

# Payroll User Group Meeting

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March 7, 2019

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Presented by  
Retirement Redesign Project & State Payroll Services



Office of the New York State Comptroller  
**Thomas P. DiNapoli**

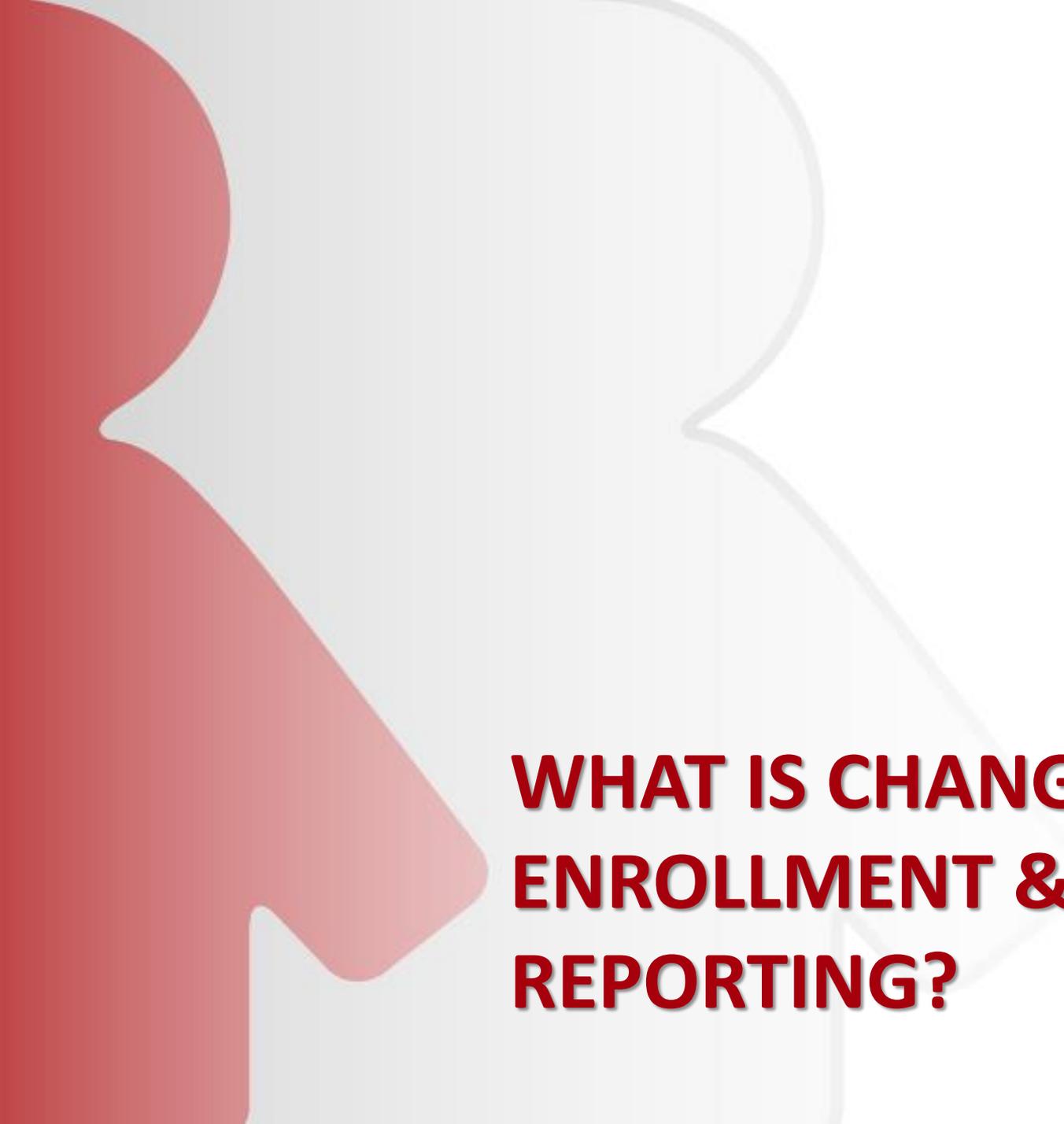
 **NYSLRS**  
New York State & Local Retirement System  
Colleen C. Gardner, Executive Deputy Comptroller

# Today's Agenda

- What is changing regarding Enrollment & Reporting?
- How will these changes impact what I do for Retirement and in PayServ today?
- Key Dates / Activities
- Will I need access to *Retirement Online*?
- What's Next?

