

ARIZONA STATE
RETIREMENT SYSTEM



2017 EMPLOYER USER GUIDE

ONLINE
ENROLLMENT
GUIDE

Table of Contents

Introduction & Purpose.....	4
Providing Instruction to Employers	6
Reviewing & Processing Pending Enrollments	8
EMPLOYEE DATA.....	11
EMPLOYER DATA.....	11
Reviewing Reports.....	13
Reviewing Reports	14
Enrollments with No Contributions.....	15
Frequently Asked Questions	17
Appendix: Rejected Enrollments	22

Section One:

Introduction

Introduction to the Online Enrollment Guide

Purpose

The ASRS provides an online registration process for new employees, which enables members to accomplish two tasks at the same time: 1) submit their demographic data, and 2) register for access to their myASRS account. The first part of this registration process is connected to your responsibilities as an ASRS employer. When members submit their demographic data, it awaits verification by the employer within the Online Enrollment application. Online Enrollment allows employers to review and verify three important pieces of demographic data, indicate their ASRS membership date, and verify that they are eligible for ASRS membership.

All new employees who meet ASRS membership criteria should be given your Enrollment Code and asked to complete this quick and easy process, even if they have an existing ASRS account from a prior employment. Employees who have not registered will be unable to access their account, apply for a refund or retirement, manage beneficiary designations, update their information, or access their benefit estimates. Completing this task is essential for members to manage their own account and reduces the risk of identity theft of their ASRS retirement.

This employer user guide will cover the Online Enrollment application, which consists of the various functions on the Manage Enrollments page on the ASRS secure employer website.

You must be a registered employer user on the ASRS secure employer website and have the Process Enrollments role assigned. If you need to be added as an employer user or have the Process Enrollments role assigned, this can be accomplished by anyone who has the Employer Administrator role for your employer.

Section Two:

**Providing Instruction
to Employers**

Providing Instructions to Employees

As the ASRS employer, it is your responsibility to provide the Enrollment Code and registration instructions to all new employees who meet ASRS membership criteria. To assist you with this responsibility, the ASRS offers simple instructions that you can download and email to your employees.

To access the instructions, log in to your secure employer account and click on the **Manage Enrollments** link from the left navigation menu.

You will see the instructions at the top of the Manage Enrollments page. Click the **Employee Online Instructions** link. This will open a PDF document you can download or print. The instructions include the simple steps the new employee must follow and the Enrollment Code that is specific to your employer.

Manage Enrollments

We have created tips to assist you. Just look for the  icon.

Instructions: 

[Employee Online Instructions](#)

Enrollments Pending Employer Verification 

[View Pending](#)

Enrollment Name

EmployerEnrollment

Enrollment Code

99Z00099

Enrollments Required 

[View Report](#)

Enrollments With No Contributions 

[View Report](#)

Section Three:

**Reviewing & Processing
Pending Enrollments**

Reviewing and Processing Pending Enrollments

Once you have provided instructions to the employee and the employee has submitted their registration information, you will need to process the submitted enrollment. Each Tuesday, a Secure Message is sent to all employer users with the Process Enrollments role if there are any enrollments that have been submitted by employees that have not yet been processed by the employer.

1. Log in to your secure employer account and click on the **Manage Enrollments** link from the left navigation menu
2. Click the **View Pending** button next to Enrollments Pending Employer Verification
3. If there are any pending enrollments, they will be listed in a table on the lower portion of the screen. To review a pending enrollment, **click on the SSN** of the employee you want to review.

Enrollments Pending Employer Verification ⓘ

View Pending

Enrollment Name EmployerEnrollment

Enrollment Code 99Z00099

Enrollments Required ⓘ

View Report

Enrollments With No Contributions ⓘ

View Report

SSN	Last Name	First Name	Date Entered	Date Modified	Status	
999-99-9999	Employee	One	10/03/2016	02/09/2017	Rejected	<input type="checkbox"/>
999-99-9999	Employee	Two	02/11/2017		Entered	<input type="checkbox"/>
999-99-9999	Employee	Three	02/18/2017		Entered	<input type="checkbox"/>
999-99-9999	Employee	Four	03/16/2017		Entered	<input type="checkbox"/>

Delete Selected

Export to PDF

Export to EXCEL

EMPLOYEE DATA

The first part of the pending enrollment is the Employee Data, which contains the employee's SSN, name, and date of birth.

