

## A Message from Comptroller Thomas P. DiNapoli

In May, more than 3,000 NYSLRS employers began using *Retirement Online* for enrolling members and submitting monthly reports.

I recognize the work involved in learning to use the new system, and I want to thank you for your commitment to making this transition to *Retirement Online*.

As we collect more complete and accurate data, service to members and retirees will improve. Over the coming months, more employers will discover how the enhanced reporting process will streamline their work. By auto-enrolling mandatory members and removing the need to gather extra information when your employees retire, the enhanced report will save you time and effort, and allows us to provide better service to your employees.

We are committed to providing you with the resources and support you need to be successful *Retirement Online* users. Our employer help desk is dedicated to answering your questions, by phone or email, to help you.

You play an important role in our mission to provide a safe and secure retirement benefit to New York's public employees. I hope that you will reach out to my staff if you need guidance in using *Retirement Online*, or if you have suggestions on how we can better serve you.

Sincerely,



Thomas P. DiNapoli  
State Comptroller



## Keep Security Roles, Email Addresses Updated

Your organization's Security Administrator maintains access for employees

who use *Retirement Online* for employer report-

ing. The Security Administrator manages this by assigning specific security roles to your employees so they can work in *Retirement Online*.

The Contact Administrator maintains the contact information of employees who communicate and work with NYSLRS. If an employee needs his or her work email address, phone number or mailing address updated, the Contact Administrator can make those changes.

Security roles and contact information for your staff should be checked on a regular basis and updated when staff roles change. This will ensure that the correct people at your organization can work in *Retirement Online* and can receive notifications from NYSLRS. Have your Security and Contact Administrators review this information and make updates if necessary.

For more information about Contact and Security Administrators, visit [www.osc.state.ny.us/retire/retirement\\_online/admin-roles.php](http://www.osc.state.ny.us/retire/retirement_online/admin-roles.php).





## Benefits of Enhanced Reporting

Enhanced reporting takes *Retirement Online* to the next level of information sharing. It offers employers three key benefits:

1. The enhanced report provides more member data than your current report. You'll report all of your employees who are eligible to join NYSLRS, and NYSLRS will store this data. Reporting more data on all of these employees will eliminate the need to gather additional information when employees file for retirement, and end earnings limit inquiries for retired employees.
2. You can use the enhanced report as another way to enroll members. Instead of enrolling new members one at a time, you can include all of them in one single enhanced report that can be sent up to 30 days before they start work. You'll receive each member's tier, contribution rate and NYSLRS ID in real time — faster than if you had mailed or faxed a membership application.
3. You can do more with the enhanced report than you can do today. In addition to enrollment, you can submit adjustment reports in the same file as your regular monthly report and easily inform NYSLRS of employee job changes.

For questions on switching to enhanced reporting, go to [www.osc.state.ny.us/retire/retirement\\_online/get-certified.php](http://www.osc.state.ny.us/retire/retirement_online/get-certified.php) or contact the *Retirement Online* Employer Help Desk. You can send a message using our Help Desk form at [www.osc.state.ny.us/retire/contact\\_us/help\\_desk/index.php](http://www.osc.state.ny.us/retire/contact_us/help_desk/index.php).

### Enroll New Members with Retirement Online

Enrolling new NYSLRS members in *Retirement Online* is a quick and easy process. Just enter the same information you would use for a paper registration form into *Retirement Online*, and then you'll receive the employee's NYSLRS ID, employment record, registration number, contribution rate and tier. You'll receive new member information faster through *Retirement Online* than if you had mailed or faxed a paper application.

If you need help with enrolling members, visit our How to Use *Retirement Online* page at [www.osc.state.ny.us/retire/retirement\\_online/how-to.php](http://www.osc.state.ny.us/retire/retirement_online/how-to.php).

TIP



#### Need to find a member's current contribution rate?

From your *Retirement Online* Employer Reporting Dashboard, click the Member Contribution Rates link. This will take you to the mandatory contribution rates of all your employees.



