COMPASS

EMPLOYER REPORTING

Frequently Asked Questions

Purpose of this Employer Reporting Frequently Asked Questions Document

The new COMPASS computer system will replace the technology tools that the West Virginia Consolidated Public Retirement Board (CPRB) has been using for almost 30 years. COMPASS will bring new capabilities to employers, but additional information and some process changes are necessary to enable those new functions. The Employer Reporting phase of the project will go live at the end of March of 2017, and to help employers prepare for the upcoming changes, this document compiles questions that CPRB has received from employers, third party software providers, and staff regarding Employer Reporting in COMPASS.

There are many other documents to help employers prepare for the upcoming changes due to the implementation of the new COMPASS system, and in particular, employers can find the Employer Reporting Implementation Handbook, which provides employers with an overall view of upcoming agency implementation activities for COMPASS readiness, here: https://www.wvretirement.com/Employers.cfm

I.   Frequently Asked Questions from Employers Regarding the COMPASS Transition for Employers:

Q: What is the Employer Self Service (ESS) portal?

A: The Employer Self Service (ESS) portal is the solution that many employers have been requesting for years. It is an interactive website where information about Employers and Employees can be directly managed.   It includes capabilities for submitting payroll information, making payments, and performing the most common transactions in a fast and secure manner.

Q: What is the ESS Administrator?

A: The ESS Administrator is a security role that has the highest level of access within the ESS portal. The Primary Payroll Coordinator on file with CPRB is assumed to be the ESS Administrator for each agency. The Primary Payroll Coordinator is the person already on record with CPRB as your agencies point of contact for submitting payroll information. The ESS Administrator Change Form can be located on our website at www.wvretirement.com, under the Participating Employers Tab – General Resources.

Q: What are the duties of the ESS Administrator?

A: The duties of the ESS Administrator during COMPASS Implementation and before Go Live will be as follows:

1) Provide confirmation of physical and mailing location of the agency

2) Provide the Payroll Schedule for the 2017 calendar or fiscal year for the agency, unless your agency is reporting via OASIS or EPICS

3) Designate a Primary Payroll Coordinator who will function as your ESS Administrator

4) Notify your agency leadership of COMPASS Implementation activities

5) Make sure at least one attendee from the agency registers for a Webinar or attends a Regional meeting in October/November of 2016

6) If submitting a file in the new COMPASS format, perform as the contact for the file feedback or designate a technical contact for the agency for such feedback.

7) Complete COMPASS Certifications prior to Go Live, all employers must complete the Employer Certification, and those employers who will be submitting a file must also complete the File Certification (see Section 8 of the Employer Reporting Implementation Handbook for additional information regarding Certification).

The duties of the ESS Administrator during and after COMPASS Go Live will be as follows:

1) Set up new employer staff as users for CPRB's ESS portal

2) Assign security roles for the employer staff users of CPRB's ESS portal

3) Continue to manage users by assigning or changing roles, deleting users, resetting PINs and resetting passwords for their staff

4) At the time of Go-Live, Administrators must get the CPRB ID for each staff person that they want to set up to access the portal

Q: I recently became the new director, and read one of your emails. Has the move to COMPASS happened? Is COMPASS what I am using when I pay our liabilities?

A: No, the move to COMPASS has not occurred yet, we are in the process of implementing the system with a planned go-live at the end of March of 2017, so nothing will need to change about your reporting method until then.

COMPASS is what we are calling the new computer system being built for the Retirement Board, which is part way complete as of 2016 and when it is fully built in 2017, then it will be the system employers will log in to when reporting employee demographic and contribution information.

Q: Currently, our monthly reporting for PERS is being done in the PERS Web Reporting on your site. What is the last month to report by using the web reporting?

A: The last month to report using the current PERS, DSRS or EMSRS web reporting will be March 15, 2017, and we are expecting your February of 2017 reporting information.

Q: How will corrections to previously submitted information be made in COMPASS?

A: Corrections can be submitted either by entering the information directly online by typing it in to the COMPASS Employer Self Service (ESS) portal, or by submitting the correction within a file that is uploaded to the ESS portal. The file must be in the COMPASS format.

Information such as the pay period that the correction is for, and what money or service should have been reported at that time would be keyed into the portal and any applicable interest charges would be applied the same way they are handled today.

Corrections can be indicated in the file by including multiple lines; one line for a person would tell us about the current pay/service and one or more would tell us about the corrective data by pay period end date, and the pay/service to be associated with that correction.