# Why are we here today?

- NYSLRS is rolling out a brand new Information system for their internal staff, their members, employers, and other stakeholders
- This is 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
  - Job changes reported
  - Establishing employer contacts to support delegated security provisioning
  - Real time notifications and access to documents

A stylized silhouette of a human head and shoulders in profile, facing right. The silhouette is rendered in a light gray color with a thin white outline. The background is white, and the silhouette is positioned on the left side of the frame.

**WHAT IS CHANGING IN  
ENROLLMENT &  
REPORTING?**

# Member Enrollment after Cutover

## Step 1

- State agencies complete job transactions in PayServ per usual

## Step 2

- State payroll reports all new hires and transfers in Company NYS who are not enrolled in a different retirement system

## Step 3

- NYSLRS automatically enrolls all new mandatory members

## Step 4

- NYSLRS sends registration information for all enrolled members to State Payroll

## Step 5

- State Payroll updates the Retirement Plan Panel in PayServ with the information provided from NYSLRS

# Member Enrollment after Cutover

- PayServ will provide data for a broader group of employees
- NYSLRS evaluates if a person is 'Mandatory' and processes enrollment automatically
- Enrollment information returned to PayServ
- Agencies can enroll a member through Retirement Online (e.g. Optional Members)
- View Registration Number, Tier, and Contribution Rate
- Retirees and VDC eligible employees will not be automatically enrolled in NYSLRS

# Member Enrollment after Cutover

- Users can also select the 'Access Enrollment Dashboard' link from *Retirement Online* for **optional members**
- Enter employer information and employee details
- **MUST** upload an optional member form (or submit paper form)
- After submission, registration information is generated and provided on-screen
- Notifications to employer, Welcome Packets to Members, including Retirement Online info and Bene Forms
- Self-Paced and Hands-on Training available now

