my|CalPERS Direct Authorization Vendor

User Guide

November 2011

Contents

my|CalPERS Login, Demographics and Profile Maintenance for Direct Authorization Vendors 1
Part 1: my|CalPERS Login 1
Log in to my|CalPERS 1
Log in to my|CalPERS after initial log in 8
Part 2: Update Business Partner Demographics 12
Business Partner Demographics 12
Update a business partner's address and communication information 12
Update Business Partner Demographics 18
Part 3: Business Partner Profile Maintenance 21
Business Partner Profile Maintenance 21
Establish a business partner contact 21
Business Partner Contact Roles 36
Modify business partner contact roles 36
Unlock a business partner contact account (SAA Only) 44
Reset a business partner contact's password (SAA Only) 50
my|CalPERS Agreement Administration and Deduction Processing for Direct Authorization Vendors 57
Part 1: Direct Authorization Agreement Administration 57
Setup a New Direct Authorization Agreement 57
Sign the Hold Harmless agreement 67
Manage Relationship with a Third Party Administrator 74
Add a third party administrator to an existing agreement 74
Replace the third party administrator for an existing agreement 82
Remove a third party administrator from an existing agreement 92
Carrier "Rollover" Terminate Agreement Scenario 98
Terminate an Agreement 104
Part 2: Direct Authorization Agreement Deduction Processing 112
Processing Deductions 112
Add a new deduction 112
Search for deduction records 120
Update deduction amount 124
Delete a deduction 130

Perform a Global Rate Change 135
Deductions Request File Submission..... 142
Submit a Deductions Request file using file upload..... 142
Manage Deductions Request File Errors 149
Review deduction records in staging area 149
Correct deduction record errors 153
Delete a deduction record or report 164
my|CalPERS Reports for Direct Authorization Vendors..... 171
Part 1: Configuring Internet Explorer..... 171
Setup Internet options 171
Part 2: Generating Reports in my|CalPERS..... 177
Generating the Calpers ID SSN Report 180
Generating the Deduction Register Report..... 182

my|CalPERS Login, Demographics and Profile Maintenance for Direct Authorization Vendors

Part 1: my|CalPERS Login

Log in to my|CalPERS

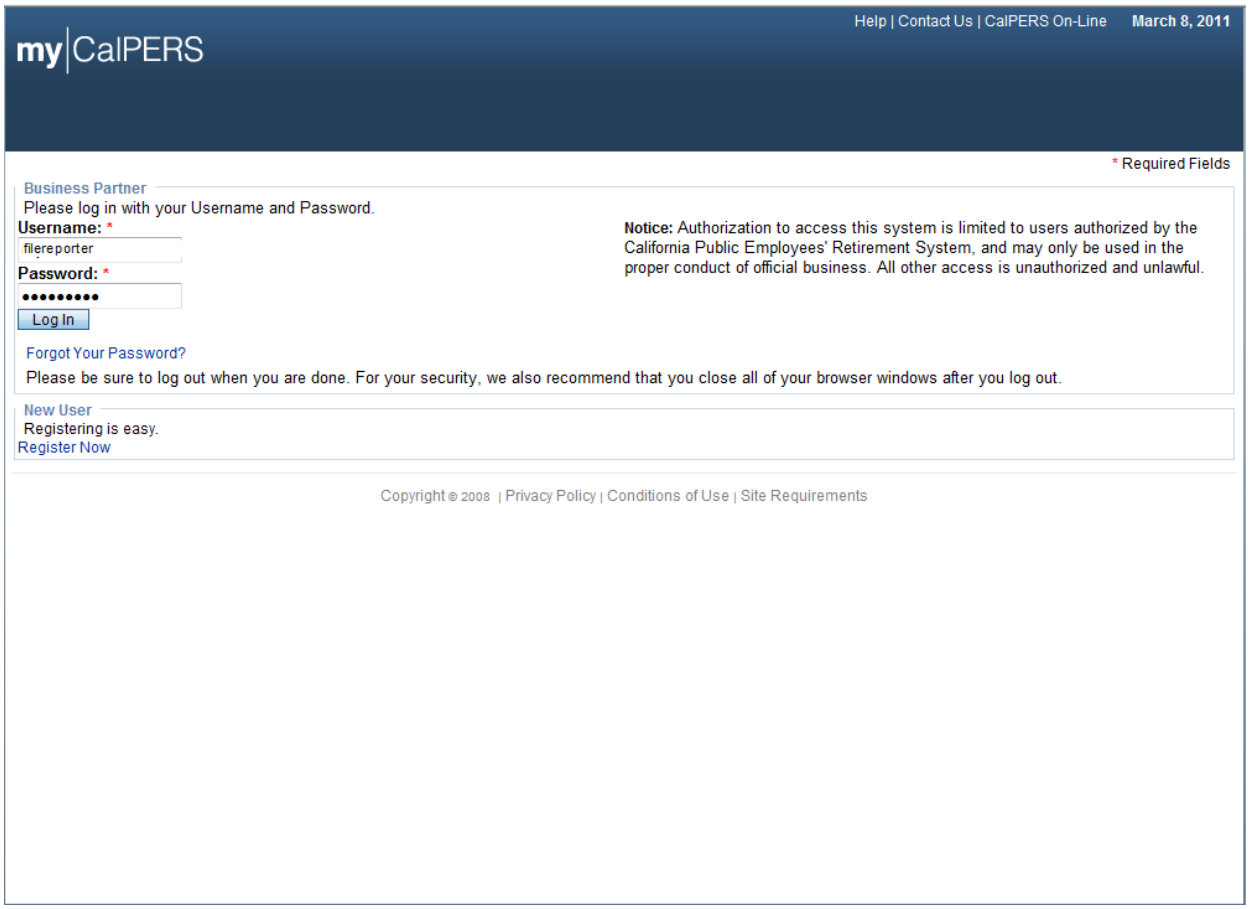
Log in to my|CalPERS for the first time with a temporary password assigned by your organization's system access administrator

Your organization's system access administrator will need to assign a username and system access roles before a system user can log in to my|CalPERS. my|CalPERS will generate a temporary password that will need to be documented and provided to the user by the system access administrator (this process is covered in the Establish a Business Partner Contact and the Assign and Modify Business Partner Contact Roles activities later in this user guide).

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.

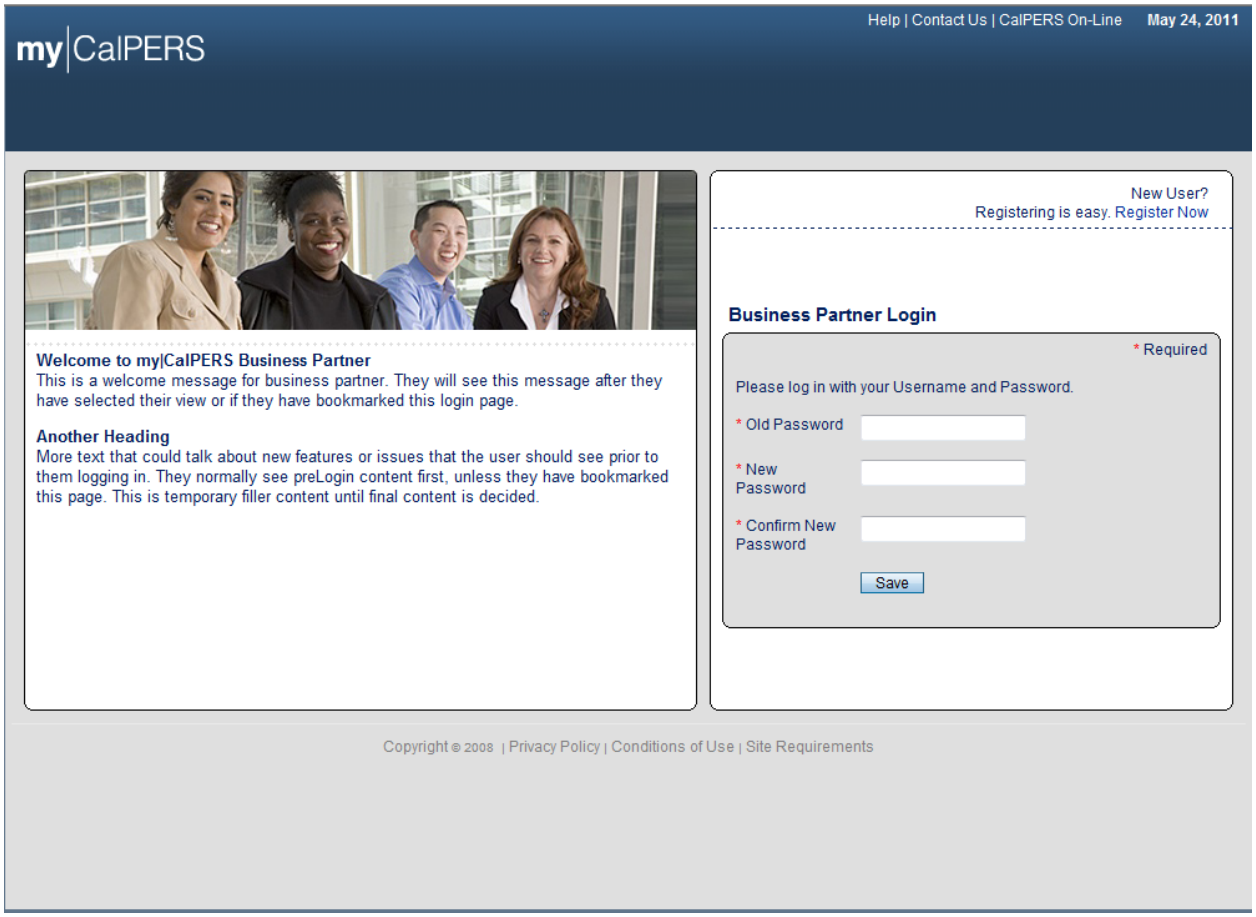
Select the **Business Partner** radio button and then the **Continue** button.

The my|CalPERS *Business Partner Login* page displays.



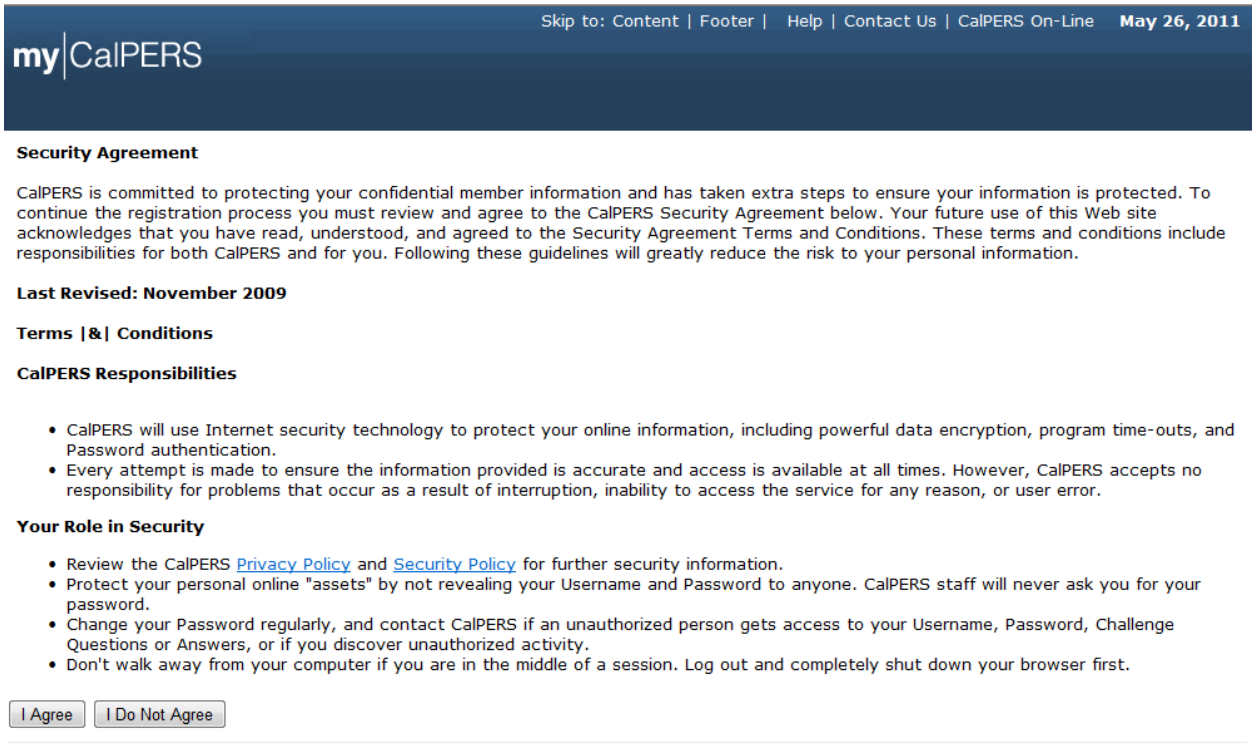
Enter your assigned username in the **Username** field and the temporary password provided by your organization's system access administrator in the **Password** field and then select the **Log In** button.

The my|CalPERS **Business Partner Login** page refreshes.



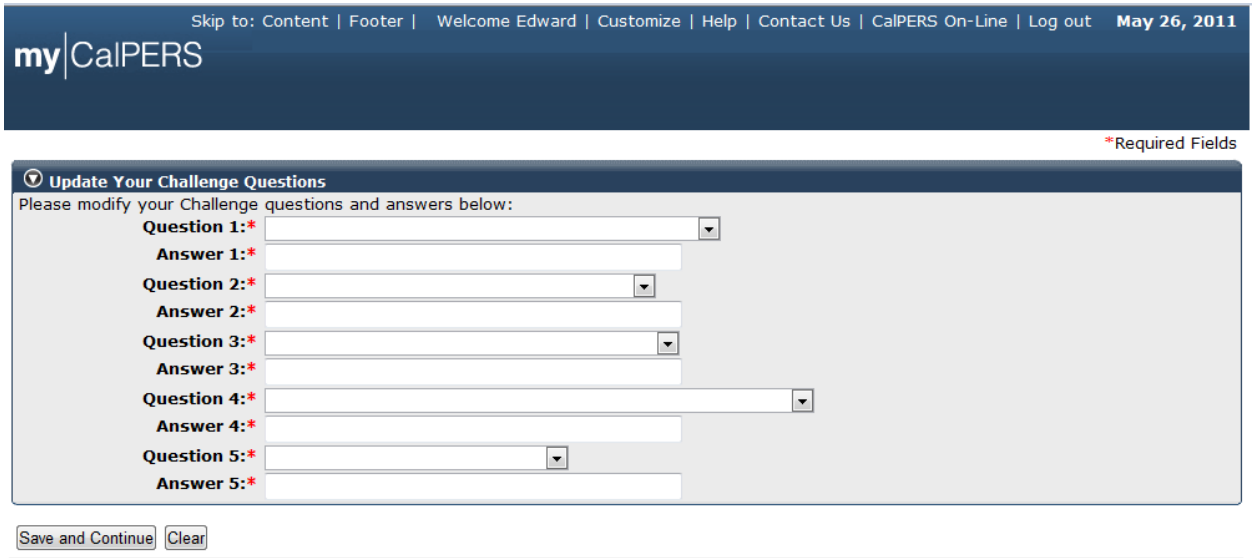
You will need to establish your new password. Enter the temporary password in the **Old Password** field and your new password in the **New Password** and **Confirm New Password** fields and then select the **Save** button.

The my|CalPERS *Security Agreement* page displays.



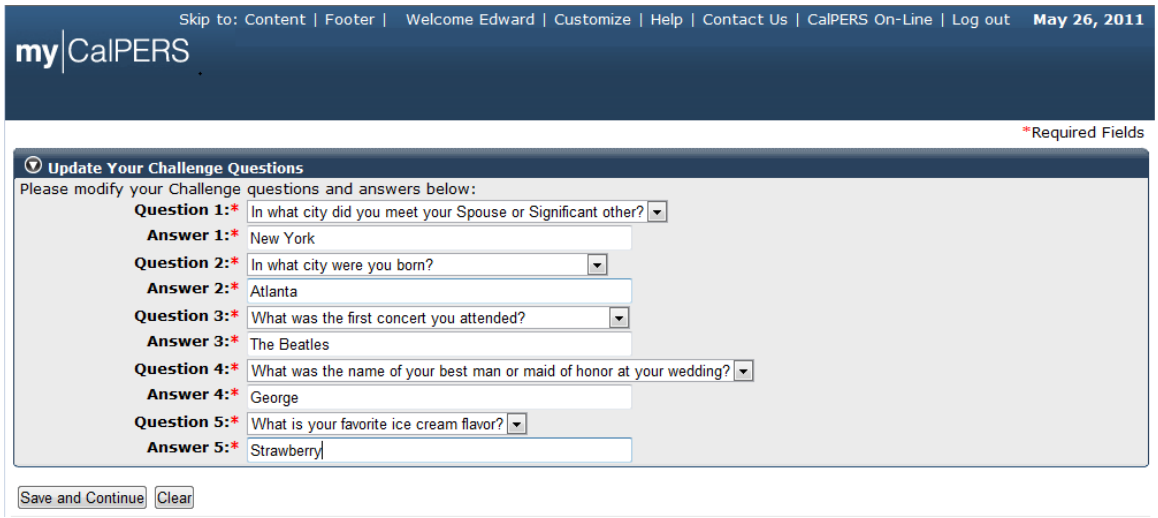
Read the security agreement and then select the **I Agree** button.

You will be prompted to set up responses to five security questions in case you forget your password. By providing the correct answers to the selected security questions, you will be able to reset your password in the future.

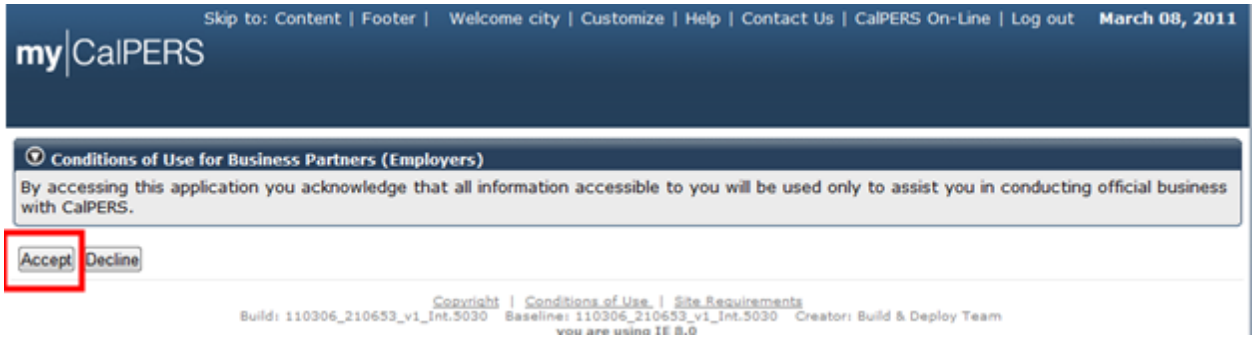


Select a question from each dropdown and provide a response that you will recall at a future date. Select the **Save and Continue** button.

Here is an example of five selected challenge questions and answers:



The *Conditions of Use for Business Partners (Employers)* page displays.

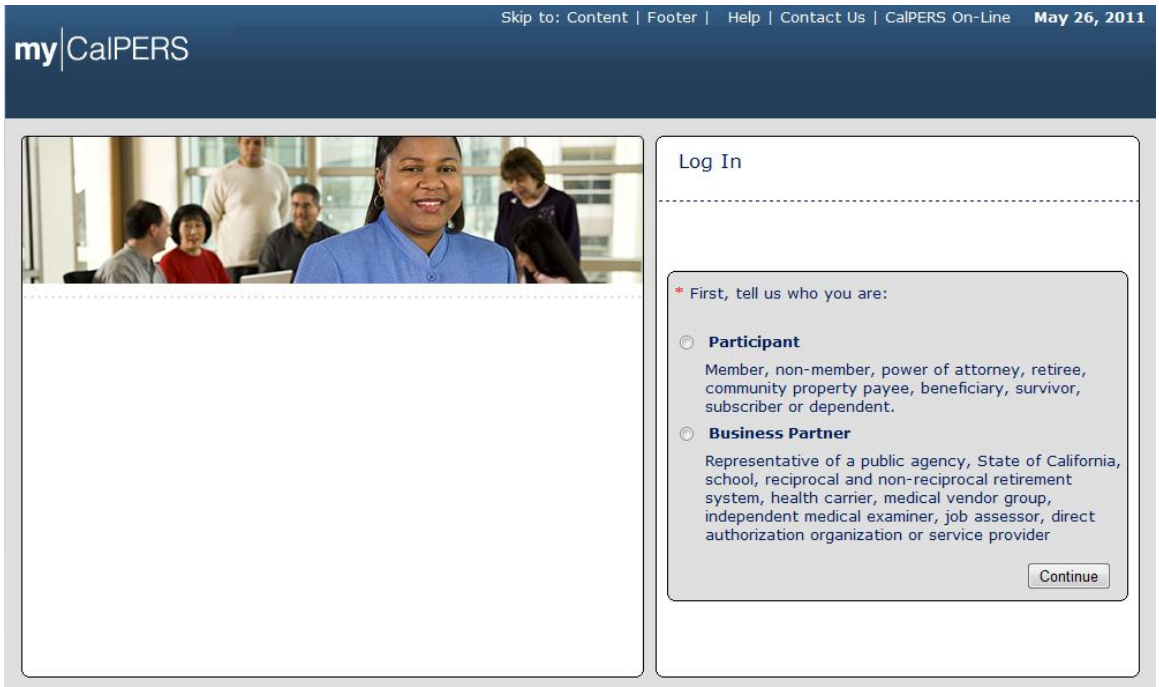


Read the my|CalPERS conditions of use and then select the **Accept** button to acknowledge the condition that the user is accessing the system for official business. Please note that the data within my|CalPERS is confidential and should be treated accordingly.

The my|CalPERS *Home* page displays.

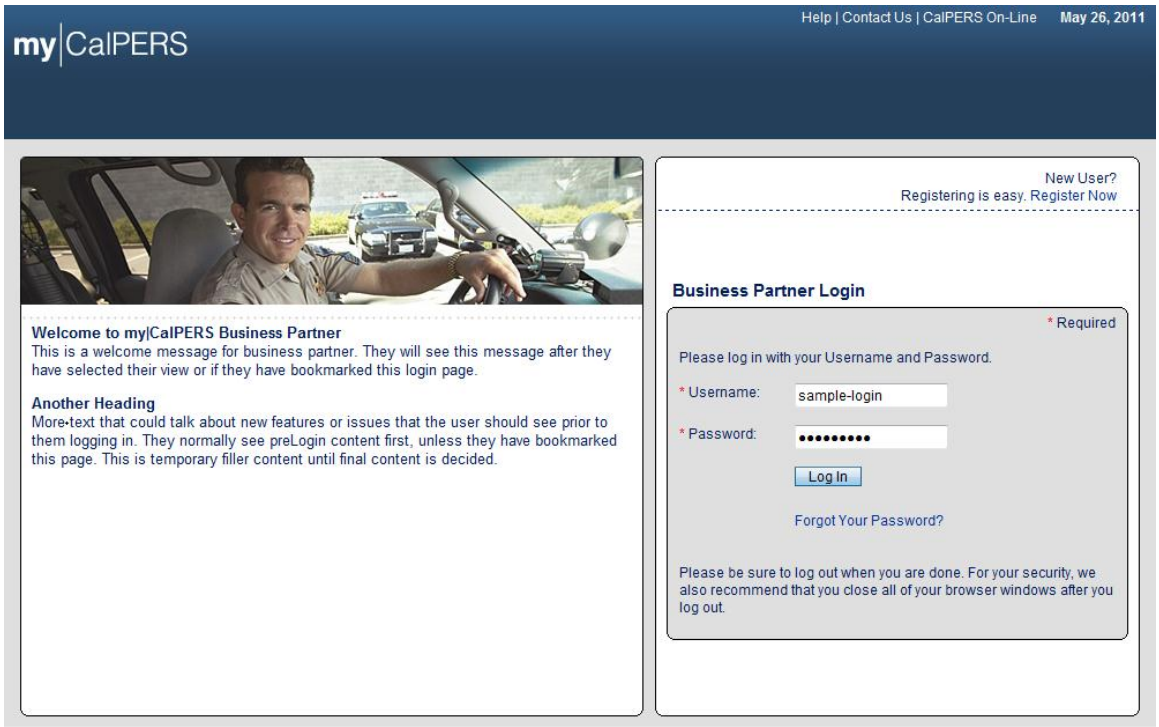
Log in to my|CalPERS after initial log in

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



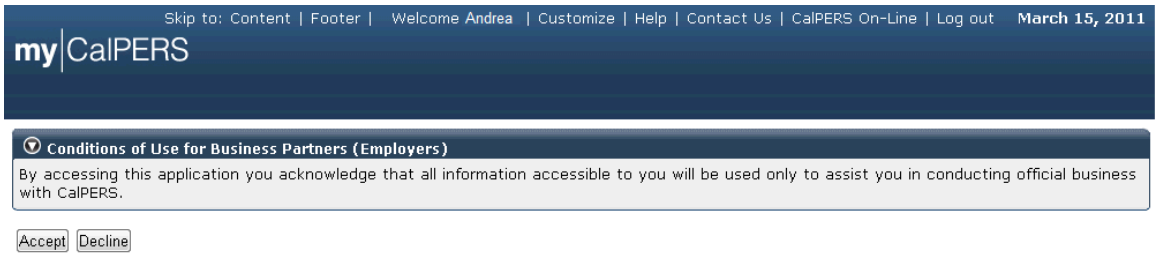
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

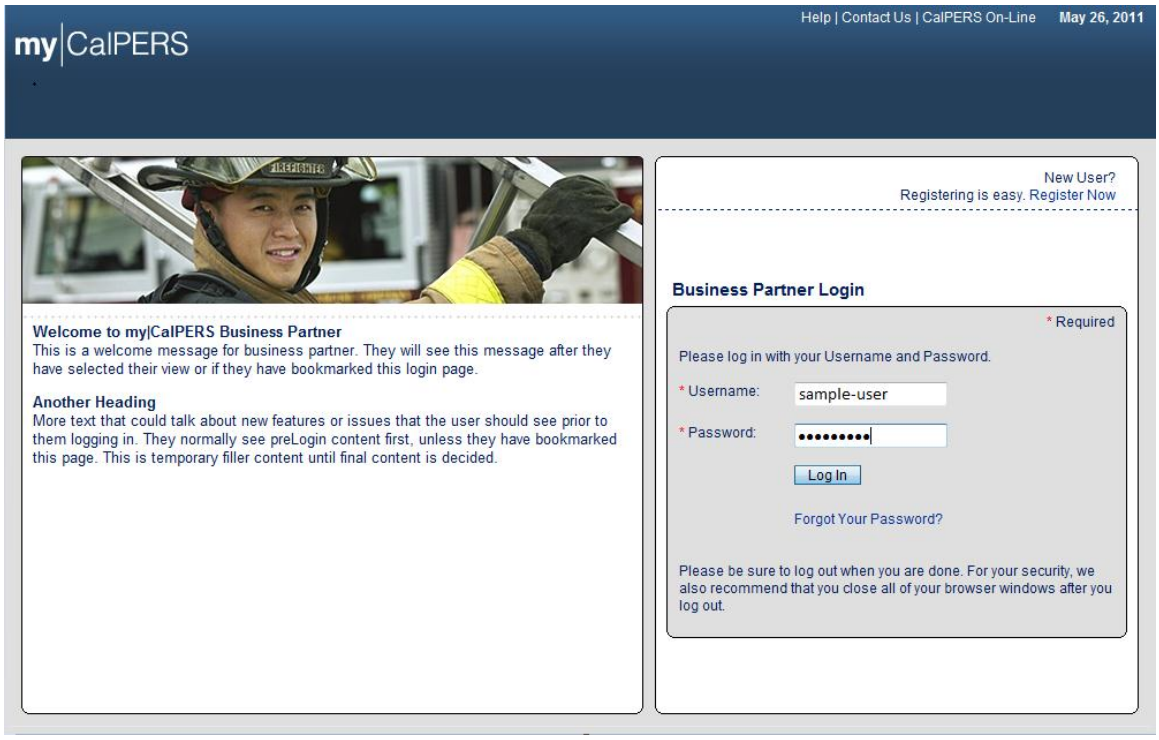
The *Conditions of Use for Business Partners (Employers)* page displays.



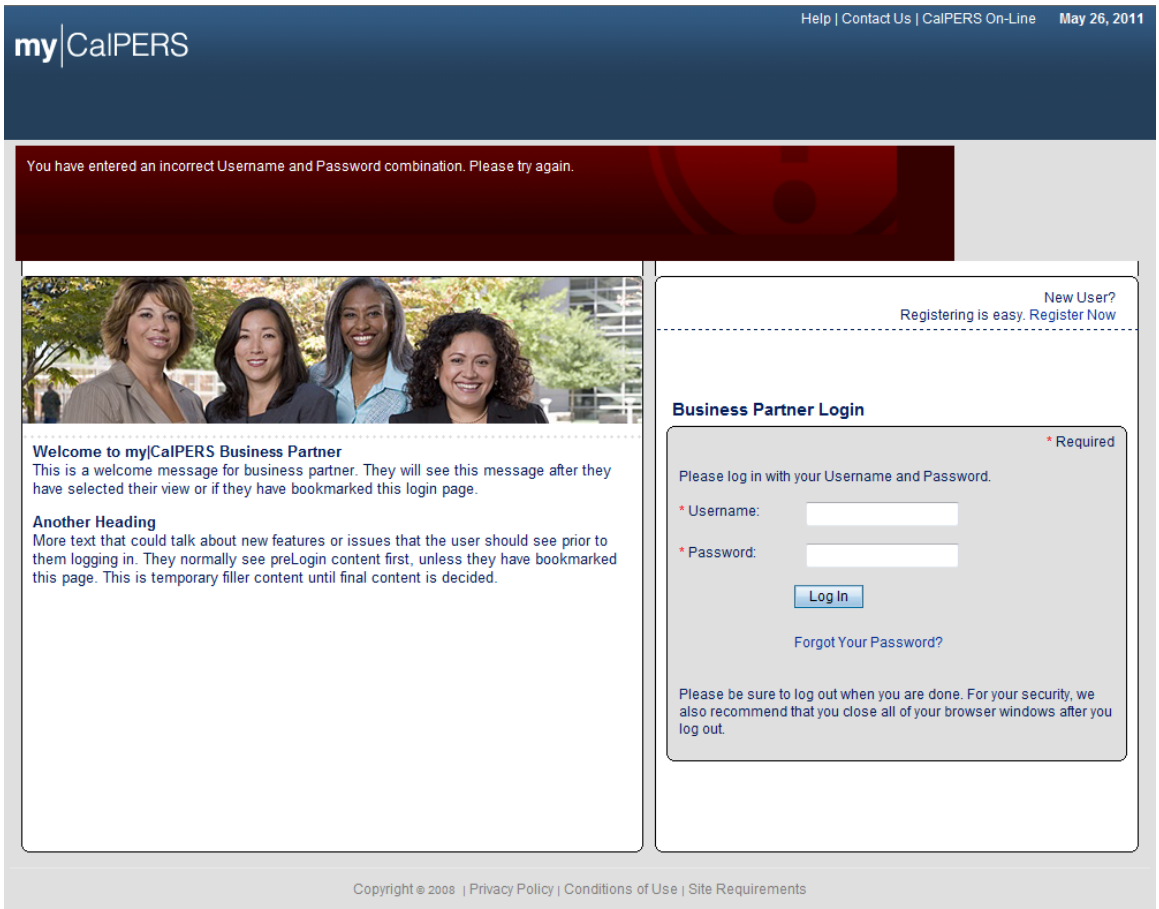
Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

This scenario illustrates the error message displayed if an incorrect username and/or password are entered:



Enter your username and password and then select the **Log In** button.



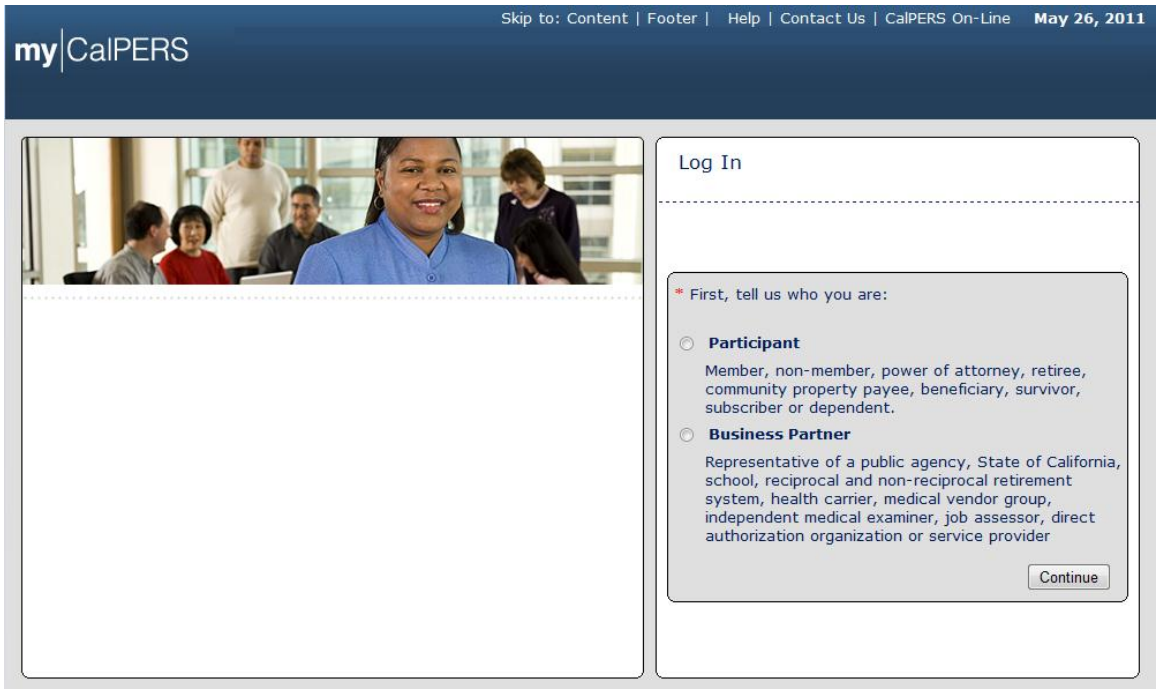
If you enter an incorrect username and/or password, the error message “You have entered an incorrect Username and Password combination. Please try again” will display on the my|CalPERS *Business Partner Login* page.

Part 2: Update Business Partner Demographics

Business Partner Demographics

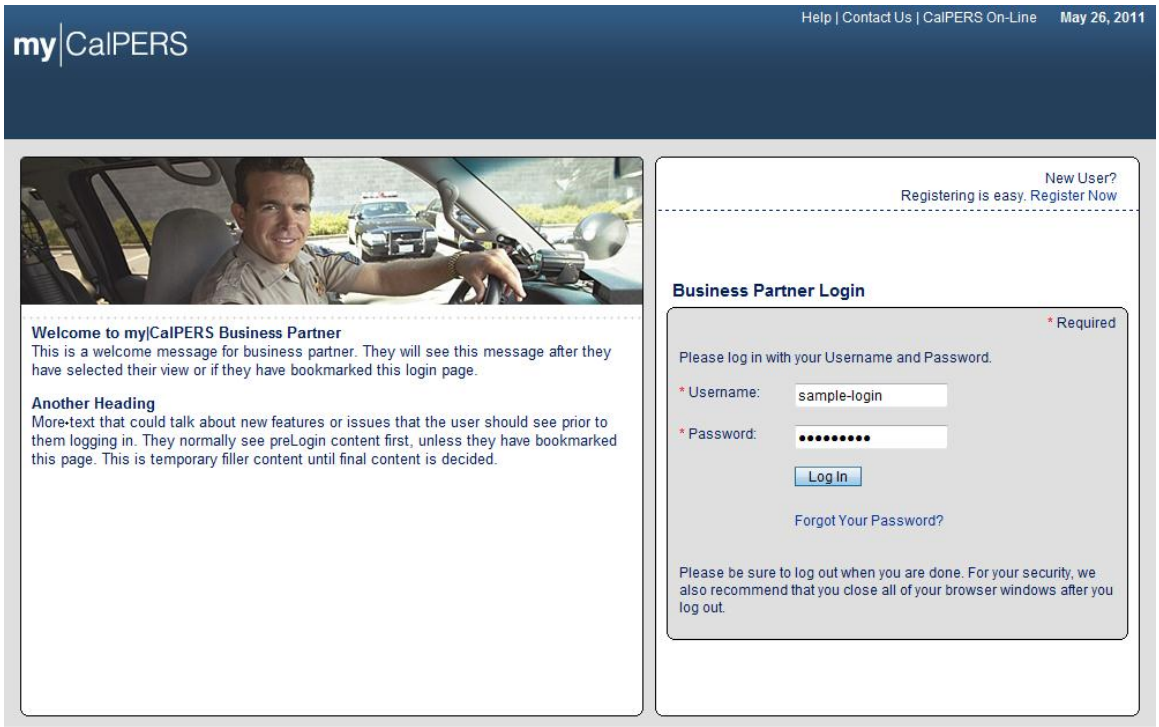
Update a business partner's address and communication information

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



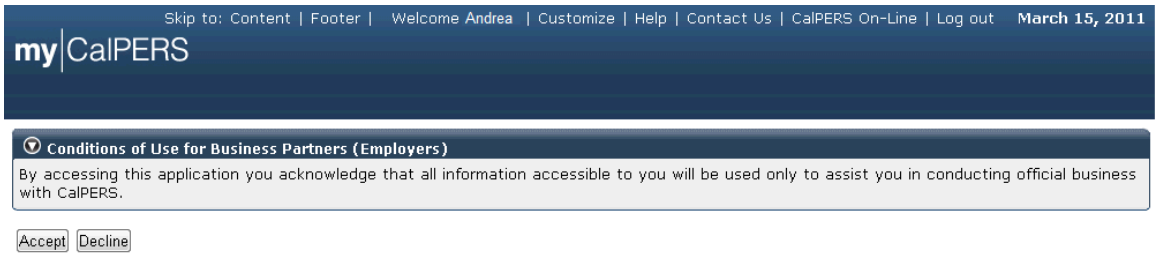
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

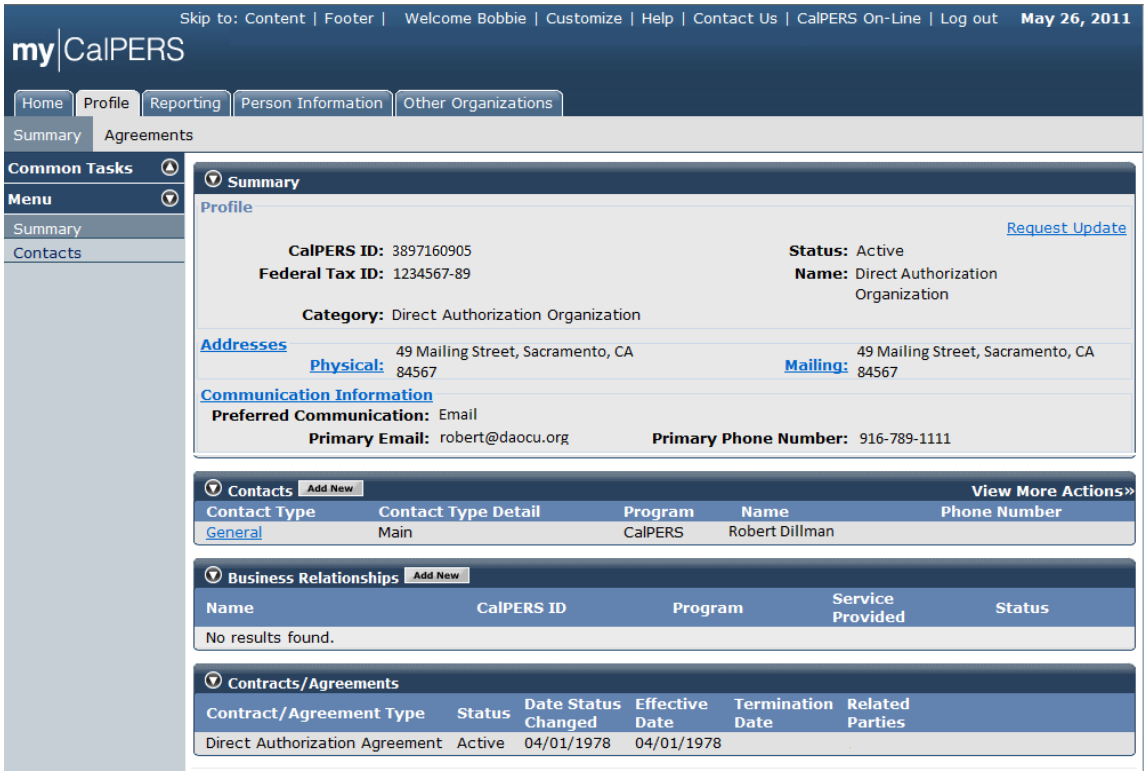


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

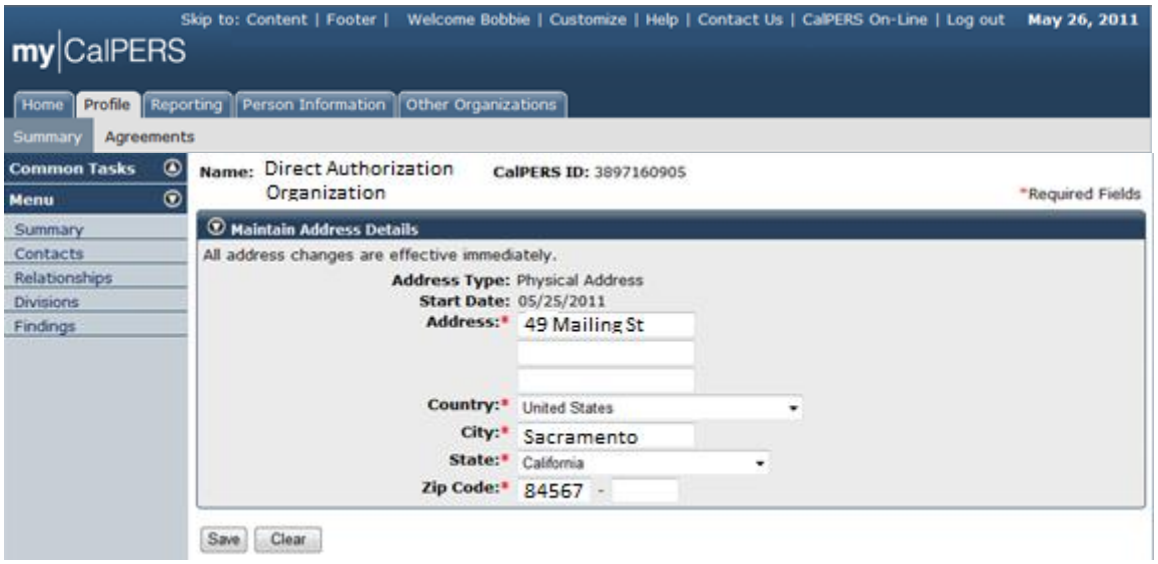
Select the **Profile** global navigation tab.

