

I-Que Help Guide

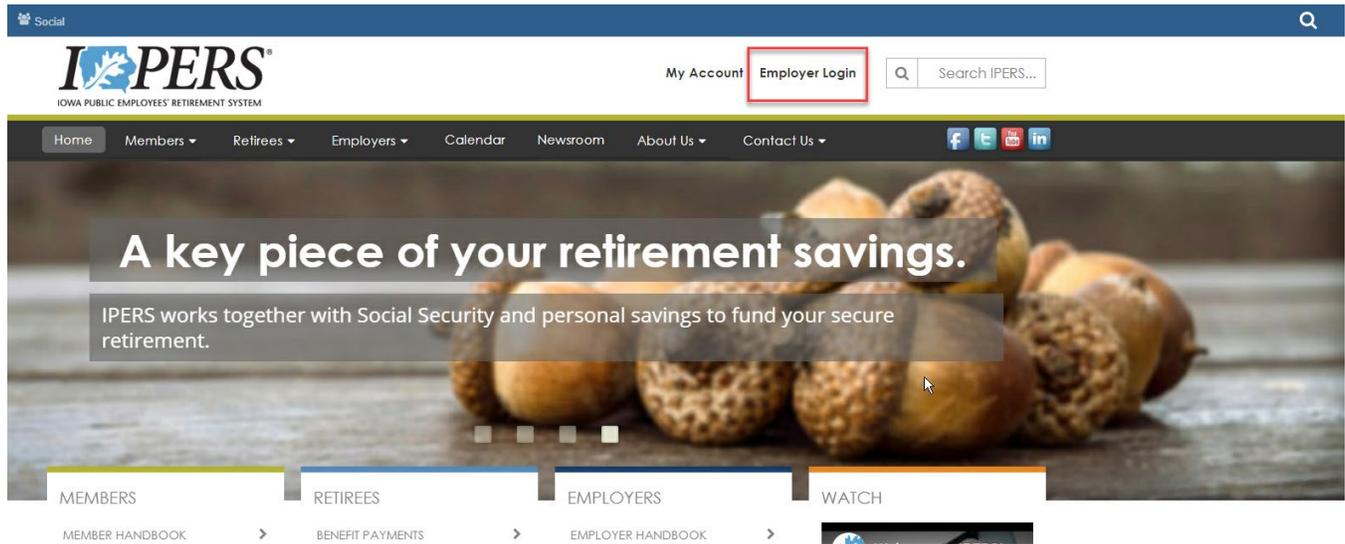
Employer Self Service: **877-473-7799**

What's Inside

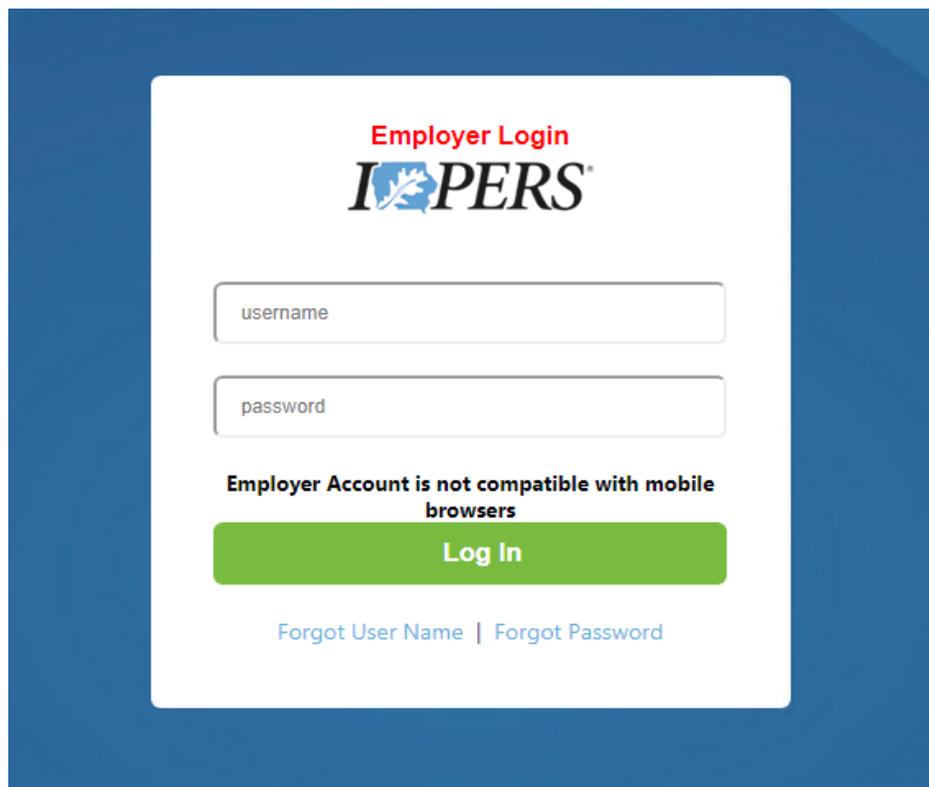
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Log In

Go to www.ipers.org and select **Employer Login**.



Enter your username and password and select **Log In**.



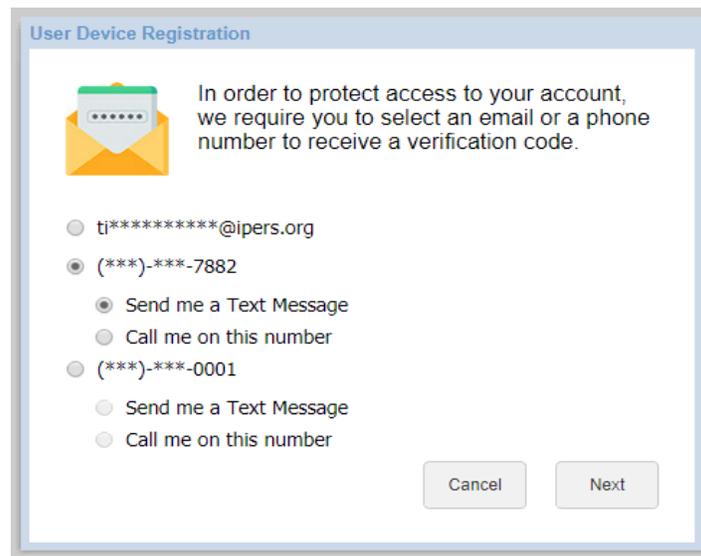
Your username is your 5-digit IPERS employer ID number, the first letter of your first name, and the first 6 letters of your last name (example: 99999TJOHNSO).

Passwords:

- Must be at least 8 characters long
- Must begin with a letter
- Must contain at least 2 letters
- Must contain at least 1 number
- Must contain at least 1 special character
 - Special characters are !, @, \$, &, %, *, #, or _
- Are case-sensitive

If you do not have a username or password, complete the [Employer Account Demographics](#) form and submit it to IPERS. The form is available on www.ipers.org under Employers>Forms.

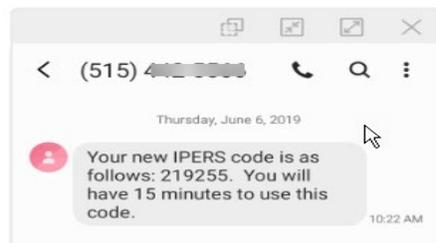
Click on the email or phone number to receive your verification code.
Be sure you select the radio button for both the number and how you want the code sent.
Select **Next**



The image shows a "User Device Registration" dialog box. It contains an envelope icon with a lock and the text: "In order to protect access to your account, we require you to select an email or a phone number to receive a verification code." Below this, there are two main options: an email address "ti*****@ipers.org" and a phone number "(***)-***-7882". The phone number option is selected with a radio button. Under the phone number, there are two sub-options: "Send me a Text Message" (selected) and "Call me on this number". Below these, there is another phone number "(***)-***-0001" with its own "Send me a Text Message" and "Call me on this number" options. At the bottom right, there are "Cancel" and "Next" buttons.

A unique six digit verification code will be provided to you based on this selection

Example of text verification received.



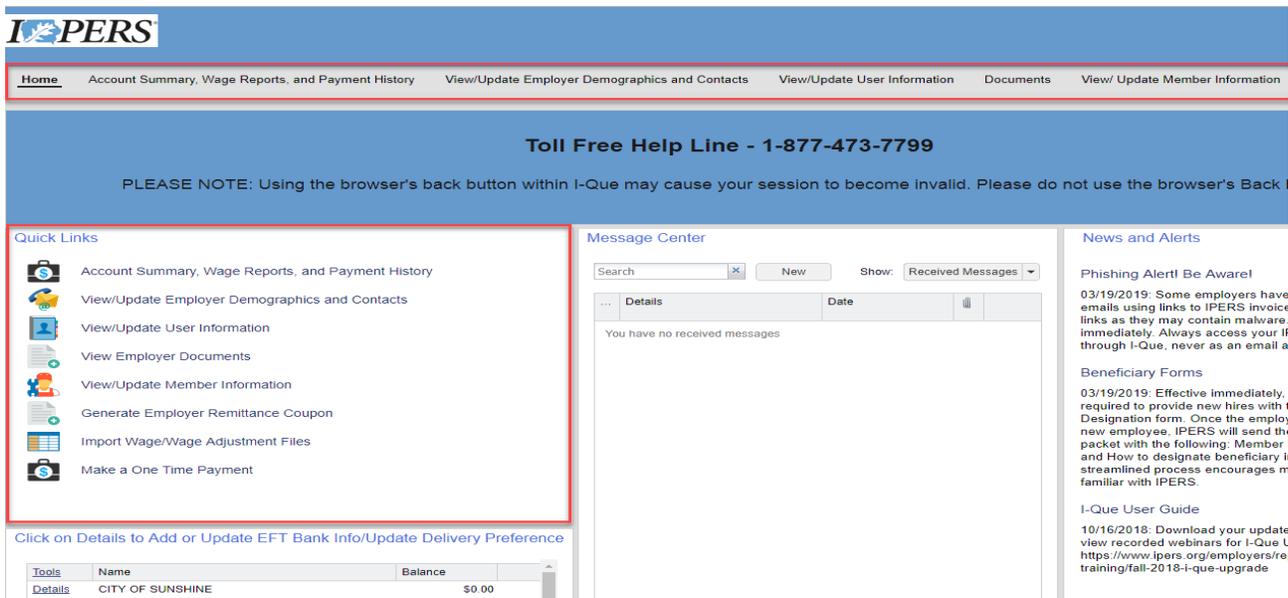
Enter the six digit number in the User Device Registration field within the allotted 15 minutes. Select Done



Select **Accept** on the Terms of Service.

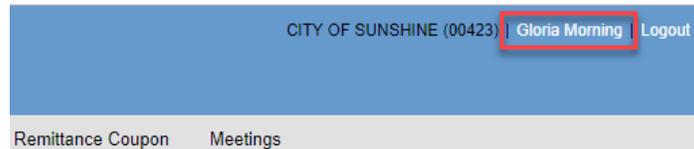


You will be on the I-Que home page. Quick links are across the top and along the left side of the page.

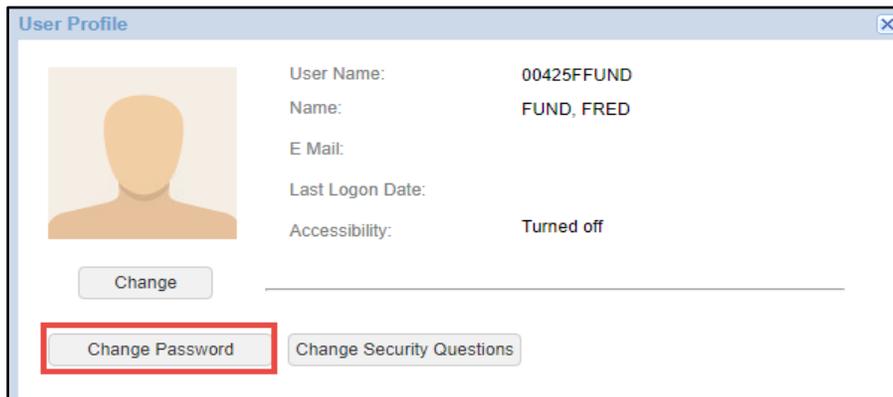


Change Your Password or Security Questions

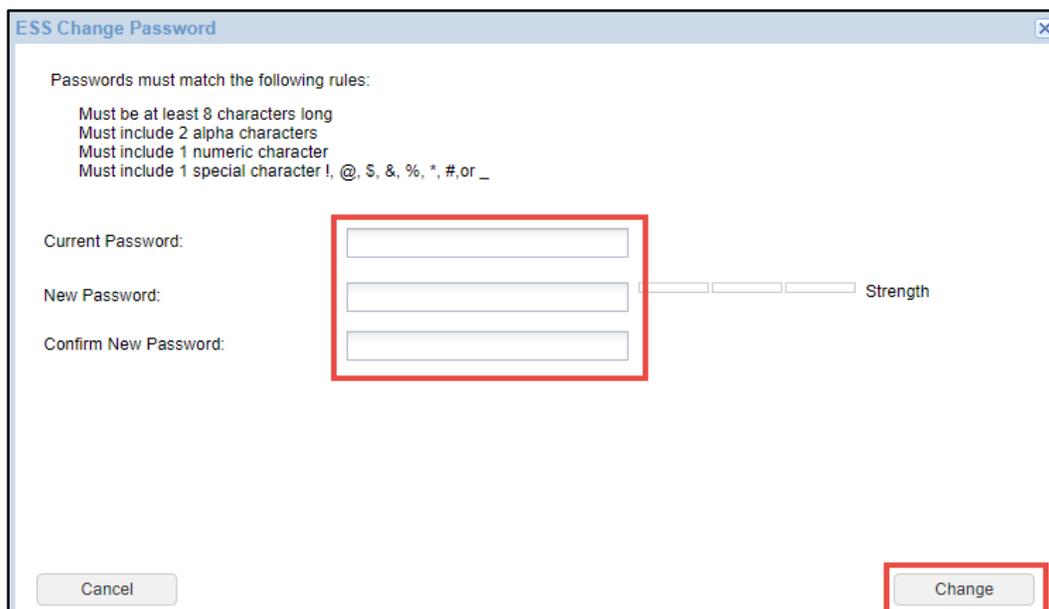
From any page, select your name in the top right corner of the page.



To change your password, select **Change Password**.



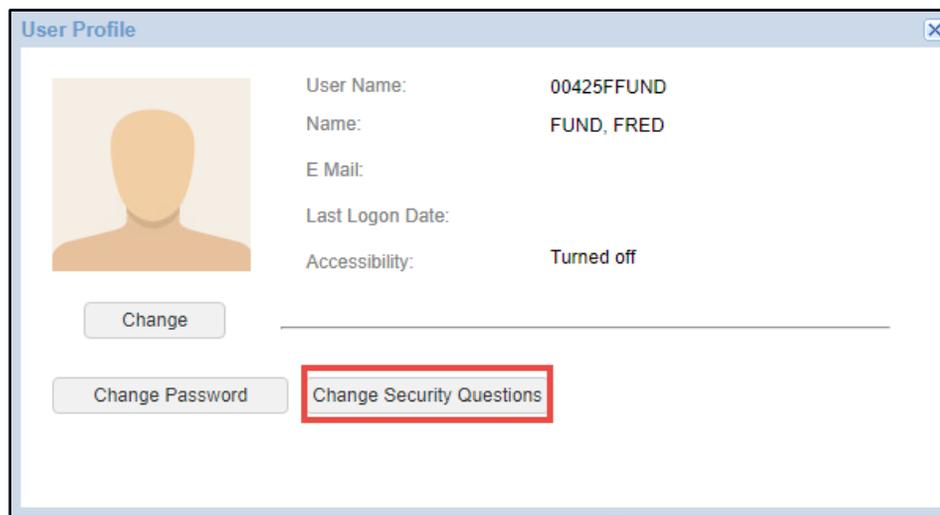
To change your password, fill in the text fields and select **Change**. The strength of your password will be measured. Stronger passwords are more secure.



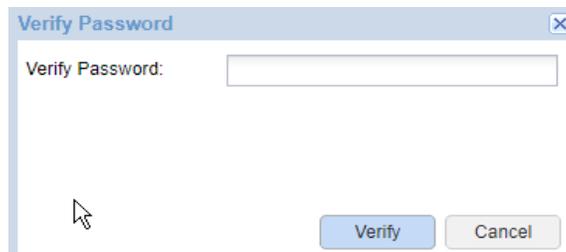
Follow the prompts to save your new password.



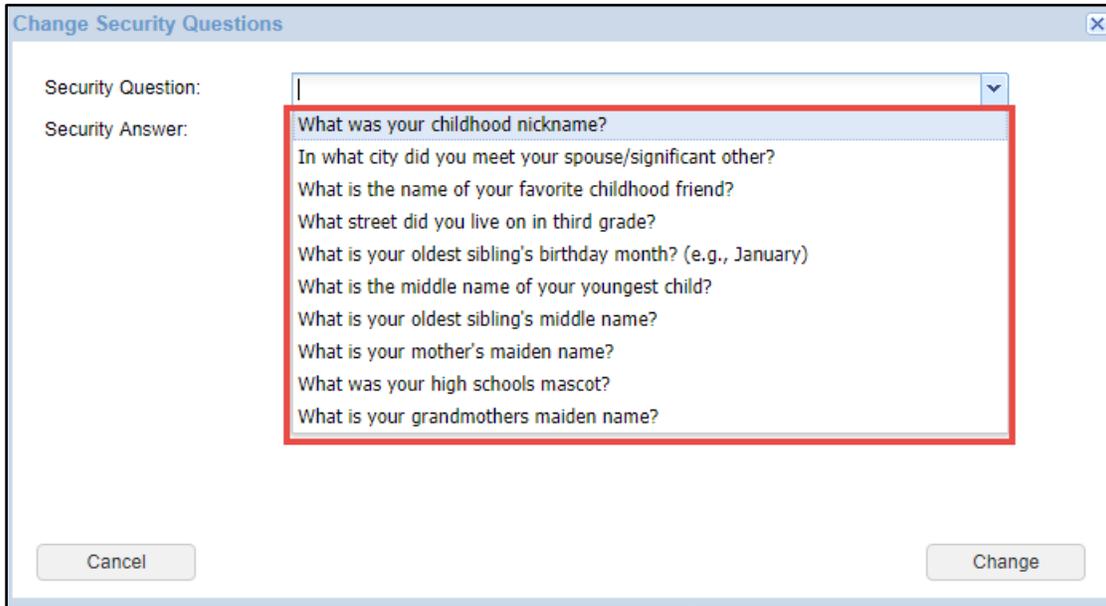
To update your security questions, select **Change Security Questions**.



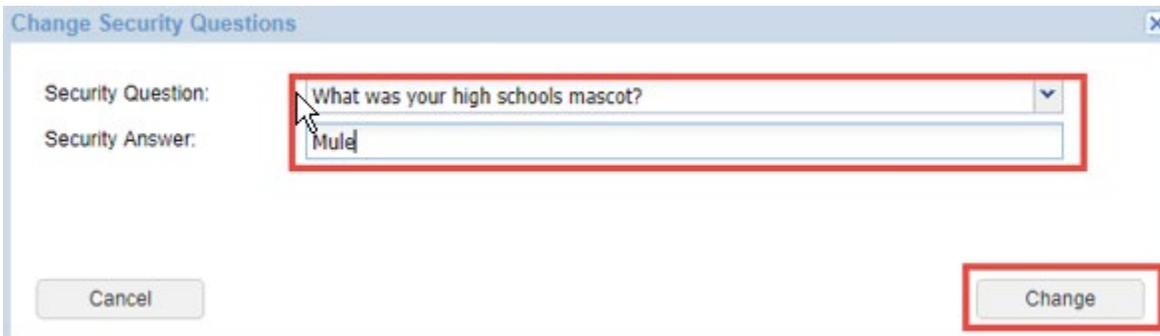
Enter your password. Select Verify.



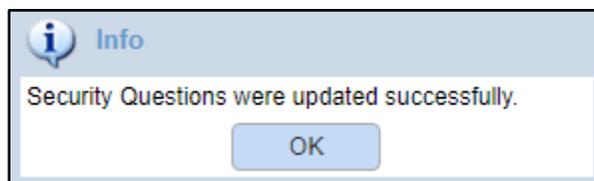
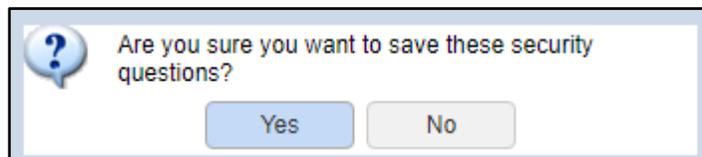
Select a security question from the drop-down menu.



Fill in the answer and select **Change**.



Follow the prompts to save your new security question.



Add a New Member/Employee

On the I-Que home page, select **View/Update Member Information**.

Home Account Summary, Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information Documents **View/ Update Member Information** Ge

Toll Free Help Line - 1-877-473-7799

PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do not use the browser's Back butto

Quick Links

- Account Summary, Wage Reports, and Payment History
- View/Update Employer Demographics and Contacts
- View/Update User Information
- View Employer Documents
- View/Update Member Information**
- Generate Employer Remittance Coupon
- Import Wage/Wage Adjustment Files

Message Center

Search [] New Show: Received Messages

... Details Date

You have no received messages

News and Alerts

News and Alerts

06/11/2018: Rate Changes Effective for A After 07-01-2018: Regular Class Member Employer Share 9.44%; Sheriff Class Me 9.76% and Employer Share 9.76%; Prote Member Share 6.81% and Employer Sha

News and Alerts

10/06/2017: Enrollment/Beneficiary Desig contain confidential information and SHO emailed nonsecurely to IPERS. Please us Service, ShareFile, or Fax the form to the Protecting this data is crucial.

Click on Details to Add or Update EFT Bank Info/Update Delivery Preference

Tools	Name	Balance
Details	CITY OF PENSION	\$0.00

Select **Add New Member**.

Home Account Summary, Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information Documents **View/ Update Mem**

Roster

Search: [] **Add New Member**

Tools	SSN	Name	Billing Location Name	Agreement Name	1st Date of Employment	Occupation Code	Termination Date	Last Check Date
Actions	XXX-XX-4666	Ball, Lucy	CITY OF PEN...	MONTHLY Citi...	06/02/2018	01-Regular		
Actions	XXX-XX-4654	Fund, Fred	CITY OF PEN...	MONTHLY Citi...	06/01/2018	01-Regular		
Actions	XXX-XX-4667	Lewis, Jerry	CITY OF PEN...	MONTHLY Citi...	06/10/2018	01-Regular		
Actions	XXX-XX-4668	SALES, SOUPY	CITY OF PEN...	MONTHLY Citi...	06/11/2018	06-City Marsh...		

The **Add Member** window will open. Enter the new employee's Social Security number (SSN) and select **Search**.

IMPORTANT: Make sure to enter the SSN accurately. From this point on, the first 5 digits of the SSN will **not** be displayed.

Add Member

1 Search 2 Verification 3 Person Demographics 4 Employment 5 Confirm

Please provide the employee's SSN

SSN:

Cancel Search

If I-Que finds an existing record of a person with the SSN you entered, select **Next**.

