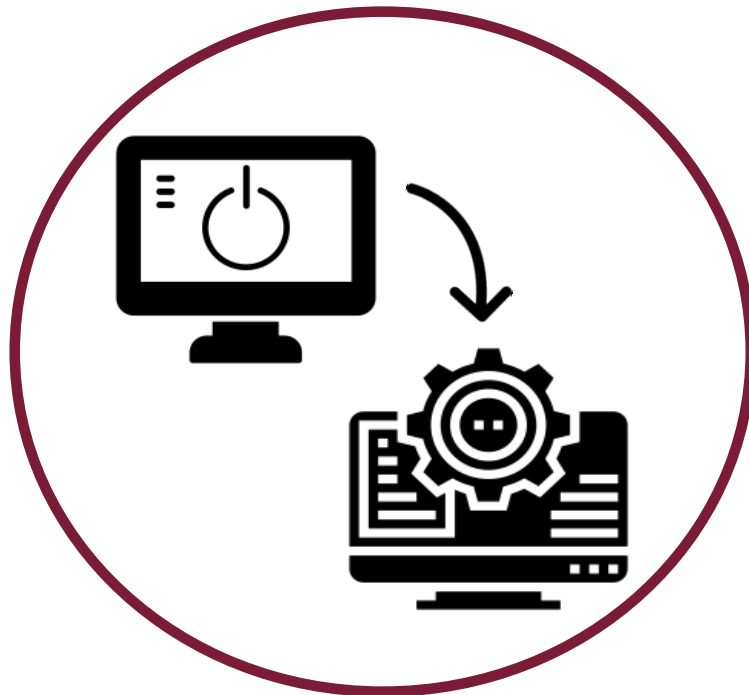


# MAS Employer Training Approach

# Purpose



Evolving  
technology



Build  
knowledge/skills

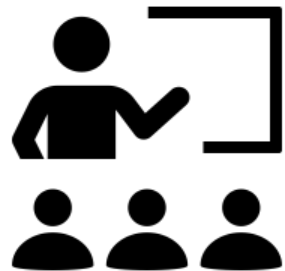


Training  
support

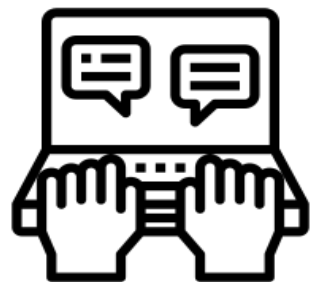
# Scope



Use training plan guidelines to guide design, development and delivery of courses



Use ADDIE approach to design, develop and deliver employer training

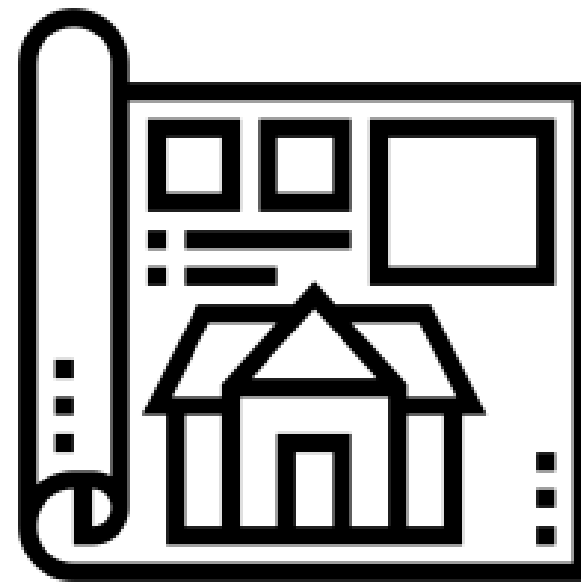


Provide MAS staff training to build the knowledge and skills needed to support employers in the new system

