OREGON PERS

PUBLIC EMPLOYEES RETIREMENT SYSTEM

Employer Service Center
Office Hour
November 19, 2025

Rachel Schizas

Employer Trainer

Agenda

- Quick reminders
- Top 10 things to remember
- Helping employees stay informed

- Office hour
- Employer resources

Quick reminders
Doing status checks with ESC

When
Before you report a new hire to PERS — whether qualifying, non-qualifying, or working retiree.

Why
To find out if they are a member, work for other employers, are a PERS retiree, are doing voluntary contributions, and more. *The EDX status check does not show the whole picture.*

How
By contacting Employer Service Center (ESC) or your representative by email (preferred) or phone.

Include employee's full name, birthdate, and last four digits of Social Security number.

Call Center

Hours
8:30 a.m. – 12 p.m., Monday to Friday (excluding holidays)

Phone
888-320-7377; select option 4 to reach ESC

Representatives

Hours
8:00 a.m. – 5 p.m., Monday to Friday (excluding holidays)

Phone numbers and emails
Listed on [ESC webpage](#)

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Quick reminders

Creating new employer reporter account

Web administrators — all new reporters must create their **own accounts** to gain EDX reporting permissions.

Note: Adding them as a contact only allows them to receive information about the account. It **does not give them a reporting account** nor EDX access.

NOT LIKE THIS

Quick reminders
Creating new employer reporter account

1. New employer reporter opens account.

Do you need access to PERS Employer Data Exchange (EDX)?

If you would like to open an account to perform PERS EDX reporting activities for your organization, click the link below to start the account request process.

Open an Employer Reporting Account

LIKE THIS

2. Web administrator activates account.

SITE NAVIGATION

- Employer Home
- View Your Statement
- Work on Reports
- View Employee Info
- View Year-to-Date Wage and Contribution Summary
- Update My Profile
- Work with Contacts
- > Admin Web Accounts

MAINTAIN EMPLOYER WEB ACCOUNTS

This page allows you to activate, inactivate, and reset passwords for the web accounts in your organization. In addition you may unlock web accounts and update their web account contact type and account profile information.

PENDING USER ACCOUNTS

User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
					yes

Quick reminders
Creating new employer reporter account

Step-by-step process

Employer reporter
1. Go to EDX login page.
2. Click Open an Employer Reporting Account.
3. Fill in the application.
4. Save. Inform your web administrator that you have completed the form and are ready for them to activate your account.

> **Do you need access to PERS Employer Data Exchange (EDX)?**
>
> If you would like to open an account to perform PERS EDX reporting activities for your organization, click the link below to start the account request process.
>
> Open an Employer Reporting Account

Web administrator
1. In EDX, select Admin Web Accounts function.
2. Activate the employer reporter's account by following steps 3–7 in employer guide 3, *Reporter Roles and EDX Access*, Part 1 — the Web Administrator, section "Managing EDX Access," subsection "Managing Employer Reporter Accounts," "How to Activate an Employer Reporter Account."

PENDING USER ACCOUNTS

User ID	First Name	Middle Initial	Last Name	Contact Email	Activate?
					yes

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Quick reminders
Running reports

EDX has four kinds of reports.

Instructions are in employer guide 24, Running Reports.

Top 10 things to remember
For all reporters

1. New employer reporters **open their own EDX accounts.**

2. The role of **Employer Reporting 1** receives your EDX emails.

3. When hiring an employee, **contact ESC for a status check.**

4. It is your responsibility to determine if **new employees are qualifying** or not.

5. Before becoming PERS members, new qualifying employees **serve a six-month "wait time."**

6. During wait time, **report wages as you normally would — until the last pay period.**

7. Submit employee information **in chronological order.**

8. Regular reports and statement invoices are **due on specific dates; make sure to submit on time.**

9. **Your suspended records** need to be corrected and resaved **ASAP.**

10. Use the Employer Service Center representatives. **We are here to help.**

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Helping employees stay informed
Member resources

Member Services

Phone

888-320-7377 (toll free)
8:30 a.m. to 5 p.m., Monday through Friday (not holidays)

