November 2009

e-Form 119 – Annual reporting of membership information

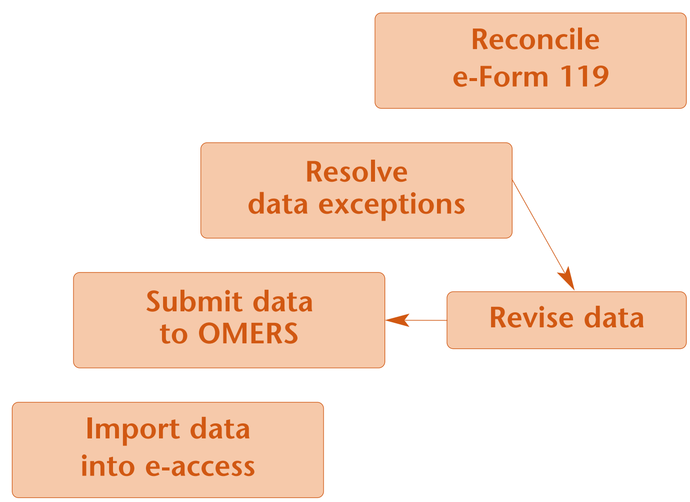
e-Form 119 is designed for reporting and processing annual member information quickly and efficiently.

With the e-Form 119 you can:

- create a member data import file (using the **Import file builder**)
- report annual membership information through a secure e-access web channel
- have multiple e-access users working on the e-Form 119 at the same time
- access up-to-date member data, including recent member events
- take advantage of the validation process and reduce follow-ups
- track your progress with the Dashboard
- send and receive e-Correspondence through a secure web channel.

If you have any questions, please contact OMERS Client Services, Monday to Friday, between 8 a.m. and 5 p.m., at 416-369-2444 or 1-800-387-0813.

Overview of the e-Form 119 process



Import data into e-access

There are two options to transfer e-Form 119 data into e-access:

1 Create ("build") a member data import file from Excel using the Import file builder.

2 Use your own text (.TXT) member data file. The import file specs are in *e-access Help/Importing Data and Batch Processes.*

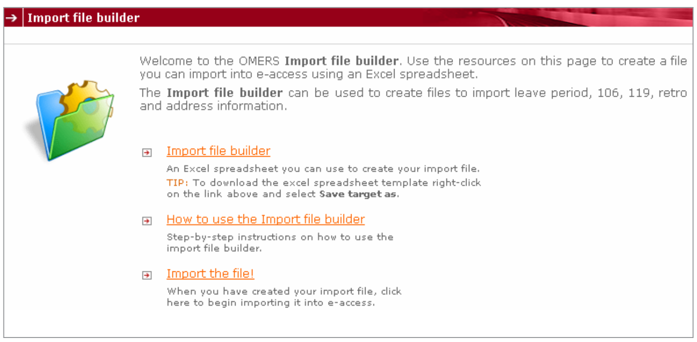
Using the Import file builder

The Import file builder

- comes with step-by-step instructions
- copies data from more than one source – for example, if you have several payroll systems, or if some member data (such as retro pay) is stored in a different system.

From the e-access homepage

- Open the **Batch processes** drop-down menu.
- Click **Import file builder**.



- Click **How to use the Import file builder** or go straight to the builder itself.
- Right-click **Import file builder** and select **Save target as** to save it to your computer to work with outside e-access.

In the Import file builder Excel spreadsheet

- Click on the tab at the bottom of the spreadsheet for the type of file you are importing, e.g., **Form 119**.
- Enter or copy the member data into the builder spreadsheet.
- Click **Build import file**. This prompts you to save the import file (.TXT format) you've just built.

Tips:

- Mandatory fields in the Import file builder are in **bold**.
- Record where your import file is saved, so you can easily find it again when you're ready to import it.

Importing a file

There are two ways to import a member data file into e-access:

1 In the Import file builder page: when you finish building the import file, click **Import the file!**

2 In the e-access **Batch processes** pull-down menu: click **Import a file**.

- Select a **Contact**. This will be the person listed as your contact on e-Form 119 requests created from your import file.
- Click **Next**.
- Open the **File** pull-down menu and select **e-Form 119.** (Or **Retro payment to e-119** to import a retro file, or **Address to e-Form 119** to import an address file.)
- Select the **Reconciliation year**.
- Click **Browse** to find and select a previously saved import file.
- Click **Import file**.

Important: Do **not** exit e-access until the import file transfer to OMERS is complete. (This normally takes a few minutes.)

When the file is being transferred, e-access does some basic checks to ensure the information is in the correct format for the type of import you initiated.

