



## Direct Debit Payments

STRS Ohio offers the option of submitting payments via direct debit, a convenient and secure way to ensure payments are submitted in a timely manner. To begin the process employers must first set up an account in Employer Self Service (ESS). Please note, only treasurers and main contacts have the correct ESS access to set up an account. Before starting the setup process, it is helpful to review the tutorial videos and written instructions available on the STRS Ohio Employer Website at [www.strsoh.org/employer](http://www.strsoh.org/employer). To find the videos, click on "Tutorials" in the Education & Training section.

Once the account is approved for use, employers receive a notification that the Make a Payment option is available in ESS. The approval process typically takes three business days to finalize account information.

### User Account Access

There are two ways employer contacts can be granted access to direct debit.

1. When the treasurer or main contact initially sets up the account, the authorization agreement contains a field to list individuals who should be granted access.
2. To authorize direct debit access for an individual, the treasurer or main contact should log in to ESS, click on "Request Access" in the Additional Tools menu and complete the online form.

For security reasons, employers with direct debit accounts should review the contacts on file regularly and notify STRS Ohio of any staff changes or updates.

### Benefits to Direct Debit

Making payments with direct debit offers a number of benefits to employers over other methods, including:

- All payment details are listed during setup, so payment remittance forms are not required.
- Payments can be set to deduct on specific dates so there is never a delay in STRS Ohio receiving the amounts owed.
- Once payments are submitted, employers can view their payment history at any time.



# Frequently Asked Questions

## **If I want to pay based on the payroll report submitted via state software, how long is the wait time between sending the file and it being available in the Make a Payment section?**

STRS Ohio loads secure files multiple times per day. After your file is submitted, check back after a few hours or on the following day. You can also submit a payment using the Specify Fixed Amount to Pay option if your report is not available.

## **What if I submit my payroll report in ESS?**

Payroll reports submitted in ESS will show immediately when you choose "Select Transactions to pay for" during the payment process.

## **Will I receive a confirmation page to print once the payment is submitted?**

No, but payments can be viewed from the Schedules or History tabs in Payment History.

## **Can I make a payment from two or more bank accounts?**

Yes. In order to make a payment from two or more bank accounts, you must initiate a transaction for each bank account by choosing "Specify fixed amount to pay."

## **Can I cancel a payment I just submitted?**

Payments can be canceled if the payment is still listed under the Schedules tab in Payment History. Once the payment moves to the History tab in Payment History, the payment cannot be stopped. If you made an error in the payment amount, adjust your next payment (i.e., increase or decrease the amount) to bring the account back into balance.

## **I'm receiving an error that says "Total amount for details should be equal to payment schedule amount of . . ." What does this mean?**

Each amount under the blue line on the Transaction tab must add up to the total payment amount. For example, if your total payment is \$100, each line (member contributions, employer contributions, etc.) must add up to \$100.

## **If I change banks, do I need to set up a new account?**

Yes, you will need to set up a new account. Please allow three business days for account authorization and approval.

## **For More Information**

Log on to the employer website at [www.strsoh.org/employer](http://www.strsoh.org/employer)  
Call the Employer Reporting Department toll-free at **888-535-4050**  
Send an email to [report@strsoh.org](mailto:report@strsoh.org)