

STARS Employer Training

Entering Member Data - importing files
(demographics)



Entering Member Data - Importing Files

This guide provides a step-by-step process for importing demographic files to add public safety, corrections, and elected officials plan members or change member statuses to an employer's roster in STARS. By following these instructions, users can streamline data import tasks to ensure accuracy and compliance with system requirements and ultimately enhance the overall employee management experience.

1

From the **Home** page, employer users must start the demographic import process by clicking the **Imports** tab in the left navigation pane.

The screenshot displays the STARS system interface. On the left is a dark blue navigation menu with the following items: Roster, Policies, Work Reports, Payments, Transactions, Administration, Employer Info, Imports (highlighted with an orange circle), Reports, Documents, Sessions, Secure Message, and Contact Us. The main content area is light gray and contains several sections: a top row with four action cards ('Process a New Hire', 'Make a Payment', 'Employees', 'User Profile'), a 'News' section with 'No News currently to display.', an 'Important Links' section with four links, and a 'News' section at the bottom with 'No data found'.

| Icon | Link | Description |
|------|------------------------------------|--|
| | Process a New Hire | Add a member to roster |
| | Make a Payment | Make payments to open invoices |
| | Employees | Roster, new hires, terminations, etc. |
| | User Profile | Update password, security questions or user name |

Important Links

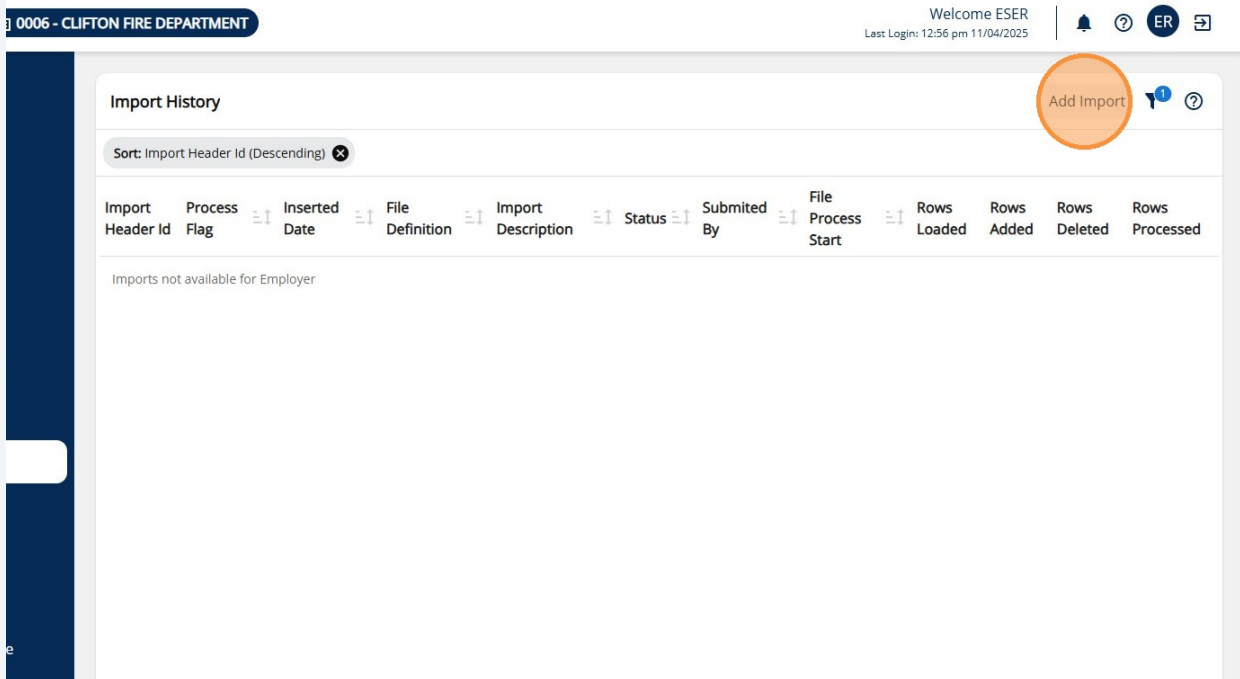
- [Nationwide plan sponsor homepage for DC contribution remittance and payment](#)
- [Member forms and resource documents](#)
- [Employer forms and resource documents](#)
- [Census Report](#)

