TEAM PROGRAM

TRS Enterprise Application Modernization

Employer Advisory Group Meeting Agenda & Minutes

Date: 11/9/2020
Start Time: 9:30 AM
End Time: 11:00 AM
Location: Microsoft Teams

Type of meeting: Periodic
Meeting called by: Monique French
Minutes by: Monique French
Invitees: Barbie Pearson, Frances Torres, Melody Austin, Katie Tucker, Jennifer Dujka, Molly Grosskopf, Carol Casey, Ashley Conrad, Chris Cutler, ~~Nicholas Gonzalez~~, Andrea Morales, Jessica Palvino, Sarah Valenti, Meera Krishnan, ~~Kevin Wakley~~

EAG Members and designated participants:

Becky Davis
~~Joy Campbell~~
~~Laura Socha~~
~~Mickey Smith~~
~~Cathy Felts~~
Nancy Wiggins
~~RL Richards~~
~~Lana Walls~~
Tonya Davis
Tera Harris
~~Emily Youngblood~~
~~Jeffrey Coats~~
Lori Ganci
Lori Robinson
~~Nicole Dean~~
~~Becky Bunte~~
Dawn Cummings
Tammy Cunningham
Claudia Alba
~~Jackie Thomas~~
Lori Johnson
Theresa Zlotopolski

Other Attendees:

Microsoft Teams: 737-220-2496
Conference ID: 410 198 121#

Purpose of Meeting: Respond to questions, address concerns, and share information with members of the EAG. Members of this group represent REs from all over the State and all types of entities. They serve as the collective "voice" of all REs.

Expected Outcome: Questions and concerns expressed by members of the EAG will be addressed. EAG members are expected to share information with other entities in their region and bring questions and concerns from those entities to this group.

Please…

- ✓ *Mute your speaker to avoid sharing background noise*
- ✓ *Do not put this call on hold*

AGENDA

- Introductions and roll call
    - Katie introduced herself and welcomed other members from TRS
    - Katie continued with roll call of the EAG members
- Information from TRS and/or input needed from EAG members
    - TRS held an Introduction to TRS training for non-higher education employers last week- we are working on the Spring schedule; as soon as we get it scheduled we will send out the registration information.
    - Year-End Close and Annual Statements- TRS began printing annual statements for our members in October and we are mailing out the statements in batches; your members should have statements by end of November. If the employees have question about their annual statements, you can refer them to the updated information on our website under "2020 Annual Statement". If assisting with salary questions on the statements, keep in mind that the annual salaries are based on what was paid and reported to TRS for September through August.
- Questions / topics from EAG members
    - *From Cathy Felts: I read that the warning message "The contract start date for this position is prior to the current report month and RP transactions for the prior months do not exist." is going to become an error. How are we supposed to fix this issue? This warning occurred for one of my bus drivers whose contract started the first day of school in August, but his pay for the 20-21 school year didn't start until September. He didn't receive pay in August for his bus job so no RP transactions existed.*

      TRS Response: REs are required to report all time worked in the month it occurs – regardless of when the employee will receive the pay for this work. If someone begins their contract/work agreement in August- that time must be reported on the August RP as an RP 20 or at the latest as an RP 25 on the September RP report.

      Make sure that you are reporting time worked in the month and pay received in the month.
    - *Is it a possibility for the ALL Ledger to show the balances for ALL accounts instead of having to go to the drop down menu to pull each account one by one? When I look at the 'all' ledger, all looks good, but I was told by my coach that I had to pull each individual account in order to get a true picture. When doing that, I had a balance in my PI account and a deficit in my PF account that didn't show when 'all' was in the drop down.*

TRS Response: After you completed the current month's report you can look at the Totals screen to see a quick view of the RE ledger balances for contributions on that report. You would need to look at ER and RP separately. These are real time balances but exclude interest and fees. To view interest and fees, or to research ledger balances, we do recommend that you change the contribution type from 'all' to the specific contribution type in question. You have the option of also downloading a CSV of your Ledger. This download CSV is a newer enhancement added to the portal. You can download the CSV from the All screen to include everyting in the ledgers or on each individual contribution type. For futher information on navigating the RE Ledgers, we recommend reviewing the October 2019 Update Newsletter Article: Managing Ledger Balances for Reporting Employers.

