Retirement Online

Retirement Online Contact Types for Local Employers

Employer contacts are individuals at your organization who communicate and work with NYSLRS. It's important to keep your employer contacts current so when NYSLRS sends out information, it goes to the right people. Your *Retirement Online* Contact Administrator is responsible for adding new employer contacts, removing old contacts, and modifying information for existing contacts.

Assigning a contact type does not grant access to *Retirement Online*. Your Security Administrator must assign a security role to allow a user to perform tasks in *Retirement Online*. For more information see *Retirement Online* Security Roles for Local Employers.

If you have questions, please use our help desk form (select "Employer Contact Information and Retirement Online Security Access" from the dropdown menu) or call 844-619-9614 (press 1 to access the employer menu, then follow the prompts).

Contact Type	Individuals who might fill this Contact Type	Correspondence
Reporting Technology	The individual or entity that creates the file used for your monthly reporting. Please establish a contact we can reach by mail, email or phone when NYSLRS needs to communicate technical information about a reporting file.	Information related to reporting in *Retirement Online*, such as file construction and technical details of monthly reports
Billing*	Any person in your organization who is responsible for handling financial information related to the Employer Annual Invoicing process.	• Annual Invoice • Tier 6 Contribution Rate Changes • Governmental Accounting Standards Board (GASB) • Estimated Invoice • Projected Invoice • Fiscal Year Earnings • Prior Years' Adjustments (PYA)
Chief Executive Officer (CEO)*	• Mayor • Supervisor • Superintendent • Administrator	• New legislative mandates • Legal documentation (resolution affidavits) • Annual Invoice • Estimated Invoice • Governmental Accounting Standards Board (GASB) • Projected Invoice • Fiscal Year Earnings • Prior Years' Adjustments (PYA) • Tier 6 Contribution Rate Changes

Contact Type	Individuals who might fill this Contact Type	Correspondence
Chief Financial Officer (CFO)*	• Chief Executive Officer (CEO) • Controllers • Business Officials • Treasurers	• Estimated Invoice • Annual Invoice • Governmental Accounting Standards Board (GASB) • Projected Invoice • Fiscal Year Earnings • Prior Years' Adjustments (PYA)
Payroll*	The individual in your organization who handles salary and service information	• Requests for statement of accrued payment and leave credits • Enrollment information and changes • Monthly reporting inquiries for salary and service certifications • Service credit purchase (SCP) and loan start and stop notices • Fiscal Year Earnings • Salary Listing and Prior Years' Adjustments (PYA) • Tier 6 Contribution Rate Changes
Personnel*	The individual in your organization who enrolls new members and processes employee retirements	• Registration information and changes • Retirement acknowledgements • Requests for information related to an employee's retirement • Tier 6 Contribution Rate Changes
Contact Administrator[1]	Supervising individual who assigns people in your organization the correct contact types	• Requests to keep contacts in Retirement Online up-to-date • Updates to the certification process • Requests for information related to an employee's retirement
Security Administrator[1]	Supervising individual who assigns people in your organization the correct security roles	• Updates to the certification process
System Access	Any individual in your organization who needs to be assigned a security role and: • The other contact type descriptions don't fit; or • The location has exhausted the primary and alternate contact limits for a contact type. There is no limit on how many individuals can have this contact type.	Correspondence will be based on the security role(s) you assign to this contact
Board Clerk or Secretary	Your organization's elected or appointed Board Clerk or Secretary	Forms related to reporting elected and appointed officials
Civil Service Administrator	The individual in your organization who manages personnel or fulfills human resource responsibilities	• Requests for roster cards • Certifications of classifications (competitive/ non-competitive)
Service Provider	The individual at your payroll provider who can respond to inquiries about your monthly reports	Inquiries about reports submitted to the Retirement System when they are prepared outside of your organization

* These contact types **must** be kept up-to-date so they can receive important information and any necessary instruction from NYSLRS.

[1] Security role and contact type are assigned as part of your submission of the contact and security administrator forms.