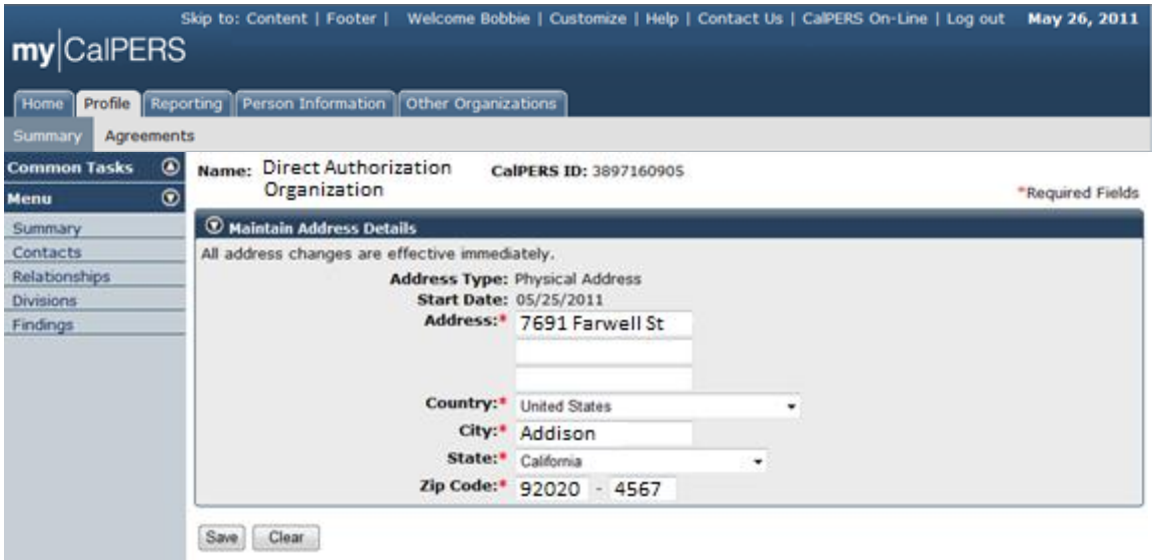
The *Business Partner Profile Summary* page displays.



Select the **Physical** link in the Addresses area within the Summary section.

The current physical address (”49 Mailing Street, Sacramento, CA 84567” in this example) displays within the Maintain Address Details section.

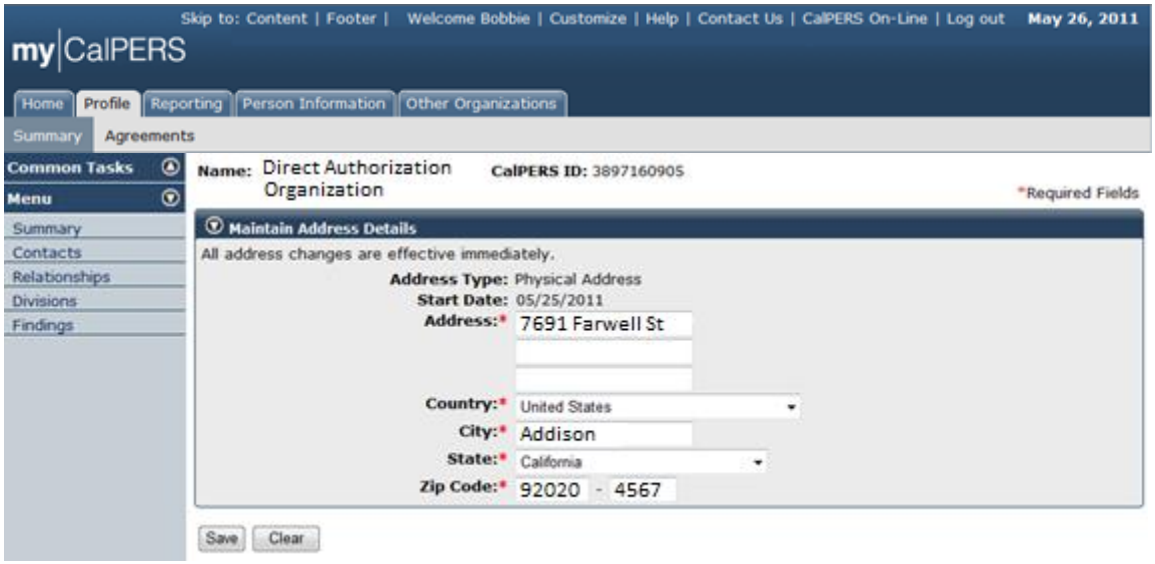




Enter the revised address information in the Maintain Address Details section. In this example, we entered ”7691Farwell St, Addison, CA 92020-4567”. Select the **Save** button.

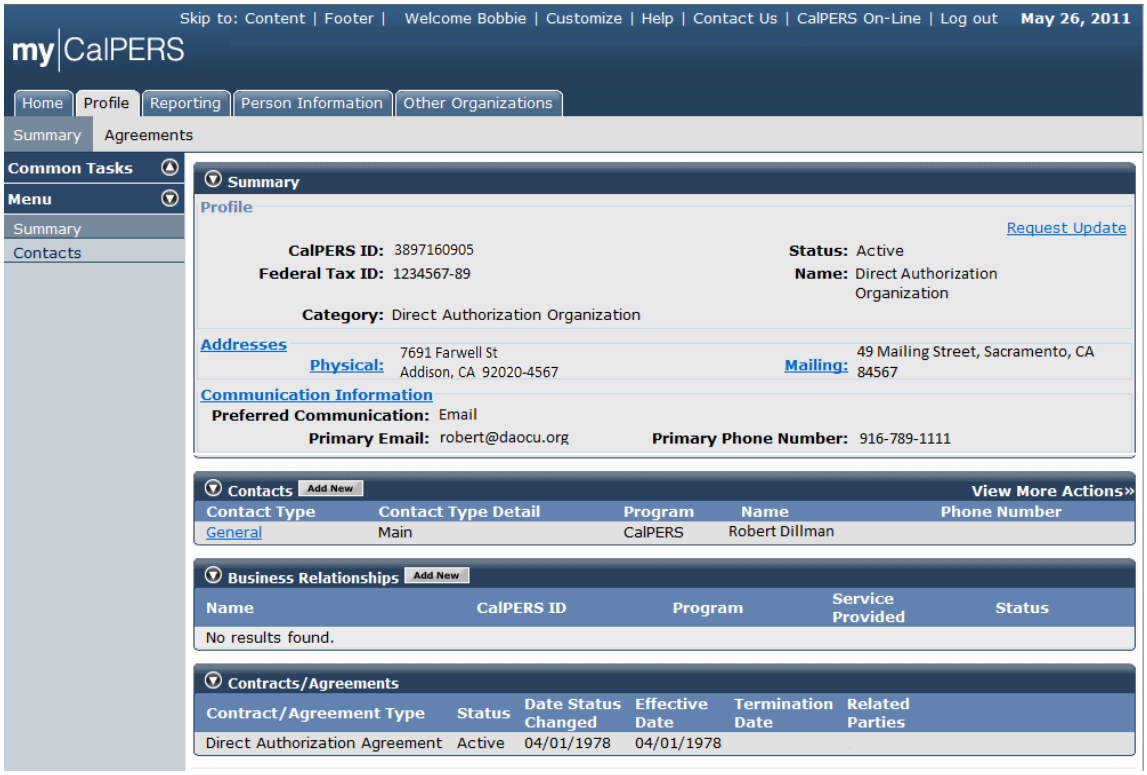
The *Confirm Address* page displays. my|CalPERS searches for matching U.S. postal records. Select either the **Entered Address** or the **U.S. Postal Service Matches** radio button next to the correct physical mailing address and then select the **Confirm** button.

The confirmed physical address displays in the Maintain Address Details section.

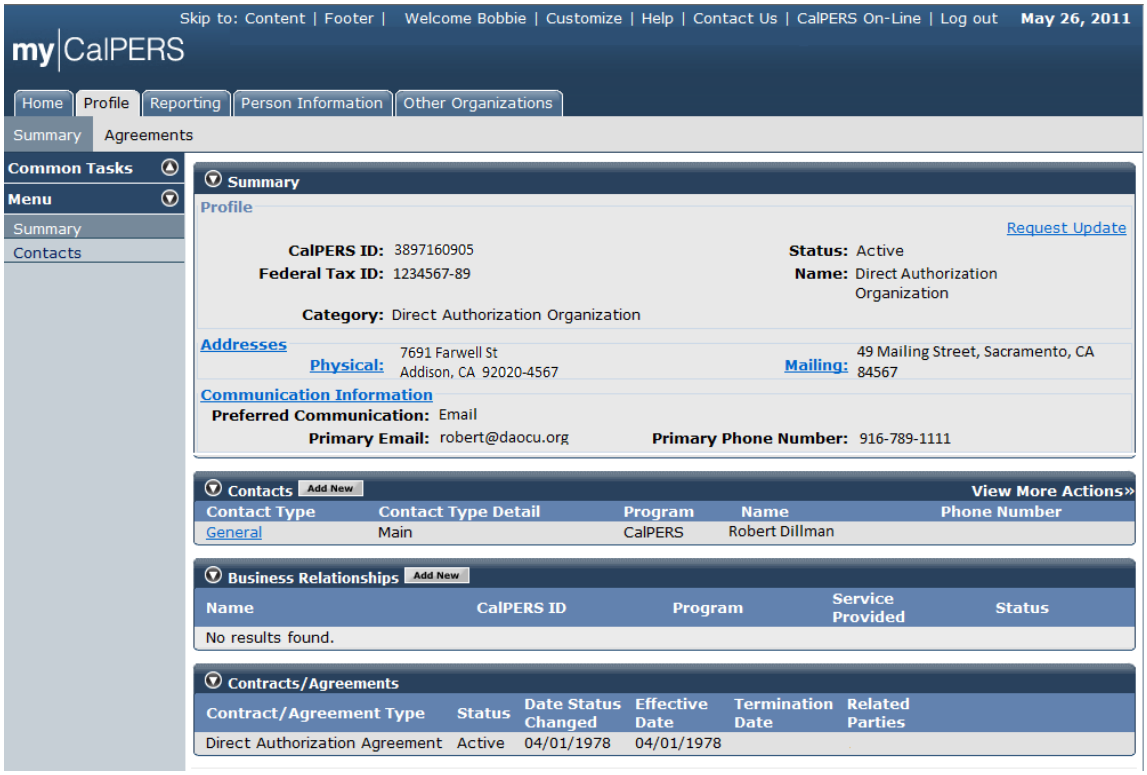


If the revised physical address is displayed correctly, select the **Save** button.

The updated physical address is displayed in the Addresses area of the Summary section. Note that the process is the same for updating a mailing address.

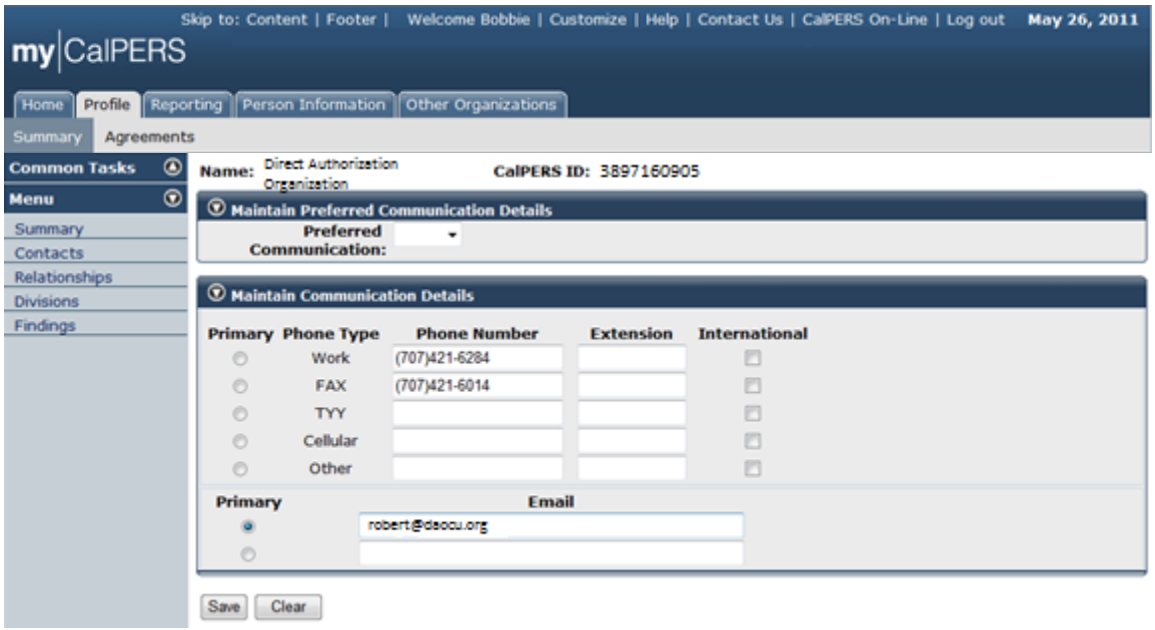


Update Business Partner Demographics

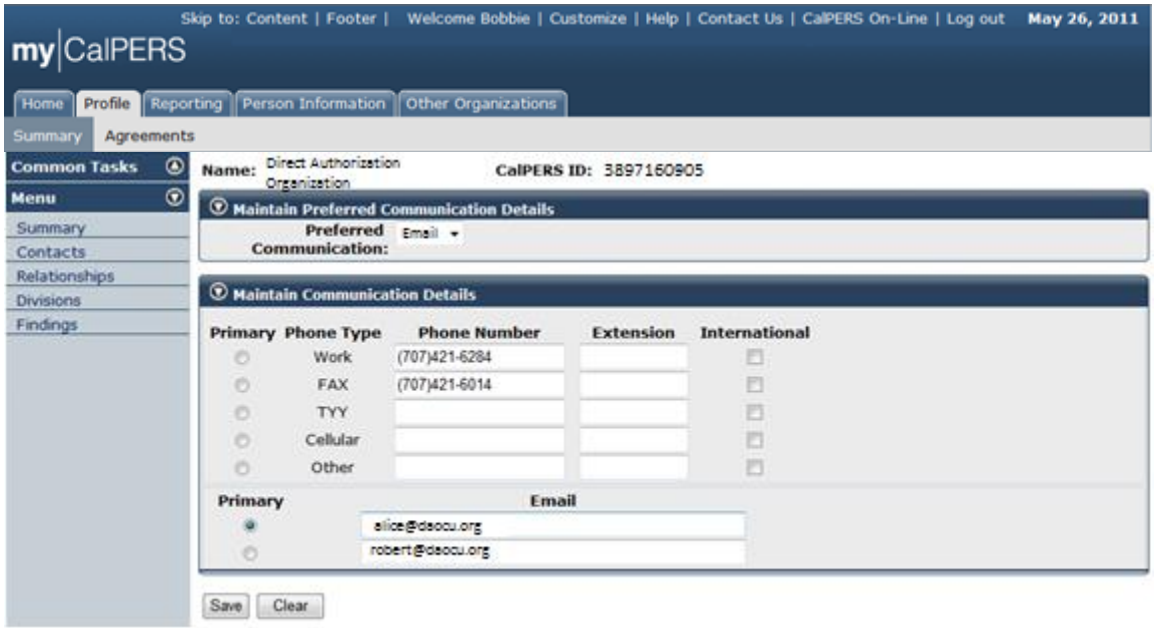


Similar to the address update process, select the **Communication Information** link within the Summary section to update your organization's contact information within my|CalPERS.

Your organization's current contact information displays within the Maintain Communication Details section.



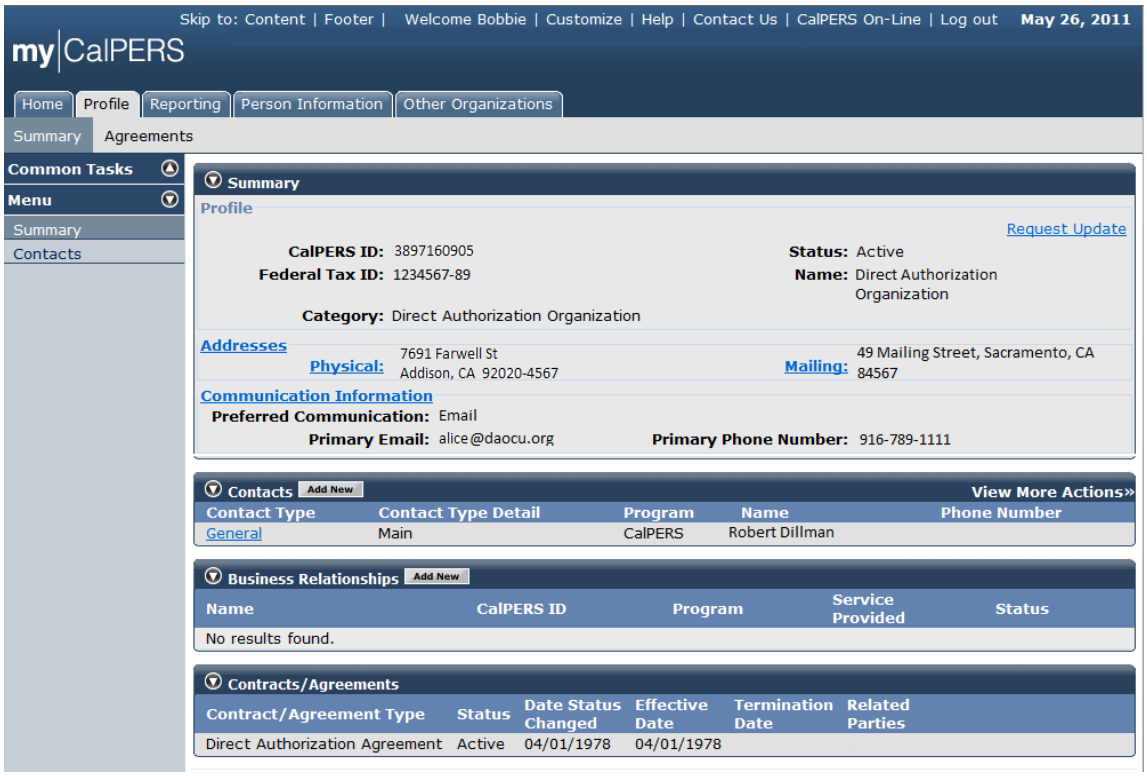
Note that you can select your organization's preferred method of communication in the Maintain Preferred Communication Details section so that CalPERS will contact your organization using your requested method of communication.



In this example, we selected "Email" from the **Preferred Communication** dropdown in the Maintain Preferred Communication Details section and entered a new primary email address ("alice@daocu.org" instead of "robert@daocu.org" in this example). Select the **Primary** radio button associated with the primary

email address. You can also update phone numbers within the Maintain Communication Details section, which we did not do in this example. Select the **Save** button.

Note that in the Communication Information area of the Summary section, the Preferred Communication now displays as “Email” and the Primary Email displays as ”alice@daocu.org”.

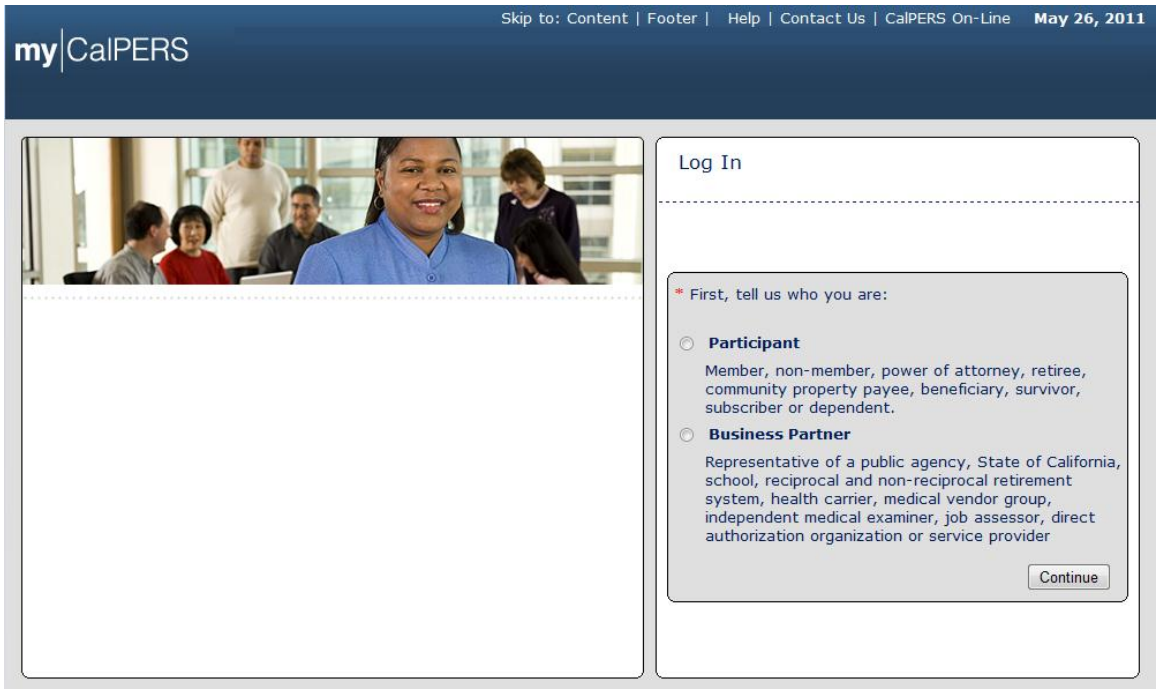


Part 3: Business Partner Profile Maintenance

Business Partner Profile Maintenance

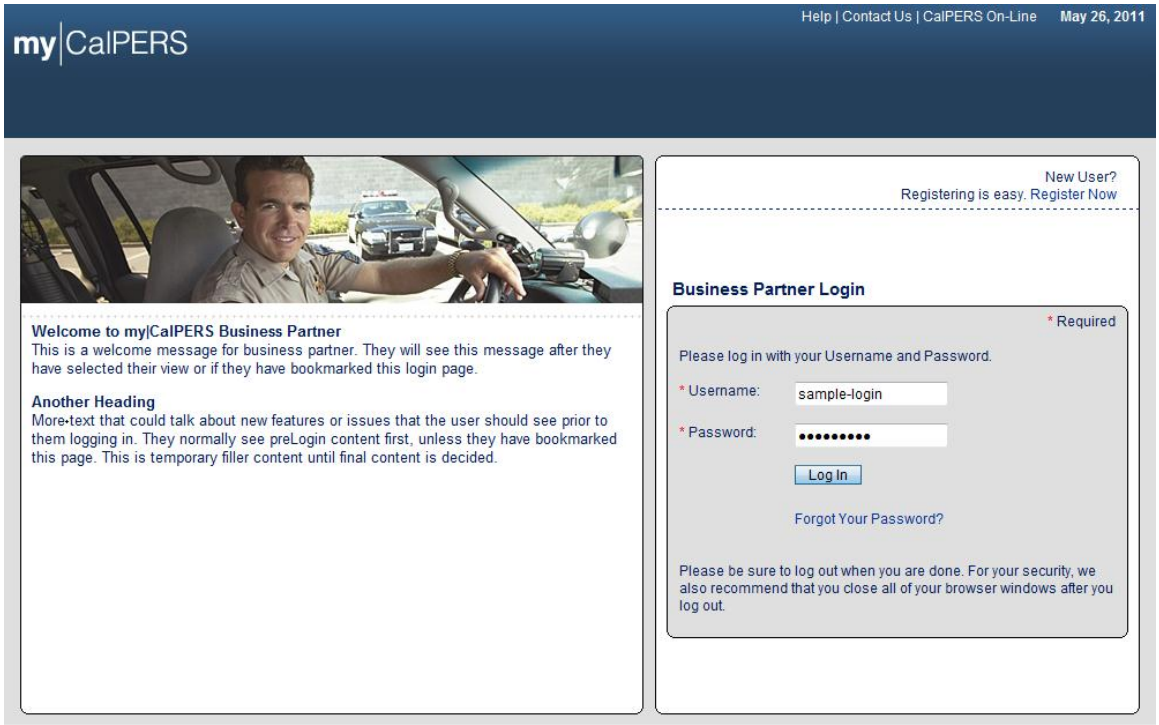
Establish a business partner contact

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



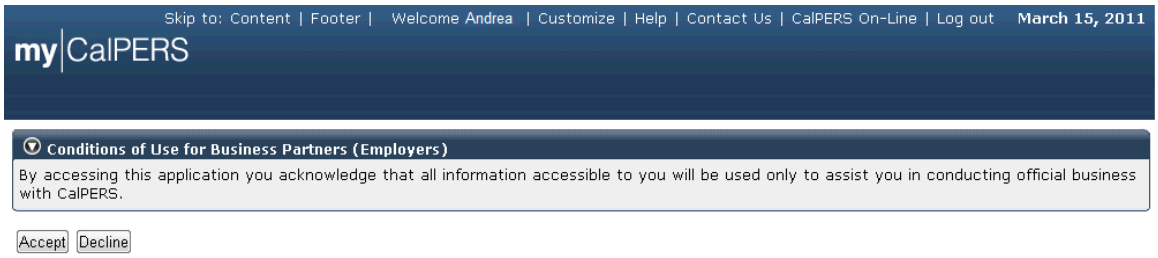
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

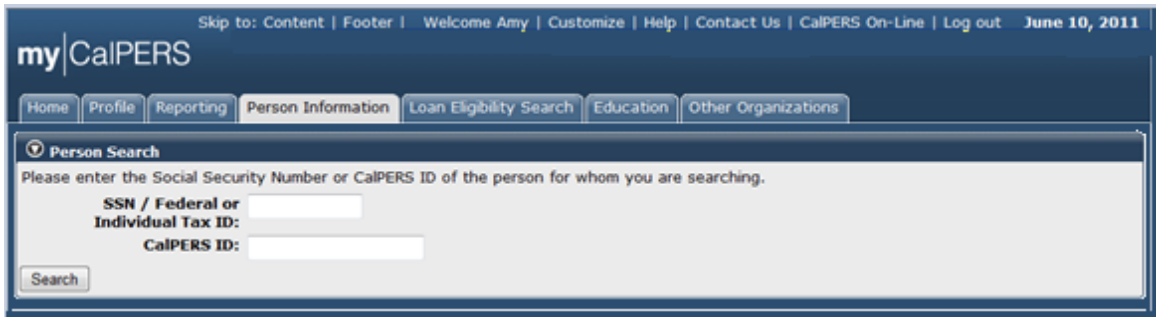


Review the conditions of use statement and select the **Accept** button.

The my|CalPERS *Home* page displays.

If your organization is a school, public agency or State agency and the contact you are adding is a CalPERS covered employee, you will add them as a contact using their CalPERS ID. You can look up the person information for the contact to retrieve this information.

Select **Person Search** from the left-side navigation and then select the **Person Information** tab.



The *Person Search* page displays. Enter the Social Security number (SSN) of the contact in the **SSN / Federal or Individual Tax ID** field and then select the **Search** button.

The *Summary* page displays. The CalPERS ID of ”Laura Tester” is displayed (”3846381465” in this example).

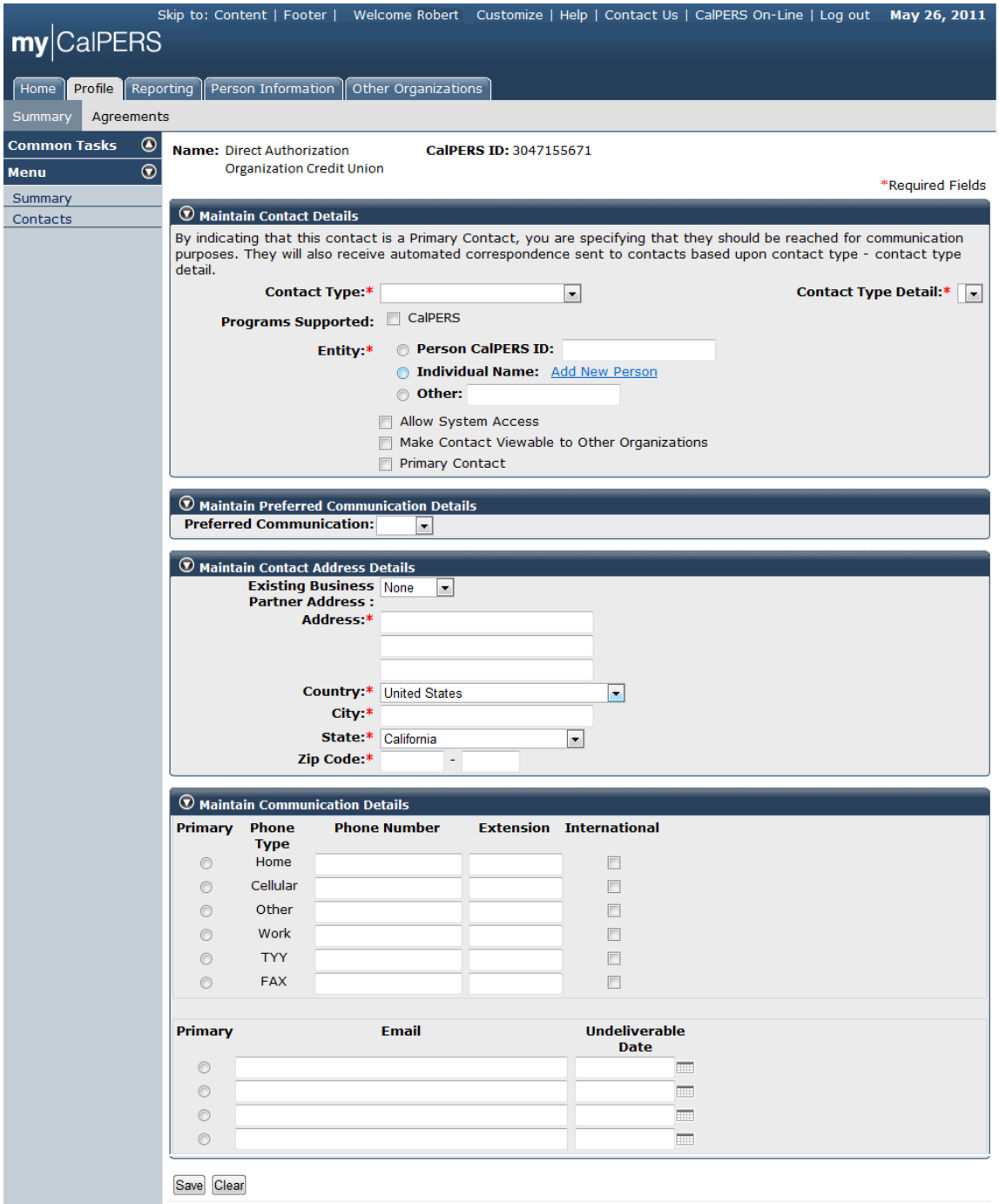
Make note of the CalPERS ID for ”Laura Tester” (”3846381465” in this example) and then select the **Profile** global navigation tab.

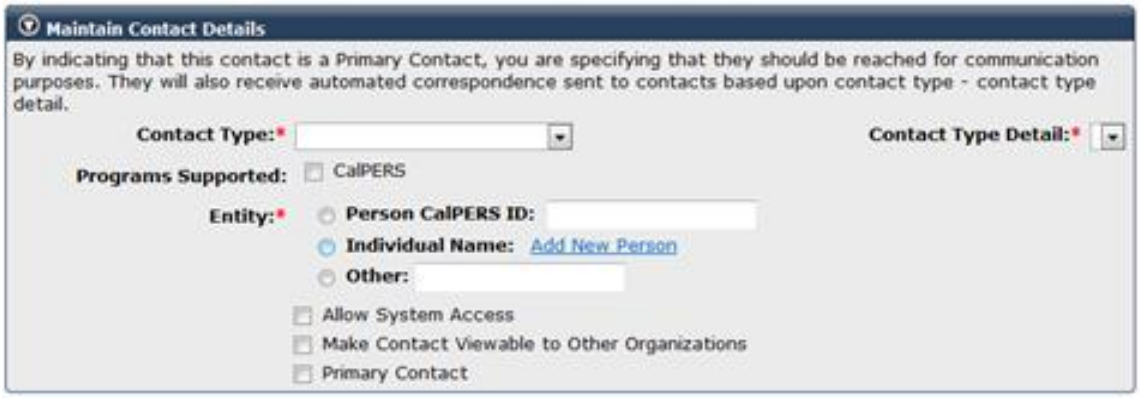
If the individual you are adding has never been a member of CalPERS, they will not have a CalPERS ID and you can add them using **Add New Person** on the *Maintain Contact Details* page. See below for detailed instructions on how to do this.

The *Business Partner Profile Summary* page displays.

Select the **Add New** button in the Contacts section title banner.

The *Maintain Contact Details* page displays. This is a view of the entire page.





Step 1: Within the Maintain Contact Details section, select the appropriate contact type from the **Contact Type** dropdown. In most cases, this will be "General".

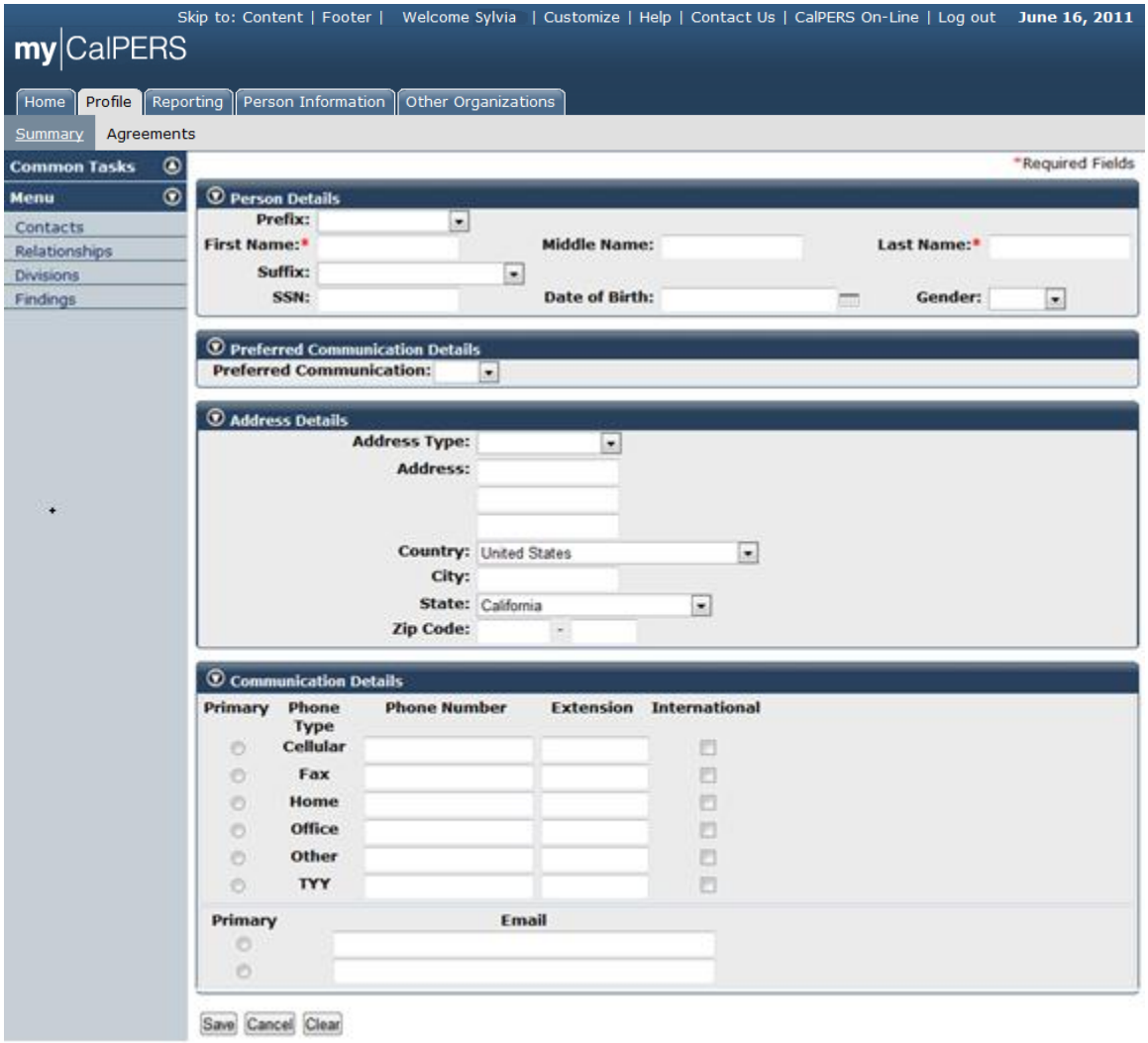
Step 2: Select the appropriate contact type detail from the **Contact Type Detail** dropdown.

Step 3: Select the appropriate checkbox(es) for **Programs Supported**.

Step 4: Select the **Person CalPERS ID Entity** radio button, and enter the CalPERS ID of the individual that you noted previously in the **Person CalPERS ID** field. Skip to **Step 7**.

Step 5: If the individual is not in my|CalPERS, select the **Individual Name Entity** radio button and then the **Add New Person** link.