After the transfer is complete, you can check how your import file is doing. In the **Batch processes** pull-down menu, click **View status**. (For more information on **View status** go to *eLearning/ Other e-access information/File importing and batch processing*, or use e-access **Help**.)

Note: Large import files will be processed overnight (after 6 P.M.), and will be available for use the following day.

Once the file transfer is complete, your import file is **Pending** – in a queue, waiting to be processed. Next it will show as **Processing** (while member data is checked for formatting). Finally, the import file shows as **Completed: no errors** or **Completed: with errors**.

If there are errors or the file failed, click **Review errors**. The "Import error log" appears and shows a reason why the entire import file failed, and/or an alphabetical list of the individual records that failed.

If the entire import file failed: fix and re-import it.

If individual records failed: you have three options:

1 Manually create requests for the records that generated errors; or

2 Create a new import file with just the corrected records; or

3 Delete the entire import file, correct the errors, and re-import it.

For more information on how to delete an import file, please see **Delete a batch of requests** in *e-Learning/Other e-access information/ File importing and batch processing*, or use e-access **Help**.

Important: You must **Review errors** and click **Review completed** before you can proceed with importing another file (e.g., a retro file) or processing requests.

Manually enter a member request (no import)

You may not need to import a data file into e-access; for example, in cases where there aren't many members to import or if you want to create a request for an individual member.

The process is the same as creating any other e-Form request:

- Open the **Requests** pull-down menu.
- Click **Create new request** > **e-Form 119**.
- Complete the mandatory and applicable optional fields under all the tabs.
- Click **Submit** when finished.

Edit e-Form 119 data

You can review and edit the member data you create before submitting your requests for processing. For example, you may need to import retro and/or address information (see **Importing a file**) or manually change service totals for some members.

To edit e-Form 119 requests manually

- Open the **Requests** pull-down menu.
- Click on **View not submitted**.
- When prompted for the request type, select **e-Form 119**.
- Define your search criteria.

A list of requests that match your criteria will appear.

- Select the member (one at a time) whose information you want to edit.

- Enter updated information.
- **Submit** your request to OMERS.

Submit e-Form 119 data to OMERS

After importing members' annual information into e-access, you can submit all of your e-Form 119 requests to OMERS, or submit them individually, or in batches.

Submit a batch of requests

- In the e-access **Batch processes** drop-down menu, click **Submit a batch of requests** > **e-Form 119**.

  The number of e-Form 119 requests not yet submitted will be listed.
- Click **Submit ALL requests** OR enter your search criteria to identify specific requests you want to submit.
- Click **Submit**. A Submit agreement will appear.
- If you are ready to submit your requests to OMERS, click **I agree**.

For more information on how to submit a batch of requests, go to *e-Learning/Other e-access information/File importing and batch processing*, or use e-access **Help**.

When processing is complete, you will see the number of requests completed successfully or that have exceptions (problems) and remain on the list of requests not submitted.

Note: Large batches of requests will be processed overnight (after 6 P.M.). The results will be available the following day for review.

Submit Form 119 data before mid-February, and we'll calculate the PAs

If you submit the e-Form 119 member data **before mid-February** you do not need to enter PAs; we'll calculate them for you.

After the member data is validated, you can extract members' PAs from OMERS and upload them to your system. See the online information page *Membership data extract* in *e-Learning/ Other e-access information*.

After February 28, we won't calculate the PAs and you must enter the PAs reported on your members' T4s. We will check them and let you know if there are any problems. If needed, use the PA calculator at **www.omers.com/Employers/Tools**.

Resolve data exceptions

When you submit the 119 data, validations are run against it. Any requests with "exceptions" (problems) remain in e-access i.e., they are not submitted to OMERS.

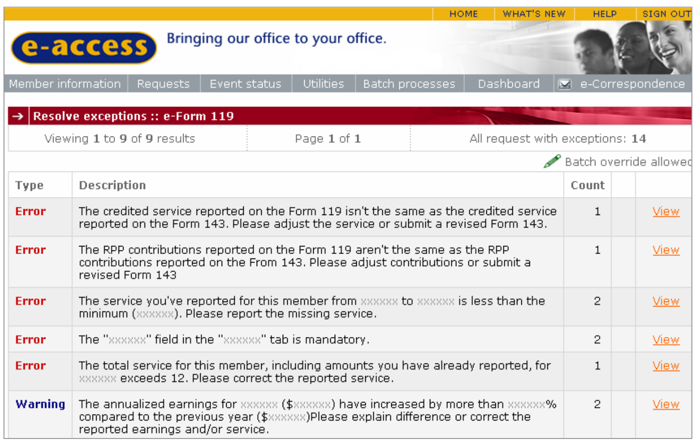
Exceptions are generated if information doesn't pass a series of validations (e.g., the member's current year earnings are more than 20% higher than last year's earnings). You can search for and then correct or override requests that have exceptions.