News

No data found

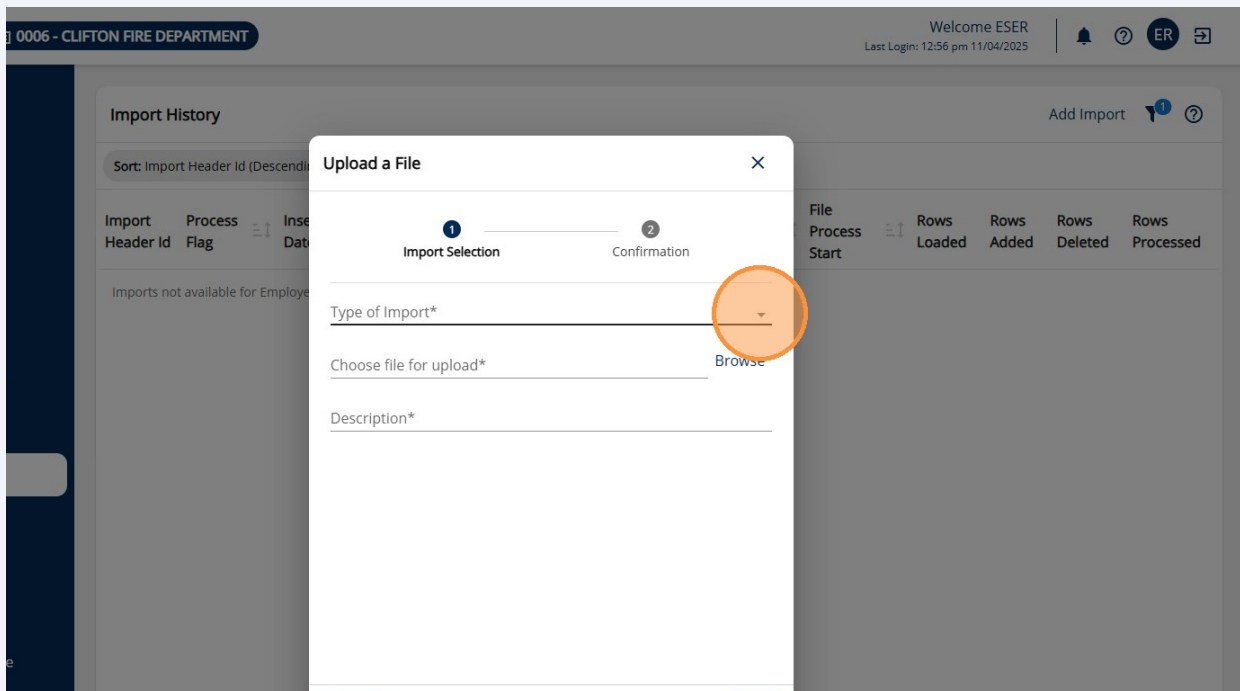
2

Once clicked, the **Imports** tab opens and the page appears as follows. Click **Add Import** on the right side of the screen to start the demographic file importing process.