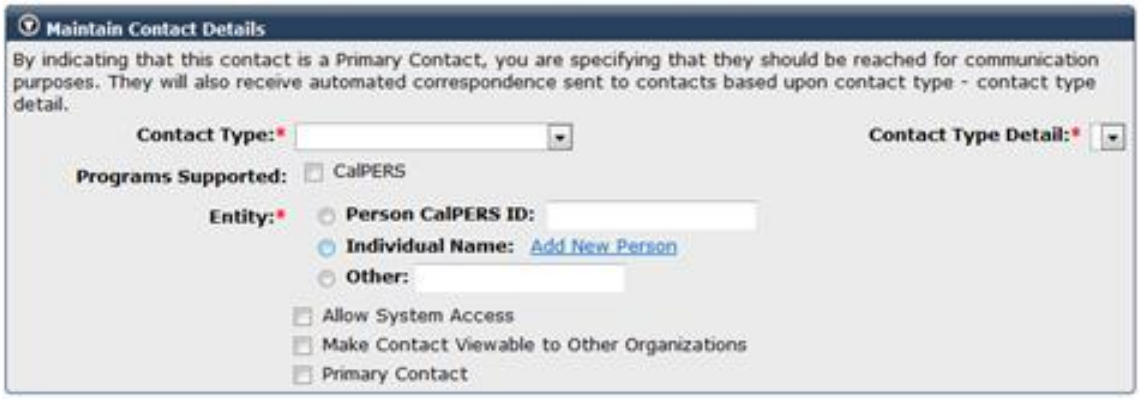
The *Person Details* page displays.



Step 6: Enter the contact information for the contact person within the Person Details section. Note that the only required fields are **First Name** and **Last Name**, as indicated by the red asterisks. Including the **SSN** and **Date of Birth** will ensure that the contact is matched with their existing CalPERS ID if they have one. You will want to enter as much contact information as you have available, and then select the **Save** button**.**

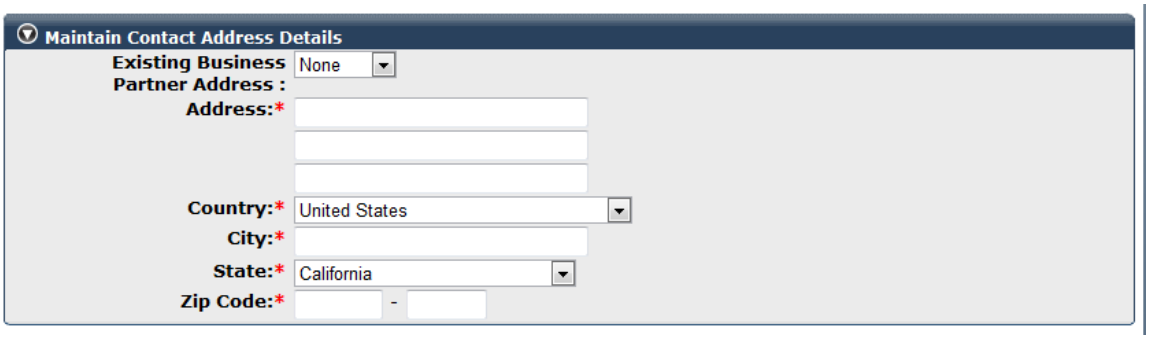
Note that if you have the contact person's Social Security number and date of birth, you can enter them in the **SSN** and **Date of Birth** fields, and after selecting the **Save** button, my|CalPERS will match the entered information to information already in the system, to prevent duplication of individual participant records. If information is not already in the system, then my|CalPERS will save the entered contact information and assign a new Participant CalPERS ID.

Step 7: The *Contact Details* page displays.



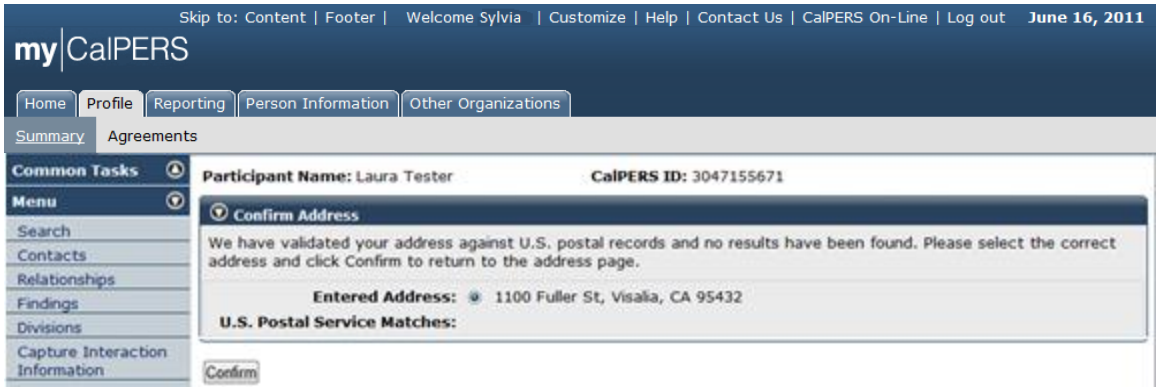
Step 8: Select the **Allow System Access** checkbox. If appropriate for this contact person, select the **Make Contact Viewable to Other Organizations** and/or the **Primary Contact** checkbox(es).

Step 9: Select the preferred method of communication from the **Preferred Communication** dropdown within the Maintain Preferred Communication Details section.

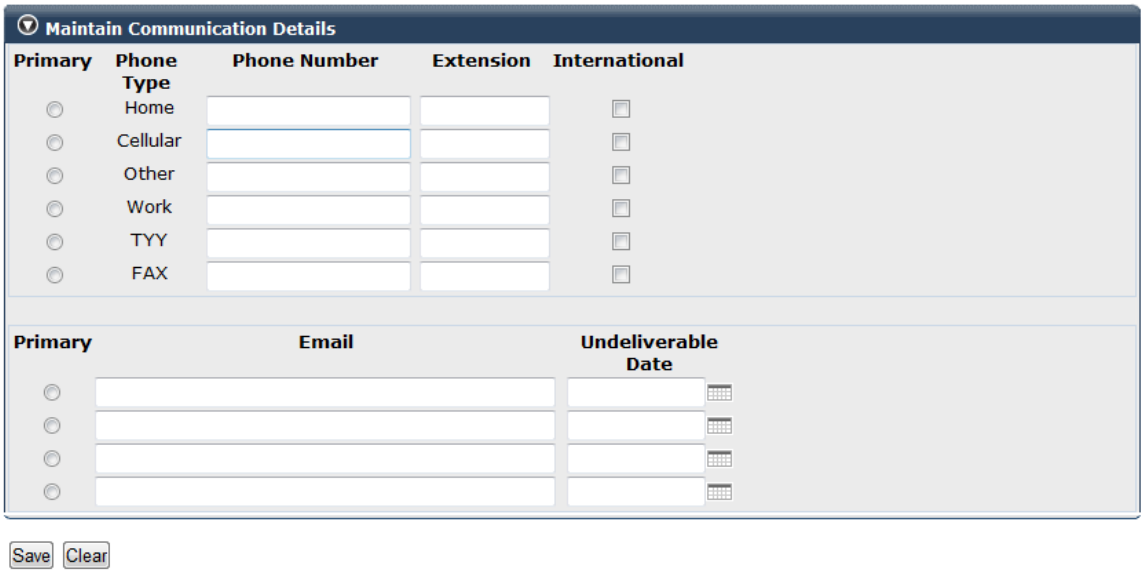


Step 10: Select the appropriate value from the **Existing Business Partner Address** dropdown if the business address is used for the contact person. Otherwise, enter the mailing address in the **Address** field, select the country from the **Country** dropdown, and enter the city in the **City** field, the state in the **State** field and the ZIP Code in the **ZIP Code** field within the Maintain Contact Address Details section.

The *Confirm Address* page displays.

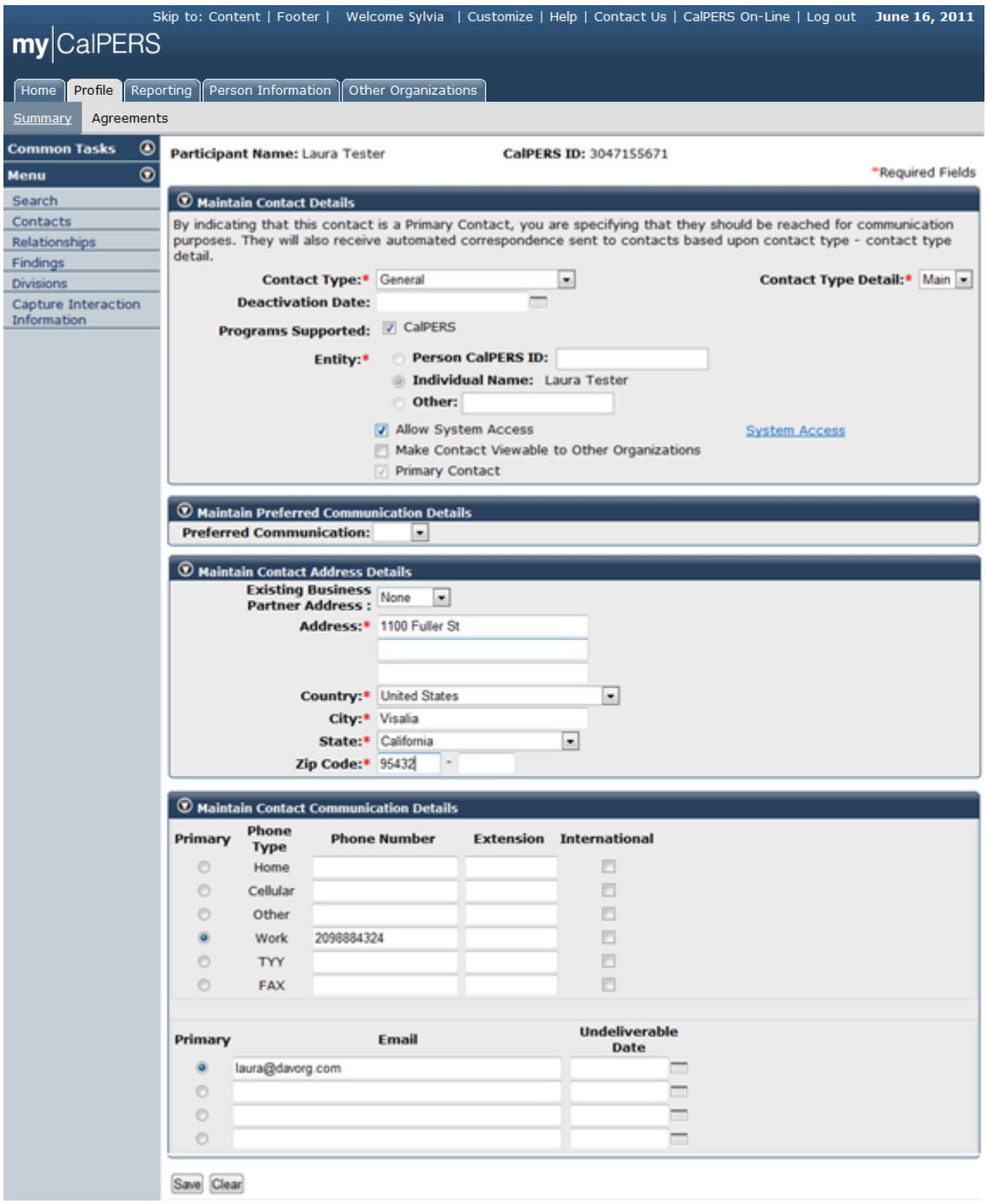


Step 11: my|CalPERS searches for matching U.S. postal records and displays the results within the Confirm Address section. In this example, no results were found. Select the **Entered Address** radio button and then the **Confirm** button.



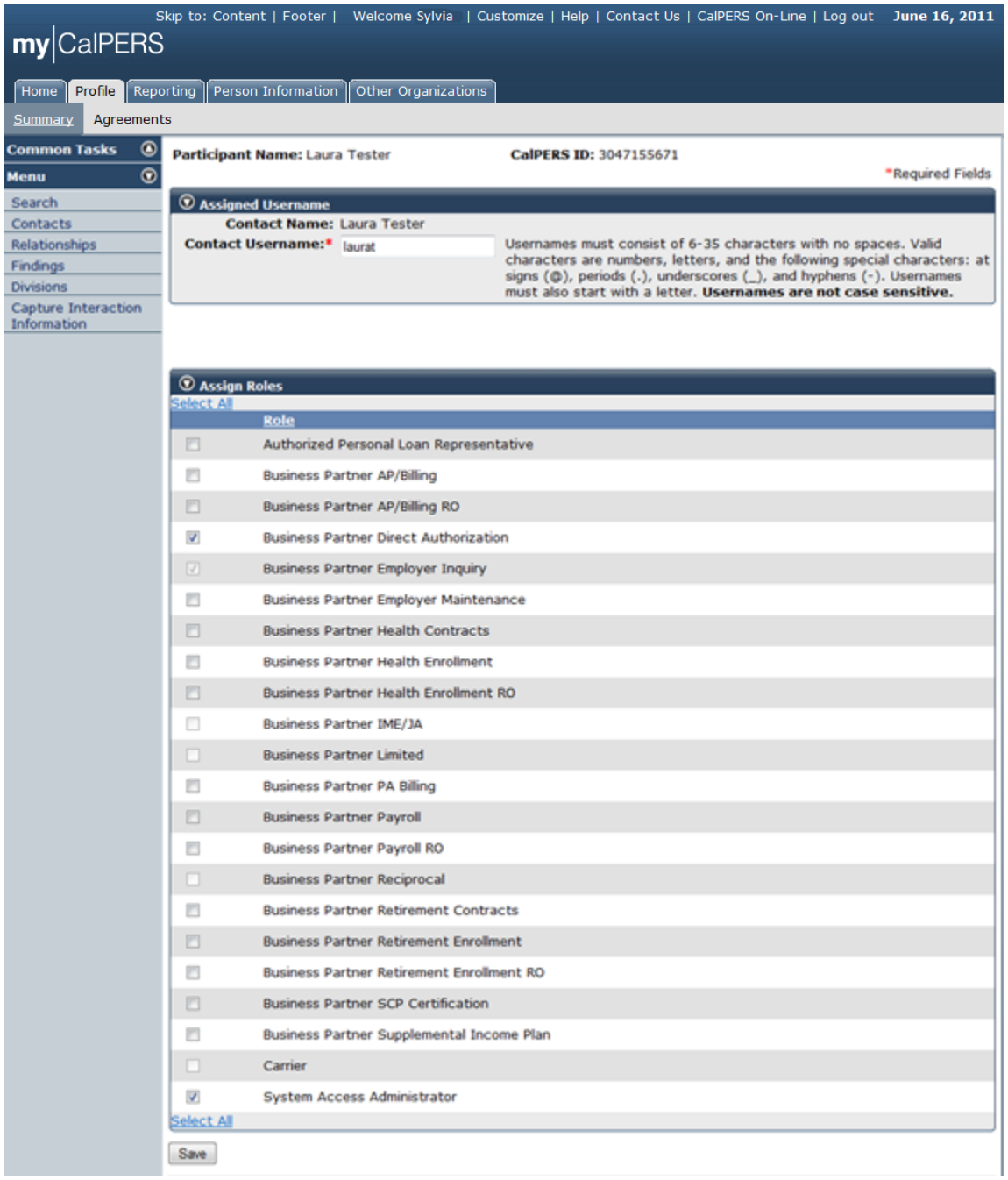
Step 12: Within the Maintain Communication Details section, select the radio button associated with the appropriate primary phone type and enter the phone number and extension in the **Phone Number** and **Extension** fields. Use the **International** checkbox to indicate if it is an International phone number.
Select the radio button associated with the primary email address and enter the email address.

Here is how the *Maintain Contact Details* page might look when completed:

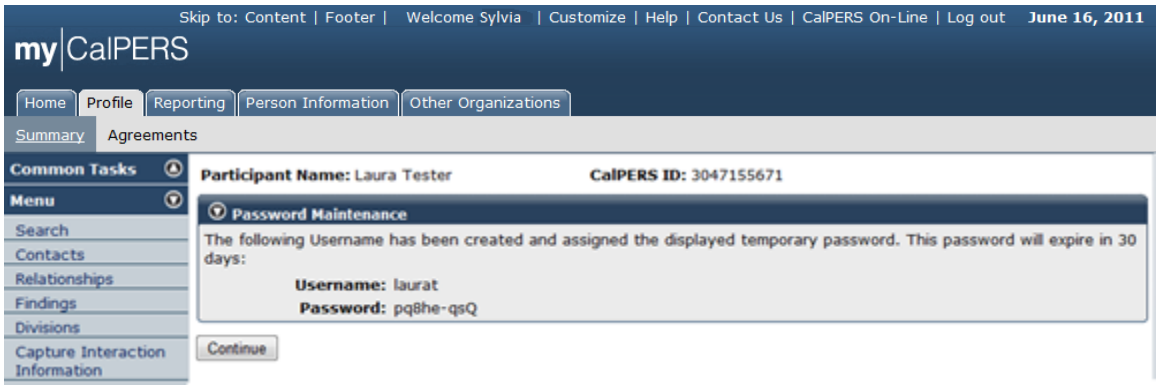


Step 13: Select the **System Access** link within the Maintain Contact Details section.

The *System Access* page displays.



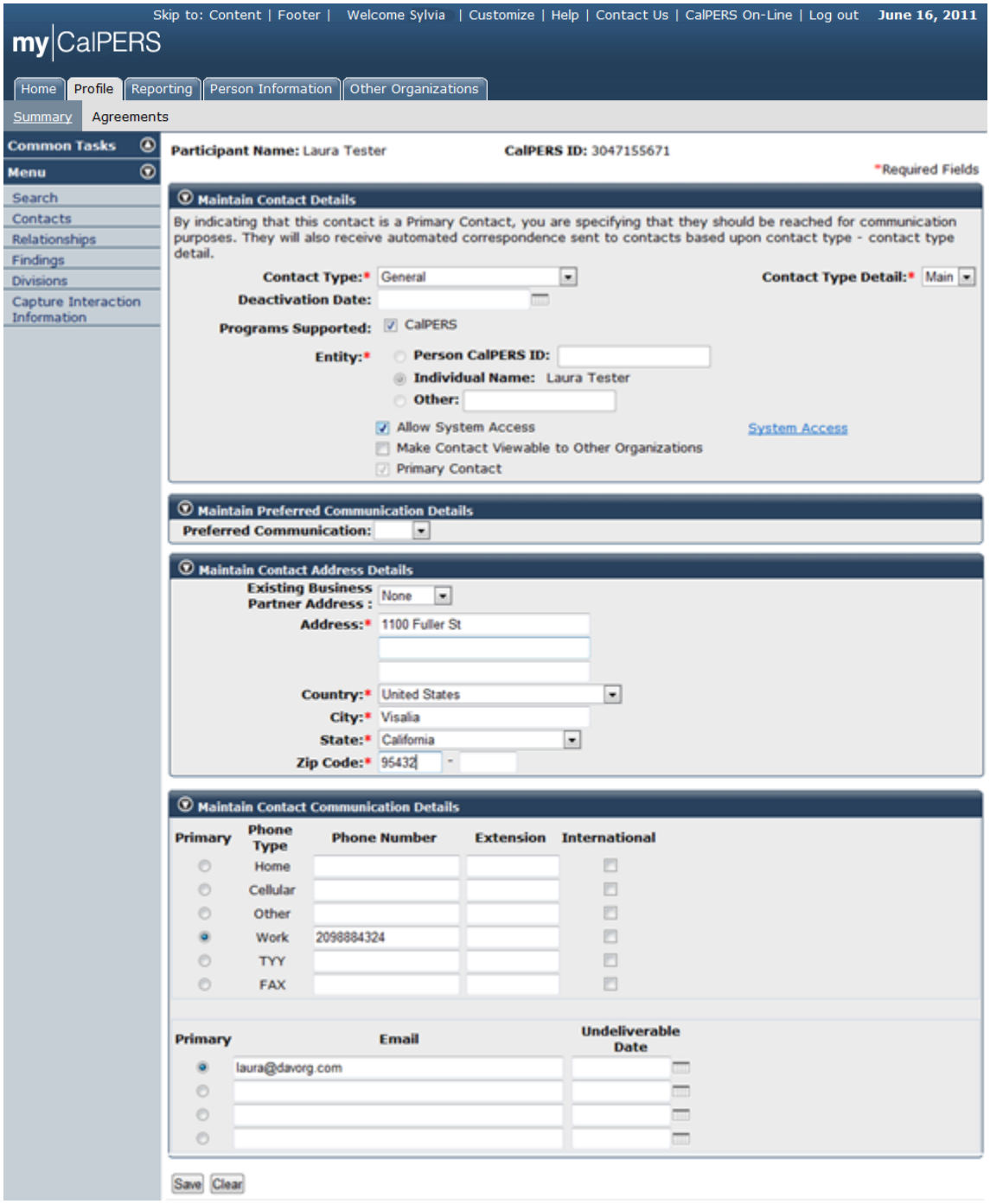
Step 14: Enter the assigned username for the new contact person in the **Contact Username** field, select the appropriate checkbox(es) in the Assign Roles section, and then select the **Save** button. Note that there are only two roles for direct authorization vendor organizations: Business Partner Direct Authorization and System Access Administrator. Some direct authorization vendor organizations are also CalPERS-contracting employers, so other roles may be appropriate for these organizations.
The *Password Maintenance* page displays. The username just created is assigned a temporary password.



Step 15: *Be sure to capture this username and temporary password*. It is the only time the temporary password will be made available. Note that the temporary password will expire in 30 days.

Select the **Continue** button.

The *Maintain Contact Details* page displays.



Step 16: Review the entire page to verify that the contact information entered is accurate and select the **Save** button.

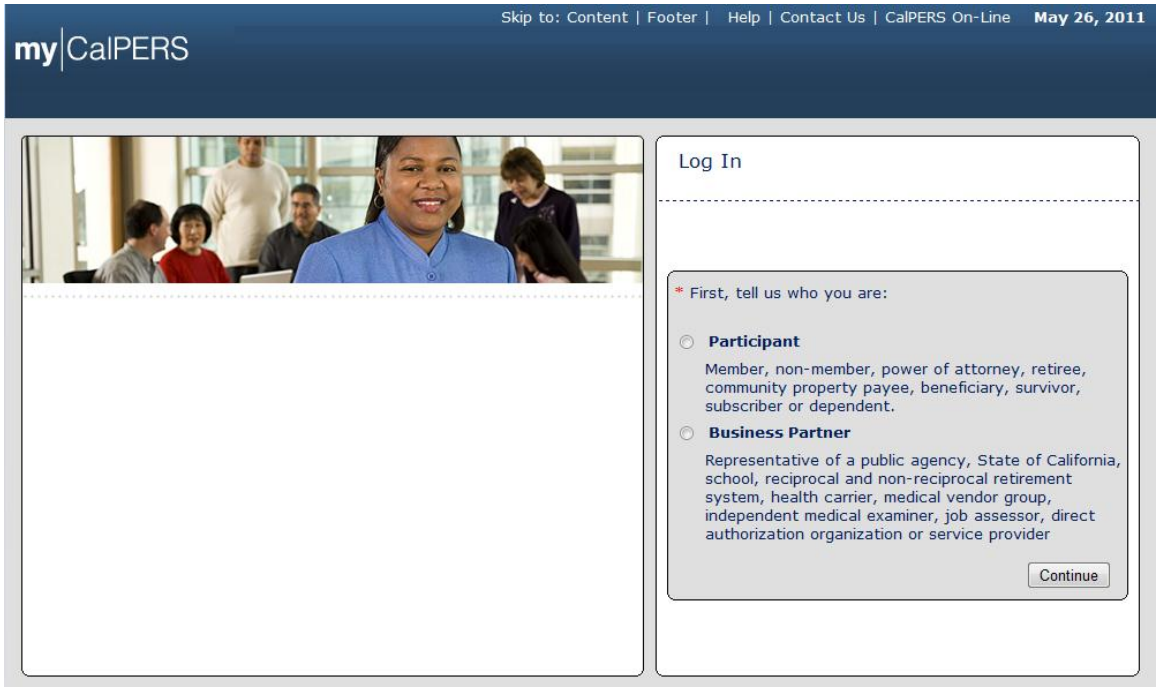
The new contact person has been added successfully and now displays within the Contacts section.

Be sure to provide the username and temporary password to the new contact person so they can log in to establish their new password and responses to security questions.

Business Partner Contact Roles

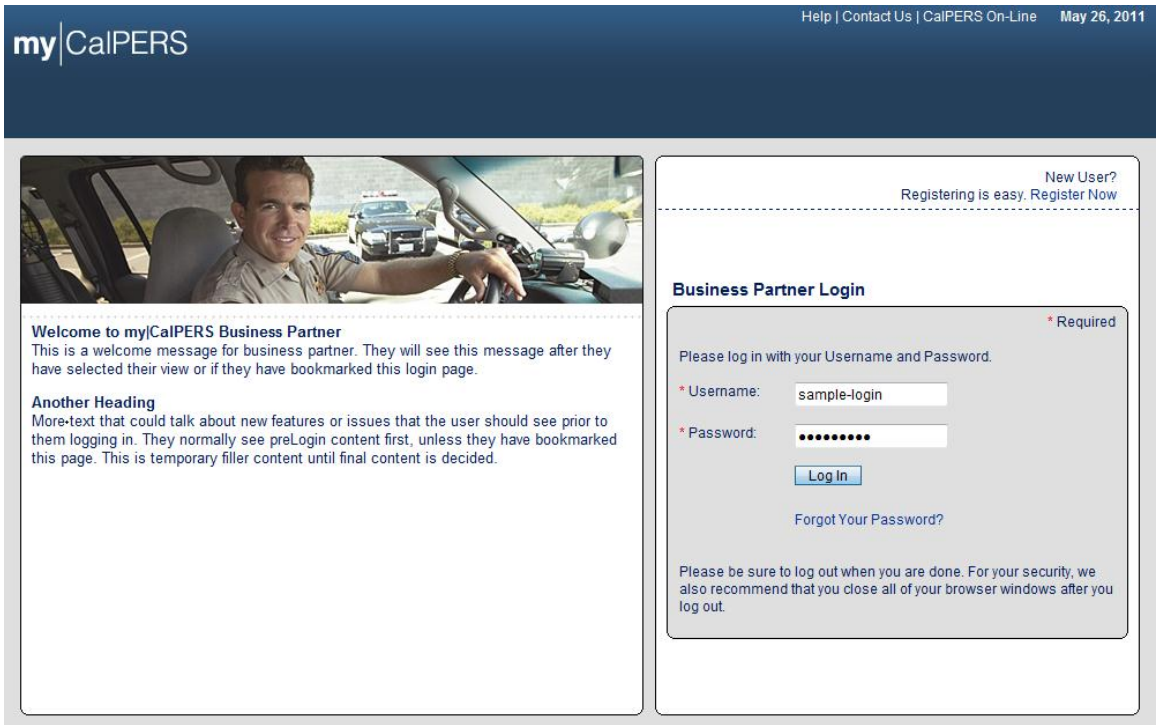
Modify business partner contact roles

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



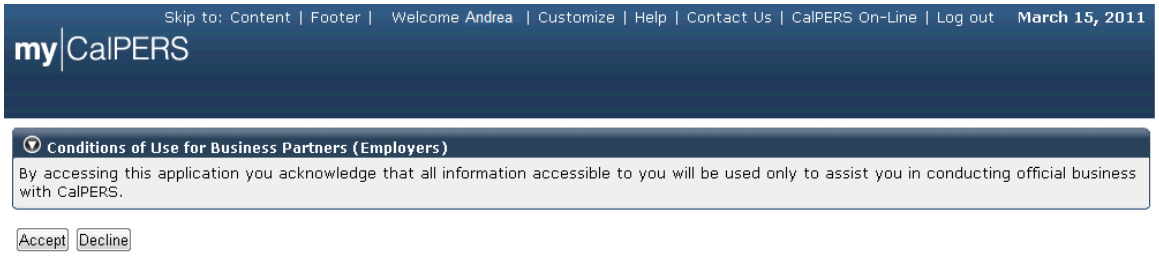
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

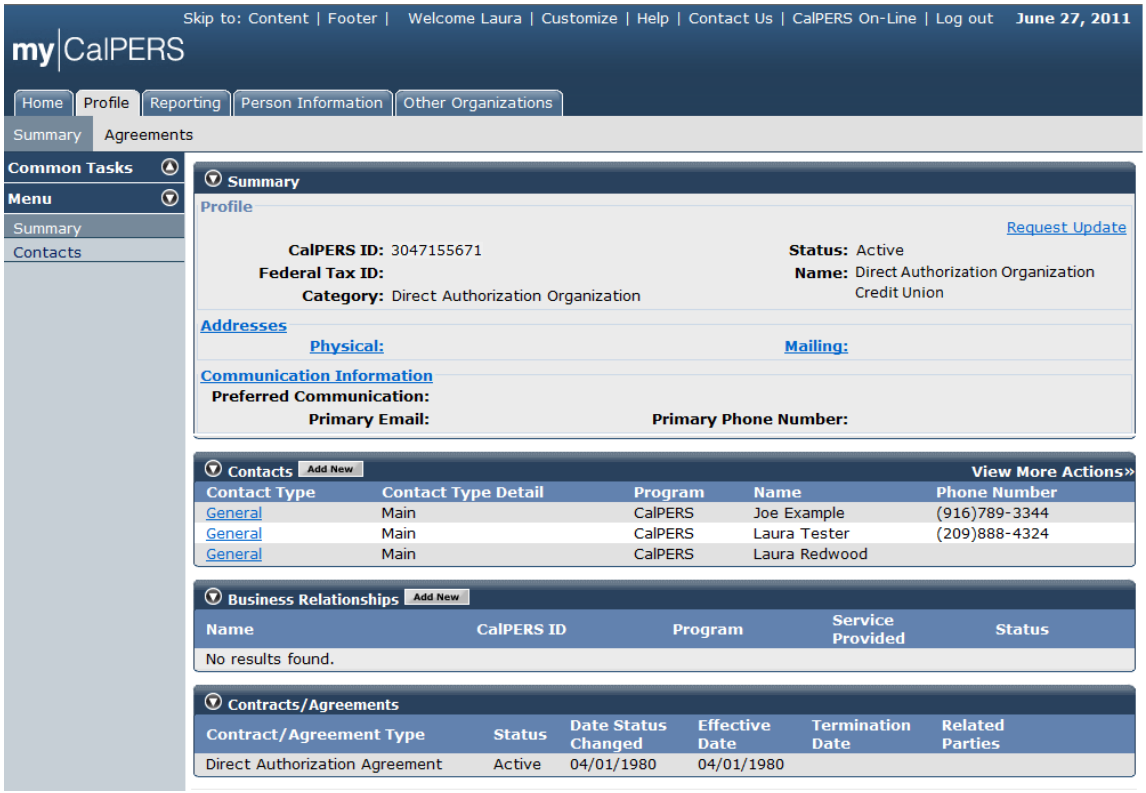


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

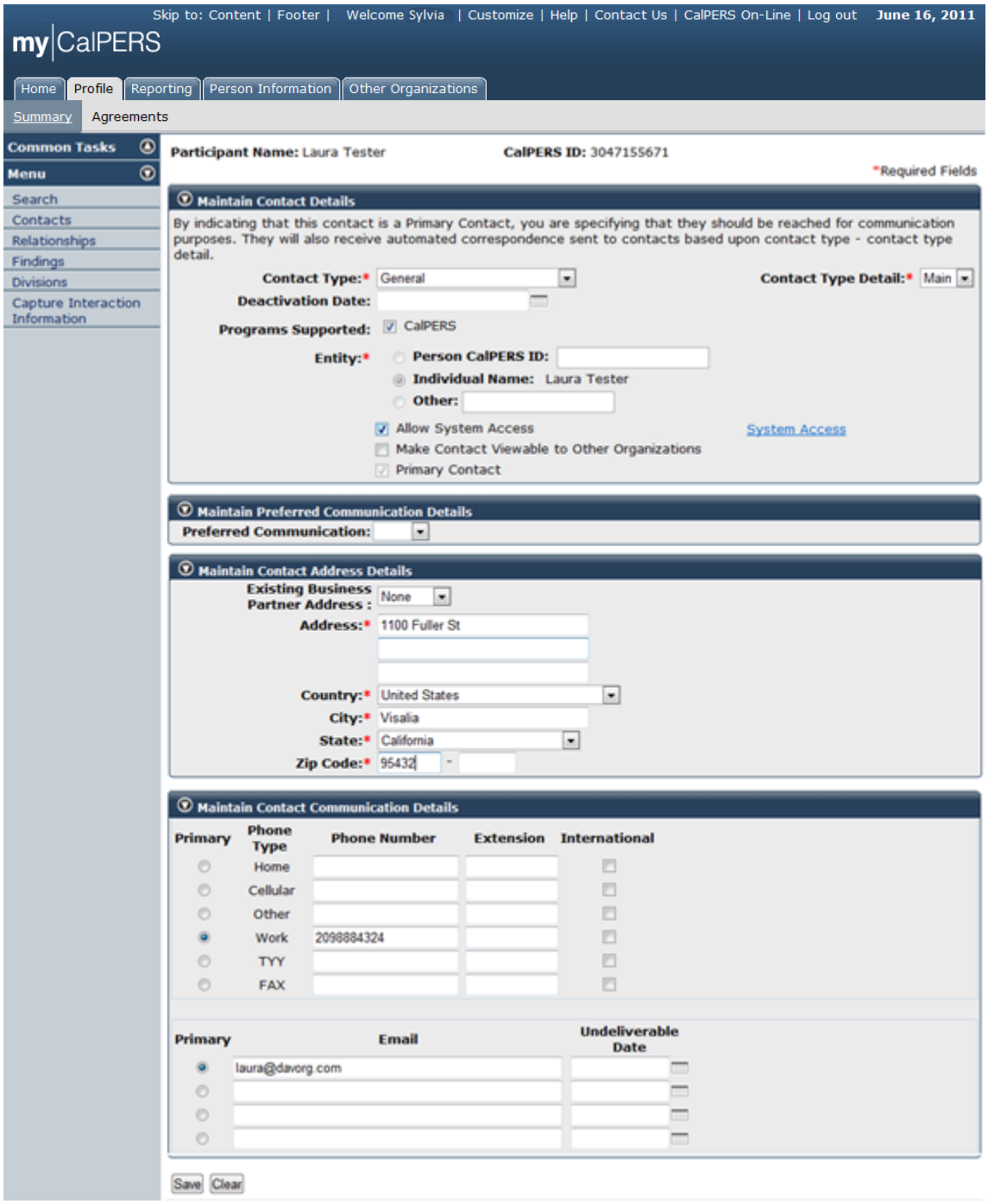
Select the **Profile** global navigation tab.

The *Business Partner Profile Summary* page displays.



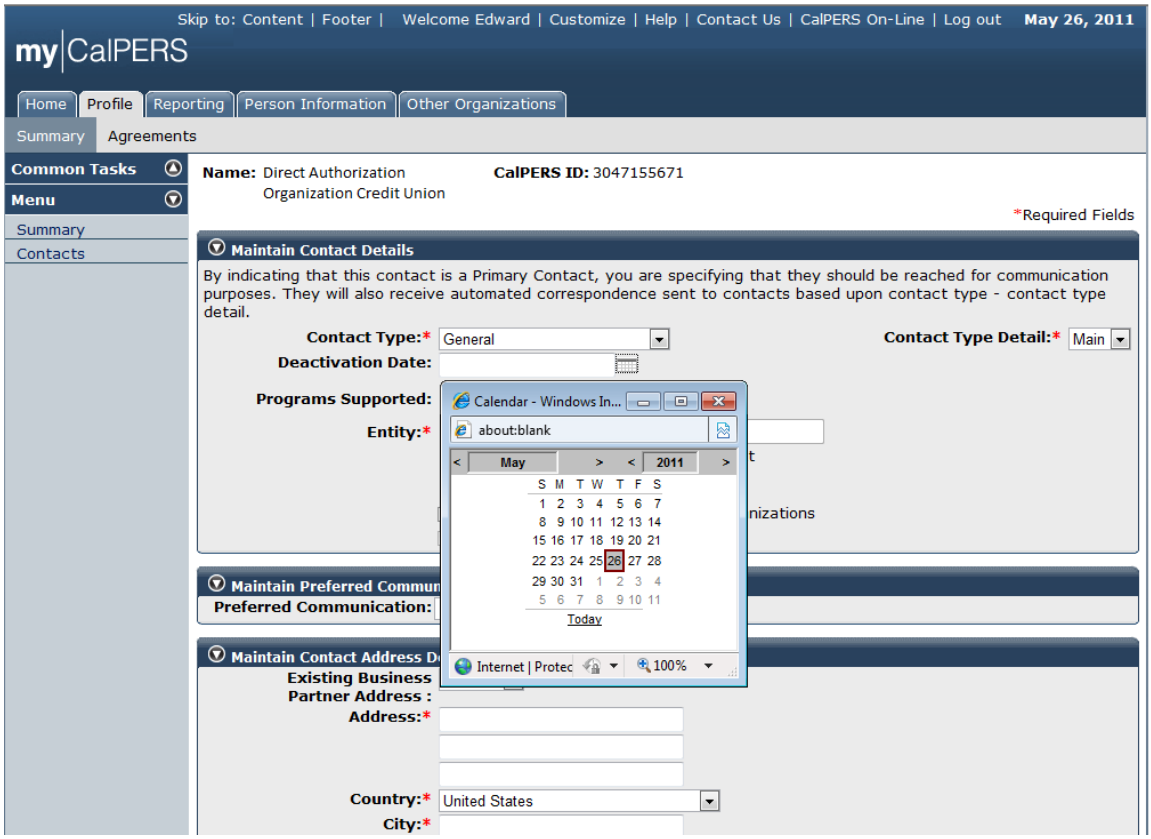
To modify a contact person's business partner contact role, select the link (**General** in this example) associated with the contact person ("Laura Tester" in this example) under the Contact Type column within the Contacts section.

The *Maintain Contact Details* page for ”Laura Tester” displays.



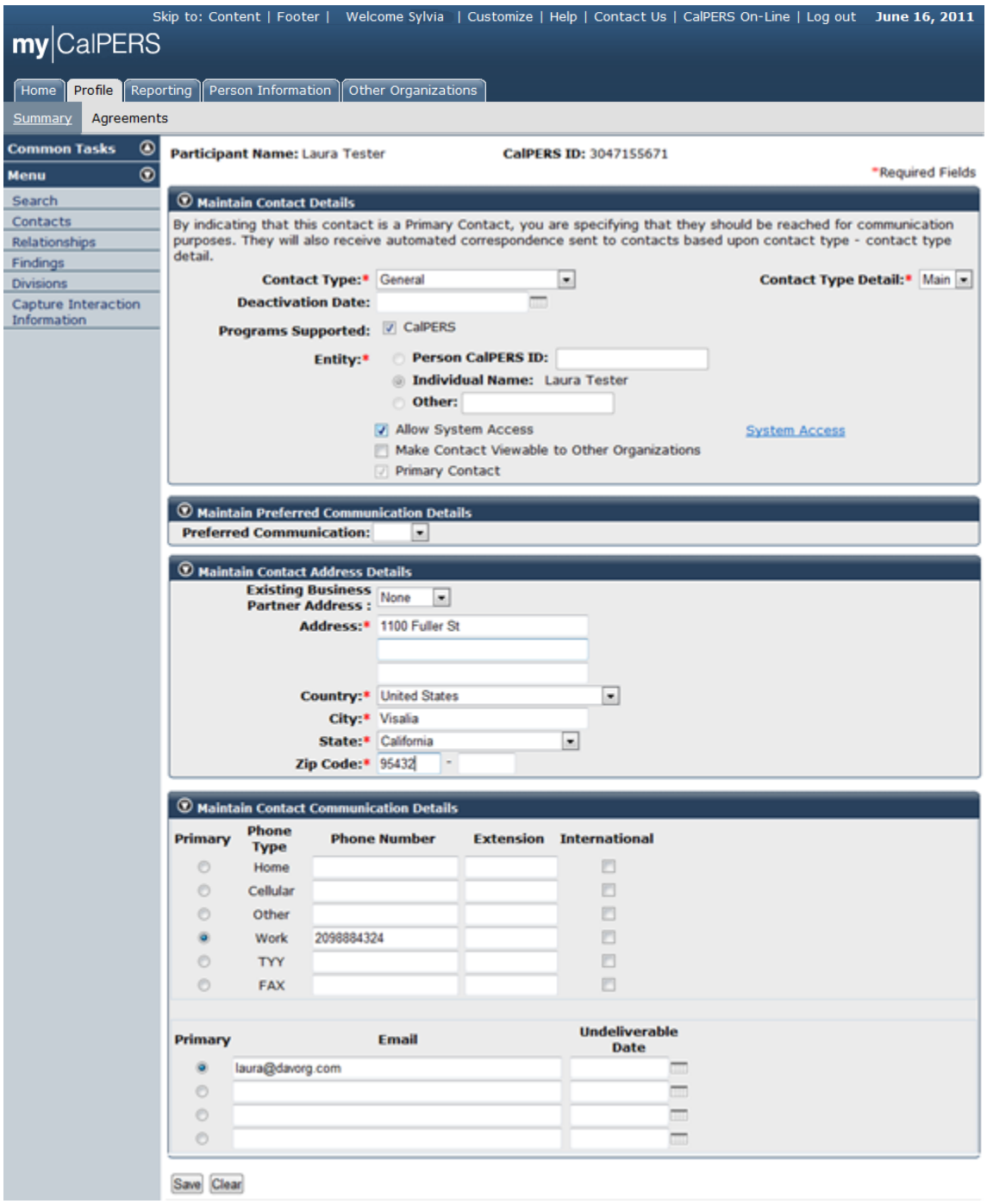
You can modify the information within the Maintain Contact Details section, including the **Contact Type** and **Contact Type Detail** dropdowns, the **Deactivation Date** field and the **Programs Supported** checkboxes.