**If member is not found, go to page 11 and follow the directions.

Add Member

1 Search 2 Verification 3 Person Demographics 4 Employment 5 Confirm

Entered Fields

SSN: XXX-XX-2725

A record is found matching the criteria

Cancel Back Next

Make any updates to the information about the person, select **Next**.

Add Member

1 Search 2 Verification 3 Person Demographics 4 Employment 5 Confirm

Prefix:

First Name: Steve

Middle Name:

Last Name: Shine

Suffix:

Member Status: Active

SSN: XXX-XX-3777

Birth Date: 01/01/1960

Gender: Male

Death Date: MM/DD/YYYY

Type: Member

Member ID: 6375-9569

Addresses

Permanent: PO BOX 4 ALTOONA IA 50009-0004

Contacts

Home Phone:

Work Phone: Ext:

Call Phone:

Fax: Ext:

Email:

Cancel Back Next

From the drop-down menu, select the **Occupation Code** and enter the **1st Date of Employment**. Select **Next**.

Add Member

1 Search 2 Verification 3 Person Demographics 4 **Employment** 5 Confirm

First Name: Hank Last Name: Handy SSN: XXX-XX-5777 Birth Date: 01/01/1970

Billing Id: 00423 CITY OF SUNSHINE

Occupation Code: 01-Regular
 01-Regular
 06-City Marshals/Police Officers
 08-Airport Safety Officers
 13-Firefighters
 17-Part-time Elected Officials
 19-Licensed Health Care Professionals
 20-Emergency Medical Service Provider

Agreement: MONTHLY Cities

1st Date of Employment: 04/04/2019

Cancel Back **Next**

Verify the information is correct. If not, select **Back** to re-enter information. When correct, select **Confirm**.

Add Member

1 Search 2 Verification 3 Person Demographics 4 Employment 5 **Confirm**

Individual Information

SSN: XXX-XX-3777
 First Name: Steve
 Birth Date: 01/01/1960
 Gender: Male
 Last Name: Shine
 Type: Member
 Member Status: Active
 Member ID: 6375-9569
 Permanent: PO BOX 4
 ALTOONA IA 50009-0004

Employment Information

Billing Id: 00423 CITY OF SUNSHINE
 Agreement: MONTHLY Cities
 Occupation Code: 13-Firefighters
 1st Date of Employment: 04/01/2019

Cancel Back **Confirm**

If member is not found, select **New Member** at the bottom of the window.

Fill in the information about the person, and select **Next**.

From the drop-down menu, select the **Occupation Code** and enter the **1st Date of Employment**. Select **Next**.

Verify the information is correct. If not, select **Back** to re-enter information. When correct, select **Confirm**.

Add Member

1 Search
2 Verification
3 Person Demographics
4 Employment
5 Confirm

Individual Information

SSN: XXX-XX-3777

First Name: Steve

Birth Date: 01/01/1960

Gender: Male

Last Name: Shine

Type: Member

Member Status: Active

Member ID: 6375-9569

Permanent: PO BOX 4
ALTOONA IA 50009-0004

Employment Information

Billing Id: 00423 CITY OF SUNSHINE

Agreement: MONTHLY Cities

Occupation Code: 13-Firefighters

1st Date of Employment: 04/01/2019

Cancel
Back
Confirm

You will automatically return to the roster and the new member will be displayed.

Home Account Summary, Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information Documents **View/**

Roster

Search: Add New Member

Tools	SSN	Name	Billing Location Name	Agreement Name	1st Date of Employment	Occupation Code	Termination Date	Last Check Date
Actions	XXX-XX-4669	ALDA, ALAN	CITY OF PEN...	MONTHLY Citi...	06/10/2018	13-Firefighters		
Actions	XXX-XX-4666	Ball, Lucy	CITY OF PEN...	MONTHLY Citi...	06/02/2018	01-Regular		
Actions	XXX-XX-4654	Fund, Fred	CITY OF PEN...	MONTHLY Citi...	06/01/2018	01-Regular		
Actions	XXX-XX-4667	Lewis, Jerry	CITY OF PEN...	MONTHLY Citi...	06/10/2018	01-Regular		

IMPORTANT: If a terminated employee is rehired, start a new employment record with the new hire date. The previous employment record should include the termination and last check dates.

Update an Existing Member

On the I-Que home page, select **View/Update Member Information**.

The screenshot shows the I-Que home page navigation menu. The 'View/Update Member Information' link is highlighted with a red box. Other links include Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, View/Update User Information, Documents, and Generate Emp.

In the **Search** field, enter the employee's SSN or last name. As you type, I-Que will begin displaying member records with that information. *** Don't hit enter, the screen will go blank.

The screenshot shows the I-Que Roster page. The search field is highlighted with a red box. Below the search field is a table of member records.

Tools	SSN	Name	Billing Location Name	Agreement Name	1st Date of Employment	Occupation Code	Termination Date	Last Check Date
Actions	XXX-XX-4669	ALDA, ALAN	CITY OF PEN...	MONTHLY Citi...	06/10/2018	13-Firefighters		
Actions	XXX-XX-4666	Ball, Lucy	CITY OF PEN...	MONTHLY Citi...	06/02/2018	01-Regular		
Actions	XXX-XX-4654	Fund, Fred	CITY OF PEN...	MONTHLY Citi...	06/01/2018	01-Regular		
Actions	XXX-XX-4667	Lewis, Jerry	CITY OF PEN...	MONTHLY Citi...	06/10/2018	01-Regular		
Actions	XXX-XX-4668	SALES, SOUPY	CITY OF PEN...	MONTHLY Citi...	06/11/2018	06-City Marsh...		

Select **Actions**. In this example, the employee's date of birth will be corrected. Select **Employee Information**.

The screenshot shows the I-PERS Roster page. At the top, there is a navigation bar with the I-PERS logo and several menu items: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, View/Update User Information, Documents, and View/Update Member Information. Below the navigation bar is a search area with a text input field containing 'lewis' and an 'Add New Member' button. A table below the search area lists employee records. The first record is highlighted, and its 'Actions' column is expanded to show three options: 'Add New Employment Record', 'Employment Details', and 'Employee Information'. The 'Employee Information' option is highlighted with a red box.

Tools	SSN	Name	Billing Location Name	Agreement Name	1st Date of Employment	Occupation Code	Termination Date	Last Check Date
Actions	XXX-XX-4667	Lewis, Jerry	CITY OF PEN...	MONTHLY Citi...	06/10/2018	01-Regular		

Select **Change**.

The screenshot shows the I-PERS Member Info page for Jerry Lewis. At the top, there is a 'Back' button and a summary row with the following information: Name: Lewis, Jerry; DOB: 01/01/1966; SSN: 654-65-4667. Below this is a 'Member Info' section with a 'Change' button highlighted with a red box. The member information is displayed in two columns:

Prefix:		SSN:	654-65-4667
First Name:	Jerry	Birth Date:	01/01/1966
Middle Name:		Gender:	Male
Last Name:	Lewis	Death Date:	
Suffix:		Type:	Member
Member Status:	Pending	Member ID:	0867-2024

Below the member information, there are two sections: 'Addresses' and 'Contacts'. The 'Addresses' section shows a permanent address: PO BOX 987, ALTOONA IA 50009. The 'Contacts' section is currently empty.

Update the necessary information. Select **Save**. (Middle/Last Name, DOB, Gender, Address or Phone/Email)

Member info

Prefix:

First Name:

Middle Name:

Last Name:

Suffix:

Member Status:

Addresses

Permanent:

SSN:

Birth Date:

Gender:

Death Date:

Type:

Member ID:

Contacts

Home Phone: Ext:

Work Phone: Ext:

Cell:

Fax: Ext:

Email:

Cancel Save

Verify the information. If it is incorrect, select **Back** to re-enter information. When correct, select **Confirm**.

Member info

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

Prefix:

First Name:

Middle Name:

Last Name:

Suffix:

Member Status:

Addresses

Permanent:

SSN:

Birth Date:

Gender:

Death Date:

Type:

Member ID:

Contacts

Home Phone: Ext:

Work Phone: Ext:

Cell:

Fax: Ext:

Email:

Cancel Back Confirm

To return to the roster, select **Back**.

I-PERS

Back Name: Lewis, Jerry DOB: 01/01/1967 SSN: 654-65-4667

Member Info

Change

Prefix:

First Name:

Middle Name:

Last Name:

Suffix:

Member Status:

Addresses

Permanent:

SSN:

Birth Date:

Gender:

Death Date:

Type:

Member ID:

Contacts

Update Member Employment Records

On the I-Que home page, select **View/Update Member Information**.

I-PERS

Home Account Summary, Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information Documents **View/Update Member Information** Gen

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PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do not use the browser's Back butto

Quick Links

- Account Summary, Wage Reports, and Payment History
- View/Update Employer Demographics and Contacts
- View/Update User Information
- View Employer Documents
- View/Update Member Information**
- Generate Employer Remittance Coupon
- Import Wage/Wage Adjustment Files

Message Center

Search [x] New Show: Received Messages

Details Date

You have no received messages

News and Alerts

News and Alerts

06/11/2018: Rate Changes Effective for A After 07-01-2018: Regular Class Member Employer Share 9.44%; Sheriff Class Me 9.76% and Employer Share 9.76%; Prote Member Share 6.81% and Employer Sha

News and Alerts

10/06/2017: Enrollment/Beneficiary Desig contain confidential information and SHO emailed nonsecurely to IPERS. Please us Service, ShareFile, or Fax the form to the Protecting this data is crucial.

Click on Details to Add or Update EFT Bank Info/Update Delivery Preference

Tools	Name	Balance
Details	CITY OF PENSION	\$0.00

In the **Search** field, enter the employee's SSN or last name. As you type, I-Que will begin displaying member records with that information. *** Don't hit enter, the screen will go blank.

I-PERS

Home Account Summary, Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information Documents **View/Update Member Information** Gen

Roster

Search: [x] Add New Member

Tools	SSN	Name	Billing Location Name	Agreement Name	1st Date of Employment	Occupation Code	Termination Date	Last Check Date
Actions	XXX-XX-4669	ALDA, ALAN	CITY OF PEN...	MONTHLY Citi...	06/10/2018	13-Firefighters		
Actions	XXX-XX-4666	Ball, Lucy	CITY OF PEN...	MONTHLY Citi...	06/02/2018	01-Regular		
Actions	XXX-XX-4654	Fund, Fred	CITY OF PEN...	MONTHLY Citi...	06/01/2018	01-Regular		
Actions	XXX-XX-4667	Lewis, Jerry	CITY OF PEN...	MONTHLY Citi...	06/10/2018	01-Regular		
Actions	XXX-XX-4668	SALES, SOUPY	CITY OF PEN...	MONTHLY Citi...	06/11/2018	06-City Marsh...		

Select **Actions**. In this example, the member’s termination and last check dates will be added. Select **Employment Details**.

The screenshot shows the I-PERS Roster page. At the top, there is a navigation bar with links: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, View/Update User Information, and Documents. Below this is a search bar with the letter 'b' entered and an 'Add New Member' button. A table lists roster members with columns: Tools, SSN, Name, Billing Location Name, Agreement Name, 1st Date of Employment, Occupation Code, Termination Date, and Last Check Date. The first row is highlighted, and the 'Actions' menu is open over it, with 'Employment Details' selected.

Tools	SSN	Name	Billing Location Name	Agreement Name	1st Date of Employment	Occupation Code	Termination Date	Last Check Date
Actions	XXX-XX-4666	Ball, Lucy	CITY OF PEN...	MONTHLY Citi...	06/02/2018	01-Regular		

Select **Change**.

The screenshot shows a 'Member Contract' dialog box. A 'Change' button is highlighted in the top left. The dialog displays the following information:

- Employer: 00423-CITY OF SUNSHINE
- Billing Location: 00423 CITY OF SUNSHINE
- SSN: XXX-XX-5777
- Name: HANDY, HANK

Below this, there is a section titled 'Member Contract' with several fields:

- Occupation Code: 06-City Marshals/Police Off
- Status Code: Active
- Agreement Name: MONTHLY Cities
- 1st Date of Employment: 01/05/2019
- Billing Type: Both
- Termination Date: MM/DD/YYYY
- Member Contract Status: Active
- Last Check Date: MM/DD/YYYY

A 'Close' button is located at the bottom left of the dialog.

Enter the **Termination Date** and **Last Check Date**. The last check date is the last pay date that will show an IPERS deduction from this terminating employee. Select **Save**.

Member Contract

Employer: 00423-CITY OF SUNSHINE Billing Location: 00423 CITY OF SUNSHINE
SSN: XXX-XX-5777
Name: HANDY, HANK

Member Contract

Occupation Code:	06-City Marshals/Police	Status Code:	Active
Agreement Name:	MONTHLY Cities	1st Date of Employment:	01/05/2019
Billing Type:	Both	Termination Date:	MM/DD/YYYY
Member Contract Status:	Active	Last Check Date:	MM/DD/YYYY

Cancel Save

Select **Confirm**.

Member Contract

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

Employer: 00423-CITY OF SUNSHINE Billing Location: 00423 CITY OF SUNSHINE
SSN: XXX-XX-5777
Name: HANDY, HANK

Member Contract

Occupation Code:	06-City Marshals/Police Off	Status Code:	Active
Agreement Name:	MONTHLY Cities	1st Date of Employment:	01/05/2019
Billing Type:	Both	Termination Date:	06/06/2019
Member Contract Status:	Active	Last Check Date:	06/06/2019

Cancel Back Confirm

IMPORTANT: Always create a new employment record if the member is rehired. IPERS will not allow you to remove the termination and last check date from an employee’s record if that period of employment has been used in a benefit payment.

Add a New Employment Record

On the I-Que home page, select **View/Update Member Information**.

In the **Search** field, enter the employee’s SSN or last name. As you type, I-Que will begin displaying member records with that information. *** Don’t hit enter, the screen will go blank.

Tools	SSN	Name	Billing Location Name	Agreement Name	1st Date of Employment	Occupation Code	Termination Date	Last Check Date
Actions	XXX-XX-4669	ALDA, ALAN	CITY OF PEN...	MONTHLY Citi...	06/10/2018	13-Firefighters		
Actions	XXX-XX-4666	Ball, Lucy	CITY OF PEN...	MONTHLY Citi...	06/02/2018	01-Regular		
Actions	XXX-XX-4654	Fund, Fred	CITY OF PEN...	MONTHLY Citi...	06/01/2018	01-Regular		
Actions	XXX-XX-4667	Lewis, Jerry	CITY OF PEN...	MONTHLY Citi...	06/10/2018	01-Regular		
Actions	XXX-XX-4668	SALES, SOUPY	CITY OF PEN...	MONTHLY Citi...	06/11/2018	06-City Marsh...		

Select **Actions**. In this example, a new employment record will be added for this member. Select **Add New Employment Record**.

The screenshot shows the I-PERS Roster page. At the top, there is a navigation bar with links: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, and View/Update User Information. Below the navigation bar is a search bar with the text 'alda' and a search button. To the right of the search bar is an 'Add New Member' button. Below the search bar is a table with the following columns: Tools, SSN, Name, Billing Location Name, Agreement Name, 1st Date of Employment, Occupation Code, Termination Date, and Last Check. The table contains one row for member ALDA, ALAN with SSN XXX-XX-4669, Billing Location Name CITY OF PEN..., Agreement Name MONTHLY Citi..., 1st Date of Employment 06/10/2018, and Occupation Code 13-Firefighters. A red box highlights the 'Actions' column for this member, and a dropdown menu is open showing three options: 'Add New Employment Record', 'Employment Details', and 'Employee Information'. The 'Add New Employment Record' option is highlighted with a red box.

Select **Continue**.

The screenshot shows a dialog box titled 'Add Member Contract'. It has two dropdown menus: 'Billing Id:' with the value '00425 CITY OF PENSION' and 'Agreement Name:' with the value 'MONTHLY Cities'. At the bottom of the dialog box, there are two buttons: 'Cancel' and 'Continue'. The 'Continue' button is highlighted with a red box.

Select the appropriate **Occupation Code** and enter the member’s first date of employment. Select **Save**.

Member Contract X

Employer: 00425-CITY OF PENSION Billing Location: 00425 CITY OF PENSION
 SSN: XXX-XX-4669
 Name: ALDA, ALAN

Member Contract

Occupation Code:	01-Regular	Status Code:	Active
Agreement Name:	MONTHLY Cities	1st Date of Employment:	08/01/2018
Billing Type:	Both	Termination Date:	MM/DD/YYYY
Member Contract Status:	Active	Last Check Date:	MM/DD/YYYY

Cancel
Save

Your employment roster will display and the new employment record will be included in it.

I-PERS

Home Account Summary, Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information

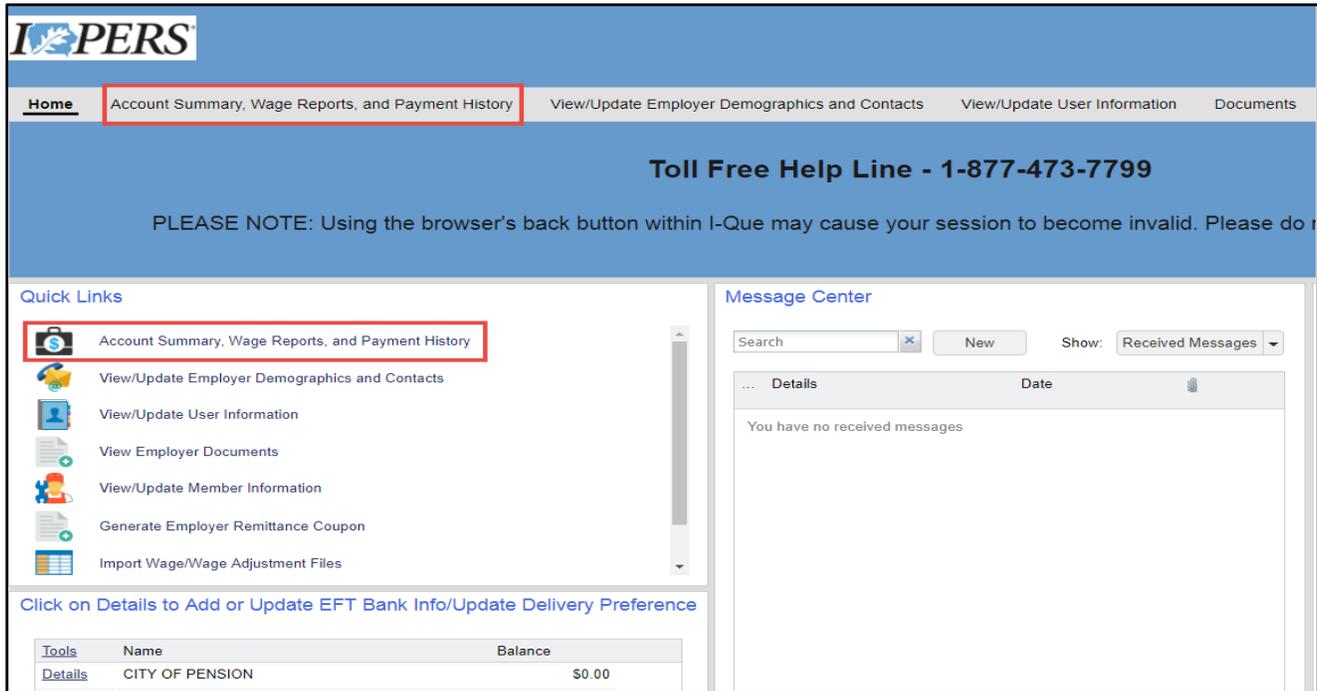
Roster

Search: Add New Member

Tools	SSN	Name	Billing Location Name	Agreement Name	1st Date of Employment	Occupation Code	Termination Date	Last Check
Actions	XXX-XX-4669	ALDA, ALAN	CITY OF PEN...	MONTHLY Citi...	06/10/2018	13-Firefighters		
Actions	XXX-XX-4669	ALDA, ALAN	CITY OF PEN...	MONTHLY Citi...	08/01/2018	01-Regular		

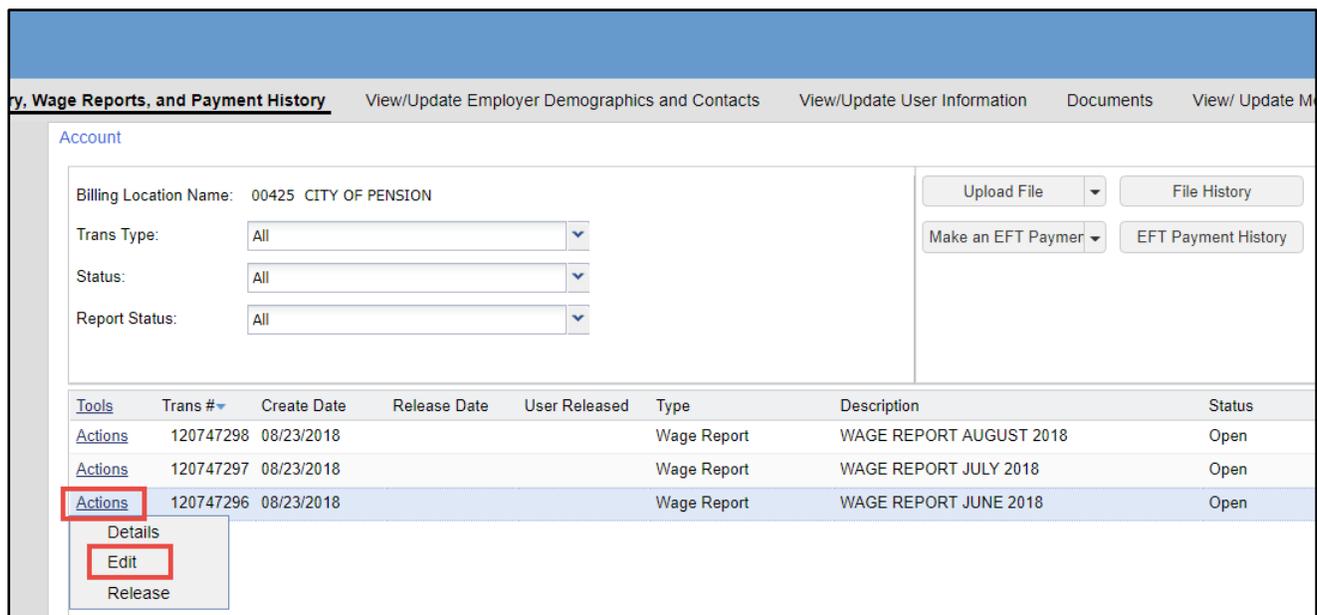
Submit a Manual Wage Report

On the I-Que home page, select **Account Summary, Wage Reports, and Payment History**.



Find the wage report to be completed, click on the line and make sure it is highlighted.

Select **Actions**, then select **Edit** from the drop-down menu.



If you are releasing a Zero Wage Report, use the drop down arrow to select **Yes** on the Wage Report Editor Summary screen.

If not, go to the next step.

Work Report Editor

Save Apply Cancel

Employer: CITY OF SUNSHINE Report Type: Regular Report Period: 04/01/2019 - 04/30/2019 # of Participants: 3
 Billing Location: 00423 CITY OF SUNSHINE Report Status: Initial Description: #120803369 - WAGE REPORT APRIL 2019 # of Rows: 3

Summary Detail

Date Received: MM/DD/YYYY Processed By: JBURKE on 06/04/2019 Allow \$0 Report Release: [dropdown]
 Due Date: 05/15/2019 User Released: [input] Billing Type: No
 YES

Select **Detail** to see all current members on your active roster and enter their IPERS-covered wages.