# Training Development Model



Analyze employer  
training needs



Design training  
plan

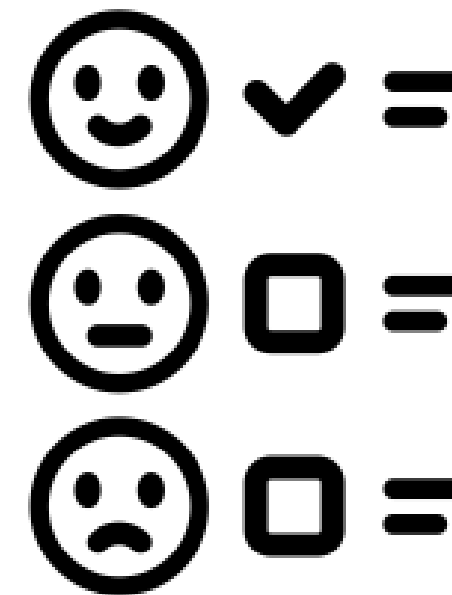


Develop training  
materials

# Training Development Model - Continued

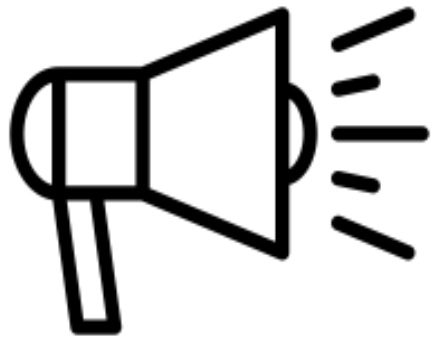


Implement training  
program



Evaluate training  
delivery and materials

# Roles and Responsibilities



Post training  
announcements



Provide employer  
support

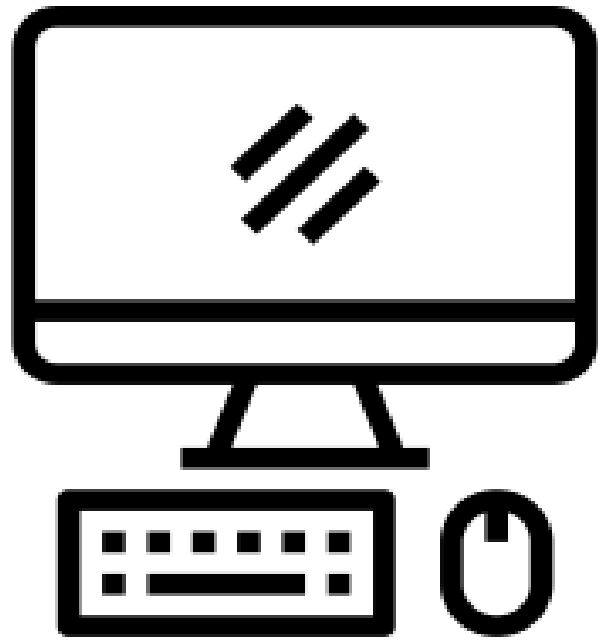


Serve as subject  
matter experts

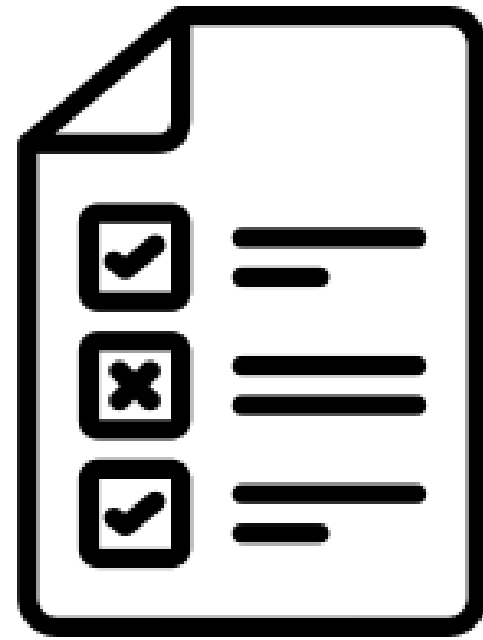


Provide SEW  
training

# Tools and Technologies



Computer Based  
Trainings

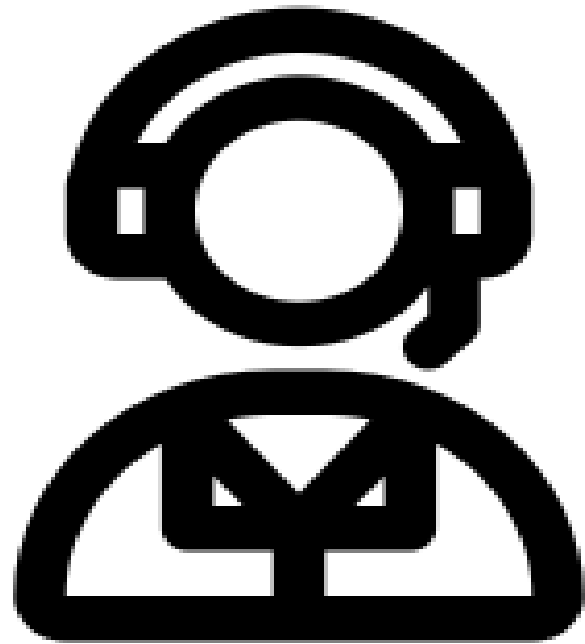


Employer Readiness  
Environment

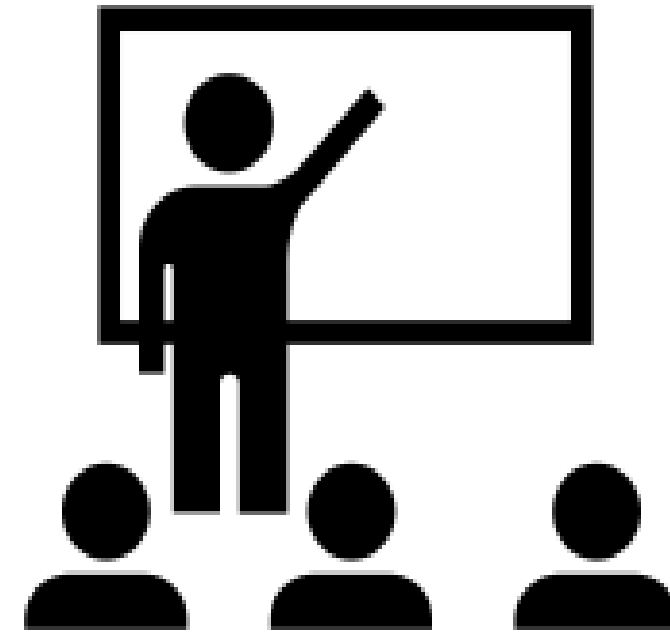


Employer Support  
Portal

# Tools and Technologies - Continued



Employer  
Services



Instructor Led  
Opportunities



# Employer CBTs Available on PALMS

Four courses available to employers March 2, 2020

1. Contribution Reporting
2. Employment Maintenance
3. Introduction to the New SEW
4. New File Format (Employment File)

# Employer CBTs Available on PALMS - Continued

## 1. Contribution Reporting

- Introduction to Contribution Reporting
- Contribution File Upload
- Contribution File Processing
- Contribution Reporting Process for a Report Source
- Contribution Reporting Process for a Report Unit
- Managing Contribution Data
- Submitting Payroll Headers to a Report Source
- Merging Payroll Summaries
- Deleting Payroll Summaries
- Associating Payments
- Payroll Summary Posting

# Employer CBTs Available on PALMS (Continued)

## 2. Employment Maintenance

- Online Employment Transactions
- Employment File Upload
- Employment File Processing
- Managing Employment Data

# Employer CBTs Available on PALMS - Continued

## 3. Introduction to the New Secure Employer Website

- Employer Contact Types
