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## TECHNICAL HELP

### 1. I need help with Online Payroll Reporting. Who do I contact?

Contact support at [onlinereporting@amerisure.com](mailto:onlinereporting@amerisure.com), fill out the "Contact Us" form at the top of the screen, or call 1-855-675-2493 (toll free, between the hours of 8:00 am and 4:00 pm EST). [Back to Top](#)

### 2. When is Amerisure's Online Payroll Reporting available?

You can access the system Monday through Friday, 7:00 am to 7:00 pm EST. When contacting us by phone, an Amerisure Online Payroll Reporting representative will be available Monday through Friday 8:00 am to 4:00 pm EST. [Back to Top](#)

### 3. Why is my first report longer than a one month period?

Amerisure's reporting periods start from the first of the month. If your policy is effective on any day other than the first of the month, your first period is combined with the next full month's report. Every report thereafter will be from the first of the month. **For example:** Your policy is effective 1/15/2018 to 1/15/2019. Your first month's report will be 1/15/2018 - 3/1/2018. The next report will be 3/1/2018 - 4/1/2018 and so on. Your last report would be from 1/1/2019 to 1/15/2019. [Back to Top](#)

### 4. This is my first time using the system and I don't know what to do.

An Amerisure representative will contact you by email when your first report is due, to welcome you to the Online Payroll Reporting system. If you want further assistance please contact us at 1-855-675-2493 (toll free) or email us at [onlinereporting@amerisure.com](mailto:onlinereporting@amerisure.com) and we will walk you through the process of entering your first report. [Back to Top](#)

### 5. I am no longer receiving my monthly email telling me the report is ready. What happened?

Your email server could be flagging the email as spam and be blocking the message. If you don't receive your email message at least 5 days before your report is due, please call 1-855-675-2493 (toll free) or email us at [onlinereporting@amerisure.com](mailto:onlinereporting@amerisure.com). Additionally, if your email address has recently changed, please notify an Amerisure Online Payroll Reporting representative at the aforementioned phone number or email address. [Back to Top](#)

### 6. What do I include in the Gross Payroll Column?

Gross payroll includes total wages or salaries before any deductions. This would include casual labor or uninsured subs, overtime (time and a half or double time), commissions, bonuses, holiday, vacation or sick pay, piecework, profit sharing or incentive plans, allowances for tools and/or housing, value of substitute for pay, and payments for employee authorized salary reductions – such as employee savings plan or retirement (401k) and cafeteria plans (IRC 125). Note: Tips and gratuities should NOT be included. [Back to Top](#)

### 7. What do I include in the Time and a Half Column?

Please enter any Time and A Half overtime separately here, even though it was just included in the Gross Payroll amount. Your premium will be adjusted based on any Time and A Half as you pay workers' compensation premium on the straight pay for all hours worked. The system will exclude the extra pay for overtime, provided you show this overtime pay in the separate column. [Back to Top](#)

## 8. What do I include in the Double Time Column?

Please enter any Double Time overtime separately here, even though it was just included in the Gross Payroll amount. Your premium will be adjusted based on any Double Time as you pay workers' compensation premium on the straight pay for all hours worked. The system will exclude the extra pay for overtime, provided you show this overtime pay in this separate field. [Back to Top](#)

## 9. How do I add a new class code or new location?

Please contact your agent and request that they add the new class code and/or location to your policy. [Back to Top](#)

## 10. When I enter payroll for a class code, the total does not display nor add to the total payroll. What's wrong?

This is an issue with Adobe Macromedia. Sometimes if you are entering a report and you navigate away from or minimize the page to work in another application, the information you typed for the last class code does not sum in the gross payroll column. Retyping the figure in the correct field and tabbing over should alleviate this. Please try completing the online report without clicking off of the web page to another application. [Back to Top](#)

## 11. What if my email address changes?

Please notify an Amerisure Online Reporting representative at 1-855-675-2493 (toll free) or [onlinereporting@amerisure.com](mailto:onlinereporting@amerisure.com). Your email address is used to electronically notify you when it is time to complete your payroll report, and any delay in notifying us might cause you to not receive the emails. [Back to Top](#)

## 12. What do I do if I forget my user name &/or password?

Go to <https://opr.amerisure.com>. When the login screen appears, click on "Forgot your ID or Password." This will take you to a Request Password Reminder form. Fill in all of the information and click the "Submit" button. The email address field is all lower case. For example: youremailaddress@amerisure.com. You will then receive an email with your Username and a new temporary password. You must manually enter the temporary password as copy and paste are not allowed. [Back to Top](#)

## 13. My password is not working. What do I do?

After the maximum number of attempts allowed, a user is locked out for 30 minutes. If you changed your password via the website and continue to enter the incorrect login information, we will need to reset it. Please contact an Amerisure Online Reporting Representative by calling 1-855-675-2493 (toll free, between the hours of 8:00 am and 4:00 pm EST) or email [onlinereporting@amerisure.com](mailto:onlinereporting@amerisure.com). [Back to Top](#)

## 14. I submitted the wrong information on a prior report. How do I correct this?

Changes cannot be made to a submitted report until the next business day. When you click on the "submit" button after making your changes, the system will generate and display the new premium total. When the new report is generated it will reflect the new premium and show the difference between that and the prior premium based on the previously reported payrolls. If you have **not** submitted payment for the prior premium, you can submit the revised premium payment via ezPay. If you have already submitted payment for the original reported premium, please contact the credit department at 1-800-636-0800 or [credit-reps@amerisure.com](mailto:credit-reps@amerisure.com) to discuss payment options. [Back to Top](#)

## 15. How is my information kept safe?

We use 128 bit SSL (Secured Socket Layer) protocol to encrypt your information as it travels between your computer and our computer. [Back to Top](#)

## 16. How do I eliminate the unsubmitted changes banner?

The unsubmitted changes banner is removed when you either submit your revised payroll or discard the changes. [Back to Top](#)

## BILLING & PAYMENT HELP

## 17. Do I have to register with ezPay to make a payment?

No, you do not have to register to make a payment. However, registering allows you to create an account with the payment system where you can store payment accounts and easily access payment information. For more information, please refer to the ezPay section of the **Amerisure Online Payroll Reporting Instructions (User Guide)**. You may also contact a credit representative at 1-800-636-0800 or [credit-reps@amerisure.com](mailto:credit-reps@amerisure.com). [Back to Top](#)

## 18. What should I do if the payment system is down?

If the ezPay Electronic Payment System is not available, you can go back into the Online Payroll Reporting system later that day, or the next, and select the report you want to make payment on. When you highlight that report, the ezPay button will become active. Click on it and proceed through the payment process. [Back to Top](#)

## 19. Are partial payments accepted?

No. Online payments must be paid in full. The total shown on the payroll report will be pre-filled on the payment screen. [Back to Top](#)

## 20. I need help with ezPay. Who do I contact?

For assistance and support, contact your credit representative at 1-800-636-0800 or [credit-reps@amerisure.com](mailto:credit-reps@amerisure.com). [Back to Top](#)

## 21. Where do I find my account number?

Your account number is located in the insured info section of the reporting screen. [Back to Top](#)