Work Report Editor

Save Apply Cancel

Employer: CITY OF SUNSHINE Report Type: Regular Report Period: 04/01/2019 - 04/30/2019 # of Participants: 3
 Billing Location: 00423 CITY OF SUNSHINE Report Status: Initial Description: #120803369 - WAGE REPORT APRIL 2019 # of Rows: 3

Summary **Detail**

Date Received: MM/DD/YYYY Processed By: JBURKE on 06/04/2019 Allow \$0 Report Release: [dropdown]

Your roster will be displayed. If you have added any new employees to I-Que (under View/Update Member Information), select **Add Member (CTRL-ALT-A)** to add them to this wage report.

**If no new members to add, go to the bottom of page 24.

Work Report Editor

Save Apply Cancel

Employer: CITY OF PENSION Report Type: Regular Report Period: 06/01/2018 - 06/30/2018
 Billing Location: 00425 CITY OF PENSION Report Status: Initial Description: #120747296 - WAGE REPORT JUNE 2018

Summary **Detail**

Exception Filter: Please Select

Add Member (CTRL-ALT-A) Delete Selected

Tools	Actions	Name	SSN	Occupation Code	Period Wages	1st Date of Employment	Termination Date	Last Check Date
Actions	[icon]	BALL, LUCY	XXX-XX-4666	01-Regular	\$0.00	06/02/2018		
Actions	[icon]	FUND, FRED	XXX-XX-4654	01-Regular	\$0.00	06/01/2018		

Enter the employee’s SSN by clicking in the SSN field. Click Enter or hit the Tab key and the employee’s name will autofill if you have already added them to the roster in I-Que.

Work Report Editor

Save Apply Cancel

Employer: CITY OF SUNSHINE Report Type: Regular Report Period: 04/01/2019 - 04/30/2019 # of Participants: 3
 Billing Location: 00423 CITY OF SUNSHINE Report Status: Initial Description: #120803369 - WAGE REPORT APRIL 2019 # of Rows: 3

Summary **Detail**

Exception Filter: Please Select

Add Member (CTRL-ALT-A) Delete Selected

Tools	Actions	Name	Ssn	Occupation Code	Period Wages	1st Date of Employment	Termination Date	Last Check Date	Date Released
Work...	<input type="checkbox"/>			01-Regular	\$0.00				
Work...	<input type="checkbox"/>	MORNING, G...	XXX-XX-5333	01-Regular	\$0.00	01/01/2019			

Select the appropriate **Occupation Code** and fill in the **1st Date of Employment** for the employee.

Work Report Editor

Save Apply Cancel

Employer: CITY OF SUNSHINE Report Type: Regular Report Period: 04/01/2019 - 04/30/2019 # of Participants: 3
 Billing Location: 00423 CITY OF SUNSHINE Report Status: Initial Description: #120803369 - WAGE REPORT APRIL 2019 # of Rows: 3

Summary **Detail**

Exception Filter: Please Select

Add Member (CTRL-ALT-A) Delete Selected

Tools	Actions	Name	Ssn	Occupation Code	Period Wages	1st Date of Employment	Termination Date	Last Check Date	Date Released
Work...	<input type="checkbox"/>	HANDY, HANK	XXX-XX-5777	01-Regular	\$0.00				
Work...	<input type="checkbox"/>	MORNING, G...	XXX-XX-5333	01-Regular	\$0.00	01/01/2019			
Work...	<input type="checkbox"/>	HANDY, HANK	XXX-XX-5777	06-City Marsh...	\$0.00	01/05/2019			
Work...	<input type="checkbox"/>	SHINE, STEVE	XXX-XX-3777	17-Part-time E...	\$0.00	01/02/2019			

Enter the **Period Wages** for each employee who earned wages during this wage report’s period. Enter any **Termination Dates** and **Last Check Dates**, if applicable. Select **Save**.

Work Report Editor

Save Apply Cancel

Employer: CITY OF SUNSHINE Report Type: Regular Report Period: 04/01/2019 - 04/30/2019 # of Participants: 3
 Billing Location: 00423 CITY OF SUNSHINE Report Status: Initial Description: #120803369 - WAGE REPORT APRIL 2019 # of Rows: 3

Summary **Detail**

Exception Filter: Please Select

Add Member (CTRL-ALT-A) Delete Selected

Tools	Actions	Name	Ssn	Occupation Code	Period Wages	1st Date of Employment	Termination Date	Last Check Date	Date Released
Work...	<input type="checkbox"/>	SHINE, STEVE	XXX-XX-3777	13-Firefighters	\$300.00	04/01/2019			
Work...	<input type="checkbox"/>	MORNING, G...	XXX-XX-5333	01-Regular	\$1,050.00	01/01/2019			
Work...	<input type="checkbox"/>	HANDY, HANK	XXX-XX-5777	06-City Marsh...	\$700.00	01/05/2019			
Work...	<input type="checkbox"/>	SHINE, STEVE	XXX-XX-3777	17-Part-time E...	\$50.00	01/02/2019	04/30/2019	04/30/2019	

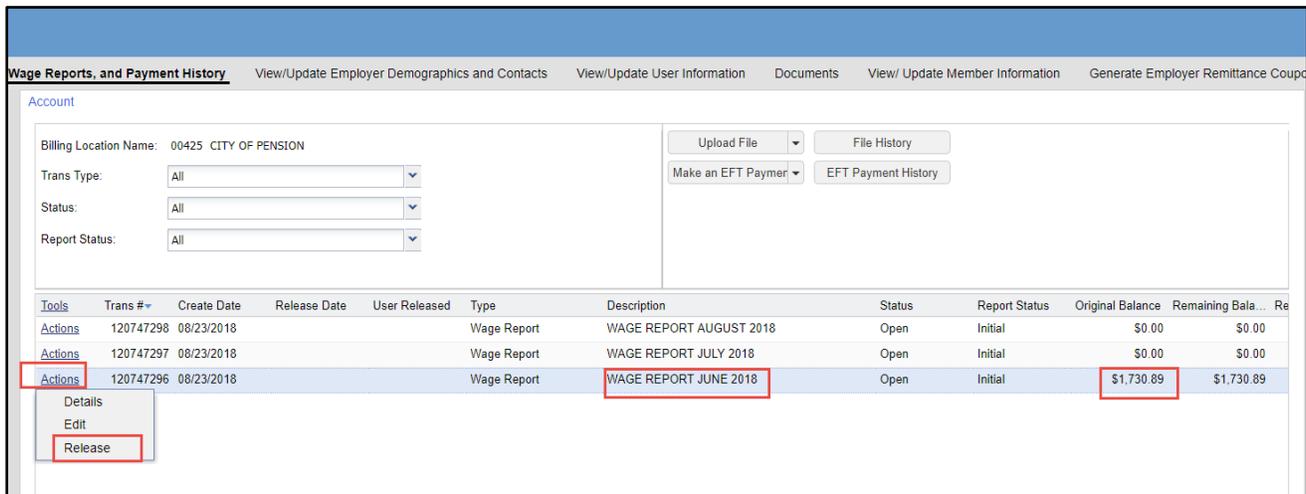
****Note**, if an employee had no wages, leave \$0.00 in the **Period Wages** field or delete the record.

The **Account Summary** screen will display. The amount owed for this wage report shows under the **Original Balance** column. If the amount owed is different than expected, go back and check the period wages for each employee, making corrections where necessary.

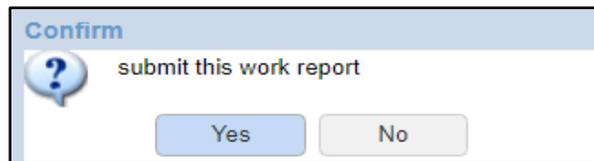
If the Original Balance is still displaying \$0.00 or you need it to update the changes made, go to the bottom left hand side of the screen next to the page number and select the Refresh button



Find the wage report to be completed, click on the line and make sure it is highlighted. Select **Actions**. Select **Release** to submit to IPERS.



Follow the prompts to submit the wage report.



Important: If any wages are incorrect after you release the report, wage adjustments will be necessary to correct them.

Import a Wage Report

On the I-Que home page, select **Account Summary, Wage Reports, and Payment History** or **Import Wage/Wage Adjustment Files**.

The screenshot shows the I-Que home page for the City of Pension. The navigation bar includes 'Home', 'Account Summary, Wage Reports, and Payment History', 'View/Update Employer Demographics and Contacts', 'View/Update User Information', 'Documents', 'View/ Update Member Information', and 'Generate Employer Remittance Coupon'. The 'Account Summary, Wage Reports, and Payment History' link is highlighted with a red box. Below the navigation bar, there is a 'Toll Free Help Line - 1-877-473-7799' and a note: 'PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do not use the browser's Back button'. The main content area is divided into three sections: 'Quick Links', 'Message Center', and 'News and Alerts'. The 'Quick Links' section contains several options, with 'Import Wage/Wage Adjustment Files' highlighted by a red box. The 'Message Center' section shows a search bar and a 'New' button, with a message indicating 'You have no received messages'. The 'News and Alerts' section contains two news items. Below the 'Quick Links' section, there is a table with columns 'Tools', 'Name', and 'Balance'. The table contains one row: 'Details', 'CITY OF PENSION', '\$1,730.89'. Below the table, there is a link: 'Click on Details to Add or Update EFT Bank Info/Update Delivery Preference'.

Select **Upload File**.

The screenshot shows the 'Wage Reports, and Payment History' page. The navigation bar includes 'Wage Reports, and Payment History', 'View/Update Employer Demographics and Contacts', 'View/Update User Information', 'Documents', 'View/ Update Member Information', and 'Generate Employer Remittance Coupon'. The 'Wage Reports, and Payment History' link is highlighted. Below the navigation bar, there is an 'Account' section. The 'Account' section contains a form with the following fields: 'Billing Location Name: 00425 CITY OF PENSION', 'Trans Type: All', 'Status: All', and 'Report Status: All'. The 'Billing Location Name' field is highlighted with a red box. To the right of the form, there is an 'Upload File' button, which is also highlighted with a red box. Below the form, there is a table with columns: 'Tools', 'Trans #', 'Create Date', 'Release Date', 'User Released', 'Type', 'Description', 'Status', 'Report Status', 'Original Balance', and 'Remaining Balance'. The table contains three rows of data:

Tools	Trans #	Create Date	Release Date	User Released	Type	Description	Status	Report Status	Original Balance	Remaining Balance
Actions	120747298	08/23/2018			Wage Report	WAGE REPORT AUGUST 2018	Open	Initial	\$0.00	\$0.00
Actions	120747297	08/23/2018			Wage Report	WAGE REPORT JULY 2018	Open	Initial	\$0.00	\$0.00
Actions	120747296	08/23/2018	08/23/2018	JBURKE	Wage Report	WAGE REPORT JUNE 2018	Open	Released	\$1,730.89	\$1,730.89

Select **Employer Wage Reporting** from the drop down.

Tools	Trans #	Create Date	Release Date	User Released	Type	Description	Status	Report Status	Original Balance	Remaining Balance	Re
Actions	120747298	08/23/2018			Wage Report	WAGE REPORT AUGUST 2018	Open	Initial	\$0.00	\$0.00	
Actions	120747297	08/23/2018			Wage Report	WAGE REPORT JULY 2018	Open	Initial	\$0.00	\$0.00	
Actions	120747296	08/23/2018	08/23/2018	JBURKE	Wage Report	WAGE REPORT JUNE 2018	Open	Released	\$1,730.89	\$1,730.89	Co

Select **Browse** to find your wage report import file. Fill in the **Import Description**. Select **Next**.

To validate the file, select **Details** or **Close**. If you select **Details** go to bottom of page 29.

If you selected **Close**, you can find the imported file under File History on the Account Summary page.

Account Summary, Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information Documents View/ Update Member Information Generate Employer Remittance Coupon Meeting

Account

Billing Location Name: 00423 CITY OF SUNSHINE

Trans Type: All

Status: All

Report Status: All

Upload File File History

Make an EFT Paymer EFT Payment History

Tools	Trans #	Create Date	Release Date	User Released	Type	Description	Status	Report Status	Original Balance	Remaining Bal...	Re
Details	120803372	06/04/2019			Payment	Dep Dt 06/04/2019-Chk# -Tr# 120803372	Open		(\$4,706.05)	(\$4,706.05)	
Actions	120803371	06/04/2019			Wage Report	WAGE REPORT JUNE 2019	Open	Initial	\$0.00	\$0.00	
Actions	120803370	06/04/2019			Wage Report	WAGE REPORT MAY 2019	Open	Initial	\$0.00	\$0.00	
Actions	120803369	06/04/2019			Wage Report	WAGE REPORT APRIL 2019	Open	Initial	\$0.00	\$0.00	

Select **Actions**, then **Details**

File History

Close

Import #: All Date Range: 05/27/2019 To: 06/10/2019

Status: All

Tools	Import Header Id	Process Flag	Import Name	Import Description	Status	File Load Start	File Process Start	Duration	Rows Loaded	Rows Processed	Rows in Error	Rows in Exception	Rows Successfully Processed	Inserted By	Has Comment Flag
Actions	184252	Validated	Employer Wag...	ERID 00423 (...)	Validated with Excepti...	06/19/2019 10:55 AM ...	06/10/2019 11:11 AM ...	< 1 sec	6	0	0	0	0	00423GMOR...	
Details	184250	Validated	Employer Wag...	ERID 00423 (...)	Validated with Errors	06/07/2019 03:05 PM ...	06/07/2019 03:15 PM ...	1 sec	6	0	0	0	0	00423GMOR...	
Validate	184248	Completed	Employer Wag...	ERID 00423 (...)	Voided	06/05/2019 03:50 PM ...	06/05/2019 03:50 PM ...	3 sec	6	0	0	0	0	JBURKE	

The following screen will display. Select **Validate**.

Details

Save Cancel

Import Name: Employer Wage Reporting Import Description: ERID 00423 (2019-05) :May 201...

Status: Not Processed Import Header Id: 184250 Inserted By: 06/07/2019

Process Flag: Ready Inserted Date: 06/07/2019 Updated By: 06/07/2019

Summary Details

Import Detail Status: All Type: All Display Rows: From To Show Deleted Rows:

New Row Set All to Resubmit Set None to Resubmit **Validate** Void Download

Tools	Error	Seq No	Import Message	Import Detail Status	Resubmit Flag	Record Type	Employer ID	Agency Code	Occupation Code	SSN	Last Name	First Name
Actions		1	Not Processed	Not Processed	<input checked="" type="checkbox"/>	1	00423	20190	50	000100626	22	
Actions		2	Not Processed	Not Processed	<input checked="" type="checkbox"/>	2	00423		01	777555333	MORNING	GLORIA
Actions		3	Not Processed	Not Processed	<input checked="" type="checkbox"/>	2	00423		06	333555777	HANDY	HANK
Actions		4	Not Processed	Not Processed	<input checked="" type="checkbox"/>	2	00423		17	555333777	SHINE	STEVE
Actions		5	Not Processed	Not Processed	<input checked="" type="checkbox"/>	2	00423		13	333777555	FIRESTONE	EDWARD
Actions		6	Not Processed	Not Processed	<input checked="" type="checkbox"/>	3	00423	20190	50	000000004		

Correct the errors on the Standard Import Report either in the member’s account or on the Details screen shown below. Select **Validate**, to re-validate your file. When all errors are fixed the **Import Detail Status** will be **Validated with Exceptions** or **Validated Successful**. Please note, it may not be necessary to upload a new file.

Details
 Edit Close

Import Name: Employer Wage Reporting Import Description: ERID 00425 (2018-07) July Wag...
 Status: Validated with Exceptions Import Header Id: 158977 Inserted By: 08/23/2018
 Process Flag: Validated Inserted Date: 08/23/2018 Updated By: 08/23/2018

Summary **Details**

Import Detail Status: All Type: All Display Rows: From To: Show Deleted Rows:

New Row Set All to Resubmit Set None to Resubmit **Validate** Process Void Download

Tools	Error	Seq No	Import Message	Import Detail Status	Resubmit Flag	Record Type	Employer ID	Agency Code	Occupation Code	SSN	Last Name	First Name
Actions		1	Not Processed	Not Processed	<input checked="" type="checkbox"/>	1	00425	20180	70	000275905	3	
Actions		2	Validated Successful	Validated Successful	<input checked="" type="checkbox"/>	2	00425		01	654654654	FUND	FRED
Actions		3	Validated Successful	Validated Successful	<input checked="" type="checkbox"/>	2	00425		01	654654666	BALL	LUCY
Actions		4	Validated Successful	Validated Successful	<input checked="" type="checkbox"/>	2	00425		01	654654667	LEWIS	JERRY
Actions		5	Validated With Exceptions	Validated With Exceptions	<input checked="" type="checkbox"/>	2	00425		06	654654668	SALES	SOUPY
Actions		6	Validated Successful	Validated Successful	<input checked="" type="checkbox"/>	2	00425		13	654654669	ALDA	ALAN
Actions		7	Not Processed	Not Processed	<input checked="" type="checkbox"/>	3	00425	20180	70	000000005		

Once the imported file is **Validated with Exceptions** or **Validated Successful**, select **Process**.

Details
 Edit Close

Import Name: Employer Wage Reporting Import Description: ERID 00425 (2018-07) July Wag...
 Status: Validated with Exceptions Import Header Id: 158977 Inserted By: 08/23/2018
 Process Flag: Validated Inserted Date: 08/23/2018 Updated By: 08/23/2018

Summary **Details**

Import Detail Status: All Type: All Display Rows: From To: Show Deleted Rows:

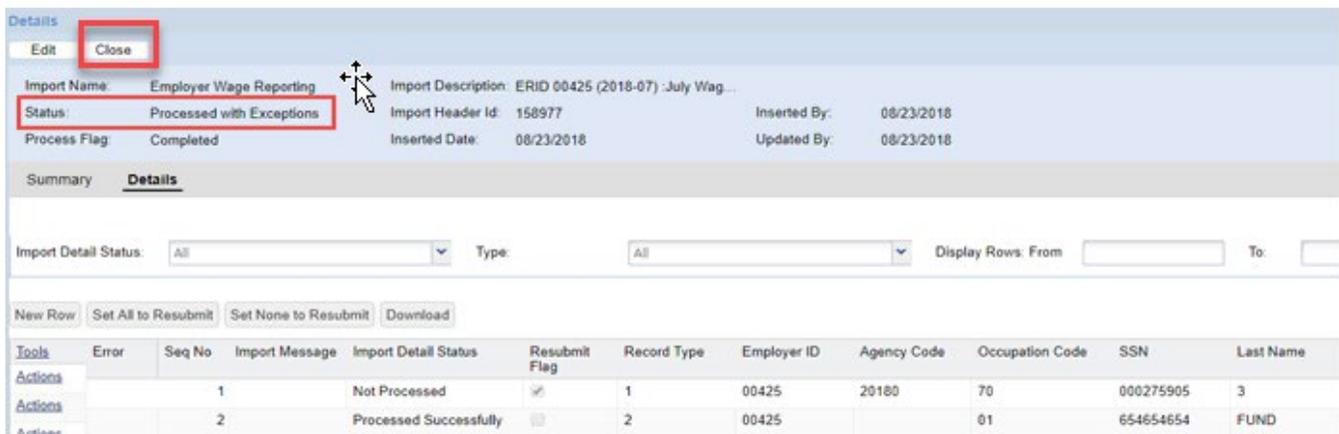
New Row Set All to Resubmit Set None to Resubmit Validate **Process** Void Download

Tools	Error	Seq No	Import Message	Import Detail Status	Resubmit Flag	Record Type	Employer ID	Agency Code	Occupation Code	SSN	Last Name	First Name
Actions		1	Not Processed	Not Processed	<input checked="" type="checkbox"/>	1	00425	20180	70	000275905	3	
Actions		2	Validated Successful	Validated Successful	<input checked="" type="checkbox"/>	2	00425		01	654654654	FUND	FRED
Actions		3	Validated Successful	Validated Successful	<input checked="" type="checkbox"/>	2	00425		01	654654666	BALL	LUCY
Actions		4	Validated Successful	Validated Successful	<input checked="" type="checkbox"/>	2	00425		01	654654667	LEWIS	JERRY
Actions		5	Validated With Exceptions	Validated With Exceptions	<input checked="" type="checkbox"/>	2	00425		06	654654668	SALES	SOUPY
Actions		6	Validated Successful	Validated Successful	<input checked="" type="checkbox"/>	2	00425		13	654654669	ALDA	ALAN
Actions		7	Not Processed	Not Processed	<input checked="" type="checkbox"/>	3	00425	20180	70	000000005		

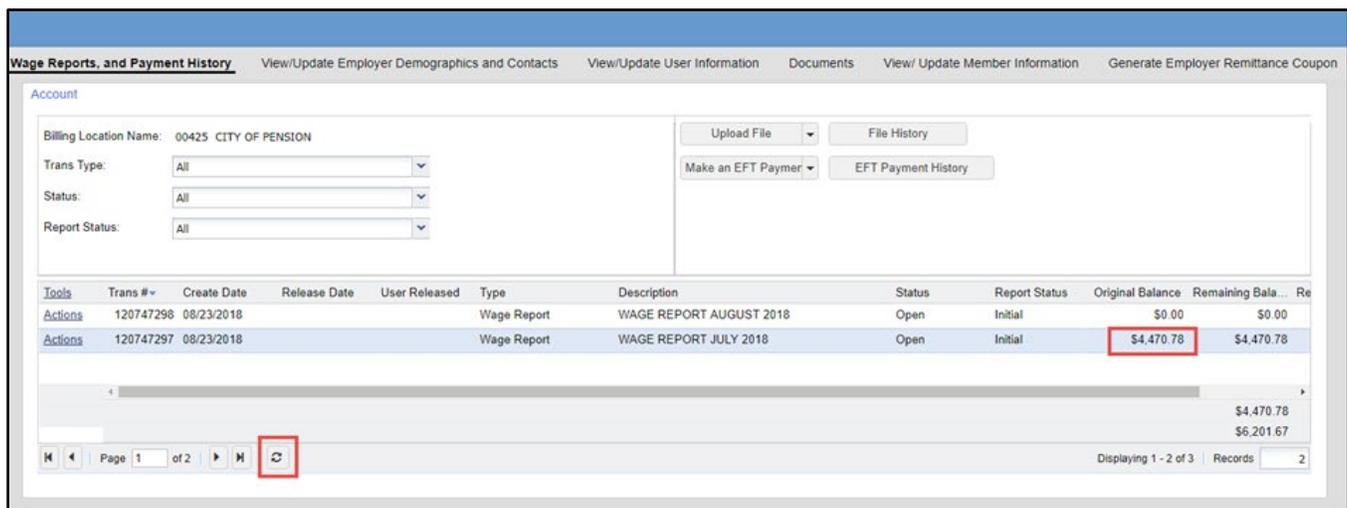
Read the confirmation message and select **Yes**.



The status of your imported file should now be **Processed with Exceptions** or **Processed Successfully**. Select **Close**.



To see the amount due from this imported wage report, select the **Refresh** icon at the bottom of the page.



Verify the amount owed. If it is accurate, release the wage report by selecting **Actions** and Release button under the appropriate wage report.

