

FAQ'S for OPS

Payments

How Does Electronic Payment Collection Work?

This is how the Electronic Payment Collection will work:

- *Complete the Electronic Payment Collection Form with your bank details and return it to us.*
- *Every month you must log on to the website and update your monthly contributions on time whether or not you have any changes to make.*
- *Based on the information you submit to CWPS each month, your liability is calculated and your Electronic Payment is activated.*
- *The exact amount due is collected from your Bank Account.*
- *You will receive an email to say that your receipt and allocation list are available on the website.*
- *You are in control of the amount which is deducted from your account as the collection is only activated on receipt of your updated online submission*
- *You must also make sure that there are sufficient funds in your bank account to cover this liability.*

When will the payment be collected from my bank account?

Once you submit your online schedule payment will be collected within 2working days

How can I change / amend my bank account details?

If you need to change or amend your bank account details please contact a member of our support team at opssupport@cwps.ie

How can I cancel Electronic Payment Collection?

To cancel an Electronic Payment Collection you must notify your bank in good time in writing. The cancellation of Electronic Payment Collection will mean that you can no longer avail of the Online Payment System.

Can I track my previous payments through Online Payment System?

*Yes, previous payments through OPS can be tracked under the **Previous Submissions** page on your online account.*

Login / Account Activation

What do I need to log in?

To Log in you will need a user name and Password. These will be supplied to you upon registration with our OPS support team.

What is my Employer ID?

You Employer Id is the number you were assigned when you joined the CWPS. This appears on all correspondence you receive from the Scheme.

What is my Password?

Your password is a unique code which will be supplied to you when you register to use OPS.

What do I do if I have forgotten my log in details?

Please contact the support team at opssupport@cwps.ie

What do I do if I lock myself out of the online service?

Please contact the support team at opssupport@cwps.ie

Scheduling

How do I submit the current schedule through Online Payment System?

To submit a schedule using OPS simply log on to www.cwpsonline.ie and enter your username and password from there you will be brought to the home Screen. Just click on the Payment Schedules screen and select the current month to update.

How can I view the current schedule?

To view a schedule using OPS simply log on to www.cwpsonline.ie and enter your username and password and from there you will be brought to the home Screen. Just click on the Payment Schedules screen and select the current month to view.

Can I track the status of schedules submitted?

*Yes, schedules submitted through OPS can be tracked under the **Previous Submissions** page on your online account.*

I wish to pay for a particular month but not appearing on my account?

If you have any queries regarding Months not showing on account please contact a member of our support team at opssupport@cwps.ie or on 01-4071488 who would be happy to help with your query.

Can I pay my arrears through Online Payment System?

No, unfortunately the system only has a facility for current months to be paid using this method. If you owe pension contributions for your employees for previous months you must contact CWPS to have this resolved.

How do I receive the receipt and allocation listing?

Once the payment has been collected from your bank account an email will be sent to let you know that your receipts and allocation listing are available online.

My new employee is not appearing on my account, Why?

Have you registered your new employee with us? All you have to do is log on to www.cwpsonline.ie using your username and password and click on the My Employees tab. From here select the Add Employee Option and enter the required information.

If you have already registered your new employee with us please contact a member of our support team at opssupport@cwps.ie or on 01-4071488

What if my employee is at Fas?

If any of your employees are attending Fas you can select the 'FAS' option from the drop down menu. There is no contribution due to CWPS while an employee is at FAS.

What if my employee is Sick?

If any of your employees are sick you can select the 'sick' option from the drop down menu. There is no contribution due to CWPS while an employee is out sick.

My employees only worked 3 days in a week How much do I pay?

Under the terms of the Registered Employment Agreement (Construction/Electrical Industry Pensions, Assurance and Sick Pay) the full contribution rate is payable to the Scheme regardless of the number of days worked in a week by any member. The agreement states that the first employer in the week must pay the contribution. No part-payment of the weekly contribution will be accepted by the Scheme.

How do I add my new employee to the scheme?

To add an employee you must go to the 'My Employees' page and click on the 'Add' tab. From here you need to enter the required details to register your employee.

How do I remove an employee who has left employment?

To remove an employee who has ceased working for your company you must go to the 'My Employees' Page from here you need to click on the Green 'play' button beside your employee's name and enter their leave date. This will remove the employee from the schedule and future schedules.

How can I amend employee details?

To edit an employee's details you must go to the 'My Employees' Page from here you need to click on the Green 'play' button beside your employee's name and amend the information that is incorrect.

What details are required to register a new employee on CWPS?

You will need the employee's name, address, PPS number, date of birth and their start date in the Scheme.

Security

Is my Data Safe?

Yes, Our new Website has been extensively tested for security and is fully certified by Espion Security.

Is it secure to change my Password online?

Yes, Our new Website has been extensively tested for security and is fully certified by Espion Security

What type of Password should I choose?

If you change your password, the new password should be a complex password that must be a minimum of 8 characters in length to include, upper and lower case letters, numbers and at least one symbol.

Email Details

Why should I provide an email address?

You need to provide a valid email address so that we can notify you when your next schedule is available to be updated and also when your receipt/allocation listing is available to be viewed online.

What if I don't have access to the email address I provided you with?

If you no longer have access to the email address which you provided us with, please contact a member of our support team at opssupport@cwps.ie quoting your employer id and give us details of your new email address.