

CalSTRS Employer Resources

The information provided on this sheet is meant to serve as a resource solely for CalSTRS employers. We understand that there are different departments you may work with on a day-to-day basis, so we've compiled this resource page for you to use when contacting the various departments within CalSTRS.

Revised: 01/11/2022

Account Receivables

AR@CalSTRS.com

- Questions about mandatory accounts receivable and employer accounts receivables
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Cash Receipts

CashReceipts@CalSTRS.com

- Questions related to all banking functions
 - Confirmation on receipt of payment
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Charter School Administration

Charterschoolquestions@CalSTRS.com

- Opening, merging, or closing a charter school
 - Questions about charter school administration, such as electing CalSTRS CB/DB plans
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Contributions

Contributions@CalSTRS.com

- Contribution related invoices
 - Support with the Contribution Account Portal (CAP)
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Direct Reporting

EmployerDirectReporting@CalSTRS.com

- Questions about becoming a Direct Report Source
 - Applying to become a Direct Report Source
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Employer Circulars and Directives

CalSTRS.com/menu-pod/sign-email-updates

- To sign-up to receive notifications about new circulars and directives
 - To update current subscriptions
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Employer Help

EmployerHelp@CalSTRS.com

- To reach your Employer Help Analyst
 - Questions about reporting
 - Help resolving exceptions on monthly reports
 - Support with the Secure Employer Website (SEW)
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Employer Services Forms

Esforms@CalSTRS.com

- To submit the following forms: ES 350, ES 664, ES 372, ES1161 and CB 533
 - To reply to ES Forms Inbox requests (such as incomplete forms)
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Employer Training Services

EmployerTraining@CalSTRS.com

- Questions about the Teachers' Retirement Law
 - Questions about training resources, materials, and opportunities
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Epayments

Epayments@CalSTRS.com

- Questions about the ePayment requirements
 - Request to setup an ACH payment method
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Permissive Accounts Receivables

PAR@CalSTRS.com

- Questions about account receivables and service credit purchases
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Refunds

Refunds@CalSTRS.com

- Questions about refunding contributions and interest
 - Questions about submitting employer-specific pages of the Refund Application
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Unused Sick Leave

ExpressBenReport@CalSTRS.com

- Questions about reporting unused basic sick leave and unused excess sick leave
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Working After Retirement

Postretirement@CalSTRS.com

- Questions about exemption requests
 - Implications of hiring a CalSTRS retiree
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