Tools	Trans #	Create Date	Release Date	User Released	Type	Description	Status	Report Status	Original Balance	Remaining Bala...	Re
Actions	120747298	08/23/2018			Wage Report	WAGE REPORT AUGUST 2018	Open	Initial	\$0.00	\$0.00	
Actions	120747297	08/23/2018			Wage Report	WAGE REPORT JULY 2018	Open	Initial	\$4,470.78	\$4,470.78	

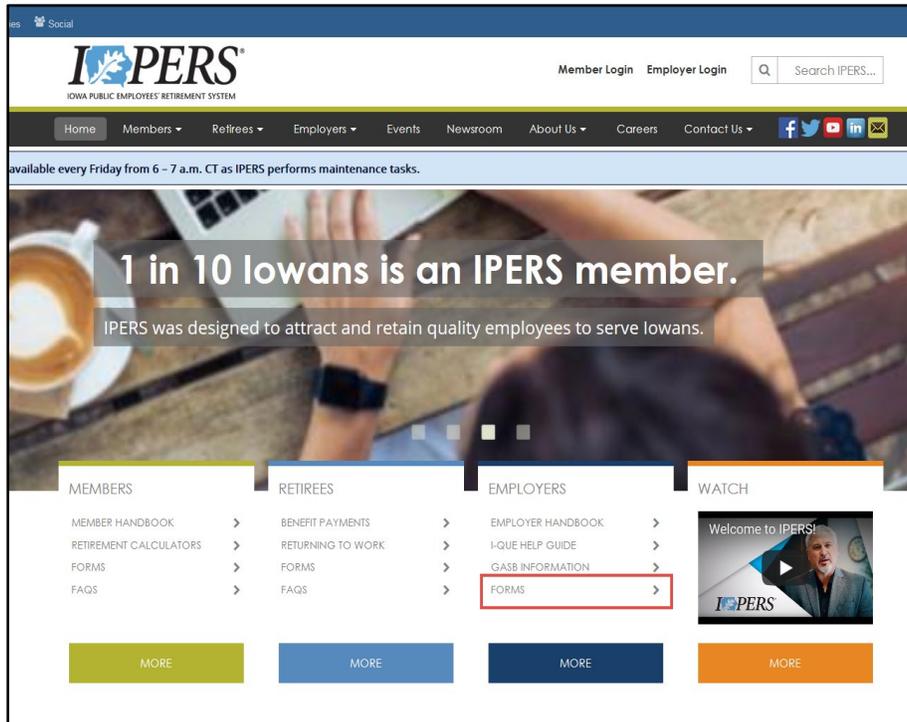
Follow the prompts to submit the report.

Confirm the file's **Report Status** is **Released**. You may need to refresh the screen to see updated status.

Tools	Trans #	Create Date	Release Date	User Released	Type	Description	Status	Report Status	Original Balance	Remaining Bala...	Re
Actions	120747298	08/23/2018			Wage Report	WAGE REPORT AUGUST 2018	Open	Initial	\$0.00	\$0.00	
Actions	120747297	08/23/2018	08/23/2018	JBURKE	Wage Report	WAGE REPORT JULY 2018	Open	Released	\$4,470.78	\$4,470.78	Co

Import a Wage Adjustment

Go to www.ipers.org and select **Forms** under the **Employers** quick links.

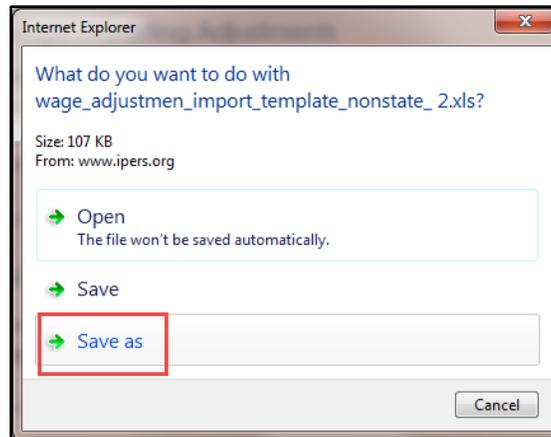


Scroll to the bottom of the Employer Forms webpage. Under Wage Reporting Adjustments, select **Wage Adjustment Import Spreadsheet**.

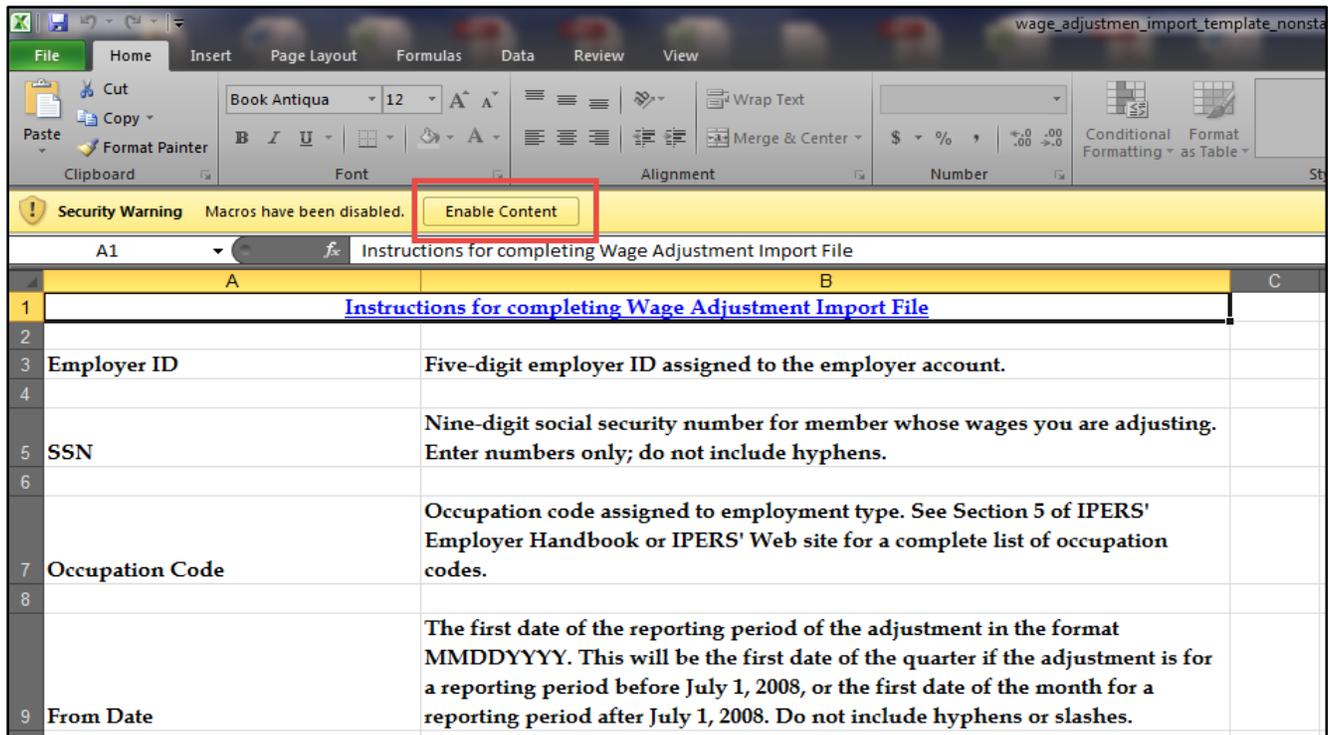
Wage Reporting Adjustments

Use this form to request corrections to wages that were unreported or erroneously reported during a previous quarter. If you have a PC with Windows and Excel 2003, you may also use the [Wage Adjustment Import Spreadsheet](#) to create and save a spreadsheet to your computer. You may then export the spreadsheet to IPERS through I-Que.

Select **Save As** to save the spreadsheet to your computer.



Close the website version of the spreadsheet. Open the spreadsheet saved on your computer. It will open to the instructions sheet with a Security Warning stating, "Macros have been disabled." Select **Enable Content**.



Select the **Import Data** tab to add information about your wage adjustment.

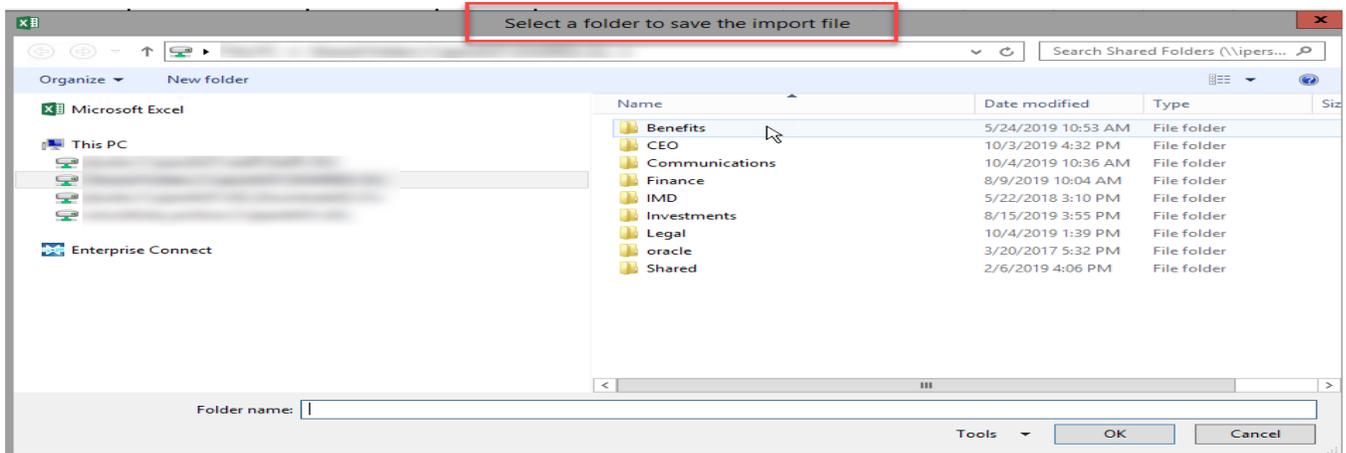
Instructions for completing Wage Adjustment Import File	
A	B
Instructions for completing Wage Adjustment Import File	
Employer ID	Five-digit employer ID assigned to the employer account.
SSN	Nine-digit social security number for member whose wages you are adjusting. Enter numbers only; do not include hyphens.
Occupation Code	Occupation code assigned to employment type. See Section 5 of IPERS' Employer Handbook or IPERS' Web site for a complete list of occupation codes.
From Date	The first date of the reporting period of the adjustment in the format MMDDYYYY. This will be the first date of the quarter if the adjustment is for a reporting period before July 1, 2008, or the first date of the month for a reporting period after July 1, 2008. Do not include hyphens or slashes.
To Date	The last date of the reporting period of the adjustment in the format MMDDYYYY. This will be the last date of the quarter if the adjustment is for a reporting period before July 1, 2008, or the last date of the month for a reporting period after July 1, 2008. Do not include hyphens or slashes.
Wage Adjustment Amount	The dollar amount that you are increasing or decreasing the originally reported wages by. Include a negative sign in front of the dollar amount when decreasing wages.
Final Wages	The sum of the originally reported wages and the wage adjustment amount in the previous two columns. Must be at least \$0.00.
Adjustment Reason Code	The reason code number for the wage adjustment from the list below.
Corrected SSN	If correcting wages reported under an incorrect SSN, enter the correct SSN here.
When completely done, hit "Create Import File" button. This will save this file to your desktop.	The Wage Adjustment Report will now be available to process using the import feature of I-Que.

Enter the information exactly as requested (a sample header line is shown below) or the file will not process correctly when imported. When finished, select the blue **Create Import File** to export the file to your desired location.

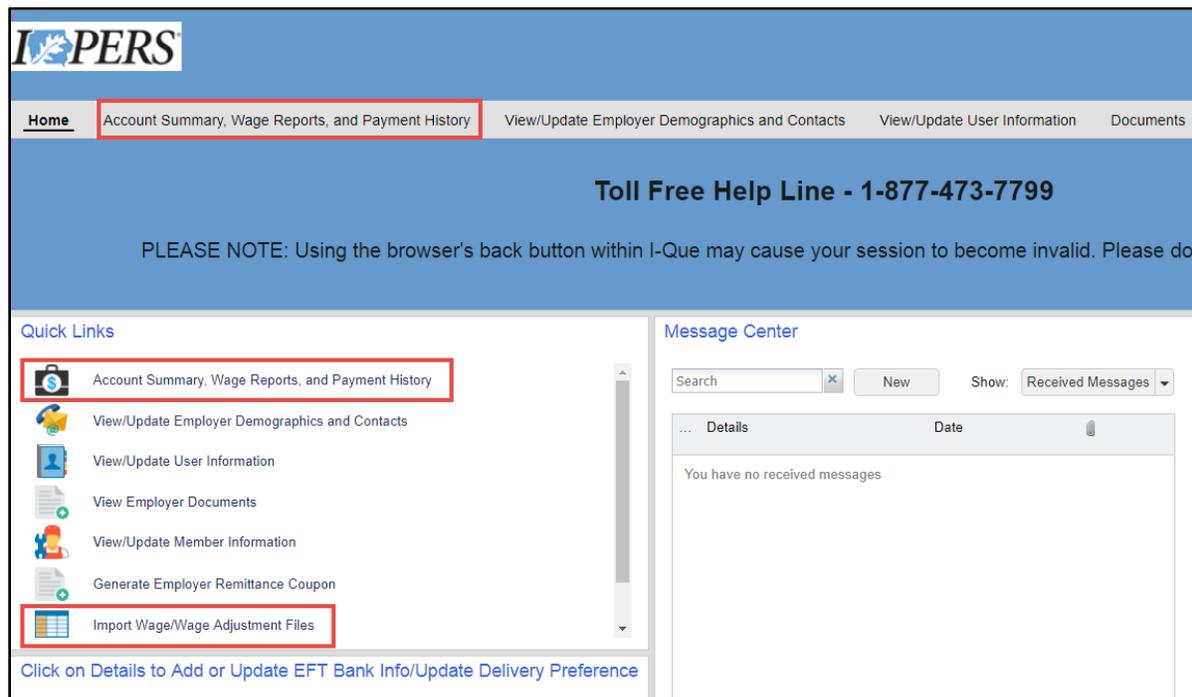
Employer ID	SSN	Occupation Code	From Date (MMDDYYYY)	To Date (MMDDYYYY)	Wage Adjustment Amount	Final Wages	Adjustment Reason Code	Corrected SSN
425	654654666	01	06012018	06302018	\$1,000.00	\$3,356.56	03	

[Create Import File](#)

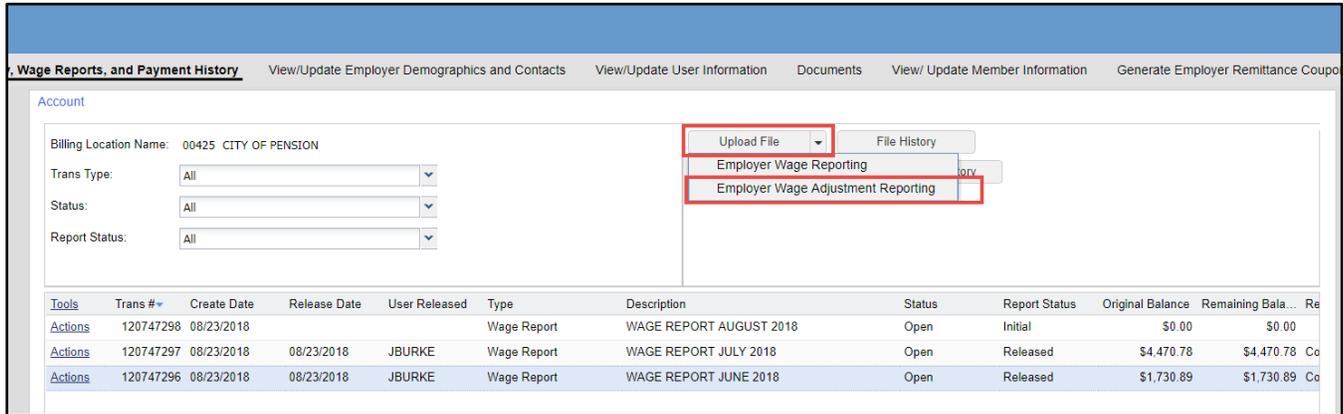
Chose where you wish to save this file and then Select **OK** and close the Wage Adjustment Import Spreadsheet.



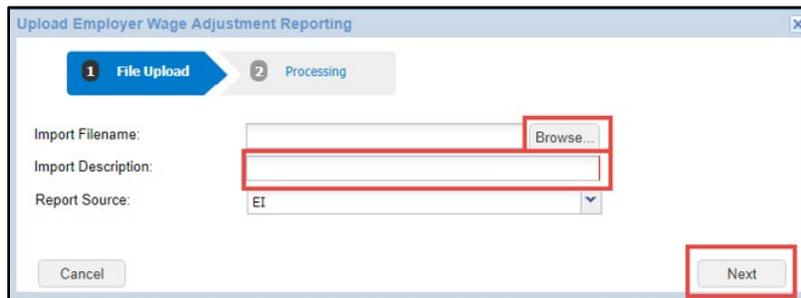
Now that you have created your wage adjustment import file, log in to I-Que. On the I-Que home page, select **Import Wage/Wage Adjustment Files** or **Account Summary, Wage Reports, and Payment History**.



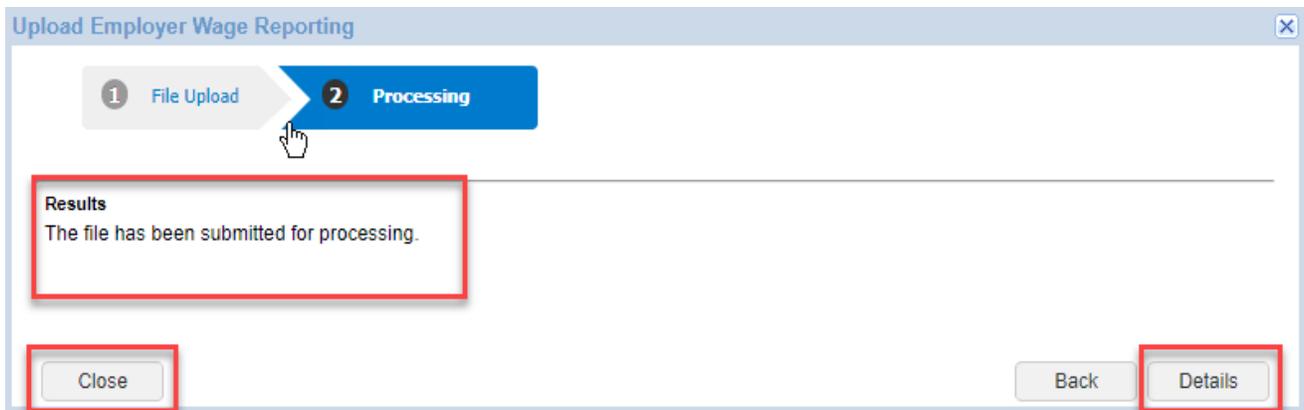
Select **Upload File**. In the drop-down menu, select **Employer Wage Adjustment Reporting**.



Select **Browse** to locate your wage adjustment import file. Add an **Import Description**. Select **Next**.



A message will appear indicating that the file has been submitted. To validate the Wage Adjustment Import file, select **Details**. Otherwise, select **Close**. If you selected **Details** go to bottom of page 40.



If you selected **Close**, you can find the imported file under File History on the Account Summary page.

Account Summary, Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information Documents View/ Update Member Information Generate Employer Remittance Coupon Meeting

Account

Billing Location Name: 00423 CITY OF SUNSHINE

Trans Type: All

Status: All

Report Status: All

Upload File File History

Make an EFT Paymer EFT Payment History

Tools	Trans #	Create Date	Release Date	User Released	Type	Description	Status	Report Status	Original Balance	Remaining Bal...	Re
Details	120803372	06/04/2019			Payment	Dep Dt 06/04/2019-Chk# -Trf 120803372	Open	Initial	(\$4,706.05)	(\$4,706.05)	
Actions	120803371	06/04/2019			Wage Report	WAGE REPORT JUNE 2019	Open	Initial	\$0.00	\$0.00	
Actions	120803370	06/04/2019			Wage Report	WAGE REPORT MAY 2019	Open	Initial	\$0.00	\$0.00	
Actions	120803369	06/04/2019			Wage Report	WAGE REPORT APRIL 2019	Open	Initial	\$0.00	\$0.00	

Locate the Wage Adjustment Import file, select **Actions**, then **Details**

File History

Close

Import #: All Date Range: 05/27/2019 To: 06/10/2019

Status: All

Tools	Import Header Id	Process Flag	Import Name	Import Description	Status	File Load Start	File Process Start	Duration	Rows Loaded	Rows Processed	Rows in Error	Rows in Exception	Rows Successfully Processed	Inserted By	Has Comment Flag
Actions	184252	Validated	Employer Wag...	ERID 00423 (...)	Validated with Excepti...	06/10/2019 10:55 AM ...	06/10/2019 11:11 AM ...	< 1 sec	6	0	0	0	0	00423GMOR...	
Details	184250	Validated	Employer Wag...	ERID 00423 (...)	Validated with Errors	06/07/2019 03:05 PM ...	06/07/2019 03:15 PM ...	1 sec	6	0	0	0	0	00423GMOR...	
Validate	184248	Completed	Employer Wag...	ERID 00423 (...)	Voided	06/05/2019 03:50 PM ...	06/05/2019 03:50 PM ...	3 sec	6	0	0	0	0	JBURKE	

From the **Details** tab, select **Validate**.

Details

Save Cancel

Import Name: Employer Wage Adjustment Rep... Import Description: ERID 00425 :Wage Adjustment fr...

Status: Not Processed Import Header Id: 158983 Inserted By: 08/23/2018

Process Flag: Ready Inserted Date: 08/23/2018 Updated By: 08/23/2018

Summary **Details**

Import Detail Status: All Type: All Display Rows: From

New Row Set All to Resubmit Set None to Resubmit **Validate** Void Download

Tools	Error	Seq No	Import Message	Import Detail Status	Resubmit Flag	Record Type	Employer ID	SSN	Agency Code	Occu
Actions		1		Not Processed	<input checked="" type="checkbox"/>	1	00425	+00000100	000	
Actions		2		Not Processed	<input checked="" type="checkbox"/>	2	00425	654654666		01
Actions		3		Not Processed	<input checked="" type="checkbox"/>	3	00425	00001		

Check the **Status** or **Import Detail Status** of the file. If it contains errors, you must correct them before processing the adjustment.

I-PERS

Details

Edit Close

Import Name: Employer Wage Adjustment Rep... Import Description: ERID 00425 :Wage Adjustment fr...
 Status: **Validated with Errors** Import Header Id: 158983 Inserted By: 08/23/2018
 Process Flag: Validated Inserted Date: 08/23/2018 Updated By: 08/23/2018

Summary **Details**

Import Detail Status: All Type: All Display Rows: From To:

New Row Set All to Resubmit Set None to Resubmit Validate Process Void Download

Tools	Error	Seq No	Import Message	Import Detail Status	Resubmit Flag	Record Type	Employer ID	SSN	Agency Code	Occupation Code	From Date
Actions		1		Not Processed	☑	1	00425	+00000100	000		
Actions		2		Validated With Errors	☑	2	00425	654654666		01	20180601
Actions		3		Not Processed	☑	3	00425	00001			

Select **Actions** next to the row that shows as **Validated with Errors**. Select **Show Errors** in the drop-down menu.