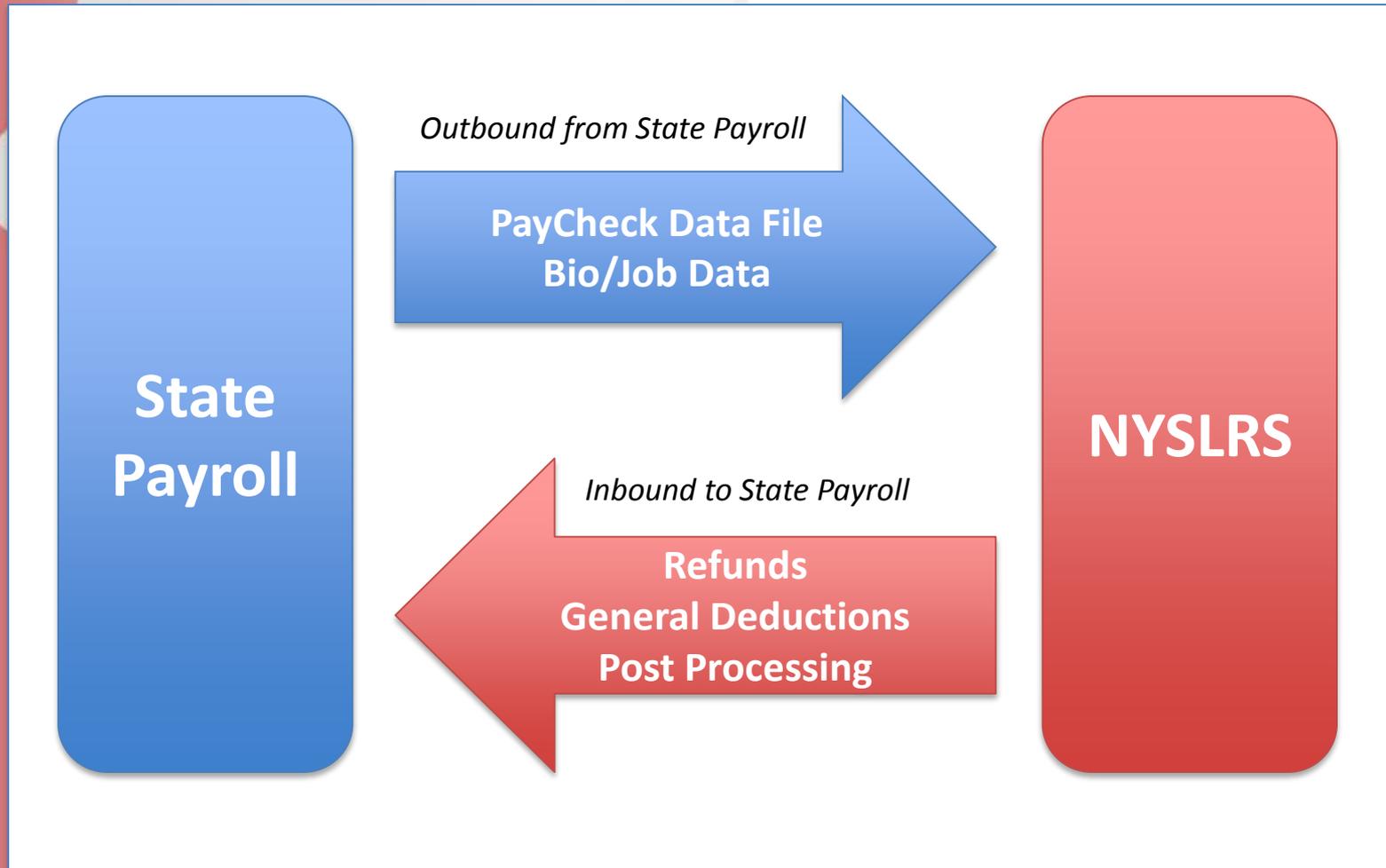
# VDC Enrollment

- Voluntary Defined Contributions (VDC) indicator is set by PayServ
- The employee will not be automatically enrolled
- NYSLRS enrollment staff will either reach out to agencies (or check PayServ) to determine if the employee has opted for VDC or needs to be enrolled

# State Agency Access to Reported Data

- **Report Summary** – View the details of the reports submitted by State Payroll on behalf of your agency
- **New Hire Summary** – View the details of those employees who are enrolled through the State Payroll Job File
- **Member Contribution Rates** – View information such as Employment Instance, Tier, Contribution Rate, and Date of Membership for your members
- **Employee Report History** – View detailed historical information on the days, earnings, and contributions reported by your agency for your members
- **Improper Withholdings** – View details regarding excess withholdings for Member Contributions, Loans, and Service Credit Purchases (pre-tax and post-tax refunds sent to PayServ)

# State Payroll Reporting Files for Release 2





**HOW WILL THESE  
CHANGES IMPACT WHAT  
I DO IN PAYSERV TODAY?**

# Inputs State Payroll Needs for Hires (SSN, DOB, Retired Indicator)



## PayServ - The NYS Payroll System

Favorites Main Menu > Workforce Administration > Personal Information > Modify a Person

Biographical Details Contact Information Regional

**SMITH,JOHN**

Person ID: N01XXXXXX

Name	Find   View All   First 1 of 1 Last	
Effective Date:	01/01/1998	+ -
Format Type:	English	
Display Name:	JOHN SMITH	View Name

### Biographic Information

Date of Birth: 10/06/1948 69 Years 2 Months

New York Retiree Indicator

FAS Code

Prior SSN First 1 of 1 Last

New York Retiree Indicator

Waive Data Protection

# Inputs State Payroll Needs from Employers

Retirement Plans

## Retirement Plans

SMITH,JOHN Employee ID: N01XXXXXX Benefit Record: 0

**Plan Type** Find | View All First 1 of 1 Last

\*Plan Type:    

