# Tips and Fixes

With two weeks under our belts, here are some things that seem to keep coming up from employers. Thanks for hanging in there with us we all learn to use the new site.

Print button is coming

We've heard you loud and clear. And the customer is always right. We're working to add a print/download-to-PDF button on all of the confirmation pages and history details.

If you don't see all your records

If you have more records than fit on the page, look for the page advance at the top of the grid. Use the arrows to move between pages of your grid.
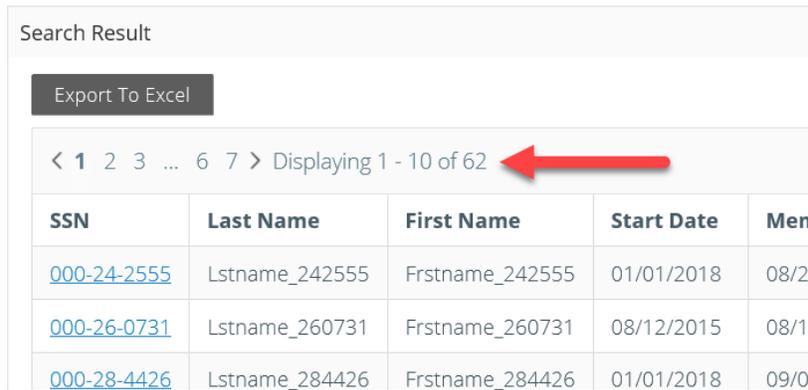
Secure file upload

- Green is good. When it turns greens and gives you the check mark that means KPERS has your upload.
- If you need to double check, do a search in the upload section.
- Don't use the secure upload function for pay report uploads. Go through the pay report steps instead.

Remember DAs can delete and add users

No more paper form. Designated agents can add and delete EWP users. Access is effective immediately. Login > Employer Info > New+ (button)

Designated agents also control the roles — who sees and works on what on the site.

Working-after-retirement pay report

Question 3 on the pay report landing page asks for "Total contributions from your records." Sometimes you don't have any contributions because a retiree didn't earn wages that pay period. We're working on a fix for this. In the meantime, **type $1**. Then change it **back to $0** on the next step.

Invoices up or down $1?

Pay report invoices let you shift up or down by $1. Sometimes your number is a little different from ours because of rounding. To adjust the total,

1. Check the box to select the invoice you're paying.
2. Pick the payment date.
3. Adjust the total payment amount if you need to.

This is only for pay report invoices. All other invoices are exact.

K-12 form before enrollment

When doing an enrollment, if you get a system error that the name, SSN or date of birth don't match, you likely need to submit a KPERS-12 form.

- First, double-check that you're entering the right info.
- If we have it wrong, cancel the enrollment.
- Complete the KPERS-12 form and send it with supporting documents.
  - The fastest way is to scan everything and send it with an EWP secure message.

After we update the info in the system, you can do the enrollment.

Ending a leave of absence

You no longer need to do an enrollment when someone comes back after a leave of absence. Enter an end date in the employee record, select Return to Payroll from the Reason drop-down box, and the system will automatically create the enrollment if he's on the payroll again.

Entering an end date is one and done

Wherever you enter an end date, it populates the rest of the system. Even on the OGLI report if you offer optional insurance. You only have to enter an end date in one place.

Questions?

- Email employers@kpers.org
- Toll-free 1-888-275-5737
- In Topeka 785-296-6166

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