I-PERS

Details

Edit Close

Import Name: Employer Wage Adjustment Rep... Import Description: ERID 00425 :Wage Adjustment fr...
 Status: Validated with Errors Import Header Id: 158983 Inserted By: 08/23/2018
 Process Flag: Validated Inserted Date: 08/23/2018 Updated By: 08/23/2018

Summary **Details**

Import Detail Status: All Type: All Display Rows: From To:

New Row Set All to Resubmit Set None to Resubmit Validate Process Void Download

Tools	Error	Seq No	Import Message	Import Detail Status	Resubmit Flag	Record Type	Employer ID	SSN	Agency Code	Occupation Code	From Date
Actions		1		Not Processed	☑	1	00425	+00000100	000		
Actions		2		Validated With Errors	☑	2	00425	654654666		01	20180601
Delete Show Errors		3		Not Processed	☑	3	00425	00001			

Research to correct errors or contact IPERS ERAM at 1-877-473-7799.

Import Errors

Close

Import Name: Employer Wage Adjustment Rep... Import Description: ERID 00425 :Wage Adjustment fr...
 Status: Validated with Errors Import Header Id: 158983 Inserted By: 08/23/2018
 Process Flag: Validated Inserted Date: 08/23/2018 Updated By: 08/23/2018

Tools	Row	Type	Seq No	Type	Message	Attribute Name
	2	Error	1	db_error_p	Detail: Incorrect final wages.	

Once errors have been corrected, Re-validate your file. The file status should be **Validated Successfully**.

Select **Process**.

Details

Edit Close

Import Name: Employer Wage Adjustment Rep... Import Description: ERID 00425 :Wage Adjustment fr...
 Status: Validated Successfully Import Header Id: 158983 Inserted By: 08/23/2018
 Process Flag: Validated Inserted Date: 08/23/2018 Updated By: 08/23/2018

Summary **Details**

Import Detail Status: All Type: All Display Rows: From To Show Deleted Rows:

New Row Set All to Resubmit Set None to Resubmit Validate **Process** Void Download

Tools	Error	Seq No	Import Message	Import Detail Status	Resubmit Flag	Record Type	Employer ID	SSN	Agency Code	Occupation Code	From Date	To Date	Adjustment Sign	Adjustment Amount
Actions		1		Not Processed	<input checked="" type="checkbox"/>	1	00425	+00000100	000					
Actions		2		Validated Successful	<input checked="" type="checkbox"/>	2	00425	654654666		01	20180601	20180630	+	00100000
Actions		3		Not Processed	<input checked="" type="checkbox"/>	3	00425	00001						

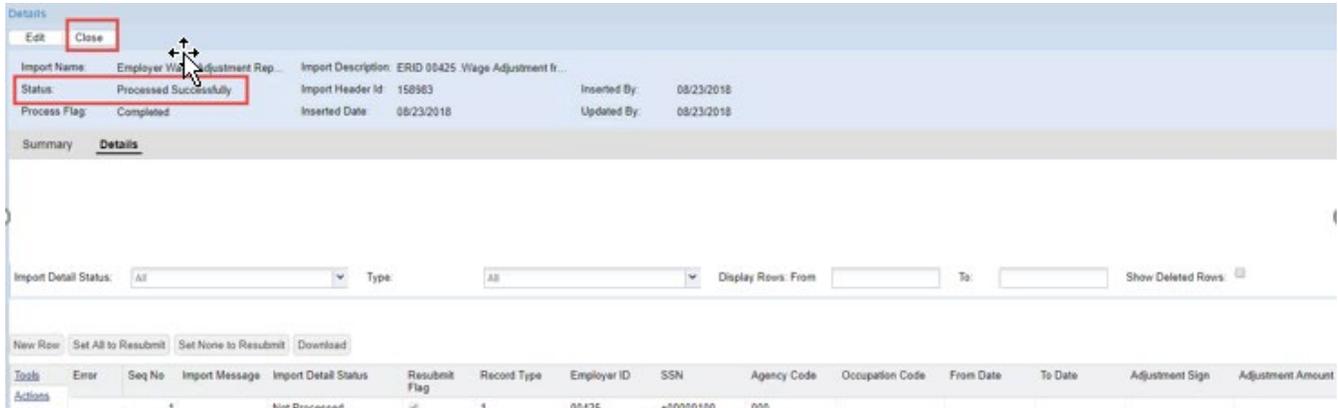
Read the confirmation message and select **Yes**.

Confirmation Required

Wait for this file to complete processing. Then proceed to the Account Summary, Wage Reports, and Payment History to release the report.

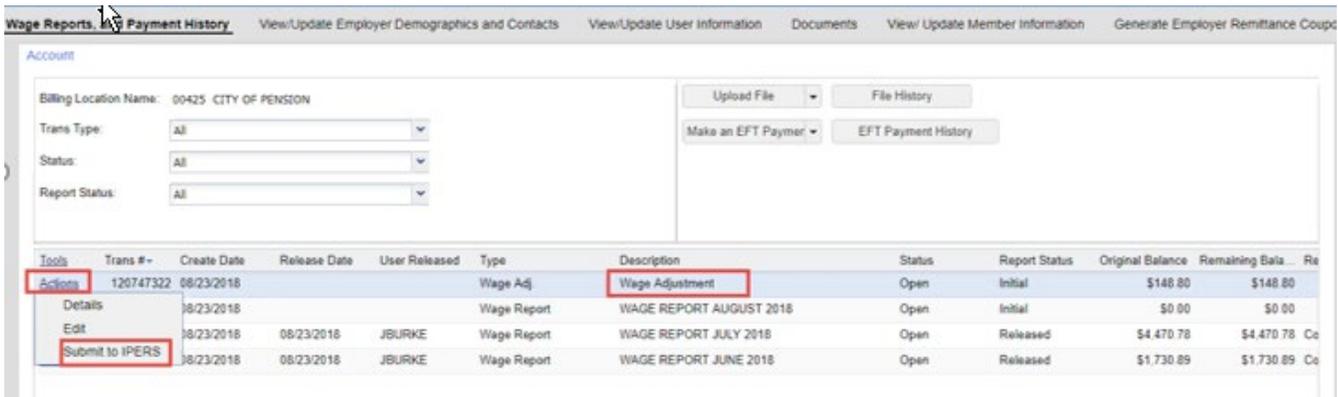
Yes No

Status should be **Processed Successfully**. If so, select **Close**. Go to the **Account Summary, Wage Reports and Payment History** screen to submit the adjustment.

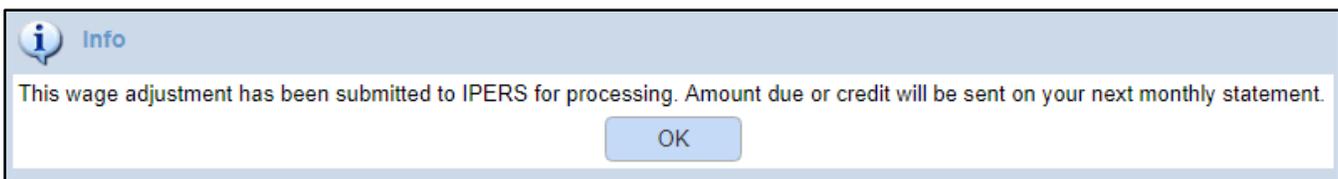


You will need to refresh the screen to see the wage adjustment amount. Make sure you have highlighted the correct wage adjustment to submit by clicking on the appropriate transaction.

Select **Actions** and **Submit to IPERS** for the adjustment you are releasing.



Follow the prompts to submit your file to IPERS.



A workflow request will be submitted to IPERS and your adjustment should be released within 24 hours.

Add a Financial Institution

On the I-Que home page, select **Details**.

The screenshot shows the I-PERS home page. At the top, there is a navigation bar with links: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, View/Update User Information, Documents, and View/Update Member Information. Below this is a blue banner with the text "Toll Free Help Line - 1-877-473-7799" and a note: "PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do not use the browser's Back button." The main content area is divided into three columns: "Quick Links" on the left, "Message Center" in the middle, and "News and Alerts" on the right. The "Quick Links" column contains several icons and links. The "Message Center" column has a search bar and a "New" button, and a table with columns "Details" and "Date". The "News and Alerts" column contains two news items. Below the "Quick Links" column, there is a link: "Click on Details to Add or Update EFT Bank Info/Update Delivery Preference". Below this link is a table with columns "Tools", "Name", and "Balance". The "Details" link in the "Tools" column is highlighted with a red box.

Tools	Name	Balance
Details	CITY OF PENSION	\$6,350.47

Select **Add Bank Account**.

The screenshot shows the I-PERS account details page. At the top, there is a navigation bar with the I-PERS logo. Below this is a blue banner with the text "Billing Location ID: 00425" and "Billing Location Name: CITY OF PENSION". Below the banner is a section titled "Billing Location Info" with a "Change" button and "Delivery Preference: U.S. Mail". Below this is a section titled "EFT Bank Account Details" with a link "Add Bank Account" highlighted with a red box. Below the link is a table with columns "Tools", "Description (250 char max)", "EFT Type", "Period", "EFT Status", and "Default EFT".

Tools	Description (250 char max)	EFT Type	Period	EFT Status	Default EFT
-------	----------------------------	----------	--------	------------	-------------

In the **Start Date** field, enter today's date. Leave the **Stop Date** field blank. Check the **Default Eft Flag** box to set this financial institution as the default EFT account for future payments. Select **Search**.

The screenshot shows a 'Details' dialog box with the following fields and values:

- Start Date: 08/23/2018
- Stop Date: MM/DD/YYYY
- Payment Account: EFT Payment Account
- EFT Type: BANK
- Description (250 char max):
- EFT Status: Approved
- Default Eft Flag:
- Bank Name:
- Bank Routing Number:
- Bank Account Number:
- Re-enter Bank Account Number:
- Bank Account Type: Checking

Buttons: Cancel, Save, Search

Enter your bank's Routing Number. Select **Search**.

The screenshot shows a 'Financial Institution Search' dialog box with the following field and value:

- Bank Name/Routing Number: 092902983

Buttons: Search

Enter Bank Account number as indicated. Re-enter to confirm. Select **Save**.

Details

Start Date: 08/23/2018

Stop Date: MM/DD/YYYY

Payment Account: EFT Payment Account

EFT Type: BANK

Description (250 char max):

EFT Status: Approved

Default Eft Flag:

Bank Name: US BANK

Bank Routing Number: 092902983

Bank Account Number: 102102

Re-enter Bank Account Number: 102102

Bank Account Type: Checking

If necessary – use the drop down to change the Bank Account Type to Savings – then select Save.

Review and select **Confirm** or **Back** to make any corrections.

Details ✕

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

Start Date:	<input type="text" value="08/23/2018"/>
Stop Date:	<input type="text" value="MM/DD/YYYY"/>
Payment Account:	<input type="text" value="EFT Payment Account"/>
EFT Type:	<input type="text" value="BANK"/>
Description (250 char max):	<input type="text"/>
EFT Status:	<input type="text" value="Approved"/>
Default Eft Flag:	<input checked="" type="checkbox"/>

Bank Name:	<input type="text" value="US BANK"/>	<input type="button" value="Search"/>
Bank Routing Number:	<input type="text" value="092902983"/>	
Bank Account Number:	<input type="text" value="102102"/>	
Re-enter Bank Account Number:	<input type="text" value="102102"/>	
Bank Account Type:	<input type="text" value="Checking"/>	

Complete the form by entering your name and title. Select **Confirm**.

Eft Definition Authorization

Agreement Summary



EMPLOYER/RECEIVER AUTHORIZATION AND AGREEMENT FOR ACH DEBIT

Originator: IOWA PUBLIC EMPLOYEES' RETIREMENT SYSTEM

The Employer/Receiver hereunder, CITY OF PENSION ("EMPLOYER"), hereby authorizes IPERS to initiate both recurring and single entry debit entries to EMPLOYER'S Checking Account indicated below at the depository financial institution named below ("DEPOSITORY"), and to debit the same to such account. EMPLOYER acknowledges that the origination of ACH transactions to said account must comply with the provisions of U.S. law and the rules of the National Automated Clearinghouse Association ("NACHA") and agrees that transactions hereunder shall be in the NACHA CCD format, unless mutually agreed otherwise.

Depository Name: US BANK

Routing Number: 092902983

Account Number: XXXX2102

EMPLOYER acknowledges and agrees that it has the sole responsibility to ensure that the bank account listed above will be open to accept transactions hereunder, that sufficient funds will be maintained in that account to cover said transactions, and that it has verified that DEPOSITORY is capable of complying with the U.S. laws and NACHA rules governing transactions hereunder. This authorization shall remain in full force and effect until IPERS has received written notification of its termination from EMPLOYER. The termination notice may be delivered by e-mail, facsimile, or first class mail, provided that the delivery of such termination notice shall provide IPERS and DEPOSITORY a reasonable opportunity to act on it.

Date: By:

Title:

Select **Print** and then **Finish**.

Eft Definition Authorization

Agreement Summary



EMPLOYER/RECEIVER AUTHORIZATION AND AGREEMENT FOR ACH DEBIT

Originator: IOWA PUBLIC EMPLOYEES' RETIREMENT SYSTEM

The Employer/Receiver hereunder, CITY OF PENSION ("EMPLOYER"), hereby authorizes IPERS to initiate both recurring and single entry debit entries to EMPLOYER'S **Checking** Account indicated below at the depository financial institution named below ("DEPOSITORY"), and to debit the same to such account. EMPLOYER acknowledges that the origination of ACH transactions to said account must comply with the provisions of U.S. law and the rules of the National Automated Clearinghouse Association ("NACHA") and agrees that transactions hereunder shall be in the NACHA CCD format, unless mutually agreed otherwise.

Depository Name: US BANK

Routing Number: 092902983

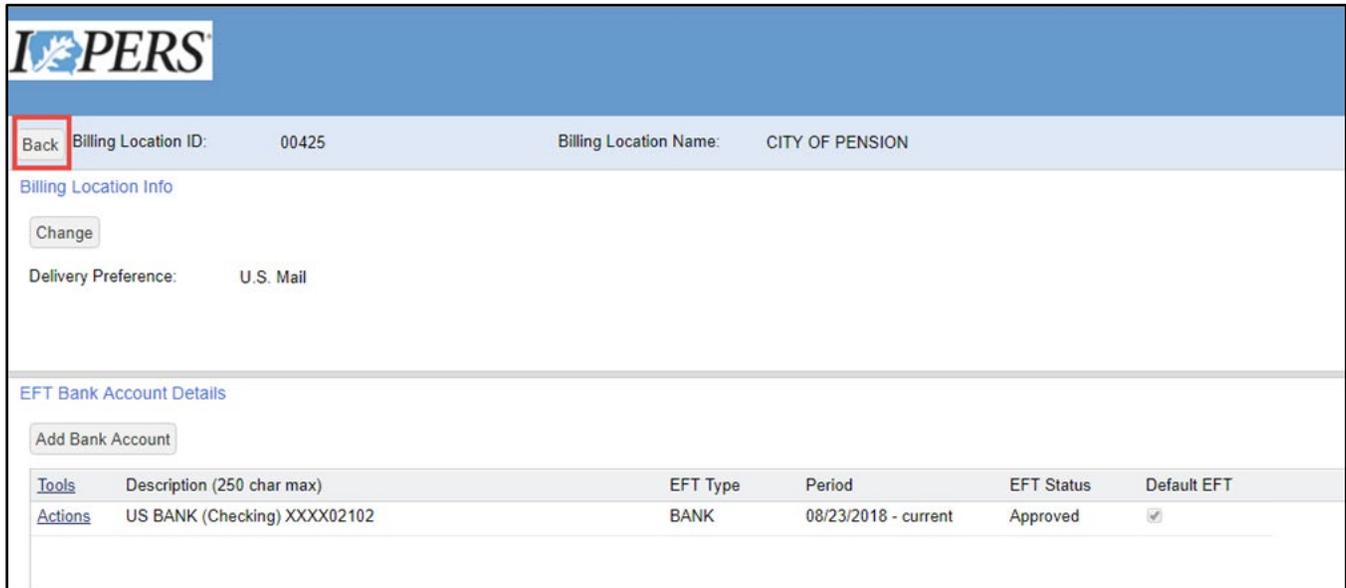
Account Number: XXXX2102

EMPLOYER acknowledges and agrees that it has the sole responsibility to ensure that the bank account listed above will be open to accept transactions hereunder, that sufficient funds will be maintained in that account to cover said transactions, and that it has verified that DEPOSITORY is capable of complying with the U.S. laws and NACHA rules governing transactions hereunder. This authorization shall remain in full force and effect until IPERS has received written notification of its termination from EMPLOYER. The termination notice may be delivered by e-mail, facsimile, or first class mail, provided that the delivery of such termination notice shall provide IPERS and DEPOSITORY a reasonable opportunity to act on it.

Date: By:

Title:

To return to the I-Que home page, select **Back**.



The screenshot displays the I-PERS web interface. At the top left is the I-PERS logo. Below it, a navigation bar contains a "Back" button highlighted with a red box. The main content area is divided into two sections: "Billing Location Info" and "EFT Bank Account Details".

Billing Location Info

Back Billing Location ID: 00425 Billing Location Name: CITY OF PENSION

Change

Delivery Preference: U.S. Mail

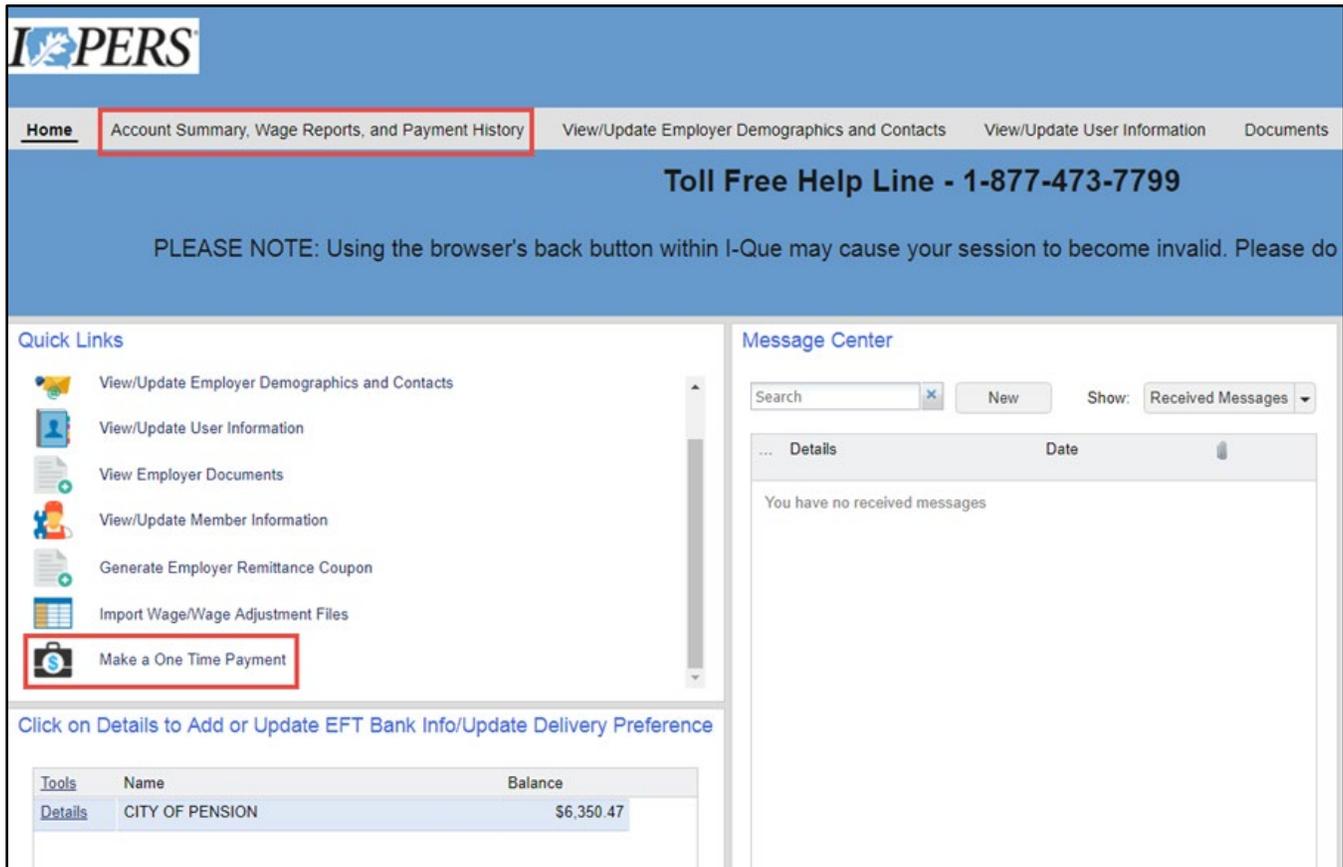
EFT Bank Account Details

Add Bank Account

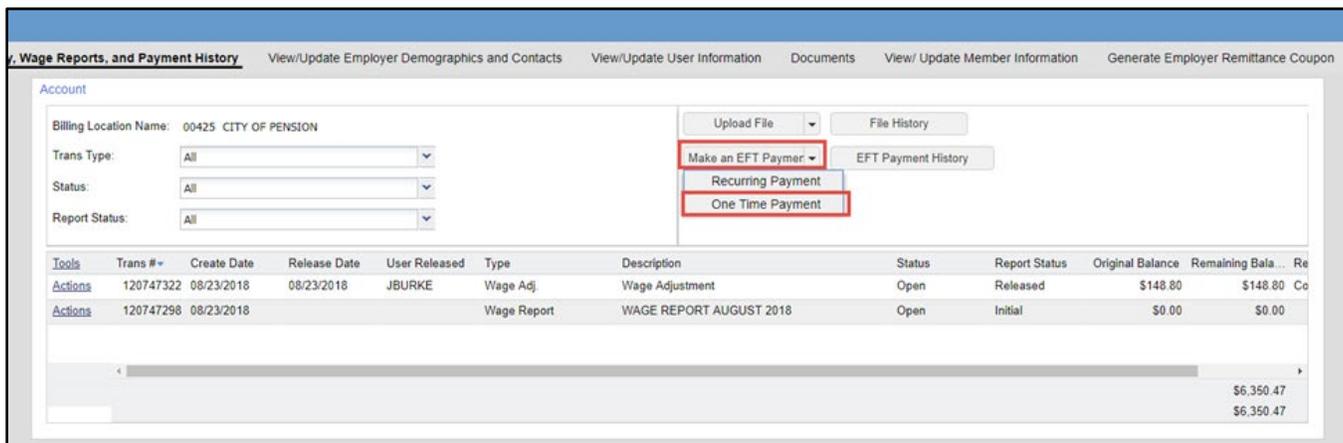
Tools	Description (250 char max)	EFT Type	Period	EFT Status	Default EFT
Actions	US BANK (Checking) XXXX02102	BANK	08/23/2018 - current	Approved	<input checked="" type="checkbox"/>

Make an Online EFT Payment

On the home page, select **Make a One Time Payment** or **Account Summary, Wage Reports, and Payment History**.



If you selected **Account Summary, Wage Reports, and Payment History**, select **Make an EFT Payment**.
 If you selected **Make a One Time Payment** from the Home page, skip this step.



