CalSTRS Business Area Contacts

The information provided on this sheet is meant to serve as a quick reference 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 information for you to use when contacting the various departments within CalSTRS.

Revised: 01/27/2025

Account Receivables

AR@CalSTRS.com

- Questions about mandatory accounts receivable and employer accounts receivables

Cash Receipts

CashReceipts@CalSTRS.com

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

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

Contributions

Contributions@CalSTRS.com

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

Direct Reporting

EmployerDirectReporting@CalSTRS.com

- Questions about becoming a Direct Report Source
- Applying to become a Direct Report Source

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

Employer Help

EmployerHelp@CalSTRS.com

- Questions about reporting or the teachers' retirement law
- Help resolving exceptions on monthly reports
- Support with the Secure Employer Website (SEW)

Employer Readiness Team

PSEmployerReadiness@CalSTRS.com

- Questions regarding the Employer Readiness Environment or related file testing support

Employer Reporting Validation

EmployerReportingValidation@CalSTRS.com

- To respond to our requests to verify information or reporting

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)

Employer Training Services

EmployerTraining@CalSTRS.com

- Questions about training resources, materials, and opportunities
- Assistance with your Employer Learning Center account

Epayments

Epayments@CalSTRS.com

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

Permissive Accounts Receivables

PAR@CalSTRS.com

- Questions about account receivables and service credit purchases

Refunds

Refunds@CalSTRS.com

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

Unused Sick Leave

ExpressBenReport@CalSTRS.com

- Questions about reporting unused basic sick leave and unused excess sick leave

Working After Retirement

Postretirement@CalSTRS.com

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