

Lockbox Payment Guidance for new COMPASS Employer Self Service Portal

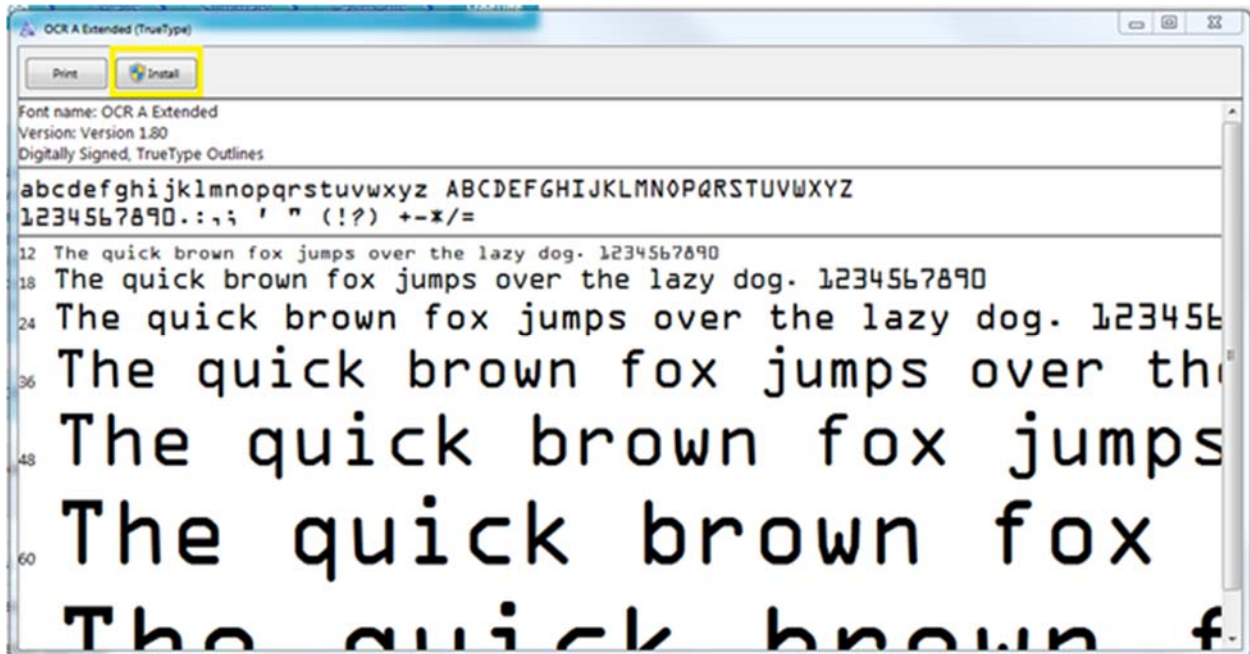
If paying by Lockbox, please be aware that the coupons have changed as of May 1, 2017. Please find specific instructions on how to remit Lockbox payments in the new COMPASS Employer Self Service portal:

1. When you are submitting your first Contribution report in the new portal (after you have entered your 4 digit PIN code) then you will be instructed to install an OCR font the very first time, and the installation of this font only needs to happen once. Click on the install [here](#) link shown on the results page, which is highlighted in the screenshot below, to open a new pop up window which will give you the option to Install or Print the font.

Instructions:

- This page can be printed for reference purposes by clicking the 'Print Results' button.
- To download and print the payment coupon, please click the 'Download Coupon' button. Once downloaded, please open the coupon and use the 'File -> Print' menu to print the coupon.
- To ensure that the coupon is printed correctly, please ensure that the 'Actual Size' option is selected in the 'Page Sizing and Handling' section.
- The coupon uses a specific font which must be installed on your computer. Please download the font by clicking [here](#) and install it on your machine. This is a 'one-time' activity and must be performed on any machine from which the coupon is printed.

2. Choose Install, as shown in the screenshot below.



3. Once the font is installed, then you will be given an option to download the coupon by clicking on the Download Coupon button to the right of the Print Results button.

Lockbox Coupon:

PERS

Employer Number	Report Date
X61300	4/1/2017

Send to: Consolidated Public Retirement Board, P.O. Box 993, Charleston, WV - 25324-0993

Employee Contributions: \$405.00
Employer Contributions: \$1,080.00
Total Submitted: \$1,485.00

X613000060080009000000000100004050000010800000000000000148500

[← Back to Reports](#) [Print Results](#) [Download Coupon](#) [View Details →](#)

4. The downloaded coupon will open as a .pdf and the coupon information will be at the bottom of the page within that .pdf. If you scroll to the bottom of the coupon page, you will see the coupon information.

