Introduction

This student guide is a resource to assist you on how to add, modify, and reconcile retirement appointments. You must report an employee’s initial retirement enrollment and ongoing appointment information to CalPERS. An appointment is a continuous block of employment with a single employer from the point of hire until permanent separation. Within an appointment, if the employee has changes to the appointment status, e.g., a permanent separation, temporary leave, etc., this creates an appointment event to reflect the change in the appointment with your agency.

Disclaimer

As a security safeguard, identifying information for business partners and participants has been masked.

What’s New

• Employers and retired annuitants will now receive information regarding the rules and regulations about post-retirement employment with CalPERS when a new appointment is keyed for a retired annuitant.
• View arrears determination information and submit supporting documentation (see Unit 2, Scenario 2).

Training Opportunities

Prior to taking a myCalPERS system training instructor-led class, new users should review the Introduction to myCalPERS for Business Partners (PDF) student guide and take a Business Rules training class. The business rules training class, (instructor-led or online) covers the simplified explanation of laws defined by the California Public Employees’ Retirement Law (PERL).

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Unit 1: Person Search Tool

The Person Search tool allows you to verify membership status and confirm appointment information.

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**Scenario 1: Verify CalPERS Membership**

You have hired a new employee and will verify their membership status.

**System Logic**
Within the summary section, the Membership field will indicate *Yes* if they are a member (active or inactive) and *No* if they aren’t a member (never a member or prior member who refunded).

**Best Practices**
If an employee’s work schedule doesn’t qualify for membership, verify membership status in myCalPERS for all CalPERS eligible positions. If you do not enroll qualifying CalPERS members into membership within 90 days, CalPERS will assess late reporting fees and contributions (arrears).

**Step Actions**

**Step 1** Select the **Person Information** global navigation tab.

**Step 2** Complete the Person Search section.

**Step 3** Select the **Search** button.

**Step 4** Did the Search Results section display “No results found.”?

*Yes*: They are not a member. You have completed this scenario.

*No*: Continue to step 5.

**Step 5** In the Hire Date section, enter the appropriate date into the Anticipated or Actual Hire Date field.

**Step 6** Select the **Continue** button.

**Step 7** Review the Summary section.

You have completed this scenario.
Scenario 2: Confirm Your Active Employee’s Appointment Information

Verifying your employee’s retirement appointment details contributes to your agency’s data integrity. Ensure the accuracy of your employees’ appointment details (start date, enrollment level, etc.) and view historical information (service credit, member funds on deposit, and membership date).

System Logic
• myCalPERS will only allow you to view appointment information specific to your agency.
• Within the Pre-Retirement Benefit Information section, the as of date will always reflect the current date and time even though the totals are as of the last posted payroll.

Step Actions
Step 1 Select the Person Information global navigation tab.

Step 2 Complete the Person Search section.

Step 3 Select the Search button.

Step 4 Within the Pre-Retirement Benefit Information section, verify the service credit and member contributions.

Step 5 Within the Appointment History section, select the appropriate Employer link to view your employee’s current active appointment and event details.

Step 6 Would you like to review the details of this member’s retirement appointment?
Yes: Continue to Review Retirement Appointments on the next page.
No: You have completed this scenario.
Review Retirement Appointments

Below you will learn about the various information within the retirement appointment in myCalPERS.

Appointment Event History

This provides a listing of the employee’s appointment events. Their history begins with a new appointment and ends with a permanent separation. In between they may also have an appointment change, site change, and/or a leave of absence (begin or end leave).

Appointment Details

- **Membership Date**: The date the member became eligible for CalPERS membership. This date along with other factors determine the enrollment level.
- **Member Category**: Based upon position at your agency. You enter this information when processing a new retirement enrollment. It is used to determine the member’s formula.
- **Enrollment Level**: There are two enrollment levels; classic and PEPRA. The level is determined based upon the membership date and if they have reciprocity. The member category, enrollment level, and membership date determine the member’s base rate and formula.
• **Member Base Rate**: The member’s enrollment level and formula determine their base rate (contribution rate). This is the percentage of their reportable earnings that is paid to CalPERS to fund their retirement.

• **Formula Name**: The formula name will include the member’s category, benefit level, and normal retirement age. This formula is used when CalPERS calculates the member’s retirement.