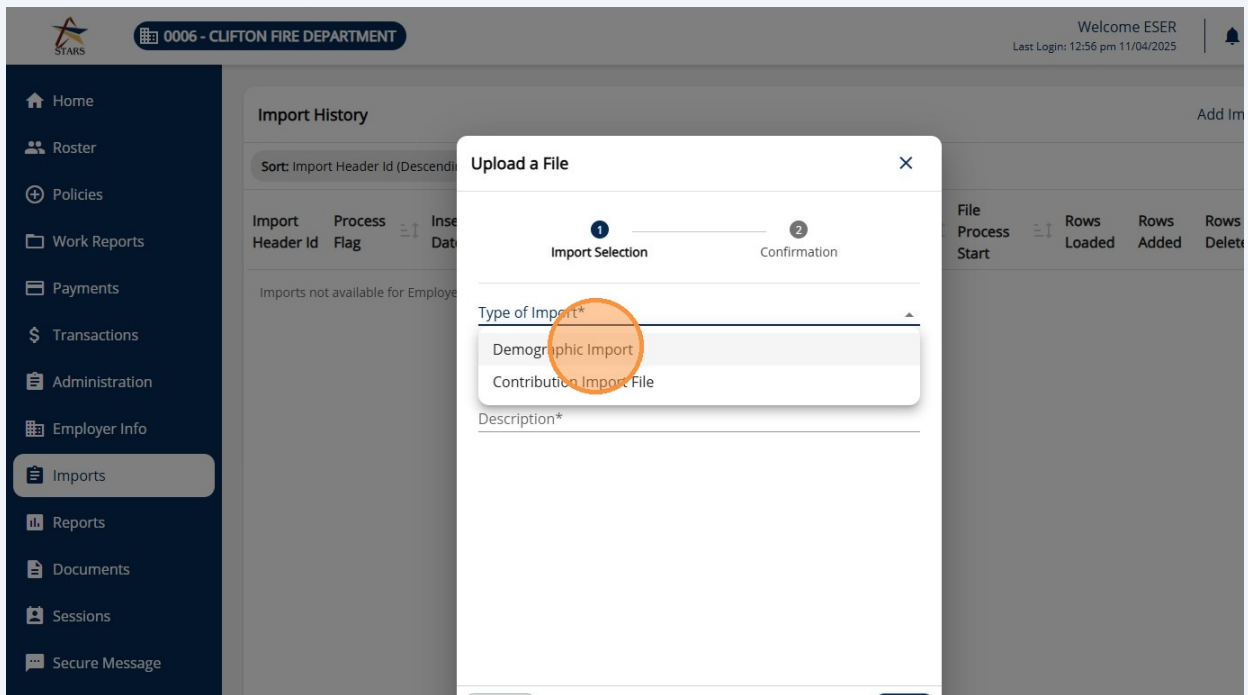
3

Users must complete all required fields, starting with the type of file (Demographic) that will be imported. Users must also upload a file through the **Browse** function and add a **Description** of the file.