If applicable, you can enter a business partner contact deactivation date in the **Deactivation Date** field.



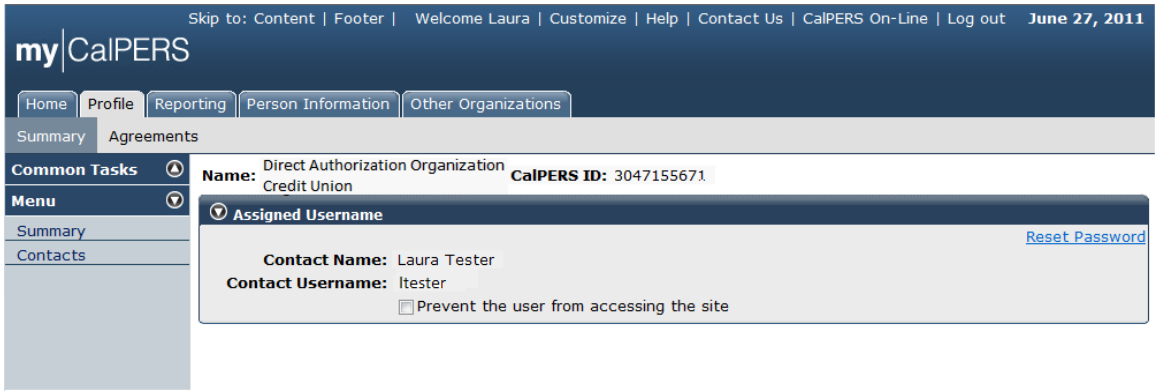
Enter a date in the **Deactivation Date** field or select the calendar icon to select the date. Since this is an optional field, we will go back to the previous screen to complete the modify contact role activity.

The *Maintain Contact Details* page displays.



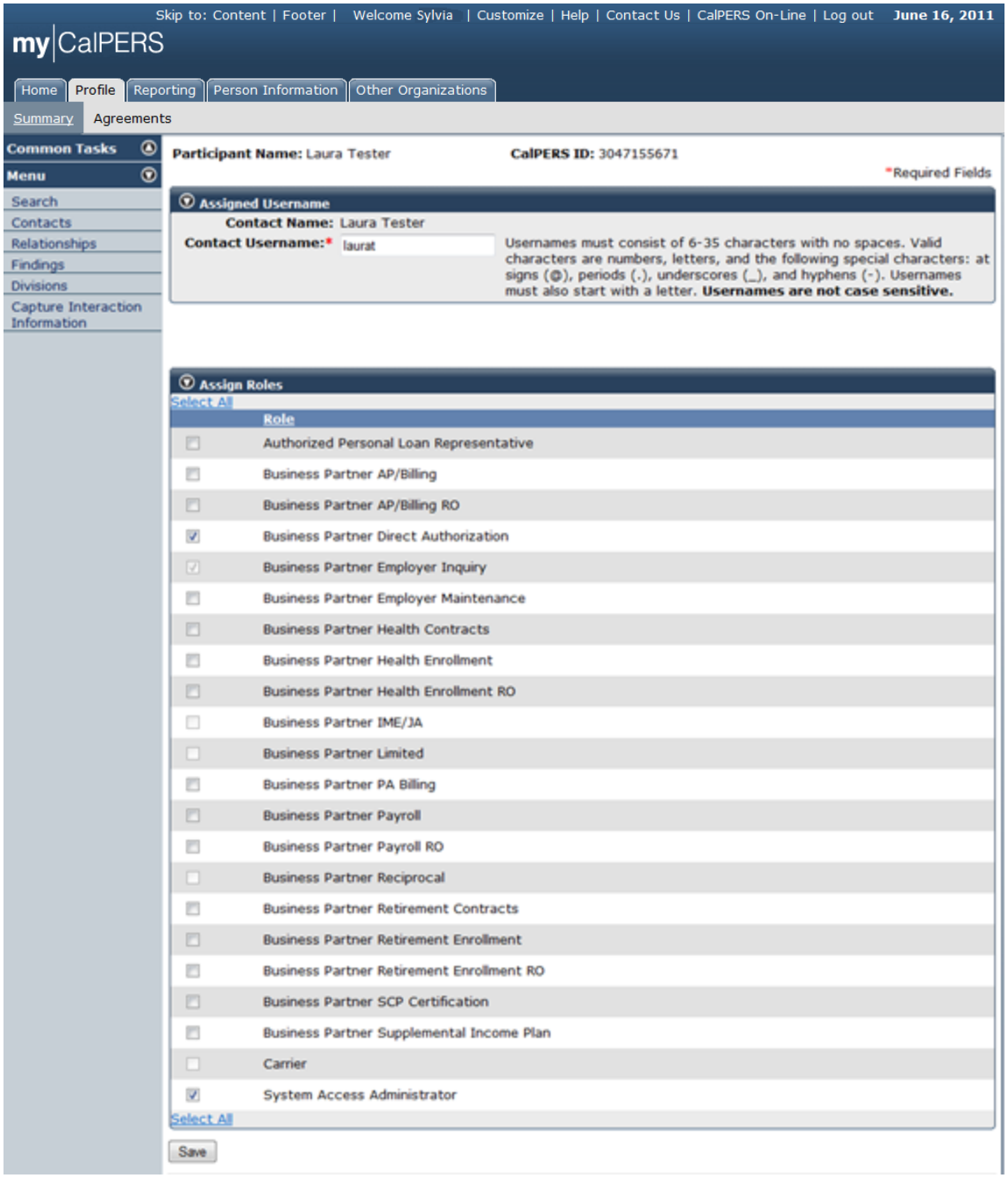
Select the **System Access** link within the Maintain Contact Details section.

The Assigned Username page for ”Laura Tester” displays.



The system access administrator can reset a user’s password by selecting the **Reset Password** link, or they may prevent a user from accessing my|CalPERS by selecting the **Prevent the user from accessing the site** checkbox to remove access privileges for a specific user within the Assigned Username section.

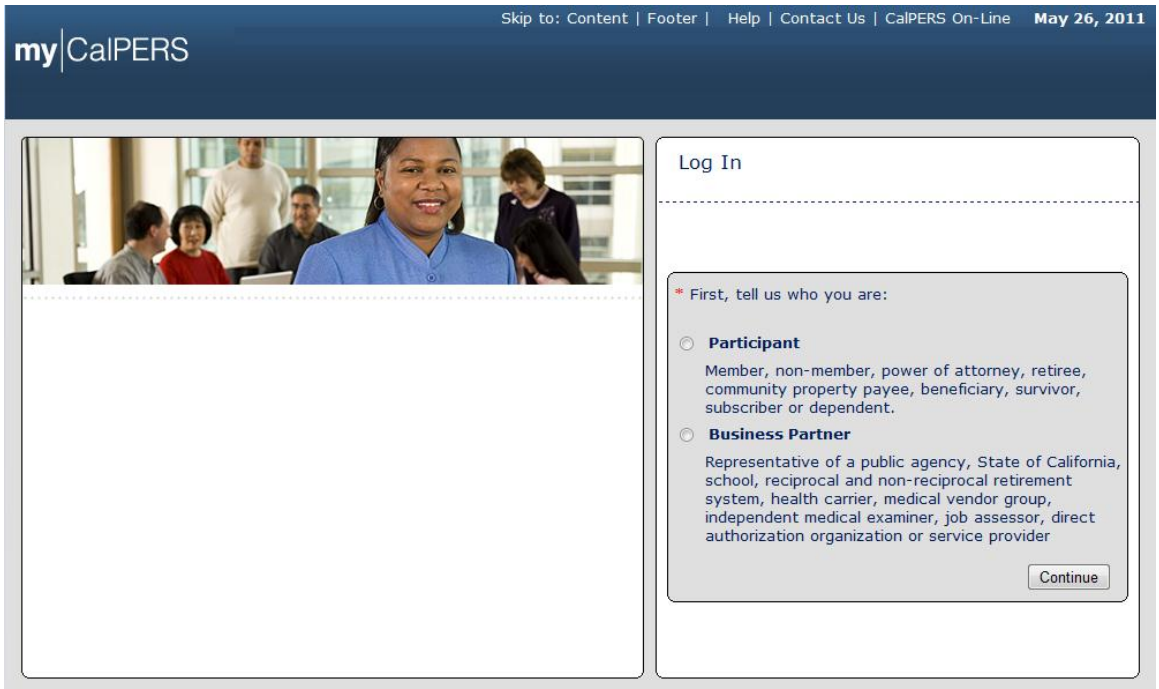
Note the previously selected **Role** checkboxes within the Assign Roles section, Business Partner Direct Authorization and System Access Administrator. These are the only roles available for direct authorization vendor organizations.



Select the appropriate system access administrator checkbox(es) and then select the **Save** button to update the business partner contact role.

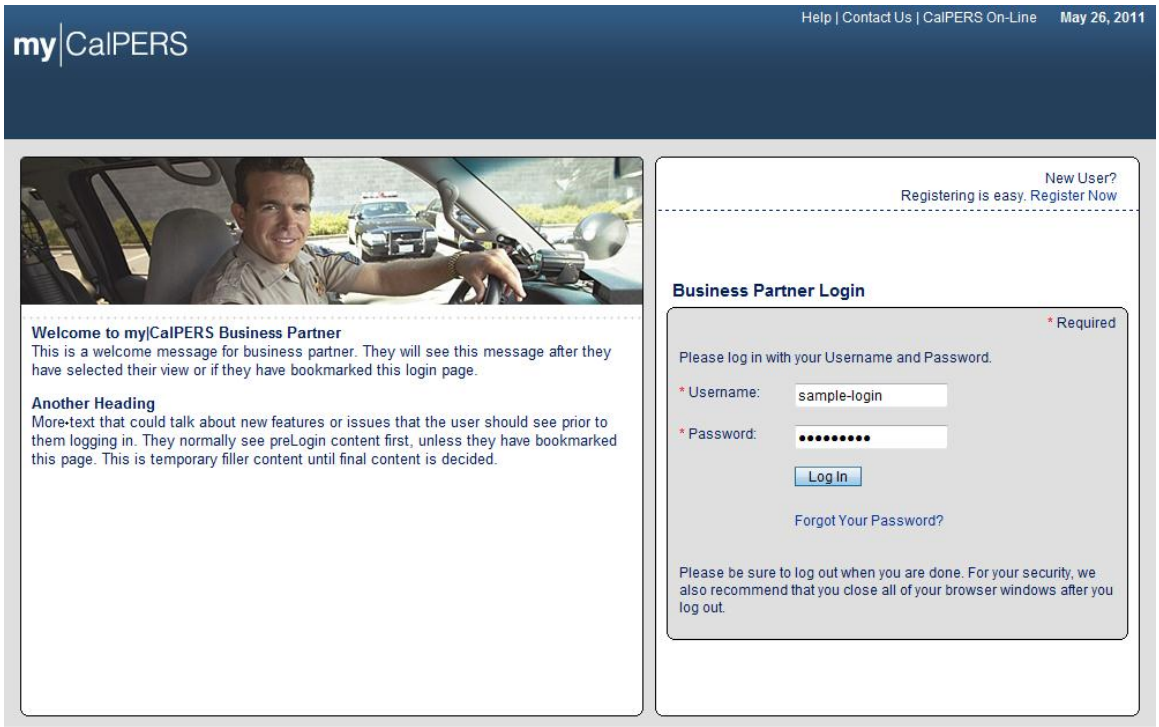
Unlock a business partner contact account (SAA Only)

Your system access administrator can lock or unlock your account. Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



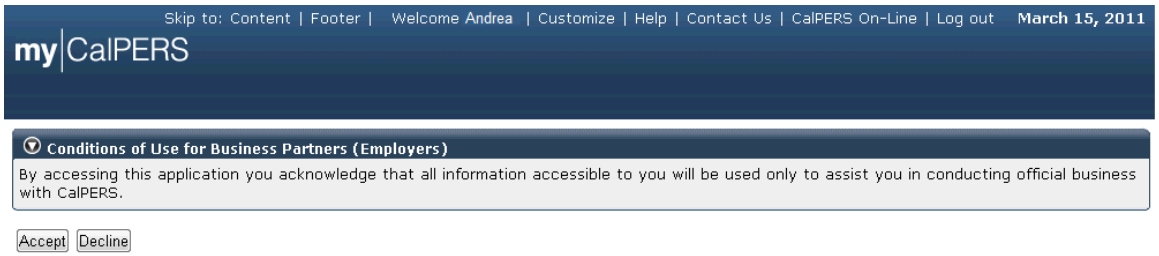
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

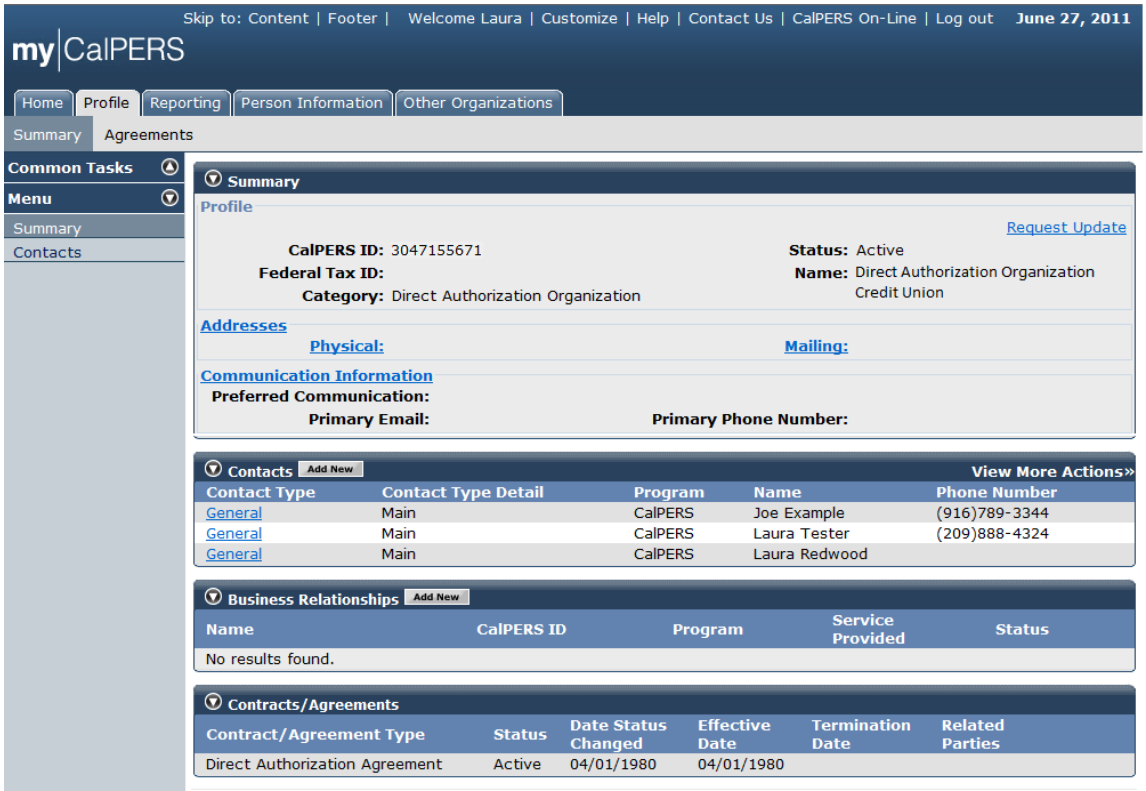


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

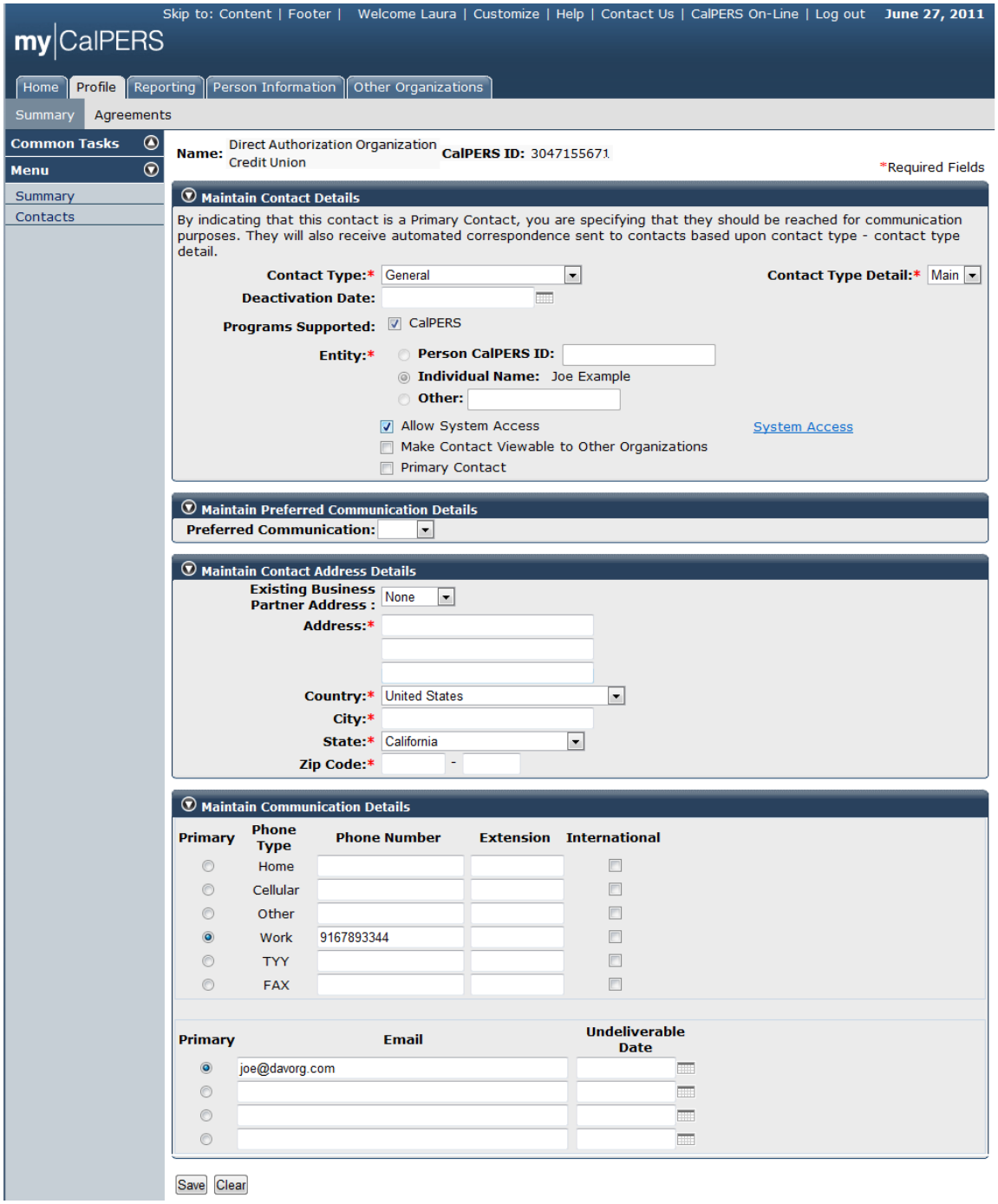
Select the **Profile** global navigation tab.

The *Business Partner Profile Summary* page displays.



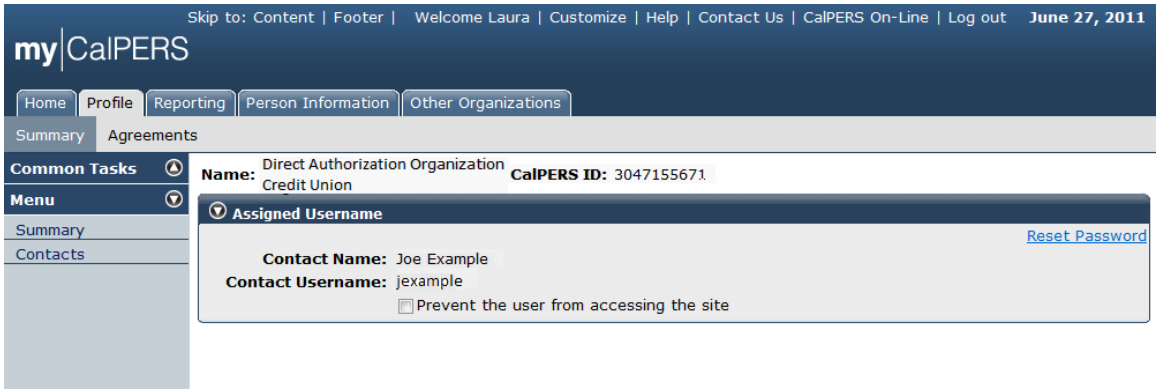
To unlock a contact's account, select the link (**General** in this example) under the Contact Type column associated with the contact person ("Joe Example" in this example) within the Contacts section.

The *Maintain Contact Details* page for ”Joe Example” displays.



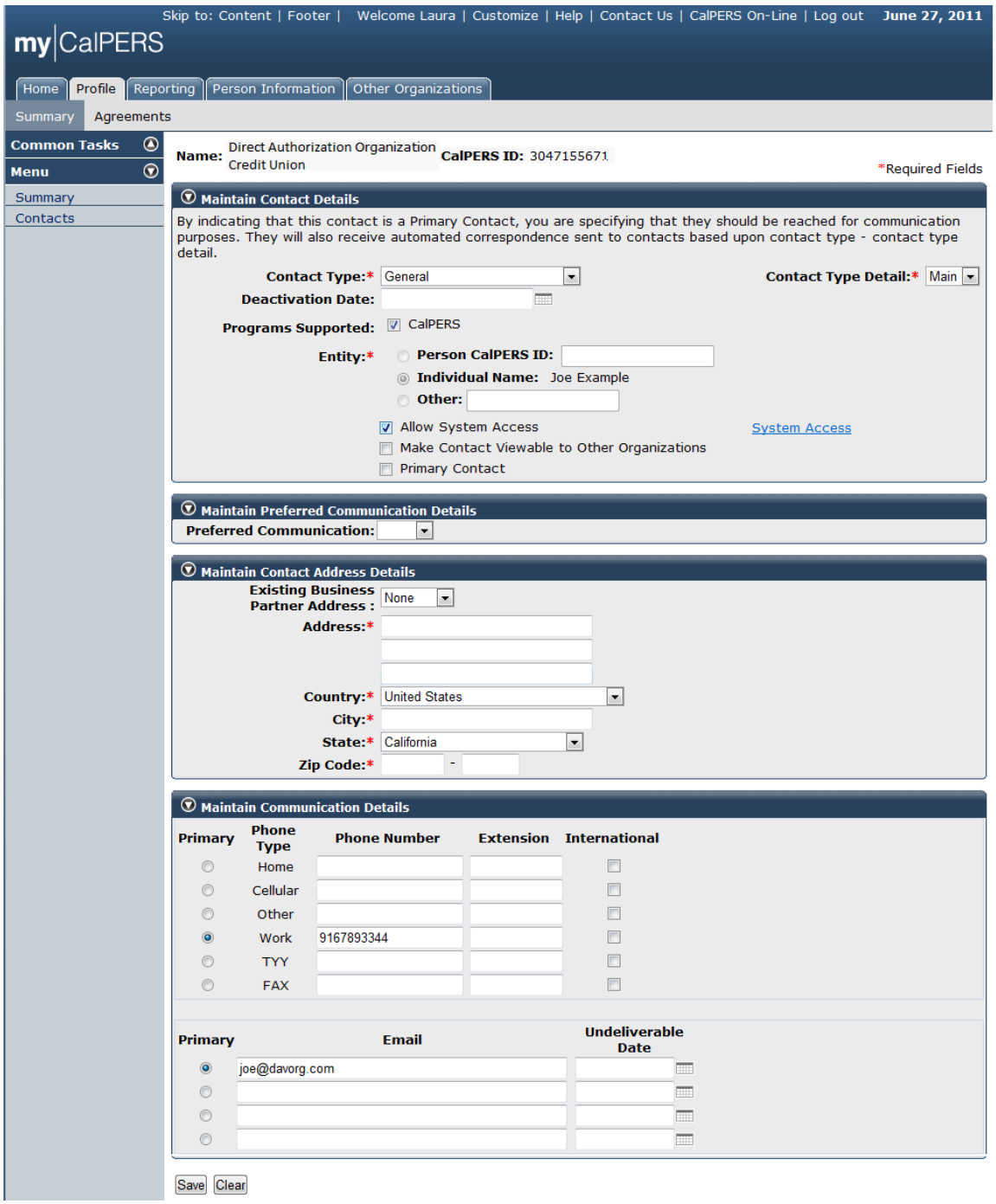
Select the **System Access** link within the Maintain Contact Details section.

The *Assigned Username* page for ”Joe Example” displays.



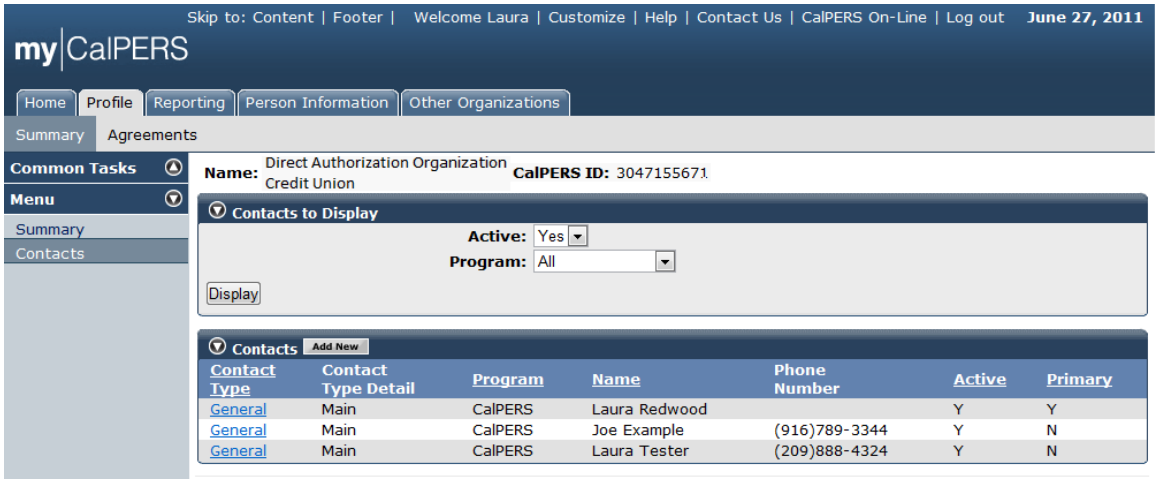
You can lock or unlock a contact person’s account by selecting or de-selecting the **Prevent the user from accessing the site** checkbox.

The *Maintain Contact Details* page for ”Joe Example” displays.



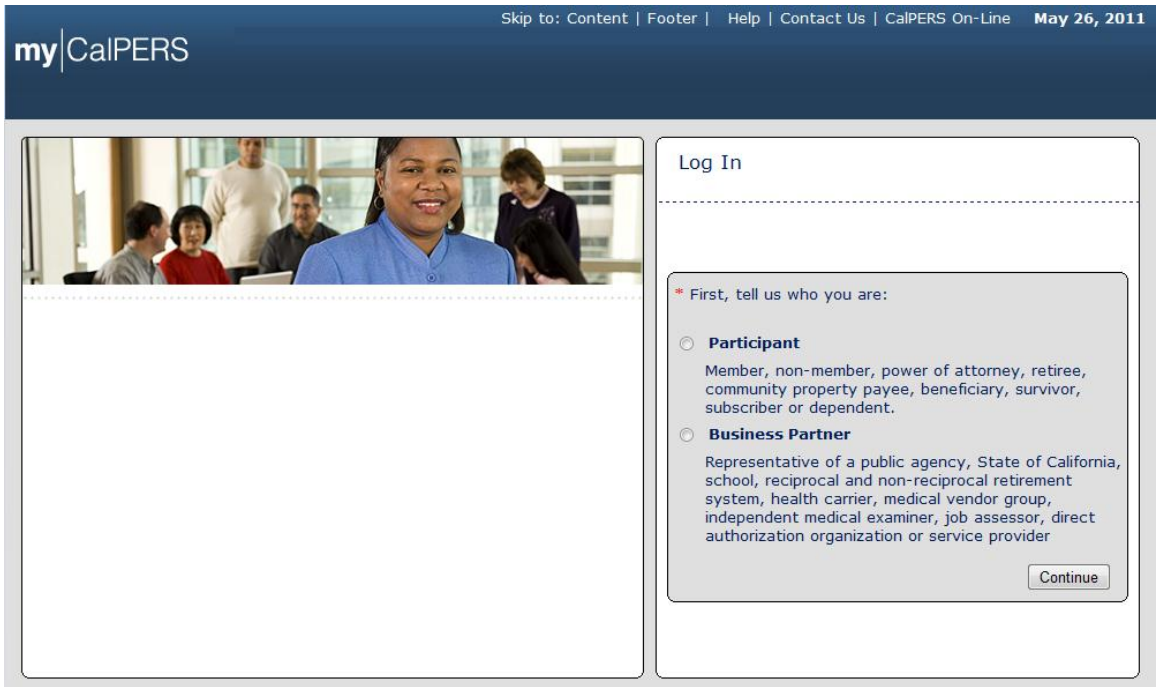
Review the page to ensure that the information is accurate and then select the **Save** button.

The *Contacts to Display* page displays. Note that contact person ”Joe Example” is now listed as an active contact as indicated by the ”Y” under the Active column within the Contacts section.



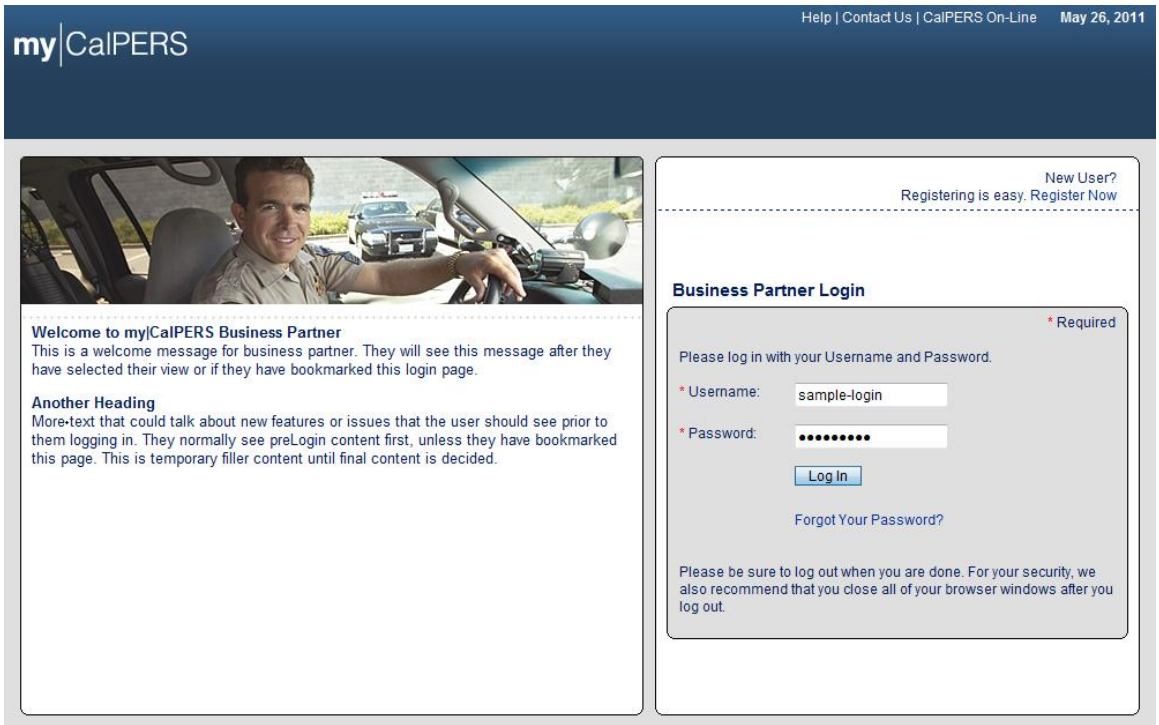
Reset a business partner contact’s password (SAA Only)

Your system access administrator can reset your password. Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



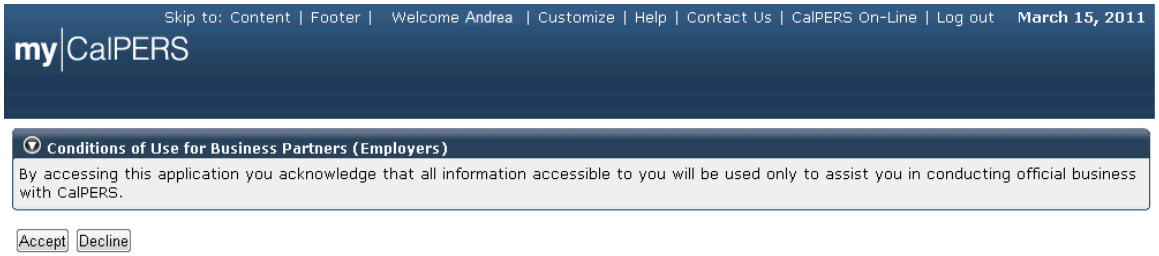
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

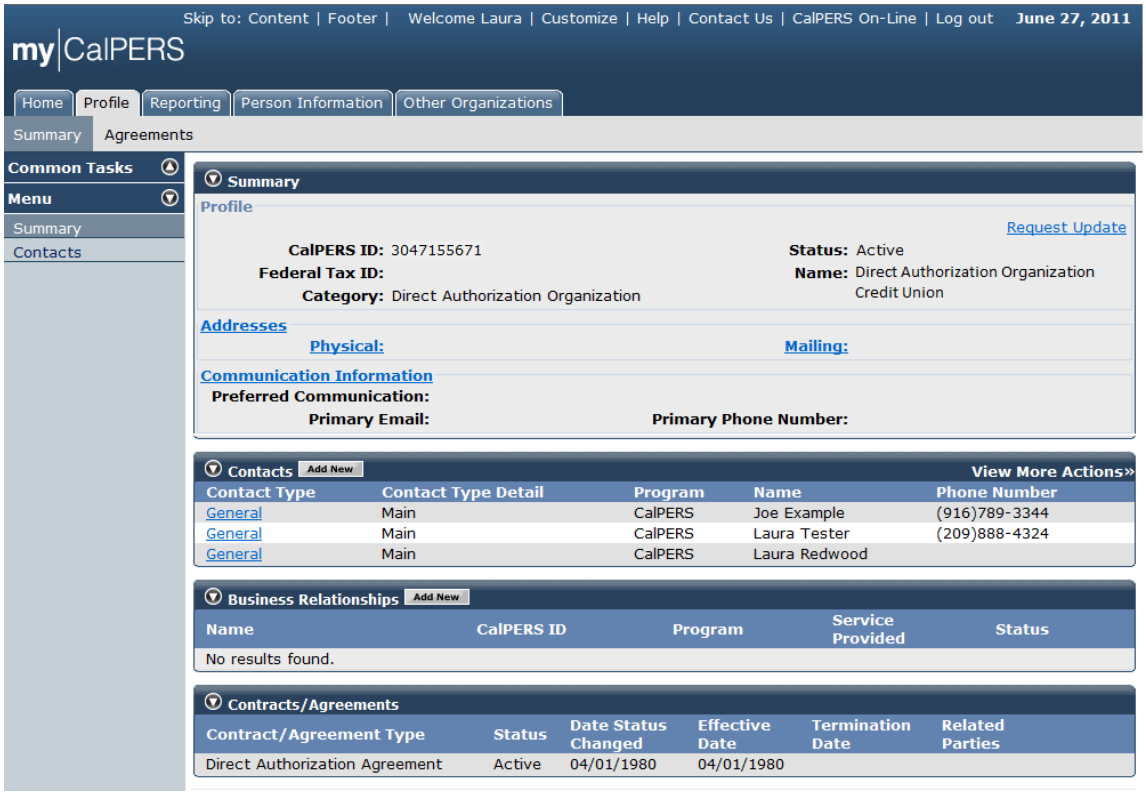


Review the conditions of use statement and select the **Accept** button.

The my|CalPERS *Home* page displays.

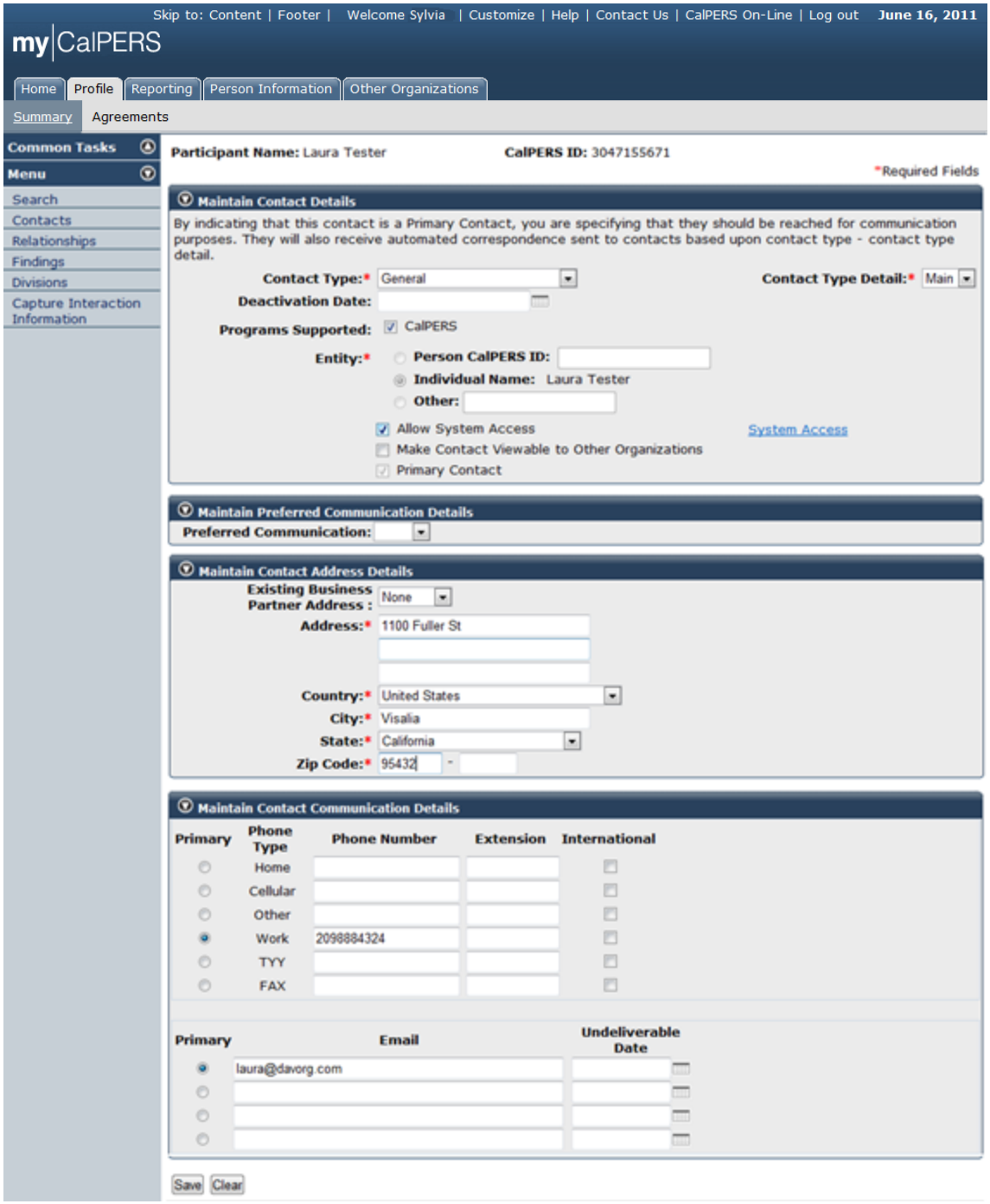
Select the **Profile** global navigation tab.