Email

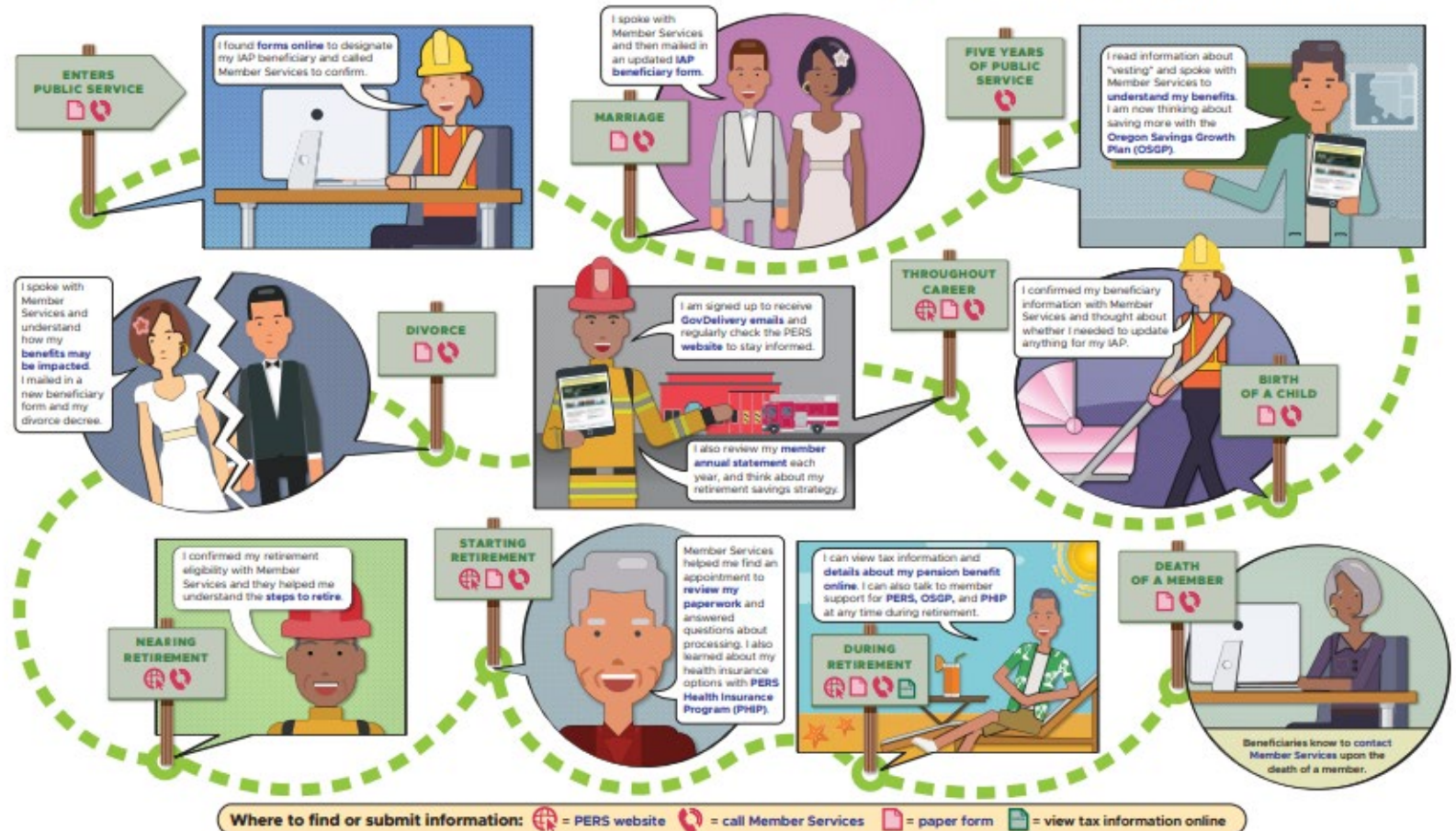[Member Services Submit a Question form](#)

Orientation for new members

[Member education sessions](#)

Website for new members

[Welcome to PERS website](#)

Click image to open it online

Office hour
Open format webinar

In this question-and-answer session, you can:

- Ask the **ESC representatives** a question.

- Ask a **fellow employer reporter** a question.

- Share a **tip | shortcut | better way** that you have discovered.

Remember: Do not use employee names or mention any personally identifiable information.

Instructions

Preferred option: Use the raise-your-hand feature and wait to be called on to ask your question.

Backup option: Enter your question/comment in the chat.

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Office hour
Need help thinking of a question?

Question prompts

- Doing status checks.

- Reporting a new hire.

- How to catch up when you are behind on reporting.

- Understanding error messages.

- Correctly reporting different types of leave without pay.

- Reporting a retirement.

- Understanding voluntary contributions.

- Reporting for temporary, part-time, or seasonal employees.

- Applying partial-year rules.

- Reporting pay over the annual salary limit.

- Anything else that is challenging you.
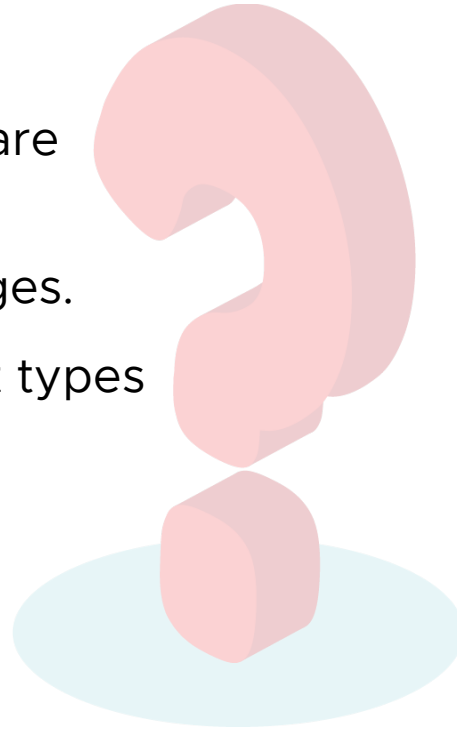
Employer support
ESC training

How to find training:

From the Employers home page, under Help, Guides, and Resources, click Training.
https://www.oregon.gov/pers/emp/Pages/Training.aspx

Help, guides, and resources

Employer Service Center
Employer publications
Training
Employer Advisory Group

Employer support
Links to resources

- New Employer Reporter Welcome Guide

- PERS Member Journey illustration

- Thursday meet 'n greet (email the employer trainer)

- Live beginner employer training
In the Beginner Employer-Reporter Training and Resources section (click the green bar to open), under "Live, virtual training class"

- Recorded beginner employer training
Under "Recorded training class"

- Intermediate webinars w/Q&A
In the Training Webinars section under "Upcoming webinars"

- Past webinars
In Training Webinars under "Past webinars"

- ESC Call Center

- ESC representatives one-on-one help
Scroll to ESC Representatives

- Employer newsletter
Delivered monthly by email then posted online)

- 28 employer reporting guides

- 11 quick-reference guides

- Employers website

- Videos
In the Self-Learning Materials section under "Video library"

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Thank you

[Employer Service Center contact information](#)