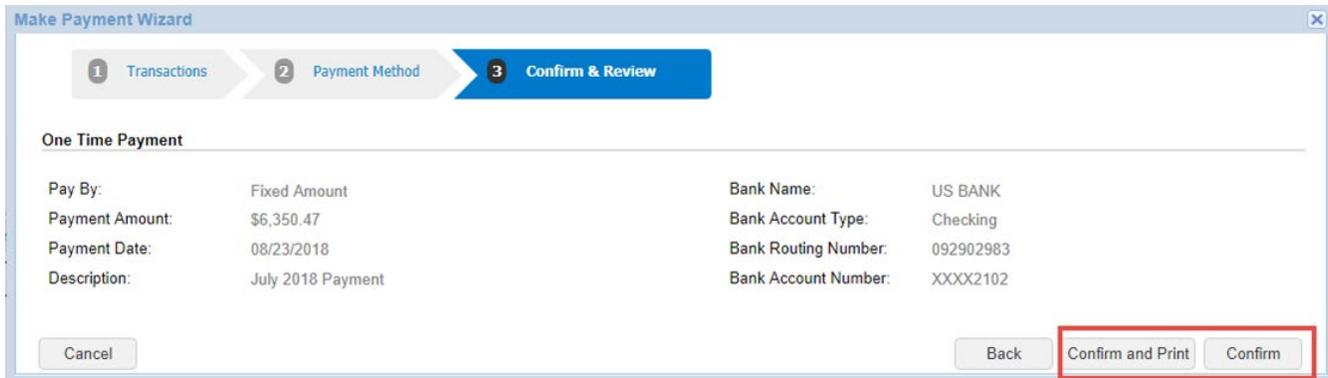
The **Make Payment Wizard** will open. Fill in the **Payment Amount**, **Payment Date**, and **Description**.

- To make the payment immediately, leave the **Payment Date** as is.
- To schedule this payment for some time in the future, indicate the date you wish IPERS to be paid.

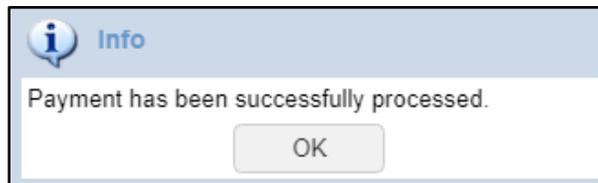
Select **Next**.

Select the account to make the payment from in the **Bank Name** field, or select **Add New Payment Account**. Select **Next**.

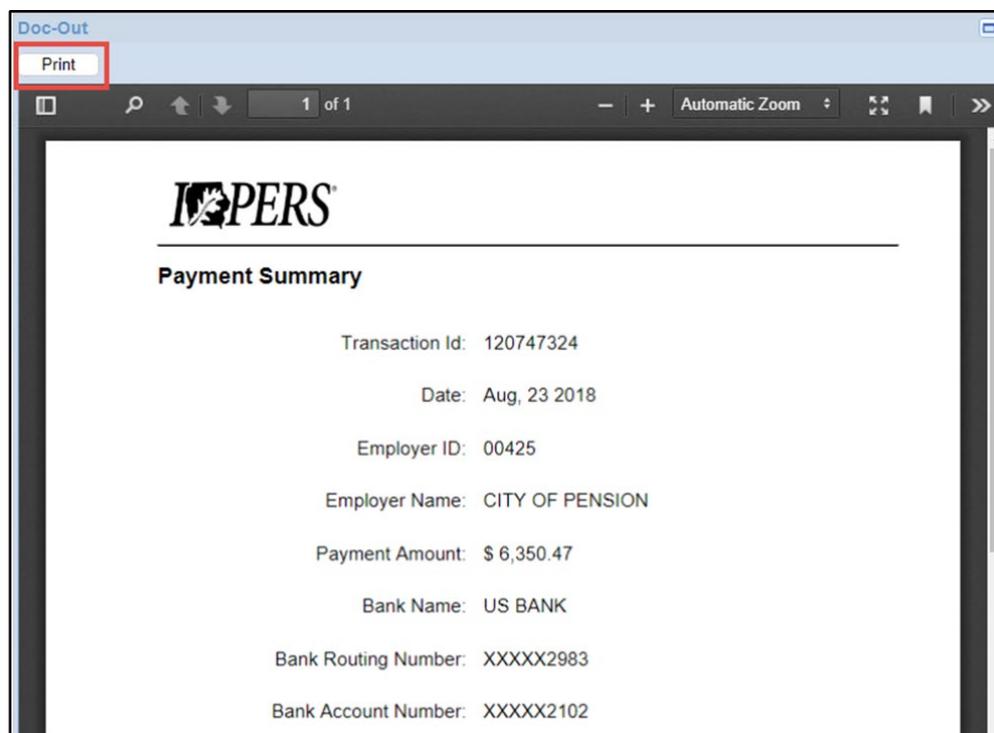
Select **Confirm** or **Confirm and Print**.



A confirmation message will display. Select **OK**.



The **Payment Summary** will display. Select **Print** or close out of the Summary using the icon in the upper right corner of the window. If this print does not work, click Ctrl-P for a print screen.



Your payment will be reflected on the Account Summary page as long as you did not schedule this payment with a future date.

Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information Documents View/ Update Member Information Generate Employer Remittance Coupon

Account

Billing Location Name: 00425 CITY OF PENSION

Trans Type: All

Status: All

Report Status: All

Upload File File History

Make an EFT Paymer EFT Payment History

Tools	Trans #	Create Date	Release Date	User Released	Type	Description	Status	Report Status	Original Balance	Remaining Bala...	Re
Details	120747324	08/23/2018			Payment	Dep Dt 08/23/2018-Chk# -Tr# 120747324	Open		(\$6,350.47)	(\$6,350.47)	
Actions	120747322	08/23/2018	08/23/2018	JBURKE	Wage Adj.	Wage Adjustment	Open	Released	\$148.80	\$148.80	Co
Actions	120747298	08/23/2018			Wage Report	WAGE REPORT AUGUST 2018	Open	Initial	\$0.00	\$0.00	
Actions	120747297	08/23/2018	08/23/2018	JBURKE	Wage Report	WAGE REPORT JULY 2018	Open	Released	\$4,470.78	\$4,470.78	Co
Actions	120747296	08/23/2018	08/23/2018	JBURKE	Wage Report	WAGE REPORT JUNE 2018	Open	Released	\$1,730.89	\$1,730.89	Co
										(\$0.00)	
										\$0.00	

To view your scheduled payments or see your EFT payment History - select **EFT Payment History**.

Account Summary, Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information Documents View/ Update Member Information Generate Employer Remittance Coupon

Account

Billing Location Name: 00423 CITY OF SUNSHINE

Trans Type: All

Status: All

Report Status: All

Upload File File History

Make an EFT Paymer **EFT Payment History**

Tools	Trans #	Create Date	Release Date	User Released	Type	Description	Status	Report Status	Original Balance
Details	120803372	06/04/2019			Payment	Dep Dt 06/04/2019-Chk# -Tr# 120803372	Open		(\$4,706.05)

Select **Scheduled Payments** or **EFT History**. Then select **View** to see the payment detail.

Payment History

Close

Scheduled Payments **EFT History**

As Of: Last 60 Days

	Payor Code	Description	Payment Request Date	Payment Amount	Period From Date	Period To Date	Payment Request Status
View ...	00423	January, Febr...	06/04/2019	\$4,706.05	06/04/2019	06/04/2019	Issued

If you need to print the details, go to the top right hand corner of the View Payment screen, select the box to maximize the screen, select **Ctrl-P** to print the screen for your records. Then select the “x” to close out of the screen.

☐ X

View Payment

One Time Payment

Pay By:	Transactions	Fund:	Employer Contributions
Payment Amount:	\$4,706.05	Bank Name:	US BANK
Payment Date:	06/04/2019	Bank Account Type:	Checking
Description:	January, February, and March 2019 Payments		
		Bank Routing Number:	071001041
		Bank Account Number:	XXXX1333

Selected Transactions

Select **Close** to return to the Account Summary screen.

Close

Payment History

Scheduled Payments EFT History

As Of: Last 60 Days ▼

	Payor Code	Description	Payment Request Date	Payment Amount	Period From Date	Period To Date	Payment Request Status
View ...	00423	January, Febr...	06/04/2019	\$4,706.05	06/04/2019	06/04/2019	Issued

View or Update Employer Information

On the I-Que home page, select **View/Update Employer Demographics and Contacts**.

Home Account Summary, Wage Reports, and Payment History **View/Update Employer Demographics and Contacts** View/Update User Information Documents

Toll Free Help Line - 1-877-473-7799

PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do

Quick Links

- Account Summary, Wage Reports, and Payment History
- View/Update Employer Demographics and Contacts**
- View/Update User Information
- View Employer Documents
- View/Update Member Information
- Generate Employer Remittance Coupon
- Import Wage/Wage Adjustment Files
- Make a One Time Payment

Message Center

Search [x] New Show: Received Messages [v]

...	Details	Date	
You have no received messages			

Click on Details to Add or Update EFT Bank Info/Update Delivery Preference

Tools	Name	Balance
Details	CITY OF SUNSHINE	\$0.00

To update Employer Info, select **Change**.

Home Account Summary, Wage Reports, and Payment History **View/Update Employer Demographics and Contacts** View/Update User Information Documents

Employer Info

Change

Employer ID: 00423 Employer Name: CITY OF SUNSHINE
 Federal Tax No: 42-9511595 Employer Type: City
 County Number: 77 Centralized Payroll?: No
 Employer Status: Active

Addresses Permanent: PO BOX 1 ALTOONA IA 50009-0001

Contacts Work Phone: (515) 281-0001
 Cell Phone: (515) 281-0002

Contacts

Add a New Contact

Tools	Name	Contact Role	Phone 1	Fax	E Mail	Address 1
Actions	GLORIA MORNING	Reporting Official	M: (515) 681-7882 W: (515) 281-0001		tina.bennett@ipers.org	Po Box 1 Altoona IA 50009-0001

Update the information under **Addresses** or **Contacts**. Select **Save**.

Employer Info

Employer ID:	00425	Employer Name:	CITY OF PENSION
Federal Tax No:	421115551	Employer Type:	City
County Number:		Centralized Payroll?:	No
Employer Status:	Active		

Addresses

Permanent: PO BOX 1
ALTOONA IA 50009-0001

Contacts

Home: (515) 967-1111 Ext:
Work Phone: (515) 281-0001 Ext:
Cell:
Fax: (515) 281-0002 Ext:
Email:

Cancel Save

The updated information will display. Select **Back** to make changes, or select **Confirm**.

Employer Info

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

Employer ID:	00425	Employer Name:	CITY OF PENSION
Federal Tax No:	42-1115551	Employer Type:	City
County Number:		Centralized Payroll?:	No
Employer Status:	Active		

Addresses

Permanent: PO BOX 2
ALTOONA IA 50009-0002

Contacts

Home: (515) 967-1111
Work Phone: (515) 281-0001
Fax: (515) 281-0002

Cancel Back Confirm

View or Update Delivery Preference

On the I-Que home page, select **Details**.

I-PERS

Home Account Summary, Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information Documents

Toll Free Help Line - 1-877-473-7799

PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do

Quick Links

- View/Update Employer Demographics and Contacts
- View/Update User Information
- View Employer Documents
- View/Update Member Information
- Generate Employer Remittance Coupon
- Import Wage/Wage Adjustment Files
- Make a One Time Payment

Message Center

Search [x] New Show: Received Messages [v]

...	Details	Date
You have no received messages		

Click on Details to Add or Update EFT Bank Info/Update Delivery Preference

Tools	Name	Balance
Details	CITY OF PENSION	\$6,350.47

Select **Change**.

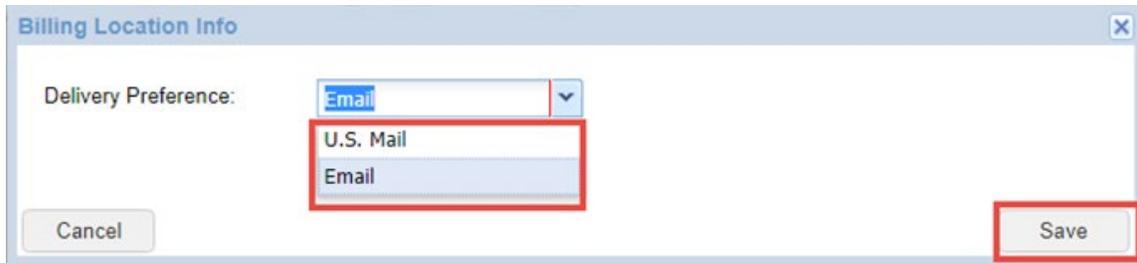
Back Billing Location ID: 00423 Billing Location Name: CITY OF SUNSHINE

Billing Location Info

Change

Delivery Preference: Email

Select your delivery preference using the drop-down menu. Select **Save**.



The image shows a dialog box titled "Billing Location Info" with a close button (X) in the top right corner. Inside the dialog, there is a label "Delivery Preference:" followed by a drop-down menu. The menu is currently open, showing three options: "Email", "U.S. Mail", and "Email". The "Email" option at the top of the menu is highlighted in blue. A red rectangular box highlights the entire drop-down menu area. At the bottom left of the dialog is a "Cancel" button, and at the bottom right is a "Save" button, which is also highlighted with a red rectangular box.

IMPORTANT: To set your delivery preference to **Email**, you must first provide an email address to I-Que under the Employer Demographics information.

Add a New I-Que User

On the home page, select **View/Update User Information**.

The screenshot shows the I-PERS home page. The navigation menu at the top includes: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, **View/Update User Information** (highlighted with a red box), Documents, View/ Update Member Information, and Generate Employer Rem. Below the navigation menu is a blue banner with the text "Toll Free Help Line - 1-877-473-7799" and a note: "PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do not use the browser's Back button".

On the left side, there is a "Quick Links" section with several options: Account Summary, Wage Reports, and Payment History; View/Update Employer Demographics and Contacts; **View/Update User Information** (highlighted with a red box); View Employer Documents; View/Update Member Information; Generate Employer Remittance Coupon; and Import Wage/Wage Adjustment Files.

In the center, there is a "Message Center" section with a search bar, a "New" button, and a "Show: Received Messages" dropdown. Below this is a table with columns "Details" and "Date", and the text "You have no received messages".

On the right side, there is a "News and Alerts" section with two news items: "06/11/2018: Rate Changes Effective for Any Payroll On or After 07-01-2018: Regular Class Member Share 6.29% and Employer Share 9.44%, Sheriff Class Member Share 9.76% and Employer Share 9.76%, Protection Class Member Share 6.81% and Employer Share 10.21%" and "10/06/2017: Enrollment/Beneficiary Designation forms contain confidential information and SHOULD NOT be emailed nonsecurely to IPERS. Please use the US Postal Service, ShareFile, or Fax the form to the number provided. Protecting this data is crucial."

At the bottom left, there is a table with columns "Tools", "Name", and "Balance". The table contains one row: "Details", "CITY OF PENSION", and "\$0.00".

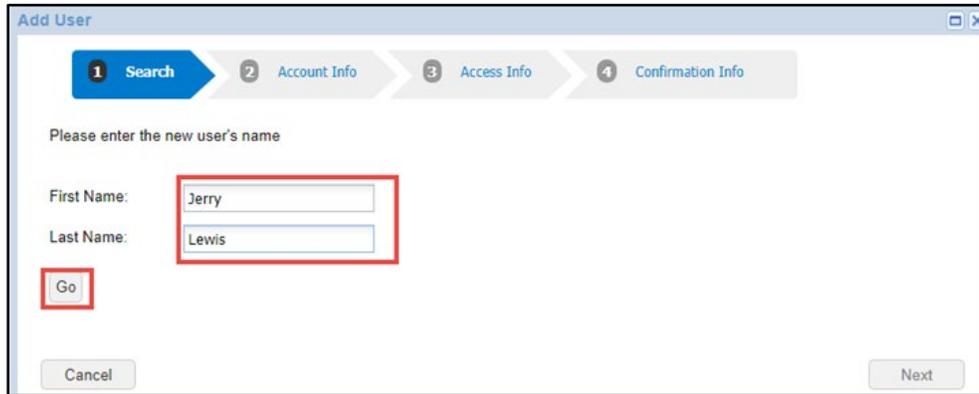
Select **Add User**.

The screenshot shows the "View/Update User Information" page. The navigation menu at the top includes: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, **View/Update User Information** (highlighted with a red box), Documents, and View/ Update Member Information.

Below the navigation menu is the "Admin" section. It contains a "Filters" section with the following options: Billing Location Name: All; Search: Search; Status: All; and Show Unregistered Users: . To the right of the filters is an "Actions" section with an **Add User** button (highlighted with a red box).

Below the filters and actions is a table with columns: Tools, User Name, Full Name, Status, Created On, Registered, and Email. The table contains one row: "Actions", "00425FFUND", "FUND, FRED", "Active", "08/23/2018", "Yes", and "Email".

The **Add User** window will appear. Enter the First and Last Name of the new user. Select **Go**.



Add User

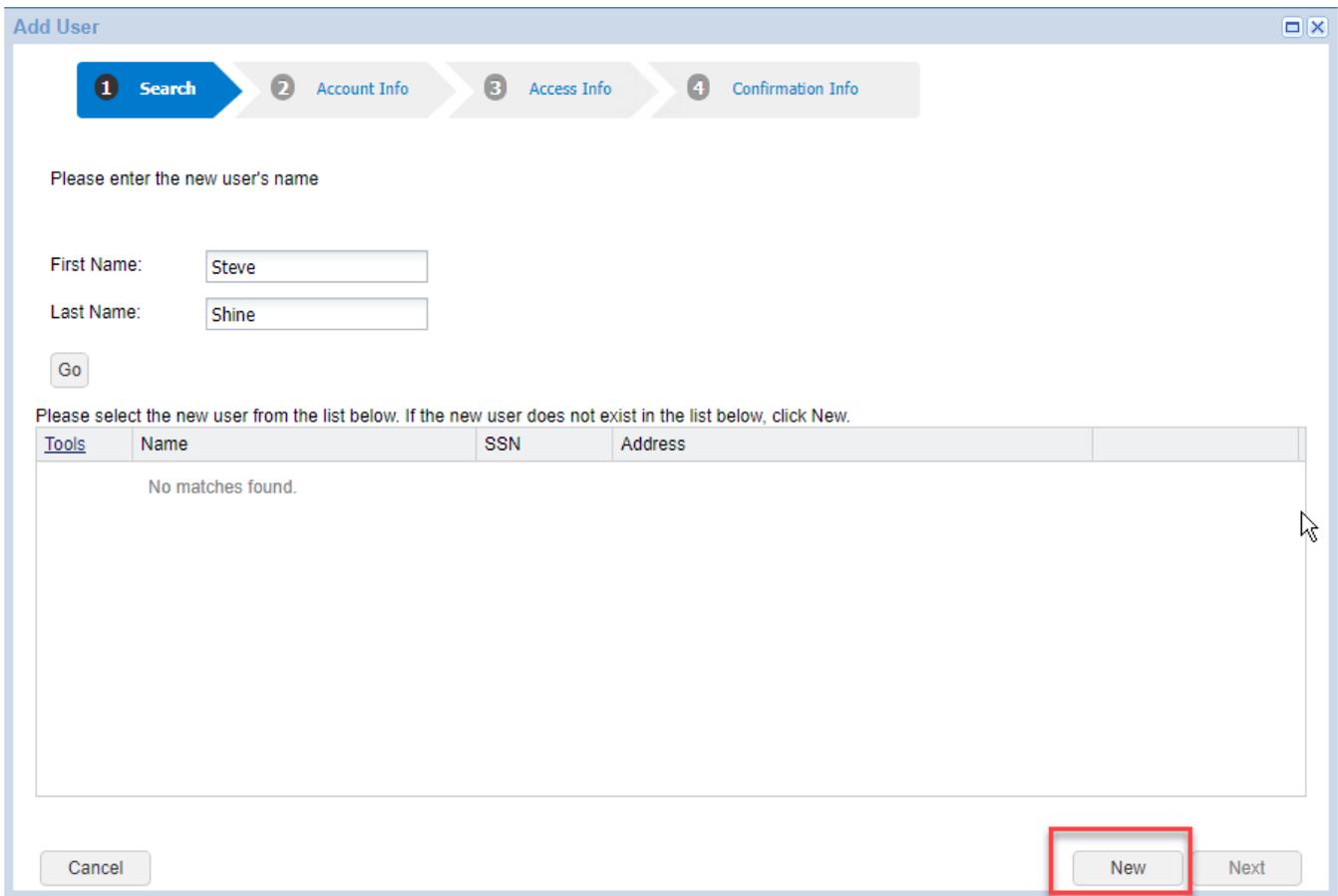
1 Search 2 Account Info 3 Access Info 4 Confirmation Info

Please enter the new user's name

First Name:

Last Name:

If I-Que does not find a match, select **New**.



Add User

1 Search 2 Account Info 3 Access Info 4 Confirmation Info

Please enter the new user's name

First Name:

Last Name:

Please select the new user from the list below. If the new user does not exist in the list below, click New.

Tools	Name	SSN	Address
No matches found.			

In the **User Name** field, *enter the 5-digit employer number, first letter of first name and first 6 of last name.* Enter the **user's email address**. Enter one of the **security identifiers** and the **user's address**. Select **Next**.

Add User

1 Search 2 **Account Info** 3 Access Info 4 Confirmation Info

Please enter the following information so that the new user can register and create the account.

First Name: Steve
Middle Name:
Last Name: Shine
User Name: 00423SShine
E Mail: sshine@iowa.gov

Enter at least one of the following security identifiers for the new user.

Home Phone:
Cell Phone:
Work Phone:

Enter Address Info
Addresses
Permanent:

Cancel Back **Next**

Select **Next**.

Add User

1 Search 2 Account Info 3 **Access Info** 4 Confirmation Info

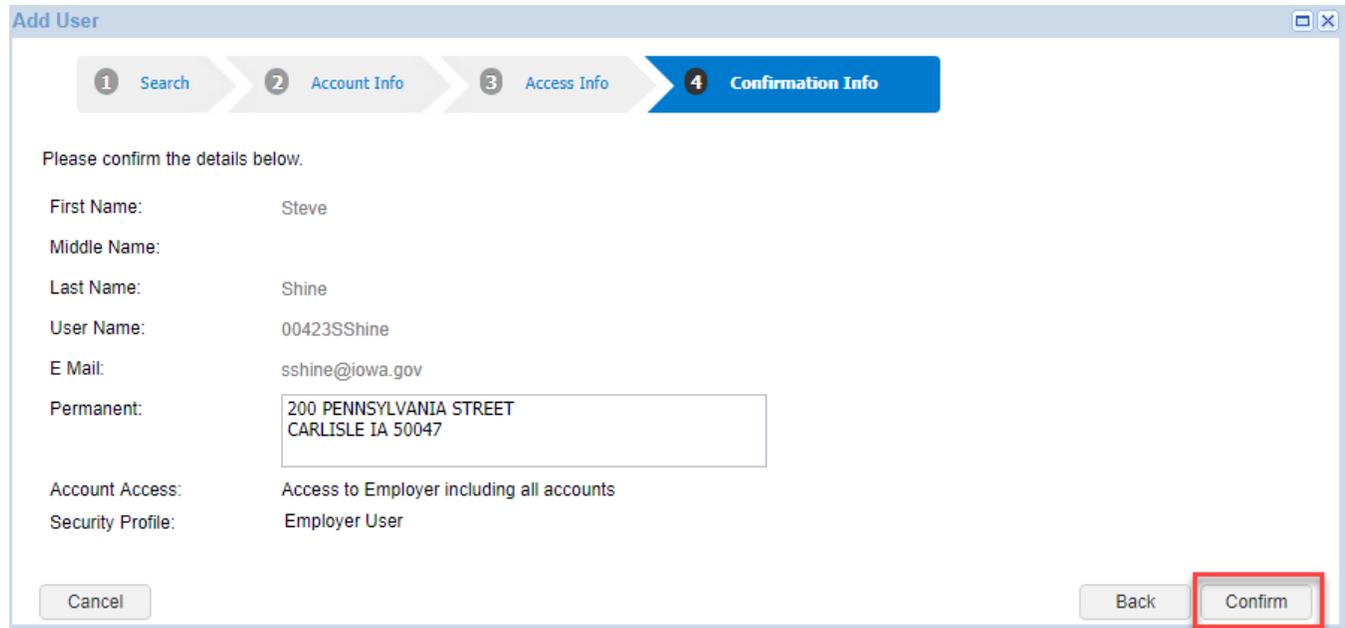
Authentication:
Two Factor Authentication: Always require

Please select the user's account access:
 Employer including all Reporting Units
 Specific Reporting Units under the Employer
 00423-CITY OF SUNSHINE (Employer)
 00423 CITY OF SUNSHINE

Please select only one security profile below:

Cancel Back **Next**

If everything is correct, select **Confirm**.