The *Business Partner Profile Summary* page displays.



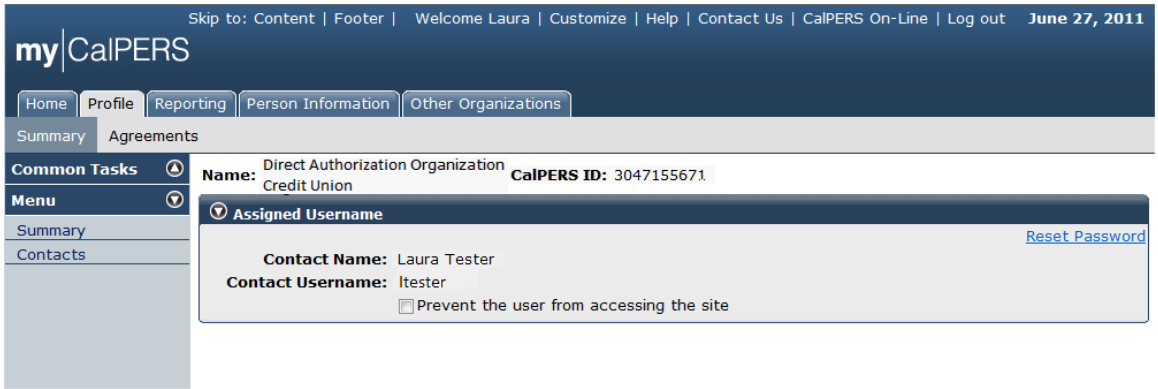
To reset a contact person's password, select the link (**General** in this example) under the Contact Type column associated with the contact person ("Laura Tester" in this example) under the Contact Type column within the Contacts section.

The *Maintain Contact Details* page for ”Laura Tester” displays.



Select the **System Access** link within the Maintain Contact Details section.

The Assigned Username page for “Laura Tester” displays.



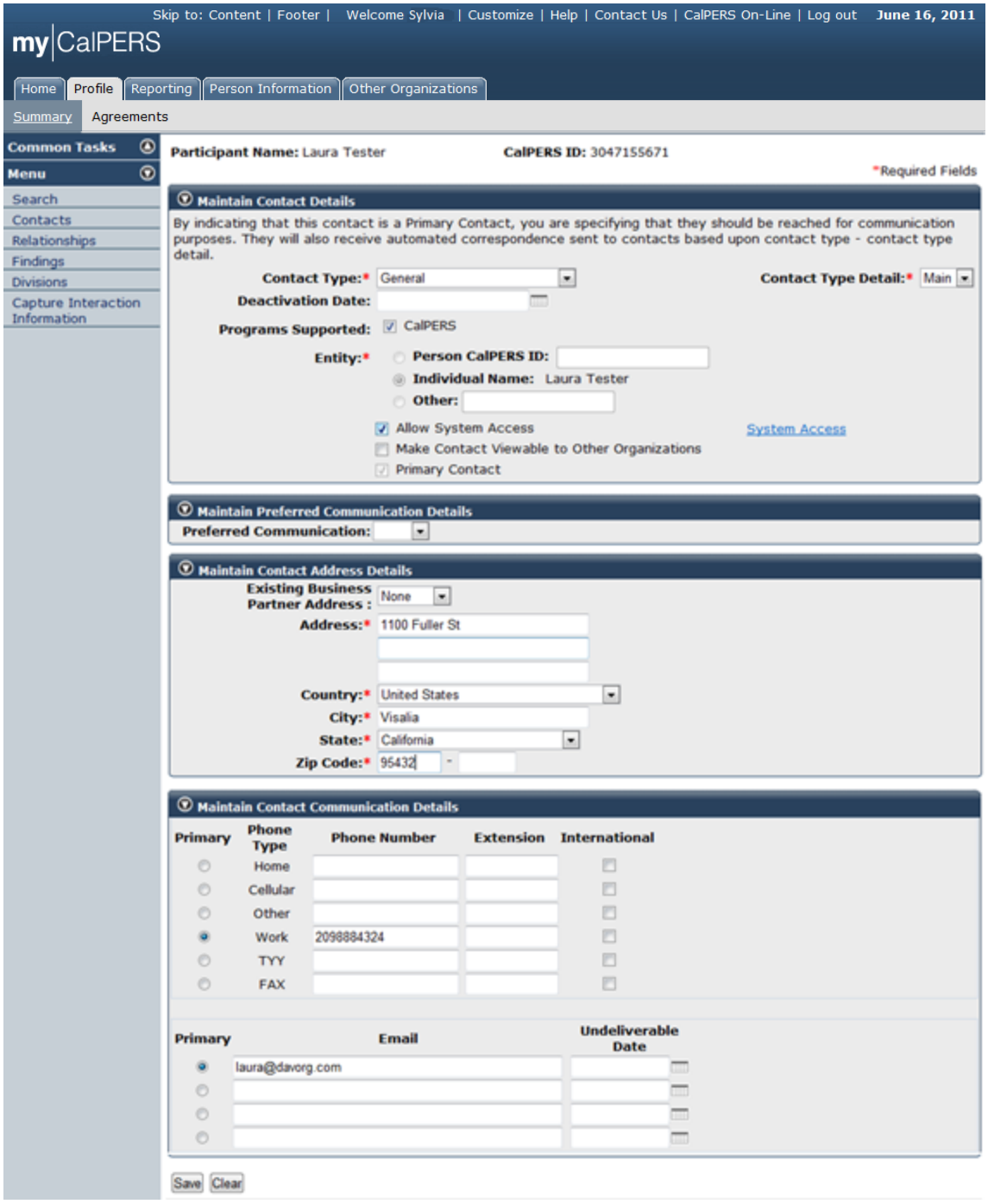
Select the **Reset Password** link within the Assigned Username section.

The *Password Maintenance* page displays. my|CalPERS assigns a temporary password.

Be sure to capture the temporary password. It is the only time the temporary password will be made available. Note that the temporary password will expire in 30 days.

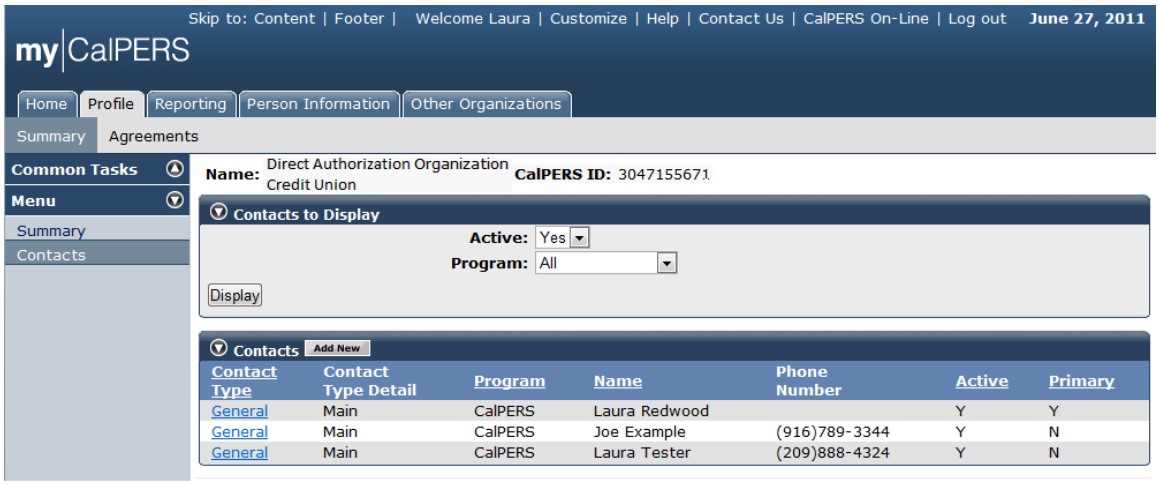
Select the **Continue** button.

The *Maintain Contact Details* page for “Laura Tester” displays.



Select the **Save** button.

The *Contacts to Display* page displays and lists your organization's updated contact within the Contacts section.



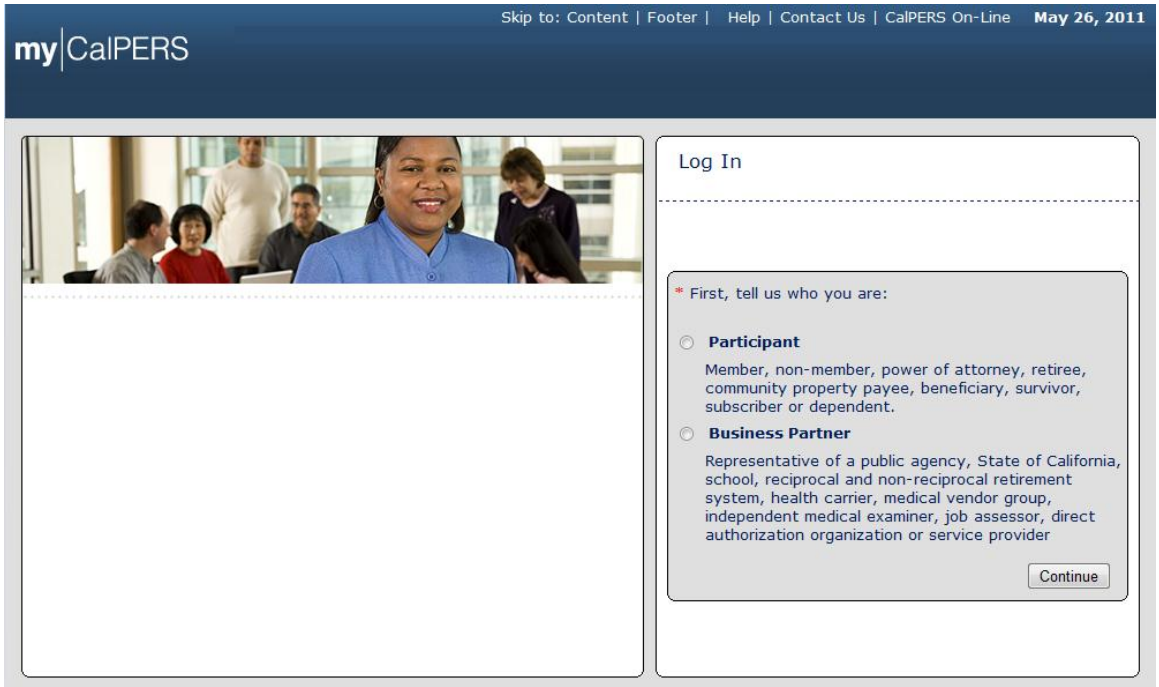
The business partner contact's password has been reset successfully.

my|CalPERS Agreement Administration and Deduction Processing for Direct Authorization Vendors

Part 1: Direct Authorization Agreement Administration

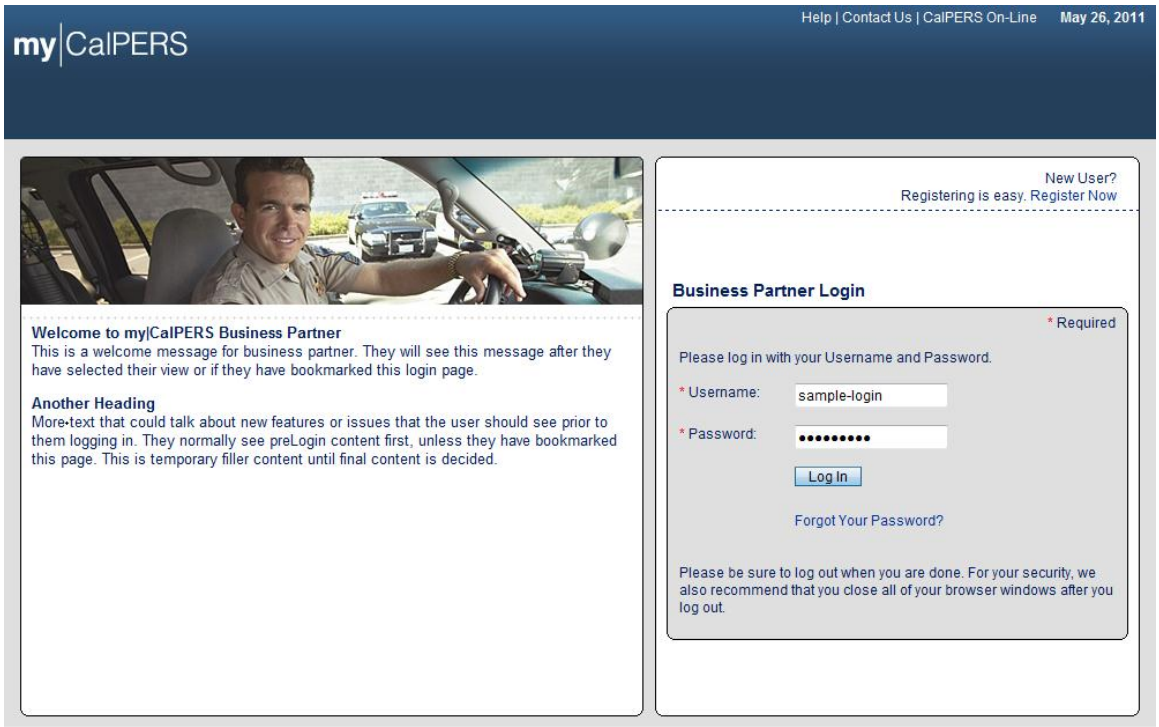
Setup a New Direct Authorization Agreement

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



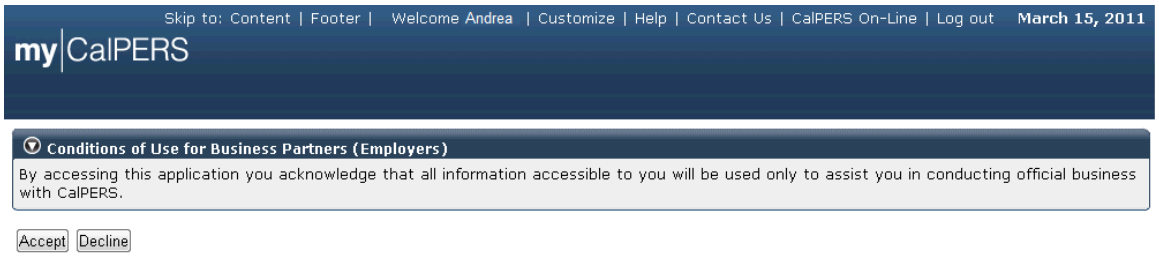
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

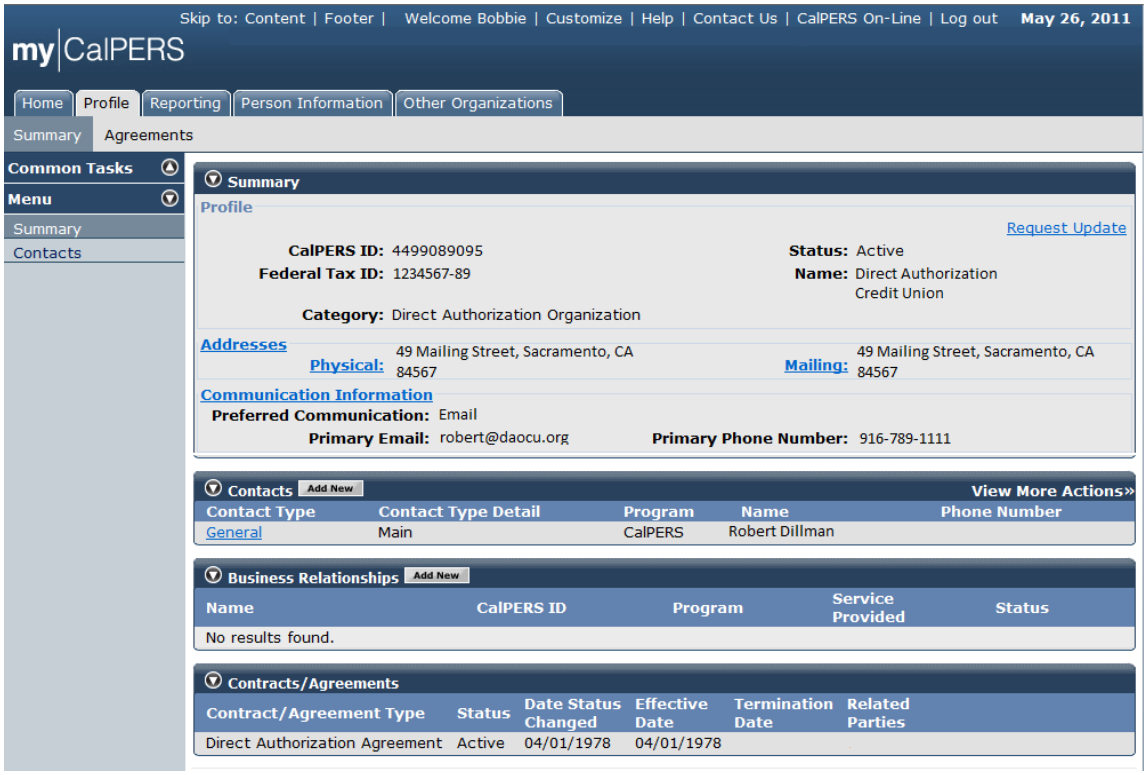


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

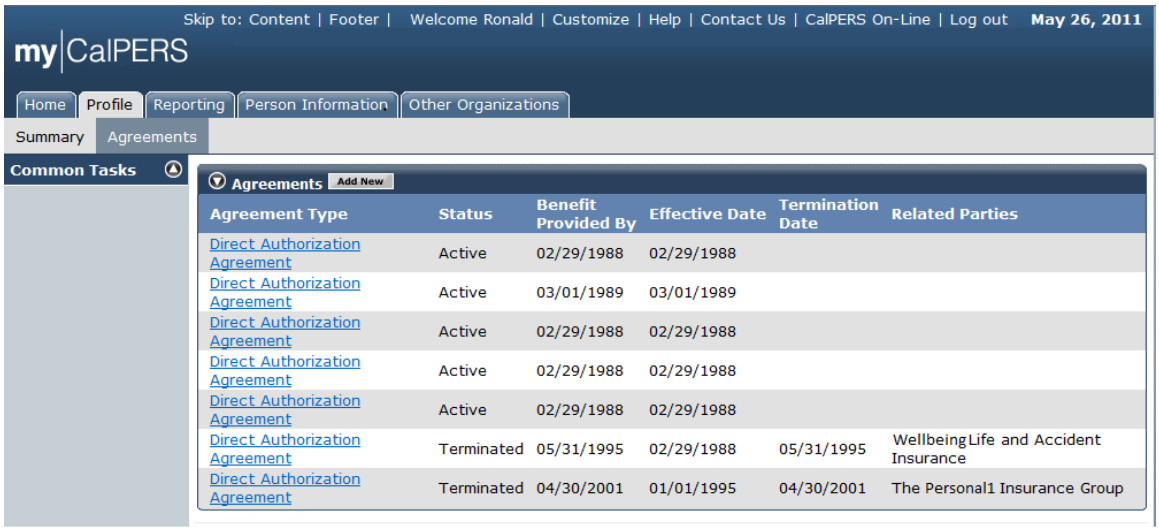
Select the **Profile** global navigation tab.

The *Business Partner Profile* page displays.



Select the **Agreements** local navigation tab.

The *Agreements* page displays.



Select the **Add New** button within the Agreements section title banner.

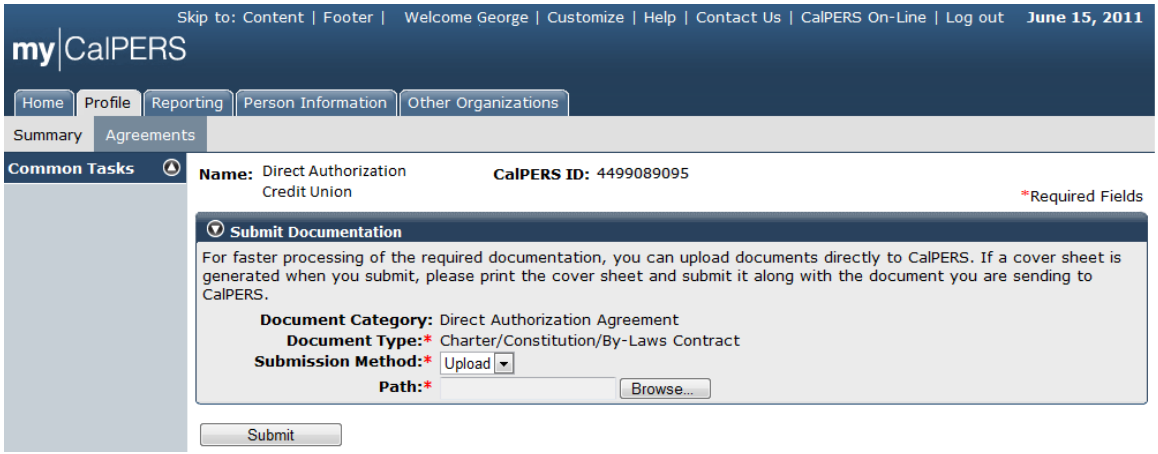
The *Add New Agreement* page displays.

To setup a direct authorization agreement for the first time, you will need to enter the information as displayed on the Agreements screen.

Enter the appropriate information in the Direct Authorization Information area within the Direct Authorization Deductions section. Note that the red asterisks indicate required fields. This includes selecting the program from the **Program** dropdown (”CalPERS” in this example), the type of deduction from the **Deduction Type** dropdown (”Credit Union Deduction” in this example), the **Please confirm** checkbox, to indicate if “The contract between the organization and your carrier allows for the continuation of coverage into retirement.”, and the **Yes** or **No** radio button, to indicate “Will the deductions be managed by a Third Party Administrator (TPA)?” (“No” in this example). Select which organization will submit the deductions for this agreement and which organization will receive the deduction payments (“Sponsor” was selected for both in this example).

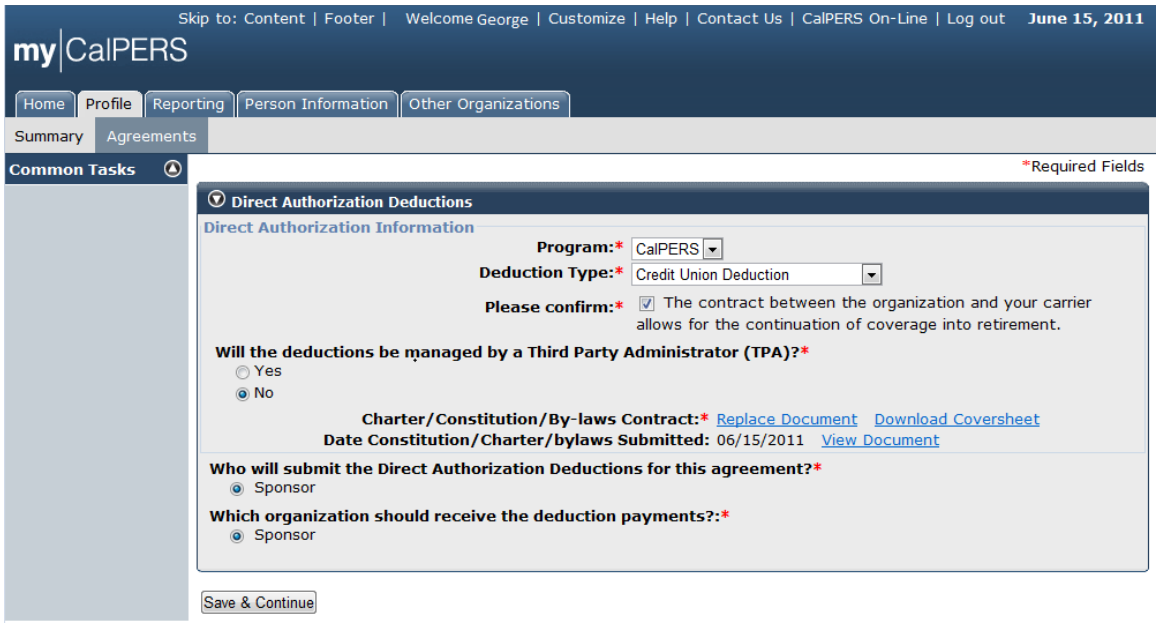
To upload the appropriate Charter/Constitution/By-Laws Contract document(s), select the **Provide Document** link.

The *Submit Documentation* page displays.



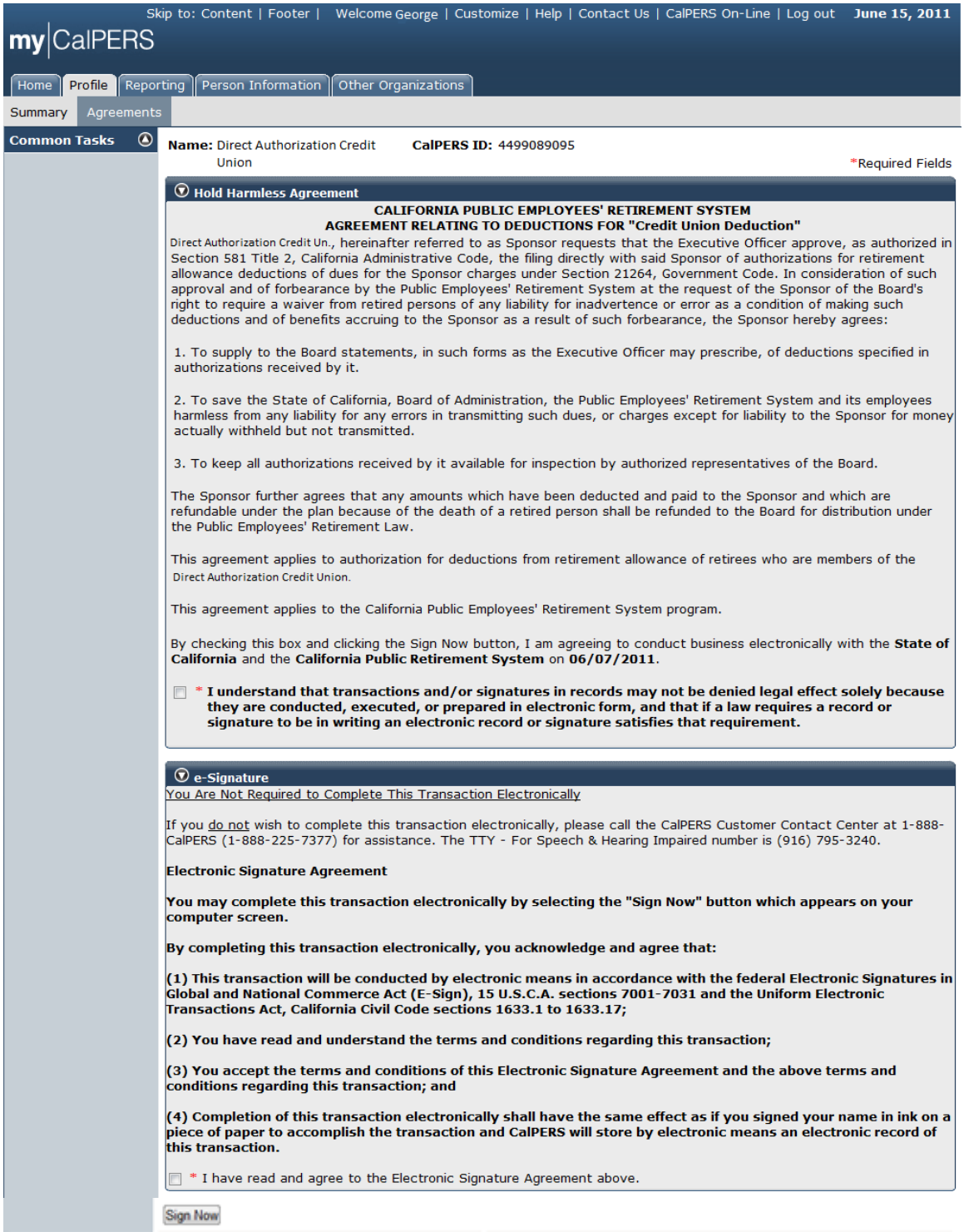
Select **Upload from the Submission Method** dropdown. Browse to the appropriate document(s) and select for uploading to my|CalPERS.

The Direct Authorization Deductions section is updated with the information we entered. Note that **Date Constitution/Charter/bylaws Submitted** displays the date we uploaded the document (”6/15/2011” in this example), and a **View Document** link, which may be used to view the document.



Select the **Save & Continue** button.

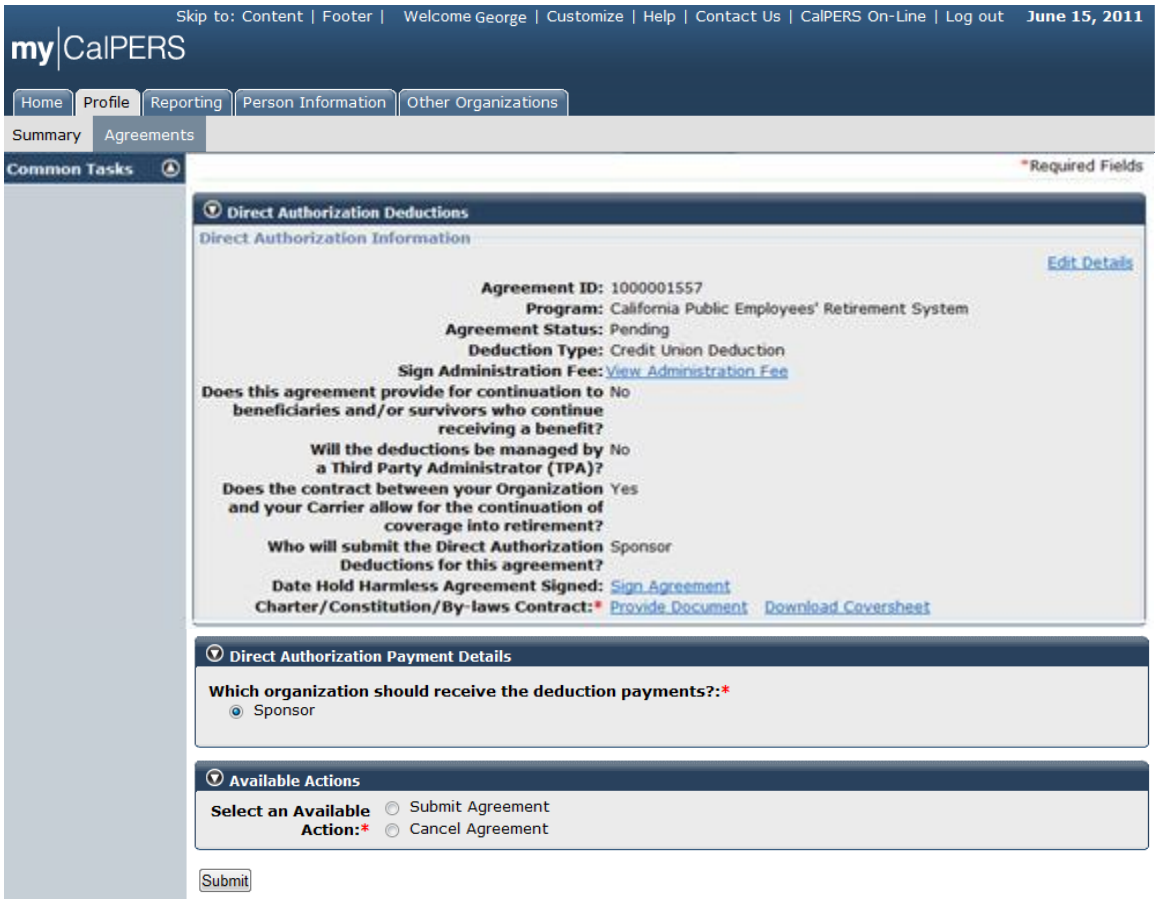
The *Direct Authorization Agreement* page displays.



Read the important information related to the direct authorization agreement, including the one-time administration fee and the deductions processing service charge for each deduction.

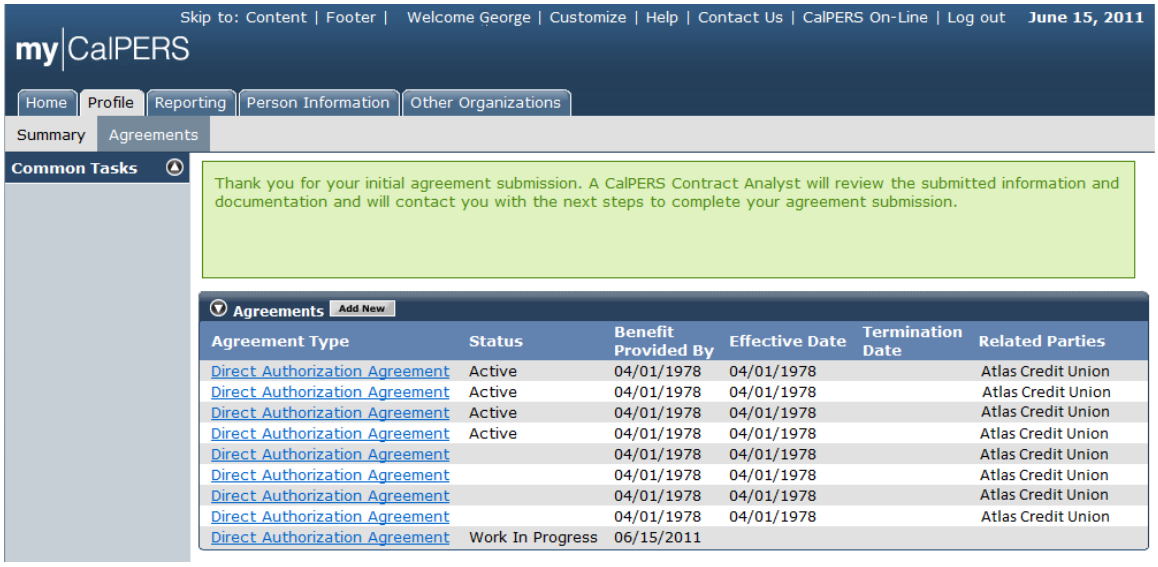
my|CalPERS uses e-Signature for electronic signatures in lieu of signing hard copy documents. You may submit your new agreement request by reviewing the agreement terms within the e-Signature section, selecting the checkbox associated with the statement “I have read and agree to the Electronic Signature Agreement above,” and then selecting the **Sign Now** button. Note that red asterisks indicate required fields. Also note that if you do not wish to submit your new agreement request using e-Signature, there is information within the e-Signature section to instruct you how to submit the new agreement request via hard copy.

The *Direct Authorization Agreement* page displays. my|CalPERS displays the confirmation message “Thank you for submitting your information.” Note that the **Agreement Status** indicates “Pending” within the Direct Authorization Deductions section.



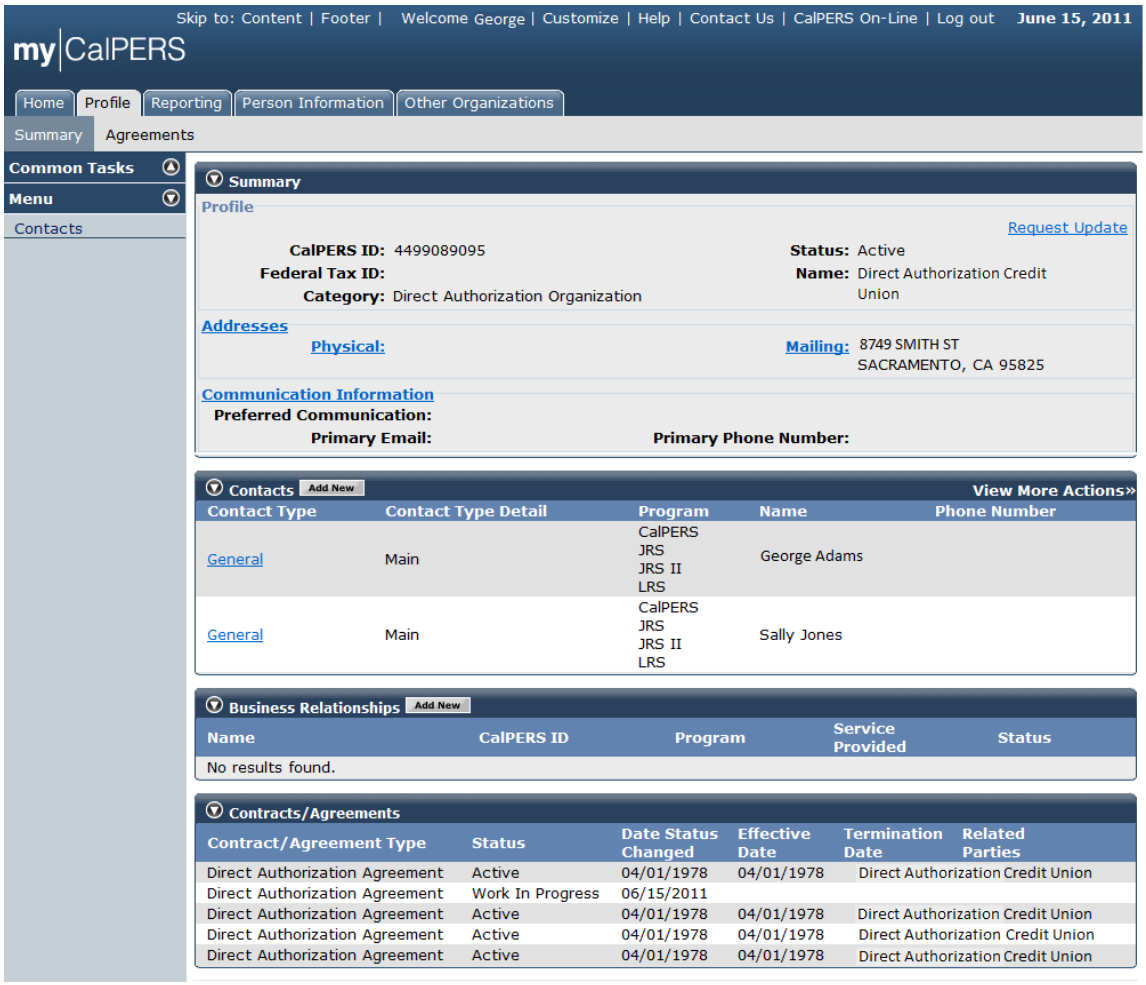
Select the **Submit Agreement** radio button within the Available Actions section and then select the **Submit** button.

my|CalPERS displays the confirmation message “Thank you for your initial agreement submission. A CalPERS Contract Analyst will review the submitted information and documentation and will contact you with the next steps to complete your agreement submission.” Once a CalPERS Contract Analyst reviews and approves the submitted new agreement, the **Agreement Status** will be updated to “Active”.



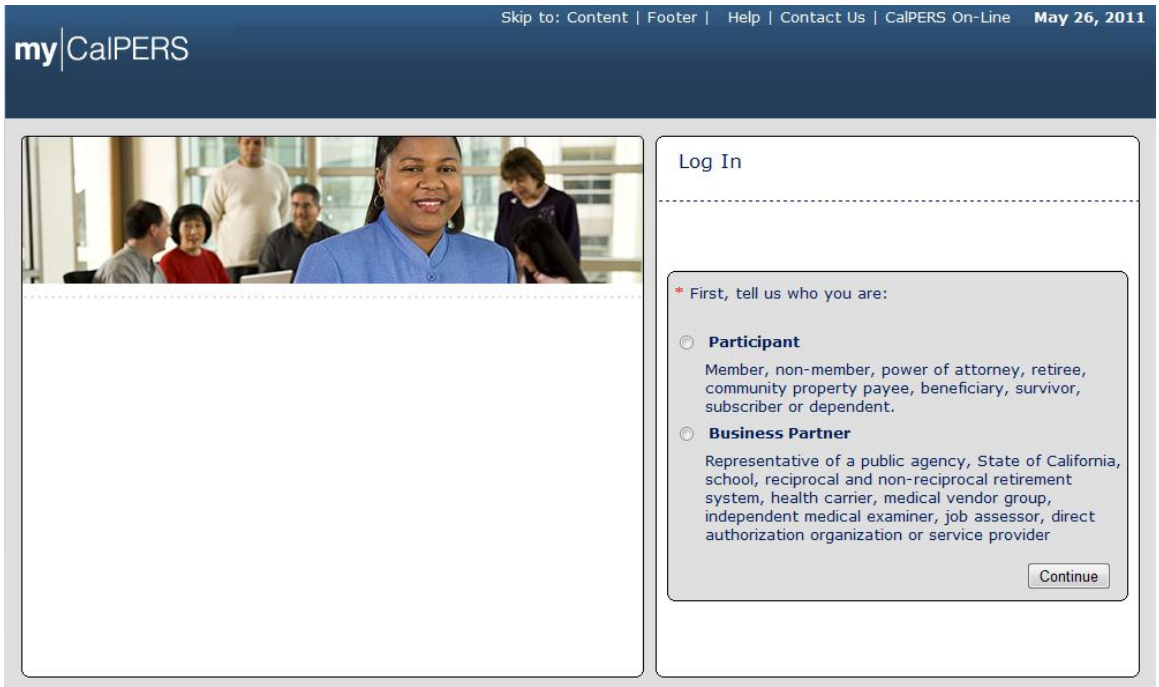
Select the **Profile** global navigation tab.