**Coverage** Find | View All First 1 of 1 Last

\*Deduction Begin Date: 01/16/2018    

Participation Election:  Elect  Terminate  \*Election Date: 01/16/2018 

Benefit Plan:   \*Tier:   Option Code:

# Inputs No Longer Needed from Employers

General Deduction Data

## Create General Deductions

SMITH,JOHN      Empl ID: N01XXXXXX      Empl Record: 0

Company: NYS STATE OF NEW YORK

General Deduction      Find | View All      First 3 of 5 Last

\*Deduction Code: 610      ERS Loans      + -

Deduction Details      Find | View All      First 1 of 2 Last

*Effective Date:	08/17/2017	Take on all Paygroups:	<input checked="" type="checkbox"/>
*Deduction Calculation Routine:	Flat Amount		
Deduction End Date:		Deduction Rate or %:	
Loan Interest %:		Flat/Addl Amount:	\$111.00
Goal Amount:		Current Goal Balance:	
		Ded stopped by Self Serv User:	<input type="checkbox"/>

This data was last updated by Online User      Data last updated on 08/28/2017

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# **KEY DATES & ACTIVITIES**

# Dates & Activity Cutoffs

- Retirement Online will be taken down for upgrade starting on April 19, 2019
- Due to the way State Payroll files will be processed and return information automatically loaded into PayServ in the future, you may need to change the way you work and the data you input into PayServ around the Go-Live date
  - Cessation Dates
  - Loan and Service Credit Purchase Start/Stop/Modifications
  - Member Enrollments

# Key Legacy Activities & Processing Dates

Activity	Details
Loan & Service Credit Purchase (SCP) <b>STOP</b> Deductions	<ul style="list-style-type: none"><li>• Complete all Stop Deductions received through the existing process <b>effective May 30<sup>th</sup> or earlier</b> (make changes by April 30<sup>th</sup>)</li><li>• Stop deductions with an effective date of June 1<sup>st</sup> or later do not need action by employers</li><li>➤ After Go-Live: Payroll security holders can view Start/Stop/Modify deduction changes on the Loans/SCP Deduction change page</li></ul>
Loan & Service Credit Purchase (SCP) <b>Start/Modify</b> Deductions	<ul style="list-style-type: none"><li>• Complete <b>all Start/Modify Deductions</b> in PayServ received through existing process (make changes by April 30<sup>th</sup>)</li><li>➤ After Go-Live, all new Start/Modify deductions will be automatically loaded into PayServ through the State Payroll return file</li><li>➤ After Go-Live: Payroll security holders can view Start/Stop/Modify deduction changes on the Loans/SCP Deduction Change page</li></ul>

# Key Legacy Activities & Processing Dates

Activity	Details
Cessation Date Updates	<ul style="list-style-type: none"><li>• Make <b>all</b> Cessation Date updates in PayServ received via existing letter process (make changes ASAP)<ul style="list-style-type: none"><li>➤ After Go-Live: Payroll Security role holders will receive notifications for cessation dates, but they will automatically be loaded into PayServ.</li><li>➤ After Go-Live: Payroll Security holders can also view contribution rates on the Member Contribution Rates page.</li></ul></li></ul>
Member Enrollments	<ul style="list-style-type: none"><li>• All Enrollment applications <b>submitted to NYSLRS through Feb 28</b> will be fully processed. Update PayServ as you receive the retirement information. (this includes Mandatory and Optionals)</li><li>• <b>Continue reporting Optional Registrations</b> through the current fax process until Go-Live</li><li>• Effective March 1<sup>st</sup>, <b>Hold Mandatory Registration</b> forms</li></ul>

