COMPASS

Employer Self-Service Handbook

AASIS Employer Users Version

APERS
ARKANSAS PUBLIC EMPLOYEES
RETIREMENT SYSTEM

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Overview

Welcome to APERS COMPASS Employer Self-Service (ESS)! Employer Self Service (ESS) is APERS' portal for employers to access COMPASS. ESS provides the following key functions to authorized employer users:

- Maintain COMPASS ESS accounts

- View and update employer information including address and contact information

- View the employee roster and member information

- Verify prior membership

- Upload and process adjustment reports file

- Manually generate adjustment report transactions

- View and edit work report and adjustment report details

- Create and view reports

- View and download employer-related forms and documents

How to Use This Manual

The COMPASS ESS Employer Handbook has been designed to be a reference manual for you, both for the COMPASS ESS application and APERS' rules regarding eligibility and reporting. Each COMPASS ESS function that you will use is represented in the Employer Handbook with an explanation of how that function is used and how to navigate to and from the screens.

In addition, the Employer Handbook contains information regarding the new terms and concepts associated with COMPASS ESS and rules regarding membership eligibility. There are explanations in each of the sections and a glossary at the back of the manual that defines terms associated with APERS employer reporting and using COMPASS ESS.

We recommend you print the Employer Handbook and keep it handy during the first few weeks of using COMPASS ESS. As always, if you have questions regarding COMPASS ESS or any of the information in this Employer Handbook, feel free to call or email your APERS Employer Services representative (Reporting Specialist) for assistance. We're here to help!

ESS Roles and Tasks

The following are ESS roles that have been defined for state agencies that use AASIS. You will be assigned a role when you are registered for ESS use. This manual has been divided into sections by roles so that you can easily locate the functions that are associated with your responsibilities.

COMPASS ESS Role	COMPASS ESS Tasks
AASIS Employer User	Verify prior membership View member and roster information Complete employer reporting processes Run reports Upload and download documents Receive and send secure messages
AASIS Employer Administrator	Create and maintain COMPASS ESS users Maintain employer information, such as address and contact information Verify prior membership View member and roster information Complete employer reporting processes Run reports Upload and download documents Receive and send secure messages

Accessing COMPASS ESS

The COMPASS ESS portal is accessed through the APERS website -- www.apers.org.

Once on the front page of the APERS site, click the EMPLOYERS login button at the top of the page to access the employer portal and begin the login procedure.

From the log in menu, you will

1. Enter your user name

2. Enter your password

3. Click on the log in button

If your user name or password is not accepted, you will receive an error message.

After six unsuccessful attempts to log in, COMPASS ESS will lock you out of the system and you will need to contact your APERS reporting specialist to have your password reset.

For additional information see **Password Reset** or **User ID Recovery**.

Once you have successfully logged in to COMPASS ESS, you will need to review and accept the Acceptable Usage Policy. Click on the **Accept** button to continue to your COMPASS ESS Home screen. This must be done every time you log in to COMPASS ESS.

COMPASS ESS Home screen.

User Registration - Setting Up Your Account

The registration process in COMPASS ESS begins with the AASIS Employer Administrator entering demographic information and assigning a role to prospective COMPASS ESS users at the agency. COMPASS ESS will send an email to new users inviting them to complete registration.

You will be assigned the AASIS Employer User role (see Overview section for details). To register in COMPASS ESS, you will create a password and up to three security questions to be used if you forget your username or need to reset your password.

This process begins with receipt of an email inviting you to register on COMPASS ESS. Clicking on the link in the email will take you to the COMPASS ESS registration wizard.

Confirm Contact and Demographic Information

The first step is to confirm the information provided by your employer administrator. You may also change your username from this screen.

The wizard will ask for your work phone number, which it will match against the work phone entered by your employer administrator during the creation of your user account. Once you have entered your work phone number, click on the **Next** button to proceed to the next step.

Choosing Security Questions

COMPASS ESS will ask you to set up three security questions that will be used in the event you forget your user name or need to reset your password. You may select from several security questions.

Creating a Password

After setting up your security questions, you will need to create a password based on the following rules:

- Must have a minimum of 8 characters

- Cannot be the same as the username

- Cannot be set to any of your previous 6 passwords

- Should contain at least three of the following:

  one uppercase letter, one lowercase letter, one number, and one special character such as &,%,$,#, etc.

Once you have set up your security questions and password, click on **Next** to confirm the information you entered.

The confirmation screen allows you to preview the information you entered before confirming it and completing the registration process.

Once you have completed the registration process you will be automatically logged into the system. If at any time you have trouble logging into COMPASS ESS, you may contact your APERS Employer Services representative for assistance.

After a successful registration, a confirmation message will be sent by COMPASS ESS to your email address.

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COMMON TASKS

- Password Reset

- User ID Recovery

- Attaching a Document
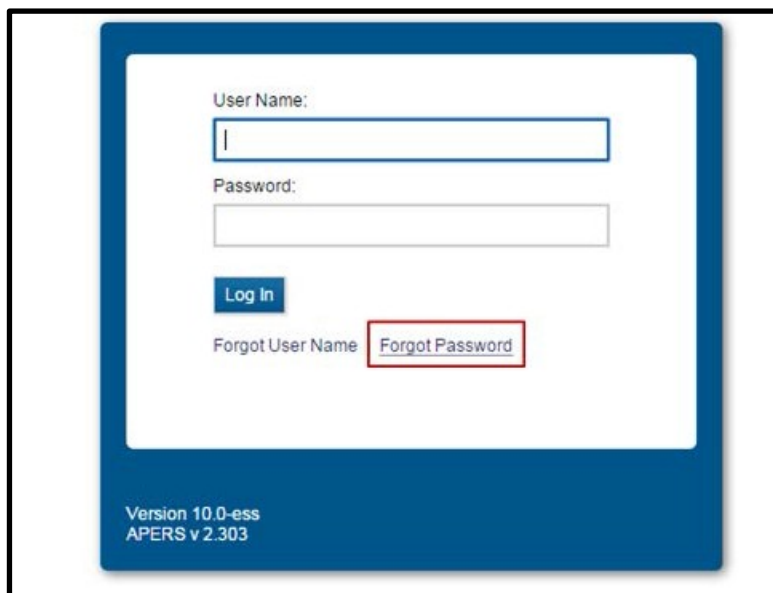
- Sending a Secure Message

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Common Tasks

This section covers basic functions that any ESS user might need to employ.

Password Reset

If you forget your password, you cannot recover it and instead will need to reset it.
To begin the process of resetting your password, click on the **Forgot Password** link found on the COMPASS ESS log on page.

Enter the user name associated with your account and click **Next** to bring up the **Security Questions** screen.

Answer each of the security questions and click **Next** to go to the **Password Reset** page.

You must successfully answer all three security questions to continue. If you don't remember the answers, use the **Click Here** link to reset your password by email.

Enter a new password (based on the password rules). Reenter the new password to confirm and click the **Confirm** button.

This will take you to the **Complete** page, which displays a confirmation notice and a link to return to the login screen.

User ID Recovery
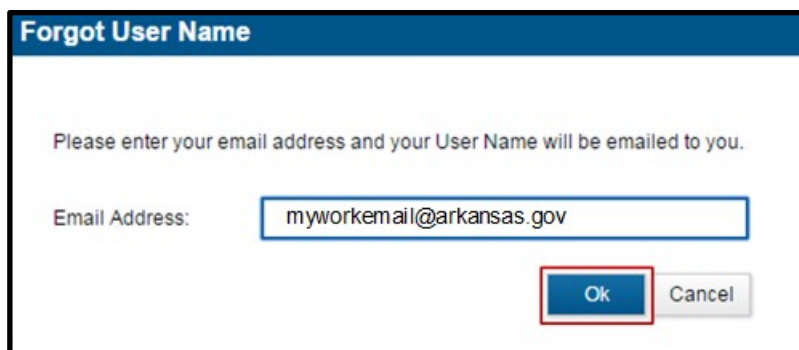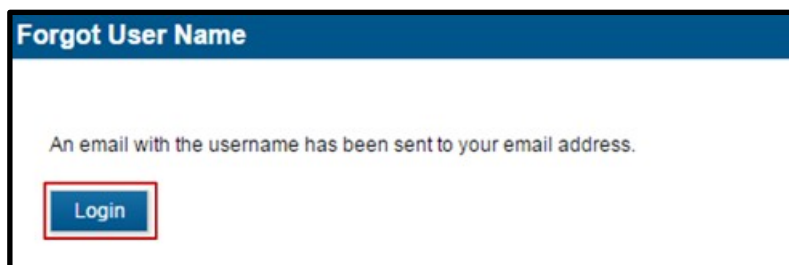
If you have forgotten your user name you can recover it by clicking on the **Forgot User Name** link found on the log on screen.

The link will take you to a screen where you can enter the email associated with the account.

An email with the user name will be sent to the email address you provided.

Attaching a Document

The purpose of this COMPASS ESS function is to allow you to attach a scanned document for APERS' review. From the home screen, scroll down to the **Documents** panel. Click on the **Attach a Document** button to open the **Attach a Document** wizard.

Select the type of document you want to attach from the drop-down menu.

Browse to the document, select it and click on **Open** to return to the **Attach File** screen.

Add a description for the file.

You can add a comment, but it is not required.

Click on the **Upload Document** button.

Once the upload is complete you will receive a confirmation message. Click on **Close** to exit the **Attach File** wizard.

The newly uploaded file will appear on the list.

Sending a Secure Message

The function allows you to send a secure message to an APERS staff member through the ESS application.

From the **Home** screen you can scroll down and the **Message Center** panel will be directly below the **Quick Links** panel.
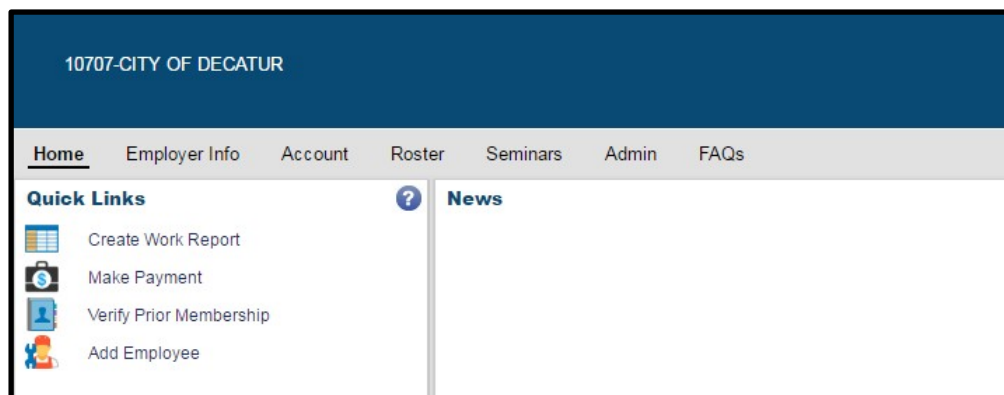
The **Message Center**.
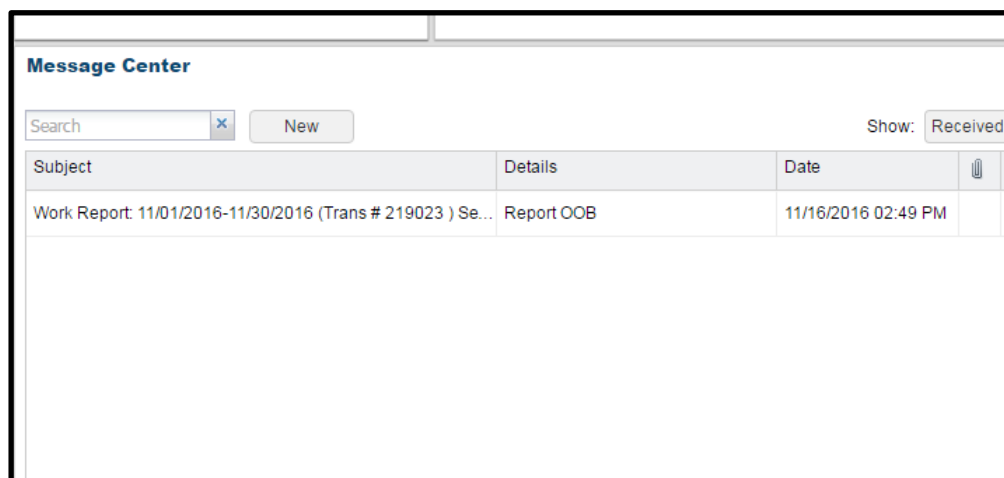
The Message Center will display the **Received Messages**. You can change your view by clicking on and opening the **Show** menu. You can also view sent and archived messages.
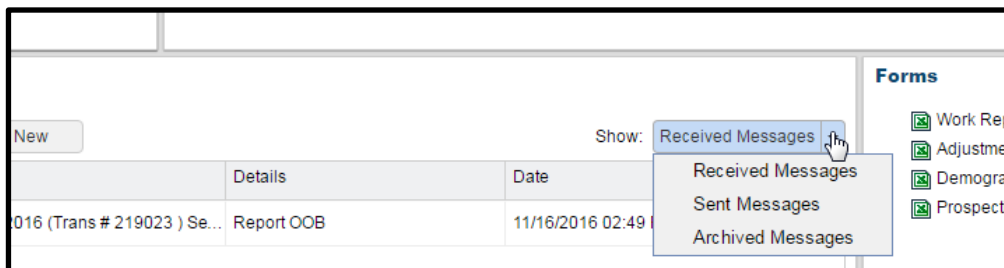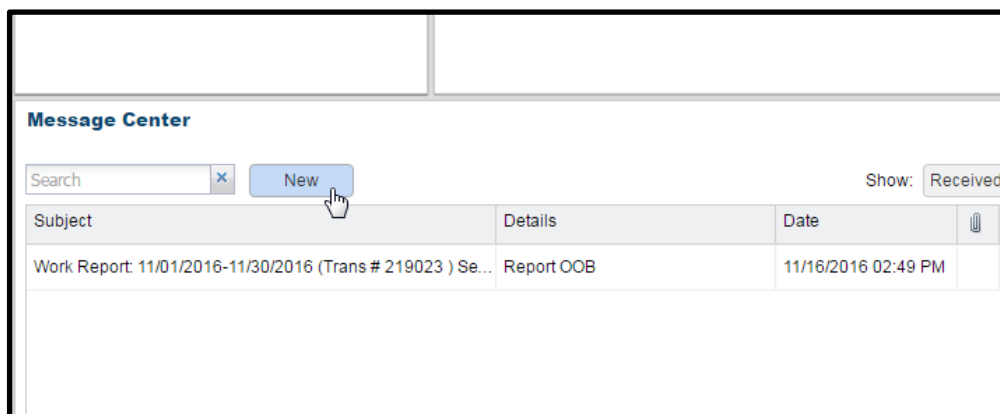
Create a New Message

To create a new message click on the **New** button.