Q: How will new Employees be enrolled?

A: New employees can be enrolled into COMPASS by their employers on CPRB's ESS portal by entering the required information for each new employee (the required information will include demographic data, scheduled hours per day, rate of pay, etc.) by typing it into the employment classification screens directly, or by submitting a stand-alone employment classification file, or by submitting a combined employment classification and contribution file.

It is critical that the employee's demographic and employment classification information is either entered online, or included in a file prior to any contributions being remitted for that employee. This allows for employees to be placed into the correct Contribution Group, based on their employment classification information. If an employee is eligible to participate, then they will be placed into a contributory Contribution Group. If the employee is not eligible to contribute, then they will be placed into a Not-Eligible Contribution Group.

Q: Is CPRB allowed to ask for information to be reported for employees who are not full time?

A: Yes, CPRB is allowed to ask that all employees who are working for a participating employer be reported in order to make sure everyone receives the appropriate retirement benefits. We ask that all employers submit information for all employees, but understand this is a goal that takes time to achieve.

Q: Do I need to have my part time and temporary employees sign a release of information agreement to be able to report their information to CPRB?

A: No, it is not necessary that your employees sign a release of information agreement to report their demographic and employment classification information to CPRB, but if you wish to do so, you may.

Q: What happens if I don't report all my employees?

A: If employees are not reported to CPRB, then the current rules and laws that govern employer error correction will apply if it is found that someone should have been participating and was not afforded that opportunity due to a lack of reporting by their employer.

Employer error statute requires both the employee and employer interest charges to be paid by an employer. There is no statute of limitation on when account corrections can be made, so if the error is not discovered until many months or years have passed, then there could be significant interest due on the original contribution amounts.

By reporting all employees, CPRB can help employers make the correct determination on whether an employee should be participating in a particular retirement plan or not, and help employers avoid correcting costly errors.

Q: When will I get my new employer code?

A: CPRB will communicate to all employers the employer code they will use in COMPASS. Most employers will not have a change in their CPRB employer code numbers, but those employers who participate in multiple retirement systems administered by CPRB may see a change.

Q: When will I have to tell CPRB who my ESS Administrator and Primary Payroll Coordinator's will be?

A: Each employer will designate an Employer Self Service (ESS) Administrator. The ESS Administrator is empowered to manage access to the employer's account through CPRB's ESS portal. CPRB will establish login credentials for the ESS Administrator for each employer prior to go live. When COMPASS goes live, the ESS Administrator for each employer will then be responsible for setting up the other users for the employer in a timely manner in order to allow the user ample time to complete their prescribed duties (including submission of the contribution reports). The current contact that CPRB has on file for each employer will be designated as the ESS Administrator and Primary Payroll Coordinator, and each employer can update that information if needed, by completing the ESS Administrator Change Form.

Q: When will trainings be held?

A: There will be both webinars and regional meetings held in October and November of 2016 to prepare employers for the upcoming changes that COMPASS will require, and that schedule can be found here: https://www.wvretirement.com/Employers.cfm

There will also be webinar and regional trainings on specific functions that will be available in the new COMPASS system closer to when the system will be available for use, in January and February of 2017, and that schedule will be made available on our website at the link above, as specific dates are confirmed.

Q: Who should I contact with questions?

A. Check the CPRB website, under the Participating Employer Tab – General Resources for a listing of the Employer Reporting COMPASS Team phone numbers, and email addresses, in a document called Contact the Employer Reporting Support Team.

Q: Do I have to use the new COMPASS portal after March of 2017 or can I still use the old web reporting site?

A: Once we have cut over to using the new COMPASS ESS system, then the old web reporting sites will no longer be supported, so all employers will have to use the new COMPASS portal after Go Live.

Q: When will the new COMPASS portal be ready for me to submit my report?

A: After March 31, 2017.

Q: How will it work in COMPASS if I pay through Lockbox currently? What if I don't pay through Lockbox currently, but would like to after COMPASS goes live?

A: If you currently use the lockbox payment method, then the final payment that you make through the current reporting systems will need to be done with the current lockbox coupon, and then you will need to discard any of the old coupons you may have left. When it is time to submit the first payment you make into the new COMPASS Employer Self Service (ESS) portal, you will need to use the new Lockbox coupon format, which will be available in the ESS portal for printing at the time you submit your first report into the new COMPASS ESS portal. The old coupon format will not work once COMPASS goes live.