# Key Interim Activities and Processing Dates

Dates	Expected Action
<p data-bbox="156 496 388 544"><b>MARCH*</b></p> <p data-bbox="112 562 436 596">3/1/2019 – 4/2/2019</p> <p data-bbox="92 654 455 819"><b>*Or earlier if ENROLLMENT FORMS WERE NOT SUBMITTED TO NYSLRS BY 2/28</b></p>	<ul data-bbox="502 445 1821 1159" style="list-style-type: none"><li data-bbox="502 445 1821 568">• Submit Optional Enrollment forms to NYSLRS via Fax or Mail (Ensures correct DOM)</li><li data-bbox="502 674 1590 796">➤ Hold Mandatory Enrollment forms until Retirement Online is available mid-May</li><li data-bbox="502 902 1804 1159">• Enter Enrollment Information (e.g., Registration Number, Contribution Rate) into the Retirement Plan Page in PayServ for Enrollments submitted to NYSLRS prior to 03/01/2019.</li></ul>

# Key Interim Activities and Processing Dates

Dates	Expected Action
<p data-bbox="198 468 349 518">APRIL</p> <p data-bbox="112 579 432 615">4/3/2019 – Mid-May</p>	<ul data-bbox="504 418 1837 1396" style="list-style-type: none"><li data-bbox="504 418 1837 539">• Submit <b>Optional Enrollment</b> forms to NYSLRS via Fax or Mail (ensures correct DOM)</li><li data-bbox="504 565 1837 825">➤ <b>Mandatory Enrollment</b> information does not need to be submitted to NYSLRS. The job data entered into PayServ will be used to <b>automatically enroll mandatory members.</b></li><li data-bbox="504 851 1837 1182">➤ Enrollment Information (e.g., Registration Number, Contribution Rate) does <b>not need to be entered in PayServ.</b> Retirement Plan Page information will be sent directly from NYSLRS to PayServ.</li><li data-bbox="504 1208 1837 1396">➤ Payroll Security role holders will be able to see New Hire information in Retirement Online on the New Hire Summary page</li></ul>

# Key Interim Activities and Processing Dates

Dates	Expected Action
<p data-bbox="214 361 330 408">MAY</p> <p data-bbox="137 472 407 508">Starting Mid-May</p>	<ul data-bbox="498 305 1837 1210" style="list-style-type: none"><li data-bbox="498 305 1837 468">➤ Complete new <b>Optional Enrollments</b> via <i>Retirement Online's Enrollment Dashboard</i>, must upload signed form (can still fax or mail)</li><li data-bbox="498 518 1837 622">➤ Complete <b>Mandatory Enrollments that were held 3/1 – 4/2</b> via <i>Retirement Online's Enrollment Dashboard</i></li><li data-bbox="498 672 1837 835">➤ Mandatory Enrollments &gt; 4/2 will no longer need any action by the agencies. The job data entered into PayServ will be used to automatically enroll mandatory members.</li><li data-bbox="498 885 1837 989">➤ Enrollment Information (Mand &amp; Opt'l) <u>does NOT need to be entered in PayServ</u></li><li data-bbox="498 1039 1837 1202">➤ Payroll Security role holders will be able to see New Hire information in <i>Retirement Online</i> on the New Hire Summary page</li></ul>