Message Center

Subject	Details	Date	
Work Report: 11/01/2016-11/30/2016 (Trans # 219023) Se...	Report OOB	11/16/2016 02:49 PM	

Search ☒   New   Show: Received

This will open the **New Message** wizard.

New Message

Topic:

Subject:

Message:

Arial
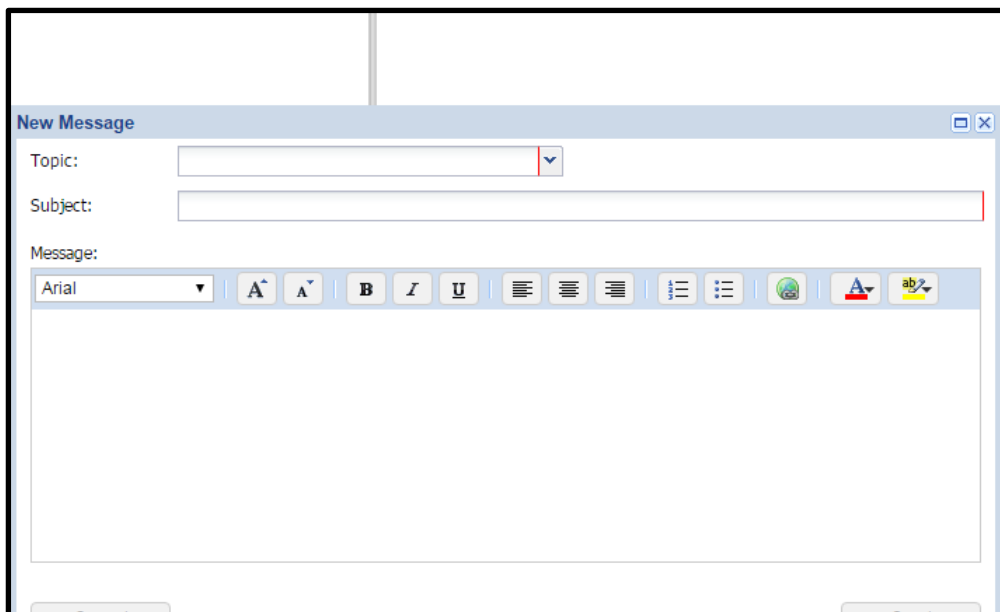
Select the topic from the **Topic** drop-down menu.

New Message

Topic: File Exchange
- Address/Contact Info Update
- File Exchange
- Password Change
- Security Question Change
- Reciprocity Details
- Verification of Employment History
- Work Report

Subject:

Message:

Arial
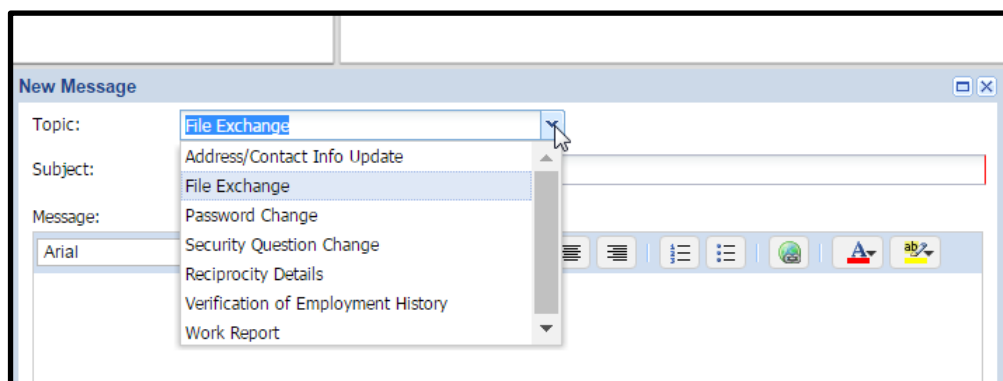
Enter the subject of the email on the **Subject** line.
Enter your message in the **Message** box.
Click on **Send**.

You will see a confirmation message that the message has been sent.

If you change your **Show** view to **Sent Messages,** you will see the message you sent.

Archiving a Message

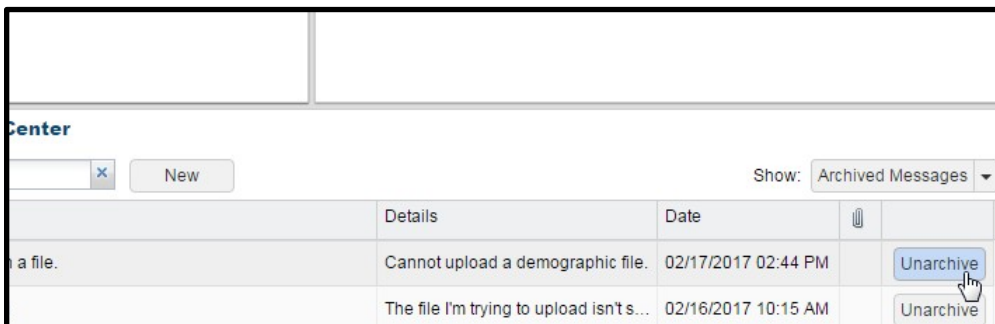You can archive sent and received messages by clicking on the **Archive** button next to the message you wish to archive.
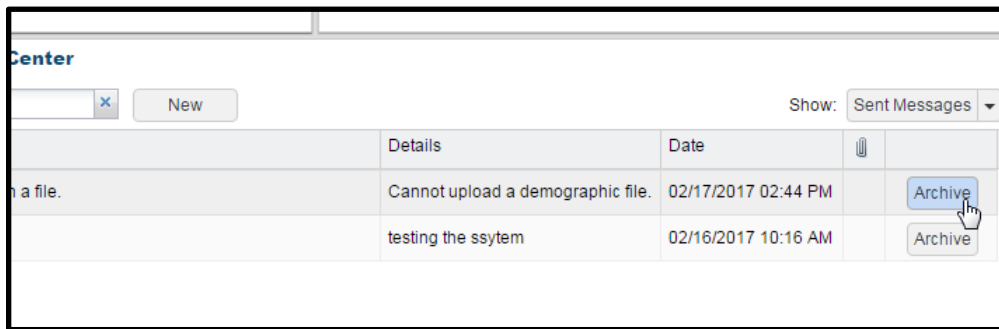
Changing your view to **Archived Messages** will allow you to see all archived messages.
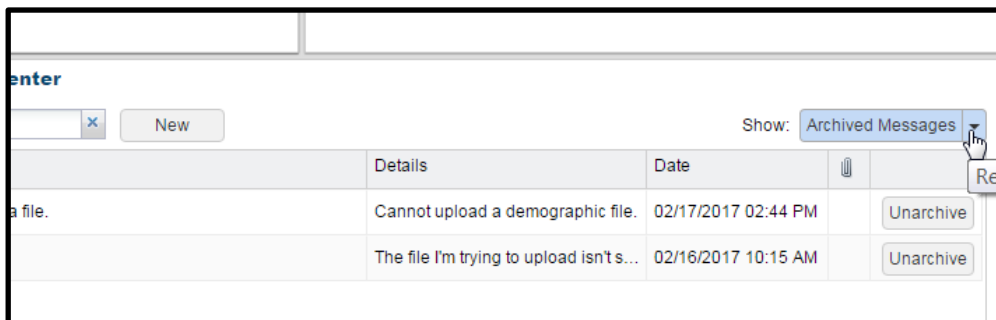
You can return any archived message back to its original folder (sent items in the sent box, received items in the received box) by clicking on the **Unarchive** button.

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AASIS EMPLOYER USER TASKS

- Verifying Prior Membership

- Viewing Employee Roster and Member Information

- Reviewing Employee Information

- Uploading Documents for a Member in ESS

- Creating an Adjustment Work Report Manually

- Uploading a Payroll File Import for Adjustment Reports

- Correcting Errors in an Import

- Submitting an Adjustments Work Report

- Purchasing USERRA Service on Behalf of an Employee

- Producing Contribution, Payment, and Exception Reports

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AASIS Employer User Functions

This section of the handbook contains instructions for AASIS Employer Users. This role will handle human resources and payroll functions but will not handle user or employer maintenance functions. You will be able to perform the following functions in COMPASS ESS:

- Verifying Prior Membership
- Viewing Employee Roster and Member Information
- Reviewing Employee Information
- Uploading Documents for a Member in ESS
- Creating an Adjustment Work Report Manually
- Uploading a Payroll File Import for Adjustment Reports
- Correcting Errors in an Import
- Submitting an Adjustments Work Report
- Purchasing USERRA Service on Behalf of an Employee
- Producing Contribution, Payment, and Exception Reports

Human resources functions in COMPASS ESS have been streamlined to make it easier and more efficient for member enrollment and information maintenance. You no longer submit paper forms to APERS to enroll employees or to change employee information, such as addresses. These tasks are handled through daily demographic import files from AASIS which provide the employees' demographic and employment information. You also will have access to an enhanced, online verification tool to assist with determining whether your new employee is eligible for employment.

In the enrollment process, employees will be responsible for designating beneficiaries, either online through COMPASS Member Self-Service (MSS) or by submitting a form available from APERS.

Regular payroll functions continue to be automated. The reporting tasks are handled through bi-weekly compensation and service import files from AASIS. You also have access to on demand reports available to help you review contribution, payment and exceptions information for reporting transactions.

Adjustment reporting can be handled through COMPASS ESS in many instances. Adjustment reporting is used to make changes to previous pay periods for cases of delinquent service (late enrollments), payroll errors, erroneous membership, and wage settlements.

Membership Eligibility Rules

APERS

General Information

Membership in the Arkansas Public Employees Retirement System (APERS) is mandatory for employees of APERS employers that are hired with the intent of working at least 90 consecutive calendar days, work at least 80 hours per month during a period of 90 consecutive calendar days, and earn at least the federal minimum wage. There are no age restrictions to eligibility for membership. These requirements apply to active members, DROP participants, and rehired retirees.

Members of APERS-covered systems cannot be members of another Arkansas state-authorized retirement system, with the exception of members of the General Assembly, volunteer firefighters, and certain LOPFI participants.

Return from Retirement

Members who never participated in the DROP may return to work for a public employer in Arkansas, after 180 days of their effective retirement date, but they can't again become members of APERS and receive service credit to further increase their retirement benefit. Employers must submit enrollment forms for rehired retirees because they must submit ER contributions for them.

A member who enrolled in the DROP on or after March 1, 2011 and retired out of DROP may not return to work in a position covered by a state-authorized retirement plan.

An APERS member who retires on disability cannot return to work for an APERS-covered employer.

ASPRS (State Police)

General Information

Membership in ASPRS is mandatory for State Police officers and the Director. Other Department of State Police employees are members of APERS. Tier I includes all officers hired before April 3, 1997. Tier II includes all officers hired on or after April 3, 1997.

Return from Retirement

An ASPRS member may be able to return to work for a public employer in Arkansas and still receive disability benefits. Upon a disability retiree's return to the employ of the department, the member's credited service at the time of his or her retirement shall be restored to the member's credit. The member shall be given service credit for the period he or she was receiving a disability pension if within that period he or she was receiving workers' compensation because of department employment.

Concurrent Employment

If an employee works at the same time for two or more employers that are covered by different state sponsored retirement systems, that employee cannot be a member of both systems. Exceptions are members of the General Assembly, volunteer firefighters, and those persons who have dual full-time employment in separate positions covered by the Arkansas Public Employees Retirement System and the Arkansas Local Police and Fire Retirement System respectively.

If an employee is employed in two or more positions that are covered by APERS and that person meets the eligibility requirements, the member must be reported to APERS by both employers.

Verifying Prior Membership

The purpose of this function is to allow you to determine if a new employee has previously been a member of APERS.

From the **Home** screen, select **Verify Prior Membership** under **Quick Links**.
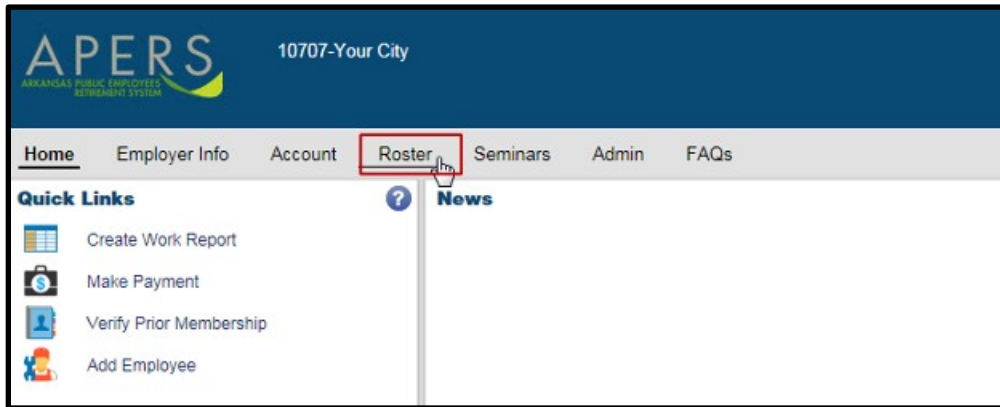
The first step will be to search for the member in COMPASS ESS to determine if the employee has prior membership in an APERS system and, if so, is the employee allowed to return to work for an APERS-covered agency.