**Membership Information**

The questions asked in this section are based up on your agency’s contract and the member’s appointment details. This includes CalPERS and CalSTRS election, Social Security, ’59 survivor benefits, optional member election, and certificated employee (school employers only).

**Reciprocity**

This information is derived from the Reciprocal Self-Certification Form (PERS-EAMD-801) (PDF) completed by the member and submitted to you. This form does not establish reciprocity between the two systems for the member. The member will need to also complete the Confirmation of Intent to Establish Reciprocity When Changing Retirement Systems form (PERS-CASD-255) located in the When You Change Retirement Systems (PUB 16) (PDF).

- **Reciprocal Member Indicator**: Identifies if the member has reciprocity with a reciprocal retirement system.
  - **Yes**: the member has reciprocal membership
  - **No**: The member does not have reciprocal membership

- **Most Recent Reciprocal Permanent Separation Date**: Indicates when the member most recently separated from their employment under the reciprocal retirement system. This date along with other factors determines the member’s enrollment level (Classic or PEPRA) under your agency.
Unit 2: New Appointments

It is your responsibility to enroll all eligible members and create appointments for retired annuitants in myCalPERS. This unit provides the processes on how to add a new appointment for both eligible employees and retired annuitants, as well as provide additional steps to viewing arrears determinations.

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Scenario 1: Add a New Retirement Enrollment

Your employee has qualified for membership, so you will enroll them into CalPERS membership using myCalPERS.

System Logic

- Position titles should match the position titles on your publicly available pay schedule.
- A nightly batch process will run at 10 p.m. to capture the retirement appointments entered that day into myCalPERS with an effective date more than 90 days in the past. See Scenario 2 to View Arrears Determination.

Step Actions

Step 1 Select the Reporting global navigation tab.

Step 2 Within the Create or Edit Report section, select Add Retirement Enrollment from the Method drop-down list.

Step 3 Select the Continue button.

Step 4 Complete the Person Search section.

Step 5 Select the Search button.

Step 6 Is the employee listed in the Search Results section?

Yes: Skip to step 14.

No: Continue to step 7.

Step 7 Within the Search Results section, select the Add New button.
Step 8  Complete the Person Details, Address Details, and Communication Details sections.

Step 9  Select the **Primary** radio button for one phone number and an email address.

Step 10 Select the **Save & Continue** button.

Step 11 Verify that the address matches with the U.S. Postal Service Match. Select the appropriate radio button if necessary.

Step 12 Select the **Confirm** button.

Step 13 Select the **Save & Continue** button.

Step 14 Complete the Appointment Details section.

Step 15 Do you want to add a position title?

**Yes:** Continue to step 16.

**No:** Skip to step 22.

Step 16 Select the **Update** link next to the position title.
Step 17  Within the Positions section, select the **Add New** button to add a position title.

Step 18  Complete the Maintain Position Details section.

Step 19  Select the **Save** button.

Step 20  Select the **Return** link.

Step 21  Continue completing the Appointment Details section.

Step 22  Complete the Membership Information section.

**Note**: Questions displayed are based upon your agency type (state, school, public agency) and the selected member category.

Step 23  On the Reciprocal Self-Certification form (PERMS-EAMD-801), section 1, did the member indicate that they have membership in a defined benefit plan?

**Yes**: Continue to step 24

**No**: Skip to step 27
Step 24  In the Reciprocity section, select the **Yes** radio button.

Step 25  Complete the Reciprocity section using the information the Reciprocal Self-Certification form (PERMS-EAMD-801).

Step 26  **Skip to Step 28**

Step 27  In the Reciprocity section select the **No** radio button.

Step 28  **Select the Save button.**

Step 29  **Did the following message display?**

Yes: Continue to step 30.

No: **You have completed this scenario.**

Step 30  **Select the Save button.**

Step 31  An arrears case has been created due to late enrollment. View the arrears determination by following the steps in Scenario 2 (next page)

**You have completed this scenario.**
Scenario 2: View Arrears Determination

System Logic

• A nightly batch process will run at 10 p.m. to capture the retirement appointments entered that day into myCalPERS with an effective date more than 90 days in the past.
  – Your agency will receive a Notification of Reported Late Appointments when a retirement appointment is entered in myCalPERS more than 90 days in the past. You may access this notice by selecting the Document History left-side link.
  – Arrears information related to the appointment will be viewable the next day.
  – Your agency will have 30 days to view the notice and provide additional information and supporting documentation that could potentially change the determination.
  – If your agency agrees with the arrears determination indicated in the letter, payroll will need to be reported no later than 60 days from the date of the letter.