# Summary of Enrollment Dates

Dates	Expected Action
<p><b>MARCH</b> 3/1/2019 – 4/2/2019 *Or earlier if ENROLLMENT FORMS WERE NOT SUBMITTED TO NYSLRS BY 2/28</p>	<ul style="list-style-type: none"> <li>• Submit Optional Enrollment forms to NYSLRS via Fax or Mail</li> <li>➤ Hold Mandatory Enrollment forms until <i>Retirement Online</i> is available mid-May</li> <li>• Enter Enrollment Information (e.g., Registration Number, Contribution Rate) into the Retirement Plan Page in PayServ for Enrollments submitted to NYSLRS prior to 03/01/2019</li> </ul>
<p><b>APRIL</b> 4/3/2019 – Mid-May</p>	<ul style="list-style-type: none"> <li>• Submit Optional Enrollment forms to NYSLRS via Fax or Mail</li> <li>➤ Mandatory Enrollment forms do not need to be submitted to NYSLRS. The job data entered into PayServ will be used to automatically enroll mandatory members (remember to enter SSN &amp; Retired Indicator on hires)..</li> <li>➤ Enrollment Information (e.g., Registration Number, Contribution Rate) does not need to be entered in PayServ. Retirement Plan Page information will be sent directly from NYSLRS to PayServ.</li> <li>➤ Payroll Security role holders will be able to see New Hire information in <i>Retirement Online</i> on the New Hire Summary page</li> </ul>
<p><b>MAY</b> Starting Mid-May</p>	<ul style="list-style-type: none"> <li>➤ Complete new Optional Enrollments via <i>Retirement Online's</i> Enrollment Dashboard (must upload signed form)</li> <li>➤ Complete Mandatory Enrollments that were held 3/1 – 4/2 via <i>Retirement Online</i></li> <li>➤ Mandatory Enrollments &gt; 4/2 will no longer need any action by the agencies. The job data entered into PayServ will be used to automatically enroll mandatory members (remember to enter SSN &amp; Retired Indicator on hires).</li> <li>➤ Enrollment Information (e.g., Reg. Number, Contribution Rate) does not need to be entered in PayServ. Retirement Plan Page information will be sent directly from NYSLRS to PayServ for all enrolled state members (optional and mandatory).</li> <li>➤ Payroll Security role holders will be able to see New Hire information in <i>Retirement Online</i> on the New Hire Summary page</li> </ul>

# Impact on Enrollments During Upgrade

## What is the Impact of Untimely Enrollment?

- Same as today
- Missing Days & Earnings in NYSLRS\*
- Service Credit Purchase Account (a.k.a. Arrears owed)

## Who may be impacted?

### Mandatory Members:

- March: those who were physically entered into PayServ between 3/1 - 4/2, but not enrolled through *Retirement Online* until > Go-live (by Agency or by NYSLRS staff)
- April: those who were physically entered into PayServ after 4/2, but not enrolled through *Retirement Online* until > Go-live (by Agency or by NYSLRS staff)

### Optional Members:

- Those who were hired on or after March 1, but were not enrolled through Retirement Online until > Go-Live (by Agency or by NYSLRS staff)

**\*Note:** Any days/earnings associated to the 4/25 check and after, will be reported by State Payroll for all employees that are eligible to join NYSLRS regardless of if they have a Registration number

# Impact on Enrollments During Upgrade

## What Actions Do Agency Staff Need To Take?

- Any days and earnings received (i.e. prior to 4/25) by the impacted members before they were enrolled should be reported to NYSLRS
- Payroll security role holders can use Retirement Online's Search Employee function to confirm what's been reported by PayServ
- Agencies must submit RS2050s for the missing days and earnings
- Members must make their accounts whole
- Prompt submission of RS2050s will minimize the costs owed

# NYSLRS/PayServ Cutover Calendar

Mon. 04/01	Tue. 04/02	Wed. 04/03	Thu. 04/04	Fri. 04/05
Continue to submit Optional Enrollments to NYSLRS	Last day when Mandatory Enrollments should be held	Mandatory Enrollments entered into Payserv no longer need to be sent to NYSLRS  <i>4/3 Paycheck</i>		Last day to update the Retirement Indicators in PayServ for retired employees.
Mon. 04/08	Tue. 04/09	Wed. 04/10	Thu. 04/11	Fri. 04/12
	NYSLRS receives Job Data transactions from Payserv from the past week.		<i>4/11 Paycheck</i>	
Mon. 04/15	Tue. 04/16	Wed. 04/17	Thu. 04/18	Fri. 04/19
	NYSLRS receives Job Data transactions from Payserv from the past week.	<i>4/17 Paycheck</i>		Cutover time period begins All NYSLRS systems shutdown
Mon. 04/22	Tue. 04/23	Wed. 04/24	Thu. 04/25	Fri. 04/26
NYSLRS IVR & Call Center will have read-only access throughout Cutover	NYSLRS receives Job Data transactions from Payserv from the past week.		<i>4/25 Paycheck (Now includes all eligible employees info)</i>	