The new direct authorization agreement is displayed as “Work In Progress” under the Status column within the Contracts/Agreements section.



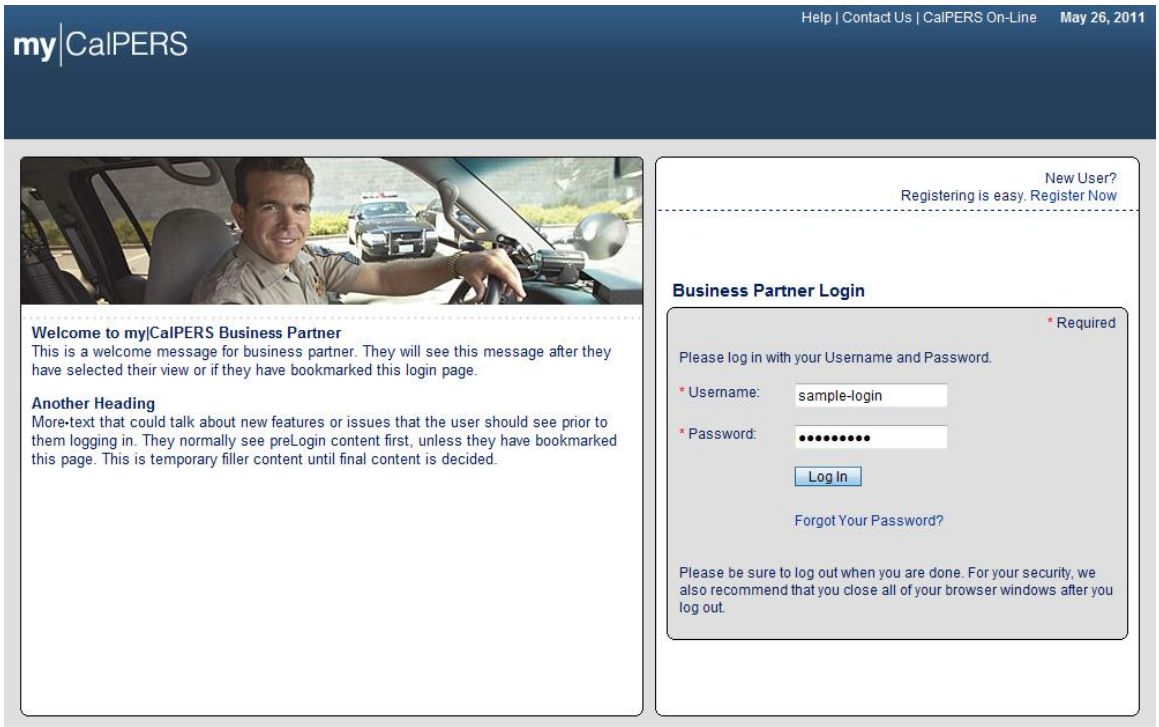
Sign the Hold Harmless agreement

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* screen displays.



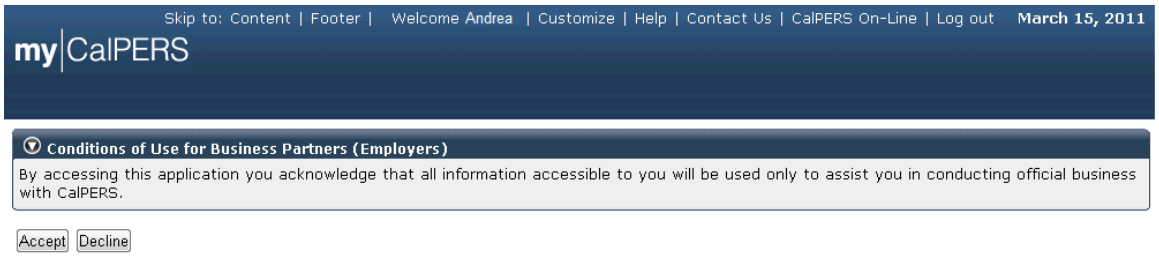
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

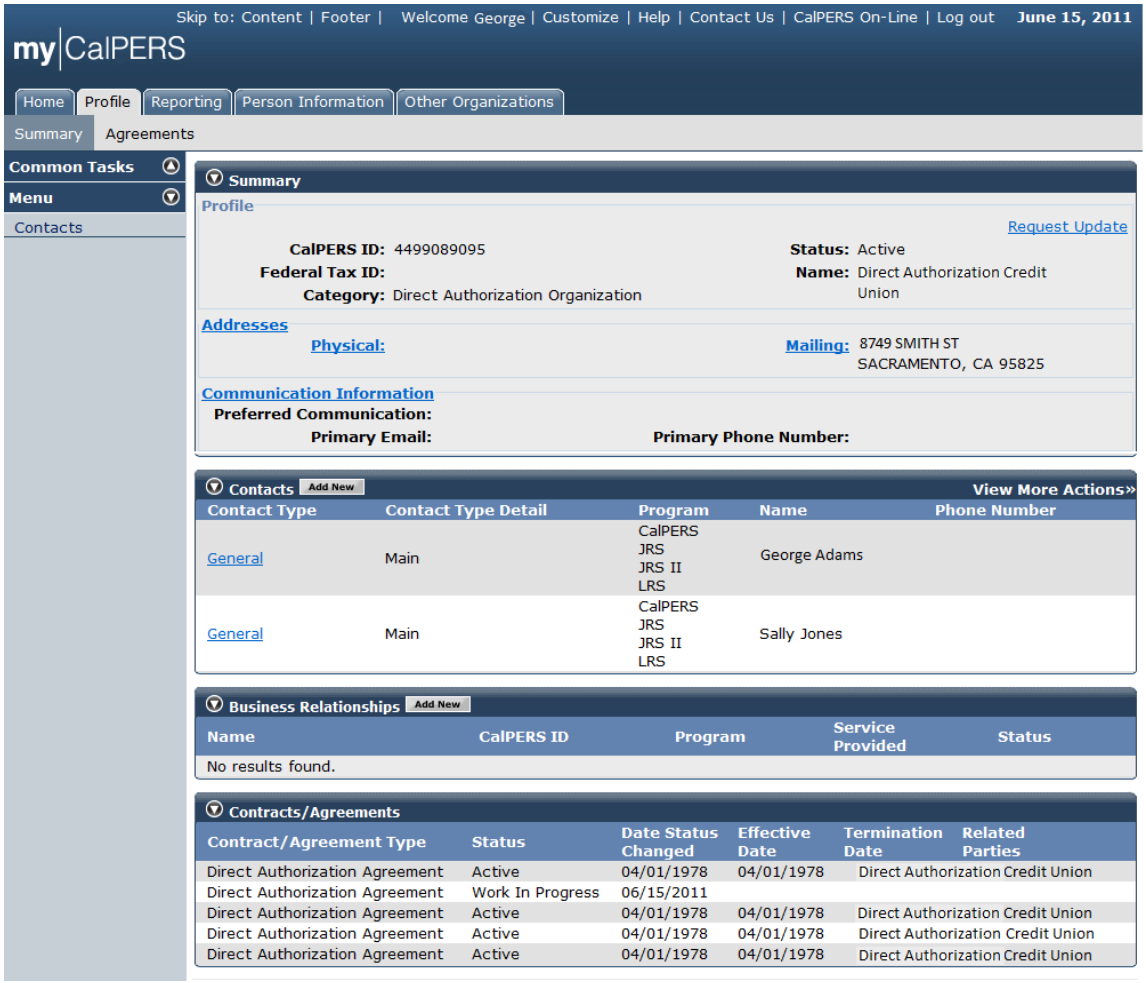


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

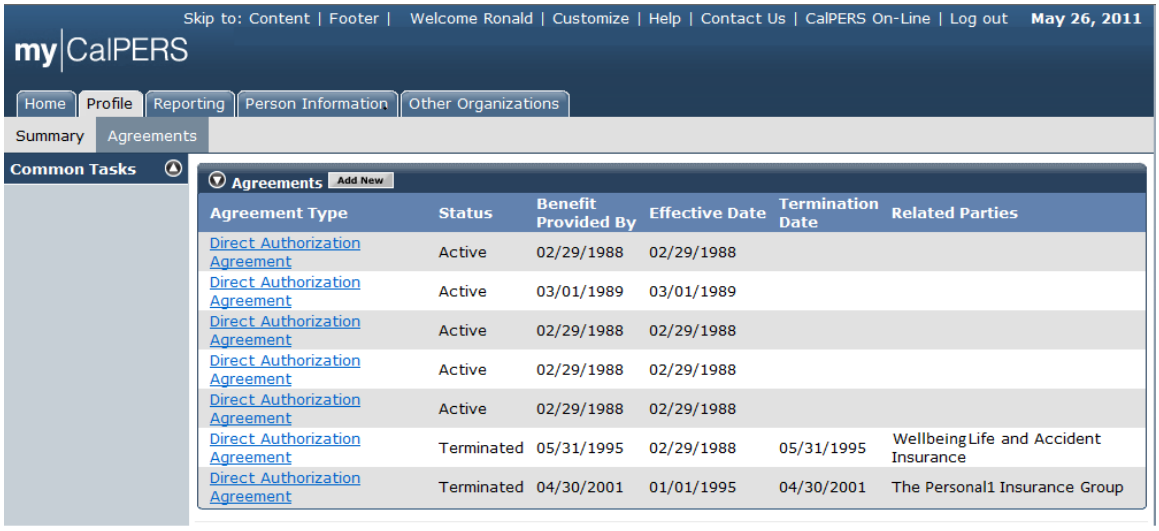
Select the **Profile** global navigation tab.

The *Business Partner Profile Summary* page displays.



Select the **Agreements** local navigation tab.

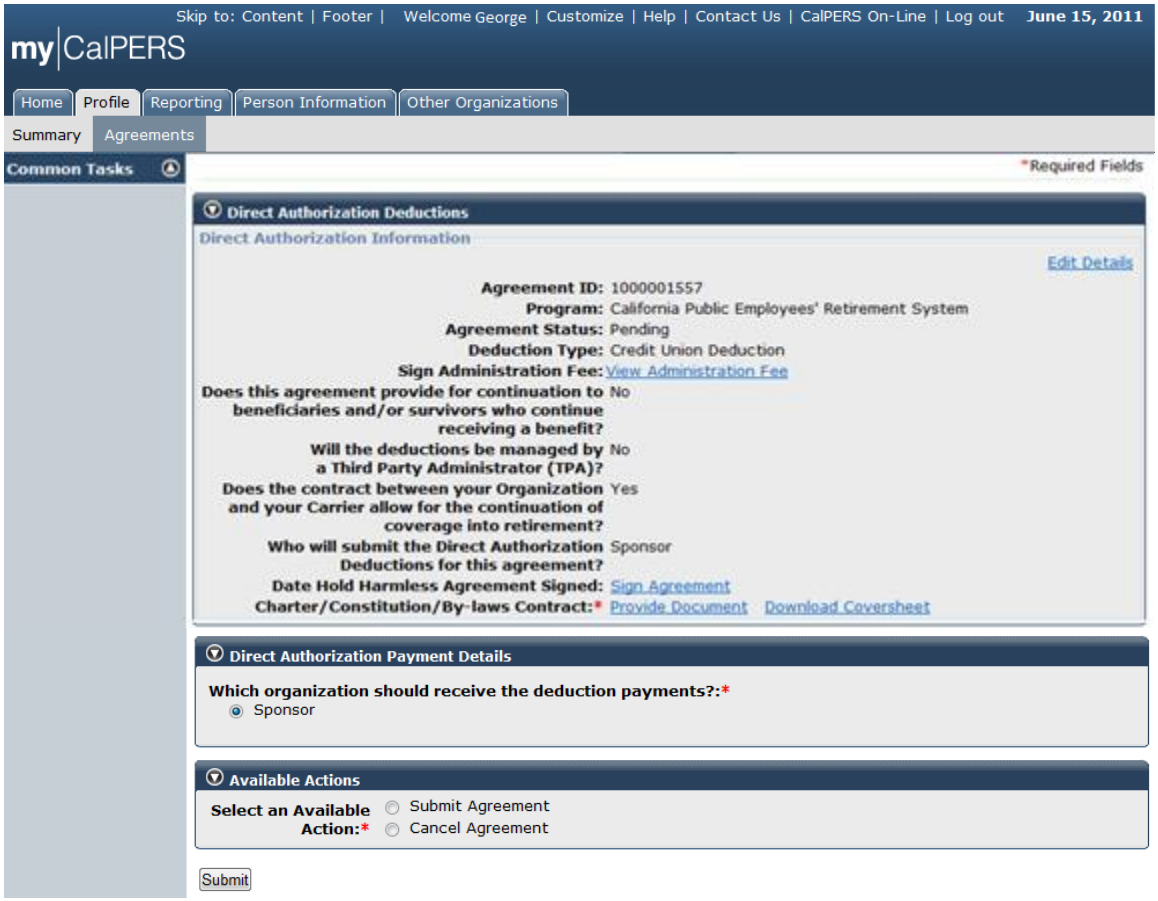
The *Agreements* page displays.



Agreement Type	Status	Benefit Provided By	Effective Date	Termination Date	Related Parties
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	03/01/1989	03/01/1989		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Terminated	05/31/1995	02/29/1988	05/31/1995	Wellbeing Life and Accident Insurance
Direct Authorization Agreement	Terminated	04/30/2001	01/01/1995	04/30/2001	The Personal1 Insurance Group

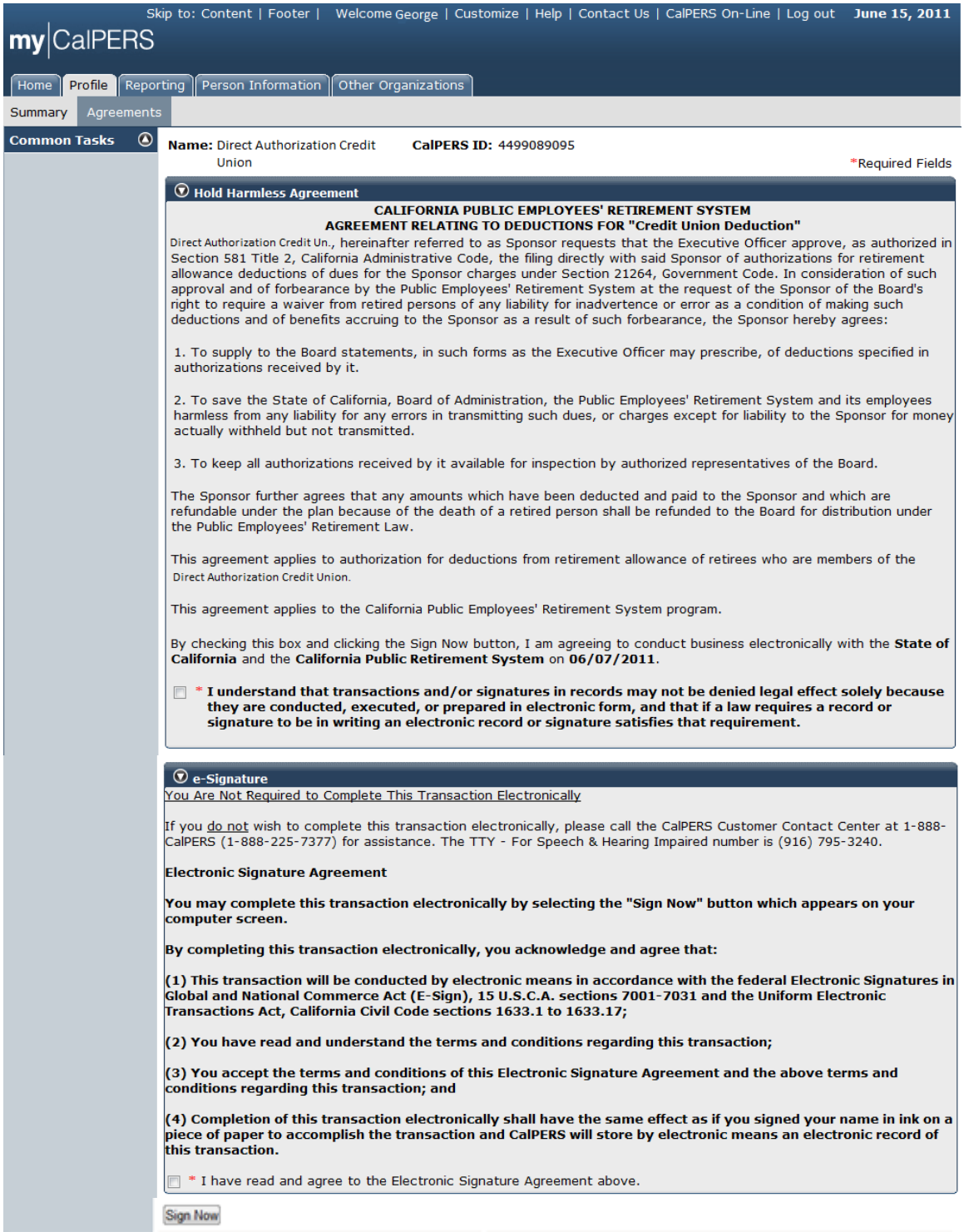
Select the **Direct Authorization Agreement** link under the Agreement Type column within the Agreement section for the agreement and organization for which you would like to sign the Hold Harmless Agreement.

The *Direct Authorization Deductions* page displays.



Select the **Sign Agreement** link to the right of the Date Hold Harmless Agreement Signed within the Direct Authorization Deductions section.

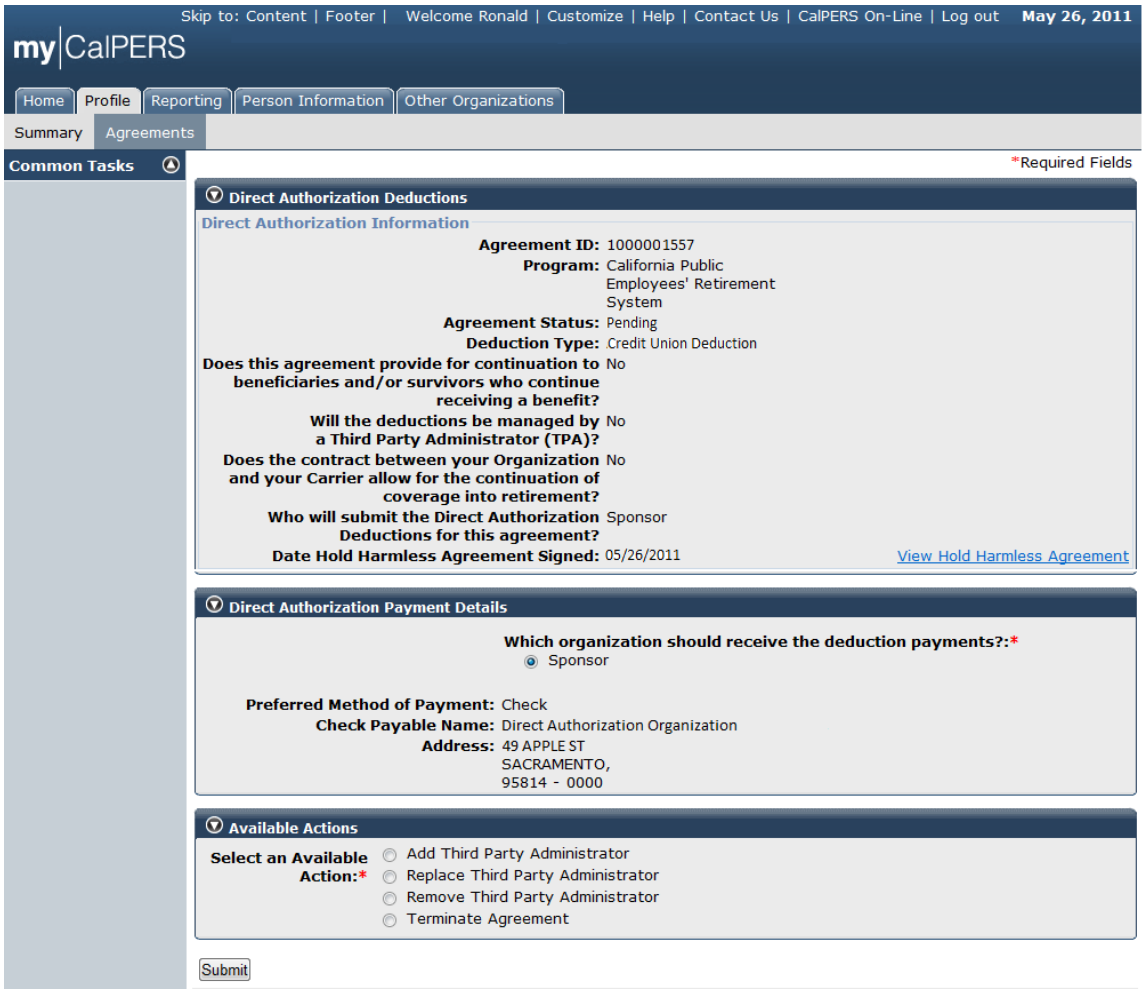
The *Hold Harmless Agreement* page displays.



Review the information within the Hold Harmless Agreement section and select the checkbox to the left of the statement “I understand that transactions and/or signatures in records may not be denied legal effect solely because they are

conducted, executed, or prepared in electronic form, and that if a law requires a record or signature to be in writing an electronic record or signature satisfies that requirement." Review the information within the e-Signature section and select the checkbox to the left of the statement "I have read and agree to the Electronic Signature Agreement above." Select the **Sign Now** button.

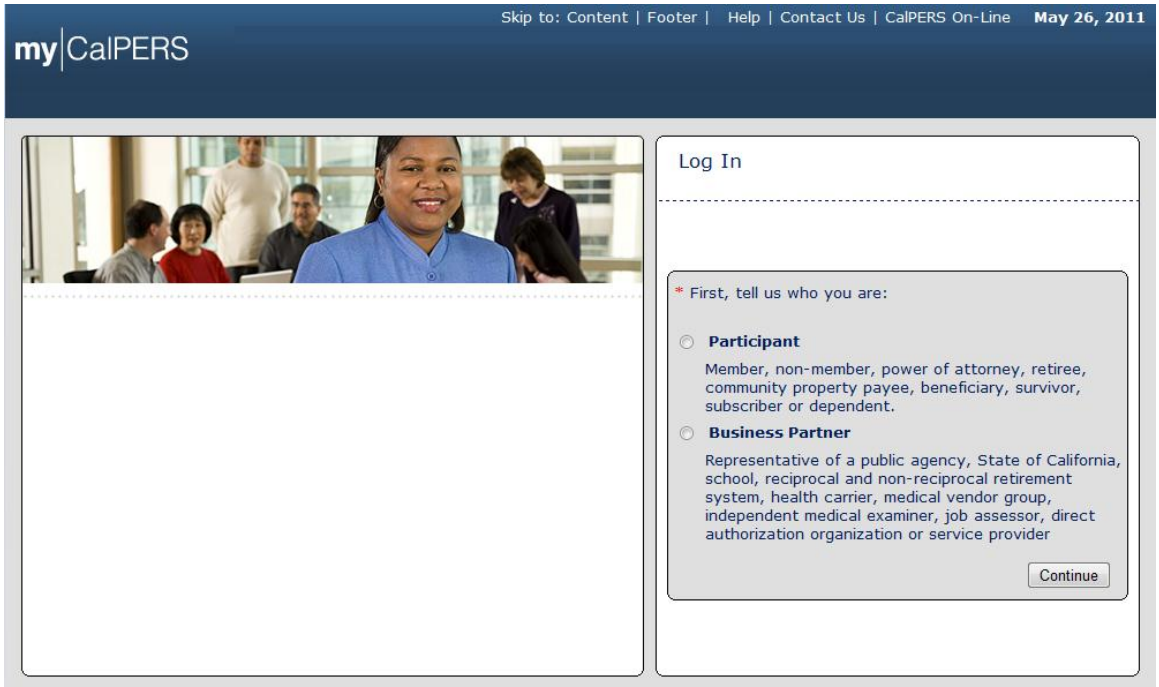
The Date Hold Harmless Agreement Signed displays within the Direct Authorization Deductions section. You can view the agreement at any time by selecting the **View Hold Harmless Agreement** link.



Manage Relationship with a Third Party Administrator

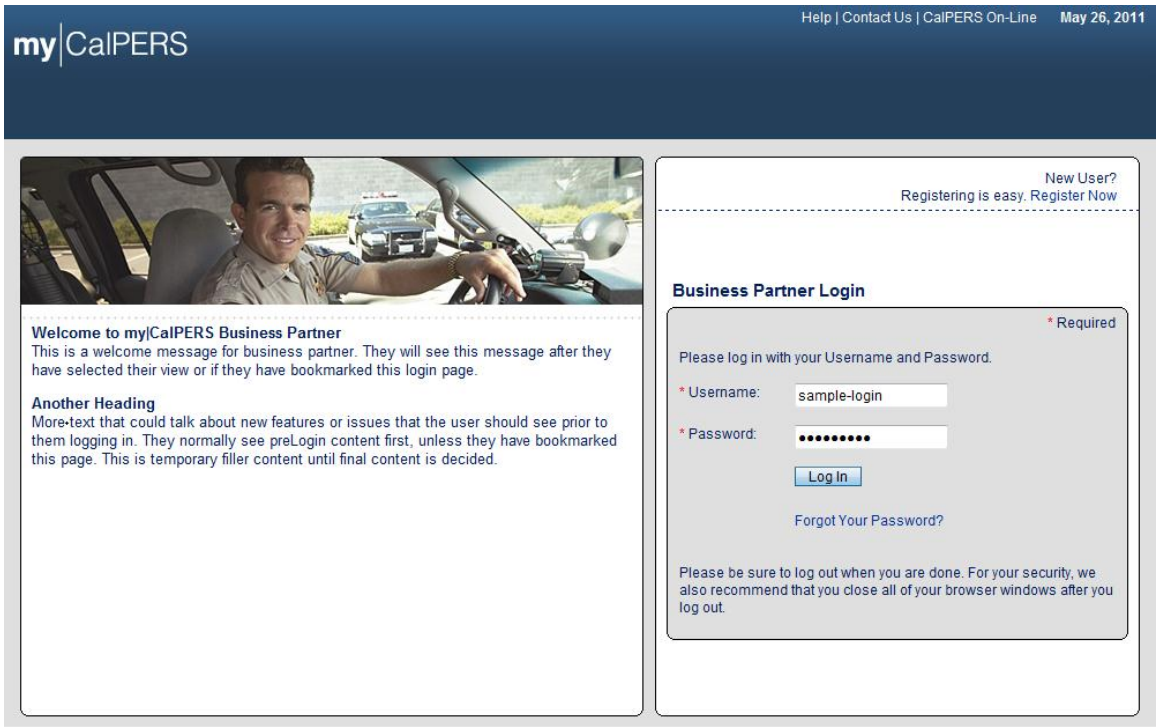
Add a third party administrator to an existing agreement

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



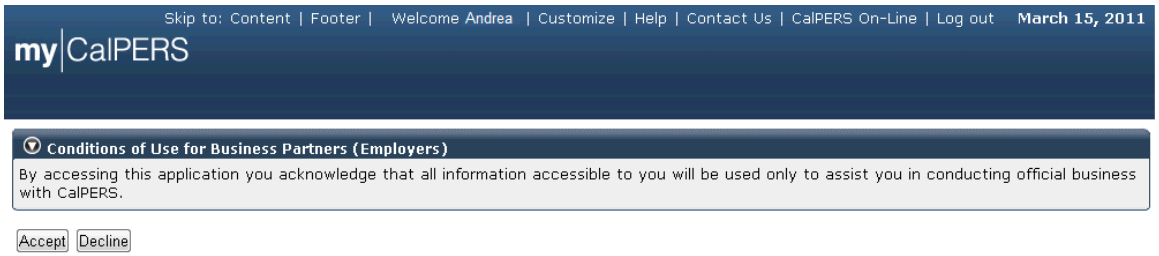
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Log In* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

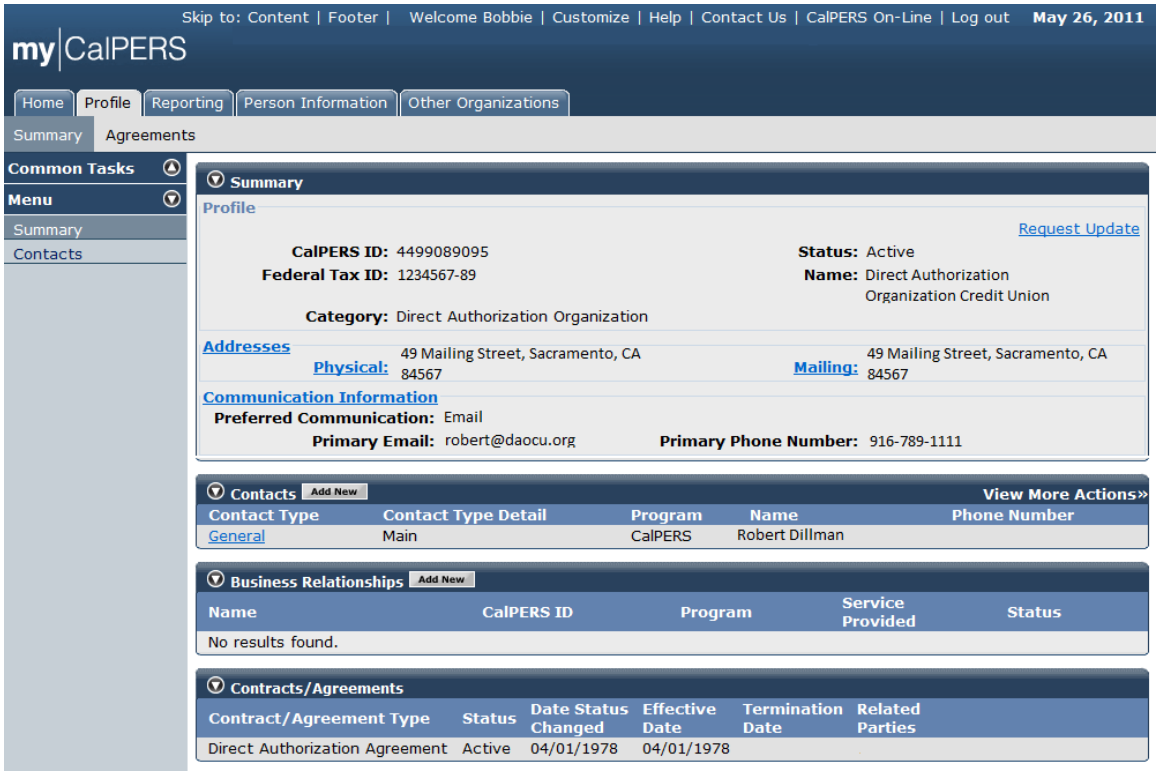


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

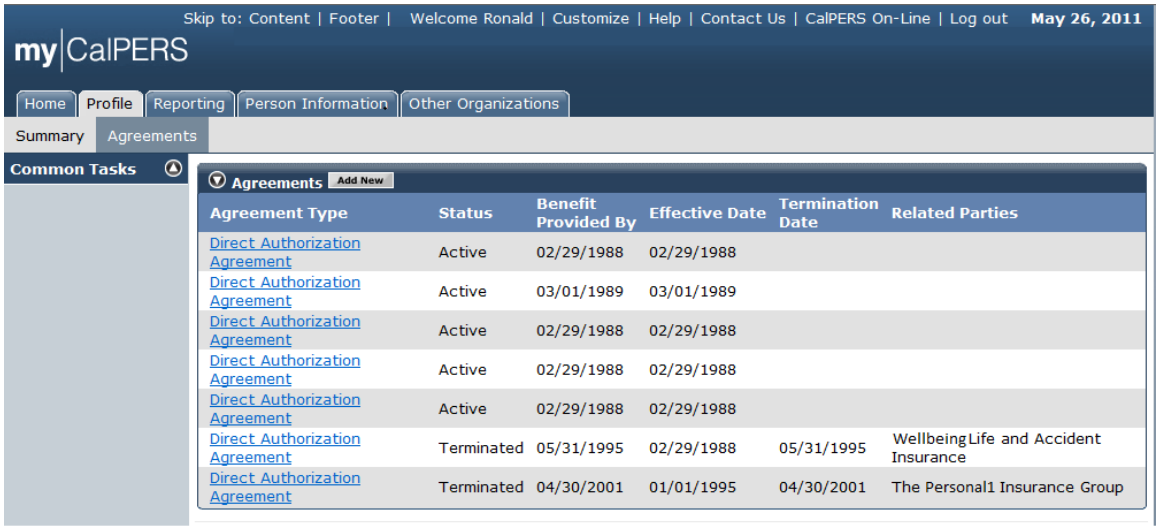
Select the **Profile** global navigation tab.

The *Business Partner Profile* page displays.

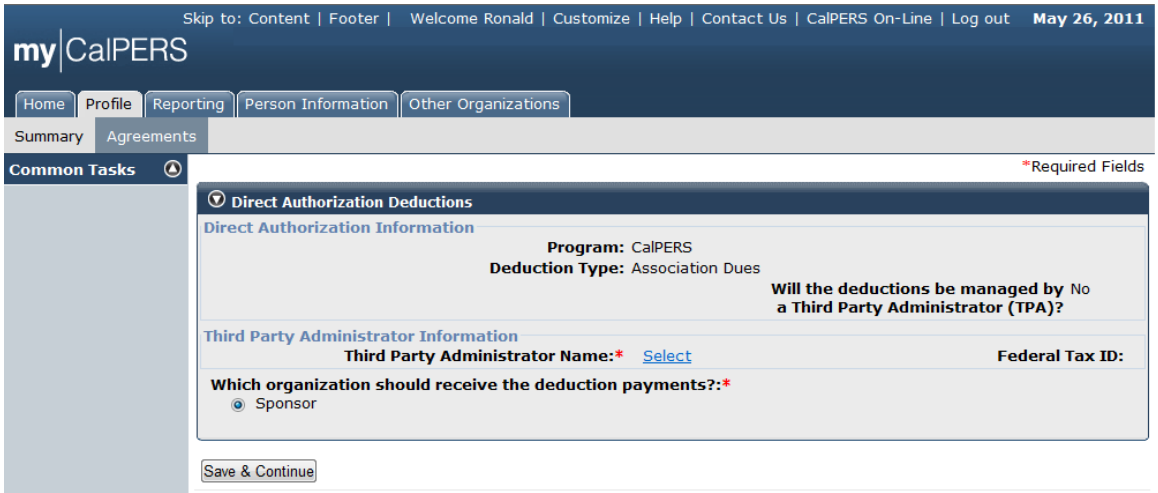


Select the **Agreements** local navigation tab.

The *Agreements* page displays.

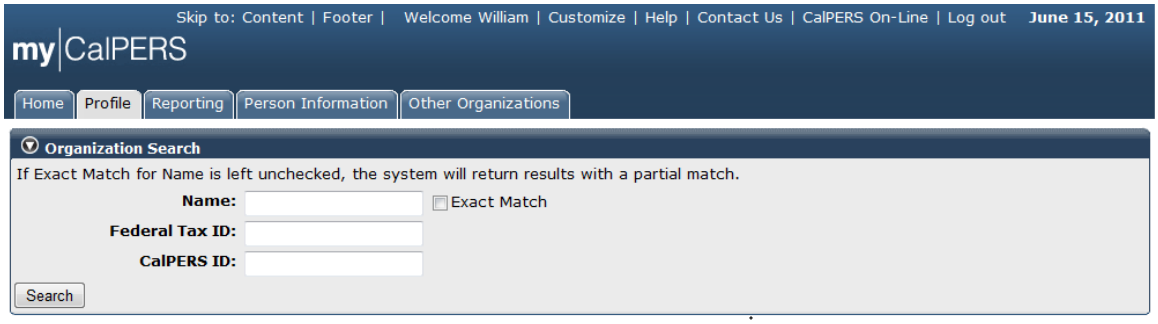


Select the **Direct Authorization Agreement** link under the Agreement Type column within the Agreement section to which you would like to add a third party administrator.



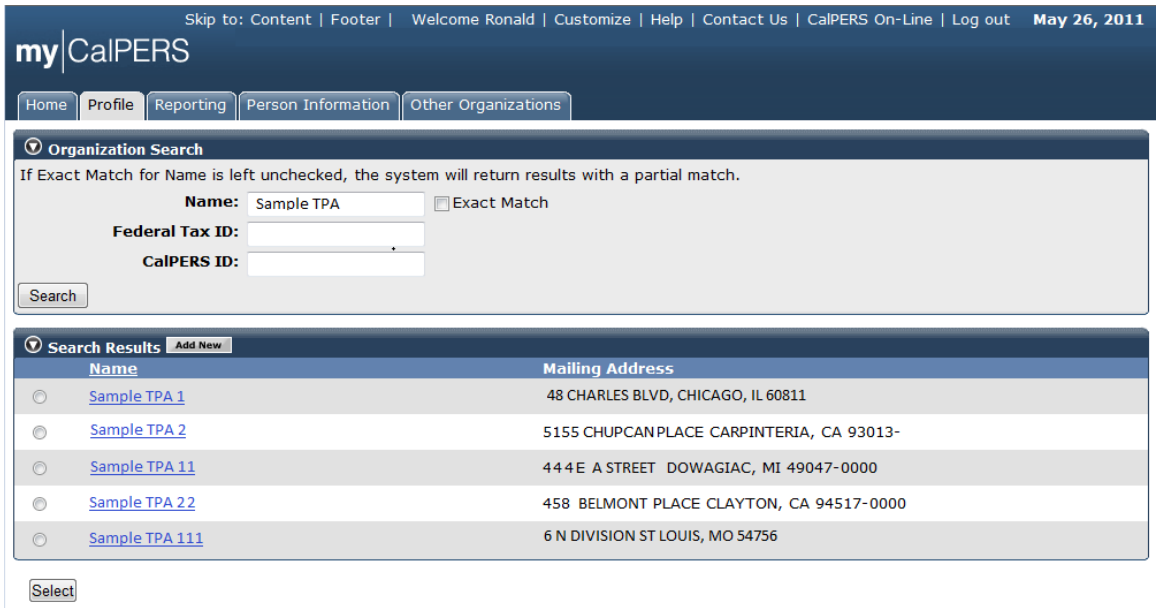
To add a third party administrator to an existing agreement, select the “Third Party Administrator Name” **Select** link in the Third Party Administrator Information area within the Direct Authorization Deductions section.

The *Organization Search* page displays.



