

Payroll User Group Meeting

April 5, 2018

Presented by
Retirement Redesign Project & State Payroll Services



Office of the New York State Comptroller
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 **NYSLRS**
New York State & Local Retirement System
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What did we discuss at the February Webinar?

- NYSLRS is rolling out a brand new Information system for their internal staff, members, employers, and other stakeholders
- This was a joint NYSLRS & State Payroll presentation/webinar to show how *Retirement Online* is changing the way agencies conduct business with the retirement system through:
 - Automated & manual online member enrollment
 - Access to reported data and contribution rates
 - Loans and service credit payments starts, stops, and changes
 - Establishing employer contacts to support delegated security provisioning
 - Real time notifications and access to documents
- Please see the **NYSLRS-State Payroll Webinar FAQs document** which highlights the questions discussed at the February webinar.




What's Next - Overview

- **Cutover Time period:**
 - Begins April 20, 2018
 - 'Cutover' is the period of time in which NYSLRS will begin a series of system upgrades that will convert data into the new *Retirement Online* system
 - Until the end of this Cutover period, employer reporting and member enrollments will not be initiated
- **Retirement Online – Employer Self Service:**
 - Mid-May 2018: *Retirement Online* launches for Employers
 - Auto-enrollment of Mandatory Members for State Agencies
 - Optional enrollments via *Retirement Online*
 - Electronic Notifications



What's Next – Prior to Upgrade


- ***Retirement Online* Training and Help Desk (1-844-619-9614)**
 - Bronze certify ASAP
 - Training for Enrollment and Notifications available
- **Retiring Employees Acknowledgment Program (REAP)**
 - New REAP forms ceased being sent as of Feb 21
 - Existing forms can continue to be completed until April 13
 - NYSLRS will reach out to all REAP participants directly for final information for retiring members
- **Member Services Registration Unit (518-474-3081)**
 - Telephone registrations ceased Feb 28
 - Registration forms continue to be accepted by fax and mail



What's Next – During the Upgrade

April 20, 2018 – Mid-May, 2018

- **Retirement Online Training and Help Desk (1-844-619-9614)**
 - If BRONZE Certified:
 - Training for Enrollment and Notifications available
- **Retirement Contact Center & IVR (1-866-805-0990)**
 - Will be available throughout to answer member and retiree questions
- **Member Services Registration Unit (518-474-3081)**
 - Registration forms continue to be accepted by fax and mail



What's Next – During the Upgrade

April 20, 2018 – Mid-May, 2018

- ***Retirement Online* – Register New Employer Contacts**
 - Will be unavailable for the duration of the system upgrade
- ***Retirement Online* – Update New Employer Contacts**
 - Will be unavailable for the duration of the system upgrade
- ***Retirement Online* – Provision Security Roles for Employer Contacts**
 - Will be unavailable for the duration of the system upgrade



What's Next – After the Upgrade

Beginning Mid-May 2018

- **Available in *Retirement Online***
 - Register New Employer Contacts
 - Update New Employer Contacts
 - Provision Security Roles for Employer Contacts
 - Notifications
 - Member Enrollment
 - Mandatory member enrollments will occur automatically
 - Optional members can be enrolled in *Retirement Online*
 - Registrations forms can be accepted by fax and mail
 - No longer necessary to update Benefit panel with Registration number/contribution rate



Key Takeaways After Go-Live

- Continue to process hire transactions in PayServ as done today
 - Activities during the cutover will be applied upon go-live
- Remember to begin selecting the New York Retiree Indicator checkbox beginning April 20th, 2018
- It is ***extremely*** important for the hiring agency to terminate other active retirement plans for employees that are newly mandatory/optional (that choose ERS); e.g.
 - If an employee was enrolled in TRS with SUNY and transfers to OGS (and they are now in a mandatory ERS position)
 - If the agency does not terminate the TRS panel, they will not appear on the Bio/Job Data file sent to NYSLRS and will not be auto-enrolled
- Loan, Arrears, Contribution Starts/Stops/Changes
 - NYSLRS will transmit these directly to PayServ



Questions & Inquiries

- **Bronze Certification**
 - Please submit blue/green access forms ASAP
 - For any questions regarding the blue/green employer access forms (or if you need a new one),
 - Please contact the Employer Access team at NYSLRS_Employer_Access@osc.state.ny.us
- **For general Employer Retirement Online issues, support, or questions,**
 - Please contact the Retirement Online Employer Help Desk at RetirementHelpDesk@osc.ny.gov
 - Or by phone at (844) 619-9614