If you do not currently participate in the lockbox program and would like to remit your future payments by submitting a lockbox coupon, then simply print your summary through the ESS portal and the lockbox coupon to send with your check will also print.

For CPRB to know the desired payment method for your agency, we will need you to complete a survey that we will send out closer to COMPASS Go Live, where you will indicate whether you are going to pay for contributions or fees through Lockbox, ACH or Paper Check.

Q: How will ACH payments work in COMPASS?

A: If you are already set up with a pre-authorized ACH account through the WV Treasurer's office, then there is nothing that you need to do in order to be able to remit payments through ACH in the new COMPASS portal.

A pre-authorized ACH account with the WV Treasurer's Office allows the Treasurer to store your bank account information securely and does not require you to enter the account or routing number when you submit a payment through the new COMPASS portal.

If you are not already set up with a pre-authorized ACH account, you can still pay your contributions or invoices through ACH, but it will require you to enter your banking information (routing number and account number) at the time the Contribution Report is submitted.

Q. Do all employers have to be set up for ACH or Lockbox?

A: No, employers can choose to make payments through ACH, Lockbox or Paper Check, unless they report through OASIS or EPICS, where an IGT or IET will be the most common method of payment. It is important that all employers who will not report through OASIS or EPICS inform CPRB on the final survey checklist which payment method has been selected by the agency.

Q: Is electronic reporting required?

A: Yes, it is required that all employer reported information be submitted to CPRB through the new COMPASS ESS portal. If OASIS or EPICS is the reporting entity for your agency then an interface is being developed to allow for information to move directly from OASIS and EPICS into the COMPASS system.

Q. What if I don't have internet access or a reliable computer at work?

A: If you cannot reliably access the internet or do not have access to a reliable computer at work, please contact the Employer Reporting team at *(304) 558-1395, ext. 52486* so that we can determine how we can best help you.

II.   Frequently Asked Questions Regarding the COMPASS File Format for Employers who will upload a File directly in COMPASS to Report Employee Information:

Q: What are the detailed procedures that I need to follow in order to submit my periodic Employer Report through the file upload process?

A: The detailed procedures for submitting a file after Go Live can be viewed on CPRB's website https://www.wvretirement.com/Employers.cfm in the WVCPRB COMPASS Employer Self Service Work Process Manual. As new information becomes available, or if changes occur, there will be updates to the Work Process Manual, and additional tutorials are in development.

Q: Who should I contact if I have questions or issues with submitting the File?

A: You can contact the CPRB Employer Reporting team at *(304) 558-1395, ext. 52486* or email CPRBEmployerHelp@wv.gov

Q: If an employee is included in the file and does not have earnings (on leave without pay, new enrollments, etc.) then should the records be included in the Record Count footer? Should these records be reported with a Pay Period End Date (since they had no pay)?

A: All transactions included in the file must be included in the record count.

Pay Period End Date is a required field for all transactions. When reporting someone on leave without pay, the transaction must have a Pay Period End Date. CPRB would like to know the Pay Period in which the employee went on leave. There might be instances when the employee doesn't earn their entire (expected) salary in a Pay Period due to leave, and such transactions should be coded as Leave Without Pay with a partial salary and also must indicate the Pay Period End Date. Even if the employee has zero earnings, we still require that a Pay Period be reported.

If reporting transactions in a combined Employment Classification and Contributions file, where new enrollments will be reported along with earnings, then the Pay Period End Date must be reported, along with the Employment Begin Date. For example, if an employee started employment on 7/1 and their first pay period ends on 7/15 (I'm assuming payroll runs on 7/30 for the 7/15 period), then when reporting the July report, the employee's record will indicate 7/1/2016 as the Employment Begin Date and 7/15 as the Pay Period End Date along with appropriate earnings for that period.

Q: Should Employment Payment Type, which is listed as a Numeric field, be zero filled instead of space filled for Report Types that are not PERS, JRS, Trooper A or Trooper B?

A: Since this is an optional field and because it is not applicable for all retirement systems, this should be space filled.

Q: Can employers send the combined Employment Classification and Contribution File (Format Version 001) each time even if they have no employees to enroll or changes (End Reason Codes) to report in a given period?

A: Yes. Format Version 001 (Employment Classification and Contributions together) can be submitted each time, even if there are no enrollment changes being reported in that file. COMPASS will be able to determine which records are new enrollments, and which have changes. If a previously reported enrollment doesn't have any changes, continue to report the information in each submission.

