Employer Self Service (ESS)
User Quick Guide

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Welcome

The purpose of this informational tool is to provide quick, useful information on the usage of the Employer Self Service (ESS) system.

Important Reminders:

- Every time you log in to ESS, remember to check the **News** tab for general messages and reminders from 32BJ. Also, check the **Alert** section to view specific account conditions.

- Your registered email address is the Funds' primary means of communication regarding important changes to your account. **It's imperative to keep the email address current**.

- User name and passwords are case sensitive. You will have three attempts to successfully log in.

Visit the 32BJ website at the following link for additional materials and answers to frequently asked questions: www.32bjfundsemployer.org

If you have any questions regarding your access to the ESS, contact your company's Security Administrator.

Getting Started

Accessing the Employer Self Service (ESS) Portal

1. Go to the 32BJ web site: www.32bjfundsemployer.org

2. Enter **User Name** in the user name field and enter **Password** in the password field.

3. Click **Log In**. You will have three attempts to successfully log in. User name and passwords are case sensitive.

4. If the user name is linked to **more than one employer**, the **Select Employer** page displays. If the user name is linked to **only one employer**, the **ESS Home** page displays.

5. **Choose** the appropriate employer and click **Select**.

Maintaining Account Settings

The **Account Settings** window automatically opens when:

- First time logins occur.
- Passwords expire or need to be reset.
- Security Administrator has recently unlocked user name or reset password.

Switching Employers within a Session

1) After logging in to the ESS portal **select the appropriate employer** and click **Select**.
2) Click the **Change Employer** link on the top left corner of the **page**.
3) Select the other employer records to view and click **Select**.

Updating Account Settings

1) Log in to the ESS portal and click **Account** at the top right corner of the screen.

Resetting a Password

1) Log in to the ESS portal and click **Account** at the top right corner of the screen.
2) Click **Reset Password** from the **Account Settings page.**
3) Type old password in the **Old Password** field.
4) Type new password in the **New Password** and **Confirm New Password** fields.
5) Click **Save** to update password settings, or **Cancel** to return settings to what they were before changes were made.

Updating a Security Question

1) Log in to the ESS portal and click **Account** at the top right corner of the screen.
2) Click **Update Security Questions** from the **Account Setting** page.
3) Select a **First Security Question** from the pull-down.
4) Type the answer to the security question in the **Enter Answer to First Question** field.

5) Click **Save** to update security question settings after all changes are complete or **Cancel** to return settings to what they were before changes were made. A message displays when the security questions are successfully updated.

Updating an Email Address

Your registered email address is the Funds' primary means of communication regarding important changes to your account. **It's imperative to keep this email address current**.

1) Log in to the ESS portal and click **Account** at the top right corner of the screen.

2) Click **Update Email Address**.

3) Enter your email address in both the **Enter Email** and **Confirm Email** fields.

4) Click **Save** to update email setting after all changes are complete or click **Cancel** to return setting the original settings. A message displays when the email address is successfully updated.

Navigating Home After Your Changes

1) After changes are saved, click **Home** to return to the **Home** page.

Recovering Your User Name

1) Click **Forgot User Name**. A window prompting you to enter your email address displays.

2) Enter the **Email Address** that you saved in your **Account Settings**. Click **Submit** to continue or **Cancel** to return to the **Log In** window.

3) If you enter an email address that does not match the email address in your **Account Settings**, you will receive an error message. If you receive an **error message**, verify that you typed your email address correctly. If you still receive the error message, contact your company's Security Administrator to confirm the email address that is listed in **Account Settings**. Check your email account for this message.

4) Click **Log In** to return to the **ESS Log In** window.

5) Enter the U**ser Name** provided in the email.

Recovering Your Password

1) From the **Home** page, click **Forgot Password**. Enter **User name**.

2) Enter the **Answer to the Security Question.** The answer is case sensitive.

3) Click **Submit** to continue or **Cancel** to return to the Home page.

ESS validates the security question answer saved in your account settings. When the answer you enter is valid, **type a new password** that meets the password requirements in the **Enter New Password** field.