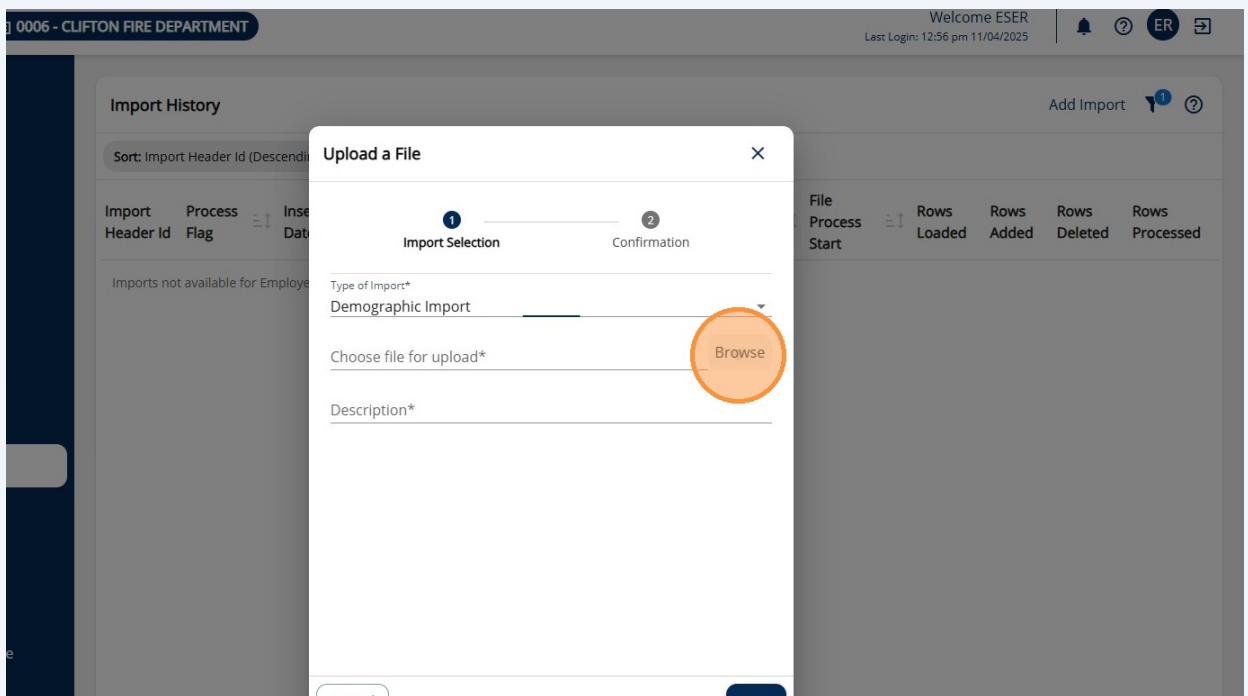
4

Users will select **Demographic Import** to upload files that update their member data.



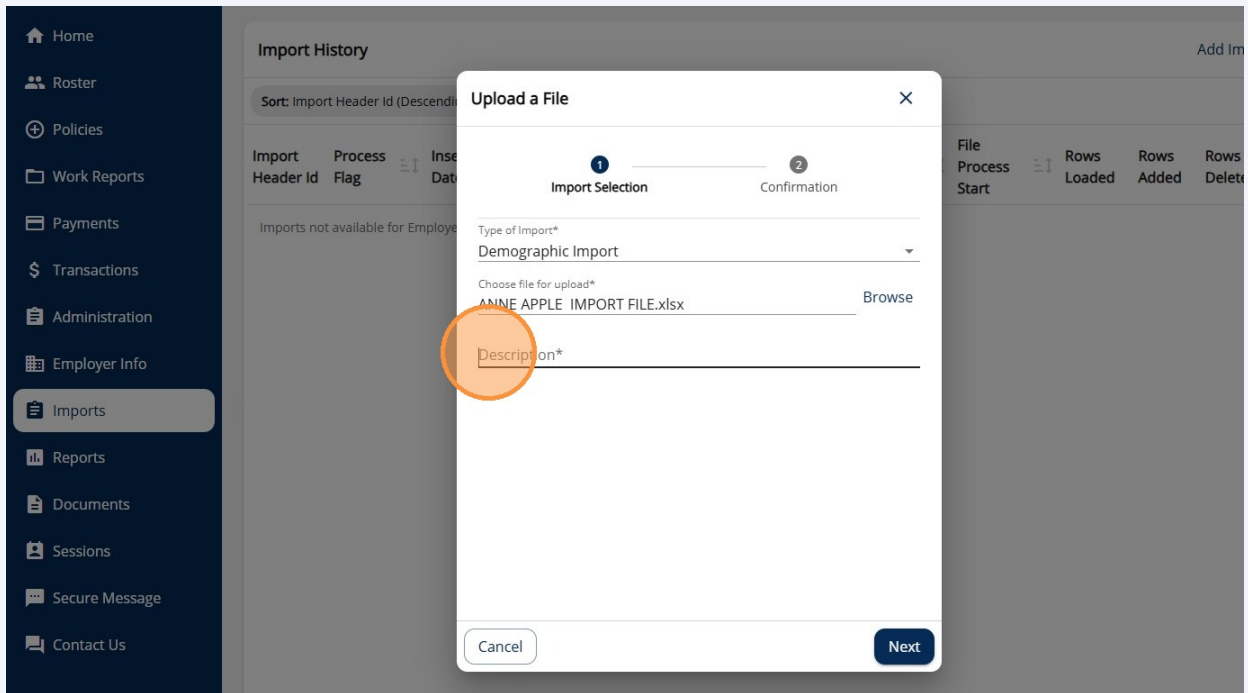
5

Click **Browse** to upload the employer file.