# NYSLRS/PayServ Cutover Calendar

Mon. 04/29	Tue. 04/30	Wed. 05/01	Thu. 05/02	Fri. 05/03
	NYSLRS receives Job Data transactions from Payserv from the past week.	5/1 Paycheck		
Mon. 05/06	Tue. 05/07	Wed. 05/08	Thu. 05/09	Fri. 05/10
*NYSLRS sends Enrollment Information, Refunds Information, and Deduction Information processed during the Cutover time period to PayServ	NYSLRS receives Job Data transactions from Payserv from the past week.		5/9 Paycheck	State Payroll loads Enrollment Information processed on 5/7, Refunds from 5/9 Paycheck, and new Deduction Information
Mon. 05/13	Tue. 05/14	Wed. 05/15	Thu. 05/16	Fri. 05/17
<p>*Begin submitting new Optional Enrollments in Retirement Online.</p> <p>*Submit Mandatory Enrollments held during March.</p>	NYSLRS receives Job Data transactions from Payserv from the past week.	5/15 Paycheck		State Payroll loads Enrollment Information processed on 5/14, Refunds from 5/15 Paycheck, and new Deduction Information

\* Date is subject to change based on Cutover progress

A stylized silhouette of a human figure, split vertically. The left half is a solid red color, and the right half is a light gray color. The silhouette is positioned on the left side of the frame, with the head and torso visible. The background is white.

**WILL I NEED ACCESS TO  
*RETIREMENT ONLINE?***

# State Agency Access to Retirement Online

- Contact Types
  - Individuals at your agency that are designated to receive paper notices from NYSLRS (i.e. Rolodex)
  - Limited numbers, primary and alternate
- Security Roles
  - Individuals at your agency who have a business need to access Retirement Online to view notifications, view data, or enroll members
  - Can have multiple people designated
  - Must be defined as a Contact (can be a “System User”)

# Contact & Security Administrator Roles

## Employer Contact Administrators

- Maintains employer contact information for individuals with whom NYSLRS communicates about topics including payroll, personnel, security, etc.
- Completes periodic reviews and updates to employer contacts. This includes adding new contacts, removing old contacts, and modifying the demographic information of existing contacts.
- Agencies using BSC will have one contact admin – BSC will have two contact admins

## Employer Security Administrators

- Requests *Retirement Online* system access for their location code for users who need it to do business with NYSLRS.
- Monitors for fraud or suspicious activity.
- Reports unusual activity to NYSLRS for follow up.
- Remove access when necessary.
- BSC will act as security admins for their clients.

# Review/Update Employer Security Roles

Security Role	Description
Security Administrator	Requests <i>Retirement Online</i> system access for their location code for users who need it to do business with NYSLRS. Monitors for fraud or suspicious activity. Reports unusual activity to NYSLRS for follow up. Remove access when necessary.
Contact Administrator	Maintains employer contact information for the organization. Completes periodic reviews and updates to employer contacts. This includes adding new contacts, removing old contacts, and modifying the demographic information of existing contacts.
Payroll	Accesses and views a listing of all contribution rates and effective date of any rate changes for employees at their location code. Also receives requests to maintain payroll deductions owed to NYSLRS. Has the ability to view the Employer Reporting Dashboard and the information contained within, including posted reports , member contribution rates, new hire summaries, employee report histories, and improper withholdings
Personnel	Completes member enrollment transactions for new employees at their location code.



**WHAT'S NEXT?**

# Refresher Training

- Member Enrollment & Notifications Self-Paced Training is available on the Employer Learn More & Get Ready Page
- NYSLRS is hosting Member Enrollment Refresh & Practice webinars for both State and Local employers – register for these on the Learn More & Get Ready Page
  - PRACTICE Optional Enrollments now!

# Questions & Inquiries

- **For any questions regarding the Contact and Security Admins:**
  - Please contact the Employer Access team at [NYSLRS\\_Employer\\_Access@osc.state.ny.us](mailto: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.state.ny.us](mailto:RetirementHelpDesk@osc.state.ny.us)
  - Or by phone at (844) 619-9614



**ANY QUESTIONS?**