Important: Exceptions fall into two categories: errors and warnings. You must correct errors, while you can override warnings by providing a valid reason for doing so.

- In the **Batch processes** drop-down menu, click **Resolve exceptions** > **e-Form 119**.

The number of requests with exceptions and the number of distinct exception messages are shown. You can view all or refine your search criteria by filtering exceptions by normal retirement age, employment status, last name (e.g., A-F), date initiated or e-access username.

- Enter your search criteria; the requests that match will appear.
- Select the exceptions you would like to **View**.



Resolve the exceptions

- Click on the exception message to review it. A list of requests with that message appears.
- Click on each member request to correct the error or to override the warning. Or, submit each member request individually.

Tips:

- If none of the listed override reasons apply, you can enter a new one by clicking **Other – see notepad**. We'll review these requests and your override reason, and take appropriate action.
- If you find you're using **Other – see notepad** a lot, please contact OMERS Client Services. We can review your override reason and may add it to the list.

  We categorize overrides so you see only messages that apply to the exception you are resolving. When you ask us to add an override reason, please specify its context to help place it in the correct category.

Batch override

If a number of your member requests are affected by the same exception, in some cases you have the option of doing a batch override instead of overriding each member request individually.

Warnings you can batch override have a green pencil icon in the **Resolve exceptions** page. More details are in e-access **Help**.

Revise submitted data

Until you reconcile your Form 119 information for a given year (or until a member benefit has been processed), you can still change the information you've sent to OMERS.

There are two ways to do this:

1. Manually initiate an e-Form 119 request for the member. The information you previously entered will appear and can be edited. (The reconciliation year is red to indicate you are making an adjustment.)
2. Create and import a new data file (if there are many changes to make). Please see **Importing a file**.

Note: If you revise a member's Form 119 information, it completely replaces the earlier request you sent to us.

Check your progress with the Dashboard

The e-Form 119 Dashboard helps you track your progress.

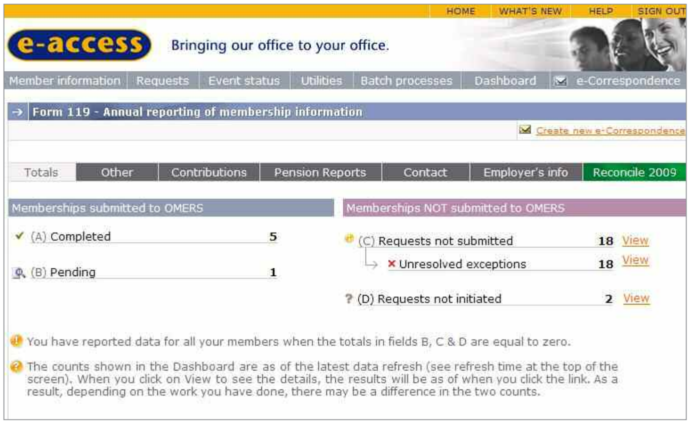
- Click on **Dashboard** in the e-access menu.

- The Dashboard shows the Form 119 year not yet reconciled, the number of e-Forms in progress but not yet submitted, and any unread e-Form 119 e-Correspondence.

Tip: Click **Refresh** at the top of the Dashboard to view the most up-to-date information.

To check your e-Form 119 progress

- Under **Form 119 years to be reconciled**, click **Review** beside the year.
- Click **Totals** to see e-Form 119 counts for:
    - **Completed** – members with complete information reported and posted for the reconciliation year.



    - **Pending** – members whose information is reported but has not finished processing.
    - **Requests not submitted** – the total number of unsubmitted requests in the reconciliation year.
    - **Requests not initiated** – members who were active in the reconciliation year, but for whom no data has been imported or requests initiated.
- Click **Other** for a list of outstanding items that affect the e-Form 119 processing (such as e-Form 119s for inactive waiver members, e-Form 119 adjustments you've initiated, or any e-Form 143s).
- Click **Contributions** to see:
    - up-to-date figures for member Primary RPP and RCA contributions reported and/or remitted to OMERS; and
    - any difference between reported and remitted contributions.

Note: We refresh the contribution totals every morning.

- Click the **Pension Reports** tab to:
    - indicate you're ready for OMERS to begin generating *Pension Reports*, and to specify the sort order.
    - see how many reports you've generated or that are still to be generated.

