sent by OP&F when setup is complete.

2. **What types of payments can be made online?**
   - Employers can make payments via ACH Debit for any transactions they incur with OP&F.
   - Payments must be received into OP&F's bank account by the due dates established under the Ohio Revised Code (ORC).
   - The Summary of Payment Remittance Information form as well as any other documentation required under the ORC must be received by OP&F within the established due dates.

3. **How long does it take to get set-up for online payments to OP&F?**
   - After the signed agreement form is received by OP&F, the final set-up is completed within five business days or less; confirmation will be sent via email.

4. **Can an Employer make payments from multiple bank accounts?**
   - Yes. Please submit a separate signed agreement form for each account.

5. **How far in advance can an Employer initiate a payment?**
   - An Employer can assign an effective date for the payment up to 60 days into the future.

6. **Does OP&F run a "Test" transaction?**
   - No. OP&F does not run a pre-note, test transaction.
   - Employers can initiate a pre-note transaction for one cent to verify the bank account and routing number information are accurate. However, in order to insure the processing of your initial payment transaction is completed timely and accurately, it is advisable to submit payment well in advance of any due dates. This will insure compliance with the Ohio Revised Code if any problems or errors occur during the processing of payments.

7. **We have Debit-Blocker with our bank. Should we notify them with any information?**
   - Yes. If a Debit-Blocker is in place on your account with the banking institution, it may be necessary to provide the following data to the bank: 1-31-0718368

8. **Is there a cut off time for requesting a payment be drawn from my account tomorrow?**
   - Online payments cannot post the same business day nor on holidays or weekends. OP&F provides a list of federal banking holidays on our website.
   - If the online payment request is completed before 4:30 pm, you have the ability to choose the next business day as your payment posting date.
   - If the payment request is completed after 4:30 pm, it will not be posted until the 2nd business day following the request.

9. **Can I make any changes to a payment after I've requested it?**
   - Yes, if the payment has not yet been posted, it can be cancelled and a new payment can be set up. For more information, please see the Employer Self-Service User Guide.

10. **Must I submit my work history report (contributions report) using the web in order to request an online payment?**
   - No. You may access and use the payment - only features of the online payment system by clicking on the appropriate links (See User Guide).

11. **I have both a police and fire report. Can I request an online payment for each report?**
   - Yes. Multiple payments can be made from the same and/or from different bank accounts.

12. **How will I know that the payment has been processed?**
   - You can review your bank account statement to confirm the payment has been sent. If you can access your bank accounts online, this would be the easiest way to confirm payment.

13. **Do I have to make my online payment at the same time I submit my work history report (*Report of Retirement Deductions*)?**
   - No, these two processes can be done separately if you choose.

14. **Will I use the same password to make an online payment as I currently use to submit a work history report via the Web?**
   - If you have been using the Web self-service application, you can use the same password you have used in the past. However, if you submit your payroll via the file transfer protocol (FTP) upload method that was in place before the implementation of the web program, you will need to contact Customer Service at 1-888- 864-8363 to be assigned a new password and user name.

15. **I have been submitting my payroll file electronically through the payroll file upload process, rather than through the web/self-service option. Can I use the online payment option?**
   - You certainly can. However, you will need to follow a different navigational path through the OP&F website (www.op-f.org). Please refer to the User Guide.

   Note: You may keep your current password, but we will ask you to use the user name that matches your four-digit city code. For more information on how this process will work, please contact Employer Education at 614-628-8311.

16. **Is it mandatory that payments be made through OP&F's online payment system?**
   - No. However, we believe this is the most efficient and easy way to make your payments to OP&F. No need to worry about postage or mail delays that could result in late payments.

17. **Will you keep a history of my payments?**
   - Yes. When you log on, you will be able to access a tab called "Payment History." It will allow you to view a detailed description of all online payments made. The Payment History Tab will capture the date you requested the payment and the payment amount.

18. **I am ready to sign up. How do I start?**
   - Please contact L.J. Adkins (**ladkins@op-f.org**) at 1-888- 864-8363. OP&F will send you the sign-up information and more details.
   - Or, you may go to our website under the "Employer" link and download the Authorization Agreement for Online Payment. Completed forms can be emailed, or faxed to **(614) 228-3767, attn: L.J. Adkins,** or **mailed to OP&F at 140 East Town Street, Columbus, Ohio, 43215**.