

Arrivos Employer Reporting:

Frequently Asked Questions

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How do I submit a transmittal?

Start by selecting **Prepare Regular Transmittal** from the *Reporting* menu.

Proceed as directed in the [Arrivos Employer Reporting Guide](#), Chapter 1: Transmittal Reporting > Submitting a Regular Transmittal.

How do I add a new employee to the current transmittal?

Start by opening your transmittal and clicking **Add New Employee** in the action menu.

Proceed as directed in the [Arrivos Employer Reporting Guide](#), Chapter 3: Common Transmittal Processes > Adding a New Employee.

How do I add a previous employee to the current transmittal?

Start by opening your transmittal and clicking **Add Existing Employee** in the action menu.

Proceed as directed in the [Arrivos Employer Reporting Guide](#), Chapter 5: Exception Processes > Adding an Existing Employee (Rehire).

How do I remove someone from the current transmittal?

You cannot remove a person from a transmittal, but you can remove a duplicate or unnecessary row by clicking the **Delete** icon (the red **X**) at the end of the row.

To stop a person from being reported for future transmittals, you must use the *Employee Status* tab to report the status change that stops him or her from being reported. For example, when an employee is [terminated](#) or goes on [military leave](#).

What do I do if an employee did not get paid this cycle?

Leave the employee on the transmittal and enter zeros in place of his or her usual compensation, contributions, and other wage data.

How do I terminate an employee?

Report the employee's resignation or dismissal on the *Employee Status* tab.

Refer to the [Arrivos Employer Reporting Guide](#), Chapter 3: Common Transmittal Processes > Reporting Resignations and Dismissals.

How do I report someone who has been eligible but has never been reported?

Add a correction record to the *Non-Current Adjustments* tab for that employee.

Refer to the [Arrivos Employer Reporting Guide](#), Chapter 4: Corrections > Adding Employee Non-Current Adjustment (NCA) Records.

You will need to perform all of the steps, but you will add the employee as part of Step 3: Locate and select the employee.

How do I correct information that has already been submitted to PERSI?

Determine how many employees you need to correct and how many pay cycles will be affected by the correction. Depending on your needs, perform one of the following:

- To correct information for one employee across one or more pay cycles, refer to the [Arrivos Employer Reporting Guide](#), Chapter 4: Corrections > Adding Employee Non-Current Adjustment (NCA) Records.
- To correct information in a single pay cycle for multiple employees, refer to the [Arrivos Employer Reporting Guide](#), Chapter 5: Exception Processes > Correcting a Pay Cycle.

Uploaders can also add the corrected information to the upload file. It will display under the NCA tab for the current transmittal.

How do I correct information for an employee who is separated (refunded), terminated, or retired?

This cannot be corrected through Arrivos. Please contact the PERSI Employer Service Center by phone at **1-866-887-9525** or **208-287-9525** or by email at ecustsvc@persi.idaho.gov.

How do I change someone's eligibility status?

Update the employee's status on the *Employee Status* tab.

Refer to the [Arrivos Employer Reporting Guide](#), Chapter 2: A Detailed Tour of Arrivos > Transmittal-Related Tabs > Employee Status Tab.

How do I change someone's address?

Edit the employee's address data on the *Demographic* tab.

Refer to the [Arrivos Employer Reporting Guide](#), Chapter 2: A Detailed Tour of Arrivos > Transmittal-Related Tabs > Demographic Tab.

How do I change someone's SSN?

This cannot be changed through Arrivos. Please contact the PERSI Employer Service Center by phone at **1-866-887-9525** or **208-287-9525** or by email at ecustsvc@persi.idaho.gov.

How do I put an employee on military leave?

Update the employee's status reason and status reason date on the *Employee Status* tab.

For more information on the Employee Status tab, refer to the [Arrivos Employer Reporting Guide](#), Chapter 2: A Detailed Tour of Arrivos > Transmittal-Related Tabs > Employee Status Tab.

For sample scenarios where employees go on military leave, refer to the [Arrivos Employer Reporting Guide](#), Chapter 5: Exception Processes > Military Leave Scenarios.

How do I bring an employee back from military leave?

Update the employee's status reason and status reason date on the *Employee Status* tab.