----- CUT HERE -----

PERS

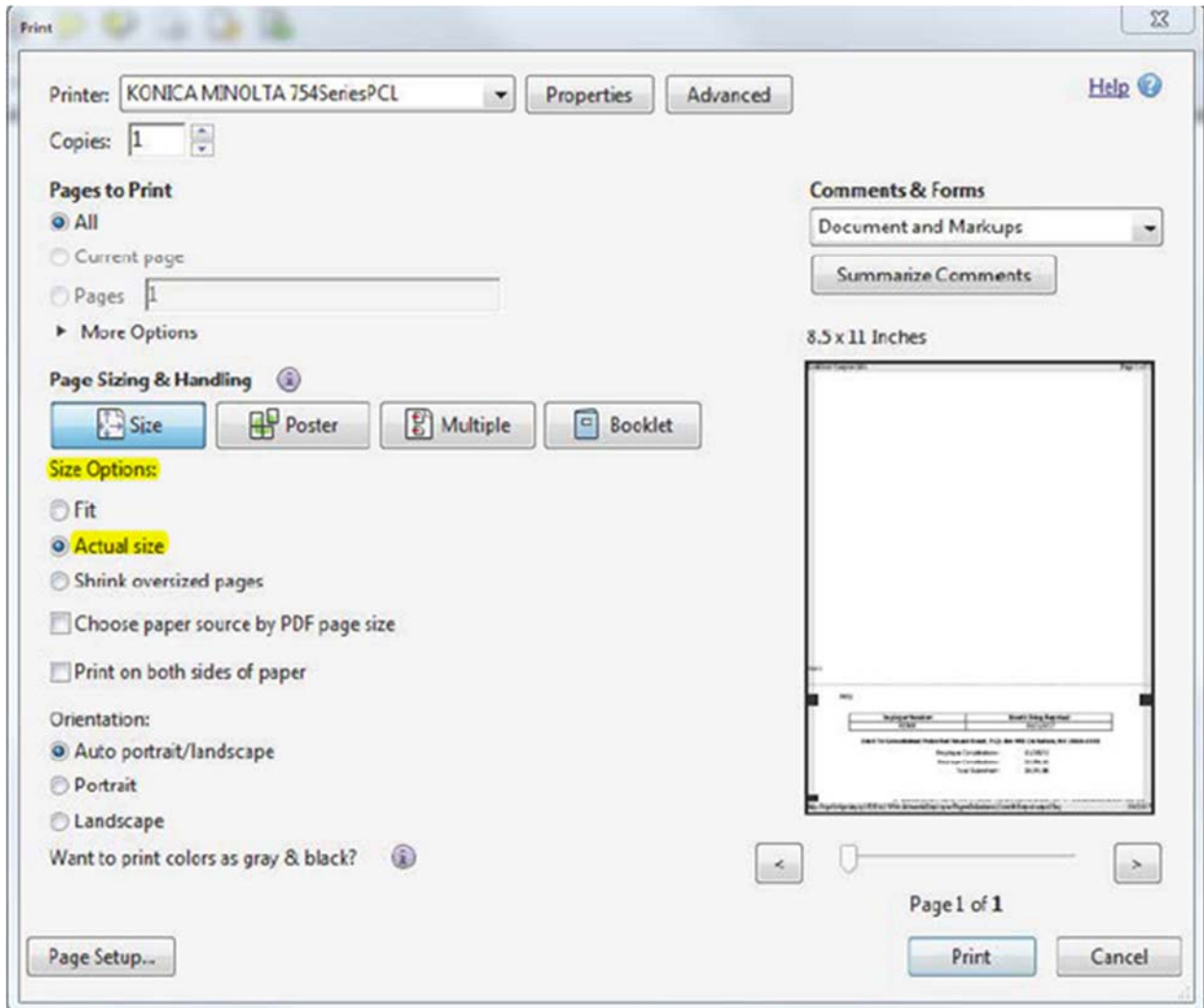
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5. When you print the coupon from the .pdf, make sure you are selecting Print Actual Size from the onscreen print options, as shown below.



Note:

In the old portals, you would print both a Tier I and Tier II coupon. In the new COMPASS portal, there is only one coupon that will print, and it will have the sum total for both Tier I and Tier II contributions due.

Please mail the check for the total amount due to the PO Box address noted on the coupon.

If you received this email and are reporting for an agency that is no longer Lockbox, please reply with your name, employer code and method of payment. We will verify how CPRB has that agency set up in COMPASS to ensure payment is correct.

If you would like to change your payment method to ACH instead of Lockbox, please complete the Debit Authorization Form found here: <http://www.wvretirement.com/Forms/DebitAuthorization.pdf>