Add User

1 Search → 2 Account Info → 3 Access Info → **4 Confirmation Info**

Please confirm the details below.

First Name: Steve

Middle Name:

Last Name: Shine

User Name: 00423SShine

E Mail: sshine@iowa.gov

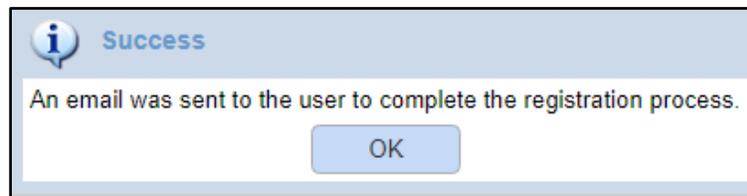
Permanent: 200 PENNSYLVANIA STREET
CARLISLE IA 50047

Account Access: Access to Employer including all accounts

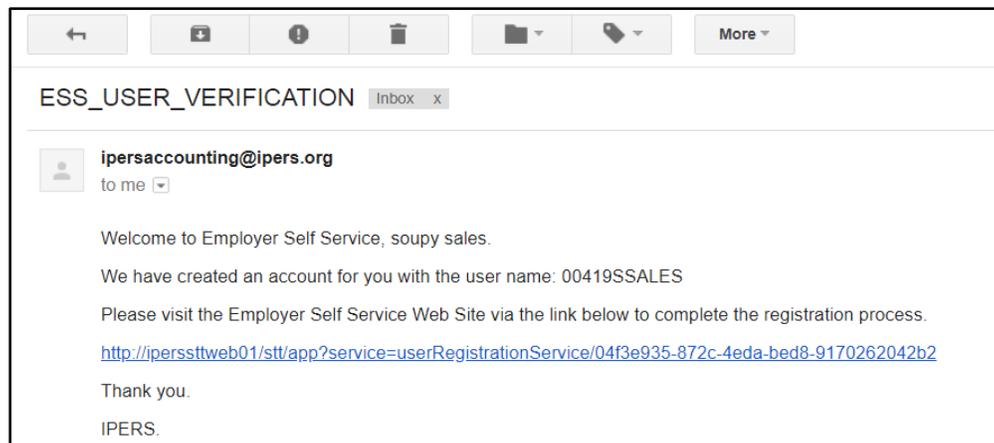
Security Profile: Employer User

Cancel Back **Confirm**

A message will appear stating that the user must complete the registration process via email. Select **OK**.



The new user must complete the registration process using the link contained in the email.



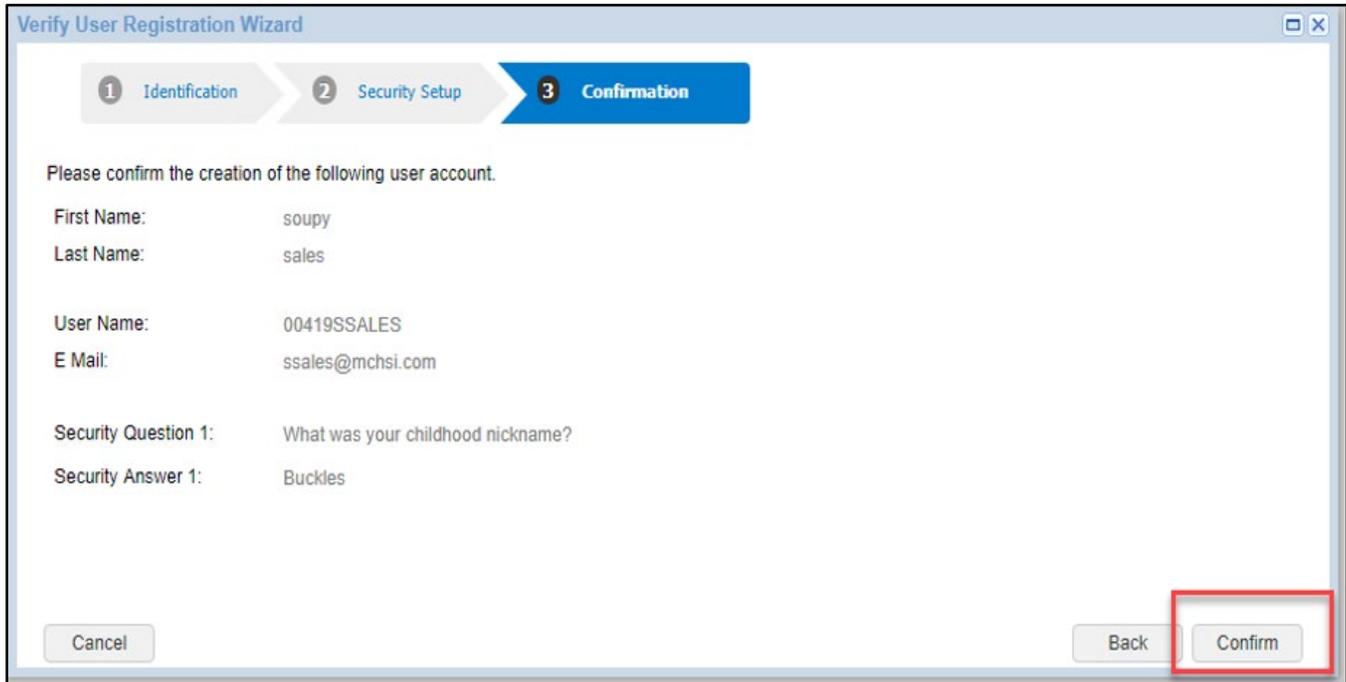
The **Verify User Registration Wizard** opens. The new user must enter the requested security identifier. Select **Next**.

The screenshot shows the 'Verify User Registration Wizard' window. At the top, there are three steps: 1 Identification (highlighted in blue), 2 Security Setup, and 3 Confirmation. Below the steps, the text reads: 'Please enter the following information so that the new user can register and create the account.' There are four input fields: 'User Name:' with the value '00419SSALES', 'First Name:' with 'soupy', 'Last Name:' with 'sales', and 'E Mail:' with 'ssales@mchsi.com'. Below these is the section 'Enter the following security identifiers' with a 'Date of Birth:' field containing 'MM/DD/YYYY'. At the bottom, there are 'Cancel' and 'Next' buttons. Red boxes highlight the 'Date of Birth' field and the 'Next' button.

The new user must choose a security question, provide an answer to the question, and set a new password. Select **Next**.

The screenshot shows the 'Verify User Registration Wizard' window at the 'Security Setup' step. The progress bar shows '1 Identification', '2 Security Setup' (highlighted in blue), and '3 Confirmation'. The text reads: 'Please setup your security questions'. There are two fields: 'Security Question 1:' with a dropdown menu showing 'What was your childhood nickname?' and 'Security Answer 1:' with the text 'Buckles'. Below this, it says 'Passwords must match the following rules' followed by a list of requirements: 'Must be at least 8 characters long', 'Password must have a maximum of 50 characters', 'Must include 2 alpha characters', 'Password must have a minimum of 2 non alphabetic characters', 'Must include 1 numeric character', 'Must include 1 special character !, @, \$, &, %, *, #, or _', and 'All passwords should be unique and cannot match the login'. There are two password input fields: 'Enter your new Password:' and 'Please confirm your password:'. A strength indicator shows a yellow bar and the word 'Medium'. At the bottom, there are 'Cancel', 'Back', and 'Next' buttons. Red boxes highlight the 'Security Question 1' dropdown, the 'Security Answer 1' field, the password input fields, and the 'Next' button.

Select **Confirm**. The new user now has access to I-Que.



The image shows a screenshot of a web application window titled "Verify User Registration Wizard". At the top, there is a progress bar with three steps: "1 Identification", "2 Security Setup", and "3 Confirmation". The "Confirmation" step is currently active and highlighted in blue. Below the progress bar, the text reads: "Please confirm the creation of the following user account." The user details are listed as follows:

First Name:	soupy
Last Name:	sales
User Name:	00419SSALES
E Mail:	ssales@mchsi.com
Security Question 1:	What was your childhood nickname?
Security Answer 1:	Buckles

At the bottom of the window, there are three buttons: "Cancel" on the left, "Back" in the middle, and "Confirm" on the right. The "Confirm" button is highlighted with a red rectangular border.

Deactivate an I-Que User

On the home page, select **View/Update User Information**.

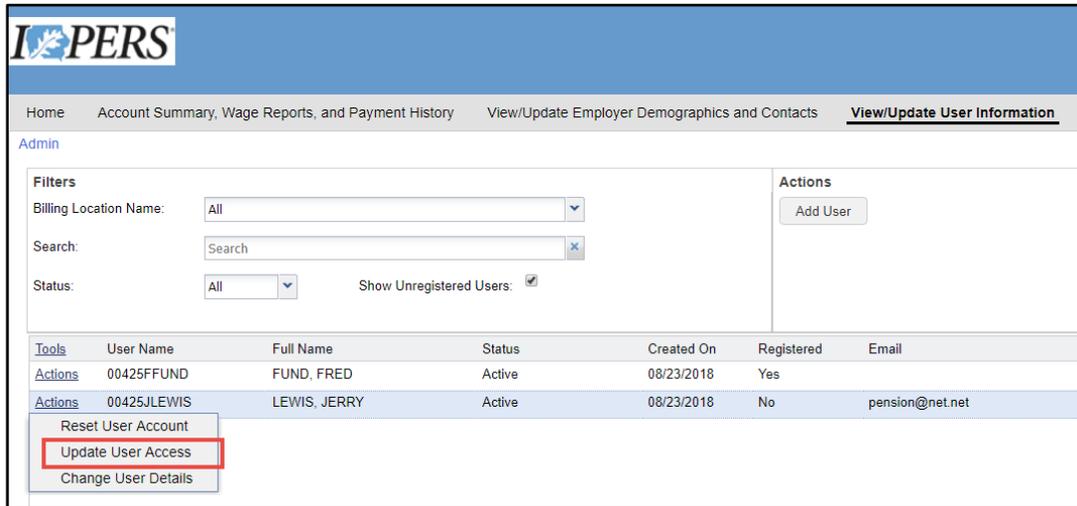
The screenshot shows the IPERS home page. The navigation menu at the top includes: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, **View/Update User Information** (highlighted with a red box), Documents, View/Update Member Information, and Generate Employer Remittance Coupon. Below the navigation menu is a blue banner with the text: "Toll Free Help Line - 1-877-473-7799" and "PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do not use the browser's Back button". The main content area is divided into three columns: "Quick Links" (with "View/Update User Information" highlighted), "Message Center" (showing "You have no received messages"), and "News and Alerts" (with two news items).

Find the user to deactivate. Click on that line and then select **Actions**.

The screenshot shows the "View/Update User Information" page. The navigation menu at the top includes: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, and **View/Update User Information** (highlighted). Below the navigation menu is the "Admin" section. The "Filters" section includes: "Billing Location Name: All", "Search: Search", and "Status: All" with a "Show Unregistered Users: ". The "Actions" section includes an "Add User" button. Below the filters is a table with the following data:

Tools	User Name	Full Name	Status	Created On	Registered	Email
Actions	00425FFUND	FUND, FRED	Active	08/23/2018	Yes	
Actions	00425JLEWIS	LEWIS, JERRY	Active	08/23/2018	No	pension@net.net

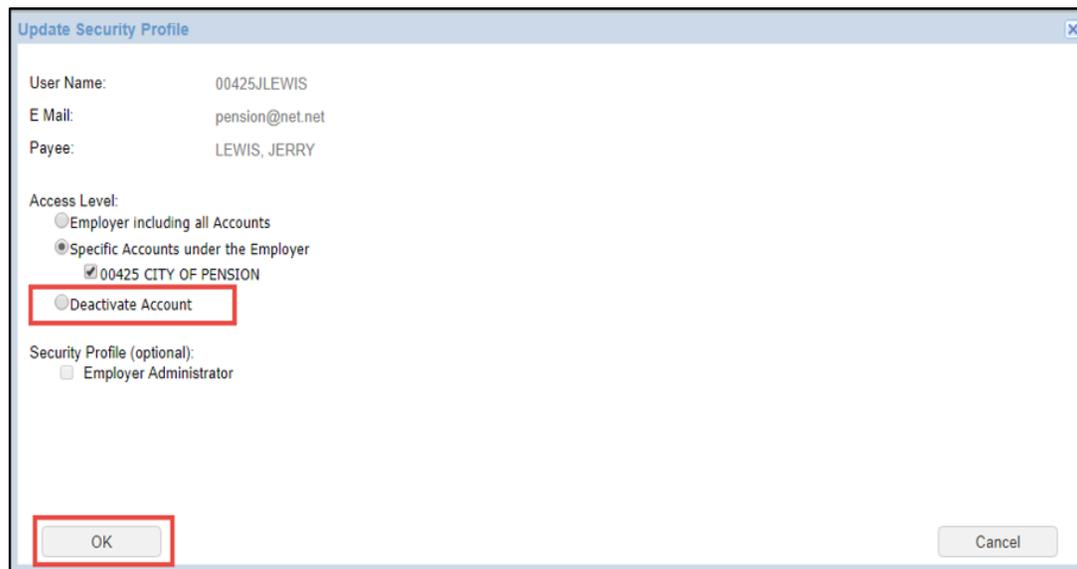
In the drop-down menu that appears, select **Update User Access**.



The screenshot shows the I-PERS Admin interface. The top navigation bar includes 'Home', 'Account Summary, Wage Reports, and Payment History', 'View/Update Employer Demographics and Contacts', and 'View/Update User Information'. The 'Admin' section contains filters for 'Billing Location Name', 'Search', and 'Status'. Below the filters is a table of users. The user '00425JLEWIS' is selected, and the 'Actions' menu is open, showing options: 'Reset User Account', 'Update User Access', and 'Change User Details'. The 'Update User Access' option is highlighted with a red box.

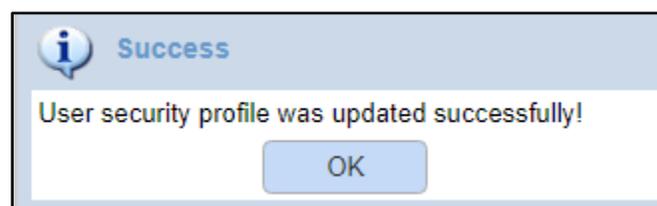
Tools	User Name	Full Name	Status	Created On	Registered	Email
Actions	00425FFUND	FUND, FRED	Active	08/23/2018	Yes	
Actions	00425JLEWIS	LEWIS, JERRY	Active	08/23/2018	No	pension@net.net

Select **Deactivate Account**. Select **OK**.



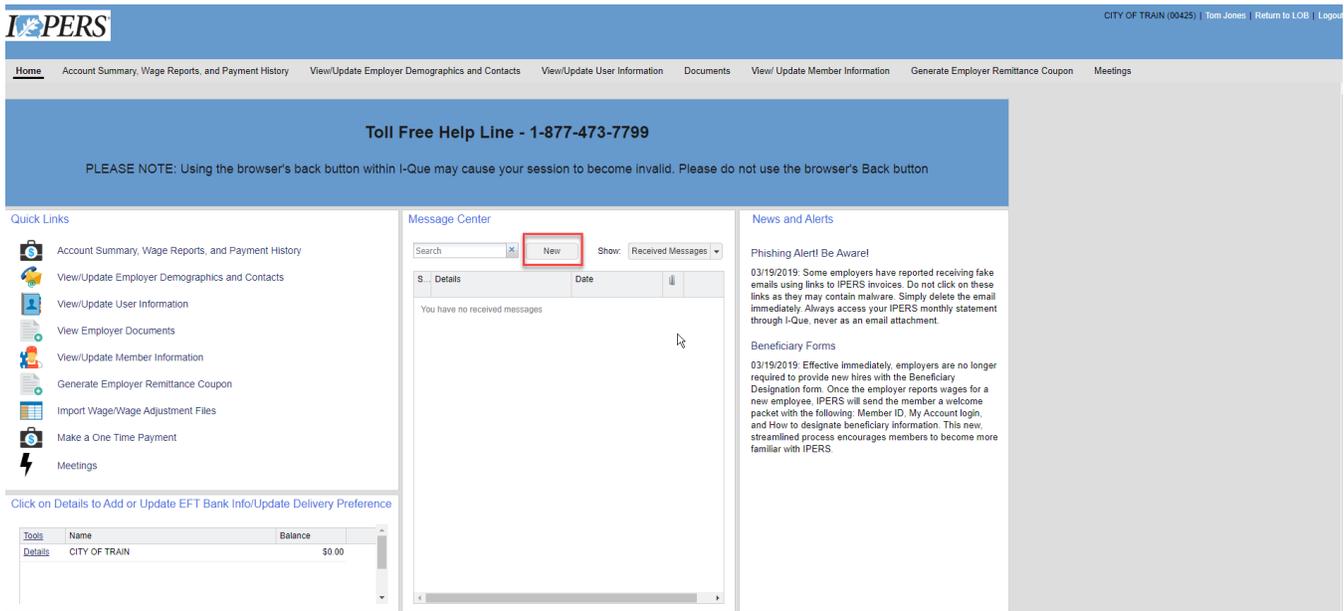
The screenshot shows the 'Update Security Profile' dialog box. The 'User Name' is 00425JLEWIS, 'E Mail' is pension@net.net, and 'Payee' is LEWIS, JERRY. Under 'Access Level', the 'Deactivate Account' radio button is selected and highlighted with a red box. The 'OK' button at the bottom left is also highlighted with a red box.

This user has now been deactivated. Select **OK**.

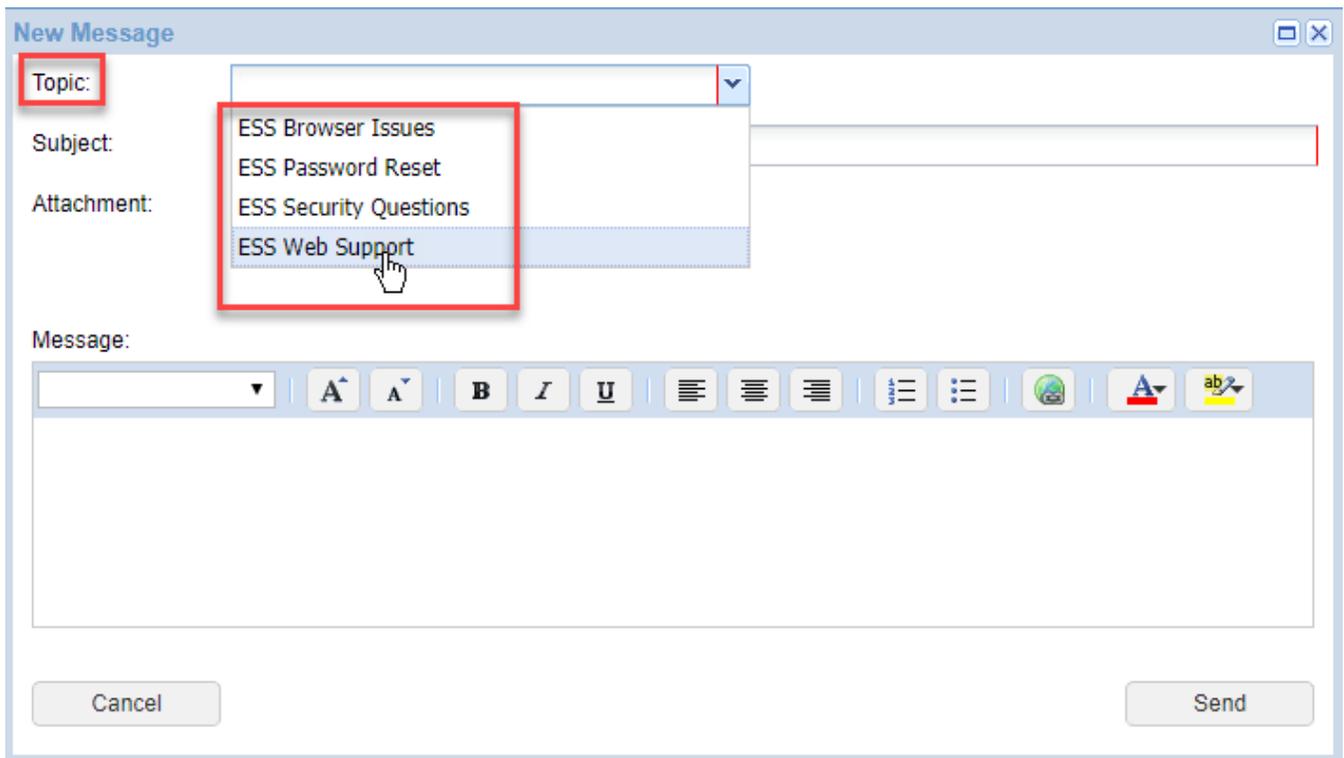


Message Center

On the home page, under the Message Center, select the New button



Under the Topic drop down – select one of the choices that best describes your subject



Fill in the Subject line, type your message, and select the Send button

New Message

Topic:

Subject:

Attachment:

Message:

In order to see your sent message, change the drop down to Sent Messages

IPERS CITY OF TRAIN (00425) | Tom Jones | Return to LOB | Logout

Home Account Summary, Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information Documents View/ Update Member Information Generate Employer Remittance Coupon Meetings

Toll Free Help Line - 1-877-473-7799

PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do not use the browser's Back button

Quick Links

- Account Summary, Wage Reports, and Payment History
- View/Update Employer Demographics and Contacts
- View/Update User Information
- View Employer Documents
- View/Update Member Information
- Generate Employer Remittance Coupon
- Import Wage/Wage Adjustment Files
- Make a One Time Payment
- Meetings

Message Center

Search: New Show:

S Details Date

You have no received messages

News and Alerts

Phishing Alert! Be Aware!