If any of these fields contains inaccurate information, click on the **Edit Personal Information** button above the Personal Information. You will then be able to edit any of those fields to make a correction before submitting it to the ASRS. If there are no changes to make on the employee's personal information, proceed to the Employer Data.

EMPLOYER DATA

The last part of the pending enrollment is the Employer Data, which contains your name as the employer user submitting the information, the membership date for this enrollment, and the confirmation that the employee is eligible to participate in the ASRS.

Enter the Membership Date. This is the date your employee became eligible for ASRS membership and started contributions. If the employee previously worked for your employer, do not enter their original membership date. This membership date is only for the current employment.

Check the box verifying that the employee is eligible for ASRS membership

If you are ready to submit the information to the ASRS, click the **Submit** button. This will transmit the information to the ASRS and once matched to contribution data, the enrollment data will no longer be visible on the website. If you are not ready to submit the enrollment, the other choices are:

- a. **Cancel:** discards any change or data you entered
- b. **Delete:** permanently deletes the enrollment request
- c. **Save:** saves any updates made to information in the enrollment request

Regardless of the button you click, after proceeding with the action you will be returned to the Manage Enrollments page, and the Enrollments Pending Employer Verification list will be displayed.

Manage Enrollments

Validate enrollment data, and submit to the ASRS.

EMPLOYEE DATA Edit Personal Information

Personal Information:

SSN:

First Name:

Middle Initial:

Last Name:

Date of Birth:

EMPLOYER DATA

Employer User Name: Employer User

Membership Date: (mm/dd/yyyy)

Member Eligibility: I confirm that this employee is in a position that meets the requirements for ASRS membership as defined by Arizona Revised Statutes § 38-711(23). The employee is engaged to work at least twenty weeks in each fiscal year and at least 20 hours each week.

Cancel Delete Save Submit

Section Four:

Reviewing Reports

Reviewing Reports

There are two reports on the Manage Enrollments page that can assist you in your efforts to ensure your employees are properly enrolled in the ASRS.

Enrollments Required

This read-only report will show you a list of employees for whom contributions have been submitted to the ASRS, but for whom enrollment has never been submitted. This report is useful because it can help employers ensure their employees submit their demographic information. However, it should not be depended upon as a means to determine whether new employees have enrolled. This is because a new employee who has not submitted an enrollment for their new employment will not appear on this report if they have enrolled in the past for a prior employment with any ASRS employer.

The report can also help you identify instances where contributions have been submitted under an incorrect SSN. If someone has already submitted their enrollment but they appear on this report, check to see if the SSN in the payroll system is different than the SSN used in enrollment.

To view this report from the Manage Enrollments page, click on the **View Report** button to the right of Enrollments Required. You may export the report to MS Excel or to an Adobe PDF file.

Enrollments Required

[View Report](#)

Enrollments With No Contributions

[View Report](#)

SSN	Last Name	First Name	First Contribution Date
999-99-9999	Lastname1	Firstname1	11/07/2015
999-99-9999	Lastname2	Firstname2	09/24/2016
999-99-9999	Lastname3	Firstname3	02/25/2017
999-99-9999	Lastname4	Firstname4	09/24/2016
999-99-9999	Lastname5	Firstname5	09/24/2016
999-99-9999	Lastname6	Firstname6	07/19/2014
999-99-9999	Lastname7	Firstname7	11/19/2016
999-99-9999	Lastname8	Firstname8	12/31/2016
999-99-9999	Lastname9	Firstname9	09/24/2016
999-99-9999	Lastname10	Firstname10	10/08/2016
999-99-9999	Lastname11	Firstname11	09/24/2016
999-99-9999	Lastname12	Firstname12	02/11/2017

[Export to PDF](#)

[Export to EXCEL](#)

Enrollments with No Contributions

This report displays a list of employees for whom an enrollment was submitted through your employer, but for whom contributions have not been received and processed by the ASRS. This is useful in helping you identify whether:

- An employee has enrolled in error
- An employee’s contributions did not begin as they should have
- An employee’s SSN was entered incorrectly either on their ASRS contributions or enrollment information. If the SSN, name, or date of birth does not match, then enrollment and contributions will not be able to be processed.