- Accessing Employee Information
- Employment and Membership Account Information
- Secure Employer Website Registration
- Logging in to the Secure Employer Website
- Secure Employer Website Navigation

# Employer CBTs Available on PALMS - Continued

## 4. New File Format (Employment File)

- Introduction to New File Format
- Enrollment Transaction Type

# Additional Modules Available on PALMS

Three existing courses will have added modules that will be available to employers Spring 2021

1. Contribution Reporting
2. Employment Maintenance
3. Introduction to the New Secure Employer Website

# Additional Modules Available on PALMS - Continued

## 1. Contribution Reporting

- Employer Reporting Requests

# Additional Modules Available on PALMS - Continued

## 2. Employment Maintenance

- Employee Match File



# Additional Modules Available on PALMS - Continued

## 3. Introduction to the New Secure Employer Website

- Electronic Content Management
- Processing Pending Work Items
- Secure Messaging

# Additional Employer CBTs Available on PALMS

Four additional courses will be available to employers Spring 2021

1. Employee Change Requests
2. Employer Organization Maintenance
3. Program Enrollment Requests
4. Service Credit Purchase Requests

# Additional Employer CBTs Available on PALMS - Continued

## 1. Employee Change Requests

- Employee Change Requests Overview
- SR Earning Limit Exemption
- One-Year Final Compensation
- Employer Certification for Disability
- Employer Certification for Death before Retirement
- Reduced Workload Program\*

# Additional Employer CBTs Available on PALMS - Continued

## 2. Employer Organization Maintenance

- Employer Contact Types
- Managing Employer Organization Information
- Cash Balance Employer Organization Tasks

