Calling the Employer Call Center? New phone prompts have been activated.

Not speed dial, exactly. However, the prompts will help you take care of business quickly and accurately. Using these prompts will help ensure your calls are routed directly to the subject-matter expert or dedicated customer service representative who is best able to help you.

Suggested action

Hearing menu options every time you call can be time consuming. To make sure you're working smarter, not harder, we suggest you post this job aid near your phone to eliminate the menu review activated for each call. You may activate the appropriate prompt at any time during the greeting. Remember, using the prompts will help you speed your way to completing your business…

Additional tips for success

- *Using a rotary phone?* Stay on the line and you'll be routed to the first available representative.
- *Questions other than prompts?* Stay on the line; you'll be routed to the first available representative.
- *Pressed for time?* All options will have the choice of leaving a voice mail message if all representatives are busy.
- *Need the answer now?* You can always choose to remain on the line for the first available representative.
- *More than one person accessing OPERS' Employer Call Center?* For your dialing convenience…make copies of this job aid for every member of your team who needs to contact Employer Reporting.

Employer Call Center: 888-400-0965

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Here are the Employer Call Center prompts available as of November 2010:

Note: *You may choose an activity via the prompts at any time during the greeting.*

Phone Digit	Where your call will go
9	This is the prompt to choose for help on: ■ Report of Retirement Contributions ■ ECS You'll be routed to a message asking for your employer code. Then, you'll have the following options: ■ Being directed to your dedicated representative, or ■ Going to the first available representative, or ■ Leaving a message for your dedicated representative group.
2	This is the prompt for your inquiries about the *Employer Account Summary*, or any billing or invoice statement you've received.
3	This is the prompt for questions about membership or earnable salary.
4	Should be selected for Social Security number corrections.
5	Will take you to the Member Services Call Center; use this if you're calling with a member-specific issue, or if you're calling *as a member*.