

FAQ

1. What is Employer Services? Employer Services is an application developed for Employers to report retirement contributions and benefit premiums. Employer Services accepts payroll files and personnel data files. This application is a web application, meaning you will log in and access it through a link on the Employer Services website. You need a browser tool such as Internet Explorer, Chrome or Mozilla Firefox.
2. Can a payroll file and a personnel file be submitted as one submission or does it need to be separated? Two separate files must be submitted, a payroll file and personnel file. You can submit the two files the same day but will have two separate upload processes.
3. What are the minimum system requirements? In order to use Employer services effectively, you will need to ensure your workstations and Internet connectivity meet the minimum requirements listed below:
 - Internet Explorer (version 10.x)
 - Firefox (version 50.x)
 - Chrome (version 54.x)
4. How will manual entries work? The employer will manually enter their employees into Employer Services as opposed to uploading from their payroll system. This option should only be used for employers that have a small number of employees.
5. Will we have the ability to accept a text file and a CSV file? A text file will not be accepted. The system will expect a .CSV file.
6. When will we have sample files available? Sample files are available on our website for [personal file](#) and [payroll](#).
7. When will, our website be updated to show the current layout? The file layout is available on our [website](#).
8. Will there be a manual or training? The manual is being developed. In addition, the Division will be providing training through on-line videos. Division staff will work closely with Employer staff during the transition.
9. How long do employers have to convert to the new layout? Tentatively, by September 30, 2017.
10. Why is the Division making this change? Employer Services will allow for an employer to submit many more contribution types than is currently available through e-Reporting.

This is especially important for those employers who plan to participate in our Deferred Compensation Plan and Voluntary Supplemental Benefits. In addition, the new system will provide for edits that are more meaningful and easier for the employer to correct.

11. Who will have access rights to Employer Services? Employers will have one administrator that will give access rights to their staff.
12. What if I have questions? You may contact your assigned payroll contact or you can submit your questions to the Polisub email doa.drb.polisub.it@alaska.gov.