Q: Is Position Status Elected (05) only used for Eligible (Contributory) employees or is it also a valid code for Not Eligible employees?

A: Elected (05) is a valid code for both Eligible and Not-Eligible employees.

Q. Do all of the Payment Reason Codes apply to employees that are Not Eligible (reported with a Not-Eligible Contribution Group)?

A. Yes, CPRB does need the same series of payment reasons reported that apply to participating members as we would for those Not Eligible to participate. The way to determine which payment reason should be reported is whether the wages earned by an employee would be considered pensionable or not, regardless of whether that particular employee belongs to a participating Contribution Group. To clarify on the payment reason of 03 – Non-pensionable Payment, the determination should be based on whether those payments would have been considered pensionable for someone in a participating contribution group in that retirement plan. For example, regardless of whether an employee is in a PERS Not-Eligible Contribution Group or not, all lump sum bonus payments are considered Non-pensionable payments in PERS.

Q. Should I report Comp Time Earned or Leave Accrual Balances for employees as time worked?

A. No, CPRB does not want to have hours or days reported for an employee that do not tie to any payment reason. If an employee is simply earning Comp Time, or is only earning some kind of sick, vacation or annual leave, then those hours being earned towards Comp Time or Leave should not be reported. Only if the employee is being paid for a lump sum of unused Comp Time or unused Leave Hours, should those payments be reported to CPRB, with the appropriate payment reason code.

Example for an Employee in a Contributory Contribution Group reported to PERS Tier I

Eligible to Participate Employee

Employee's base pay is 80 hours @ $39.975 per hour = $3198.00 Base Pay per bi-weekly pay period

Pay Code	Units	Pay Amount	Pensionable Earnings	Non-Pensionable Earnings	Payment Reason Code	Earnings NOT Reportable to WV CPRB
Regular Pay	72.00	2878.20	2878.20		00 – Regular Pay	
Overtime	2.00	119.93	119.93		02 - Overtime	
Education Pay		152.91		152.91	03 – Non-pensionable Payment	
Shift Pay	1.00	159.90	159.90		01 – Additional Pensionable Compensation	
Bonus (Performance)		350.00		350.00	03 – Non-pensionable Payment	
Uniform Allowance		17.54		17.54	03 – Non-pensionable Payment	
Holiday Pay	8.00	319.80	319.80		00 – Regular Pay	
Totals	**89.00**	**3998.28**	**3477.83**	**520.45**		**0.00**

Example for an Employee Reported in a Not Eligible Contribution Group for PERS Tier I

Employee's base pay is 80 hours @ $39.975 per hour = $3198.00 Base Pay per Bi-weekly pay period

Pay Code	Units	Pay Amount	Pensionable Earnings	Non-Pensionable Earnings	Payment Reason Code	Earnings NOT Reportable to WV CPRB
Regular Pay	72.00	2878.20		2878.20	00 – Regular Pay	
Overtime	2.00	119.93		119.93	02 - Overtime	
Education Pay		152.91		152.91	03 – Non-pensionable Payment	
Shift Pay	1.00	159.90		159.90	01 – Additional Pensionable Compensation	
Bonus (Performance)		350.00		350.00	03 – Non-pensionable Payment	
Uniform Allowance		17.54		17.54	03 – Non-pensionable Payment	
Holiday Pay	8.00	319.80		319.80	00 – Regular Pay	
Totals	**89.00**	**3998.28**	**0.00**	**3998.28**		**0.00**

III. Frequently Asked Questions from Employers who will submit Employee Information through the OASIS or EPICS system to COMPASS:

Q: What are the detailed procedures that I need to follow in order to submit my Employer Report?

A: Please see the WVCPRB COMPASS Employer Self Service Work Process Manual located on the CPRB Employer website at https://www.wvretirement.com/Employers.cfm

Q: Who should I contact if I have questions or issues after my file is submitted through the OASIS or EPICS Interface?

A: You can call the CPRB Employer Reporting Section at CPRB Employer Reporting at *(304) 558-1395, ext. 52486* or email CPRBEmployerHelp@wv.gov

Q: When I need to make a correction, pay invoices, or submit my payroll schedule how do I communicate that to CPRB?