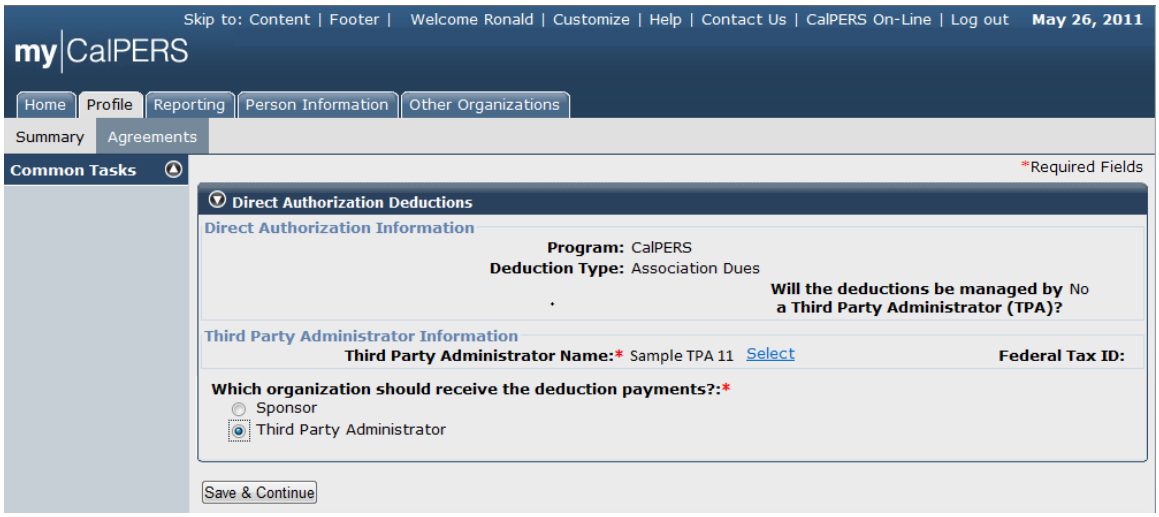
Enter the name of the Third Party Administrator organization in the **Name** field and then select the **Search** button.

The results of the organization search are displayed within the Search Results section.

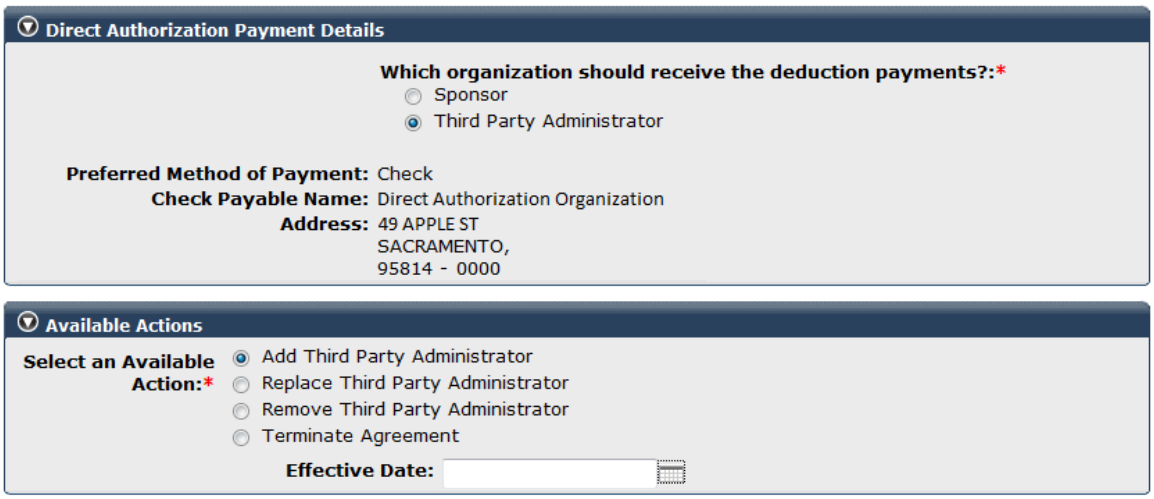


Select the radio button associated with the appropriate organization (**Sample TPA 11** in this example) and then the **Select** button.

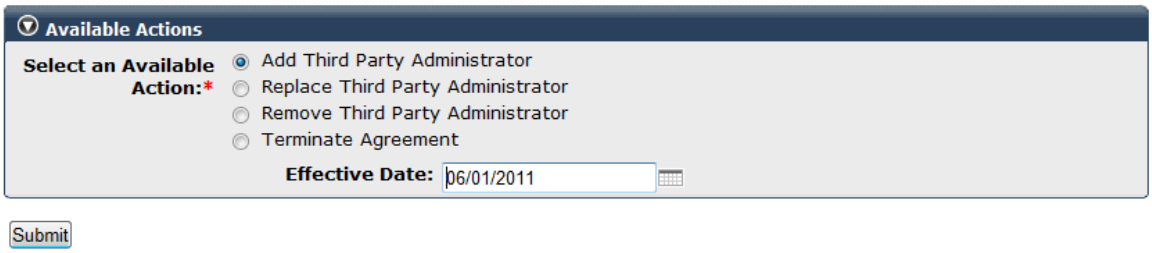
The *Direct Authorization Deductions* page displays the Third Party Administrator Name, “Sample TPA 11”.



Select the **Third Party Administrator** radio button in the Third Party Administrator Information area within the Direct Authorization Payment Details section to indicate that the newly added third party administrator will be the organization that will receive the deduction payments. Select the **Save & Continue** button within the Direct Authorization Deductions section.



Select the **Add Third Party Administrator** radio button within the Available Actions section. The **Effective Date** field appears within the Available Actions section once one of the radio buttons is selected.



Enter the effective date of the business partner relationship with your organization's third party administrator in the **Effective Date** field, or select the calendar icon to select the date and select the **Submit** button.

The confirmation message appears stating “Thank you for modifying your agreement. No further action is required at this time.” Note that the Third Party Administrator has been updated as the organization which should receive the deduction payments within the Direct Authorization Payment Details section.

Replace the third party administrator for an existing agreement

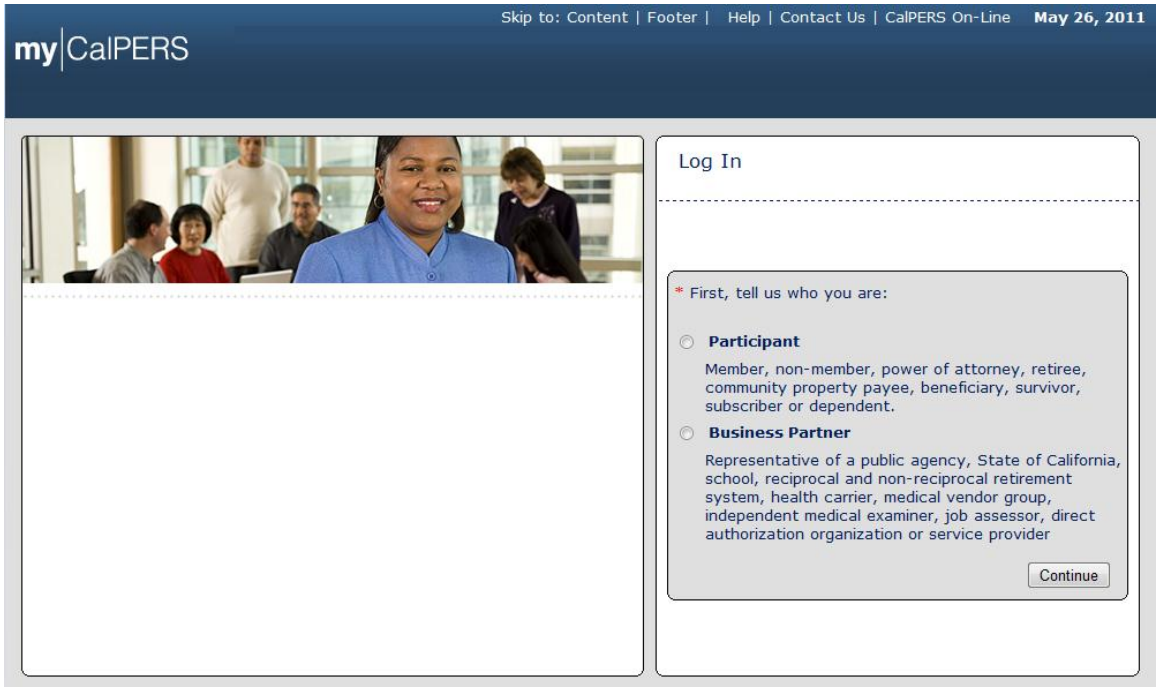
You may add, replace or remove a third party administrator. Remember that carriers or third party administrators involved in direct authorization agreements with my|CalPERS must sign hold harmless agreements for each new direct authorization agreement.

When a business partner makes modifications to a direct authorization agreement, the effective date must fall within a specific range to be enacted on the desired effective date.

Generally, for a modification to be effective for the beginning of the next calendar month, the change must be submitted prior to the end of the current business month. For example, if December 15 is the end of the business month and a modification was made on December 11, then the modification would be effective on the first of January, the following calendar month.

If the effective date does not fall into the specific date range, my|CalPERS adjusts the effective date accordingly.

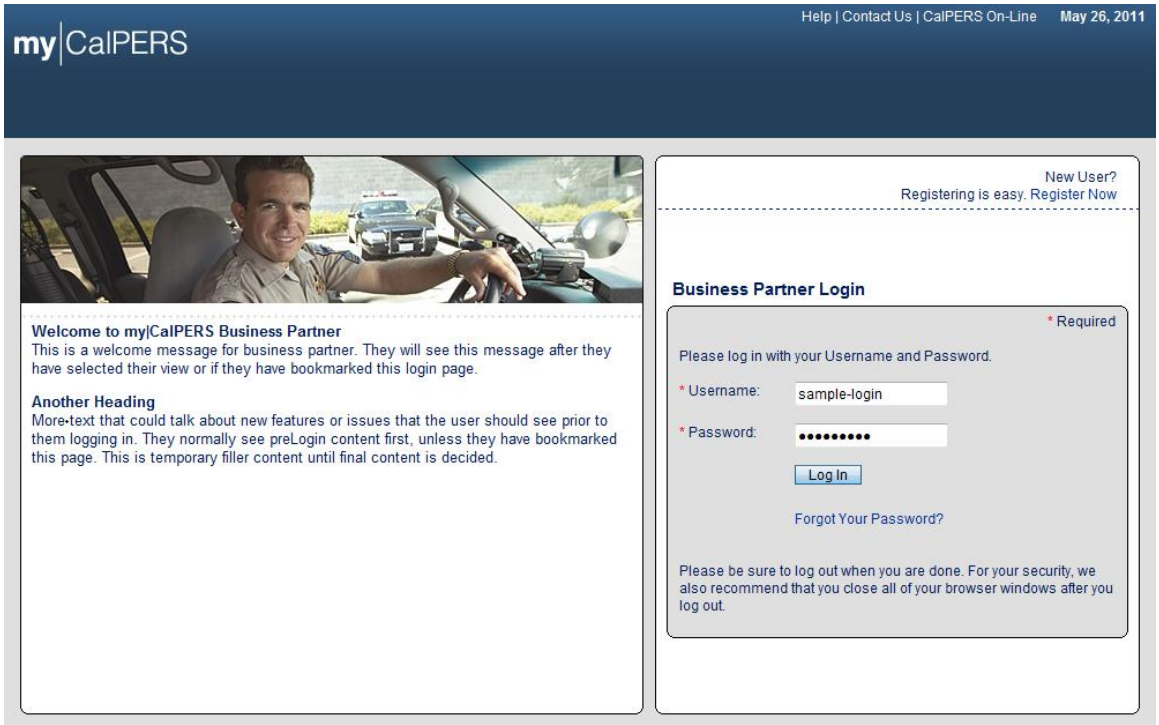
Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



Select the **Business Partner** radio button and then the **Continue** button.

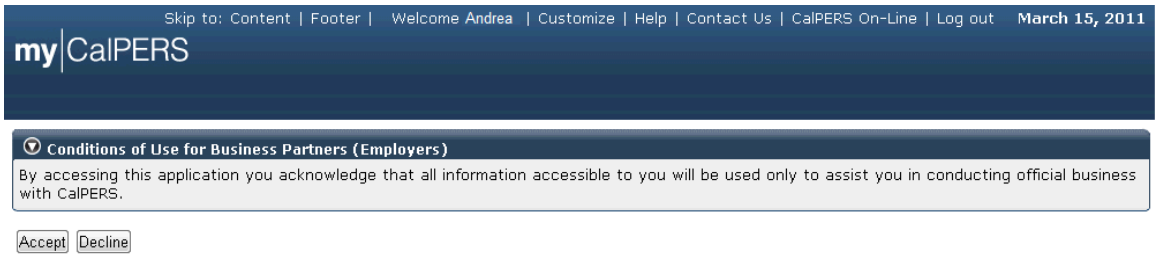
The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this

login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

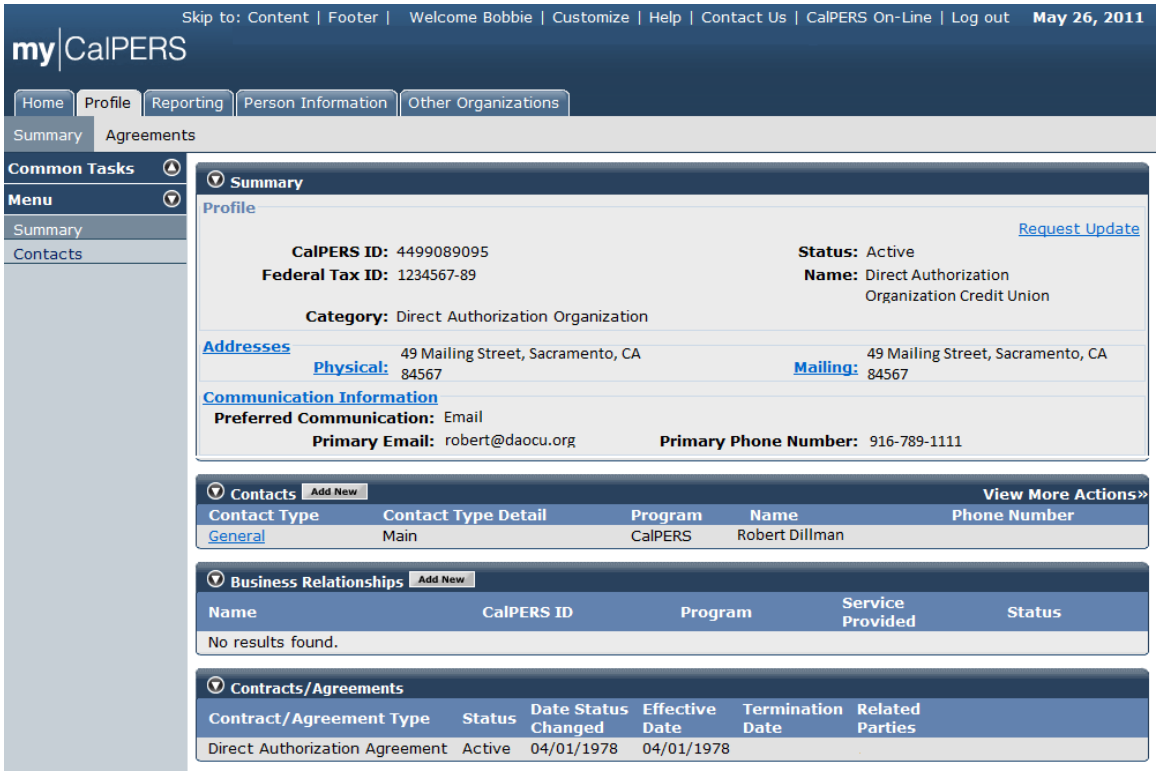


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

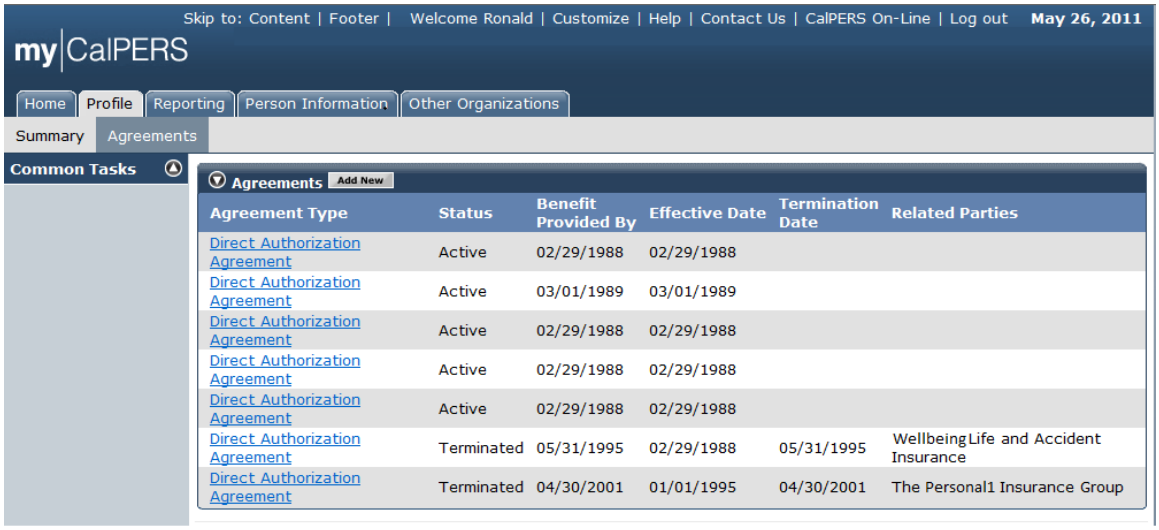
Select the **Profile** global navigation tab.

The *Business Partner Profile Summary* page displays.



Select the **Agreements** local navigation tab.

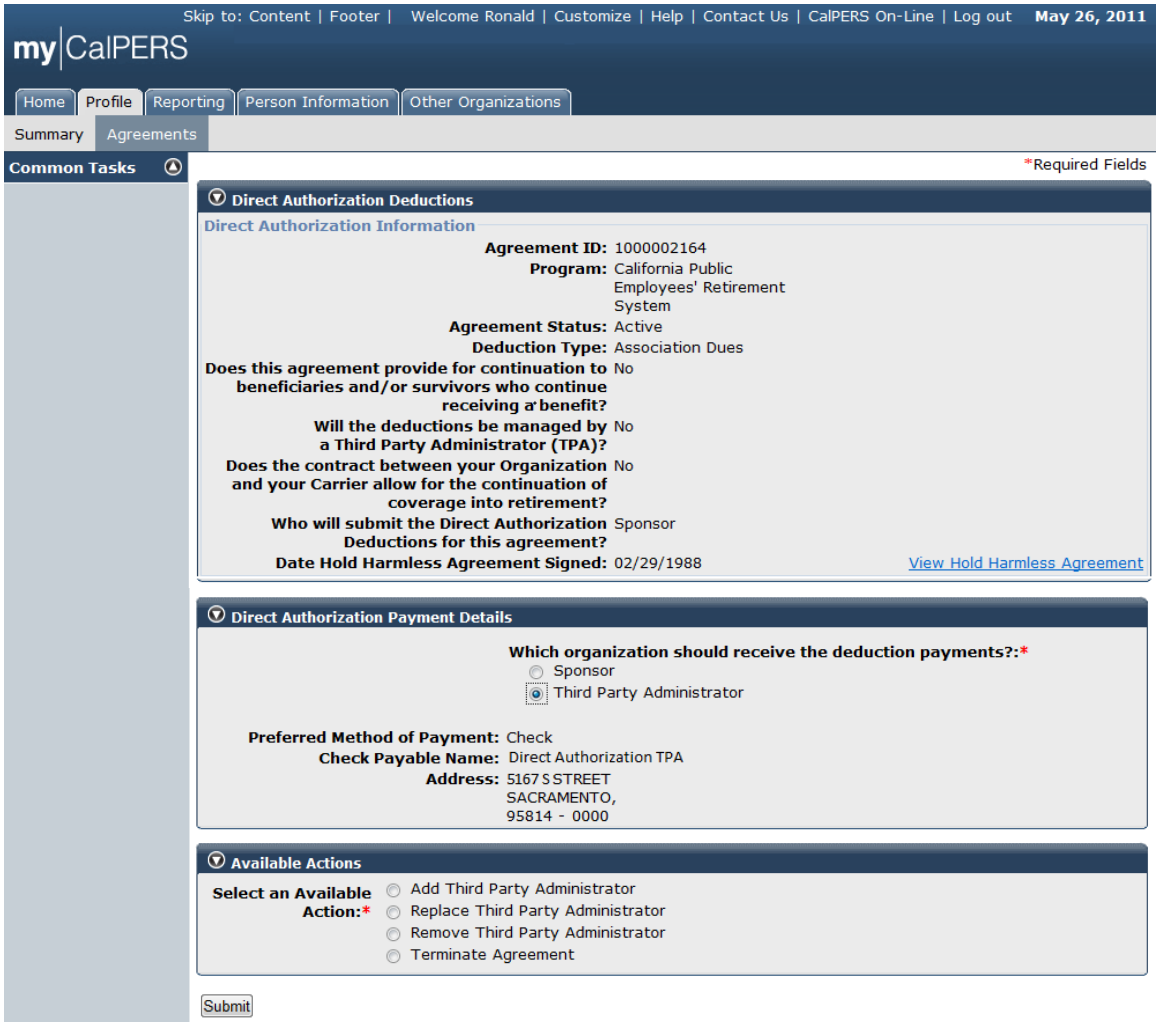
The *Agreements List* page displays. Your organization's direct authorization agreements display under the Agreement Type column within the Agreements section. The status of each agreement, effective dates and related parties may also be found in this section under the appropriate columns. Note that there are two terminated agreements on this screen, with the agreement termination dates displayed under the Termination Date column.



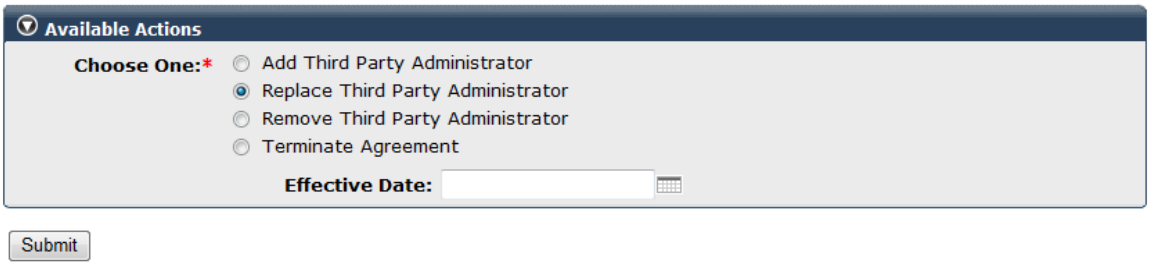
Agreement Type	Status	Benefit Provided By	Effective Date	Termination Date	Related Parties
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	03/01/1989	03/01/1989		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Terminated	05/31/1995	02/29/1988	05/31/1995	WellbeingLife and Accident Insurance
Direct Authorization Agreement	Terminated	04/30/2001	01/01/1995	04/30/2001	The Personal1 Insurance Group

Select the **Direct Authorization Agreement** link under the Agreement Type column that is associated with the appropriate direct authorization agreement within the Agreement Type section.

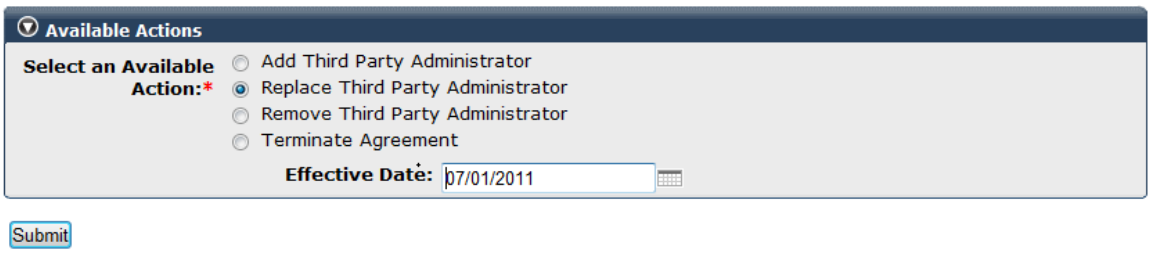
The *Direct Authorization Deductions* page displays.



Select the **Replace Third Party Administrator** radio button within the Available Actions section.

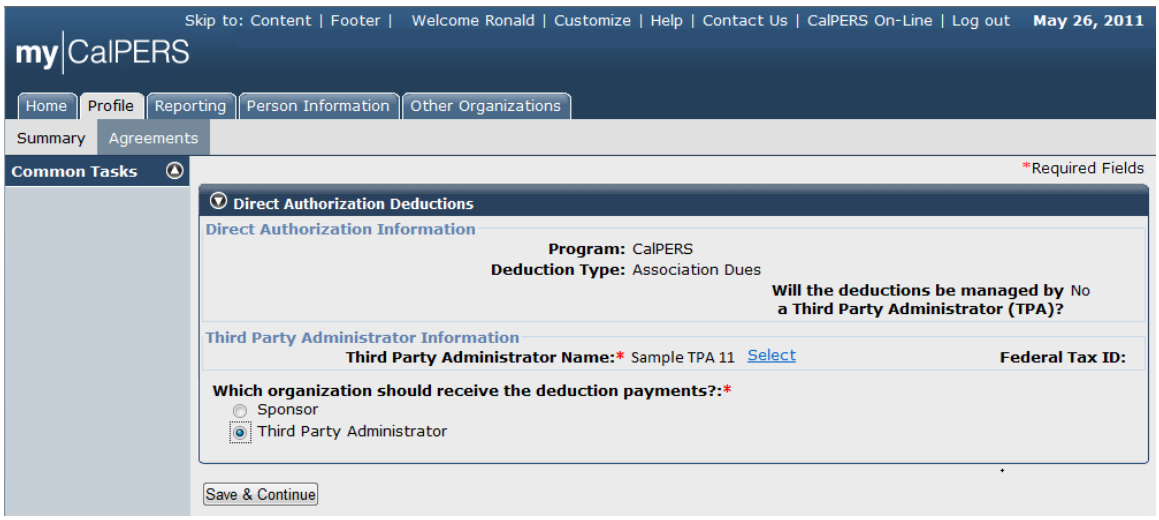


The **Effective Date** field appears within the Available Actions section once one of the radio buttons is selected.



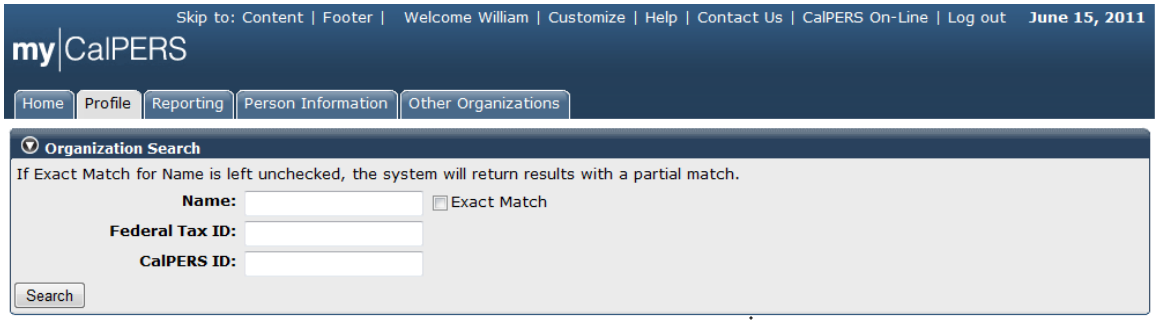
Enter the date in the **Effective Date** field, or select the date by selecting the calendar icon and then select the **Submit** button.

The Direct Authorization Deductions section displays.



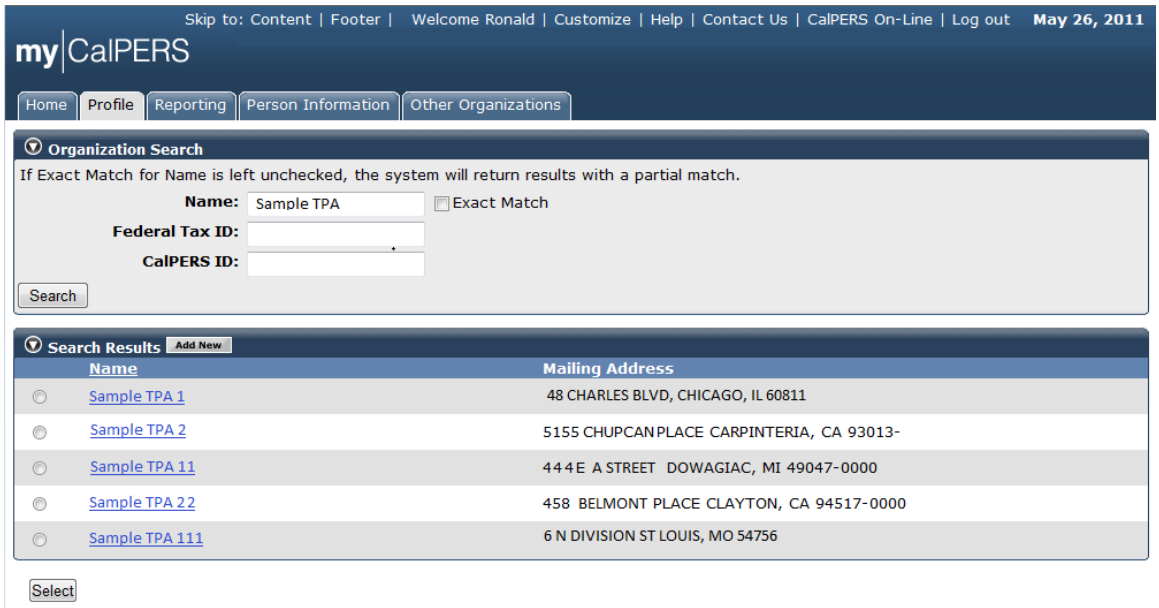
Select the **Third Party Administrator** radio button and then the **Save & Continue** button within the Direct Authorization Deductions section.

The *Organization Search* page displays.



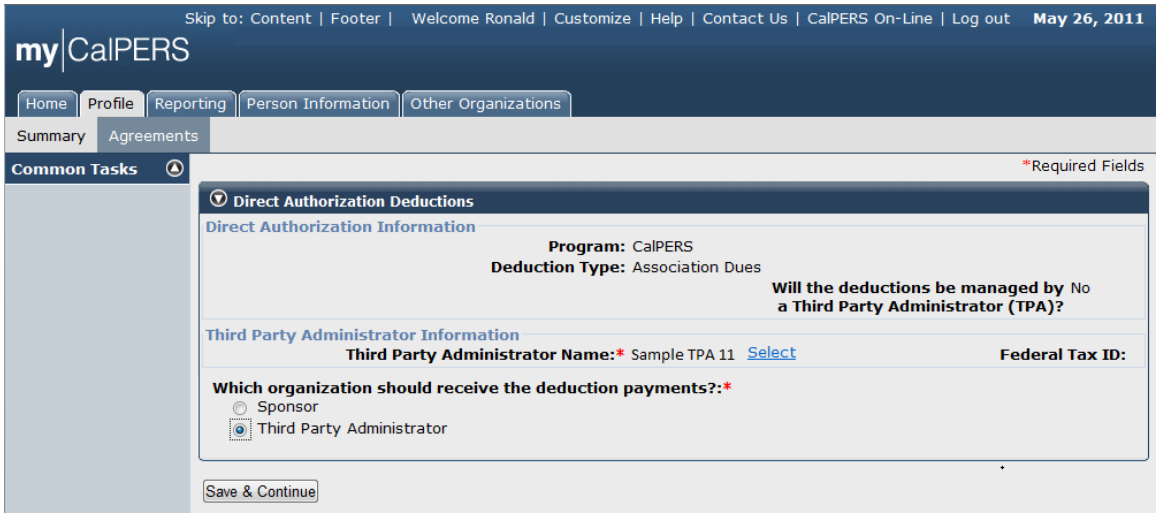
Enter the name of the third party administrator organization in the **Name** field and select the **Search** button within the Organization Search section.

The page refreshes and the results (”Sample TPAs” in this example) are displayed in the Search Results section.



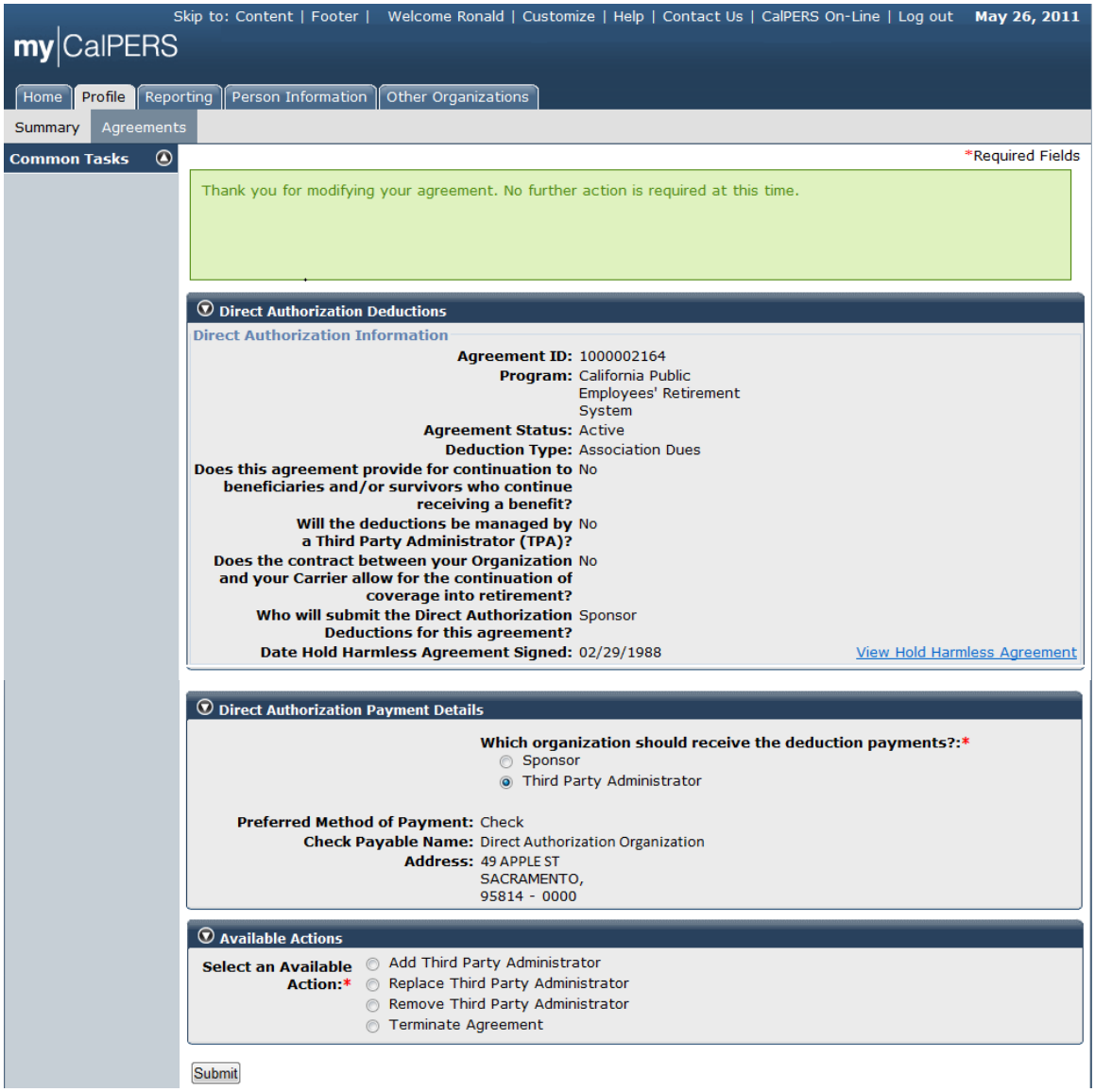
Select the radio button associated with the appropriate third party administrator (**Sample TPA 11** in this example) and then the **Select** button.

The Direct Authorization Deductions section displays “Sample TPA 11” in the **Third Party Administrator Name** field within the Third Party Administrator Information subsection.



Select the Third Party Administrator radio button associated with the question Which organization should receive the deduction payments? and then select the **Save & Continue** button.

The *Direct Authorization Deduction Payment Details* page displays.



The confirmation message appears stating “Thank you for modifying your agreement. No further action is required at this time.”

At the completion of this activity a direct authorization termination notification letter is sent to the sponsor and the previous third party administrator notifying them of the termination and effective date of the direct authorization agreement relationship. A contract agreement qualifications approval notice is sent to the sponsor and the new third party administrator notifying them of the direct authorization agreement approval.

When a direct authorization agreement makes a modification involving a third party administrator, my|CalPERS disables and enables deduction submission for

the previous and new third party administrator or payment recipient, updates all relationships associated with the direct authorization agreement, and reassigns pending deductions to the new third party administrator or payment recipient.

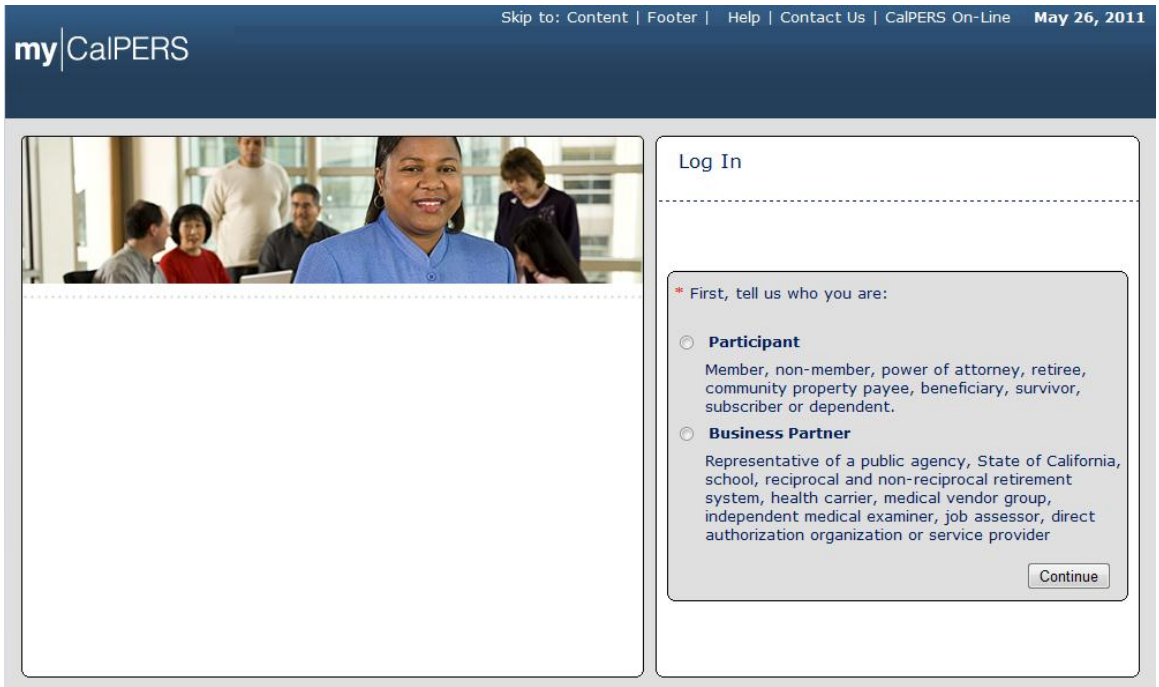
When a new third party administrator is added to a direct authorization agreement, a contract agreement qualifications approval notice is sent to the sponsor and the new third party administrator notifying them of the direct authorization agreement approval.

If the removed third party administrator was the payment recipient in a direct authorization agreement with an existing carrier, my|CalPERS then selects the carrier to receive payments.

Also, when a third party administrator is removed, a direct authorization termination notification is sent to the sponsor and the third party administrator notifying them of the termination and effective date of the direct authorization agreement relationship.