Step 1: Search

To begin the search, you will enter the employee's Social Security Number (SSN), date of birth, and start date. You will also select the employee's **Reporting Group** and **Job Category** from drop-down menus.
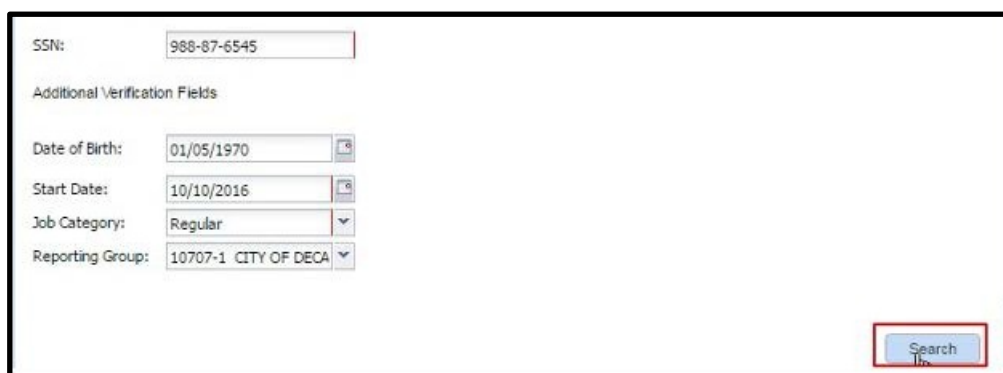
Once you have completed your entries, click on the Search button to move to step 2, **Verification**.

Step 2: Verification

When you click **Search**, COMPASS ESS will display a screen that will list one of four possible outcomes for the employee's membership in an APERS system.

Outcome 1: Information Does Not Match

The first possible outcome is that the SSN entered matches the SSN of an existing member, but the birth date entered does not match the birthdate of the existing record, a message will be displayed, stating the following: "The SSN entered matches the SSN of an existing member, but the birth date does not match. Please enter the correct birth date for the member." This requires entry of the correct birth date before you can proceed to the next step.

Outcome 2: Not Eligible

The next possible outcome is that the employee is not eligible to return to work for an APERS-covered employer. If the SSN and birthdate entered matches the SSN and birthdate of an existing member but the member is not eligible to return to work based on the member's past membership information and the **Job Category** and **Start Date** entered in Step 1, COMPASS ESS will display the reason why the member cannot return to work.

Outcome 3: Eligible

If the SSN and birthdate entered matches the SSN and birthdate of an existing APERS member, and the member is eligible to return to work based on past membership information and the **Job Category** and **Start Date** entered in Step 1, COMPASS ESS will display the member's information and allow you to proceed to the next step.

Outcome 4: Does Not Exist

The final possible outcome is that the SSN and birthdate do not match that of an existing APERS member. COMPASS ESS will display a message that states the following: "This person does not appear to have an APERS record.". You will be able to proceed to the next step to add your new employee as an APERS member.

Viewing Employee Roster and Member Information

The purpose of this function in COMPASS ESS is to allow you to view member information on your APERS **Employee Roster**. This section describes the steps required to navigate to the **Employee Roster** and apply filters to view specific member information.

From the COMPASS ESS **Home** screen (or any screen in COMPASS ESS), click on the **Roster** tab to get to your APERS **Employee Roster.**
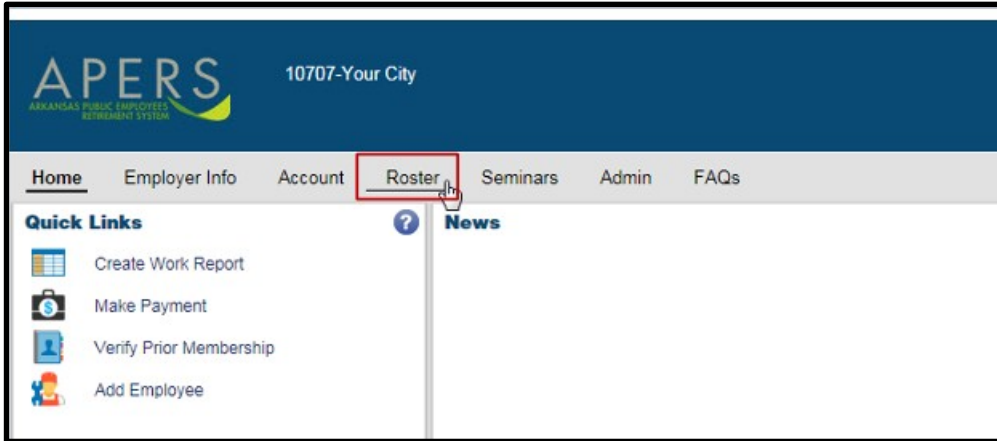
The **Roster** screen will default to a view of all active employees from all your agency's reporting groups. If your agency has multiple reporting groups, you can choose a reporting group in the **Nickname** dropdown. You may also filter the roster grid by using the **Search** field or limit the results by filtering by **Status** (active, inactive, etc.).
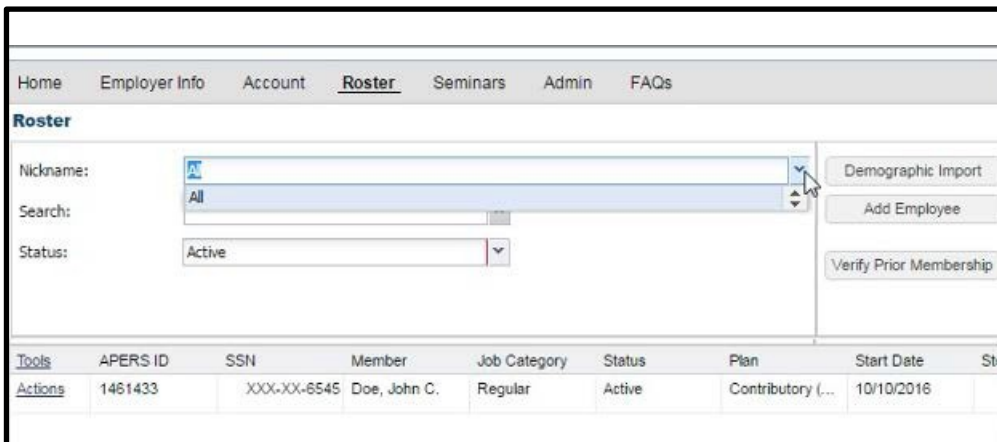
From the Roster grid, you can perform the actions listed below:

- Review employee information
- Verify prior APERS membership
- Review an employee's file history

Each of these actions are discussed in this handbook.

Reviewing Employee Information

The purpose of this function in COMPASS ESS is to allow the employer to view a specific employee's employment information, demographic information, documents, and/or work history.

From the COMPASS ESS **Home** screen (or any screen in COMPASS ESS), click on the **Roster** tab to navigate to your employee roster.
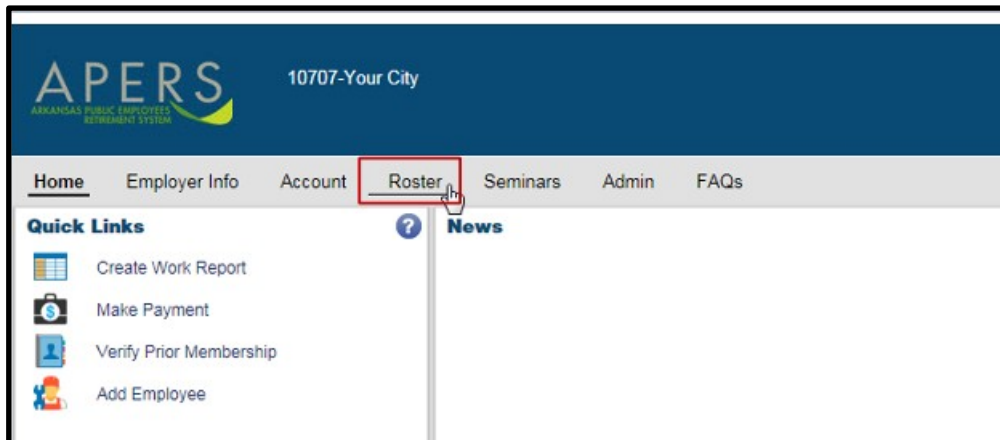
Select the **Actions** link next to the employee you wish to review, then select **Review Employee Information** from the drop-down menu.
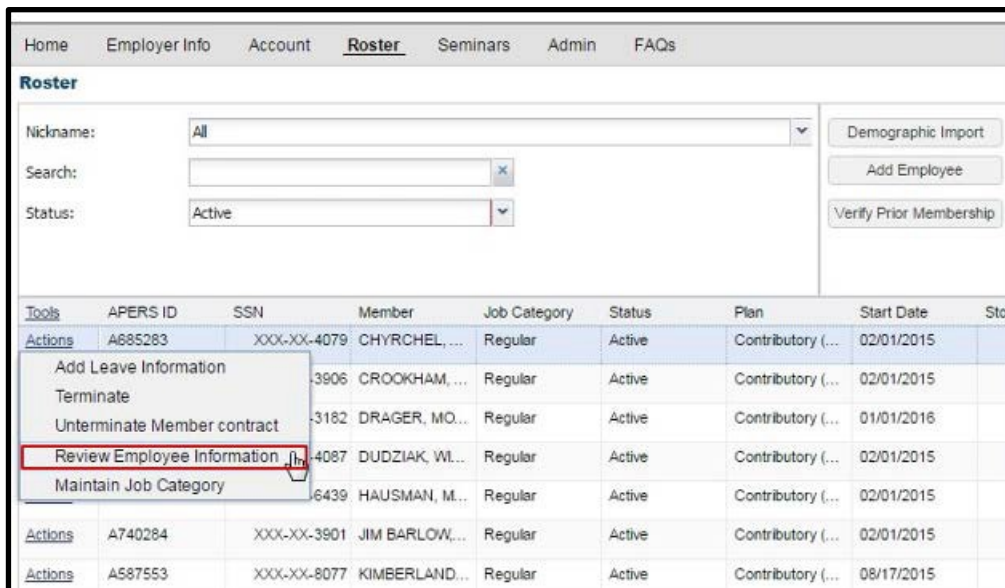
There are four areas available for you to review.

1. **Employment Information** allows you to view employment records for the selected employee.

2. **Demographic Information** displays information such as address, date of birth, member status, etc.

3. **Member Documents** allows you to view any proof documents that have been uploaded to the member's file, such as birth certificate.

From the **Member Documents** screen you may also upload member documents by clicking on the **Attach a Document** button. For more information, see **Attaching a Document**.

4. **Work History** allows you to view work history records for this employee.
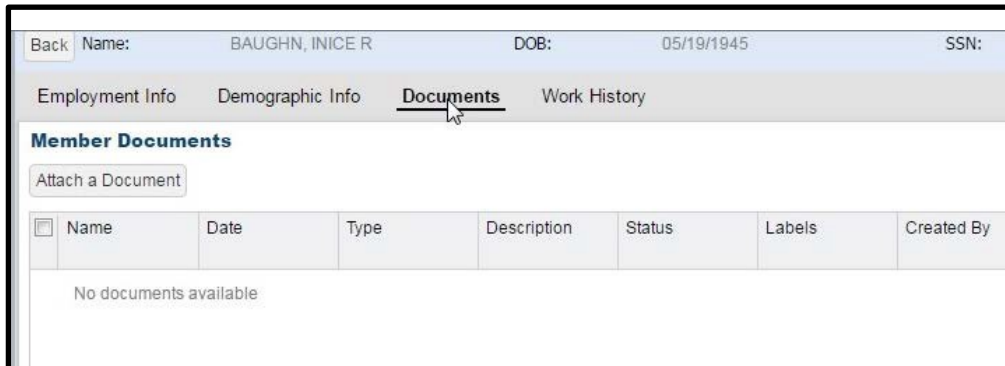

To return to your employee roster, click on the **Back** button.

Uploading Documents for a Member in ESS

The purpose of this function in COMPASS ESS is to allow an employer to upload scanned documents for members, such as a military discharge form for a USERRA service credit purchase.

From the COMPASS ESS **Home** screen (or any screen in COMPASS ESS), click on the **Roster** tab to open your APERS employee roster.