Step Actions

Step 1  To review the arrears determination, search for the member by selecting the Person Information global navigation tab.

Step 2  Complete the Person Search section.

Step 3  Select the Search button.

Step 4  Within the Appointment History section, select the View More Actions link.
Step 5  
Within the Arrears Determinations section, select the **Details** link.

![Step 5](image1)

Step 6  
View the Arrears Detail section.

![Step 6](image2)

Step 7  
Select the **Admin Fee Receivable ID** link to view the invoice.

![Step 7](image3)

You have completed this scenario.
**Scenario 3: Add a Retired Annuitant Appointment**

**System Logic**
- A retired annuitant’s appointment must be entered within 30 days of their official start date. Otherwise, a $200 late reporting fee will be assessed each month the appointment is late.
- When adding an appointment for a retired annuitant who retired from your agency, myCalPERS will require the original hire date for when they were first hired at your agency. See Unit 1, Review Retirement Appointments.
- Employers and retired annuitants will now receive information regarding the rules and regulations about post-retirement employment with CalPERS when a new appointment is keyed into myCalPERS for a retired annuitant.
- Retired Annuitants working under an executive order must still be entered but will be exempt from work hour limitations and the 180-day break in service requirements.

**Step Actions**

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Did the retired annuitant previously work for your agency?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes:</strong></td>
<td>Continue to step 2</td>
</tr>
<tr>
<td><strong>No:</strong></td>
<td>Skip to step 7</td>
</tr>
</tbody>
</table>

| Step 2 | Select the **Person Information** global navigation tab. |

| Step 3 | Complete the Person Search section. |

| Step 4 | Select the **Search** button. |

| Step 5 | Within the Appointment History section, select the **Add New** button. |

| Step 6 | Skip to step 12 |

| Step 7 | Select the **Reporting** global navigation tab. |

| Step 8 | Within the Create or Edit Report section, select **Add Retirement Enrollment** from the **Method** drop-down list. |

| Step 9 | Select the **Continue** button. |
Step 10  Complete the Person Search section.

Step 11  Select the Search button.

Step 12  Complete the Appointment Details section.

Step 13  Within the Retired Annuitant Information section, complete the Retired Annuitant Type using the drop-down list.

Step 14  Does this appointment have a 180 day exception?
Yes: Select the Yes radio button and continue to step 15
No: Select the No and skip to step 21

Step 15  Within the Retired Annuitant Information section, select the 180-Day Exception Reason from the drop-down list.
Step 16  Within the Retired Annuitant Information section, select the **Provide Document** link.

Step 17  Within the Submit Documentation section, select the **Submission Method** from the drop-down list.

Step 18  What submission method did you select?
- **Mail**: Mail the documentation to CalPERS and skip to step 21
- **FAX**: Fax the documentation to CalPERS and skip to step 21
- **Upload** (preferred): Select the **Choose file** button and continue to step 19.

Step 19  Upload the file.

Step 20  Select the **Submit** button.

Step 21  Skip the Retired Annuitant Special Criteria section.

Step 22  Within the Reciprocity section, select the **No** radio button.

Step 23  Select the **Save** button.
Step 24 Verify the Appointment Details section is correct.

You have completed this scenario.
Unit 3: Maintain Enrollment

The maintain enrollment process enables you to update and maintain your employees’ accounts, enrollments, and appointments.

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Scenario 1: Update Demographic Information

System Logic

- When correcting demographic information, the employee must provide you with a verification document. Refer to the Public Agency & Schools Health Benefits Guide to view a list of acceptable documentation.
- When demographic information is updated in myCalPERS, a letter is mailed to the member advising them of the change(s).

Step Actions

Step 1  Select the Person Information global navigation tab.

Step 2  Complete the Person Search section.

Step 3  Select the Search button.

Step 4  Within the Summary section, select the Update Personal Information link.

Step 5  Complete the Maintain Personal Information Details section.

Step 6  Select the Save button.

You have completed this scenario.
Scenario 2: Update Contact Information

System Logic
When contact information is updated in myCalPERS, a letter is mailed to the member advising them of the change(s).

Step Actions

Step 1  Select the Person Information global navigation tab.

Step 2  Complete the Person Search section.

Step 3  Select the Search button.