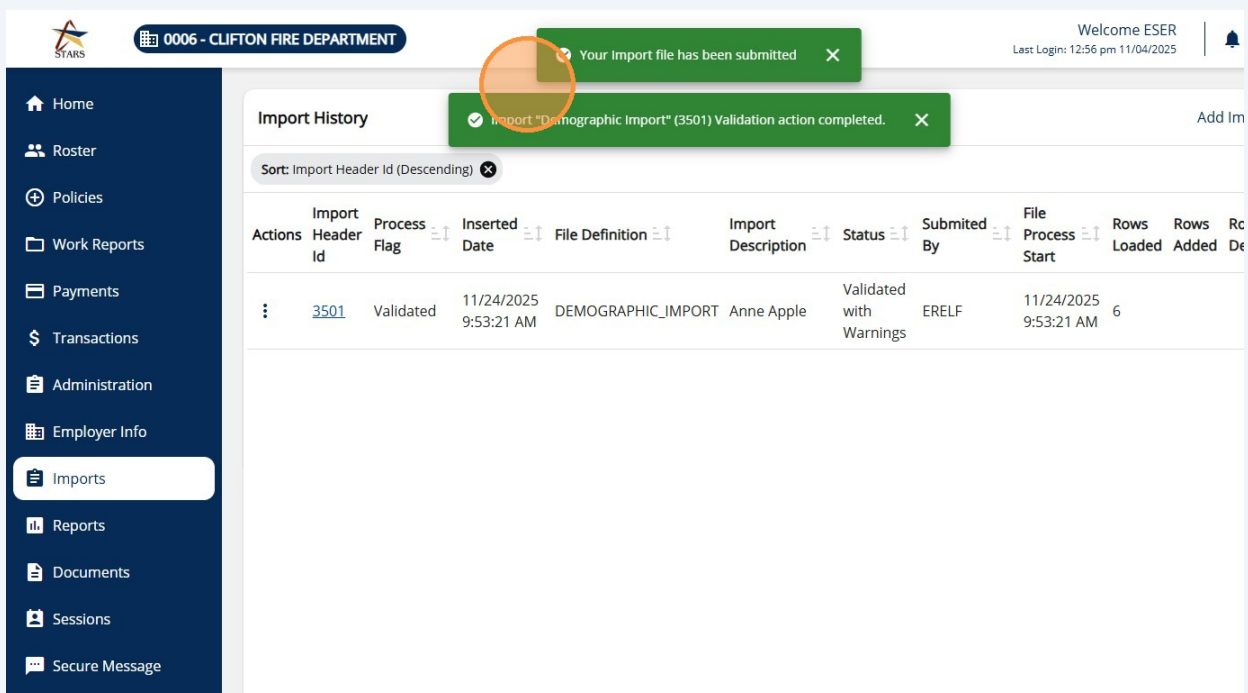
6

Use the **Description** field to name and describe the file to be imported. Employers can use their discretion on descriptions and can include dates, types of member status updates or other information. Click **next** after entering a description and then **confirm** to submit the file.



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Users will receive two messages in prominent **green text boxes** confirming the file has been submitted and validated.



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Processing the file is the final step through the **Import** tab. To do this, users click the **three-dot menu** to the left side under **Actions**.

0006 - CLIFTON FIRE DEPARTMENT

Welcome ESER
Last Login: 12:56 pm 11/04/2025

Import History

Sort: Import Header Id (Descending)

| Actions | Import Header Id | Process Flag | Inserted Date | File Definition | Import Description | Status | Submitted By | File Process Start | Rows Loaded | Rows Added | Rows Deleted |
|---------|------------------|--------------|-----------------------|--------------------|--------------------|-------------------------|--------------|-----------------------|-------------|------------|--------------|
| More | 501 | Validated | 11/24/2025 9:53:21 AM | DEMOGRAPHIC_IMPORT | Anne Apple | Validated with Warnings | ERELF | 11/24/2025 9:53:21 AM | 6 | | |

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Click **Process** from the options to continue.

