Ohio Police & Fire Pension Fund Employer Self Serve (ESS) Frequently Asked Questions (FAQ)

1. **What is the Employer Self-Service (ESS) Web Program?**

- The ESS web program is a convenient way to report member pension data, complete and submit the Summary of Payment Remittance Information Form (Recap), and make online payments, all within one application.

2. **How do I sign up for online payroll reporting with OP&F?**

- Please contact Employer Education at 614-628-8311 and we can provide log on information to get you started.

3. **Can I upload my payroll files through this program, or do I enter the data manually?**

- If you have a payroll software program, you should be able to upload your payroll files through our program. Otherwise, you have the option to enter your data manually.

4. **What are the advantages of reporting retirement contributions online?**

- There are several – By filing (and paying) online you can avoid postal delays that could result in statutory penalties. You can also avoid the costs associated with mailing reports and checks.

5. **How will I know I have submitted my reports successfully?**

- You will receive an on-screen prompt confirming that you have successfully submitted your report.

6. **Can I submit both my payroll report and online payment through this program?**

- Yes. The Employer Self-Service program allows you to submit your payroll report, the Summary of Payment Remittance Information Form (Recap), and your

ACH debit payment all within this program. Please see also "Frequently Asked Questions for Online Payments" on this site under Employers/ACH Information.

7. **What if I need to submit a corrected pension report but have already submitted the incorrect report*?***

- While the need to send corrected reports to OP&F is rare, if this is necessary, please contact your Employer Services Group (ESG) representative for instructions before trying to resubmit the report(s).

8. **When reviewing my report detail, what if I encounter exception messages?**

- Exception messages can provide you with valuable information that will allow you to correct your report before submitting it. However, exceptions don't always indicate errors. For example, sometimes fire reports have hours bases/hours paid that are uncommon when compared to other fire departments. You may get an exception message on these, but if the hours are accurate, you can ignore the exception messages and proceed with submitting your report.

9. **If I report online, can I submit one report that includes both the police and fire payroll reports?**

- No. You must send police and fire files separately.

10. **What if I forget my password or get locked out of the ESS program?**

- If you are locked out of the program or receive a message that your account has been suspended, please contact OP&F Customer Service at 1-888-864-8363, and we will be able to unlock your account and/or provide you with a temporary password that will allow you to log back in and create your own password.

11. **What if I wish to set up a second User in case I am out of the office or on vacation?**

- This can be done. If you wish to set up one or more additional Users, please contact Employer Education at 614-628-8311.

12. **What if I need training in using the ESS program?**

- Training is available, either telephonically or onsite at the employer's office. Please contact Employer Education at 614-628-8311.