- *On that same note, on the Texnet form it does not give us but 1 field to pay penalty fee. So I submitted a payment, but somehow it got submitted into the wrong bucket which in turn gave me a surplus in one (PI) and still a deficit in the other. Is there a way to fix that?*

  TRS Response: There are separate line items on the Texnet menu for penalty fee, pension penalty interest, and TRS Care penalty interest. If you have deposited funds into the incorrect contribution type you can submit a request your coach to have that transferred into the correct contribution type.

  Include amount of the transfer, account to transfer from, account to transfer to and the reason the transfer is being requested. Keep in mind, some transfers are not allowed so we recommend caution when submitting the TEXNET payments.

- *I have a retiree who retired in May 2018 which was when TRS was rolling out the switch from TRAQS to TEAMS and she is still not showing up as a retiree in TEAMS. I was told some of the retirees during that time got 'looped' or caught up in the system and in so doing are still not setting correctly. This has been a very frustrating situation because she shouldn't go on my RP report because she is indeed a retiree, however, the system won't take her on my ER report because according to TEAMS she is still an active TRS member. I am very thankful I only have 1 in this vicious loop to deal with, but I was told there are many of these retirees in the same status. Is there a time frame on when this issue may be resolved?*

  TRS Response: If the system status (view employee information) is not showing a person as a retiree, please reach out to your coach for assistance- they can submit a request to have the account updated. Most often these are recently retired TRS members that have not been closed on our database.

- *From Tonya Davis: Penalty Interest - can we get additional details about these charges and when we will incur possible charges? RP due on 6th - if we submit the RP report and we have a large number of errors and then determine the best way to correct the errors would be to delete the RP report we submitted on the 6th and make corrections and resubmit a new RP report at a later date. Please advise if penalty interest would be assessed.*

  TRS Response: Please refer to the penalty interest page on the TRS website- penalty interest is charged when a Texnet deposit is submitted after the deadline, if the payment is short of the contribution amount reported or in some cases when prior month adjustments are submitted.

At this point the one month grace period for reports to reach complete status is still in effect. Penalty fees are not assessed based on whether the report was submitted by the grace period deadline- but whether the report is at complete status by the grace period deadline.

- *From Lori Johnson:*
  Our system creates zero records for employees that have a contract but that didn't have any hours or pay for the month. When that zero record is submitted to TRS, it produces an error message that reads" Can not report "0" compensation with zero days' reason of A. (doesn't matter the reason I use) So I delete the zero record. What am I doing wrong?

  TRS Response: Zero day code of "A" is for accrued pay- if there's no pay being reported, "A" is not the correct code. If you have a contract for the entire year and someone does not work or receive pay, then the zero day code of "C" should be used. If someone has an eligible contract they must have an RP record for every month of that contract- do not delete zero records from the reports.

  Lori stated that she cannot get the error to clear- so she deleted the record. Katie asked her to send examples of what she's seeing for assistance.
  Becky- shared this has impacted with extra duty and created a lot of challenges; override could work- but volume is a lot. Been a big challenge. – PowerSchools is software she uses. Becky shared they have a lot of overrides.
  Katie said capture amount of time worked or scheduled for each position, including wholly separate extra duty.

  Discussion on how their system creates the contract and when the days needed to be reported. Katie covered validation 802 - "days must be reported for the first month". ED 40 record should be created to cover the time period that the employee is expected to work in that position and it should be submitted to TRS in the first month that the work was done. The RP 20 should give credit for the days worked in the first month of the contract.

