

Retirement Online Update

Payroll Users Group (December 5, 2019)



Office of the New York State Comptroller
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 **NYSLRS**
New York State & Local Retirement System
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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

Retirement Online

Sign In

Home About Using Retirement Online Events Contact Us For Business Partners

Retirement Online Updates & Fixes

We are continuously making improvements to Retirement Online to better serve your needs. Please review the list below for the latest updates and fixes to Retirement Online.

- Select Category - - Select Status - Filter Clear Filters

Results for: All Print

Description	Category	Status	Date	Impact
Employer Contacts were getting an error while uploading PDFs during new enrollments.	Enrollment	Fixed	05/14/19	Employer Contacts no longer receive an error while uploading PDFs during new enrollments. This means employers will be able to use Retirement Online to enroll a larger population of optional members.
Multiple employers were receiving termination notifications, but when they tried to confirm the termination date, the page wouldn't save.	Notifications	Fixed	05/16/19	The page will save after the employer confirms an employee's termination date.
Elected and appointed officials were displaying duplicate job data rows, which meant employers could not report these members.	Reporting	Fixed	05/16/19	Employers may report elected and appointed officials without issue.

- 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

Mandatory Contribution Details			
Location Code	Report Code	Name	NYSLRS ID
1 10001	010	130565585,Nme_person	R10201813
2 10001	010	210077100,Nme_person	R10589063
3 10001	010	270380712,Nme_person	R10896925
4 10001	010	460188475,Nme_person	R11863042
5 10001	010	400070887,Nme_person	R11555368
6 10001	010	550206042,Nme_person	R12422871
7 10001	010	580298626,Nme_person	R12463061
8 10001	010	110568355,Nme_person	R10099423
9 10001	010	150230588,Nme_person	R10290892
10 10001	010	180188275,Nme_person	R10447258
11 10001	010	280137629,Nme_person	R10947937
12 10001	010	321436720,Nme_person	R11176951
13 10001	010	530225735,Nme_person	R12242772

Date Of Membership	Employment Instance	Annual Wage	Standard Work Day	Pay Frequency	Job Code	Benefit Plan
12/14/2006	1			8.00 Weekly	04500E	A15
06/26/1990	2			8.00 Weekly	02000E	89H
12/04/2006	1			8.00 Weekly	02000E	A15
12/22/2006	0			8.00 Weekly	04500E	89H
11/24/2006	0			8.00 Weekly	04200E	A15
11/16/2006	0			8.00 Weekly	04500E	89H
11/24/2006	0			8.00 Weekly	04500E	A15
10/02/2006	0			8.00 Weekly	04500E	89H
10/13/2006	0			8.00 Weekly	04500E	89H
10/05/2006	1			8.00 Weekly	04500E	89H
10/13/2006	0			8.00 Weekly	04500E	89H
02/11/2013	1			8.00 Weekly	04500E	A15
10/29/2006	1			8.00 Weekly	02000E	89H

Employment Instance	Annual Wage	Standard Work Day	Pay Frequency	Job Code	Benefit Plan
1			8.00 Weekly	04500E	A15
2			8.00 Weekly	02000E	89H
1			8.00 Weekly	02000E	A15
0			8.00 Weekly	04500E	89H
0			8.00 Weekly	04200E	A15
0			8.00 Weekly	04500E	89H
0			8.00 Weekly	04500E	A15
0			8.00 Weekly	04500E	89H
0			8.00 Weekly	04500E	89H
1			8.00 Weekly	04500E	89H
0			8.00 Weekly	04500E	89H
1			8.00 Weekly	04500E	A15
1			8.00 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 (SCP)					
NYSLRS ID	Reg Number	Name	Location	Empl Record	Retirement System	Pay Frequency	Loan Deduction	Loan Balance	Loan Deduction As Of
R12345678	A12098234	Smith, John	12345	1	ERS	Bi-Weekly	\$10.00	\$500.00	9/9/2019
R12996345	B12098234	Smith, Harold	12345	50	PFRS	Bi-Weekly	\$15.00	\$500.00	9/9/2019
R12312349	A12090987	Keys, John	12345	1	ERS	Bi-Weekly	\$0.00	N/A	6/10/2019

Loan		SCP		Deficiency (SCP)							
NYSLRS ID	Reg Number	Name	Location	Empl Record	Retirement System	Pay Frequency	Pre-Tax SCP Deduction	Pre-Tax SCP Balance	Post-Tax SCP Deduction	Post-Tax SCP Balance	SCP Deduction As Of
R12345678	A12098234	Smith, John	12345	1	ERS	Bi-Weekly	\$5.00	\$800.00	\$8.00	\$500.00	9/9/2019
R12996345	B12098234	Smith, Harold	12345	50	PFRS	Bi-Weekly	\$15.00	\$500.00	\$20.00	\$500.00	9/9/2019
R12312349	A12090987	Keys, John	12345	1	ERS	Bi-Weekly	\$0.00	\$0.00	\$0.00	N/A	6/10/2019

Loan		SCP		Deficiency (SCP)						
NYSLRS ID	Reg Number	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	12345	1	ERS	Bi-Weekly	\$30.00	\$30	7/31/2019	
R12996345	B12098234	Smith, Harold	12345	50	PFRS	Bi-Weekly	\$15.00	\$15.00	9/9/2019	
R12312349	A12090987	Keys, John	12345	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)

Employer Notification Search

[Return to Account Homepage](#)

Search Criteria

*Location Code

NYSLRS ID

First Name begins with

Last Name begins with

Date Created =

Date Due =

Notification Type

Include Completed Notifications

Notifications							
View All First 1-5 of 5 Last							
Description	Notification Text	Date Created	Date Due	Date Complete	Completed By	Mark as Complete	
10001: Retirement Notice	R32323232 has applied for retirement. Please go to the following link to upload the "Statement of Accrued Payments and Leave Credits" form (RS8221).	11/10/2019	12/31/2019			<input type="checkbox"/>	
10031: The report you have uploaded has been posted.	The report you have uploaded has been posted. Select the link below to view the report summary and to view the actual payment amount owed for this report, net of available credits:	11/3/2019	11/10/2019			<input type="checkbox"/>	
10001: Stop taking Service Credit Purchase deductions for R12345678	Please stop Service Credit Purchase deductions for the listed member.	10/10/2019	11/10/2019			<input type="checkbox"/>	
10001: Termination date for R87654321 requested	Please confirm that Smith, John, R87654321 has terminated their employment and you have taken final contributions.	10/10/2019	11/10/2019			<input type="checkbox"/>	
10001: Termination date for R12121212 requested	Please confirm that White, Nick, R12121212 has terminated their employment and you have taken final contributions.	7/10/2019	8/10/2019	8/1/2019	JL999999@EROL	<input type="checkbox"/>	

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: RetirementHelpDesk@osc.state.ny.us
- For general Employer Retirement Online issues, support, or questions;
 - Please contact the Retirement Online Employer Help Desk at RetirementHelpDesk@osc.state.ny.us
 - 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**