

Rail Employer Reporting Instructions
Part VIII - Employer Reporting System (ERS) Internet User Instructions
Chapter 6: Email Notices to Employers and Employer Comments to RRB

Purpose of Email Notices

The purpose of the email notices is to alert employers that new forms have been posted to the Internet site so that the employer can log onto the Internet and access the new items. The email messages are a service to help employers receive timely information. Without the notices, an employer would have to access the RRB site every day to ensure timely receipt of new forms.

Tracing Notices

The Internet system also generates tracing notices when a reply is not made to an Internet request within the specified time, usually 30 days. Tracing notices are sent to the same persons as the original notices. Only one tracing notice is sent to the employer. A second tracing notice is sent, as an alert, to RRB staff who will then contact the employer by phone.

One tracing notice is also sent if a user updates a Form BA-4 on ERS but the form has not been approved for 30 days. There is not timeframe for approving Forms BA-4. This notice is merely a reminder.

Who Gets Email Notices?

When a new request form or informational notice is posted to the ERS Internet site for a particular employer, the system generates an email notice to all users from that employer who have access to that form and who also have an email address on the ERS. The system initially obtains e-mail addresses from the [Form BA-12](#), Application for Employer Reporting System but each user maintains this information.

How to Modify an Email Address

To add, change, or delete an email address, sign on to the system and select "Modify my Account" from the main menu and make any changes.

Note: Any changes to your email address on the ERS Internet system will only change that system. If you are also a designated contact official, your email address may also be stored in our centralized contact official database. Generally, the RRB uses the centralized contact official database to address paper forms being sent by mail but RRB staff may also refer to the database to contact you. In the future, the RRB plans to integrate these systems. Until that time, if you change your email address on ERS and you want this change to be made universally; please let us know by selecting the email function on the main ERS menu and typing a message to that effect.

Am I Required to Provide an Email Address on ERS?

It is now a requirement that users provide an email address to register for the ERS systems. The RRB provides Email notices as a service. An employer is responsible for all requests and notices sent via the Internet therefore, the employer should ensure that all users update their email

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addresses to receive the email notices for each form. Also, users should log onto the ERS systems at least once a week to check for New requests and notices.

Send Comments or Questions to RRB via ERS

The ERS site also includes a function for sending email to the RRB. The purpose of the email function is so users can easily express an opinion or ask a question. To access this area, click the menu item "Email" along the top menu bar. Type your message or question and click "send." This is secure email. The message is actually created behind the RRB firewall; it is not transmitted from your PC to the RRB. If your message requires a reply, you should receive a reply within three days. If you do not receive a reply, please telephone the Quality Reporting Service Center.

You can also send email to this site via your usual email program by typing webcomments@rrb.gov in the "to" area, however this is not secure. The webcomments mailbox is reserved for comments and questions related to ERS. Please direct general inquiries to qrsc@rrb.gov.