Select the **Actions** button next to the member you wish to add a document to. From the drop-down menu select **Review Employee Information**.
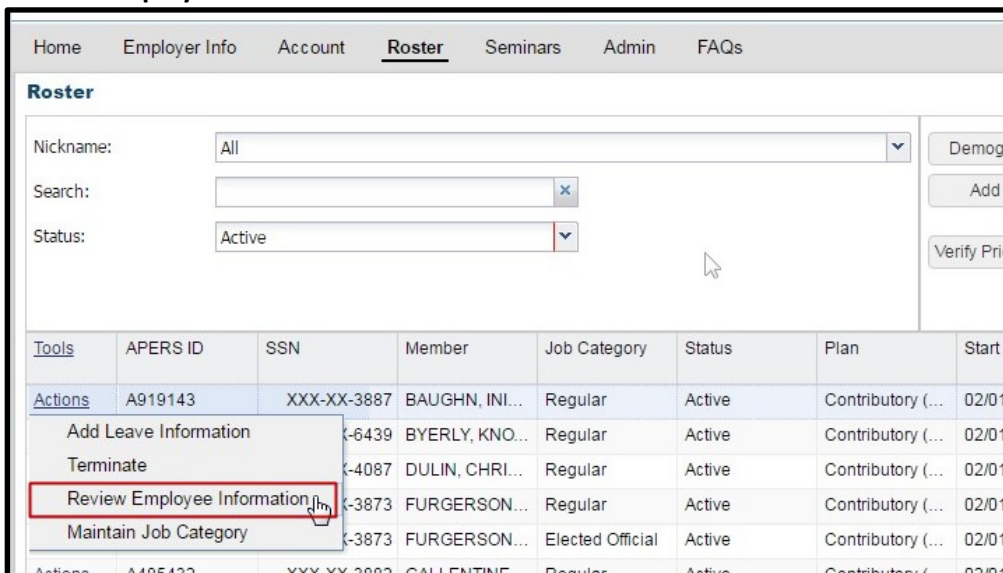
The **Employee Information** screen will open.
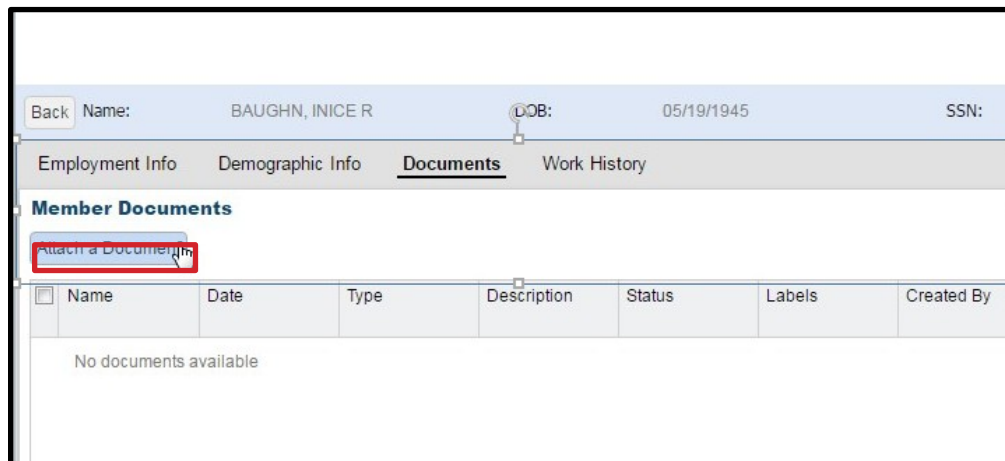
From the Employee Information screen select the **Documents** tab.
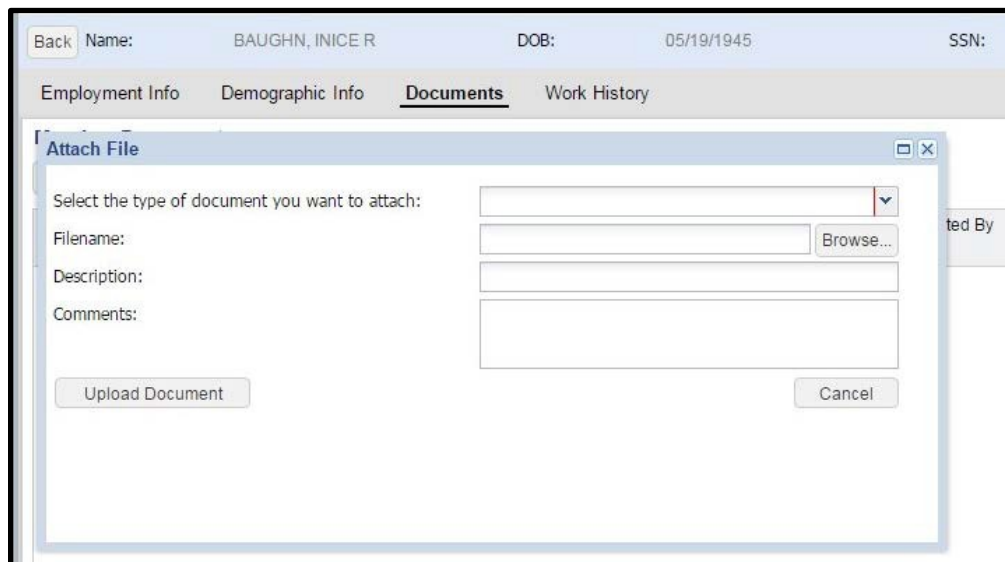
From the **Documents** screen, click on the **Attach a Document** button.
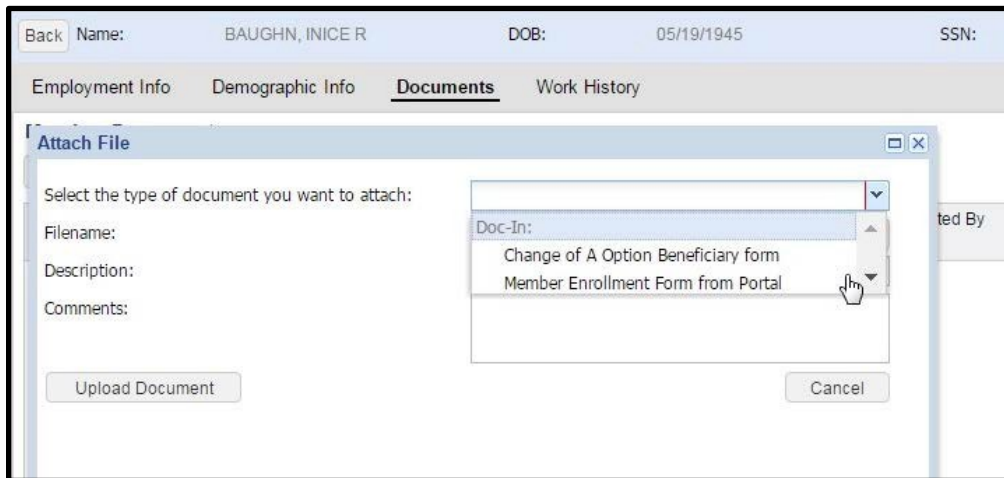
This will open the **Attach a File** wizard.

Select the type of document you want to attach from the drop-down menu.

Click on the **Browse** button to locate the file you wish to attach.

Enter a description in the **Description** field. You can also add a comment, but is not required.

Click on the **Upload Document** button.

You will receive a message that your document was successfully uploaded. Click on the **Close** button to close the **Attach File** wizard.

The new document will be added to the member's file. Click on the **Back** button to return to the **Roster**.

Creating a Work Report Adjustments Report Manually

The purpose of this function in COMPASS ESS is to adjust a previously submitted compensation and service report. An employer may make adjustments to any work report that was created in COMPASS ESS. To adjust a work report that was created prior to COMPASS ESS (i.e., prior to March 2017), please contact your APERS Employer Services representative.

From the COMPASS ESS **Home** screen (or any screen in COMPASS ESS), click on the **Account** tab to bring up your **Account** screen.
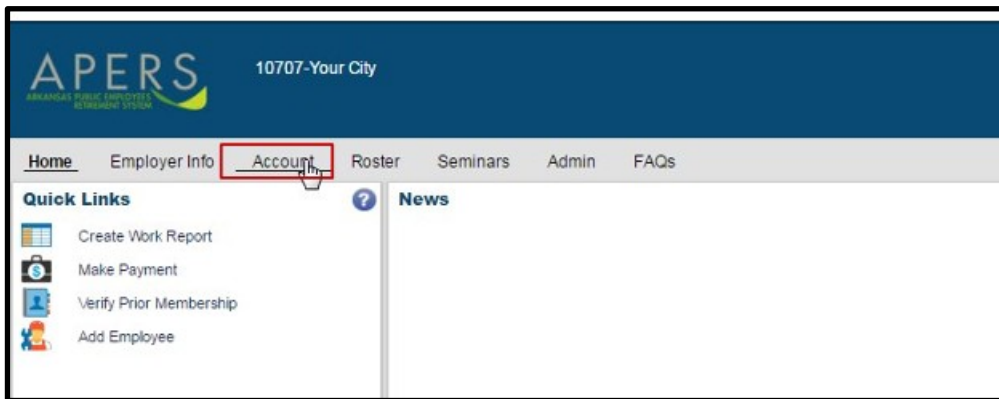
From the **Account** screen click on the **Adjustment Report** button.
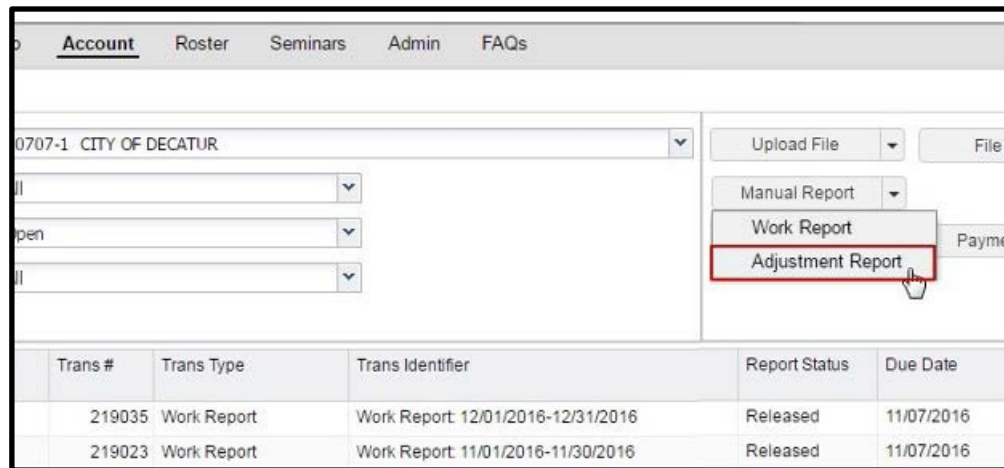
This will bring up the **Generate Adjustment Report** wizard.
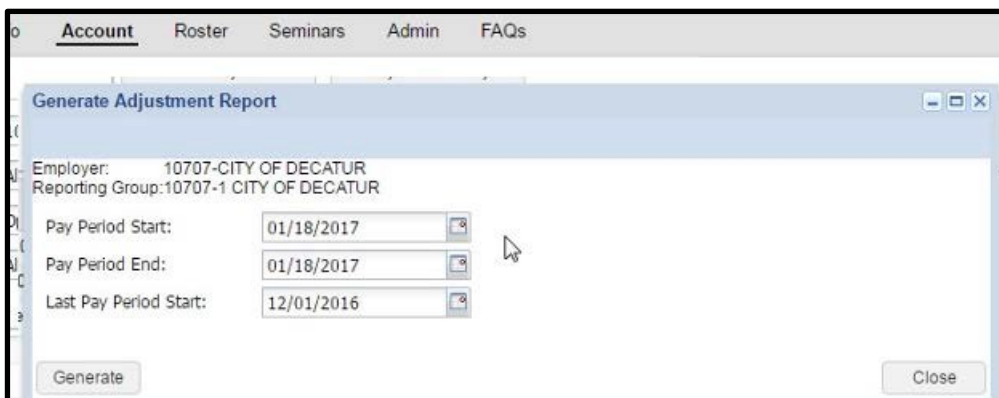
The **Generate Adjustment Report** wizard will open and you will need to supply the Pay Period Start, Pay Period End, Last Pay Period Start dates. These fields are adjustable using the drop-down menus beside the date. When you are satisfied with the dates, click on the **Generate** button.

The **Adjustment** screen will open on the **Summary** tab.

Select the **Adjustment Reason** from the drop-down menu. Once your selection is made, click on **Apply**.

Click on **Detail** to go to the **Detail Screen**.
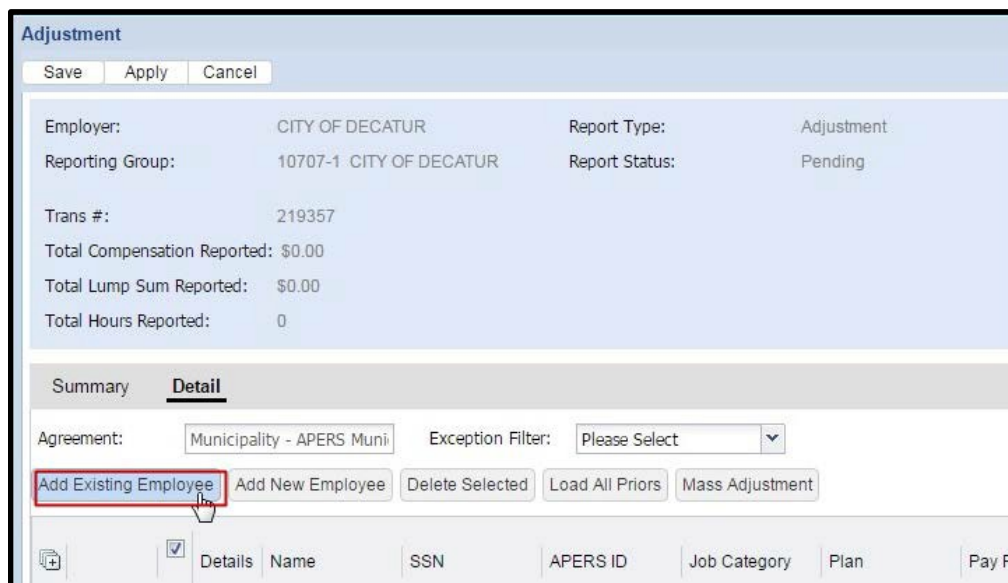
Add Existing Employee

From the **Detail** screen, you can adjust the transactions by **Add Existing Employees** to the report.
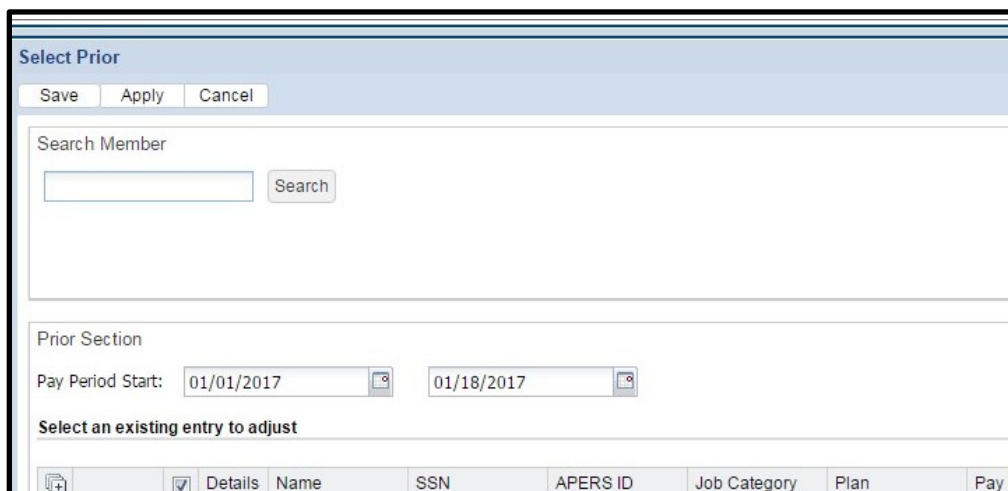
Clicking on the **Add Existing Employee** will launch the **Select Prior** screen.