4) **Re-enter** the same password in the **Confirm New Password** field. **Click Submit** to continue.

5) A confirmation window stating that your password was reset successfully displays and closes. The Log In window displays. **Enter user name** and **new password** to gain access to ESS.

Navigating Employer Self Service (ESS)

The **Home** page displays the following sections:

- **Welcome Information** –The following information is displayed: last log in date, link to maintain account settings, link to log out of the current ESS session, current date and name of the current user.

- **Navigational Shortcuts** – Provides links to windows where completion of common activities occurs: creating invoices, processing new hires, uploading files and access to help and support.

- **Tabs – Tabs** and sub tabs provide navigation to related windows within ESS. Tabs are displayed along the left side of each window. Clicking a tab opens the related window, such as Home, Roster, Invoices, Payment Processing, Transactions, Uploaded Files, Employer Administration, Accounts, Employer Information, Contact Us and Reports.

- Some tabs contain sub tabs. Sub tabs may display anywhere on the selected window. They display horizontally across the window.

- **News from 32BJ –** General messages and reminders from 32BJ appear here. **The News tab should be checked for updates each time you log in to ESS**.

- **Alerts – The** Alerts section contains messages from 32BJ that are specific to your user name, and triggered by conditions of your accounts. **Check Alerts for reminders every time you log in to ESS**.

- **Employer Account Summary –** The employer account summary displays open transactions.

Using Filters to Change Grid Displays

1) Click the **Filter** icon above any grid. A new row at the top of the grid displays.

2) Click **Execute**. The grid displays only rows matching the criteria you entered.

4) Click **Clear Filter** to revert the grid to its original display.

5) Click the **Filter** icon a second time to hide the fields.

Accessing Help and Support

Contacting 32BJ

1) Log in to the ESS portal from the ESS Home Page.

2) Click the **Contact Us** tab.

3) Click **Edit**. Enter the **Date** you are contacting 32BJ in the **Notification Date** field.

4) Enter the **Date** the request goes into effect (e.g., if you are submitting a change of address), in the **Notification "As of" Date** field.

5) Select the **Reason** for contacting 32BJ.

6) Enter the **Account** in the **Account** field if your contact relates to a specific account. Enter the name of the **Work Location** in the **Work Location** field.

7) Enter the **Reason for the Loss/New Employer** in the **Reason for Loss/New Employer** field.

8) Enter the **Form** you are requesting in the **Form Type**.

9) Enter **Additional Information** in the **Message/Notes** field, if needed.

10) Mark the **Request a call back** checkbox to receive a confirmation phone call from an Employer Services Representative.

11) Mark the **Uploaded a signed contract/rider** checkbox to indicate you previously uploaded a contract or rider with your signature.

12) Click **Save** to submit the contact form, or **Back** to cancel.

13) Click **Edit** to make changes to the form.

Accounts and Contacts

Viewing Accounts

1) **Log in** to the **ESS** portal from the ESS Home Page. Select the **Accounts tab**.

   The details about the account display in the **Account Information** section. Contacts for the **Account** selected in the pull-down display in the **Contacts** grid.

2) Select a different **Account** to view information for other accounts. From the **Home page**, you can also click the **Profile** link, in the **Employee Account Summary** section, for an account to open the **Accounts** tab.

Managing Account and Employer Contacts

1) **Log in** to the **ESS** portal from the ESS Home Page.

2) Select the **Employer Information** tab.

3) Click **Edit** in the **Address** section.

4) Enter new address information in the **Primary Address** fields.

5) Enter new contact details in the **Contact Info** section.

6) Click **Save** to update the profile.

Managing Account and Employer Contacts

Contacts will display on the **Accounts**, and **Employer Information** tabs. Users will access **Contacts** in different places based on their security rights.

Viewing Contacts

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page select the **Accounts** tab.

3) Contacts for the **Account** selected in the pull-down display in the **Contacts** grid.

4) Select a different **Account** to view contacts for other accounts.

5) Select the **Employer Information** tab. Address and demographic information displays, along with contacts.

Editing Account Contacts

Account contacts are applicable **only to the account selected** when they are added.

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page select the **Accounts** tab.