Step 4  Within the Summary section, select the appropriate Update link.

Step 5  Complete the Maintain Communication Details section.

Step 6  Select the Save button.

You have completed this scenario.
Scenario 3: Correct Retirement Appointment

System Logic
Corrections to appointment information may affect the health enrollment and payroll reporting of the member.

Step Actions
Step 1 Select the Person Information global navigation tab.
Step 2 Complete the Person Search section.
Step 3 Select the Search button.
Step 4 Within the Appointment History section, select the appropriate active Employer link.
Step 5 Within the Appointment Event History section, select the radio button of the appointment event to correct.
Step 6 Select the Correct Event button.
Step 7 Correct the appropriate information.
Step 8 Select the Save button.

You have completed this scenario.
Scenario 4: Delete a Retirement Appointment

System Logic

- An appointment associated to health and/or payroll history are unable to be deleted. Contact CalPERS for more information.

- The demographic information and CalPERS ID will remain in myCalPERS; however, there will be no membership information affiliated to your agency.

Step Actions

Step 1  Select the **Person Information** global navigation tab.

Step 2  Complete the Person Search section.

Step 3  Select the **Search** button.

Step 4  Within the Appointment History section, select the **View More Actions** link.

Step 5  Within the Appointment History section, select the radio button for the appointment.

Step 6  Select the **Delete** button.

You have completed this scenario.
Scenario 5: Process a Leave of Absence

System Logic

- The Begin Leave date is entered as at least one day after the last day at your agency, even if it is a weekend or holiday.
- The End Leave date is entered as the date the employee returns to work.
- For public agencies and schools, myCalPERS will cancel the health enrollment for employees placed on a leave of absence unless it is due to FMLA or maternity/paternity leave.

Step Actions

Step 1  Select the Person Information global navigation tab.

Step 2  Complete the Person Search section.

Step 3  Select the Search button.

Step 4  Within the Appointment History section, select the appropriate active Employer link.

Step 5  Within the Appointment Event History section, select the Add New button.

Step 6  Complete the Appointment Event Details section.

Step 7  Select the Save button.

Step 8  Do you want to enter the End Leave?

Yes: Return to step 5

No: You have completed this scenario.
Scenario 6: Process an Appointment Change

Changes can occur throughout a member’s career with your agency. The following can be changed when completing an appointment change:

- Member category
- Collective Bargaining Unit (CBU)
- Position title
- Work calendar

Best Practices

If you make an appointment change that affects the employee’s base rate, notify your agency’s payroll department.

Step Actions

Step 1  Select the Person Information global navigation tab.

Step 2  Complete the Person Search section.

Step 3  Select the Search button.

Step 4  Within the Appointment History section, select the appropriate active Employer link.

Step 5  Within the Appointment Event History section, select the Add New button.

Step 6  Complete the Appointment Event Details section.

Step 7  Select the Save button.

You have completed this scenario.
Scenario 7: Process a Permanent Separation

System Logic

- The permanent separation date must be entered as at least one day after the last day at your agency, even if the date falls on a weekend or a holiday.
- A permanent separation will affect the employee’s payroll reporting and health enrollment.
- Unused sick leave:
  - Field is only provided if your agency contracts for the optional benefit.
  - Is only converted into service credit if the Separation Reason is Retirement.
  - Is reported in days by dividing total hours by eight (regardless of the employee’s hours).
- Upon processing a permanent separation, the member will be mailed an Options at Separation letter advising them of their options as an inactive member.
- If the employee is a myCalPERS contact under your agency, the permanent separation will deactivate their myCalPERS employer access. Refer to the myCalPERS System Access Administration (PDF) student guide for additional information.

Step Actions

Step 1  Select the Person Information global navigation tab.

Step 2  Complete the Person Search section.

Step 3  Select the Search button.

Step 4  Within the Appointment History section, select the appropriate Employer link.

Step 5  Within the Appointment Event History section, select the Add New button.

Step 6  Complete the Appointment Event Details section.

Step 7  Select the Save button.

You have completed this scenario.
Scenario 8: Update a Permanent Separation

System Logic
• The permanent separation date must be entered as at least one day after the last day at your agency, even if the date falls on a weekend or a holiday.
• A permanent separation will affect the employee’s payroll reporting and/or health enrollment.
• Unused sick leave:
  – Field is only provided if your agency contracts for the optional benefit.
  – Is only converted into service credit if the Separation Reason is Retirement.
  – Is reported in days by dividing total hours by eight (regardless of the employee’s hours).

