

## EMPLOYER SELF SERVICE



## Q&A

Please find a quick guide of frequently asked questions and answers below.

1. I have members working in an area that I do not see as an option from the billing location drop down menu. Can I process these members using ESS? Yes, to process those members submit an 'Employer Info/Work Location Update' form and note the area worked in, the rate paid, and the start date of the job. When the location is added to ESS, you will receive a confirmation e-mail.
2. I need to add a member who is not on the report. How do I add them? Open the 'controls' and select 'add' populating an empty box for you to enter the member's social security number, then press tab. This will add the members name to your report.
3. I tried to add a member to my report but the social security I entered turned red. This means the social security number you are trying to add was not found in our system. Verify the SSN is correct, if it is you will need to add the member to our system. You can do this by selecting 'Addons,' then 'Add New.' Enter the members SSN, First and Last name and suffix if applicable, then select 'OK.' This adds the member to your report and to our system.
4. How do I see the total due amount? To see the total due, save your report at the top right of the Work Report Editor. Then close your report. The total due appears under the 'Total Balance' column to the right.
5. The total due for my report does not match what I calculated. What should I do? Confirm you entered the report under the correct billing location. Then verify the total number of hours in the work report editor matches your calculation. Check that the 'Skill Level' entered for each member is correct. Select 'View Rates & Fringes' to view the rates on file with the Fund match your rates being paid.
6. Can I get a copy of my report? Yes, from the 'Work Report Editor' open the 'controls' to select 'Print.' You can also select 'Export' and choose to

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- have your report in Excel or PDF, making it easy to save the file to your computer.
7. I need to add my bank account but I do not see my routing number as an available choice. How can I add this information? Verify your routing number with your financial institution. Let them know you are planning to use it for an ACH payment. The financial institution may need to give you a different routing number to use. If the Routing number is correct, submit a 'Support Request' form noting the name and address of the bank, as well as the routing number to be added to ESS. When the bank's routing number is added to ESS, you will receive a confirmation e-mail.
  8. I added my bank account information but when I try to make the payment from the 'Pay Now' tab, I see a message asking me to 'define an account.' Why does it not recognize my account? This happens when a 'stop date' is entered from the 'Accounts' tab. Remove the stop date and your bank account information will be available for use.
  9. I selected 'Allocate Payments' but nothing happened. Did my payment go through? No, the payment process is not complete. Selecting 'Allocate Payment' populates your payment allocation form. This form allows you to indicate the amount you would like to pay for a specific transaction(s). You may need to turn off your pop up blocker to allow the form to open. Refresh your web page for it to recognize the update. If your pop up blocker was already off, minimize your open windows to see if the form is behind an open application.
  10. The 'Allocation Form' list other transaction numbers with due amounts. How do I know which one to pay? You may pay any of the due amounts listed. You can allocate funds to more than one transaction number. If you want to pay the month you processed, look for that month's due amount and transaction number from the 'Work Reports' page.
  11. Can I pay my Health and Welfare benefits using ESS? No, please continue to pay your Health and Welfare benefit to your provider as usual.