For more information on the *Employee Status* tab, refer to the [Arrivos Employer Reporting Guide](#), Chapter 2: A Detailed Tour of Arrivos > Transmittal-Related Tabs > Employee Status Tab.

For a sample scenario where an employee returns from military leave, refer to the [Arrivos Employer Reporting Guide](#), Chapter 5: Exception Processes > Military Leave Scenarios > Scenario 1.

How do I change from roll forward to upload?

This cannot be changed through Arrivos. Please contact the PERSI Employer Service Center by phone at **1-866-887-9525** or **208-287-9525** or by email at ecustsvc@persi.idaho.gov.

How do I submit a bonus (supplemental) payroll?

Start by selecting **Prepare Supplemental Transmittal** from the *Reporting* menu.

Proceed as directed in the [Arrivos Employer Reporting Guide](#), Chapter 5: Exception Processes > Preparing a Supplemental Transmittal.

How do I view and print my submitted transmittal?

Open the *Reporting History* page in Arrivos to view and print submitted transmittals.

Refer to the [Arrivos Employer Reporting Guide](#), Chapter 5: Exception Processes > Using the Reporting History Page.

What is a base wage?

A base wage represents the employee's normal pay for the performance of his or her normal duties during the pay cycle. This wage also determines whether or not the employee meets PERSI eligibility requirements.

How do I report overtime pay?

Overtime pay represents hourly income above and beyond the employee's base wage and hours. Overtime wages should be reported in a separate record from the employee's base wage.

To add an overtime record for the employee, perform the following:

1. Refer to the [Arrivos Employer Reporting Guide](#), Chapter 2: A Detailed Tour of Arrivos > Transmittal-Related Tabs > Base Plan Tab > Base Plan Rows Grid, and follow the steps to add a new record to the Base Plan Rows Grid for that employee.
2. Populate the new row with the employee's additional compensation, contributions, hours, pay rate, and other data. Be sure to use a pay type of **H** (hourly).

How do I report on-call pay?

On-call pay represents additional income for an employee, but is not tied to eligibility, and thus not reported as an hourly amount. On-call wages should be reported as a separate record from the employee's base wage.

To add a new on-call record for the employee, perform the following:

1. Refer to the [Arrivos Employer Reporting Guide](#), Chapter 2: A Detailed Tour of Arrivos > Transmittal-Related Tabs > Base Plan Tab > Base Plan Rows Grid, and follow the steps to add a new record to the Base Plan Rows Grid for that employee.
2. Populate the new row with the employee's additional compensation, contributions, and other data. Since on-call compensation is not tied to hours, leave the hours empty (blank), use pay type **O** (other), and add a pay rate of **0.00**.

What is full reporting?

Full reporting is when employers report pensionable earnings from all employees, including earnings for positions that could potentially become pensionable.

Full reporting also includes certain earnings that do not contribute toward PERSI eligibility, but which are used for another purpose in the system. For example:

- Earnings that are used to calculate sick leave compensation totals for employees in the PERSI sick leave plan, such as earnings toward an optional retirement plan (ORP).
- Earnings for members who retired from a school district and returned to work for a school district while still receiving PERSI benefits.

Full reporting can never include earnings from positions that are barred from PERSI eligibility by statute. These positions include inmates, substitute teachers, and students.

How do I recover or reset my Arrivos password?

Your Arrivos password is secured through the same system as your Employer Portal login. If you ever forget or need to reset your Arrivos password, perform the following:

1. Open the [Employer Portal](#) from the PERSI website and click **Forgot Password**.
2. Provide the information requested under the **To get a new password for your work login...** heading.
3. Click **Submit** to reset your password.

Your Arrivos access updates to your new password after a 30-minute delay.

How do I change my Arrivos email address or password?

Your Arrivos logon email address and password are secured through the same system as your Employer Portal login. If you need to change your Arrivos email address or password, perform the following:

1. Open the [Employer Portal](#) from the PERSI website and click **Forgot Password**.
2. Provide the necessary information in the fields beneath the **How do I change my password or email address?** heading.
3. Click **Submit** to change your email address or password.

Your Arrivos access updates to use your new logon information after a 30-minute delay.