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Welcome ESER
Last Login: 12:56 pm 11/04/2025

Import History

Sort: Import Header Id (Descending)

| Actions | Import Header Id | Process Flag | Inserted Date | File Definition | Import Description | Status | Submitted By | File Process Start | Rows Loaded | Rows Added | Rows Deleted |
|---------|------------------|--------------|-----------------------|--------------------|--------------------|-------------------------|--------------|-----------------------|-------------|------------|--------------|
| Process | 501 | Validated | 11/24/2025 9:53:21 AM | DEMOGRAPHIC_IMPORT | Anne Apple | Validated with Warnings | ERELF | 11/24/2025 9:53:21 AM | 6 | | |

10

The green **Process Action Completed** bar lets users know the upload was successful.

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Welcome ESER
Last Login: 12:56 pm 11/04/2025

Import History

Sort: Import Header Id (Descending)

| Actions | Import Header Id | Process Flag | Inserted Date | File Definition | Import Description | Status | Submitted By | File Process Start | Rows Loaded | Rows Added | R |
|---------|------------------|--------------|-----------------------|--------------------|--------------------|------------------------|--------------|-----------------------|-------------|------------|---|
| : | 3501 | Completed | 11/24/2025 9:53:21 AM | DEMOGRAPHIC_IMPORT | Anne Apple | Processed Successfully | ESELF | 11/24/2025 9:53:40 AM | 6 | | D |

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File upload success can also be verified through the **Roster** tab, which houses employer data on members. Click the **Roster** tab to do this.

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Welcome ESER
Last Login: 12:56 pm 11/04/2025

Import History

Sort: Import Header Id (Descending)

| Actions | Import Header Id | Process Flag | Inserted Date | File Definition | Import Description | Status | Submitted By | File Process Start | Rows Loaded | Rows Added | R |
|---------|------------------|--------------|-----------------------|--------------------|--------------------|------------------------|--------------|-----------------------|-------------|------------|---|
| : | 3501 | Completed | 11/24/2025 9:53:21 AM | DEMOGRAPHIC_IMPORT | Anne Apple | Processed Successfully | ESELF | 11/24/2025 9:53:40 AM | 6 | | D |

12

From within the **Roster** page, users must click on the **Filter** icon, which resembles a funnel, to search for new or updated member contacts.

The screenshot shows the Roster page for Clifton Fire Department. At the top, there are two green notification banners: "Import 'Demographic Import' (3501) Validation action completed." and "Import 'Demographic Import' (3501) Process action completed." The page header includes "0006 - CLIFTON FIRE DEPARTMENT" and "Welcome ESER | Last Login: 12:56 pm 11/04/2025". The Roster table has columns for SSN, PSPRS ID, Participant, Agreement, Service Start Date, Employment Status, Tier, Election Type, DC Rate, Hire Date, Term Date, Position, and Employment with another Employer. Three rows of data are visible. A funnel icon labeled "Filters" is circled in orange in the top right corner of the Roster table area.

| SSN | PSPRS ID | Participant | Agreement | Service Start Date | Employment Status | Tier | Election Type | DC Rate | Hire Date | Term Date | Position | Employment with another Employer |
|-----------------------------|----------|---------------------|--------------------------------|--------------------|-------------------|--------|---------------|---------|------------|------------|----------|----------------------------------|
| XXX-XX-0009 | 579072 | APPLE, ANNE B | 0006 - CLIFTON FIRE DEPARTMENT | 08/28/2025 | Election Period | Tier 3 | DB/Hybrid | | 05/30/2025 | | | No |
| XXX-XX-8461 | 003981 | FITESG, EDEHIMAT N. | 0006 - CLIFTON FIRE DEPARTMENT | 05/01/1977 | Quit/Terminated | Tier 1 | DB | | 05/01/1977 | 11/30/2007 | | Yes |
| XXX-XX-8896 | 010820 | LAML, HIDENIP C. | 0006 - CLIFTON FIRE DEPARTMENT | 10/06/1951 | Quit/Terminated | Tier 1 | DB | | 10/06/1951 | 12/31/1978 | | No |

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Employer users can use the search engine to find members through their Social Security number, PSPRS ID or name.

