Retirement Online Update

Payroll Users Group (December 5, 2019)





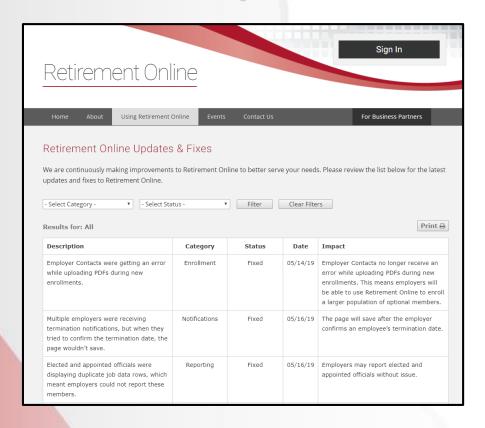
General Updates

- Since we last presented (Sept 5th):
 - Bi-Weekly/Weekly meetings with State Payroll to triage issues being encountered
 - Changed timing on batches to minimize errors during member enrollments
 - Updated incorrect data and worked with State Payroll to update PayServ (e.g. enrollment info, deductions)
 - Dedicated internal NYSLRS staff to prioritize and resolve State Payroll / Agency issues

General Updates

- Improvements Planned for first quarter 2020:
 - Updating the Loan/SCP Deduction Notification page
 - Overhauling the way we generally handle notifications
 - Working to give our internal staff the ability to override minimum deduction amounts for Deficiencies to avoid hardship for employees
 - Creating and marketing a State Agency user guide to make sure you know where to go in Retirement Online for information (To-be released ~ CYE)

Retirement Online Updates and Fixes Page



- Employers can view the targeted items that have been released, as well as some of the bigger items NYSLRS is working on
- Sortable by status and date released, this page is a good place to see if an issue impacting you has been fixed
- Available at the following link: https://osc.state.ny.us/retire/retirement_online/system-updates.php

Member Contribution Rates

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Mandatory Contribution Details				Date Of Membership	Employment Instance	Annual Wage	Standard Work Day	Pay Frequency	Job Code	Benefit Plan		Personalize Find View 100			iew 100 🗇	First	
Location Code	e Report Code	Name	NYSLRS ID	12/14/2006	1		8.0	0 Weekly	04500E	A15	p	Employment Instance	Annual Wage	Standard Work Day	Pay Frequency	Job Code	Benefit Plan
1 10001	010	130565585,Nme_person	R10201813	06/26/1990	2		8.0	0 Weekly	02000E	89H		1		8.0	Weekly	04500E	A15
2 10001	010	210077100,Nme_person	R10589063	12/04/2006	1		8.0	0 Weekly	02000E	A15		2		8.0	Weekly	02000E	89H
3 10001	010	270380712,Nme_person	R10896925	12/22/2006	0		8.0	0 Weekly	04500E	89H		1		8.0	Weekly	02000E	A15
4 10001	010	460188475,Nme_person	R11863042					-				0		8.0) Weekly	04500E	89H
5 10001	010	400070887,Nme_person	R11555368	11/24/2006	0		8.0	0 Weekly	04200E	A15		0		8.0	Weekly	04200E	A15
6 10001	010	550206042,Nme_person	R12422871	11/16/2006	0		8.0	0 Weekly	04500E	89H		0		8.0	Weekly	04500E	89H
7 10001	010	580298626,Nme_person	R12463061	11/24/2006	0		8.0	0 Weekly	04500E	A15		0		8.0	Weekly	04500E	A15
8 10001	010	110568355,Nme_person	R10099423	10/02/2006	0		8.0	0 Weekly	04500E	89H		0		8.0	Weekly	04500E	89H
9 10001	010	150230588,Nme_person	R10290892	40/40/0000			0.0	0.1414-	0.45005	0011		0		8.0) Weekly	04500E	89H
10 10001	010	180188275,Nme_person	R10447258	10/13/2006	0		8.0	0 Weekly	04500E	89H		1		8.0	Weekly	04500E	89H
11 10001	010	280137629,Nme_person	R10947937	10/05/2006	1		8.0	0 Weekly	04500E	89H		0		8.0	Weekly	04500E	89H
12 10001	010	321436720,Nme_person	R11176951	10/13/2006	0		8.0	0 Weekly	04500E	89H		1		8.0	Weekly	04500E	A15
13 10001	010	530225735,Nme_person	R12242772	02/11/2013	1		8.0	0 Weekly	04500E	A15		1		8.0	Weekly	02000E	89H
				10/29/2006	1		8.0	0 Weekly	02000E	89H							

- The Member Contribution Rates Page is a valuable reference for membership information
- Use this page to reference Dates of Membership, Contribution Rates, and Benefit Plans
 - First stop if you see something in PayServ that you think may be incorrect

Loan/SCP/Deficiency Notification Page (Proposed)