You can search for an employee and correct previously reported information.

Selecting a result from the search will add an entry under the **Select an existing entry to adjust** area and one under the **Creating a new entry**.

We will look closer at **Select an existing entry to adjust** and **Create a new entry** in another section.

When you have completed adding an existing employee, click on **Save.**

Add New Employee   49

From the **Detail** screen, you can add a new employee to the report by clicking on the **Add New Employee** button.

This will open the **Add Employee** wizard.

When you have completed adding a new employee, click on **Save.**

Delete Selected

The third adjustment you can make is to delete employees from the adjustment report.
Check off the employee(s) you wish to delete from the report and click on the **Delete** button.

You will receive a delete confirmation message. Click **Yes** to delete the selected records from the report.

When you have completed deleting employee entries, click on **Save.**

Load All Priors

The **Load All Priors** button will add all work report details that are within the report start date and the report stop date range of the **Adjustment Report**.

Select the Pay Period Start and End dates and click **OK**.

You can edit the results, such as selecting any entries you would like to delete, prior to using the **Delete Selected** option.

When you have completed editing the selected records, click on **Save.**

Mass Adjustment

Clicking on the **Mass Adjustment** button will open the **Mass Adjustment** wizard. Mass adjustments will be covered in a separate section.

When you have completed all adjustments, click on the **Save** button.

You will see the new report on the account transaction grid.

Uploading a Payroll File Import for Adjustments Reports

The purpose of this function in COMPASS ESS is to upload a report to adjust a previously submitted work report.

From the COMPASS ESS **Home** screen (or any screen in COMPASS ESS), click on the **Account** tab to bring up your **Account** screen.
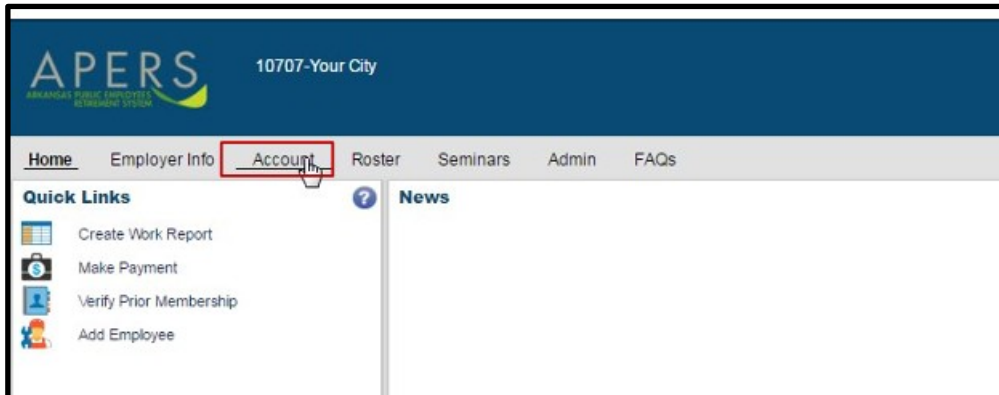
From the **Account** screen click on the **Upload File** button and then select **Payroll File Import for Adjustment Reports** from the menu.
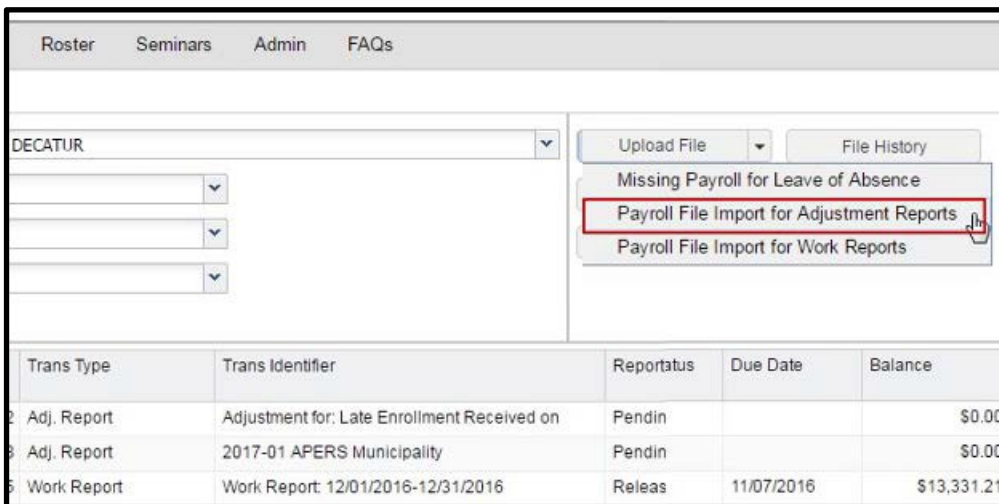
The **Upload Payroll File for Adjustment Report** pop up will open.
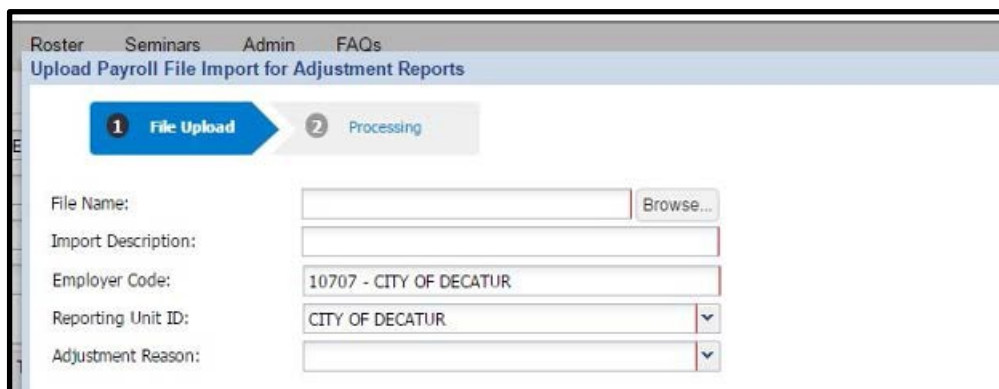
Step 1: File Upload

From the **Upload Payroll File for Adjustment Report** pop up you will browse for the payroll file you wish to upload. Enter a description for this import.

Choose a reason for the adjustment from the drop-down menu and click on the **Next** button to proceed to **Step 2: Processing.**

Step 2 Processing

You will receive a message indicating the outcome of the import.

To view the details of the import, click on **Details**.

From the **Details** screen click on **Close** to return to the **Account** screen.

The new adjustment report will appear in the **Transaction Grid**.

Correcting Errors in an Import

The purpose of this function in COMPASS ESS is to allow you to correct errors in an import file you have uploaded. If an import file was uploaded with errors, a validation message generates instructing you to view the errors by clicking the **Errors** button.

Possible error conditions include the following:

Validation	Trigger Conditions	Message
Report Start Date Required	If report start date has not been entered	Please provide start date.
Report Stop Date Required	If report stop date has not been entered	Please provide stop date.
Report Start Date Already Exists for Unreleased Report	If report start date falls within the report period of an existing work report that is in a status of Draft or Submitted	An unreleased work report exists for the same period.
Report Start Date Already Exists for Released Report	If report start date falls within the report period of an existing work report that is in a status of Released	The work report cannot be generated because a work report for this reporting period has already been released.
Report Start Date	If report start date is more than 30 days after current date	The employer user cannot create a report if the Report Start Date is more than 30 days after the current date.
Report Start/Stop Date Order	If report start date is greater than report stop date	Start Date cannot be after the stop date.
Paycheck Date Required	If paycheck date has not been entered	Paycheck Date: This field is required.
Payroll Processing Date Required	If report stop date has not been entered	Payroll Processing Date: This field is required.

If you upload a work report that contains errors, you will receive an error message. Click on the **Error** button at the bottom right of the screen to display the **Details** screen to view the error(s).
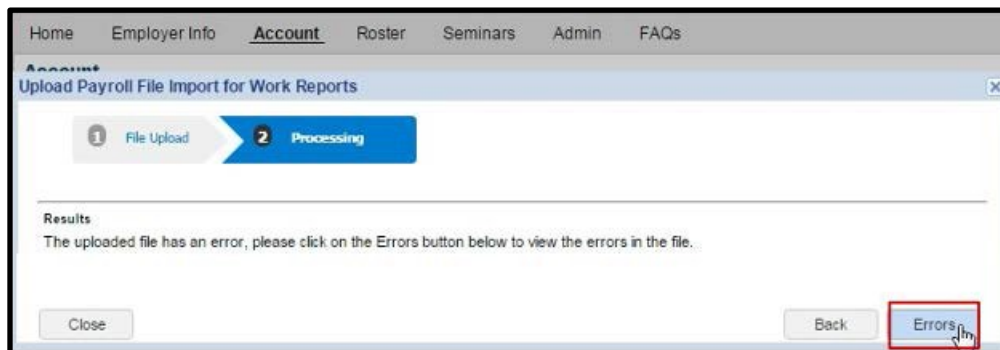
Clicking the **Error** button brings you to the **Details** screen. You will see the error listed. For more information about the error, click on the **Action** button and select **Show Errors**.

The **Import Errors and Exceptions** screen provides information about the error. Once you have reviewed the information about the error, click on the **Close** button to return to the **Detail** screen to correct the error.

On the **Details** screen you can directly edit the field that needs to be corrected. Click on the field and make the necessary corrections, then click on **Save** to save your changes.

Once you have saved your corrections, click on the **Process** button to reprocess the saved file.

The error message will clear. Click on **Close** to return to the **Account** screen.

The corrected file will appear in the work report list for submission.

Submitting an Adjustments Work Report

Adjustment report transactions are created with a **Report Status = Pending**. Submitting the report updates the report status to **Submitted**. The purpose of this function in COMPASS ESS is to submit an adjustment report to APERS for processing.