A: When a correction is required on a record that has been submitted through OASIS or EPICS to COMPASS, then the employer must make the needed correction through OASIS/EPICS in order to correct the information in COMPASS. Since OASIS/EPICS is the system of record for the payroll schedule, corrections, and submission of reports, the individual ESS Administrators do not need to duplicate their efforts in both OASIS/EPICS and COMPASS, instead the two systems will exchange information through an interface. If you cannot make the needed correction through OASIS/EPICS or are not certain how to make the needed correction through OASIS/EPICS, you can contact the CPRB Employer Reporting section for assistance.

Q: Do I have to submit anything to CPRB that I am not submitting to OASIS/EPICS?

A: There are tools in the new COMPASS ESS portal that were designed to be common across all employers, regardless of their reporting method, such as Seminar Registration, Employee Certifications, Message Center access, Bulk Ordering of CPRB materials, Service Purchase Estimator, etc. Since OASIS reported employers do not need to submit their employee demographic or contribution reports or to make additional payments directly into the ESS portal, those functions will not be enabled on the portal for such employers.

However, the only additional required information that CPRB would request outside of the information submitted to OASIS/EPICS would be regarding Employee Certifications. The Certification section of the ESS portal allows employers to report any additional needed information for an employee when they are attempting to purchase service, applying for a refund, or applying for some form of retirement benefits, whether regular or disability retirement.

IV. Frequently Asked Questions from Employers who will submit Employee Information through a WVEIS file to COMPASS:

Q: What are the detailed procedures that I need to follow in order to submit my agency's Employer Report?

A: Please see the WVCPRB COMPASS Employer Self Service Work Process Manual located on the CPRB Employer website at https://www.wvretirement.com/Employers.cfm. The WVEIS reporting employers will follow the steps for the file upload method, the only differences for a WVEIS reporting employer are in regards to some TRS and TDC specific functionality. For example, WVEIS reporting employers will be the only ones who will access information regarding State Aid funds.

Q: Who should I contact if I have questions or issues with submitting the WVEIS File?

A: If you have a file extracted from WVEIS that is ready for uploading into COMPASS, then if you have questions or issues regarding the upload process or how to use the CPRB Employer Self Service (ESS) portal, then you should contact the Employer Reporting Section at CPRB Employer Reporting at *(304) 558-1395, ext. 52486* or email CPRBEmployerHelp@wv.gov

Q: Will a WVEIS reporting employer be able to make changes to the information after it has been submitted to CPRB within the new COMPASS ESS portal?

A: Yes. Employers can make corrections to employee information after the file has been submitted to COMPASS. Depending on the type of correction being made, additional back up documentation will be requested by CPRB to support the correction being requested, or in some cases, such as instances of Concurrent participation, CPRB may need to make the required correction on behalf of an employer.

Q: If my Board of Education participates in TRS, TDC and PERS, can I report all of my employees in one file?

A: Yes, all of the employees can be reported in one file, but within that file there will need to be separate header, detail, and footer records for each of the three systems being reported. This relates to the file structure that is being developed by WVEIS so that each Board of Education can submit their individual file to CPRB.

The retirement system will be indicated by the Report Type in the file format. Please see the COMPASS Employer Reporting File Format document (https://www.wvretirement.com/Forms/COMPASS-Eer-ReportingFile.pdf) for more information.

Q: If I make a correction through WVEIS to an employee's wages or days worked or contract length, do I have to make that same correction in COMPASS separately?

A: If you are not making the correction within WVEIS such that the change is not reflected on the file uploaded to the COMPASS ESS portal, then yes, you would need to make the correction within COMPASS as well. It is our goal to have both the WVEIS and COMPASS systems in sync with each other.

Q: How will I be able to track my state aid allotment at the beginning of the fiscal year versus what I have claimed against my reports?

A: At the time you submit your file, there will be a summary screen, where you will be able to see the allocated amount of state aid, the claimed amount of state aid, and the remaining balance available. There is also a report that can be generated through the COMPASS ESS portal that will provide the same information regarding the current status of the state aid allotted funds.

Q: How will I be able to track TDC forfeiture monies, in terms of what credits are there to be used against future reports?

A: At the time you submit your TDC file, there will be a summary screen, where an employer with available forfeiture funds will be able to see the amount of forfeiture funds available, the amount claimed and the remaining balance, and then can enter the amount they wish to use for the payment of that summary, not to exceed the balance amount available at the time of submission. There is also a report that can be generated through the COMPASS ESS portal that will provide the same information regarding the current status of the forfeiture funds.