To view this report from the Manage Enrollments page, click on the **View Report** button to the right of Enrollments With No Contributions. You may export the report to MS Excel or to an Adobe PDF file. You may also take additional actions to “un-submit” enrollments or delete enrollments. These actions can be performed on an individual enrollment by clicking the SSN of the enrollment, or on multiple enrollments at once by selecting the checkbox to the far right of the list of each enrollment you want to un-submit or delete.

1. **Unsubmit:** this action will result in the enrollment request being moved back into the Enrollments Pending Employer Verification. This should be done if an error is discovered on the enrollment request after the enrollment was submitted but before it has been processed by the ASRS. There, the information can be updated and the enrollment may be re-submitted.
2. **Delete:** this action will remove the enrollment request from the online application completely. Once deleted, the information cannot be retrieved.

Enrollments With No Contributions ⓘ

View Report

SSN	Last Name	First Name	Date of Submitted Enrollment	Date of Auto-Deletion	
999-99-999	LastName1	FirstName1	03/16/2017	11/11/2017	<input type="checkbox"/>
999-99-999	LastName2	FirstName2	03/16/2017	11/11/2017	<input type="checkbox"/>
999-99-999	LastName3	FirstName3	03/16/2017	11/11/2017	<input type="checkbox"/>
999-99-999	LastName4	FirstName4	03/16/2017	11/11/2017	<input type="checkbox"/>

Unsubmit Selected

Delete Selected

Export to PDF

Export to EXCEL

Section Five:

**Frequently Asked
Questions**

Frequently Asked Questions

ASRS regularly receives questions on enrollment processing from employers. Here are a few of these common scenarios and their resolutions.

- 1. We have employees who recently terminated employment, but didn't do their enrollment when they were still employed here. Now they are contacting us and asking us to do their enrollment. Can't the ASRS just do it?**

When employees terminate their employment but have not enrolled/registered with the ASRS, they are unable to apply for a refund or retirement because the ASRS cannot verify their identity. If they contact the ASRS for assistance with this within six months after leaving employment, the ASRS will refer them back to you to complete the enrollment process. For all involved, this is the best resolution because the employee can enter their current information themselves. For this reason, the ASRS highly encourages employers to reach out to employees that have not enrolled (these are the individuals listed on your Enrollments Required report). This is especially important if an employee has not enrolled and is terminating or has recently terminated employment.

- 2. We have enrollments pending employer verification, but they are for employees who have terminated employment and no longer work for us. What should we do?**

Please submit the pending enrollment(s). When terminated employees who have not enrolled contact the ASRS within six months after termination, they are referred back to their former employer to complete the enrollment process. When they do their first enrollment, this is directly tied to their personal myASRS account on the ASRS website. If their enrollment is deleted, it deletes their newly registered myASRS account which contains their data, including beneficiary

designation. Multiple enrollments do not affect a member's original membership date, but they will update any outdated or missing demographic information and enable an initial myASRS account to convert from a temporary, limited account to a full service member account.

3. Our employee previously enrolled in the ASRS with another ASRS employer. Do they have to enroll again with us?

Yes, all of your employees who meet ASRS membership criteria should complete online registration/enrollment regardless of whether they have completed this process with a prior employer. This helps ensure their demographic data and beneficiary designations are up to date, and confirms that (along with contributions being submitted) this employee is eligible for participation in the ASRS with the new employment.

4. The name of one of our employees appears on both reports: Enrollments With No Contributions and Enrollments Required. Why?

Each enrollment request automatically moves to the Enrollments With No Contributions report immediately after you submit it. Within 24 hours after submission, the ASRS system will match the submitted enrollment with the corresponding account for which your employer has reported contributions. When this occurs, the enrollment disappears from the Manage Enrollments reports because the enrollment process is complete. However, if contributions are not found for this individual, the name will remain on the report until either a contribution has been received and processed and the enrollment is matched to it, or it automatically deletes after 240 days.

- 5. We have a new employee who has the same first and last name as a current or former employee. Even though they are different people, the new employee's enrollment was rejected. What should we do?**

The new employee's enrollment was rejected because the ASRS already has an account with contributions through your employer, with the same employee name but a different SSN. Once the first contribution is processed for the new employee, the ASRS system will recognize that the new employee is a different person. At that time, the employer may re-submit the rejected enrollment.

- 6. We have employees' names on the Enrollments Required report. Will the ASRS remove them for us?**

If employees are listed on the Enrollments Required report, they have not submitted their enrollment. The way to remove them from the report is to provide the enrollment instructions to them and instruct them to register/enroll. Once you submit their enrollment to the ASRS, their names will be removed from Enrollments Required within 24 hours.

