



PAY ONLINE Payment Instructions

About the First Data Pay Online system:

- You can use the system 24 hours a day, 7 days a week, including weekends and holidays. There will be a periodic maintenance window during which the system is unavailable.
- You must complete the web-based payment by 2:30 p.m. Central Time at least one business banking day before the payment effective date to be considered timely. Please note that the First Data site displays Mountain Time (MT), which is one hour earlier than Central Time.
- You may also specify a future bank account debit date, which can be up to 40 days in the future.
- You may remit multiple pay periods or multiple contribution types in the same visit.

Use the First Data system to process individual payment reporting of:

- Payment types:
 - Wage Report Contributions (Regular, SLEP, ECO I, ECO II, Minimum Contribution)
 - Advice Payment
 - Employer ERI Cost
 - Member ERI Cost
 - After Tax Payment for Member Past Service
 - Additional Funding of Your Pension Obligation
 - Accelerated Payments
- Individual or total contribution amount(s), as dollars and cents
- Month and Year for this report (4 digit MMY)
- Bank Account Debit Date (6-digit MMDDYY)

For faster reporting, please have your wage reporting information ready.

To use the Pay Online system:

To log in to the system:

1. Log into Employer Access and select **Pay Online**.
You will be directed to the First Data website where you enter your Username and Password. ~OR~ Visit <https://www.govone.com/tpp/IMRF/Account/Logon> and enter your Username and Password.

Note for First time users:

- On your first log-in you must **register** your account. Look for the **New User? Register your IMRF EFT Number** link on the log in page. You will be directed to the Register your Account screen.
 - a. Enter your EFT number and PIN and click on Next. You will be directed to the Create User Profile screen.
 - b. Enter a Username and Password.
 - Your **Username** can be your email address.
IMPORTANT! You may be using First Data for other payment solutions, such as federal and state tax payments, and use your email address as that Username. If so, you cannot reuse the same email for EFT payments. You could, however, vary your Username, like user1@employer.org
 - Your **Password** must be at least 8 characters, with at least 1 uppercase letter, at least 1 lowercase letter, at least 1 number and at least 1 special character (example: @, \$, #).
 - c. Complete the Contact Name, Contact Email, Phone Number and Security Questions fields. Then click Submit. You should see a Registration Confirmation page. You can print a page for your records.
- On subsequent log-ins, you only need to use your Username and Password to log in.

To make a payment:

2. The Select Payment Type screen displays after you log in. Select the desired Payment Type.
3. The Payment Information screen displays. Enter the appropriate values in the displayed fields. Then press Next.
4. The Payment Verification screen displays. Review the information to ensure accuracy.
 - If correct, press Submit.
 - If incorrect, press the Back button to make changes.
5. The Payment Confirmation screen displays. Print this page as a receipt for your payment. If you wish to make another payment, select the Make a New Payment button.
6. Your payment is complete. You can log off the system.

To inquire about a payment or confirm it was received:

1. Enter your Username and Password and select the Payment History from the Payment menu option.
2. Enter a Start and End Date, which must be a 90-day period timeframe. Review your payment history. The system can display payments made in the past 2 years. The number of records available are in the message “Displaying items x - y of (total records)”
3. Click on the table headers to sort or filter the displayed transactions. Notice that the Payment Type column only displays the payment type description, but not the payment type code.

• Regular Contribution, SLEP, ECO I, ECO II, Minimum Contribution	
• Advice Payment	• After Tax Payment for Member Past Service
• Employer ERI Cost	• Additional Funding of Your Pension Obligation
• Member ERI Cost	• Accelerated Payment Invoice

To print a payment history:

When you are on the Payment History screen, select Print from the File menu of your browser or click the printer icon on the browser toolbar.

To cancel a payment:

If the payment is for a future settlement date, you may be able to cancel it by selecting the Cancel a Payment option from the Payments menu and following the instructions on the screen.

To make duplicate payments

You can submit duplicate payments, but the Pay Online system first displays an error message that a duplicate payment was found. You can submit the duplicate payment only after selecting, “Override Duplicate Payment,” and clicking “Submit Duplicate.” If you do not select the “Override Duplicate Payment” box, an error message displays.

To add additional bank accounts / EFT numbers to your user account.

If your employer has several bank accounts, you can add them to your user account so you can make payments from the various accounts. You must first register each EFT number/PIN under your Username and Password in the Pay Online system. Click on the **Add New IMRF EFT Number** button on the log in screen and follow the system prompts. Notice that you can enter a description for each EFT account. Remember that each of the bank accounts must have a unique EFT number and PIN, which you obtain by completing a Form 3.00 for the bank accounts.

After registering additional EFT numbers and PINs, you must select the appropriate EFT number when you log in. You can view, edit or delete an EFT account using the menu options on the Registration Maintenance screen, which you access by selecting Account, then Registrations on the top navigation bar.

PAY ONLINE Frequently Asked Questions

1. What is the Pay Online web-based payment system?

This system is a fully integrated, electronic payment solution that enables employers to make payments via the Internet. With this system, you can:

- Pay required IMRF contributions
- Eliminate check writing
- Eliminate the risk of lost paperwork
- Get immediate confirmation for payments
- Ensure security with the User ID and Password.