3) Select the **Account** for which to modify contacts from the **Account** pull-down.

4) Click **Edit** next to the Contact name to update. The **Contact Details** display. Yellow highlighting and/or an asterisk (*) indicates a required field.

5) Update the **Contact** information and click **Save** to update the **Contact** profile, or **Back** to return to the **Accounts** tab.

Editing Employer Contacts

6) **Log in** to the **ESS** portal.

7) From the ESS Home Page select the **Employer Information** tab.

8) Click **Edit** next to the contact to modify the information. Yellow highlighting and/or an asterisk **(*)** indicates a required field. Update the contact information.

9) Click **Save** to update the Contact profile, or **Back** to return to the **Employer Information** tab.

Adding a New Contact

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page select the **Accounts** tab.

3) Select the **Account** to **Add the Contact** from the pull-down.

4) Click **Add Contact**.

5) Select the **Role** of the contact with the employer.

6) Enter the **First Name** and **Last Name** of the new contact.

7) Enter any **additional information** in the corresponding fields.

8) Click **Save**. The **new contact record** displays in the **Contacts** grid of the **Accounts** tab.

Deleting Contacts

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page click **Delete** next to a **Contact** name.

3) Select the **Accounts** tab.

4) Click **OK** in the confirmation pop-up.

5) Click **Delete** next to the contact to **remove** contact in the Contacts grid on the **Employer Information** tab. Click **OK** in the confirmation pop-up.

Your Employees

From the ESS Home Page use the **Roster** window to view the list of employees categorized by account.

Reviewing Employee Information

Using the filters on the **Roster** tab, you can control the information displaying in the grid. Using the **Details** link you can view employee roster details, and modify employee demographic information, including address and contact information.

Viewing Employee Roster

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page **c**lick the **Roster** tab. Employees for the current employer will display.

Filtering Employee Roster

1) From the ESS Home Page **c**lick the **Roster** tab. Employees for the current employer will display.

2) Select the Account to view employees from the pull-down.

3) Select the **Filter** button and mark the Active checkbox to view only active employees.

4) Select the **Activity Date Range** to limit employees displaying.

5) When **Select Date Range** is selected, a **From/To** date field displays. **Enter dates,** click **Execute Filter.**

Searching for a Specific Employee on a Roster

1) From the ESS Home Page click the **Roster Tab**.

2) Enter a specific employee name in the **Search** field and click **Search.**

Viewing Employee Demographic Information

1) **Log in** to the **ESS** portal from the ESS Home Page.

2) Click the **Roster** tab to obtain a list of all employees for the current employer.

3) Click **Details** to view Roster Details/Roster Information.

4) Click the **Member Demographics** sub tab to view employee demographic information.

5) Click **Back** to return to the **Roster** tab.

Updating Employee Demographics

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page **c**lick the **Roster** tab. Employees from the current employer displays. Click the **Roster** tab to obtain a list of all employees for the current employer.

3) Click **Details** to view the employee Roster Details /Roster Information.

4) Click the **Member Demographics** sub tab to view employee demographic information.

5) Click **Edit**. Update the values as required.

6) Click **Save**, or click **Edit Address** to update information.

7) Complete the **Primary Address and Contact Info** fields.

8) Click **Save**.

Processing New Hires

Processing an Existing Employee as a New Hire

1) **Log in** to the **ESS portal**.

2) From the ESS Home Page click **Process New Hire** in the **Shortcuts** section.

3) Alternatively, click **Execute Grid Action** and select **Process New Hire** from the **Roster** tab.

4) Enter the employee **ID, SSN**, or **name** of the existing employee, and click **Next**.

5) Verify that the employee's information is correct. Click **Next**.

6) Verify that the new hire's information is correct. Click **Next**.

7) **Select** the **Account.**

8) Select the **Job Type**.

9) Enter the **first of the current month** as the **Date of Hire**.

10) Select the **Job Class**.

11) Enter appropriate **Hourly Wage Rate**

12) Click **Finish**.

Processing a New Employee as a New Hire

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page click **Process New Hire** in the **Shortcuts** section.