From the COMPASS ESS **Home** screen (or any screen in COMPASS ESS), click on the **Account** tab to bring up your **Account** screen.
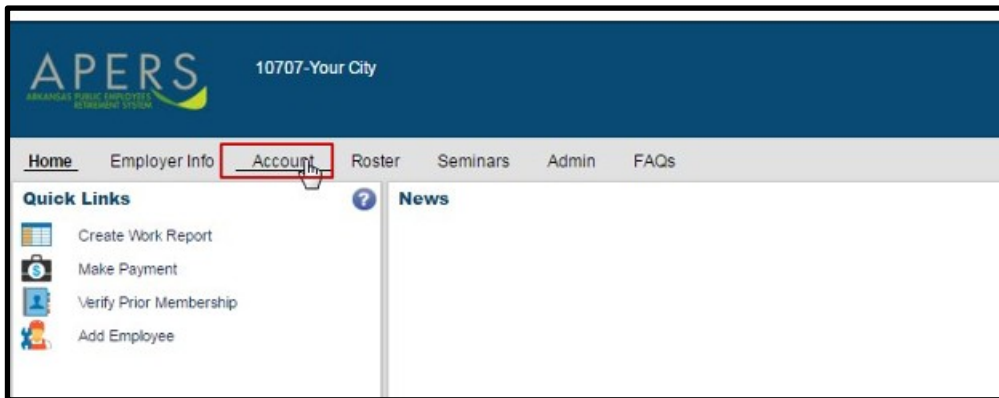
Click on the **Actions** link next to the appropriate report and then select **Submit Report** from the drop-down menu.
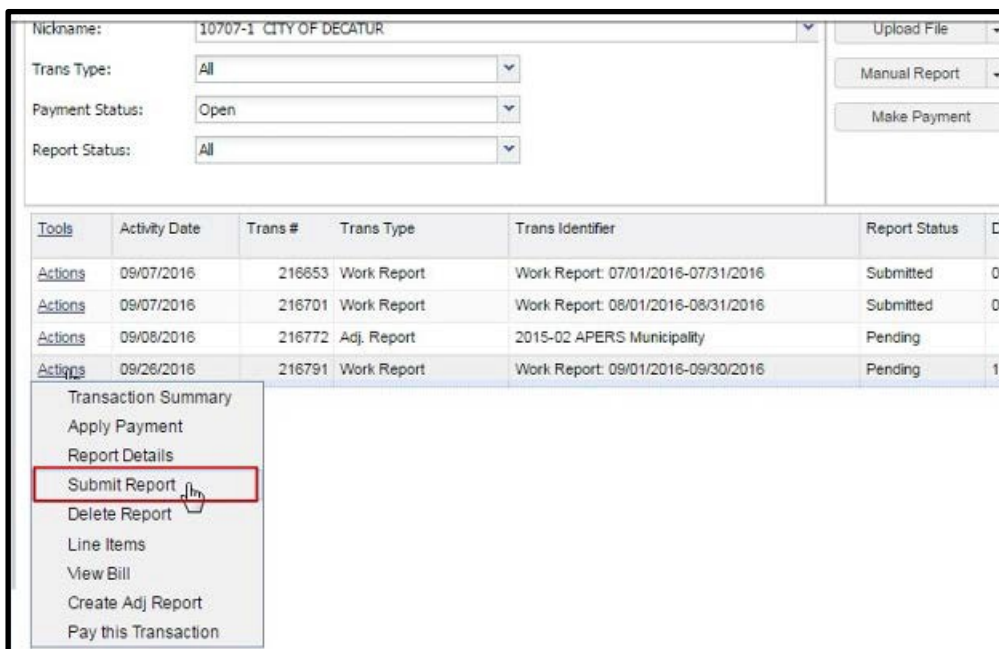
A confirmation message appears asking you to confirm submission. Click on **Yes** to continue submission or **No** to cancel submission of the report.
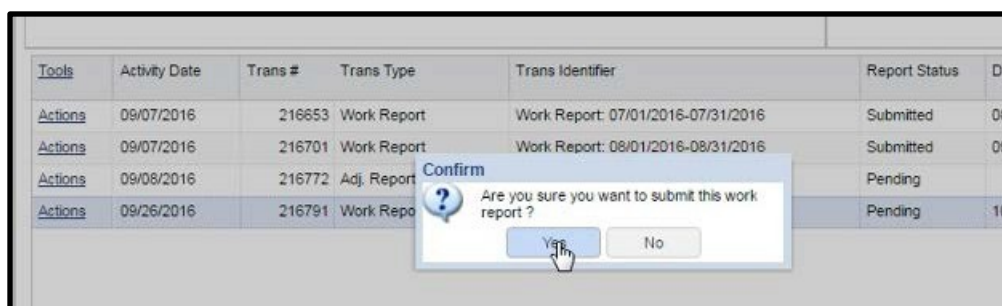
Once you confirm submission, the status updates to **Submitted** and a confirmation message displays.
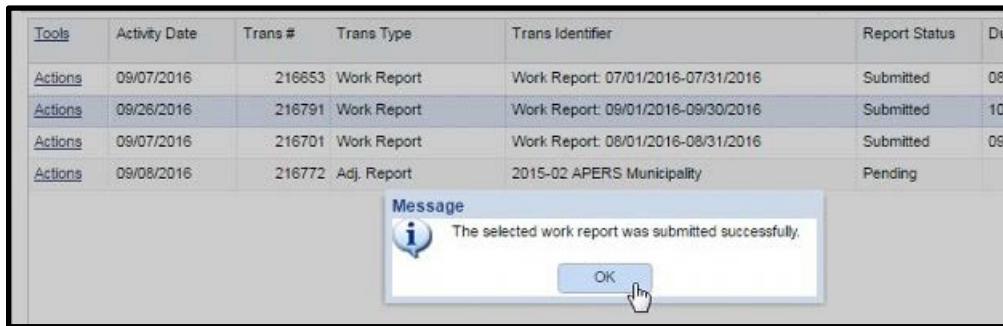
Click **OK** to continue. You will be able to view the submitted report in the work report list.
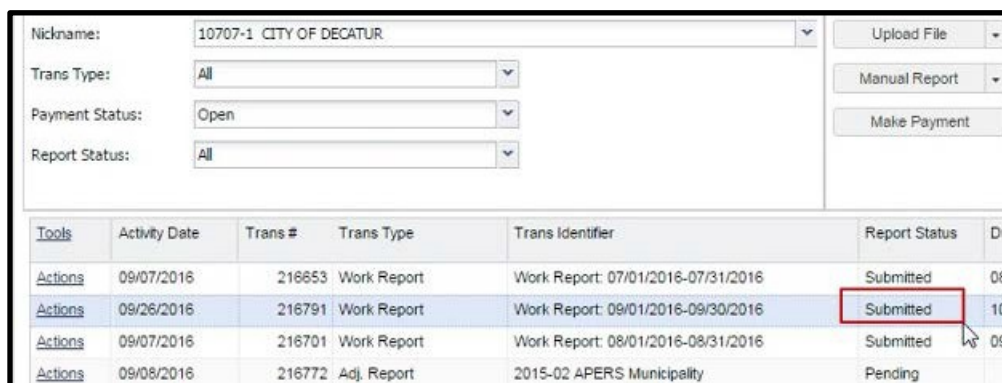
Once the report is submitted, no changes may be made.

If you determine you need to make changes to a submitted report, contact your APERS Employer Services Representative to have the status moved back to pending. Once that's done, you may edit the report and resubmit.

Viewing Account Transactions

The **Account** tab displays all transactions associated with a specific reporting group and will allow you to filter and review your account information. You can access this information from the COMPASS ESS **Home** screen (or any screen in COMPASS ESS) by clicking on the **Account** tab.
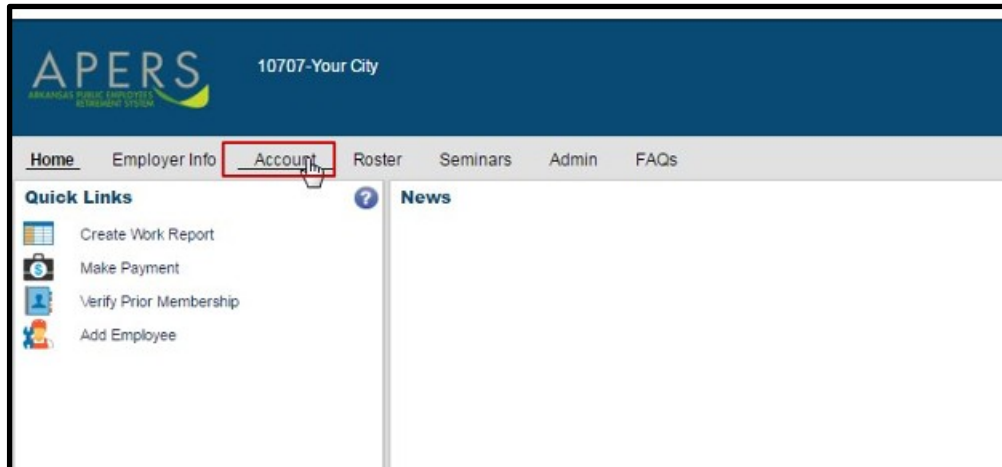
There are various filters you can use to narrow down the search for a specific transaction or range of transactions.

The information will default to your primary reporting unit. If your agency has multiple reporting units, choose a **Reporting Unit** in the **Nickname** drop-down.

The lower part of your **Account** screen is the **Activity Grid**. It is a list of transactions and reports you have produced in COMPASS ESS, each of which you can open and work with or review. You can "filter" the items displayed on the grid so that you can more quickly find the data you are interested in. Filtering shows only items in the category you select and hides everything else. You can set your filter for the following categories:

Filter by **Transaction Type**:

- All
- Adj [Adjustment] Report
- Interest
- Payment*
- Work Report*
- All Work Reports*

Filter by **Payment Status**

- All
- Closed
- Open

Note that you can use these filters to refine results produced by the **Transaction Type: Payment** filter above.

Filter by **Report Status**

- All
- Pending
- Submitted
- Released

Note that you can use these filters to refine results produced by the **Transaction Type: Report** filters above.

You may also click on the **Actions** link next to a specific transaction to view information about the transaction. Your choices on the Actions menu will vary depending on if the report status is "Submitted" or "Pending".

For reports that have been **Submitted**, you may view the **Transaction Summary** or **Report Details**.
For a Report with a **Pending** status you will also have the options to **Submit Report** or **Delete Report**.

Using File History

The purpose of this function in COMPASS ESS is to access previously imported files. From the **Home** screen (or any screen in COMPASS ESS), click on the **Account** tab to access your **Account** screen.
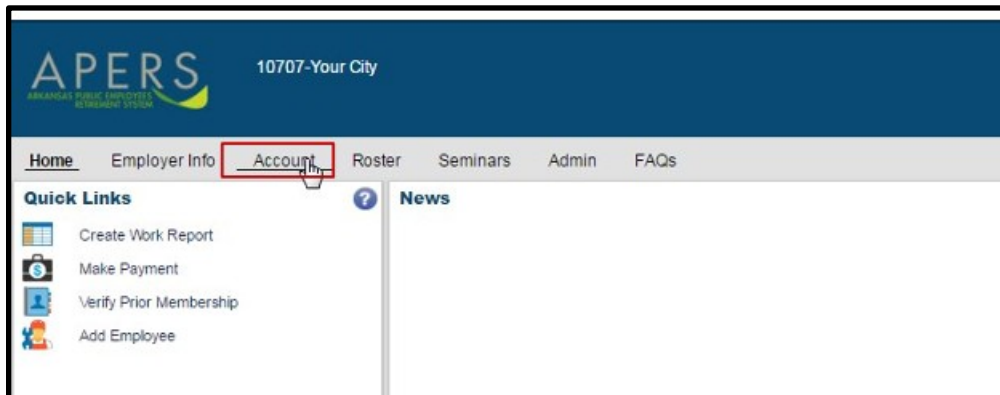
Click on **File History** to display the **File History** pop-up screen.
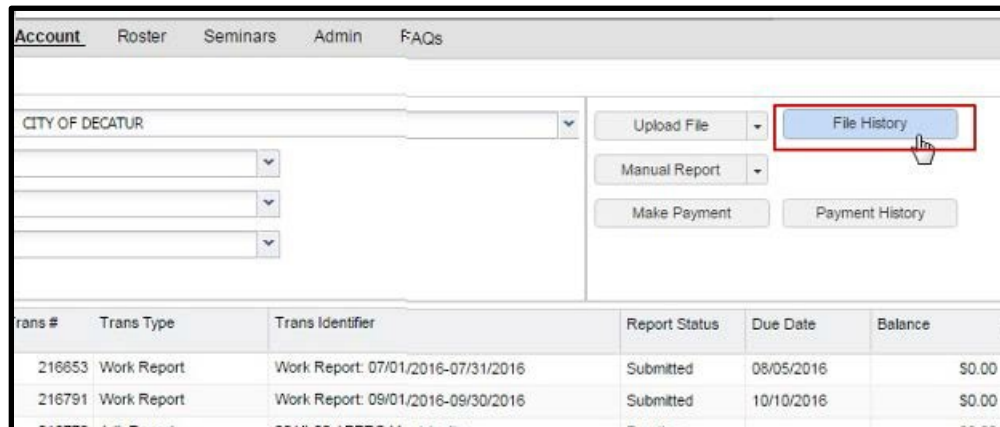
The **File History** screen displays activity for the reporting group selected on the **Account** screen.
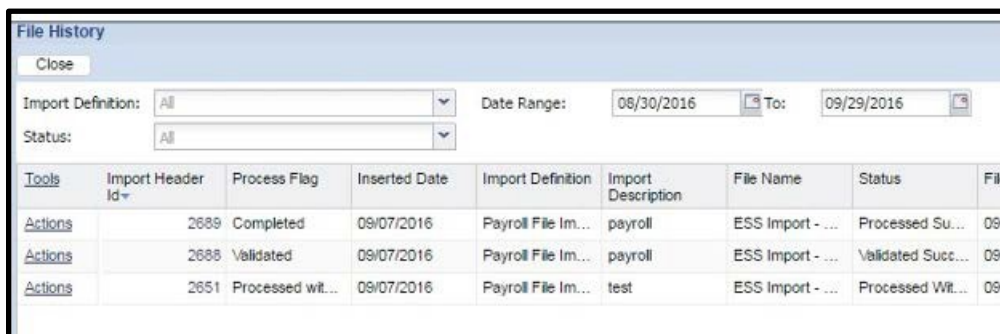
You can filter the records by their **Import Definition**:

- All

- Missing Payroll for Leave of Absence

- Payroll File Import for Adjustment Report

- Payroll File Import for Work Reports

You may also filter based on the **Status** of the work reports listed:

- Not Processed

- Validated Successfully

- Validated with Errors

- Processed Successfully

- Processed with Exceptions

- Processed with Errors

- Voided

- Approved

- Uploaded Successfully

- Uploaded with Errors

- Reverse Successful

- Reverse Error
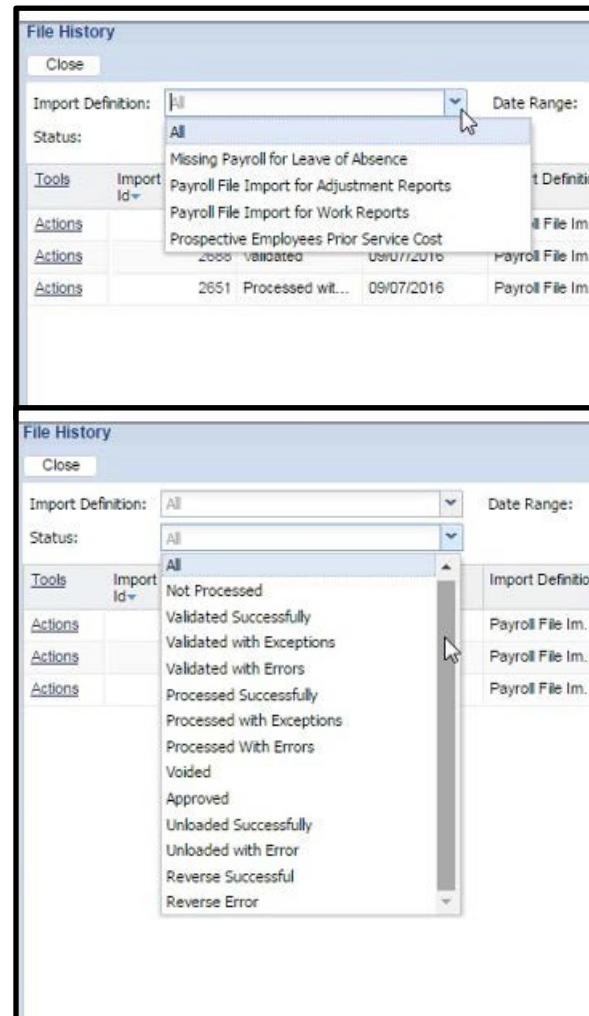
You may also filter based on a **Date Range** by selecting the beginning and ending dates from the drop-down calendar.