- 7. My employee said they received a cancellation message during the enrollment process.**

Members receive the "Enrollment Cancelled" message when the employer deletes their enrollment rather than submitting it to the ASRS. Once the enrollment is deleted, it cannot be retrieved and the Login ID the member created for their myASRS account is no longer valid. Please have the member enroll again using the enrollment code and create a new login ID and password. If your employees

continue to have this problem, please have them contact the ASRS Member Advisory Center.

Section Six:

**Appendix: Rejected
Enrollments**

Appendix: Rejected Enrollments

In certain situations, an enrollment may be rejected. Here are the possible enrollment rejection messages and an explanation.

Our records show this person is deceased. Please check your enrollment information and resubmit or click "Delete" to end the enrollment request.

This could occur if the information on an enrollment request belonged to a member who had previously been reported to the ASRS as deceased. Either the death was reported to the ASRS in error, or someone is attempting to submit an older enrollment submission for an employee who is now deceased. If the death report was erroneous, please notify the ASRS as this will require ASRS staff to correct the member account. If the enrollment was for a person who is now deceased, as the employer, you would need to delete the enrollment as it will not process. However, to assist with the survivor benefits process, the employer could still send the demographic data to the ASRS using Secure Messages to update the account.

Our records show this person is receiving retirement benefits. Please check your enrollment information and resubmit or "Delete" the enrollment request.

Retirees can no longer submit an enrollment as of September 24, 2015. If an enrollment code is used, the ASRS website will direct them to the registration only so they can set up their myASRS account. In most cases their intention is to register online for myASRS for the purpose of submitting a Return to Work application. However, this message could occur if the member tries to submit enrollment during the short period between active membership and the finalization of their retirement calculation. Delete the enrollment and ask the employee to register without using the enrollment code.

Our records show this person's date of birth is on or after the PPE of a retirement transaction sent by you. Please check your enrollment information and resubmit or terminate the enrollment request.

The date of birth on the enrollment is most likely an error and needs to be corrected. Please double check it. If the date of birth just needs correction, update the date of birth, and submit it again. If the enrollment should not have been submitted at all, delete the enrollment.

The person's SSN matches a person in our system, but the first AND last name provided on the enrollment request do not match our records. Please check your enrollment information and resubmit or click "Delete" to end the enrollment request.

Common name issues occur with multiple, spaced or hyphenated last names. The enrollment data is most likely correct but the name that ASRS has in its database (from the first contribution file) is not formatted correctly. Please contact the ASRS by creating a Secure Message, and provide the correct name. The ASRS will correct the account and inform you when the enrollment can be submitted again.

Examples:

- Enrollment name: ***John Smith-Johnson***; Name from contribution file:
Jo Smithjohnson
- Enrollment name: ***Jane MacArthur***; Name from contribution file: ***Mac Arthur***

The SSN exists in the ASRS database but is erroneously assigned to a different person's account. Notify the ASRS by creating a Secure Message and the ASRS staff will research the accounts. Once the correction has been made by the ASRS, submit the enrollment again.

The person's first and last names match a person in our system, but the SSN provided on the enrollment request does not match our records. Please check your enrollment information and resubmit or click "Delete" to end the enrollment request.

- This message could occur if the SSN on the enrollment is incorrect; if that is the case, please verify the correct number with your backup documentation. Then update the enrollment with the correct SSN and submit it again.
- This message could occur if the SSN on the enrollment is correct, but the SSN on the ASRS account for this individual is incorrect based on contributions that were remitted under an incorrect SSN. Verify the correct SSN and provide the data for correction to the ASRS using a Secure Message. Make sure your payroll system has corrected the SSN for future contribution reporting. The enrollment can be submitted again after the ASRS has corrected the SSN in its database.
- This message could occur if you have another employee who is either active or inactive and has the same first and last name. Until the ASRS has processed the first contribution for the new employee, the enrollment process cannot distinguish the individuals as different people. The enrollment can be submitted again after the first contribution for the new employee. (Keep in mind that state agencies have to wait up to six months before the enrollment can be submitted again, if the employee is subject to the waiting period.)

Please note that the reject reason is still visible on the enrollment even if the necessary corrections are made. Also, you will not receive automated notices of when a rejected enrollment can be submitted again.