

TCRS Concord Project



Employer Training

Agenda



Topic

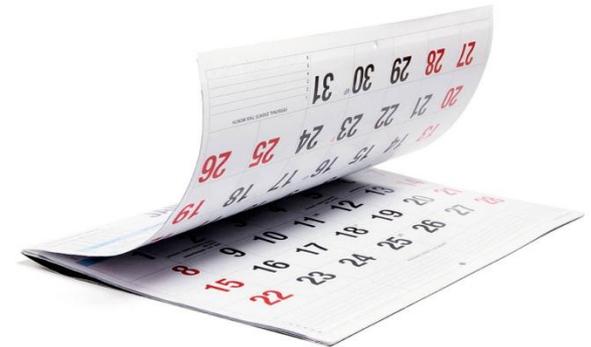
Objectives

Why Are You Here?

Project Overview

What's New

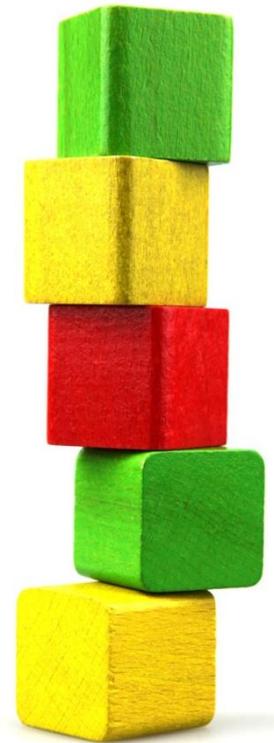
Your Resources



Objectives



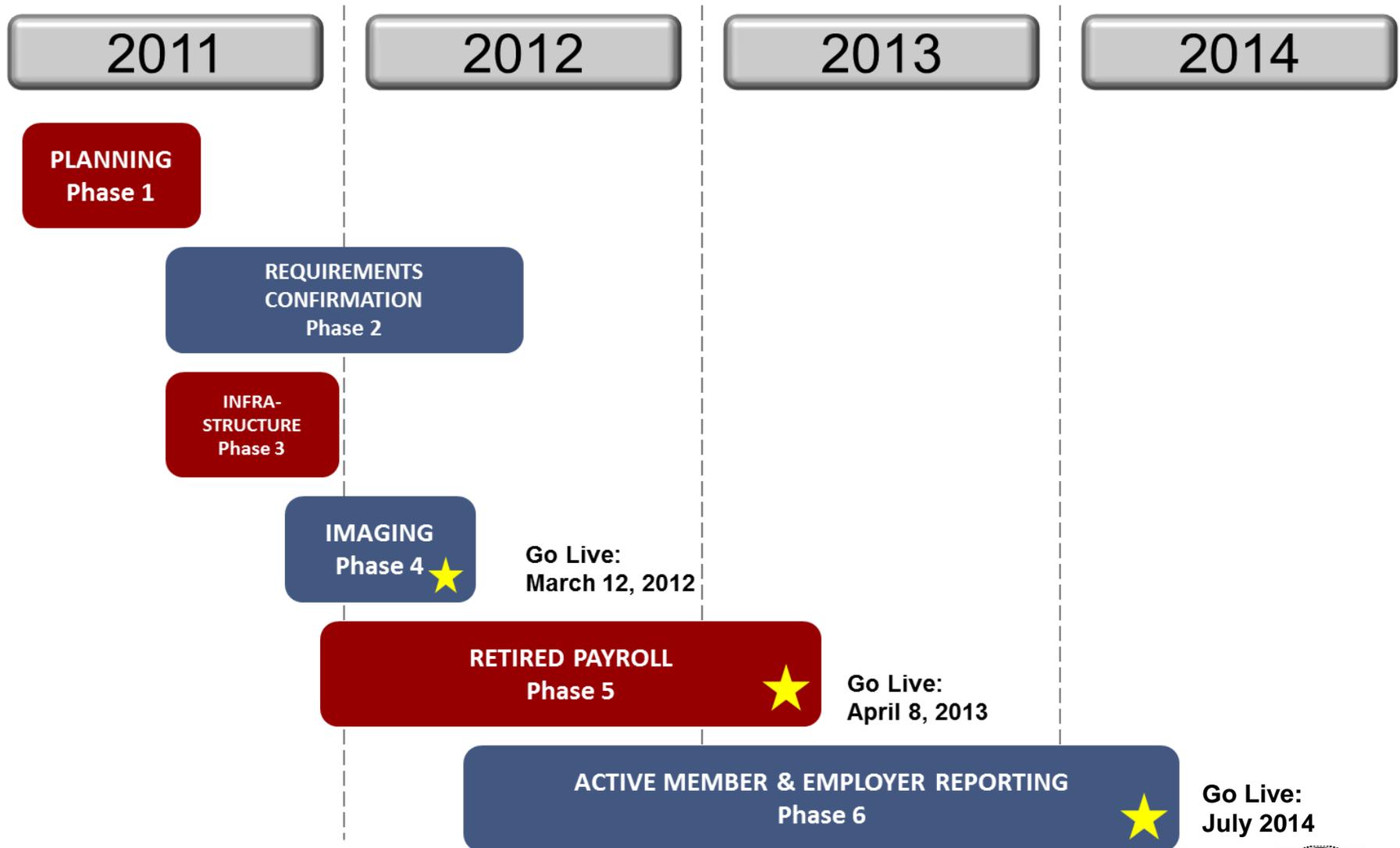
- Employer Self-Service = ESS
 - ESS is browser-based and does not require you to download software
- Familiarize you with ESS functionality
 - Updating location and contact information
 - Certifying member applications
 - Maintaining additional user accounts
- Prepare you to submit monthly contribution reports through ESS (either via Enter Report Details or File Submission)
 - Remitting your monthly payment online
- Discuss your role in correcting errors
- Provide you with post go-live support information



