

**From:** PERS-Employer Info Services  
**To:** PERS Employers  
**Date:** 8/1/2008 1:24 PM  
**Subject:** PERS: Employer Update for August 2008

Dear PERS Employer,

In this update:

- 1) **Change in Employer Service Center (ESC) Call Center hours of operation.**
- 2) **2008 Employer Annual Survey.**
- 3) **Membership Kit FAQ.**
- 4) **EDX classes and online tutorials.**
- 5) **Request for employer participation in resolution of EDX performance problems.**

#### **Change in Employer Service Center (ESC) Call Center hours of operation**

Effective Monday, August 4, 2008, the Employer Service Center (ESC) Call Center hours of operation will be 8:30-12:00, Monday-Friday, excluding holidays. This will provide an additional half-hour daily availability of ESC account representatives. ESC account representatives can be reached through their individual phone extensions, or by e-mail.

#### **2008 Employer Annual Survey**

The 2008 Employer Annual Survey is now available through the PERS employer website, [www.oregon.gov/pers/emp/index.shtml](http://www.oregon.gov/pers/emp/index.shtml). We encourage employers to access and complete the survey. The survey can be completed in a few minutes, and all answers are confidential.

#### **Membership Kit FAQ**

Monthly mailing of PERS Membership Kits will begin August 2008. Information describing the PERS Membership Kit can be found through the "Membership Kit" link in the "Employer News" area on the PERS employer website. A Membership Kit FAQ (Frequently Asked Questions) will soon be available through a link under the "FAQs" heading on the PERS Employer website.

#### **EDX classes and online tutorials**

The EDX class schedule for the remainder of calendar 2008 for classes offered at the PERS Headquarters is posted on the PERS employer website. The class schedule can be found through the "EDX Class Schedule and Registration" link under the "Employer Training & Education" heading. Registration for all EDX classes is online only.

The number of online tutorials on a variety of EDX-related subjects is growing. Online tutorials can be found through the "EDX Self-paced Education" link under the "Employer Training & Education" heading on the PERS employer website.

#### **Request for employer participation in resolution of EDX performance problems.**

Employer participation would be valuable in the investigation and resolution of EDX performance problems. If employers have any staff who have any interest in this endeavor and **are able to thoroughly describe symptoms and capture screen shots**, please e-mail the individual's name, e-mail address and phone number to: [pers-employer.info.services@state.or.us](mailto:pers-employer.info.services@state.or.us). That information will be conveyed to the PERS Quality Assurance Team (QAT) team leader, who will then contact the individual.

Best regards,

PERS Employer OCE Team

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