# **Retirement Online Update**

Payroll Users Group (July 11, 2019)





### **Deficiency Refresher**

- When reports are posted, NYSLRS checks that incoming contributions are being deducted at the proper contribution rate that NYSLRS has directed.
- When insufficient contributions are received, we immediately establish a "Deficiency SCP account" (stored in PayServ as Pre-Tax SCP) so we can collect these funds as quickly as possible, reducing the risk for interest charges growing over a member's career.
- Each April we review/reassess Tier 6 contribution rates which are based on actual annual earnings over a 2 year look back period.
- Due to a timing issue this year, the Tier 6 members who received a rate increase had deficiency accounts created in May based on their May 29 paycheck.
  - We have revised the timing for next year to avoid this issue.

## 5/29 Deficiency Update

- We identified an issue where "Stops" were not sent back for the deficiencies created on the 5/29 paycheck. This led to deficiency back and forth continuing beyond the 6/26 paycheck.
- The majority of impacted members should be receiving refunds concurrently with deductions.
  - Exception is members who have other active Service Credit
     Purchase Accounts, as deficiency funds may be applied there.
    - If this is an issue for those members, please encourage them to contact NYSLRS Employer Reporting so we can correctly identify them (call tree at the end of this presentation).
- We have implemented fixes that are designed to properly apply and then send "Stop" notifications for deficiencies once they are paid.
- We are currently analyzing the population to send "Stop" notifications directly to PayServ and will keep this group updated.

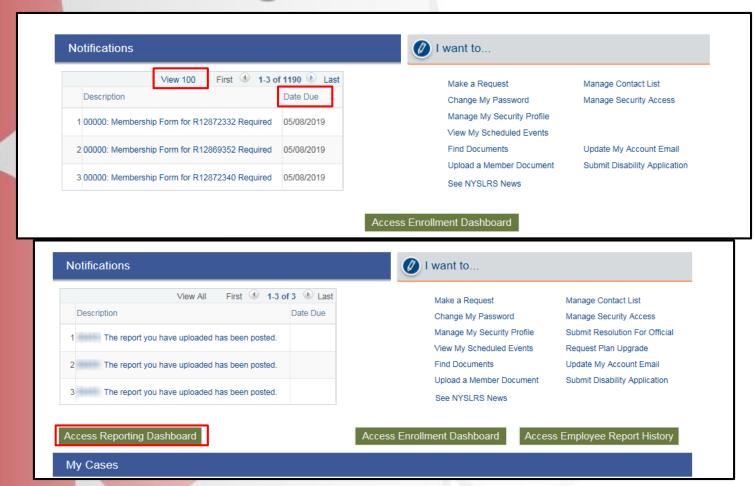
# **Workers Comp/Large Lump Sum Salary/Service**

- When large salary or service items reported to NYSLRS in a single paycheck, if contributions aren't properly deducted, it is likely that a deficiency will be created; e.g.,:
  - Retroactive Payments/Balance of Contract
  - Workers Comp
- If you encounter this scenario, please contact NYSLRS
   Employer Reporting so we can work with you to
   minimize the member impact of having this created as a one-time deficiency.

#### **Deductions**

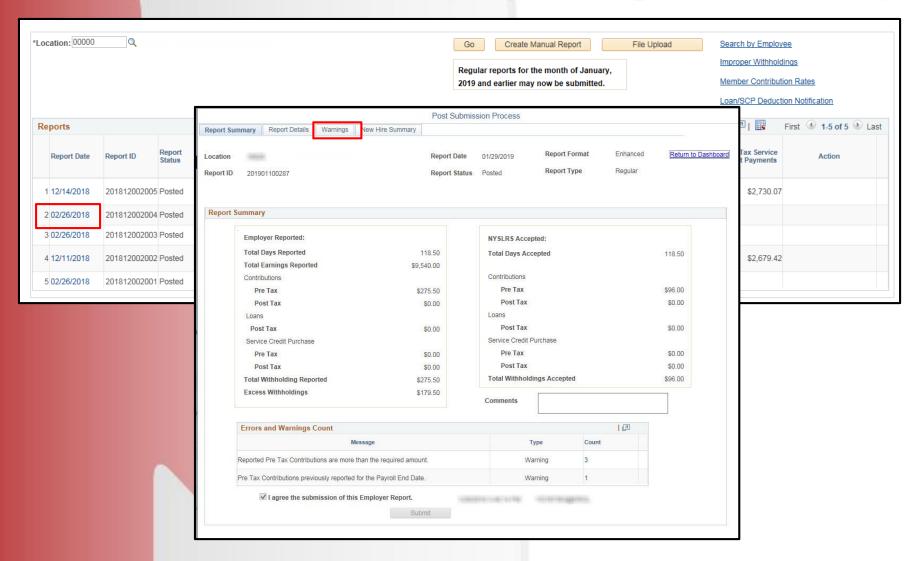
- Due to how NYSLRS and State Payroll exchange and process files, deductions that are collected will sit in a "pending" status until the reporting month has been closed (between the 10<sup>th</sup> and 12<sup>th</sup> of the following month).
- Once reporting has been closed, accounts are consolidated, Start/Stop/Modify notifications are created and passed back to PayServ.
  - Based on the timing for the May 29<sup>th</sup> paycheck, we were unable to generate "Stop" notifications in time. We implemented interim fixes to return the extra deductions until we can implement and fully test code fixes.
- PayServ then applies these to generate/update/stop payroll deductions.

### Where can I go to see this information?



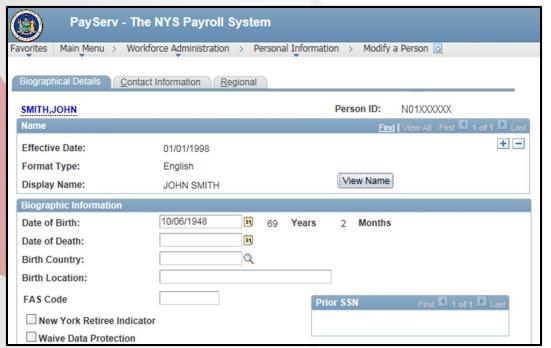
# Description [Location Code]: Take deduction for deficiency for {NYSLRS ID}. Take a pre-tax deduction of {Deduction Amount} for the listed member on your next report.

# **Retirement Online (Reporting Dashboard)**



#### **PayServ Updates**

- When hiring OR maintaining employee records in PayServ, please check to make sure all employees have a valid SSN, Date of Birth and that their Retiree Indicator is properly populated.
- Invalid information may result in failure to properly enroll a mandatory member, enrollment of an ineligible member, or failure to report optional members.



#### **Questions & Inquiries**

- For any questions regarding the Contact and Security Admins:
  - Please contact the Employer Access team at <u>NYSLRS Employer Access@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