



ServiceNow - Employer Portal

Frequently Asked Questions

1. What cases will be submitted within ServiceNow and what will be submitted through Secure Email?

- ServiceNow:

- ➔ Retirement Application
- ➔ Termination (Vested and Non-Vested)
- ➔ GMPP Transfer
- ➔ Purchase of Service

- Secure Email:

Any other requests, including:

- ➔ Service Audit
- ➔ Retro Allocation
- ➔ Transfer In
- ➔ PSPP in Error

2. Is there a way to get the information submitted for the case?

- Once the case is submitted, a PDF attachment will be produced that you can use for your records.

3. What attachments can we see?

You can view all attachments attached to the following case types in ServiceNow:

- General Inquiry

- ➔ Retro Allocation
- ➔ Service Audit
- ➔ PSPP in Error

- Termination

- ➔ Non Vested
- ➔ Vested

- Termination

- ➔ Non Vested
- ➔ Vested



Frequently Asked Questions

- Transfer In - GMPP
 - Purchase of Service
 - Retirement (ie. Pension application)
 - Death
 - ➔ Non Vested Pre-Retirement
 - ➔ Vested Pre-Retirement
4. Can we see all Plan Member cases?
- You will be able to see all case types in ServiceNow as listed above.
5. How will I get notified that there is something for me to action with the Employer Portal?
- There will not be a notification when a question is sent from Provident10 via the portal, however all cases that require action are in the 'Action Needed' list within the portal.
6. What does the State Status mean when I view my cases?
- New - The case is new and has not yet been actioned by Provident10.
 - Identified - Case has been reviewed by Provident10 and has been confirmed to be opened correctly.
 - Open - Case is actively being worked on by Provident10.
 - Awaiting Info - Provident10 has contacted the Employer with questions. The case cannot proceed without the requested information.
 - Resolved - All key steps have been completed and submitted for approval before the case can be closed.
 - Deferred - Not applicable.
 - Closed - All steps have been completed and no further action is required.
 - Cancelled - Case has been cancelled. e.g. Duplicate case, Case opened in error.
 - Case pending - Awaiting information from Member OR There is another case opened for this Member which needs to be completed before this case cannot be processed.