03/19/2019: Some employers have reported receiving fake emails using links to IPERS invoices. Do not click on these links as they may contain malware. Simply delete the email immediately. Always access your IPERS monthly statement through I-Que, never as an email attachment.

Beneficiary Forms

03/19/2019: Effective immediately, employers are no longer required to provide new hires with the Beneficiary Designation form. Once the employer reports wages for a new employee, IPERS will send the member a welcome packet with the following: Member ID, My Account login, and How to designate beneficiary information. This new, streamlined process encourages members to become more familiar with IPERS.

Click on Details to Add or Update EFT Bank Info/Update Delivery Preference

Tools	Name	Balance
Details	CITY OF TRAIN	\$0.00

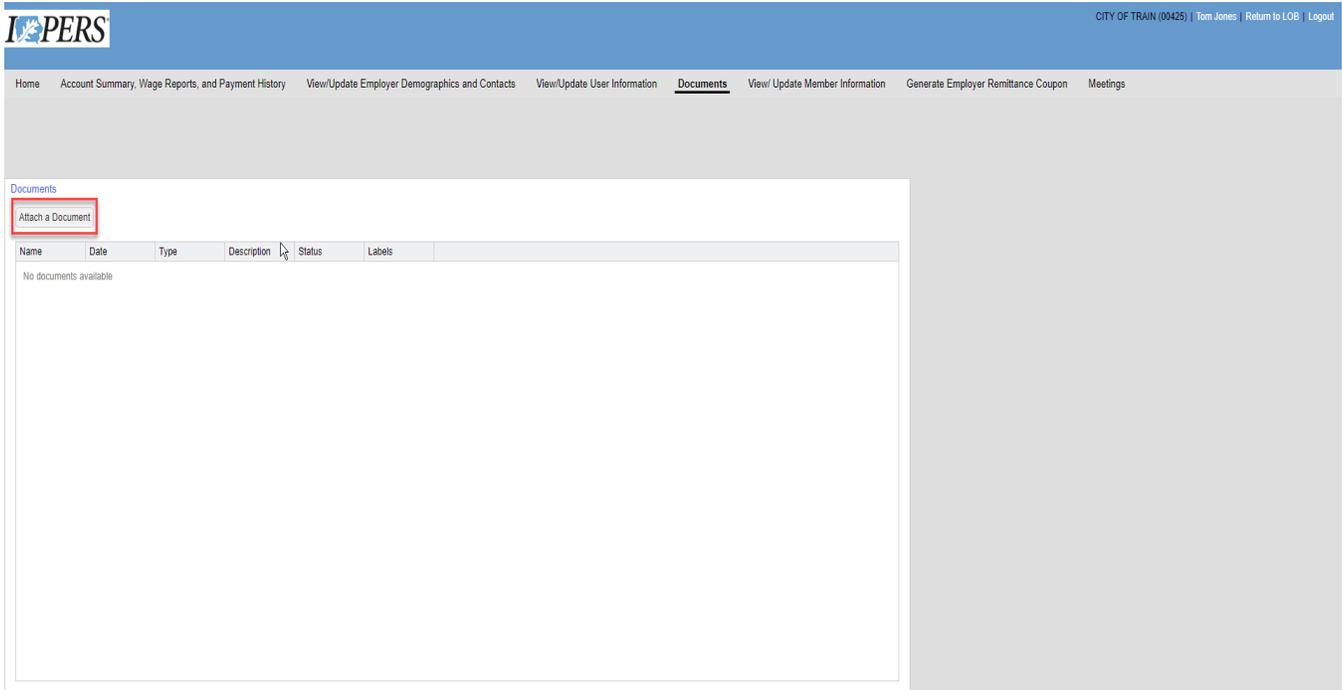
All sent messages will be displayed

The screenshot shows the IPERS Message Center interface. At the top, there is a navigation bar with the IPERS logo and user information: CITY OF TRAIN (00425) | Tom Jones | Return to LOB | Logout. Below the navigation bar is a menu with options: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, View/Update User Information, Documents, View/Update Member Information, Generate Employer Remittance Coupon, and Meetings. The main content area features a blue banner for the Toll Free Help Line - 1-877-473-7799 and a note: PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do not use the browser's Back button. The Message Center is divided into three sections: Quick Links, Message Center, and News and Alerts. The Message Center section has a search bar, a 'New' button, and a 'Show' dropdown menu set to 'Sent Messages'. Below this is a table with columns for Subject, Details, and Date. A message is listed with the subject 'Question ... Are temporary employees covered...' and the date '09/10/2019 09:44 AM'. A red box highlights the subject line. The News and Alerts section contains a 'Phishing Alert! Be Aware!' and 'Beneficiary Forms' sections. The Quick Links section lists various account management tasks. At the bottom, there is a table for EFT Bank Info/Update Delivery Preference with columns for Tools, Name, and Balance, showing 'CITY OF TRAIN' with a balance of '\$0.00'.

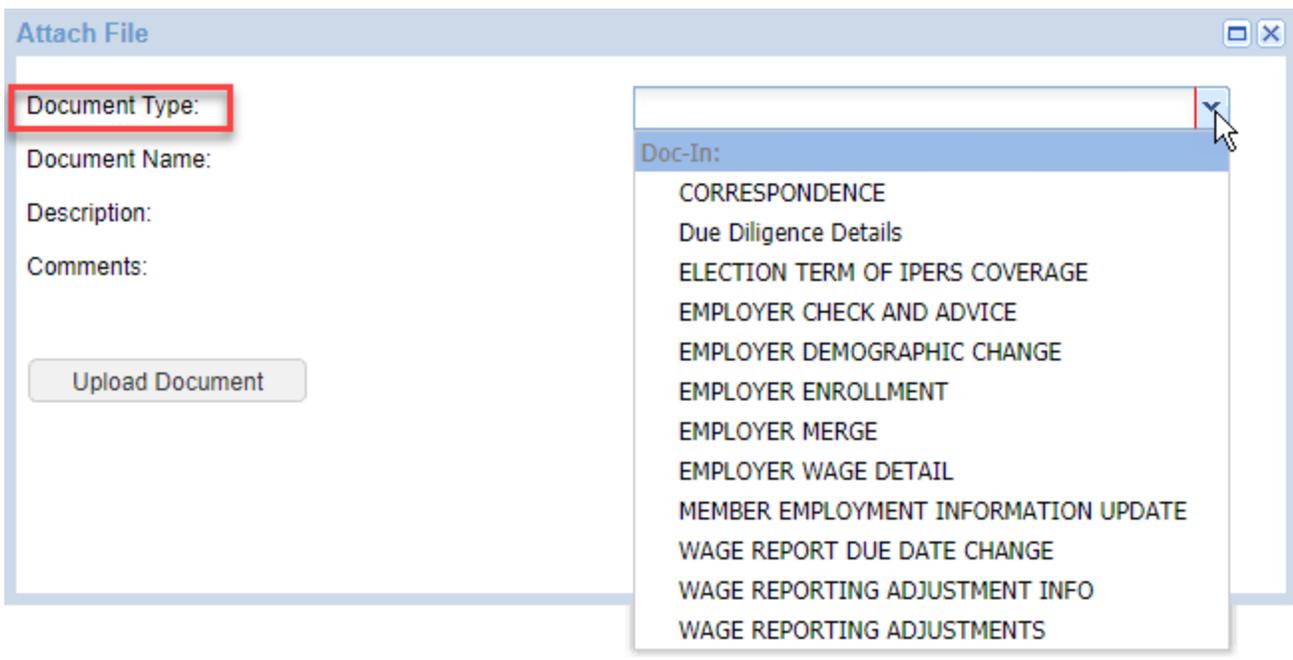
If you need to send IPERS a spreadsheet or other documents, you must first attach the document or spreadsheet to your documents in I-Que. Select the Documents tab on the Home page

The screenshot shows the IPERS Home page. At the top, there is a navigation bar with the IPERS logo and user information: CITY OF TRAIN (00425) | Tom Jones | Return to LOB | Logout. Below the navigation bar is a menu with options: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, View/Update User Information, Documents, View/Update Member Information, Generate Employer Remittance Coupon, and Meetings. The 'Documents' tab is highlighted with a red box. The main content area features a blue banner for the Toll Free Help Line - 1-877-473-7799 and a note: PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do not use the browser's Back button. The Message Center is divided into three sections: Quick Links, Message Center, and News and Alerts. The Message Center section has a search bar, a 'New' button, and a 'Show' dropdown menu set to 'Sent Messages'. Below this is a table with columns for Subject, Details, and Date. A message is listed with the subject 'Question ... Are temporary employees covered...' and the date '09/10/2019 09:44 AM'. The News and Alerts section contains a 'Phishing Alert! Be Aware!' and 'Beneficiary Forms' sections. The Quick Links section lists various account management tasks. At the bottom, there is a table for EFT Bank Info/Update Delivery Preference with columns for Tools, Name, and Balance, showing 'CITY OF TRAIN' with a balance of '\$0.00'.

Select Attach a Document to browse for your document or spreadsheet



Choose from the drop down the appropriate type of document you are attaching



Select the Browse button to find the document or spreadsheet, fill in a brief description and any comments you wish to make. Then select Upload Document

The 'Attach File' dialog box contains the following fields and buttons:

- Document Type:** A dropdown menu with 'CORRESPONDENCE' selected.
- Document Name:** A text field containing 'August 2018 Wage and Contributions.xlsx' and a 'Browse...' button to its right.
- Description:** A text field containing 'Wage for August 2018'.
- Comments:** A text area containing 'Here is the report you requested'.
- Buttons:** 'Upload Document' (highlighted with a red box), 'Cancel', and a tooltip for 'Upload Document'.
- Attributes:** A section header with a sub-section below it.

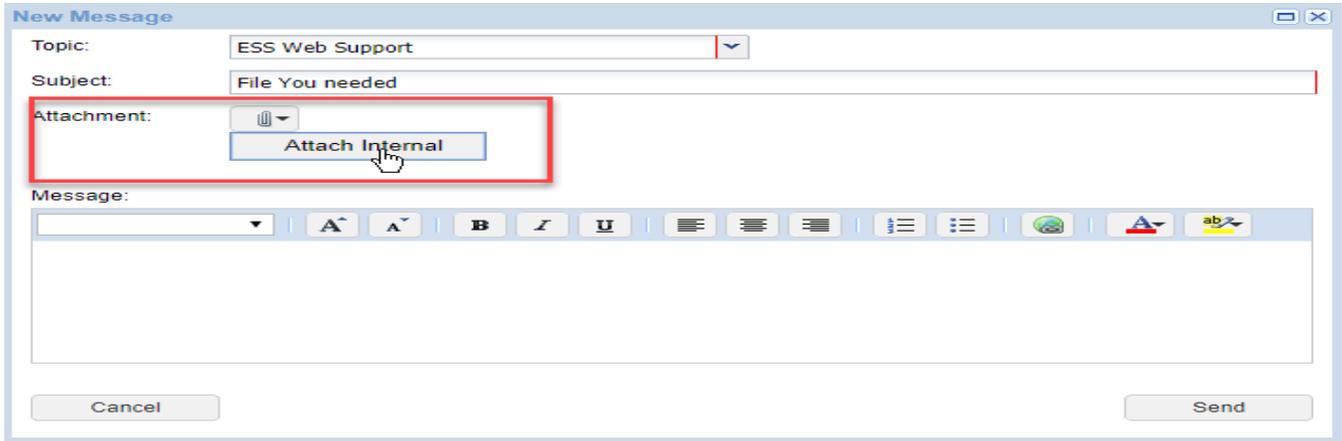
The 'Upload Successful' message box features an information icon and an 'OK' button.

This document is now stored in I-Que and can now be shared securely

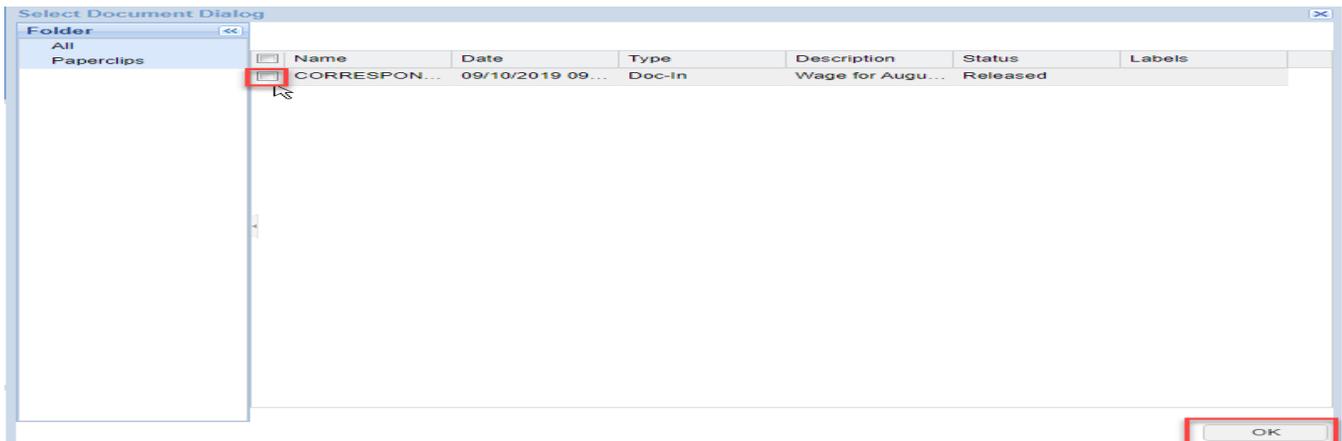
The I-PERS 'Documents' page includes a navigation bar with the following links: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, View/Update User Information, **Documents**, View/ Update Member Information, Generate Employer Remittance Coupon, and Meetings. The main content area shows a table of documents:

Name	Date	Type	Description	Status	Labels
CORRESPONDENCE	09/10/2019 09...	Doc-In	Wage for Augu...	Released	

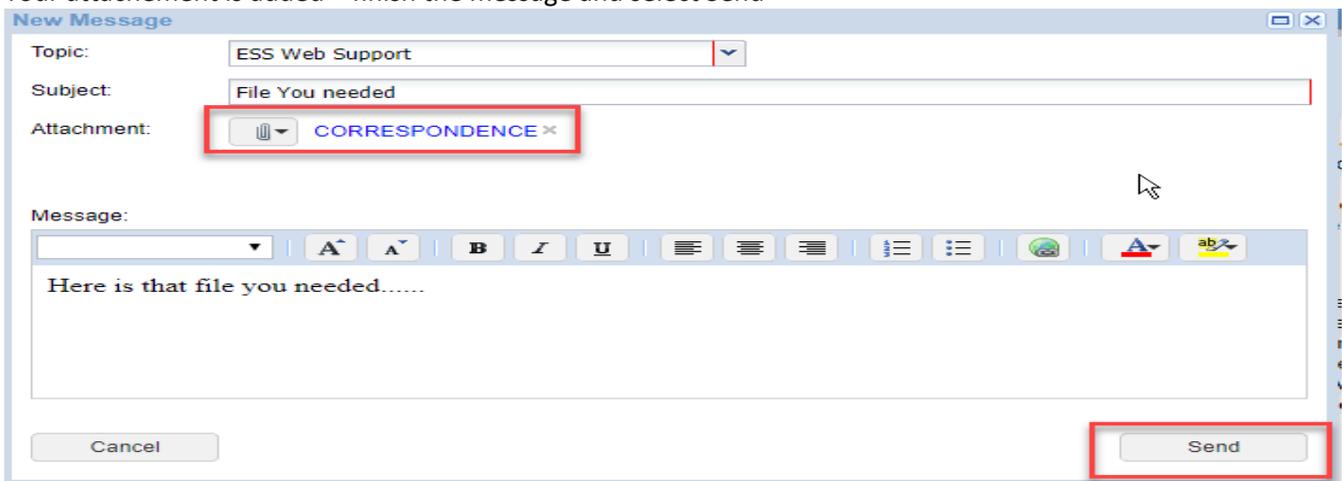
Go back to the Home page and create a new message, you should be able to browse to find this newly added document by selecting Attach Internal



This will take you to the Documents where you just saved the document you wish to share. Select the box next to the document and then the OK button



Your attachment is added – finish the message and select Send



Your message and attachment are now sent securely

IPERS CITY OF TRAIN (00425) | Tom Jones | Return to LOB | Logout

Home Account Summary, Wage Reports, and Payment History View/Update Employer Demographics and Contacts View/Update User Information Documents View/ Update Member Information Generate Employer Remittance Coupon Meetings

Toll Free Help Line - 1-877-473-7799

PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do not use the browser's Back button

Quick Links

- Account Summary, Wage Reports, and Payment History
- View/Update Employer Demographics and Contacts
- View/Update User Information
- View Employer Documents
- View/Update Member Information
- Generate Employer Remittance Coupon
- Import Wage/Wage Adjustment Files
- Make a One Time Payment
- Meetings

Click on Details to Add or Update EFT Bank Info/Update Delivery Preference

Tools	Name	Balance
Details	CITY OF TRAIN	\$0.00

Message Center

Search [] New Show: Sent Messages

S	Details	Date	↓
F...	Here is that file you needed.....	09/10/2019 10:37 AM	↓ Move to
Q...	Are temporary employees covere...	09/10/2019 09:44 AM	↓ Move to

News and Alerts

Phishing Alert! Be Aware!

03/19/2019: Some employers have reported receiving fake emails using links to IPERS invoices. Do not click on these links as they may contain malware. Simply delete the email immediately. Always access your IPERS monthly statement through I-Que, never as an email attachment.

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Training Registration

On the home page, select **Meetings**

The screenshot shows the IPERS home page. The navigation menu at the top includes: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, View/Update User Information, Documents, View/ Update Member Information, Generate Employer Remittance Coupon, and **Meetings** (highlighted with a red box). Below the navigation is a blue banner with the text "Toll Free Help Line - 1-877-473-7799" and a note: "PLEASE NOTE: Using the browser's back button within I-Que may cause your session to become invalid. Please do not use the browser's Back button". The main content area is divided into three columns: "Quick Links" (with a red box around the "Meetings" link), "Message Center" (showing "You have no received messages"), and "News and Alerts" (with a "Phishing Alert! Be Aware!" notice).

Under the "Upcoming Events" click Select for the session you wish to attend

The screenshot shows the IPERS "Meetings" page. The "Employer Meetings" section is currently empty, displaying "No upcoming meetings". The "Upcoming Events" section is active, showing a table of training sessions. The first row, "NRO Training", has its "Select" button highlighted with a red box. The table columns are: Tools, Name, Meeting Type, Location, Location Details, Date/Time, Available Seats, and Duration.

Tools	Name	Meeting Type	Location	Location Details	Date/Time	Available Seats	Duration
Select	NRO Training	Employer Training	IPERS		12/18/2019 09:00 AM C...	34	3 hours
Select	ER Annual Update	Employer Training	SPENCER CSD		11/29/2019 01:00 PM C...	40	3 hours
Select	New Reporting Official Training	Employer Training	IPERS		11/11/2019 09:00 AM CDT	30	3 hours

Select the box with the “A” indicating that this session is still available then select the Next button

Seminar Participant

1 Schedule 2 Attendee

Type: **Employer Training** Location: **IPERS** Objective: **NRO Training** Audience: **Employer**
 Sub Location: Sub Location: Slot Duration: **03:00** Counselors/Slot: **One Counselor**

Registration Details

Staff:

9:00 AM

12/18/2019 A

U - Unavailable A - Available B - Booked R - Reserved WI - Walkin WL - Waiting List

Cancel Next

HELP

1. Schedule Page
 Click on the letter "A" as this indicates the session is available - then click on the "Next" button in the bottom right hand corner to take you to the next page.

All current Contacts will show – choose the Actions link and Register for each contact that you wish to attend, then select the Confirm button. NOTE - if you are wanting to add an attendee that does not appear on this screen, please add them first as a Contact under the View/Update Employer Demographics and Contacts on the Home Screen.

Seminar Participant

1 Schedule 2 Attendee

Type: **Employer Training** Location: **IPERS** Objective: **NRO Training** Audience: **Employer** Date: **12/18/2019**
 Sub Location: Sub Location: Slot Duration: **03:00** Counselors/Slot: **One Counselor** Counselor: **IRVINE, ERIN**

Search: x Billing Location:

Status: Entity Type:

Tools	Name	Status
Actions	Jones, Tom	

Register

Cancel

Add Guest

Cancel Back Confirm

HELP

2. Attendee Page
 Click on the "Actions" gear then "Register" - then click on the "Confirm" button in the bottom right hand corner to "Confirm" your Registration.

I-Que Help Guide 2019 - Insert

You will be returned to the training registration screen – you will be able to see that you are scheduled for this training session under My Sessions. You will receive a separate email from IPERS confirming your registration.

Note – if you scheduled multiple contacts to attend this session, you have to then select the All Sessions radio button to see all that are scheduled.

The screenshot shows the IPERS 'My Sessions' page. At the top, there is a navigation bar with the IPERS logo and user information: 'CITY OF TRAIN (00425) | Tom Jones | Return to LOB | Logout'. Below the navigation bar, there are several menu items: Home, Account Summary, Wage Reports, and Payment History, View/Update Employer Demographics and Contacts, View/Update User Information, Documents, View/Update Member Information, Generate Employer Remittance Coupon, and Meetings. The 'Meetings' menu item is selected. The main content area is titled 'Employer Meetings'. It features a 'Status' dropdown menu set to 'All'. Below this, there are two radio buttons: 'My Sessions' (selected) and 'All Sessions'. A table displays the following session:

Tools	Name	Location	Location Details	Date/Time	Duration	Registration Status
Actions	NRO Training	IPERS		12/18/2019 09:00 AM C...	3 hours	Confirmed

Below the table, there is a section for 'Upcoming Events' with filters for Type, Location, Start Time, and Stop Time, and a search button. A table below that lists upcoming events:

Tools	Name	Meeting Type	Location	Location Details	Date/Time	Available Seats	Duration
Select	NRO Training	Employer Training	IPERS		12/18/2019 09:00 AM C...	33	3 hours
Select	ER Annual Update	Employer Training	SPENCER CSD		11/29/2019 01:00 PM C...	40	3 hours
Select	New Reporting Official Training	Employer Training	IPERS		11/11/2019 09:00 AM CDT	30	3 hours

If you need to cancel your scheduled session – select the Action link under the My Sessions and then choose the Cancel option

This screenshot shows the same IPERS 'My Sessions' page as above, but with the 'Actions' dropdown menu open for the 'NRO Training' session. The menu options are: Reschedule, Cancel (highlighted with a red box), and Add Guest. The 'Upcoming Events' table below remains the same as in the previous screenshot.

Questions? *Contact us.*

www.ipers.org

info@ipers.org

515-281-0020
1-800-622-3849 (toll-free)
Monday – Friday
7:30 a.m. – 5 p.m. Central Time

Fax: 515-281-0053



MAILING ADDRESS

Iowa Public Employees'
Retirement System
P.O. Box 9117
Des Moines, IA 50306-9117

OFFICE HOURS

Monday – Friday
8 a.m. – 4:30 p.m. Central Time
7401 Register Drive
Des Moines, IA 50321

EMPLOYER HELPDESK

1-877-IPERS-99 (1-877-473-7799)
Monday – Friday
8 a.m. – 4:30 p.m. CT

employerrelations@ipers.org
ipersaccounting@ipers.org

Fax:

Employer Relations: 515-281-0053
Accounting: 515-281-0055



Working Today for Your Tomorrow