3) Alternatively, click **Execute Grid Action** and select **Process New Hire** from the **Roster** tab.

4) Enter **the employee ID to add**, and click **Next**. A message displays, "No participants found matching your entered criteria were found, please try again."

5) Click the **Here** link to create a new participant record.

6) Enter the **SSN** of the new employee. Click **Next**.

7) Enter **employee information**.

8) Click **Next**.

9) Enter **Primary Address** information.

10) Enter **Contact Information**.

11) Click **Next**.

12) Select the **Account** the new hire is added to.

13) Select the **Job Type**.

14) Enter the **Date of Hire**.

15) Select the **Job Class**.

16) Enter the **Hourly Wage Rate.**

17) Click **Finish.**

18) Click **View Member**. The window displays the **Member Demographics** sub tab on the **Roster** tab.

Processing New Roster Changes and Modifications

Processing a Job Change

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Roster** tab.

3) Click the **Action** arrow for the employee.

4) Select **Job Change**.

5) Enter the **employee's new job information** in the job change window.

6) Click **Save**. A message displays indicating a job change was processed successfully for the SSN with the date, and time the change occurred.

7) Click **Close**. A new roster record displays for the employee. The previous roster record is terminated due to a Job Change.

Processing a Termination

1) **Log in** to the **ESS** portal.

2) From the ESS Home page navigate to the **Roster** tab.

3) Click the **Action** arrow for the employee to terminate**.**

4) Select **Terminate**. Enter the **Termination Date** and **Select** the **Termination Reason** in the Termination Window.

5) Click **Save**. A message displays indicating a termination was processed for the SSN with the date, and time the change occurred.

6) Click **Close**. You have completed processing a termination. Saving changes to hire records or other information could affect prior billing information. Adjustments will be created for an existing released invoice and changes to open invoices will be made directly to the original invoice. 32BJ late reporting rules will apply.

Reversing a Job Change

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Roster** tab.

3) Click the **Action** arrow for the employee with a **Status of Terminated,** and **Termination Reason** of **Job Change**.

4) Select **Job Change Reversal**.

5) Click **Save.** A confirmation message displays indicating that a job change reversal was processed for the SSN with the date and time the change occurred.

6) Click **Close**. The employee status is updated to Active.

Processing an Employee Transfer

1) **Log in** to the **ESS** portal.

2) **From the** ESS Home Page navigate to the **Roster** tab.

3) Click the **Action** arrow for the employee.

4) Select **Transfer**.

5) Select the **Account To** which the employee should be transferred from the pull-down.

6) Enter the **Effective Date** of the transfer.

7) Select the employee's **Job Type** and **Job Class**.

8) Click **Save**. A confirmation message displays indicated that a transfer record has been scheduled.

9) Click **Close**. The employee's Status is updated to Terminated on the Source Roster, and Active on the Destination Roster.

Processing a New Leave/End Leave

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Roster** tab.

3) Click the **Action** arrow for the employee.

4) Select **New Leave/End Leave**.

5) Select the **Leave Reason**.

6) Enter the **Leave Start Date** and the **Leave Stop Date**.

7) Click **Save**. A confirmation message displays indicating that a new leave was processed for the SSN and the date and time when the change occured.

8) Click **Close**.

Modifying/Deleting an Employee Wage Rate

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Roster** tab. The list of employees displays.

3) Click the **Action** arrow for the employee.

4) Select **Modify/Delete Wage Rate**. In the Modify/Delete Wage Rate window, click on **Delete Box** to delete and an existing wage rate.

5) Enter the **Wage Rate Start Date** and **Wage Rate Stop Date** to modify an existing wage rate.

6) Enter the new **Wage Rate**.

7) Click **Save**. A confirmation message displays.

8) Click **Close**.

Modifying an Employee Job Type/Class

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Roster** tab. The list of employees displays.

3) Click the **Action** arrow for the employee.

4) Select **Modify Job Type/Class**.

5) Select the employee's **New Job Type** in the Modify Job Type/Class Window.

6) Select the employee's **New Job Class** in the Modify Job Type/Class Window.

7) Click **Save**. A confirmation message displays.

8) Click **Close**.

