

# Retirement Online

## Best Practices for State Payroll Users

This list will help you avoid the most common problems State employers have when using *Retirement Online*.

- Always enter the same Agency Code in *Retirement Online* that you use in PayServ.
- Be sure to enter a date of birth in PayServ.
- Do not leave any demographic information blank or use placeholder information to fill in a field (i.e. 123 Main Street).
- Make sure the same Social Security number is entered in *Retirement Online* and PayServ. When the SSNs do not match, this creates significant issues in properly creating your employee's NYSLRS records.
- When enrolling employees to optional memberships, you need to enter the employees in *Retirement Online* and PayServ at the same time. Entering them in PayServ later may cause errors in payroll records that prevent deductions being taken on time. This may create arrears for the member.
- Don't enroll optional members with electronic signatures. These memberships will be deemed erroneous.
- Make sure that salaries you list on enrollment applications and in *Retirement Online* match those you use in PayServ.
- Be careful not to enroll optional members as mandatory in *Retirement Online*. Only enroll an optional member as mandatory if instructed to do so by NYSLRS.
- If you have a question or inquiry, please send it and wait for a response. If your agency sends the same question to multiple people, it may create confusion. Be patient — you'll hear back!
- The default job code for State employees is 04500E, with the title "Office Staff." Use this code instead of the "General Staff" code of 03600E.
- Please ensure all proper documentation for leaves of absence are submitted and that PayServ is updated.
- Do not update the Retirement Panel with membership dates or contribution rates unless instructed to do so by NYSLRS. Do not make changes without talking to NYSLRS first. This may impact other parts of the enrollment process.
- If you are hiring a member and they can be categorized for special employment, you will need to follow up with NYSLRS.
- Questions about a member's contribution rate? See the Member Contribution Rates page for details. You can access this page from the Reporting Dashboard.
- Look up information about deductions for loans and service credit payments on the Loan/SCP Deductions page.