Step Actions
Step 1  Select the Person Information global navigation tab.
Step 2  Complete the Person Search section.
Step 3  Select the Search button.
Step 4  Within the Appointment History section, select the appropriate active Employer link.
Step 5  Select the radio button of the appointment you wish to correct.
Step 6  Select the Correct Event button.
Step 7  Update the Appointment Event Details section.
Step 8  Select the Save button.

You have completed this scenario.
Unit 4: Retirement Appointment Reconciliation

Retirement Appointment Reconciliation (RAR) identifies appointments with unposted payroll records for your agency.

System Logic

- myCalPERS will update the RAR page on the last day of each month.
- Employees with the following appointment types will be excluded from the RAR list:
  - Health-only appointments.
  - Non-qualified appointments due to the purchase of service credit (e.g., Service Prior to Membership or Military Leave)
  - On Leave appointments:
    » Appointments without an End Leave event will be excluded for six months.
    » Appointments with an End Leave event will be excluded for the whole leave.
- myCalPERS allows you to select multiple appointments to maintain at a time and confirm unposted payroll.
- Maintaining appointments within the RAR page automatically updates the list.
- Transactions completed outside the RAR page (e.g., updating the appointment within the employee’s profile page) will update the list the following business day.
- To conduct additional research, use the following links when maintaining appointments:
  - View Appointment History will show details in the retirement appointment including any appointment event dates listed. Retirement appointment information cannot be changed on this page.
  - View Transaction History will show the employee’s historical payroll transactions by fiscal year. Once the fiscal year(s) are selected more information will populate regarding payroll history.
- Refer to the myCalPERS Retirement Appointment Reconciliation (PDF) student guide for additional information.

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Retirement Appointment Reconciliation Search Tools

Using the Search For Participants To Reconcile section, you can narrow your search for members with unposted payroll. Below are the various search options:

- **Program**: CalPERS is the default you will search by.
- **Division**: Select a division within your agency.
- **Division CalPERS ID**: Enter the full CalPERS ID for a division within your agency.
- **Member Category**: Based upon your agency’s retirement contract with CalPERS.
- **Member Account Status**: The member’s account status with CalPERS:
  - **Active**: Actively working for one or more CalPERS agencies in a CalPERS position.
  - **Inactive**: Not currently working for any CalPERS agencies in a CalPERS position.
  - **Deceased**: The member has passed away.
  - **Retired**: The member has retired with CalPERS.
- **Appt Status**: The member’s appointment status with your agency.
  - **Active**: Their appointment with your agency in myCalPERS is active.
  - **Permanent Separation**: Their appointment with your agency in myCalPERS has been permanently separated.
- **Retired Annuitant**: The appointment with your agency is for a Retired Annuitant:
  - **Yes**: They are a retired annuitant.
  - **No**: They are not a retired annuitant.
- **Payroll Past Due**: The member has payroll that has not been reported that is past due with your agency.
- **Last Name**: The member’s full last name as it appears in myCalPERS.
- **SSN**: The member’s full nine-digit Social Security number.
- **Participant CalPERS ID**: The member’s full 10-digit CalPERS ID.
- **Payroll Schedule Type**: Options are based upon your agency’s payroll schedule(s).
- **Fiscal Year**: Fiscal years that members are missing payroll under your agency.
- **Earned Period**: Earned periods that members are missing payroll under your agency.
- **From/To Dates**: Captures the missing payroll for a specific date range.
**Scenario 1: Delete an Appointment**

**System Logic**
You are unable to delete an appointment that has payroll and/or health benefits attached. Contact CalPERS for additional assistance.

**Step Actions**

**Step 1** Select the **Reporting** global navigation tab.

**Step 2** Select the **Retirement Appointment Reconciliation** local navigation link.

**Step 3** In the Participants With Unposted Payroll section, select the check box for the employee(s) that has an appointment you need to delete.

**Step 4** Select the **Maintain Enrollment** button.

**Step 5** Select the Delete Appointment button.

**Step 6** Select the **Save & Go to Next** button if needed.

**Step 7** Did you select more than one check box?

| Yes: | Return to step 5. |
| No: | You have completed this scenario. |
Scenario 2: Process a Permanent Separation

System Logic
The permanent separation date must be entered as at least one day after the last day at your agency, even if the date falls on a weekend or a holiday.