To perform an action on a previously uploaded file, click the **Action** link and select one of the following:

Action	Description
Validate	Revalidates a file. Any records from the upload that have not already been processed successfully will be revalidated. This action is only available for files with records that have not been processed.
Details	Displays the details of a file.
Process	Processes a file. Any records from the upload that have not already been processed successfully will then be revalidated and reprocessed. This action is only available for files with records that have not been processed.
Void	Voids a file. This action is only available for files with records that have not been processed.
Download	Downloads a file from COMPASS ESS to your computer.

USERRA Purchase

This process is used for employers to purchase APERS service on behalf of their employees under the Federal Re-Employment Act (USERRA). Employers (as required by law) must pay the ER contributions for the period of time the member was out of the office due to military leave. Contributory members must pay their contributions to the employer prior to the purchase being made.

To be eligible for USERRA, the member must have returned to APERS-covered employment after discharge and provide proof of military service in the form of a DD-214 or equivalent document. If the member has multiple deployments, the eligible amount is the total time of all deployments, as indicated by the DD-214. Members who had tours of duty at different times must submit the DD214 form(s) indicating dates of service and not just total service counted by the military. The member must provide:

• Proof of re-employment by an APERS agency.
• Proof of military service in the form of a DD-214 or equivalent document

Through COMPASS ESS, you may:

• Request a USERRA purchase
• Pay for a USERRA purchase
• Upload proof documents

Please contact your APERS Employer Services representative if you have questions regarding the USERRA process or eligibility.

From the **Home** screen (or any screen in COMPASS ESS), click on the **Account** tab to access your **Account** screen.
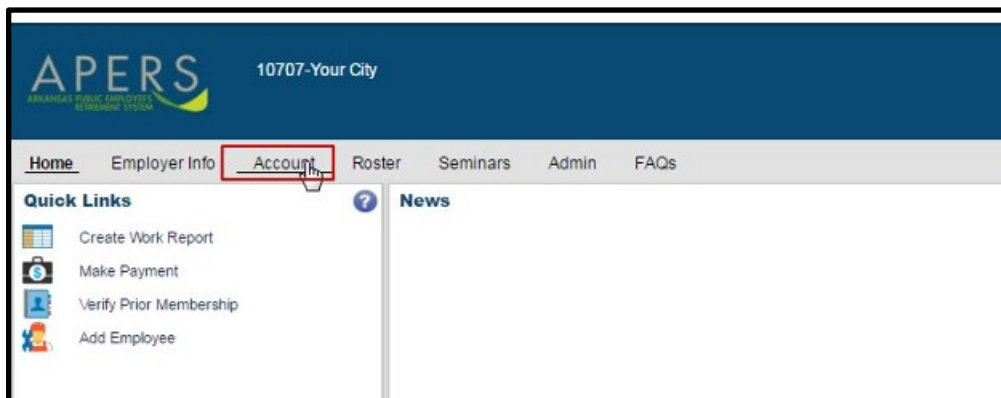
Click on **Upload File** and select **Missing Payroll for Leave of Absence**.

For the import, use the employee SSN as a parameter and include the pay periods, salary and hours for the USERRA period.

When you have completed the file import, upload the member's DD-214 or equivalent document (see section on Attaching a Document**).**

From the **Select the type of document** you want to attach drop-down, select **File Exchange**

In the **Description** field, enter "DD 214."

APERS will review the import for exceptions and process it, and verify the service period on the member's DD-214. APERS will then calculate the cost based on the information uploaded. Once APERS uploads the invoice to COMPASS ESS, it will appear in your list of open transactions and you may pay it using the standard payment procedure.

COMPASS ESS Reports

There are a number of reports that are available from COMPASS ESS:

From the **Home** screen (or any screen in COMPASS ESS), click on the **Account** tab to access your **Account** screen.
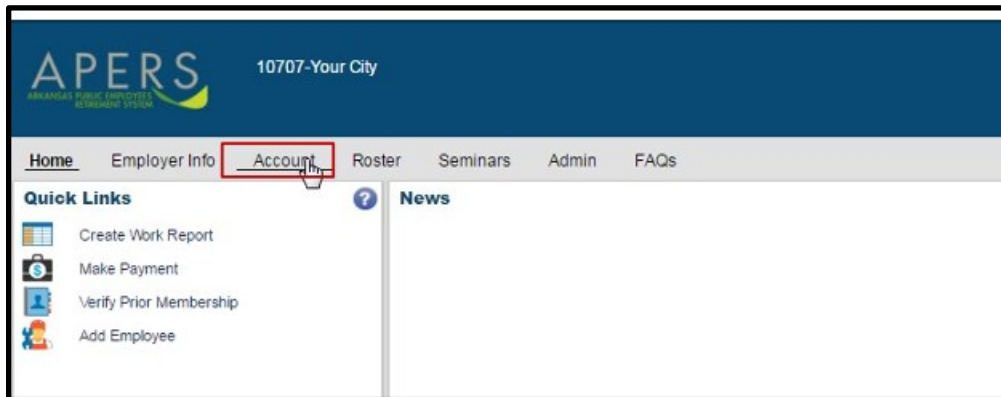
From the **Account** screen, select the transaction record for which you wish to run reports. Click on **Tools** and select **Reports**. This will open the Reports Submenu and display available reports for the selected transaction.
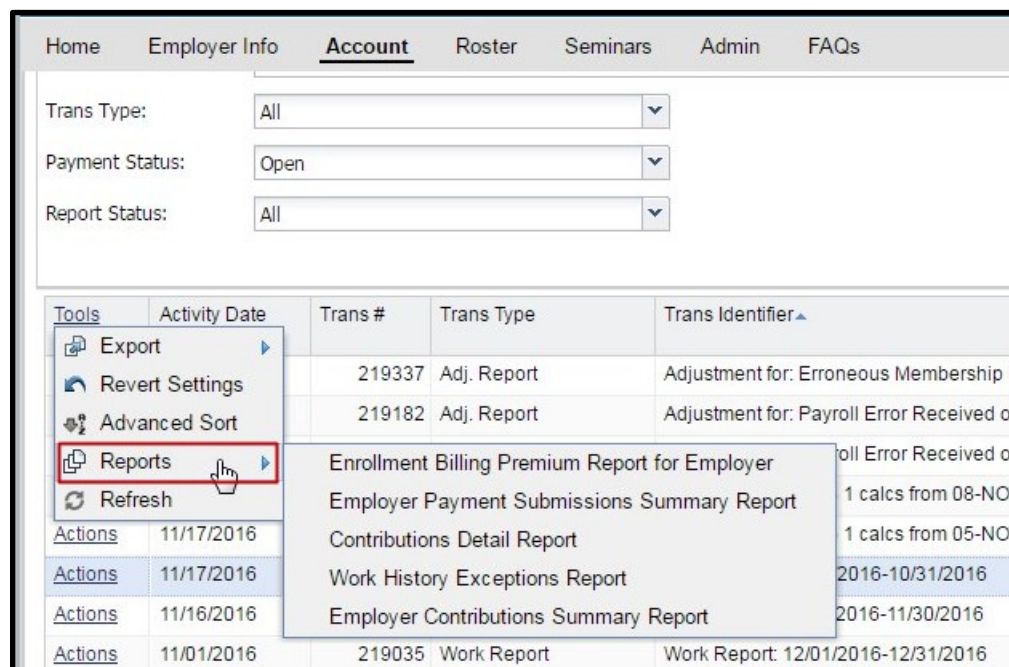
AVAILABLE REPORTS
The following reports are available for a transaction record.

Enrollment Billing Premium Report for Employer - (TBD)

Employer Payment Submissions Summary Report

This report displays the payment submission details for a specific employer, for a specified payroll month, quarter or fiscal year. The purpose of this report is to monitor Employer Account activity with regard to payments. It is available to run on an ad hoc basis by employers from the ESS Accounts page. The report will display the total of approved applied payments for the month, quarter, and year in which the originating payment occurred, similar to how the details appear on the actual account.

Contributions Detail Report

This report provides employer and employee contributions detail by member. The purpose of this report is to monitor account activity with regard to contributions.

Work History Exception Report

This report displays the summary of all the exceptions from the submitted work history report. The purpose of Work Report Exception is to view the exceptions identified by the system for any Earnings and Service Report or Earnings and Service Adjustment Report processed in COMPASS ESS.

Employer Contributions Summary Report

This report displays the summary of all the Employer contributions made for a specified payroll month, quarter or fiscal year. The purpose of this report is to monitor Employer Account activity regarding contributions. It is available to run on an ad hoc basis by employers from the ESS Accounts page or from the Employer Reporting group tab. The report will display the transaction that kicked off the report, as well as the total of approved earnings and service reports for the month, quarter, and year in which the transaction occurred, similar to how the details appear on the actual account.

The reports are in a PDF format and can be downloaded or printed from the viewing screen.

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AASIS EMPLOYER ADMINISTRATOR TASKS

- AASIS Employer Administrator Functions

- Creating New Users

- Maintaining Employer Address

- Maintaining Employer Contact Information

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Employer Administrators

AASIS Employer Administrator Functions

This section of the handbook contains instructions for employer administrators. If you will be handling employer administrator responsibilities for your organization, you will have the COMPASS ESS security profile **AASIS Employer Administrator** and will be able to perform all COMPASS ESS functions, including those assigned to other roles:

AASIS Employer Administrator Functions

- User Creation in ESS
- User Registration in ESS
- Maintaining an Employer Address
- Maintaining Employer Contacts

AASIS Employer User Functions

- Viewing a Member Roster and Member Information
- Review Employee Information
- Uploading Documents for a Member in ESS
- Creating an Adjustment Work Report Manually
- Uploading a Payroll File Import for Adjustment Reports
- Correcting Errors in an Import
- Purchasing USERRA Service on Behalf of an Employee
- Producing Contribution, Payment, and Exception Reports

Creating New Users

The purpose of this function is for the AASIS Employer Administrator to begin the registration process for new COMPASS ESS users.

From the **Home** screen, click on the **Admin** tab to get to the Administrator screen.

Step 1: User Search

Click on the **Add User** button to get to the **Add User** wizard.
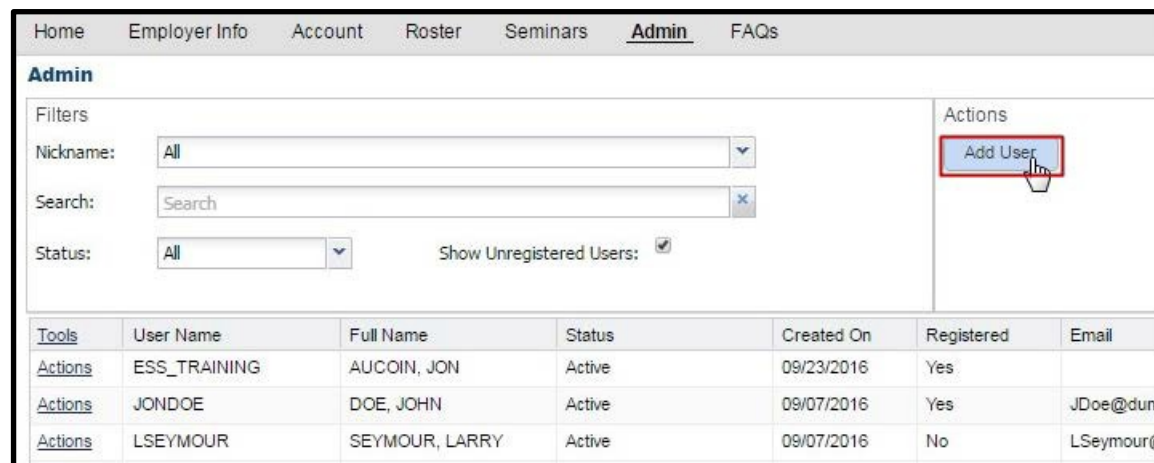
Enter the first and last name and click on the **Search** button to determine if the person is already registered as a COMPASS ESS user.
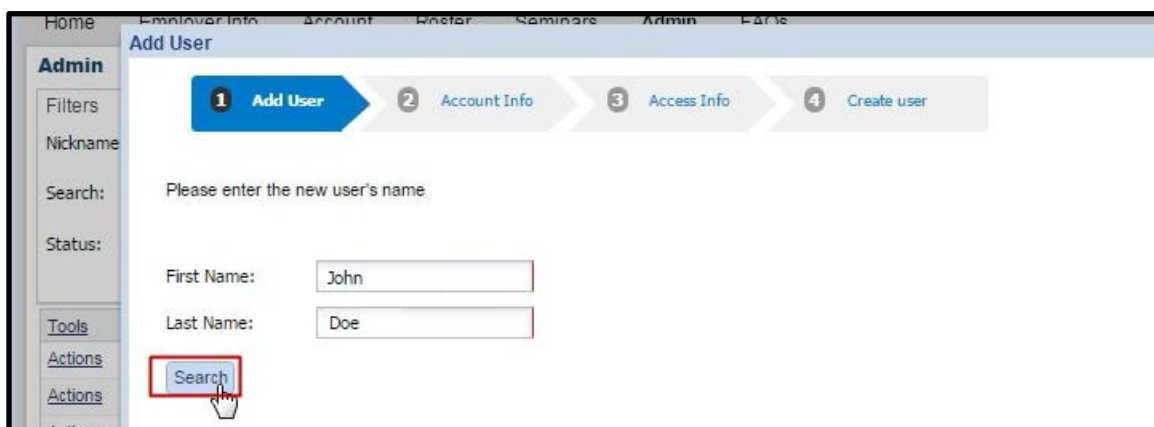
If there is no match in the system, click on the New button to advance to Step 2, **Account Info**.