Modifying Employee Leave

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Roster** tab. The list of employees displays.

3) Click the **Action** arrow for an employee with a **Status** of **On Leave**.

4) Select **Modify/Delete Leave**.

5) Mark the **Delete** checkbox to **delete the leave record**.

6) Select the **Leave Reason**.

7) Enter the new **Leave Start Date** and **Leave Stop Date** values.

8) Click **Save**. A confirmation message displays.

9) Click **Close**.

Modifying Employee Hire Date

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Roster** tab. The list of employees displays.

3) Click the **Action** arrow for the employee.

4) Select **Modify/Delete Hire Date**.

5) Mark the **Delete** checkbox to remove the hire date for the employee.

6) Enter the new date in the **Hire Date** field to modify or change the Hire Date.

7) Click **Save**. A confirmation message displays.

8) Click **Close**.

Re-Hiring an Employee

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Roster** tab. The list of employees displays.

3) Click the **Action** arrow for the termination. Select **Re-Hire**.

4) Enter the details of the employee's new position.

5) Click **Save**. A confirmation message displays.

6) Click **Close**. The employee's status updates to **Active** on the **Roster tab**.

Modifying or Deleting a Termination

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Roster** tab. The list of employees displays.

3) Click the **Action** arrow for the terminated employee.

4) Select **Modify/Delete Termination**.

5) Mark the **Delete** checkbox and click **Save**.

6) Modify the **Termination Date** and/or **Termination Reason** and click **Save**. A confirmation message displays.

7) Click **Close.**

Invoices and Uploaded Files

ESS has a fully integrated invoice processing module which you will use to import, validate, correct, and submit your invoices, and other files. V3 validates your invoices on three levels **before** they are processed and approved for release into your employee's accounts.

The **first validation level** is a structural and identification validation that occurs during the upload of the invoice file to ESS. Files that fail the structural validation are not loaded into ESS, since loading them might result in a large and misleading error report. This validation will fail if you upload one of the following:

- A non-32BJ layout file
- A file with structural or formatting problems (missing fields, etc.)

The **second-level validation** occurs after your properly structured file successfully uploads into a temporary holding area within ESS. ESS checks all the fields for formatting issues (i.e., number in number fields, logical position codes, missing data, etc.) and notifies the employer to register new employees. This process reduces misleading data accuracy errors caused by formatting deficiencies. You cannot process the file further until you have corrected all formatting errors. These validation errors and soft warnings display on the *Details* window for the import.

The **third-level validation** is a data quality and accuracy validation. In this step, ESS runs a series of tests to verify the accuracy of data in the invoice, including:

- Identifying employees never previously reported, or who have dropped off
- Comparing financial data to 32BJ records

Viewing All Invoices and Files

A summary of all open transactions displays on the **Home** page.

Viewing Invoices

All pending invoices for the past three (3) months display by default on the **Invoices** tab. You can filter the invoices that display by **Accounts**, **Activity Date Range**, or **Invoice & Trans. Description**, or filter using the filter icon.

1) Click the **Details** link which opens the **Pending Work Report**

2) View the **Edit Details** window to modify information before submitting the invoice.

Viewing Uploaded Files

The **Uploaded Files** tab displays all files uploaded by Users in your organization.

Viewing an Invoice from the Transaction Tab

The **Transactions** tab displays released invoices.

1) Click the **Actions** icon.

2) Select **View Participant Details**. Click **View** to open the invoice editor.

Creating Invoices

Each reporting period (e.g., monthly, every two weeks), you are required to submit an invoice to 32BJ in the proper format. The format of the file depends on the uploaded file type. For example, invoice imports are .CSV files, while EOY Gross Wages files are .TXT files. This file contains earnings, demographic, and contribution data for all of your employees.

Creating an Invoice Online

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page click Create **New Invoice** in the **Shortcuts** section.

3) Click **Create Invoice Online**.

4) Select **Account** from the **Accounts** pull-down, or leave the filter as **ALL** to generate invoices.

5) Mark the **checkbox** for the invoice to create.

6) Verify that the correct **Reporting Period Start Date** displays.

7) Click **Create Invoice**.