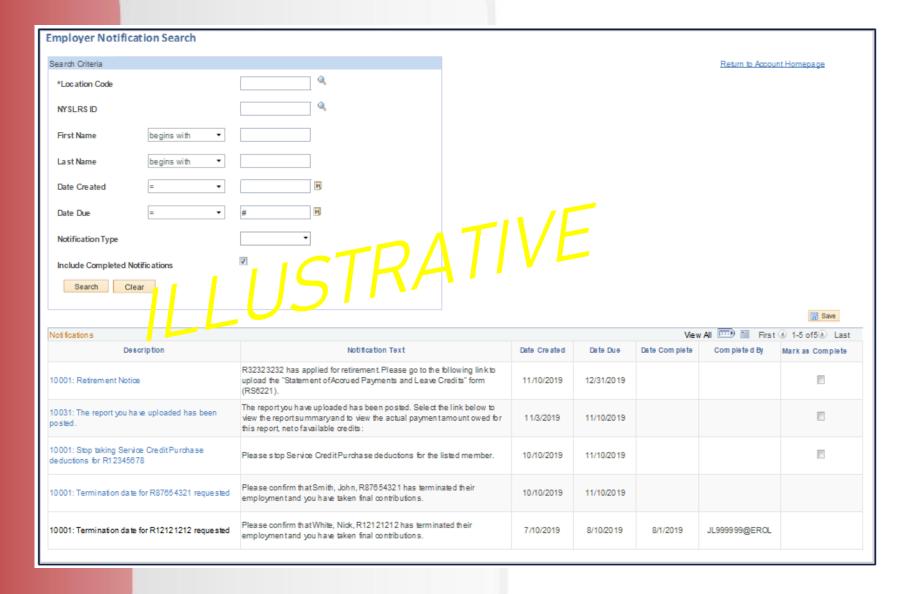
Loan	SCP	Deficiency (SCF	?)							
NYSLRS ID	Reg Number	Name	Location	Empl Record	Retirement System	Pay Frequency	Loan Deduction	Loan Balance	Loan Deduction As Of	
R12345678	A12098234	Smith, John	1234	5 1	ERS	Bi-Weekly	\$10.00	\$500.00	9/9/2019	
R12996345	B12098234	Smith, Harold	1234	50	PFRS	Bi-Weekly	\$15.00	\$500.00	9/9/2019	
R12312349	A12090987	Keys, John	1234	5 1	ERS	Bi-Weekly	\$0.00	N/A	6/10/2019	
Loan	SCP Defici	iency (SCP)								
NYSLRS ID	Reg Number Name	Location	Empl Record	Retirement System Pay			-Tax SCP Post-Ta		SCP Deduction As Of	
R12345678		, John	12345 1		Veekly	\$5,00	\$800.00		00.00 9/9/2019	
R12996345 R12312349	B12098234 Smith A12090987 Keys,	, Harold John	12345 50 12345 1		eekly eekly	\$15,00	\$500.00 \$0.00	\$20.00 \$5 \$0.00	00.00 9/9/2019 N/A 6/10/2019	
Loan	SCP	Deficiency (SCP)	15	17	(
NYSLRS ID	Reg Numbe	Name	Location	Empl Record	Retirement System	Pay Frequency	Pre-Tax Deficiency SCP Deduction	Pre-Tax Deficiency SCP Balance	Deficiency SCP Deduction As Of	
R12345678	A12098234	Smith, John	1234	5 1	ERS	Bi-Weekly	\$30.00	\$30	7/31/2019	
R12996345	B12098234	Smith, Harold	1234	5 50	PFRS	Bi-Weekly	\$15.00	\$15.00	9/9/2019	
R12312349	A12090987	Keys, John	1234	5 1	ERS	Bi-Weekly	\$0.00	N/A	6/10/2019	

- We will be removing the majority of the Loan/SCP/Deficiency notifications that exist on the Account Homepage – they will all be presented on this page
- This page is searchable by multiple employee identifiers
- All active employees at your location will appear on this page even if they don't have a balance. This provides real-time ability to reference what deductions NYSLRS is expecting to receive

Notification Updates

- Based on your feedback changes include:
 - Updating the notification descriptions to include NYSLRS ID and Member Names
 - Updating notification details so that employers have all the information necessary to take action based on the notification rather than waiting for hard copy notification from NYSLRS
 - Creating a better management system for notifications that allows employers to quickly and effectively address notifications and identify which notifications have been actioned

Notification Management Page (Proposed)



Getting Ready for the New Member Annual Statement

- Starting in 2020, the Member Annual Statement will be generated from our new system. Rather than distributing the MAS to employers, NYSLRS will be sending them directly to members.
- As an added benefit, members have the ability to have their MAS electronically delivered through Retirement Online.
 - Please encourage your employees to sign up for Member Retirement Online. They will receive their MAS more quickly and are able to take advantage of everything else Member Retirement Online has to offer. We're currently at 234,000+ Retirement Online users
 - NYSLRS will be releasing an updated Member Tool Kit with marketing tools and materials employers can use to encourage members to join Retirement Online

Questions & Inquiries

- If you have further comments or feedback on the notification proposals we've discussed today, please send your feedback to: <u>RetirementHelpDesk@osc.state.ny.us</u>
- For general Employer Retirement Online issues, support, or questions;
 - Please contact the Retirement Online Employer Help Desk at <u>RetirementHelpDesk@osc.state.ny.us</u>
 - Or by phone at (844) 619-9614 please note that we have a new call tree. At the main menu, press "1" if calling as an employer, and then select the appropriate option:

For Retirement Online password resets, help logging in or a locked account, Press 1
For help submitting or uploading your file, Press 2
For help with member enrollment online or using job codes, Press 3
For other assistance with Retirement Online, Press 4
For questions regarding Reporting, Adjustments and Variable Contribution Rates, Press 5
For questions regarding Membership Registrations, Press 6
For questions regarding Employer Billing, including GASB, Press 7
For questions regarding Audits, Seminars, Plan Adoptions or general inquiries, Press 8