If the user is already in the system, COMPASS ESS will display the user name, SSN and address. You may select this user by clicking on the **Select** button to the right of the user information. This will take you to Step 2, **Account Info**.

Step 2: Account Info

On the Account Info screen, enter the following information:

- **Email address**. An email address is required and will be used to send an automated message to the new user so that they can complete the registration process in COMPASS ESS.

- **Work phone.** This is required as it will be used for verification in COMPASS ESS.

In addition, COMPASS ESS requires a User ID to be at least eight characters long. In some cases, COMPASS ESS will auto-generate a User ID that is less than eight characters, so you will need to add characters to get to the eight-character requirement. When you have completed your entries on this screen, click the **Next** button to save and continue to Step 3, **Access Info**.

Step 3: Access Info

The **Access Info** screen is used to enter COMPASS ESS access information for users. On this screen, you will select the account access and determine a security profile.

For account access, select either **Employer**, which will provide access to all reporting groups, or -- if you have different people in your organization who are responsible for enrolling members and/or reporting for different reporting groups -- select **Specific Reporting Group** and choose the reporting group.

For **Security Profile**, select **AASIS Employer User**:

Once you have completed your entries on the **Access Info** screen, click on **Next** to advance to the **Create User** screen to confirm the information you entered.

Step 4: Confirm Information

On the **Create User** screen, confirm the information you entered. You may go back to edit information by clicking the **Back** button. When you have confirmed the information entered, click on the **Confirm** button to continue. You may cancel the creation of the user in COMPASS ESS by clicking the **Cancel** button.

After you click the **Confirm** button, the wizard will close and you will see a message stating an email has been sent to the user you created. In the email, the user will be provided with a link and instructions to complete registration by creating a password and answering security questions. Users may also edit the username if they choose.

The user must click the link in the email to enter COMPASS ESS and complete the registration process.

Employer administrators can confirm that the new user has completed the process on the **Create User** screen. It will contain a list of users with a notation in the **Registered** column indicating whether they have completed COMPASS ESS registration.

Maintaining Employer Address

APERS has pre-loaded COMPASS ESS with the employer address APERS has on file. The **Maintain Employer Address** function is used to update the address for the agency or to provide different addresses for each of the Reporting Groups associated with the agency.

From the COMPASS ESS Home screen (or any screen in COMPASS ESS), click on the **Employer Info** tab to open the Employer Information **box.**
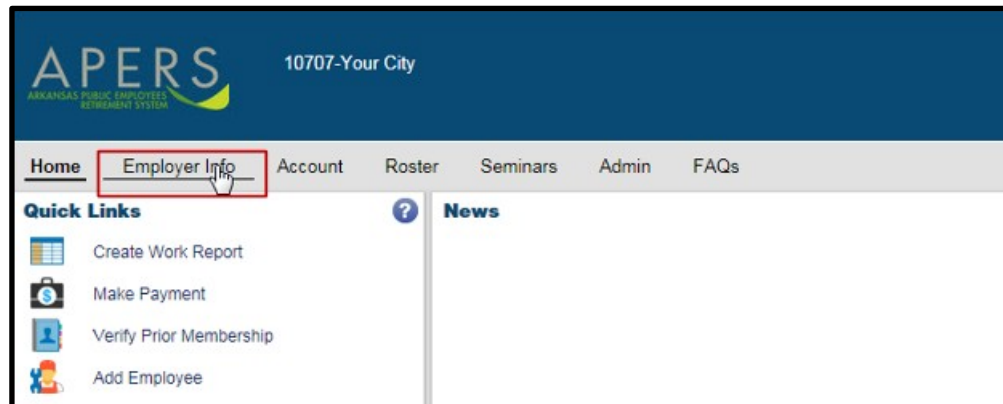
From the **Employer Info** tab, click on the **Change** button to enter edit mode.
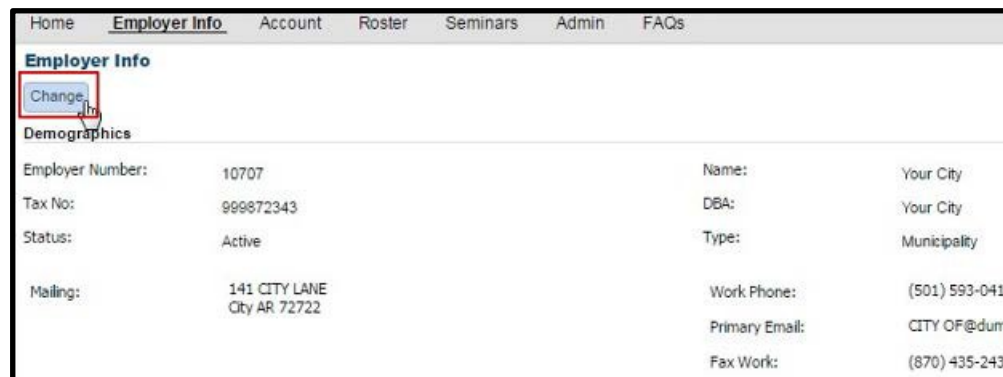
This will open the **Details** screen to allow you to make edits.
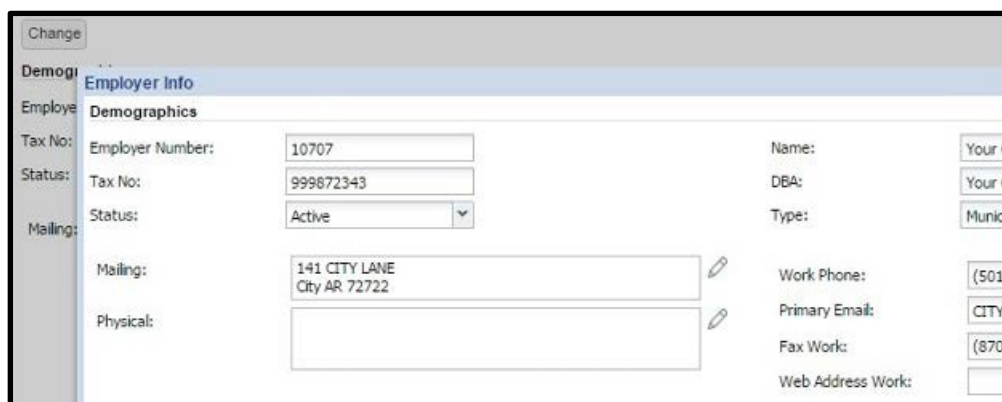
To edit the mailing address, click anywhere in the address box to open the **Edit Mailing Address** wizard.

Or you can click on the **Action** icon and select **Edit Address** from the drop-down list.

This will take you to the **Edit Address** wizard. On the **Edit Mailing Address** screen, you may update the address for any or all reporting groups associated with your agency.

On the **Confirm Address Change Propagation** screen, choose the reporting groups that will be affected by the address change. Click on the **OK** button to continue.

Once you have completed your updates, COMPASS ESS will display a screen for you to preview the changes before you confirm them and complete the process.

Once you have confirmed your edits, click on the **Save** button. When the message appears asking you to confirm the changes, click on the **Confirm** button.

After you have confirmed the changes, the wizard will return you to the **Employer Info** screen where you can see that the address has been updated.

Maintaining Employer Contact Information

This function in COMPASS ESS allows the Employer Administrator to create and update information for agency contacts.

From the **Employer Info** tab, click on the **Change** button to enter edit mode.

From the **Employer Info** tab, click on the **Change** button to enter edit mode.

The **Details** screen will then be available for editing. To edit contact information, click on the field you wish to edit and type over the information.
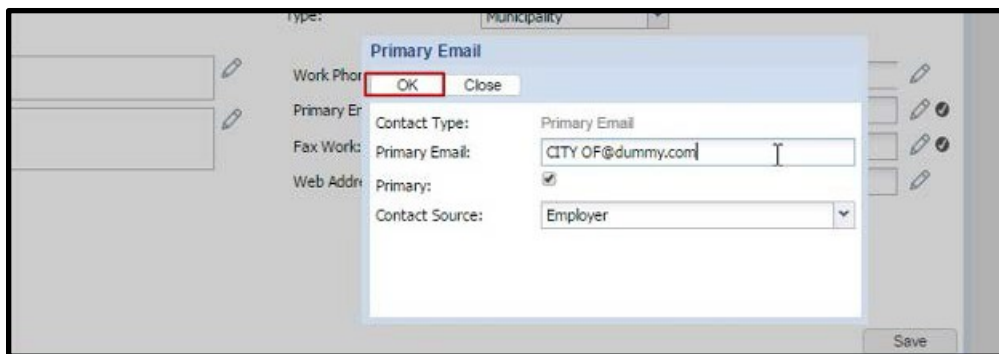
You can also click on the **Edit** button next to the field you wish to edit.

This will open a detail screen for you to make direct edits. Once you have made your edits, click the **OK** button to close the detail screen.

Click on the **Save** button.

A message will pop up asking you to confirm your changes.

Employer Info

Please verify and click 'Confirm' to permanently save the changes.

Demographics

Employer Number:	10707	Name:	
Tax No:	999999999	DBA:	
Status:	Active	Type:	
Mailing:	1310 CLIFTON APT E2 DECATUR AR 72722	Primary Phor	
		Primary Emai	
Physical:	15612 VALLEY RD Decatur AR 72754	Fax Work:	

Click on the **Confirm** button to confirm your changes and complete the process.

Employer Info

Change

Employer Info

Please verify and click 'Confirm' to permanently save the changes.

Demographics

Employer Number:	10707	Name:	Y
Tax No:	999872343	DBA:	Y
Status:	Active	Type:	M
Mailing:	141 CITY LANE City AR 72722	Work Phone:	
		Primary Email:	
		Fax Work:	

Cancel   Back   Confirm

Your changes will appear on the **Employer Info** screen.

Name:	CITY OF DECATUR
DBA:	CITY OF DECATUR
Type:	Municipality
Primary Phone:	(870) 565-5177
Primary Email:	CITYOF@dummy2.com
Fax Work:	(870) 793-8831

GLOSSARY OF TERMS

COMPASS ESS Term	Definition
Browser	A browser is an application program that provides a way to look at and interact with all the information on the Internet. Examples would be Google Chrome, Firefox or Internet Explorer.
Compensation	Earnings accrued by the member that are used to calculate the benefit amount paid to the member upon retirement or to the member's survivors/beneficiaries upon the member's death.
Contribution	The amount that the employer and sometimes the employee pays to the retirement system on behalf of employees. There are two types of contributions: • Employer (ER) contributions, which are paid to APERS by the employer • Employee (EE) contributions, which are deducted from the member's pay by the employer and paid to APERS
Demographics	Demographics are the basic identification data that is stored for employers and members. Examples of demographic data would be name, address, and phone number.
DROP	DROP stands for Deferred Retirement Option Plan, which allows an employee eligible for retirement to continue working for up to seven years while accruing into an account a percentage of the monthly retirement benefits that would have been payable had the member elected to cease employment and receive a service retirement. Employers continue to make contributions to the system. Once enrolled in DROP, Members stop receiving service credit, but in all other ways the employee is considered Active.
Employer	An employer or a reporting agency that submits compensation, service and contribution information to APERS on behalf of one or more employer(s).
Employer Account	A financial account that contains all financial transactions (i.e. work reports, invoices, payments, miscellaneous transactions) associated with a reporting group. The employer account includes individual transaction details as well as a summary of the overall running balance of the account.

COMPASS ESS Term	Definition
Entity	An individual or an institution that has its own distinct set of required information and attributes. Examples of entities include Member, Employer, Vendor, and Financial Institution.
Fund	A collection of money for which contributions are tracked on the employer account such as employee paid contributions, employer contributions, additional employee contributions, and prior service.
Job Category	Used to categorize member groups for the purpose of deriving contribution rates as well as calculating service (actual and enhanced Service). Job categories are as follows: • Regular • Civilian Firefighter • State Capitol Police • Wildlife Officer
Member	A person who receives, or in may in the future receive, a benefit administered by APERS. This includes: active employees, retirees (sometimes referred to as annuitants), disability retirees, inactive and deferred employees.
Member Employment Record	A member attribute that contains employment details for a given employee tied to the employer/reporting unit.
Nickname	In COMPASS ESS, the **Nickname** field is used to list the reporting groups.
Paycheck Date	This is the effective date of the employee's pay. Normally, this date is the Friday following the end of the pay period.
Payroll Processing Date	This is the date that payroll is processed. Normally, this date is scheduled for the Monday following the end of the pay period.
Reporting Group	Used to identify the frequency with which an employer submits work reports. Each employer must have at least one reporting group that is associated with a payroll cycle (e.g. bi-weekly, monthly, etc.) in order to process work reports in COMPASS ESS. Reporting group is used to derive the start and stop date associated with the work report. All billing-related employer configurations and financial transactions are associated with a reporting group.
Roster, Member Roster	A list of all active and inactive employees tied to a Reporting Group.

COMPASS ESS Term	Definition
Service	Work, usually stated in the form of hours, accrued by the member and is used to determine both the eligibility as well as benefit amount paid to the member upon retirement or to the member's survivors/beneficiaries upon the member's death.
Validations	Types of business rules that confirm the entered data is within the defined rules. Validations are used to keep entered data clean and logical. They are triggered upon a system event, most typically when new or edited data is committed via the Save or Apply button. (Failure of a validation will cause the data not to be committed.)
Wizard	A set of screens in COMPASS ESS that walks the user through the steps required to complete an action or process.