Why Are You Here?

- You will have one of the following roles:
 - **ESS Administrator Role**
 - Have access to all screens in ESS
 - Assign other staff roles within the agency via Manage Users screen
 - **Employer Reporting Role**
 - Have access to all screens except for the Manage Users screen
 - For example, maintain contact information, remit payments, and monthly reporting
 - **Staff Role**
 - Have access to non-essential screens such as Death Notice or Contact Persons

Project Overview



What's New: Business Rules

- You will submit contribution reports through Employer Self-Service
- Contribution reporting will automatically enroll members when they are added
 - Recycle existing enrollment forms
- Concord performs formatting and business rule validations on the detail records in real-time
 - You will be responsible for correcting the majority of errors
 - You cannot complete the submission process until all errors are corrected
 - The due date remains the 10th of the month by law
- Service must be rounded up to 1/8 of a month (e.g., 0.125)
- Non-participating employees will be reported in some cases (e.g., probationary, part-time, 120 day temporary, re-employed retired teachers)

What's New: ESS Functionality



- Payments must be made online via ESS
 - You must enter your PIN to remit payment or apply invoices
 - Please ensure that you do not have a debit block on your account
 - EFT information must be set up prior to submitting initial report in Concord
- You will certify applications for refunds, retirement, and prior service requested by members through MSS
- You will be administering your own employer accounts via ESS
 - If you were issued credentials for a test account (specifically affects those employers that participated in file validation), all user ids, PINs, and passwords will be reset



What's New: ESS Functionality



- You will be responsible for maintaining contact information, passwords, and PINs for other users
 - ESS requires that there is one administrator per employer
- You can view current and future contribution rates once loaded in ESS
 - Contact TCRS staff for historical rate information
- You can view salary and service information for current employees
- You will receive messages from TCRS via the Message Center in ESS
- You can report an employee as deceased via ESS



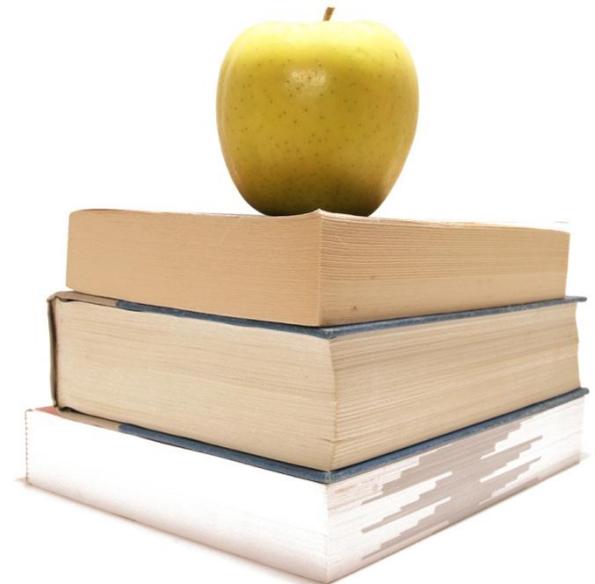
What's New: Terminology

- Department Code will now be called Employer Code
- Retirement Type will now be called Contribution Group
- Concord generates monthly packets and templates on the 25th of each month. Once the packets are generated, you can submit your contribution report online
- A Member ID will be assigned to each member in Concord. It will serve as a unique identifier for the member

Your Resources

- Phone Number
 - 615-532-6111
- Email Address
 - TCRS.Contributions@tn.gov
- Online Help (ESS User Guide)
- Quick Reference Guides (QRGs)
 - Error Messages and Corrections for Employers
 - New Fields Required in Contribution Reporting

NOTE: The QRGs and PowerPoint materials are available via the TCRS website at <http://tcrs.tn.gov> and through Online Help via ESS



Notes



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