8) Click **Details in the Dues** and **Fees Invoice** row to view the details of the invoice.

Creating an Invoice from File

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page click **Create New Invoice** in the **Shortcuts** section.

3) Click **Create Invoice From File**. The **Uploaded Files** window displays.

4) Select **BCI Import** as the **File Type**.

5) Click **Browse**. Locate and select the import file. The file and path populate the **File Name** field.

6) Click **Open**.

7) Enter the **File Description**.

8) Enter the **Employer ID**.

9) Click **Upload** to initiate the upload. A status bar with an upload percentage displays while V3 checks the first-level validation requirements against the import file.

10) A message displays that the file has successfully uploaded.

Processing Imported Invoices

From the **Uploaded Files** tab, you can use the buttons to upload, process, and re-process your invoice files. This tab also provides import status and file descriptions.

Processing the Imported File

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page click the **Updated Files** tab.

3) Click **Process** for a file with a **Status of Not Processed.** A message displays that the file is submitted for processing.

4) Click **Refresh** to update the processing **Status**.

Viewing and Correcting Errors in Imported Invoices

Some employee records will pass all validations successfully, while others may contain errors.

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page click the **Uploaded Files** tab.

3) Click **Details** for the uploaded invoice with a **Status of Processed with Errors**.

4) Click **View Errors**.

5) The invoice displays in the **Import Error** pop-up. You can export or print the errors as needed, and use them as a reference when updating records.

6) Update the values in the **Import Details** grid based on the errors found by typing over the data in need of correction. Click **Save**. Click **Process**.

7) Click **Back**. The file's **Status** updated to **Processed Successfully**.

Exporting or Printing Import Errors

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Uploaded Files** tab.

3) Click **Details** for the uploaded invoice with a **Status of Processed with Errors**.

4) Click **View Errors**. Errors and exceptions display in the **Import Error** pop-up.

5) Click **Print**. Select your printer and click **OK**.

6) Click **Export**.

7) Select **XLS** or **PDF**.

8) Select to **Open** or **Save** the file.

9) Click **OK**. Click **Close** to exit the pop-up.

Processing Invoices

Editing Invoices

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Invoices** tab.

3) Click the **Details** link for the invoice to modify.

4) Click **Edit**. The window refreshes to display the invoice editor.

Adding an Employee to an Invoice

Participants can only be added to BCI and 401K invoices. You are only permitted to add participants who belong to the employer roster.

1) Open the invoice editor. Follow the steps to **Editing Invoices**.

2) Click **Add**.

3) Enter the name of the employee to add.

4) Click **Search**. A confirmation message displays.

5) Click **Close**. The new employee record displays in the invoice editor.

Viewing Work Report Summary

1) Open the invoice editor. Follow the steps to **Editing Invoices**.

2) Click the **Actions** icon.

3) Select **Invoice Summary**.

4) Modify the **Payroll Pay Date**.

5) Click **Save**. A confirmation message displays that the invoice was updated.

6) Click **Close**.

Managing Payroll Deductions

Adding payroll deductions will allow the Union department to underpay the invoice telling 32BJ which participants receive a deducted amount. The liability still remains open until the invoice is paid in full.

1) Open the invoice editor. Follow the steps to **Editing Invoices**.

2) Click the **Actions** icon.

3) Select **Payroll Deductions**.

4) Click the **icon** to expand the grid controls.

5) Edit payroll deductions records as needed.

6) Change the **Account** to which the deduction applies. Select a new **Fund** from the pull-down.

> **Manually enter the actual deduction**: enter the **Withholding Amount** of the payroll deduction as reported by the employer, if deduction data was not imported and populated automatically.
>
> Change the **Deduction Date**: enter a new **Deduction Date** for the payroll withholding.
>
> Add new deduction records; click **Add** in the grid controls to add a new employee record. A pull-down displays, containing the names of all employees in the invoice. Select an employee to add a new payroll deduction record for that individual. Click **Add All** to add deduction records for all employees on the invoice.
>
> To delete a deduction record, select the record and click **Delete**. Click **OK** in the confirmation pop-up.

