



Questions and Answers

General

1. **Where can I find more information about the changes for State agencies as a result to NYSLRS' new *Retirement Online* system?**

You can find out more about the changes for State agencies by visiting our [State Payroll Services Meeting Archives](#) page or our [Learn More for Employers](#) page.

2. **When does NYSLRS' new *Retirement Online* system launch?**

Retirement Online will be launched in May 2018.

3. **What will *Retirement Online* provide employers?**

Retirement Online will change the way agencies conduct business with the Retirement System through:

- Automated and manual online member enrollment;
- Access to reported data and contribution rates;
- Loans and service credit payments starts, stops, and changes;
- Establishment of employer contacts to support delegated security provisioning; and
- Real-time notifications and access to documents.

Member Enrollment

4. **How will mandatory members be enrolled into NYSLRS?**

This information will be provided by OSC State Payroll Services through the employer reporting process. NYSLRS evaluates if a member is 'mandatory' and will automatically enroll the member upon receipt of this data from PayServ.

5. **How will optional members be enrolled into NYSLRS?**

State agencies can enroll optional members through *Retirement Online* using the 'Enroll a Member' page. Agencies will also be able to mail or fax in registration forms for optional members.

6. **How will NYSLRS know that an employee should be enrolled at NYSLRS if they are Voluntary Defined Contribution (VDC) eligible, but opting out?**

If an employee is VDC eligible but does not join VDC within 30 days of being hired, NYSLRS enrollment staff will reach out to the agency to verify they can enroll the employee in NYSLRS.

7. **We have an employee who is temporary (because they have not yet been classified by Civil Service) and their position has not been reviewed by Civil Service Commission. For a VDC eligible employee that is temporary, will they be mandated after 30 days?**

If an employee is not a 12-month, full-time employee, they will not be mandated; they need to be full-time to be mandated. Additionally, NYSLRS will reach out to the agency before automatically enrolling anyone under the VDC category. No VDC employee will be automatically enrolled without a review from NYSLRS.



8. When will the VDC indicator for an employee be set to Yes?

The VDC indicator will be set to Yes for brand new MC employees making \$75,000 with no other active records.

9. If I enroll one of my employees as an optional member in *Retirement Online*, how will I know the deduction information?

At the end of the self-service 'Enroll a Member' process in *Retirement Online*, a confirmation message will appear that will provide registration information, including the employee's NYSLRS ID, registration number, Empl Record (the record that determines the job that the member holds), tier and contribution rate.

10. What do I do if we have a new member join from March 2018 through May 2018?

Please still send in the registration form. NYSLRS will honor the date the application for membership was received as the enrollment date for the employee. During the system upgrades, a registration number will not be available; however, NYSLRS will follow up afterwards with the registration number and any other details needed to process the application.

Employer Reporting

11. As a State agency, what actions do I need to take with regards to employer reporting?

As NYSLRS transitions to their new system in May 2018, there is not much that agencies will need to do or change with regards to employer reporting. The main action required of State agencies is to mark the retiree indicator directly in PayServ for those individuals that are retired from a New York State Retirement System.

12. Will State agencies be able to see employee information from previous employers? In other words, if we request statistics on an employee, can we only see the history with our agency, or will we be able to see the employee's entire history?

Agencies will only be able to see an employee's history with their agency, not the employee's entire history.

13. Will a record automatically be set up for an extra service employee who needs a separate record?

Yes, this will be included in the State Payroll post-processing employer reporting file. Their wages will be reported to NYSLRS. State Payroll will know that they already registered and will update the Retirement Plan panel for NYSLRS processing.

14. We have many employees that transfer from ERS to PFRS. What will happen with regards to employer reporting?

These employees will require job data changes. This information will be included in the file that State Payroll sends to NYSLRS, so NYSLRS will complete the necessary processing. The ERS job data will be terminated, and PFRS job data will begin.



Communications & Notifications

15. Will both the primary and secondary contacts in REAP receive paper notifications between now and May 2018?

No, only the primary contact will receive **paper** notifications. Please note that all **email** notifications from REAP have ceased as of February 21, 2018. The REAP program will be completely decommissioned on April 13, 2018 and notification will resume in *Retirement Online* after our launch in May 2018.

16. How will I receive notifications once *Retirement Online* is launched in May?

In *Retirement Online*, there will be a new online notification feature in which portal notifications will be generated to one of the designated employer security roles that your organization has defined. You can learn more about employer security roles and the notifications they'll receive in our [State Employer Security Roles document](#).

17. When does NYSLRS plan to stop notifying agencies of start, stop, and changes for loans and service credit payments via mail?

These paper notifications will pause in April during NYSLRS' system upgrade (which is scheduled to begin April 20, 2018). Once the new *Retirement Online* system is launched in May 2018, agencies will begin receiving these notifications again through online portal notifications and letters generated in *Retirement Online*. Agencies will no longer need to update PayServ with this information.

18. What do I do if I still receive a paper notification from NYSLRS after April 20, 2018 (NYSLRS' system upgrade date)?

Please respond to the request as you normally would. While we plan to pause paper notifications during our upgrade period, you should continue to enter the data associated to the paper notification into PayServ.