The screenshot shows the Roster page with the Filters panel open on the right. The Roster table is the same as in the previous screenshot. The Filters panel has a search field labeled "Search by" with a magnifying glass icon and the text "SSN/PSPRS ID/Participant" entered. Below the search field is a "Collapse All" button. Under the "Filter by" section, there is a dropdown menu for "Employment Status" and a search field for filtering within that category. The list of employment statuses includes: KIA, Retired, Deceased, Leave Without Pay, Entered DROP, Hired EODC - ASRS Legacy, Quit/Terminated, and Hired - Return to work. The "Filters" panel title bar includes "Apply", "Reset", and a close "X" button.

14 In this example, the member's first name, Anne, is entered into the search engine.

The screenshot shows the ESR system interface for the Clifton Fire Department. The 'Roster' tab is active, displaying a table of members. A search bar in the 'Filters' panel on the right has 'Anne' entered. Two green notification banners at the top indicate that demographic import actions are completed. The table lists three members: Anne B. Apple, Edehimat N. Fitesg, and Lamlj. Hidenip C.

| SSN | PSPRS ID | Participant | Agreement | Service Start Date | Employment Status | Tier | Elect Type |
|-----------------------------|----------|---------------------|--------------------------------|--------------------|-------------------|--------|------------|
| XXX-XX-0009 | 579072 | APPLE, ANNE B | 0006 - CLIFTON FIRE DEPARTMENT | 08/28/2025 | Election Period | Tier 3 | DB/f |
| XXX-XX-8461 | 003981 | FITESG, EDEHIMAT N. | 0006 - CLIFTON FIRE DEPARTMENT | 05/01/1977 | Quit/Terminated | Tier 1 | DB |
| XXX-XX-8896 | 010820 | LAMLJ, HIDENIP C. | 0006 - CLIFTON FIRE DEPARTMENT | 10/06/1951 | Quit/Terminated | Tier 1 | DB |

15 Complete the search in the **Roster** tab by clicking **Apply**.

This screenshot is identical to the previous one, but with an orange circle highlighting the 'Apply' button in the 'Filters' panel. This button is used to execute the search for the name 'Anne'.

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Users will see the results of the search, confirming that the member update has been successfully entered.

0006 - CLIFTON FIRE DEPARTMENT

Welcome ESER
Last Login: 12:56 pm 11/04/2025

Import "Demographic Import" (3501) Validation action completed. X

Roster

Import "Demographic Import" (3501) Process action completed. X

Add New Employee

Search: SSN/PSPRS ID/Participant (An... X)

| SSN | PSPRS ID | Participant | Agreement | Service Start Date | Employment Status | Tier | Election Type | DC Rate | Hire Date | Term Date | Position |
|-----------------------------|----------|-------------|--------------------------------|--------------------|-------------------|--------|---------------|---------|------------|-----------|----------|
| XXX-XX-0009 | 579072 | APPLE, ANNE | 0006 - CLIFTON FIRE DEPARTMENT | 08/28/2025 | Election Period | Tier 3 | DB/Hybrid | | 05/30/2025 | | |

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Also, employers entering new members results in STARS sending an email notification to the member. An example email is below.



Greetings: ANNE A APPLE!

Welcome to the Public Safety Personnel Retirement System (PSPRS) You have the option to choose between a defined benefit retirement plan or a defined contribution retirement plan.

Your deadline to choose a plan is 08/28/2025 which is 90-days from 05/30/2025, the date you were hired by your employer.

Visit the [Public Safety Personnel](#) page of our website to gain an understanding of the differences between the defined benefit and defined contribution plans and requirements on these decisions.

Please register to access the [My PSPRS](#) secure portal.

PSPRS has contracted with Public Safety Financial/Galloway to provide member benefit education at no cost to you. You may reach Galloway at (408) 325-8668 or (877) 778-2351, and via their website at <https://galloway911.com/> PSPRS does not endorse any fee-based asset management services.

Thank you for your service to the State of Arizona.