7) Click **Save** and **Close** to close the pop-up.

8) Click **Close** in the invoice editor.

Releasing or Submitting a Pending Invoice

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Invoices** tab.

3) Mark the **checkbox** for the invoice you wish to submit.

4) Click **Submit**. A message displays confirming the invoice is submitted successfully.

Creating an Adjustment

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Invoices** tab.

3) Click **Create Adjustment**. Accounts to which you have access display.

4) Mark the checkbox for the row containing the Account, and invoice type (**Gen Type**) of the adjustment you wish to create.

5) Modify the **Start Date** and **Stop Date** to reflect the reporting period for the adjustment you are creating. Adjustments should correspond with an original released invoice Reporting Period.

6) Enter the **Date Received** for the adjustment.

7) Click **Gen Adjustment** to create the adjustment invoice. When the adjustment generates, you are returned to the **Pending Invoices** window, and a confirmation message displays.

8) Select **Adjustment** from the **Invoice & Trans. Description** filter. The adjustment you created displays in the grid.

9) Refer to the following sections to modify the adjustment invoice, and releasing the pending adjustment invoice to 32BJ:

   ▪ Editing Invoices
   ▪ Releasing or Submitting a Pending Invoice

Interest Invoice

Why might you see an Interest Invoice?
- If an Invoice is not in an "Invoice Paid in Full" status by the due date of the Invoice.
- If an Invoice is in an "ACH Payment Bounced" status after the due date of the Invoice.
- If an Adjustment Invoice (created for an amount due the Funds for retro-active reporting period) results in a net positive amount due the Funds beyond the due date of the original Invoice Reporting Period.

What you need to do when the Interest Invoices are available to pay?
- Log onto ESS
  - Review Alerts on your HOME page for notice of unpaid (delinquent) benefit contribution or 401(k) invoices
    - Interest Invoices can be reviewed on Payment Processing Page— transaction type "Interest" and the "Invoice &Trans. Description" will

include the reporting month and date after the invoice type (BCI, 401(k)).

- On the Transaction Details page (click on "View") you can see the "Activity Date", the month(s) interest is being charged, the date the interest invoice was created, "Activity Date" and the Transaction Id, "Ref Trans Id" of the original invoice
- There will be a new line on the interest invoice for each reporting period/month principal amount remains unpaid.

o Review Interest Invoices on the Transaction Page

o Process payment

- Select the Invoice(s) you want to pay. You can pay a BCI or 401(k) Interest invoice with the original unpaid invoice. A Credit adjustment(s) can be applied to interest invoice(s) as well.
- Interest invoice(s) can only be paid separately if the original invoice is already paid.

You can report on interest invoices from the Payments Processing Page or the Transactions Page by simply exporting from the 'grid'. You may also run the invoice details report from the Reports Page.

Your Payments

You can make payments directly from ESS through Chase Pay Connexion.

Viewing Payment Transactions

1) **Log** into the **ESS** portal.

2) From the ESS Home Page navigate to the **Transactions** tab.

3) Select **Payment** from the **Transaction Types** pull-down. All payment transactions display.

Viewing Allocation Details for a Payment

1) Follow the steps for **Viewing Payment Transactions**.

2) **Click** the **Actions** icon for a payment.

3) Select **View Allocation Details**. The transaction details display.

4) Click **Back** to return to the transactions grid.

Processing Invoice Payments

Employer Users will submit payments to 32BJ by using Chase Pay Connexion. After Chase receives the payment information, it sends a confirmation back to the ESS portal, which creates a payment record automatically. Then, Users can select the invoice to which to apply the payment.

Paying an Invoice from the Transaction Tab

Payments can only be applied to a released invoice transaction.

1) **Log** into the **ESS** portal.

2) From the ESS Home Page navigate to the **Transactions** tab.

3) Mark the **checkbox** for a released invoice transaction. Click **Pay Selected**. Alternatively, click **Actions** arrow and click **Pay**. The **Payments** tab displays.

Processing Invoices Using Pay Connexion

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Payment Processing** tab.

3) Only released invoices display in this window.

4) Click **View** and confirm the transaction details.