Step Actions

Step 1  Select the **Reporting** global navigation tab.

Step 2  Select the **Retirement Appointment Reconciliation** local navigation link.

Step 3  In the Participants With Unposted Payroll section, select the check box for the employee(s) that has an appointment you need to permanently separate.

Step 4  Select the **Maintain Enrollment** button.

Step 5  Complete the Appointment Event Details section.

Step 6  Select the **Save & Go to Next** button if needed.

Step 7  Did you select more than one check box?

   **Yes:** Return to step 5.

   **No:** You have completed this scenario.
Scenario 3: Process a Leave of Absence

System Logic

- The Begin Leave date is entered as at least one day after the last day at your agency, even if it is a weekend or holiday.
- The End Leave date is entered as the date the employee returns to work.

Step Actions

Step 1 Select the **Reporting** global navigation tab.

Step 2 Select the **Retirement Appointment Reconciliation** local navigation link.

Step 3 In the Participants With Unposted Payroll section, select the check box for the employee(s) that has an appointment you need to place on a leave of absence.

Step 4 Select the **Maintain Enrollment** button.

Step 5 Complete the Appointment Event Details section.

Step 6 Select the **Save & Go to Next** button if needed.

Step 7 Did you select more than one check box?

**Yes:** Return to step 5.

**No:** You have completed this scenario.
CalPERS Resources

Obtain more information by visiting the CalPERS website at www.calpers.ca.gov.

- **myCalPERS Student Guides & Resources**
  Pathway: CalPERS website > Employers > I Want To...: Find myCalPERS Student Guides & Resources

- **Online Classes for Employers (PDF)**
  Pathway: CalPERS website > Employers > I Want To...: Find myCalPERS Student Guides > Online Classes for Employers

- **Employer Education Schedule (PDF)**
  Pathway: CalPERS website > Employers > I Want To...: Find myCalPERS Student Guides > Employer Education Schedule (PDF)

- **myCalPERS Technical Requirements**
  Pathway: CalPERS website > Employers > myCalPERS Technical Requirements

- **Public Agency & Schools Reference Guide (PDF)**

- **Circular Letters - CalPERS**
  Pathway: CalPERS website > Employers > Policies & Procedures > Circular Letters

- **Public Employees' Retirement Law (PERL)**
  Pathway: CalPERS website > About > Laws, Legislation & Regulations > Public Employees’ Retirement Law (PERL)

- **myCalPERS Employer Reports (Cognos) Catalog**
  Pathway: CalPERS website > Employers > myCalPERS Technical Requirements > myCalPERS Employer Reports (Cognos) Catalog

  - Benefit Recipients by Employer Report (PDF)
  - Business Partner On Leave Report (PDF)
  - CalPERS ID and Appointment ID Report (PDF)
  - Confirmation of No Payroll Contributions Reportable Report (PDF)
  - Participant Appointment Details Report (PDF)
  - Participant Enrollment History Report (PDF)
  - Participant Pension Enrollment Data Report (PDF)
  - Participant Undeliverable Address Report (PDF)
  - Retired Annuitant Hours Worked Report (PDF)
  - Retirement Appointment Reconciliation Report (PDF)
  - Separated Retirement Reconciliation Appointments Report (PDF)
CalPERS Contacts

Email
- To contact the Employer Education Team for questions and requests, email CalPERS_Employer_Communications@CalPERS.CA.GOV.
- To contact the Employer Account Management Division for questions related to Retirement Appointment Reconciliation, email EmployerTechnicalSupport@CalPERS.CA.GOV.
- To contact the Employer Account Management Division for questions about membership, email Membership_Reporting@CalPERS.CA.GOV.
- To contact the Employer Response Team for assistance with your most critical, complex, or time-sensitive issues, email ERT@CalPERS.CA.GOV.

Phone or Fax
You can reach CalPERS at 888 CalPERS (or 888-225-7377), Monday through Friday, 8:00 a.m. to 5:00 p.m., except on state holidays.
- TTY: (877) 249-7442 (This number does not accept voice calls)
- CalPERS centralized fax number: (800) 959-6545
- Employer Response Team phone number: (800) 253-4594

Submit Inquiry
You can send secure messages through myCalPERS. Expand the Common Tasks left side navigation; select the Submit Inquiry link to submit a question or request.