## Web Resources to Help You

On the *Retirement Online* employer website, you'll find important messages that will help you with submitting reports, enrolling members, and working more efficiently. Get the most out of *Retirement Online* by reading our Hot Topics section at [www.osc.state.ny.us/retire/retirement\\_online/employers.php](http://www.osc.state.ny.us/retire/retirement_online/employers.php).

Every day, we hear from employers who have questions about using the *Retirement Online* system. You'll find solutions to common issues experienced by employers on our Tips & Tricks page, at [www.osc.state.ny.us/retire/retirement\\_online/tips-tricks.php](http://www.osc.state.ny.us/retire/retirement_online/tips-tricks.php).

Our How to Use *Retirement Online* webpage hosts quick guides and videos that can help you with your reporting responsibilities. Check out these resources at [www.osc.state.ny.us/retire/retirement\\_online/how-to.php](http://www.osc.state.ny.us/retire/retirement_online/how-to.php).

If you have questions about *Retirement Online*, please call the *Retirement Online* Employer Help Desk at 844-619-9614 between 8:00 am and 5:00 pm, or send a message using our Help Desk form at [www.osc.state.ny.us/retire/contact\\_us/help\\_desk/index.php](http://www.osc.state.ny.us/retire/contact_us/help_desk/index.php).

## Notifications in Retirement Online

On your *Retirement Online* Account Homepage, there's a section called Notifications. In this panel, you can see messages from NYSLRS. These messages provide information you'll need about your employees, such as a change to an employee's loan deduction. Notifications can also ask you to do something in *Retirement Online*, such as confirming when an employee has left your employment.

Whenever a notification is available to view, you'll receive an email from NYSLRS informing you to check *Retirement Online*. The kind of notifications you receive depend on your security role. Learn more using our notifications tool at [www.osc.state.ny.us/retire/retirement\\_online/notifications.php](http://www.osc.state.ny.us/retire/retirement_online/notifications.php).

## New NYSLRS Forms

As part of our ongoing effort to make conducting business with NYSLRS easier, we are continually upgrading the features you use every day.

Many of our NYSLRS forms, for members and for employers, have been updated. The new forms support NYSLRS's enhanced scanning capabilities and streamline member case processing work, both of which will improve efficiency.

You can bookmark our Forms page ([www.osc.state.ny.us/retire/forms/index.php](http://www.osc.state.ny.us/retire/forms/index.php)) for quick access. Check the revision date at the top of our forms to make sure you have the most current version. Please recycle any old forms, and print out new ones for you and your employees.

Remember that in many cases (such as beneficiary and contact information updates), your employees can use *Retirement Online* instead of submitting a paper form to NYSLRS.

## Send Us Your Ideas

The Employer Forum newsletter is a resource for the reporting and billing staff of NYSLRS participating employers. We choose topics that we think are relevant to your Retirement System-related work, but there may be topics that you don't quite understand or would like to learn more about. We'd like to take this opportunity to invite your suggestions.

Take our online survey at [www.surveymonkey.com/r/NYSLRS-newsletter-survey](http://www.surveymonkey.com/r/NYSLRS-newsletter-survey) and tell us what you are thinking.



### **Thomas P. DiNapoli** **State Comptroller**

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The *Employer Forum* is a semiannual newsletter published by the New York State and Local Retirement System (NYSLRS) for participating employers. This newsletter is a summary of benefits, rights and responsibilities. It is not a substitute for New York State or federal law.

Email or mail your comments to:

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# IMPORTANT DATES & DEADLINES

## NOVEMBER 2019

Annual invoices for fiscal year 2019-20 issued

## DECEMBER 2019

Discounted prepayment of the annual invoice due December 15

## FEBRUARY 2020

Payment of the annual invoice due February 1

## MARCH 2020

Tier 6 employee contribution rates provided to employers

## MAY 2020

Member annual statement mailing begins