  If the ED 40 is not created until the person is paid, the RE's software should create the ED 40 contract, and RP 25 for days actually worked in the prior month, and an RP 20 for the money in the month in which it is received plus time worked if applicable.

- *Can you add a memo reason when we delete an RP record? Deleting them & then telling you why we deleted them days later is a waste of time.*

  TRS Response: This is a upcoming enhancement within the current fiscal year. It will allow the RE to select a reason for deleting the record at the time of deletion. There will still be some follow up required but this should reduce some of the work being currently being done for deleted records.

- *TRS portal doesn't appear to look at RP25 hours when determining the warning or error message about if an employee has enough hours/days to meet the full-time criteria. Many of my timesheets don't meet the full-time requirement upon first submission, but if the RP25 is read, they total full time employment.*

TRS Response: We have logged this so we can review validation for membership eligibility again to see if we can consider pending RP 25s within the current month's RP file. Alternative option is to create an RP Adjustment file to submit the RP25s before submitting the current month RP report.

Lori said that she doesn't think her system allows them to pull out RP25s to post first. Don't think they can pull them out like this; has been problem since onset. Stated that last year reported scheduled hours for all employees but moving back to correctly reporting Hours Worked for the current fiscal year.

Katie confirmed that if you track the employee's hours in any way that you must report as Hours Worked. If you don't track the employee's time worked then it's hours scheduled per week.

- *Omit the error message that you haven't saved your changes on a screen even though you did. This is an error message that has been a problem since inception that I think we all just say "ok" to. It becomes a problem when you have so many errors to fix.*

  TRS Response: This is an upcoming fix within this fiscal year.

- *TRS doesn't want us to submit an ED40 for the entire year for 2nd jobs or temporary jobs. If we know someone is working in October, but they receive the pay in November, and we submit the ED40 for October, it will still give us an error for November when it is paid, as the contract didn't cover November. So we would need to make the ED40 cover 2 months. Typically, we don't know to set the ED40 for 2 months until it is too late. Does TRS have a remedy for situations like this?*

  TRS Response: REs have two options; they can submit an ED40 that covers the entire year for a secondary position- however, every month within that contract must have an RP20 even if there's no time worked and no pay received in that month. Alternatively, the RE can submit an ED40 to cover only the month that the individual actually worked in that secondary position. If they receive pay for that after the end of that contract it will be accepted as long as the employer used the appropriate zero day reason code. Example: Accrued Pay not terminated. Temporary employment type may only be used if the employee is hired to work a total of less than 4 and a half months.

- Defects fixed recently
  - View Employee Information (VEI) screen changes-
    - Added quick reference guides on the website.
      - Active Employees
      - TRS Retired Employees
    - Updated new member field to display number of days remaining for 90 day member period.

    - New field with eligible positions date range. If the eligible contract on file has expired at the time the VEI search is completed it will not display a date range in this field. This should be used to initiate a conversation with the employee to deterimine if they are still working in a TRS eligible position at another employer.
    - The data on the VEI screen is still dependent upon data reported by employers and is subject to change as data is posted to the participant accounts.

- Scheduled fixes (October 2020)
  - Most fixes in mid-December will be updates to validations that may not be working 100% like we expected.
  - Anytime TRS completes a scheduled maintenance, if you see anything not working as expected, please notify your coach as soon as possible.

- RE Report Status-

Report Month	# Completed RP Reports	% Complete	# Incomplete RP Reports
September 2020	1,324	98.88%	15
October 2020	960	71.64%	380

- Additional Discussion
  - Lori Gancy: What I the antitpated date of the 801?
    - Katie: We don't have a set date just yet. Once we have it; we'll get it out to you. Lori said there are ghost records being generated right now; use a different program.
  - Lori Gancy: Cannot get the zero day reason code to go with A? Was it more eligible/ineligible?
    - 801/802 are looking for transactions for eligible employees - if they have an open contract covering the report month and the employee is missing data the warning/error should populate. TRS is working toward implementing the new validations to errors so that we can ensure full payroll is being reported.