RSA – Employer Self-Service (ESS)

Frequently Asked Questions

Employee Correspondence/Forms:

Q: When an employee is hired and information is entered into the Employer Portal, how will they receive their RSA welcome packet?

A: A welcome packet will be mailed from the RSA to the new employee.

Q: What about a beneficiary designation? How will they be designated if we are doing away with the Form 100?

A: The RSA has created a new beneficiary form which will be made available to new employees from ESS go-live onward via an RSA welcome packet. These new forms will also be available on the RSA website for employers and employees to download.

Q: Regarding the beneficiary information… if notarization is required, this will require employees to make multiple trips to the Central Office. Is that necessary?

A: The RSA has determined, in the best interest of our members, to continue requiring notarization for all beneficiary designations, including those made prior to retirement, as a precaution against potential fraud. Under the new system, new employees will receive a beneficiary designation form as part of a RSA welcome packet. The beneficiary designation forms will also be accessible for download by employers and employees off our website at ESS go-live.

Q: Can a Board of Education require an employee to provide us beneficiary information?

A: The RSA is not requesting that agencies/school systems require beneficiary information from their employees. During the enrollment process, you may choose to assist your employees by providing a beneficiary designation form. The new beneficiary designation forms will be available on our website at ESS go-live for employers and employees to download. The RSA will also be providing a beneficiary designation form as part of the new employee RSA welcome packet. In the event a completed and notarized beneficiary designation form is not provided to the RSA, the estate of the employee will become beneficiary.

Q: Will the form "Notice of Final Deposit" be replaced with online service?

A: The RSA is currently reviewing the process by which these forms will be certified. Once the process for these forms are finalized, the RSA will notify agencies/school systems.

Employer Correspondence/Forms:

Q: Will retiree certification annual forms still be required?

A: The RSA is currently reviewing the process by which these forms will be certified. Once the process for these forms are finalized, the RSA will notify agencies/school systems.

Substitute Teachers:

Q: Does the RSA expect to receive information on substitutes who are not retirees?

A: The RSA does not expect to receive information on substitutes who are not retirees. Active employees should not contribute on substitute work.

Q: Why would we not report substitutes? Will we not fail to capture all working retirees by omitting substitutes?

A: The RSA is requiring all RSA retirees to be reported, regardless of if they are working as a substitute or not.

Q: Define the difference between daily substitute, regular substitute, long-term substitute and retirees who work as a substitute. If they are active, you expect a record, correct?

A: As it relates to substitutes, the RSA is only requiring agencies/school systems to report information on RSA retirees who work as substitutes. Active employees should not contribute on substitute work.

Seasonal, Temporary and Part-Time Employees:

Q: What about employees that I only pay on an ad-hoc basis? How do I avoid getting an error message on all months I'm not paying them?

A: If you have an employee who is not paid on a regular payroll frequency, they will need to be given an applicable position status (see Enrollment File Format field #3) of seasonal, temporary, adjunct or substitute. The system understands that these positions will not have a regular payroll frequency on which contributions will be sent. Therefore, you will not receive an error message for a payroll in which these employees are not paid. However, if a contribution record has not been sent in on any employee for 13 months, the system will prompt you to terminate the enrollment record associated with the position that has not been paid for those 13 months.

Q: What about a part-time lunchroom worker (3hrs./day)? Do they need to be reported?

A: Yes.

Contract Employees:

Q: In regards to reporting, what about people working on contracts?

A: The RSA is requiring that all contract employees be reported, especially retirees who are contract employees.

RSA Administrator Form:

Q: When will the RSA Administrator form be sent, and to whom?

A: The RSA administrator form will be sent to the attention of the agency/school system administrator in June 2017.

Employer Portal Functionality:

Q: Is there a limit on the number of users from my agency/school system that can work in the Employer Portal?

A: There is no limit on users who can work in the Employer Portal. The Employer Portal is web based and can handle multiple users simultaneously. Once your agency/school system Administrator User is set up, they will create and maintain all other users for your agency/school system.

Training:

Q: How and when will RSA conduct training?

A: The RSA will conduct ESS training in several formats. We will provide in-person seminars, WebEx presentations and online training modules. The RSA will provide all training materials on a dedicated ESS training webpage.

Q: Would you consider having 2 or 3 training sites this summer?
A: The RSA is planning to conduct several training seminars around the state.

Data Verification:

Q: Will the RSA work with employers to reconcile enrollment begin dates for current employees?

A: During our file certification process, the RSA will work with employers to reconcile enrollment begin dates for current employees.

Q: Will I be able to verify correct Tier Status prior to processing a payroll file to prevent calculating and sending incorrect contribution information?

A: You currently have the ability to check tier status via CRA software functionality. This same functionality will be available in the new ESS Portal. In addition to the ESS tier check functionality, you will have 2 other ways to check tier status. (1) During the Enrollment File validation process, you will be shown errors related to tier status (among other errors). You must correct these tier errors in your system prior to uploading a corrected Enrollment File. (2) You may run a test Contribution File, which will show errors related to tier status (among other errors). Ideally, you would have already validated a tier status on the Enrollment File, and therefore, would have this correct on your Contribution File as well. Please make sure you correct the tier status within your system so this error will not occur in subsequent file uploads.

Contribution/Enrollment File:

Q: Does the RSA expect to receive an entry in the contribution file for non-participating employees?

A: The RSA expects to receive an entry in the contribution file each time an employee is paid.

Q: Does the RSA expect to receive an entry in the contribution file on the payroll frequency basis assigned to seasonal, temporary, adjunct and substitute employees?

A: The RSA does not expect contributions on a consistent payroll frequency basis for non-regular employees. The system understands that seasonal, temporary, adjunct and substitute employees will not be paid on a consistent payroll frequency basis.

Q: What is the tolerable variance for errors on contribution amounts?

A: The RSA is currently determining the tolerable variances on contribution amounts, a final answer will be provided prior to or during ESS training.

Q: Can employers report a null value for fields on subsequent files after the initial full enrollment file?

A: No. There should be no null values reported if the particular field is required.

Q: Will the RSA provide examples of an enrollment and contribution file for different contribution groups?

A: The RSA will provide examples of an enrollment and contribution file for different contribution groups. These examples will be sent to you and placed on our ESS training website once available.

Q: Will the RSA provide a crossover mapping from the current CRA file format to the new file format?

A: The RSA will provide a crossover mapping from the current CRA file format to the new file format. This mapping will be sent to you and placed on our ESS training website once available.