5) Click **Make Payment**. You can also use the checkboxes to mark multiple invoices to pay simultaneously.

6) On the Complete Payment page confirm the **Payment** details.

7) Click **Complete Payment ACH**. The window displays the Chase electronic payment system. Refer to 32BJ materials for more information on using Pay Connexion.

Applying Credits

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page navigate to the **Transactions** tab.

3) Select a **Payment transaction** with a credit balance.

4) Click the **Actions** icon.

5) Select **Apply Credit**.

6) Select the checkbox for the invoice **Debit Transaction** to apply the payment. You can select more than one debit transaction before clicking **Apply** as long as the Remaining Balance is enough to pay the full debit. If it is not, click **Apply** and then continue to apply the remaining credit as a partial payment.

7) Click **Apply**. The paid amount of the Debit Transaction updates, and the Remaining Balance of the Credit Transaction updates.

Reports

Access the reports module to run predefined reports in the ESS portal.

Running Reports

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page select the **Reports** tab.

3) Select the report to run from the **Reports** pull-down. The fields that display in the parameters section vary based on the report selected.

4) Complete the fields in the parameters section.

5) Click **Show Report**. The report displays in PDF format.

6) Click **Export** to export the report for use outside of the ESS portal.

7) Select the format to export the file. A pop-up displays to open or save the file.

8) Select the **option**, and **click OK**.

9) Click **Close** to exit the **Export Report** pop-up.

Security Administration

Viewing Employer User Details

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page select the **Employer Administration** tab.

3) Click **Edit** at the end of the row of the User. The **User Administration** window displays.

Granting Access to the ESS Portal

Granting Access to an Employer Contact

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page select the **Employer Administration** tab.

3) Click the **Add** in the Employer Contact or Account Contact section.

4) Follow the steps for Adding a New Employer User Not Existing in V3.

Adding a New Employer User Not Existing in V3

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page select the **Employer Administration** tab.

3) Click **Add** in the **Employer Contacts** or the **Account Contacts** section.

4) Click the link in the **Add Account Contact** section.

5) Complete the **New User** section as instructed.

6) The User name is system generated.

7) Enter a default **Password** and retype it in the **Confirm Password** field.

8) Select the employer user **Role** from the pull-down menu (e.g., Employer Business).

9) Verify that the **Reset Password Flag** checkbox is selected.

10) Enter the user's **First Name** (e.g., Julie).

11) Enter the user's **Last Name** (e.g., Robita).

12) Enter **title, middle name, suffix** and **date of birth**, if applicable**.**

13) Enter additional user information, including **Address** and **Contact information**.

14) Enter the email address.

15) Click **Add** in the Security Groups section to assign security access.

16) Select **Employer User** as the group.

17) Click **Submit.**

Linking an Existing Employer Contact as a User

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page select the **Employer Administration** tab.

3) Click **Add** in the Employer Contacts or the Account Contacts section.

4) Enter the name of the **Other Person** record to link to the employer in the **Select person** field.

5) Click **Search**.

6) Select the **search result** matching the contact to add.

7) Click **Yes** to add this user as a user for your employer account. A message displays that the add was successful. The user displays in the Contacts section of the **Employer Administration** tab.

Updating User Accounts

Unlocking a User Account

1) **Log in** to the **ESS** portal.

2) From the ESS Home page select the **Employer Administration** tab.

3) Click **Edit** at the end of the row of the User. The **User Administration** window displays.

4) Click **Edit**.

5) Uncheck the **Lock Account** checkbox.

6) Click **Save**. A message displays that the edit was successful.

Resetting a User Password

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page select the **Employer Administration** tab.

3) Click **Edit or Delete** at the end of the row of the User. The **User Administration** window displays.

4) Click **Edit**.

5) Mark the **Reset Password Flag** checkbox.

6) Click **Save**. A message displays that the edit was successful.

Deleting an Employer User

1) **Log in** to the **ESS** portal.

2) From the ESS Home Page select the **Employer Administration** tab. At the end of the row in the Employer Contacts grid on the **Employer Administration** tab, Click **Delete**.

3) Click **OK** in the confirmation pop-up.