

Retirement Online Update

Payroll Users Group (July 11, 2019)



Office of the New York State Comptroller
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 **NYSLRS**
New York State & Local Retirement System
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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 10th and 12th 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 29th 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?

Notifications

I want to...

	Description	Date Due
View 100	First	1-3 of 1190
1	00000: Membership Form for R12872332 Required	05/08/2019
2	00000: Membership Form for R12869352 Required	05/08/2019
3	00000: Membership Form for R12872340 Required	05/08/2019

- Make a Request
- Change My Password
- Manage My Security Profile
- View My Scheduled Events
- Find Documents
- Upload a Member Document
- See NYSLRS News

- Manage Contact List
- Manage Security Access
- Update My Account Email
- Submit Disability Application

Access Enrollment Dashboard

Notifications

I want to...

	Description	Date Due
View All	First	1-3 of 3
1	The report you have uploaded has been posted.	
2	The report you have uploaded has been posted.	
3	The report you have uploaded has been posted.	

- Make a Request
- Change My Password
- Manage My Security Profile
- View My Scheduled Events
- Find Documents
- Upload a Member Document
- See NYSLRS News

- Manage Contact List
- Manage Security Access
- Submit Resolution For Official
- Request Plan Upgrade
- Update My Account Email
- Submit Disability Application

Access Reporting Dashboard

Access Enrollment Dashboard

Access Employee Report History

My Cases

Description	Message
{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)

*Location: [Search by Employee](#)
[Improper Withholdings](#)
[Member Contribution Rates](#)
[Loan/SCP Deduction Notification](#)

Regular reports for the month of January, 2019 and earlier may now be submitted.

Post Submission Process

Report Date	Report ID	Report Status
1 12/14/2018	201812002005	Posted
2 02/26/2018	201812002004	Posted
3 02/26/2018	201812002003	Posted
4 12/11/2018	201812002002	Posted
5 02/26/2018	201812002001	Posted

Warnings

Location: Report Date: 01/29/2019 Report Format: Enhanced Report Type: Regular
 Report ID: 201901100287 Report Status: Posted

[Return to Dashboard](#)

Report Summary

Employer Reported:		NYSLRS Accepted:	
Total Days Reported	118.50	Total Days Accepted	118.50
Total Earnings Reported	\$9,540.00		
Contributions		Contributions	
Pre Tax	\$275.50	Pre Tax	\$96.00
Post Tax	\$0.00	Post Tax	\$0.00
Loans		Loans	
Post Tax	\$0.00	Post Tax	\$0.00
Service Credit Purchase		Service Credit Purchase	
Pre Tax	\$0.00	Pre Tax	\$0.00
Post Tax	\$0.00	Post Tax	\$0.00
Total Withholding Reported	\$275.50	Total Withholdings Accepted	\$96.00
Excess Withholdings	\$179.50		

Comments:

Errors and Warnings Count

Message	Type	Count
Reported Pre Tax Contributions are more than the required amount.	Warning	3
Pre Tax Contributions previously reported for the Payroll End Date.	Warning	1

I agree the submission of this Employer Report.

Tax Service Payments	Action
\$2,730.07	
\$2,679.42	

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.

The screenshot displays the 'PayServ - The NYS Payroll System' interface. The breadcrumb trail is: Favorites > Main Menu > Workforce Administration > Personal Information > Modify a Person. The page has three tabs: 'Biographical Details' (selected), 'Contact Information', and 'Regional'. The employee name is 'SMITH,JOHN' and the Person ID is 'N01XXXXXX'. The 'Name' section shows 'Effective Date: 01/01/1998', 'Format Type: English', and 'Display Name: JOHN SMITH'. The 'Biographic Information' section includes 'Date of Birth: 10/06/1948' (69 Years 2 Months), 'Date of Death', 'Birth Country', and 'Birth Location'. There are checkboxes for 'New York Retiree Indicator' and 'Waive Data Protection'. A 'Prior SSN' section is also visible.

Name	
Effective Date:	01/01/1998
Format Type:	English
Display Name:	JOHN SMITH

Biographic Information	
Date of Birth:	10/06/1948 69 Years 2 Months
Date of Death:	
Birth Country:	
Birth Location:	
FAS Code	

New York Retiree Indicator
 Waive Data Protection

Prior SSN

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
 - 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**