To request OMERS to begin generating *Pension Reports*

- Click **Yes**.
- Select a **Pension Report sort order** from the pull-down menu (alphabetical is the default).
- Click **Save**.

Important: You can let us know when to generate your Pension Reports but by mid-June, we will automatically generate Pension Reports for all members for whom we have processed Form 119 data.

June 30 is the deadline set by the Ontario *Pension Benefits Act* for OMERS to provide annual member statements.

- Click the **Contact** tab to see the contact name and mailing information for your *Form 119 RPP and RCA Reconciliation report* and your *Pension Reports* (if they are not being mailed directly to members).
- Click the **Employer's info** tab to select the contact person for any problems with the e-Form 119 reconciliation.

Once you have reported all your members, you can balance your contributions and reconcile your Form 119.

Balance your contributions

In the Dashboard

- Click the **Contributions** tab to review the member Primary RPP and RCA contributions remitted over the past year. Compare them to the contributions reported through the e-Form 119 for all members (active and inactive). Compare these amounts with your records.
- Verify that any invoice or credit amount is what you expect it to be.

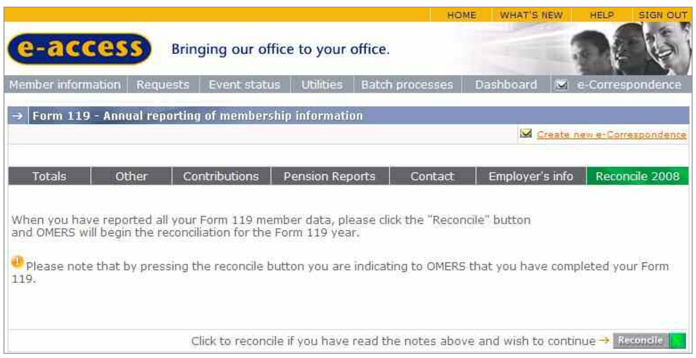
Reconcile your e-Form 119

Have you…

☑ Reported accurate information for all your members?
☑ Ensured that all employees who should be are enrolled in OMERS?
☑ Checked the counts on the **Totals** and **Other** tabs in your Dashboard? (Every count except for Completed should be zero.)
☑ Checked the contribution totals in the Dashboard?
☑ Requested your *Pension Reports*?

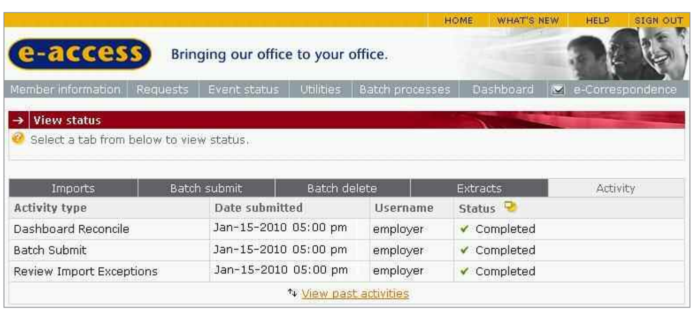
If you answered Yes to all five questions, you're ready to reconcile your e-Form 119.

- Click the **Reconcile** tab. This means you have completed your Form 119 and you agree with any underpayment or credit amount listed under the **Contributions** tab.



- Once you have clicked the Reconcile button, an alert window will appear to let you know that this action will not complete immediately. Click OK and the window will disappear.

  The reconcile process may take a few minutes or overnight. To check the status at any time, go to Batch Processes/View Status, Activity.



Important: (If your reconciliation is successful) The following day, in the **Form 119s years to be reconciled** section of your Dashboard, you will see a PDF link to your *Form 119 RPP and RCA Reconciliation report for 2009*. Soon after, we will process any applicable invoice or credit.

Keep e-access user list up-to-date

Help keep e-access secure… contact OMERS to deactivate accounts for staff who are no longer authorized to use the system. For instance, has a registered user left or transferred to a job where they no longer need access? Please advise Client Services immediately.

Online help

? If you move your mouse over some fields, a **?** appears. Left click on this for an explanation of the field and the data required.

Help: Click the Help tab in the top menu of e-access. A topic menu appears. Select a topic for step-by-step instructions. Or use the search function to find information on any e-access topic.

Tip: Look up How-to and information pages in *e-access/e-Learning*.

Phone help

Contact OMERS Client Services, Monday to Friday, between 8 a.m. and 5 p.m.

Our specially trained staff can help you with any e-Form 119 questions – from administrative to technical issues.

You can also ask to speak with the Employer Administration Officer for your group.

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