



October 2011

# Returned e-Form

If you submit an e-Form to OMERS that we cannot process because information is incomplete or incorrect, we will return it to you, along with an e-Correspondence describing the issue.

## How e-Form returns work

- You submit an e-Form to OMERS, but some information is missing or incorrect and we cannot process the e-Form without it.
- We will return the e-Form to you, along with an e-Correspondence describing what is missing or incorrect. The returned e-Form will contain all the data that was in the e-Form that you originally submitted to us.
- Returned e-Forms will show in the e-Correspondence subject field.



Returning the incomplete e-Form to you with an e-Correspondence lets us keep all your data in one place for easy reference. When the e-Form is resubmitted, a new summary document is produced with updated information; and the e-Correspondence is available to all e-access users in your group.

**Note:** Remember to check your e-Correspondence to view a **Returned e-Form** located under the **Subject** heading.

## Keeping current

Checking e-Correspondence frequently is good practice, particularly if you have e-Form requests on the go.

## How to handle returned e-Forms



- Read the attached e-Correspondence.
- Retrieve the e-Form using the *Request not yet submitted to OMERS* search.
- Make the necessary corrections and resubmit the e-Form to OMERS. OMERS will validate the information on the resubmitted e-Form, process the request, and resolve the e-Correspondence.
- If we have further questions, we will contact you to resolve them.

## e-Correspondence:

- Is a safe and secure communication channel within e-access.
- Automatically creates an electronic “paper trail”; information is attached to the member’s record.
- Can be viewed by any e-access user in your group; if the sender of the e-Form request is away, another e-access user can carry on with the process.

## Questions?

We’re here to help. Please contact OMERS Client Services.