2. What are the minimum software and browser requirements to make payments online?

You will need a computer with Internet access and

- A Browser either Internet Explorer 7.0 or greater or Firefox 3.0 or greater
- Operating System: Windows XP or greater
- Encryption: 128-bit
- Screen resolution: 1024 x 768 is recommended.

3. When can I access the Internet to make a payment?

The Pay Online system is available to you via the Internet 24 hours a day (with a periodic maintenance window), 7 days a week. Like the Pay-by Phone system, the daily cut-off time is 2:30 p.m. Central Time. Instructions for payments made prior to the cut-off time are will be transmitted to IMRF by the next business day. Instructions received after 2:30 p.m. Central Time will be transmitted by the 2nd business day or for the date indicated. (The First Data site displays Mountain Time - MT which is one hour earlier than Central Time.)

4. How can I be sure my payment information is secure when it is transmitted across the Internet?

This system utilizes the most advanced security available to ensure the privacy of your payment information. All transactions are conducted over a Secure Sockets Layer (SSL) connection secured with 128-bit encryption. SSL is a communications protocol for transmitting private information over the Internet.

Account Activation and Registration and PINs

5. Once I enroll and receive my confirmation packet, how do I activate and register my account?

You can **activate** your account as soon as you receive your confirmation packet. You must change the default PIN by calling First Data at 1-877-610-3706 and following the voice prompts. You cannot change your PIN online.

To begin using the Pay Online system, you must then **register** your account. Look for the **New User? Register your IMRF EFT Number** link on the log in page. The Register Your Account page displays, where you must enter your EFT number and chosen PIN. Click Next and you must then select a Username and Password and complete and submit the User Profile.

On subsequent log-ins, you only need to enter your Username and Password to begin the payment process.

6. Do I still need my EFT number and PIN to use the Pay Online system?

With Pay Online, you log into the system with your Username and Password. Except for the initial log-in for first time users, you will no longer use your EFT number and PIN to access the features of the Pay Online system.

Although you do not need it to log in, it is recommended you keep your EFT number and PIN in a safe location. You need your ETF number and PIN if you use the Pay-by-Phone system or if you contact First Data for assistance.

7. What if I forget or lose my EFT number or PIN? Or my Pay Online Password?

If you forget or lose your EFT number or PIN, you can call First Data directly at 1-800-332-4125 for that information. You must provide identifying information during the call to retrieve the EFT number or PIN.

If you forget your Pay Online Password, click on the **Forgot Password** link on the log in page. You must complete the Security Questions you selected and answered when you created the User Profile.

Payment Processing System Features

8. I do not have access to the Internet this month. Can I use the First Data Pay-by-Phone?

Yes, the EFT number and PIN can be used with the First Data Pay-by-Phone system. Call 1-877-610-3706 and follow the directions.

9. When making a payment, how do I enter dollars and cents?

With the Pay Online system, enter the full amount of the payment, including the decimal. You must report cents, even when zero.

10. When making a payment, what do I enter if I am making a multiple month payment?

Enter 99 as the month and year you are paying.

11. How do I inquire about a payment? How do I view a payment to confirm it was received?

The Pay Online system has a Payment History feature that allows you to access of 2 years of payments history and to view particular payment information by selecting a Start Date and End Date for a 90 day timeframe. The Payment History screen displays a table of search results containing the date and time of the original visit, specified settlement date, payment type and amount, input method, payment status and reference number. Note: The First Data site displays Mountain Time (MT) which is one hour earlier than Central Time.

12. I lost my payment reference number for my payment. Is there a way to get it without calling IMRF?

Yes. Select the Payment Inquiry History option from the main navigation menu. Use the Search feature and the Reference Number for each payment is displayed in the results.

13. Is the payment history real time?

The payment history records are saved after you first view your Payment History. If you enter payments after viewing the history, you must click the Refresh button at the bottom of the table of search results on the Payment History screen. If you enter new payments and have not yet viewed the Payment History in your current session, the screen displays your newest payments. The Payment History is saved so that subsequent use of the Payment History tool within a session is faster.

14. If I discover I made a mistake, can I cancel my payment?

If the payment is for a future settlement date, you may be able to cancel it by selecting the Cancel a Payment screen and following the instructions on the screen. You receive a new Reference number when the cancellation has been confirmed.

You should cancel a payment if you think any portion of the payment is in error. The entire payment must be cancelled and re-entered.

The Cancel feature allows you to cancel any individual payment, which has not yet settled (i.e. future dated).

Getting Help

15. If I have problems using this system, how can I get help?

Pay Online system	<ul style="list-style-type: none">– To make a payment, log into the Pay Online system at https://www.govone.com/tpp/IMRF/Account/Logon– For technical questions about the Pay Online system: Call First Data at 1-800-662-6311– For questions about the July 2017 Pay Online updates: Call First Data at 1-800-332-4125– For online assistance, use the Pay Online FAQ under the Help menu option on the navigation bar. Information is available on a variety of topics.– For a forgotten Password for the Pay Online system, use the Forgot your Password on the log-in Page and follow the system prompts.
Forgotten or Lost EFT or PIN	<ul style="list-style-type: none">– Call First Data at 1-800-332-4125 and have identifiable information available.
General IMRF Questions	<ul style="list-style-type: none">– For questions about wage reporting, employer payments, or any other IMRF related question, call an IMRF Representative at the Employer-Only number at 1-800-728-7971 Monday through Friday, 7:30 a.m. to 5:30 p.m.