# Additional Employer CBTs Available on PALMS - Continued

## 3. Program Enrollment Requests

- Program Enrollment Request Overview and Submission
- Program Enrollment Request Statuses and Action Statuses
- Resolving Errors
- Updating Rejected Program Enrollment Requests

# Additional Employer CBTs Available on PALMS - Continued

## 4. Service Credit Purchase Requests

- Service Credit Purchase Requests Overview
- Editing and Approving Service Credit Purchase Requests
- Rejecting Service Credit Purchase Requests

# Availability



92 Employers  
+ 7 TPAs

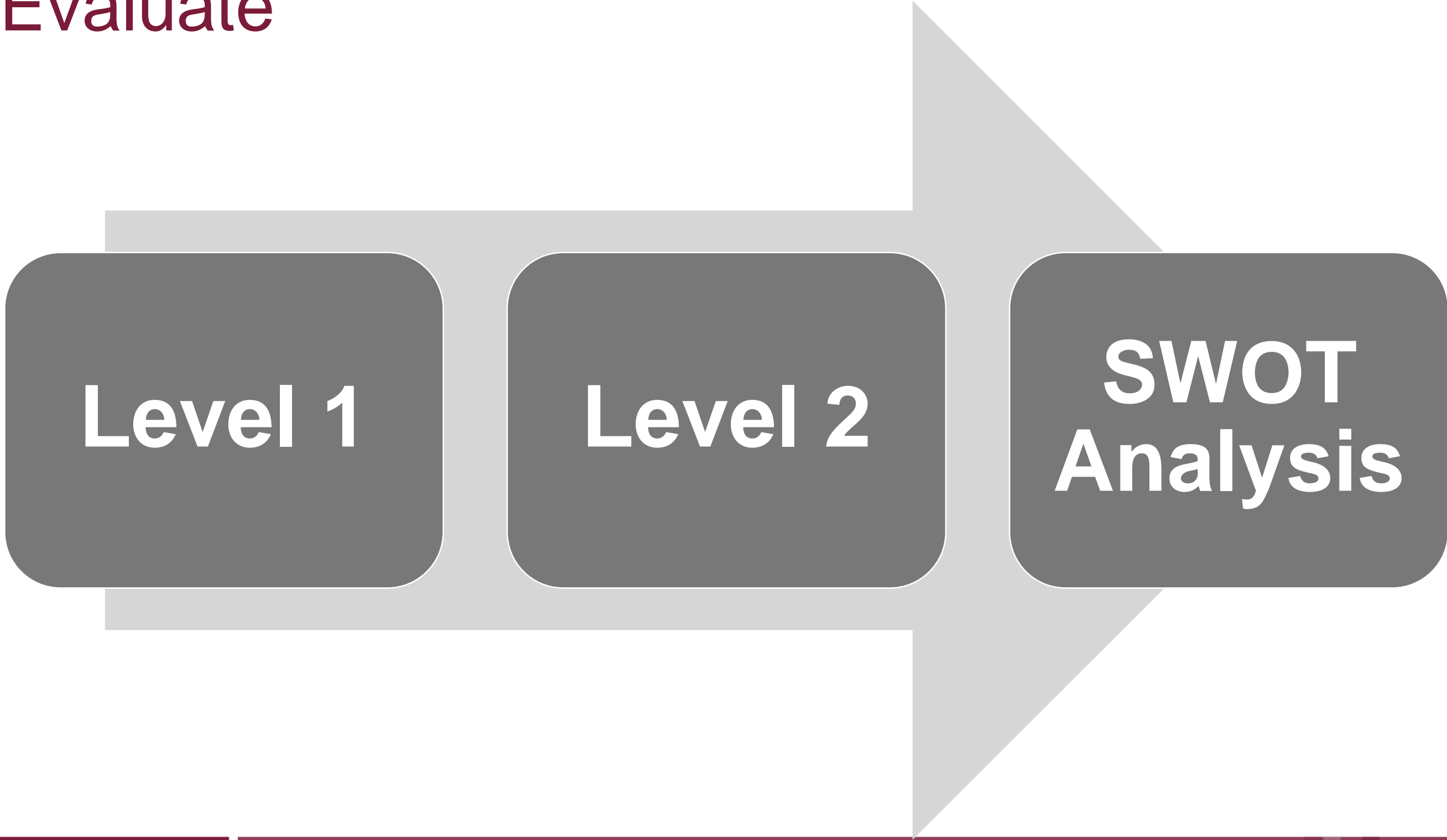


PALMS



ESP

# Evaluate





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**EMPLOYER TRAINING SERVICES**