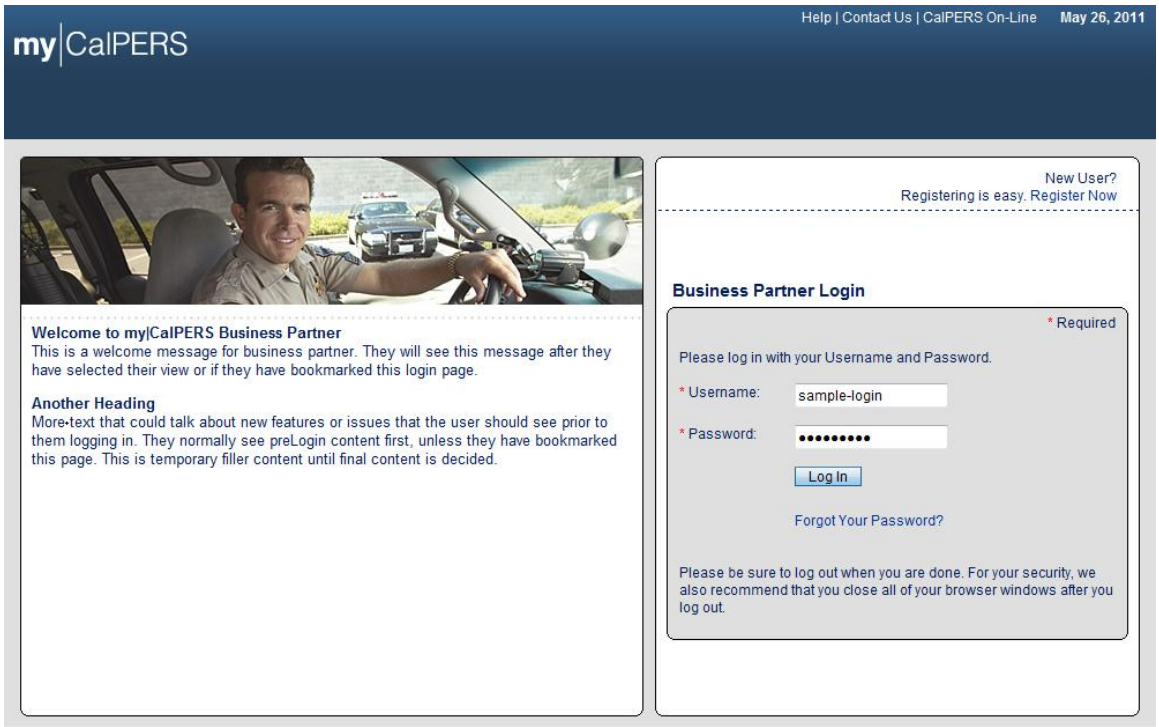
Remove a third party administrator from an existing agreement

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



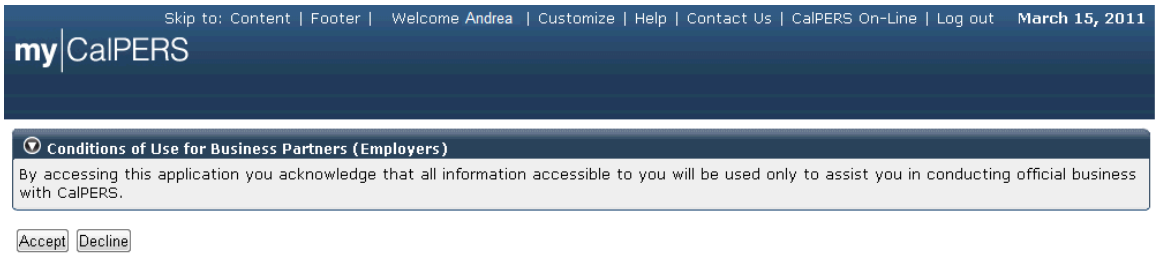
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

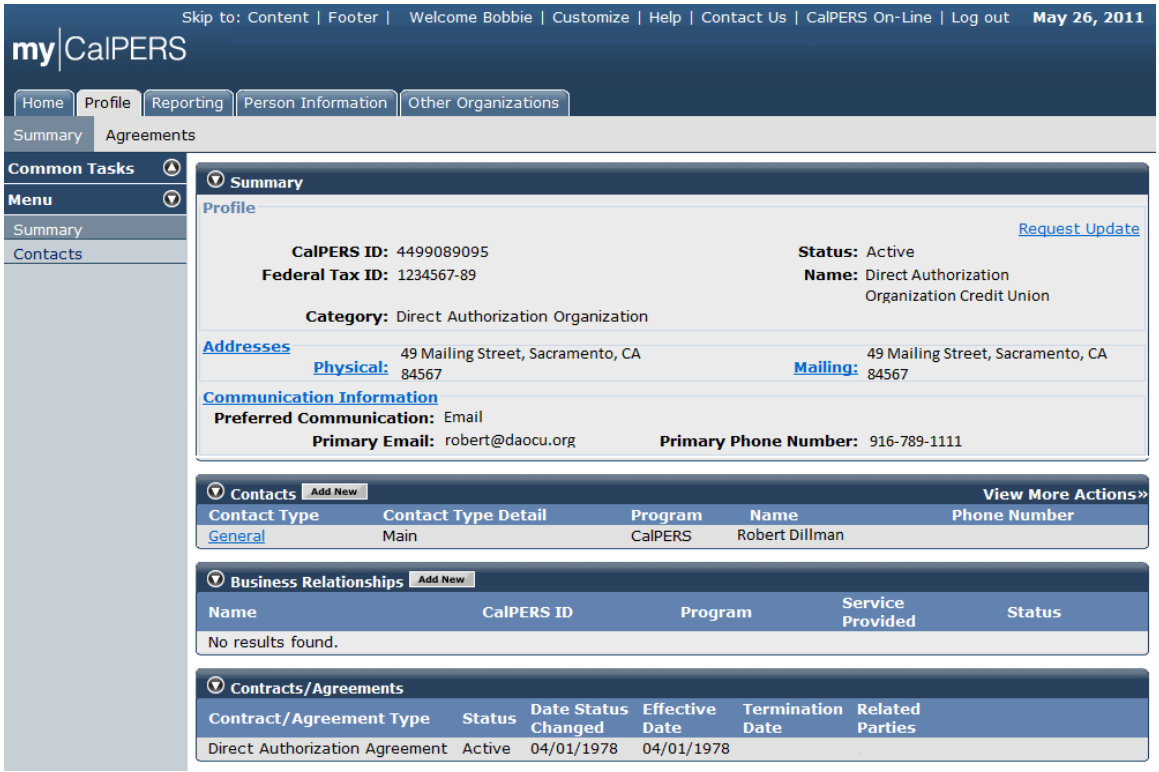


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

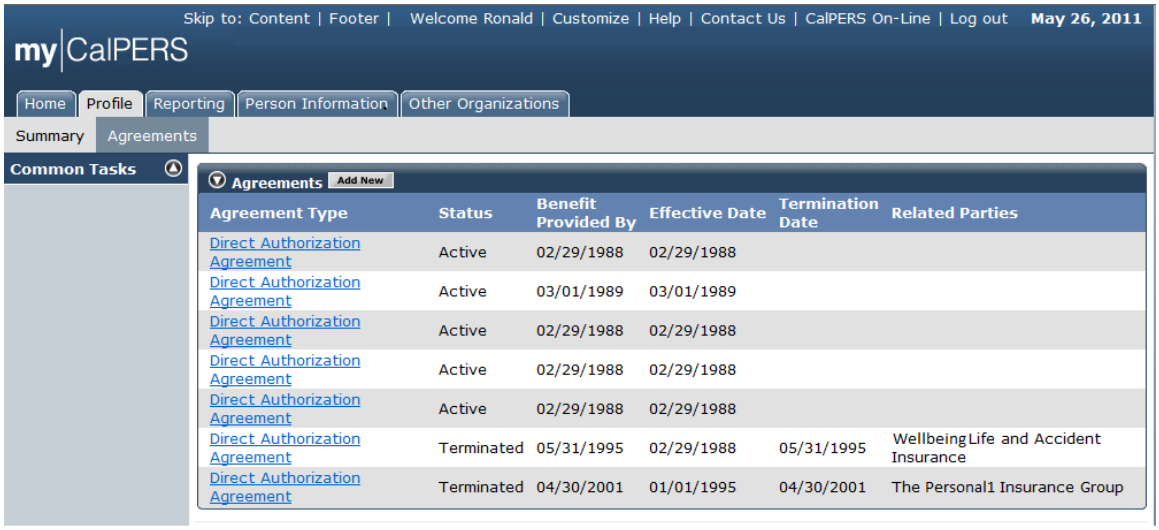
Select the **Profile** global navigation tab.

The *Business Partner Profile Summary* page displays.



Select the **Agreements** local navigation tab.

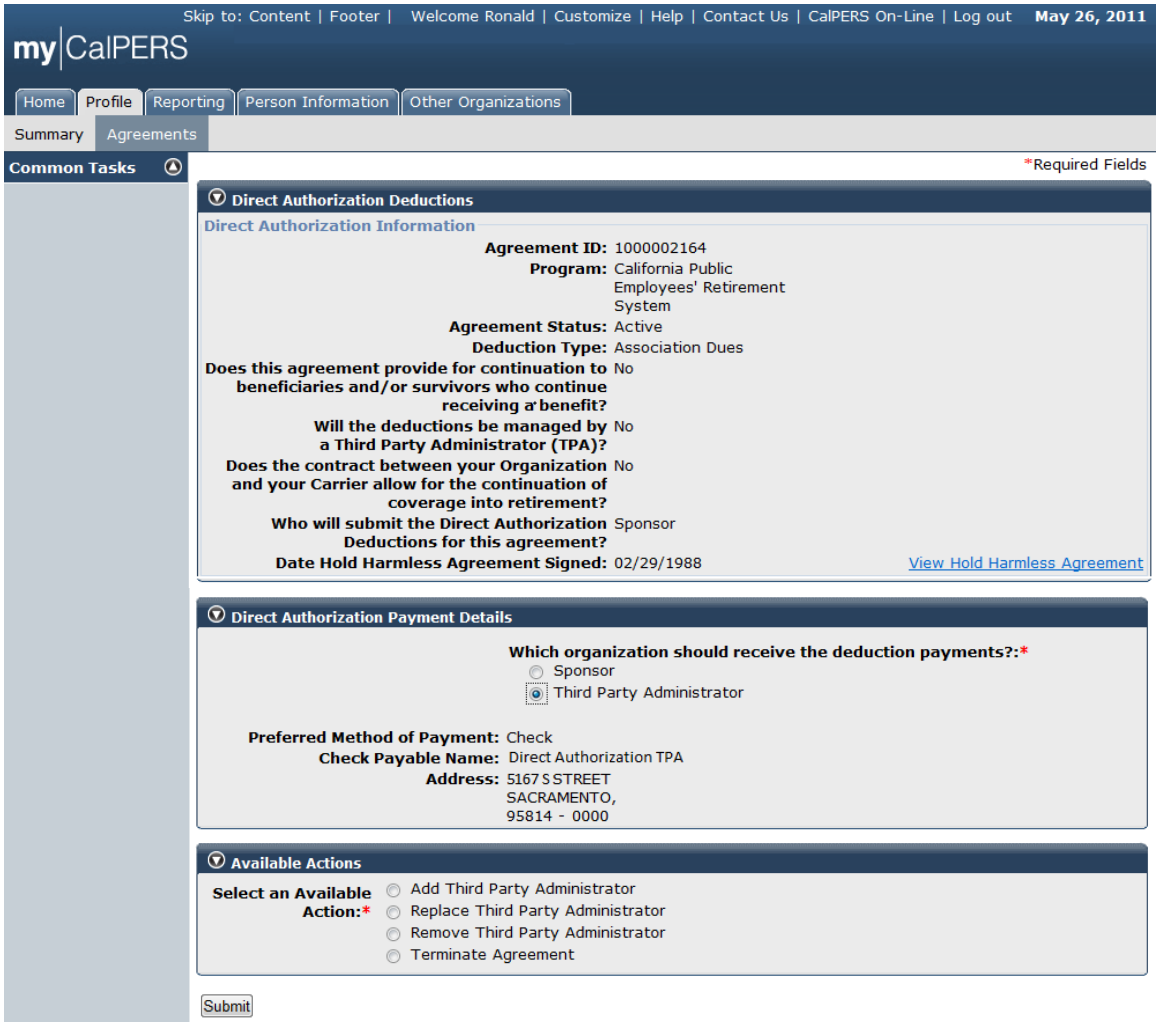
The *Agreements List* page displays. Your organization's direct authorization agreements display under the Agreement Type column within the Agreements section. The status of each agreement, effective dates and related parties may also be found in this section under the appropriate columns. Note that there are two terminated agreements on this screen, with the agreement termination dates displayed under the Termination Date column.

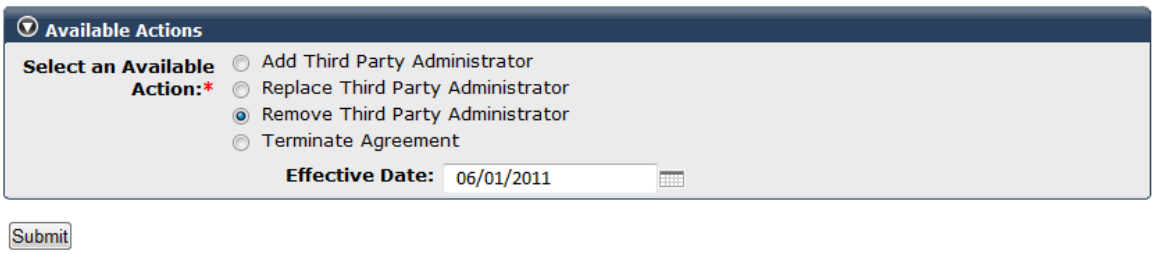


Agreement Type	Status	Benefit Provided By	Effective Date	Termination Date	Related Parties
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	03/01/1989	03/01/1989		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Terminated	05/31/1995	02/29/1988	05/31/1995	WellbeingLife and Accident Insurance
Direct Authorization Agreement	Terminated	04/30/2001	01/01/1995	04/30/2001	The Personal1 Insurance Group

Select the **Direct Authorization Agreement** link under the Agreement Type column that is associated with the appropriate direct authorization agreement within the Agreements section.

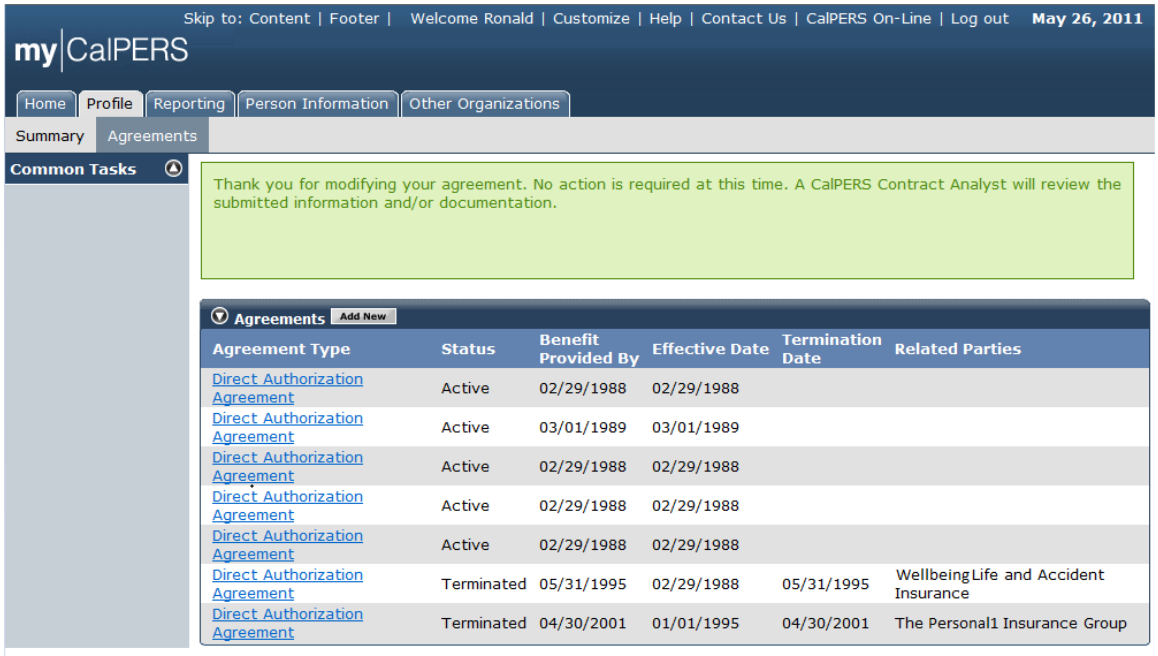
The *Direct Authorization Deductions* page displays.





Select the **Remove Third Party Administrator** radio button within the Available Actions section. The **Effective Date** field appears within the Available Actions section once one of the radio buttons is selected. Enter the date in the **Effective Date** field, or select the calendar icon to select the date, and then select the **Submit** button.

The confirmation message appears stating “Thank you for modifying your agreement. No action is required at this time. A CalPERS Contract Analyst will review the submitted information and/or documentation.”



Agreement Type	Status	Benefit Provided By	Effective Date	Termination Date	Related Parties
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	03/01/1989	03/01/1989		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Terminated	05/31/1995	02/29/1988	05/31/1995	WellbeingLife and Accident Insurance
Direct Authorization Agreement	Terminated	04/30/2001	01/01/1995	04/30/2001	The Personal1 Insurance Group

At the completion of this activity a direct authorization termination notification letter is sent to the sponsor and the removed third party administrator notifying them of the third party administrator termination effective date of the direct authorization agreement relationship.

When a direct authorization agreement makes a modification involving a third party administrator, my|CalPERS disables and enables deduction submission for the previous and new third party administrator or payment recipient (if applicable), updates all relationships associated with the direct authorization agreement, and reassigns pending deductions to the new third party administrator or payment recipient (if applicable).

If applicable, when a new third party administrator is added to a direct authorization agreement, a contract agreement qualifications approval notice is sent to the sponsor and the new third party administrator notifying them of the direct authorization agreement approval.

If the removed third party administrator was the payment recipient in a direct authorization agreement with an existing carrier, my|CalPERS then selects the carrier (if applicable) to receive payments.

Also, when a third party administrator is removed, a direct authorization termination notification is sent to the sponsor and the third party administrator

notifying them of the termination and effective date of the direct authorization agreement relationship.

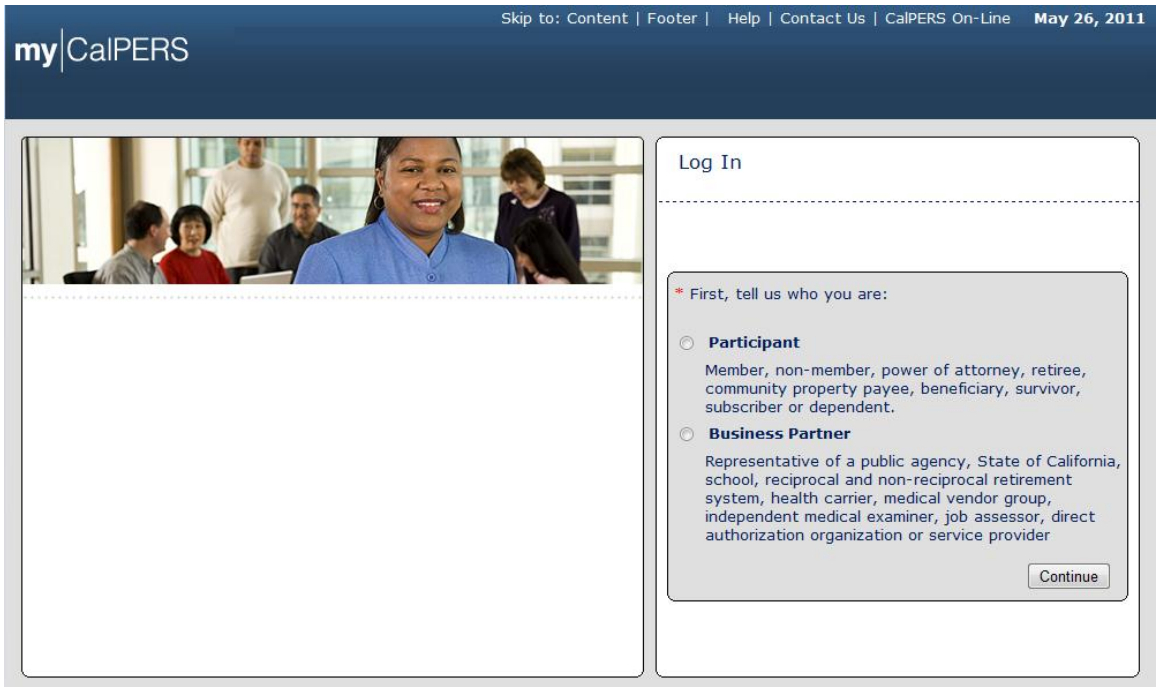
Carrier "Rollover" Terminate Agreement Scenario

Sponsoring business partners can change carriers one of two ways:

1. Terminate the existing direct authorization agreement and submit a new direct authorization agreement with the new approved carrier, or

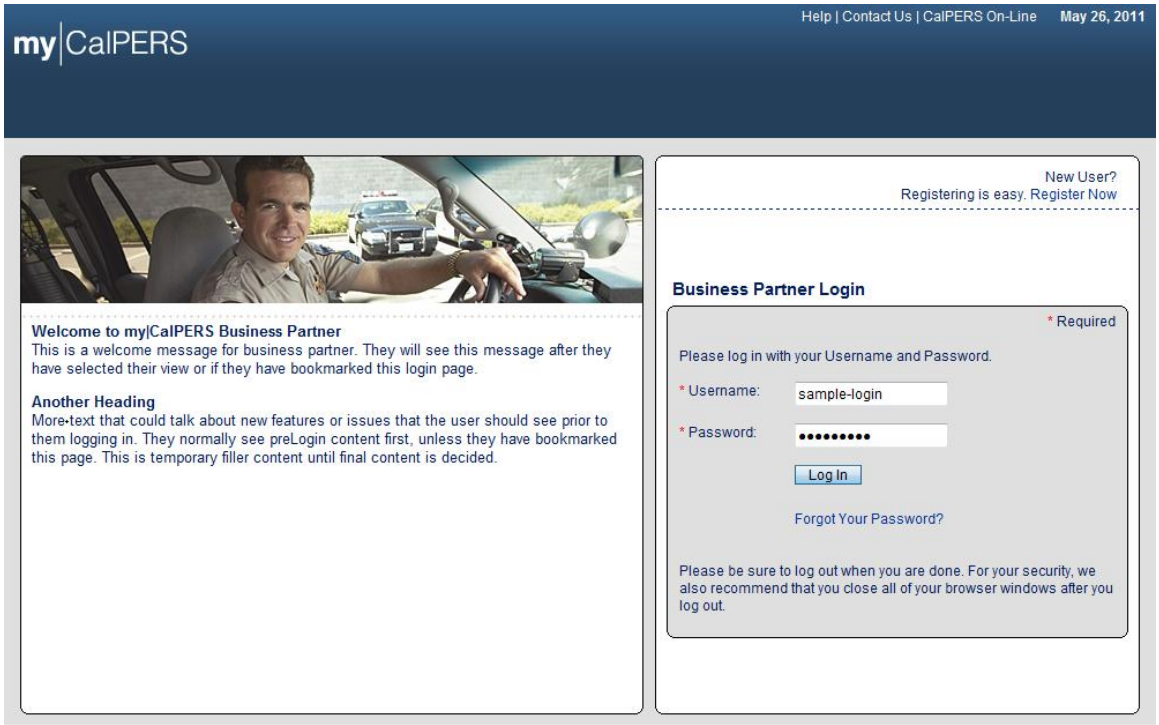
2. Replace the current carrier with a carrier that the sponsoring business partner has already contracted with in another existing direct authorization agreement.

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



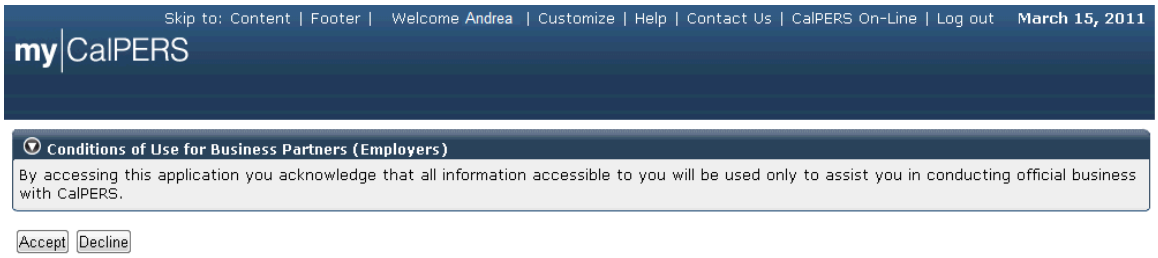
On the *Login* page select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

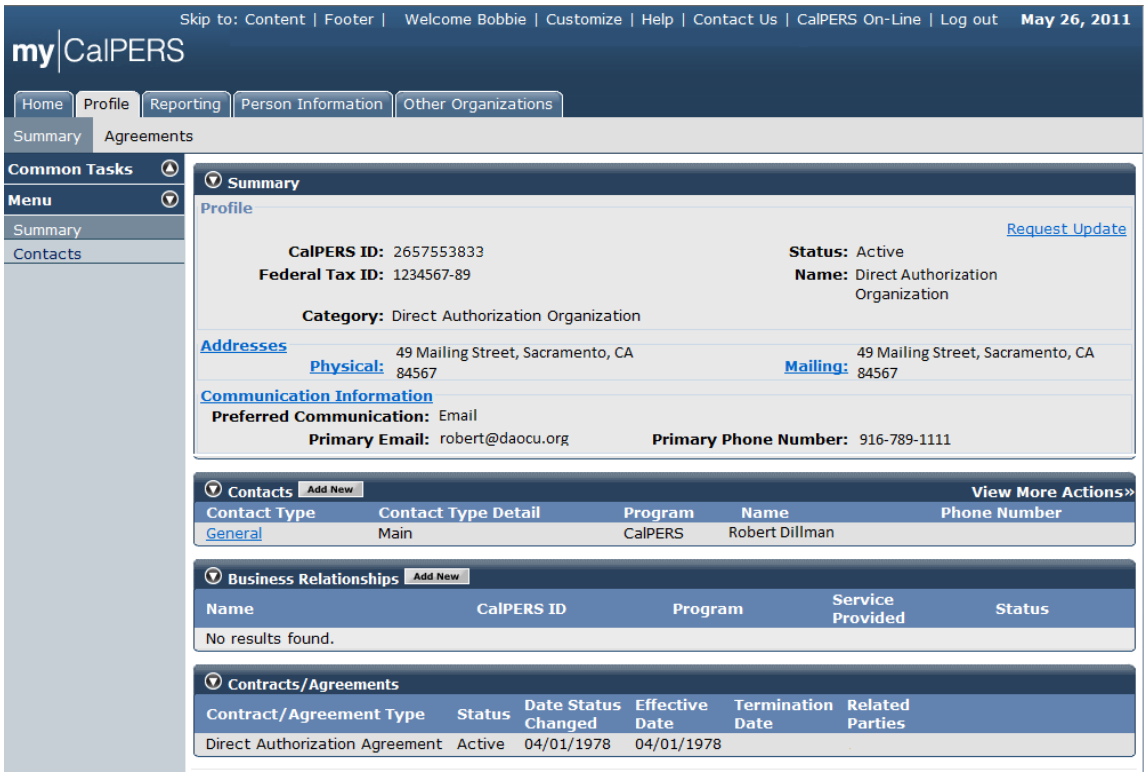


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

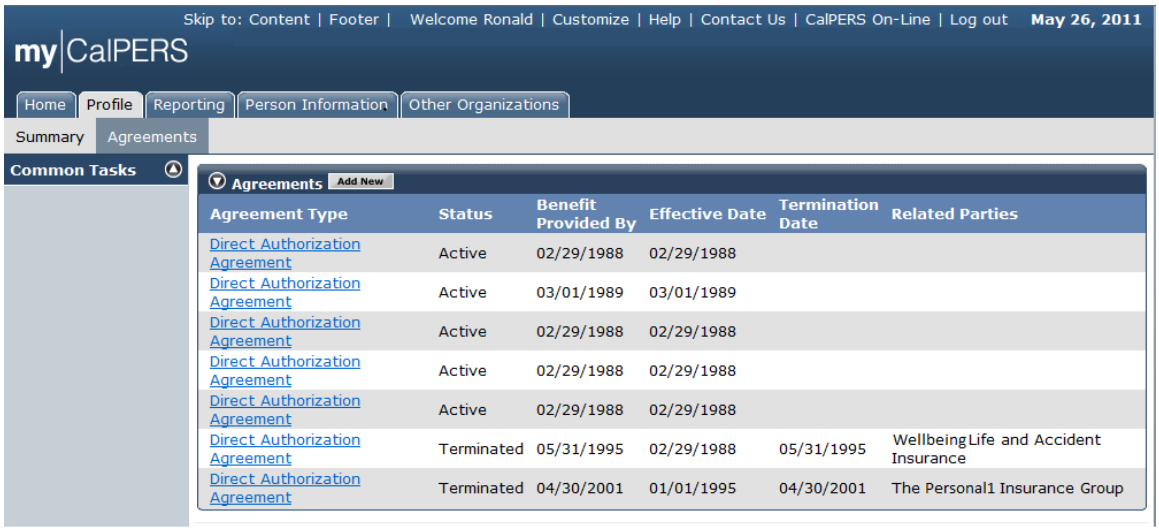
Select the **Profile** global navigation tab.

The *Business Partner Profile Summary* page displays.



Select the **Agreements** local navigation tab.

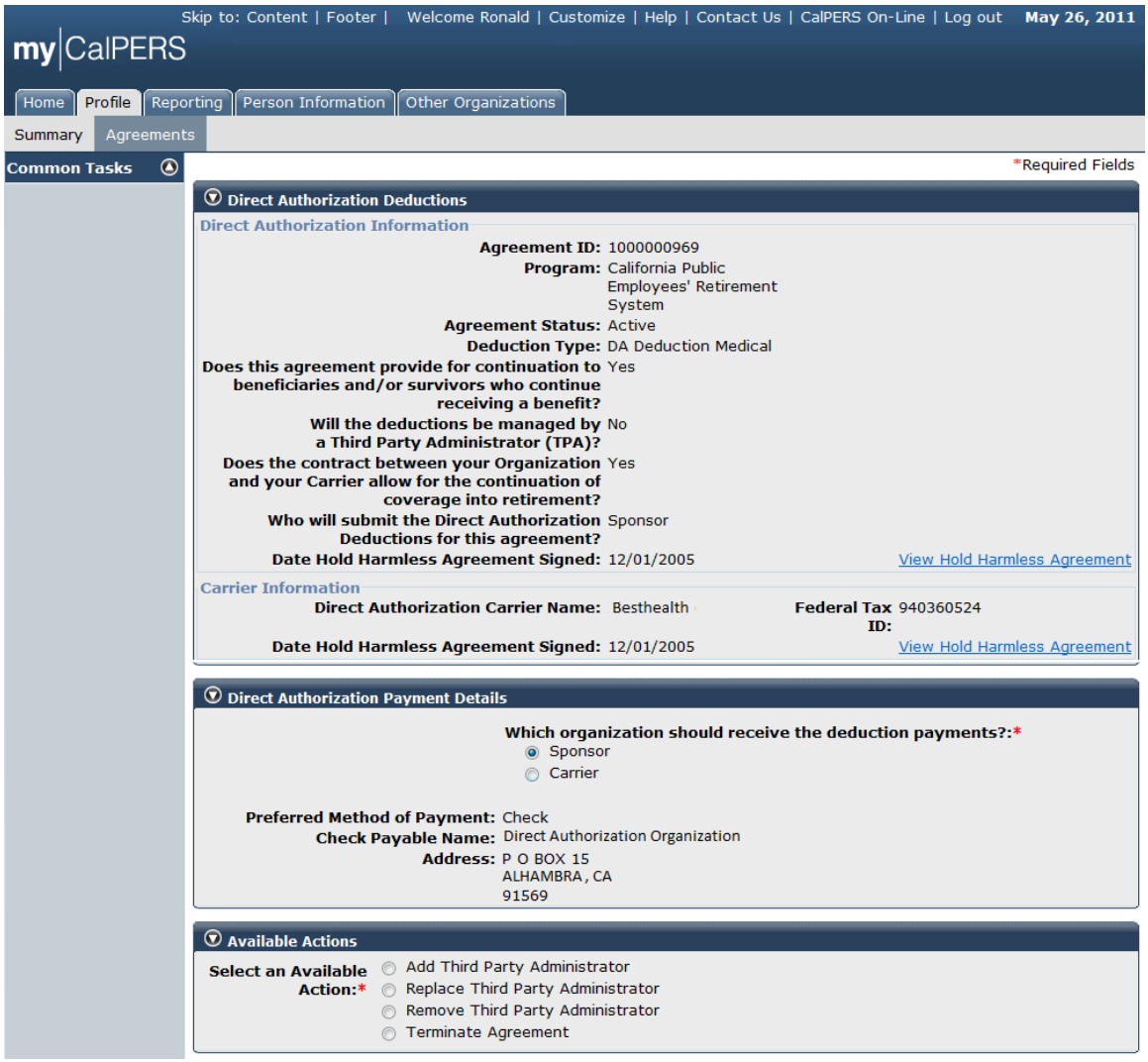
The *Agreements List* page displays.



Agreement Type	Status	Benefit Provided By	Effective Date	Termination Date	Related Parties
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	03/01/1989	03/01/1989		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Terminated	05/31/1995	02/29/1988	05/31/1995	WellbeingLife and Accident Insurance
Direct Authorization Agreement	Terminated	04/30/2001	01/01/1995	04/30/2001	The Personal1 Insurance Group

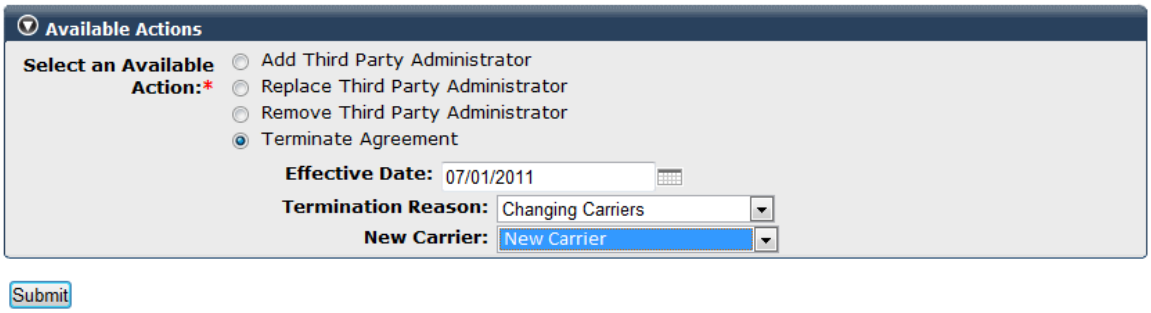
Select the **Direct Authorization Agreement** link under the Agreement Type column associated with the agreement that you would like to change carriers for within the Agreements section.

The *Agreement Details* page displays.



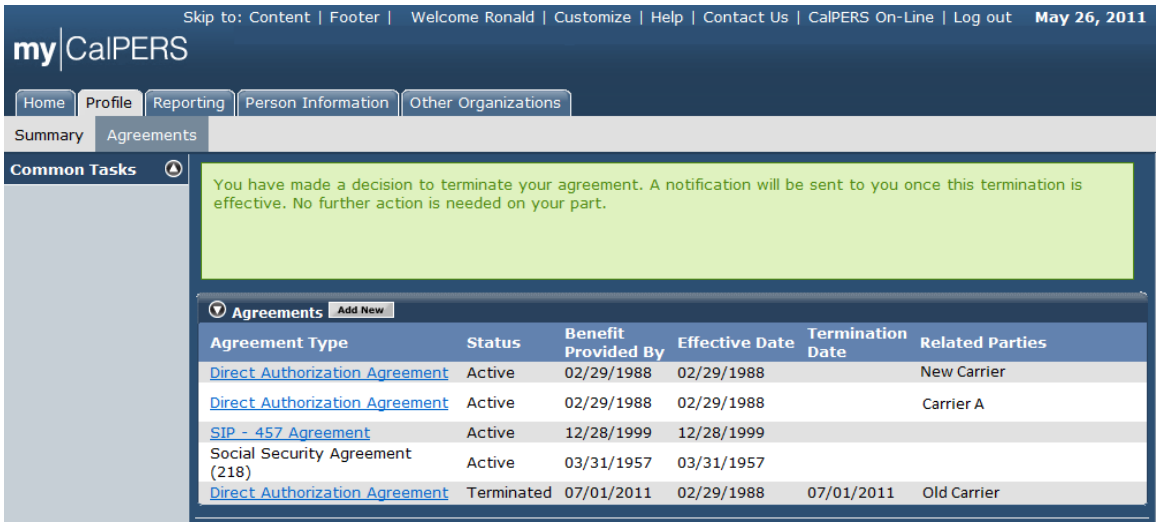
Select the **Terminate Agreement** radio button within the Available Actions section.

The **Effective Date** and **Termination Reason** fields appear in the Available Actions section once the **Terminate Agreement** radio button is selected.



Enter the agreement termination effective date in the **Effective Date** field, or select the calendar icon to select the date. Select "Changing Carriers**"** from the **Termination Reason** dropdown. Select "New Carrier**"** from the **New Carrier** dropdown. Select the **Submit** button.

The *Agreements List* page displays with the confirmation message "You have made the decision to terminate your agreement. A notification will be sent to you once the termination is effective. No further action is needed on your part."



A direct authorization termination notification letter is sent to the sponsor and the previous carrier notifying them of the termination and the termination effective date of the direct authorization agreement relationship.

For direct authorization agreements that have changed carriers, all pending deductions are rolled to the new agreement.

For direct authorization agreements that have been terminated, all pending deductions are cancelled.

Terminate an Agreement

When a direct authorization agreement is terminated, my|CalPERS disables deduction submission and relationships associated with the agreement, and creates a PeopleSoft receivable to collect remaining annual billing fees through the termination date, if a business partner is terminating their last remaining direct authorization agreement. If the business partner terminating the agreement has other existing agreements, the receivable is not created until the annual process is run.

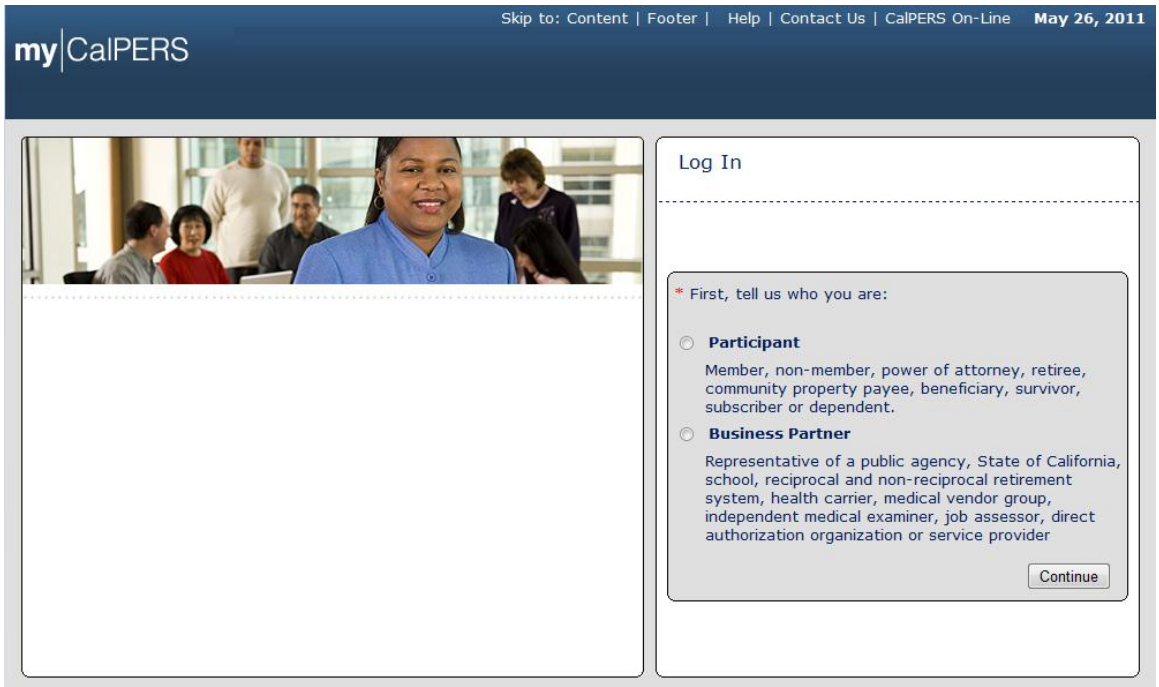
my|CalPERS cancels future deductions if the agreement is terminated by the business partner and they have not selected a new carrier. my|CalPERS generates and sends an invoice for outstanding payments if the business partner is terminating their last remaining agreement. The invoice is not sent out if the business partner has additional existing agreements.

When a business partner terminates a direct authorization agreement, the effective date must fall within a specific range to be enacted on the desired effective date.

Generally, for a termination to be effective for the beginning of the next calendar month, the change must be submitted prior to the end of the current business month. For example, if December 15 is the end of the business month and a modification was made on December 11, then the modification would be effective on the first of January, the following calendar month.

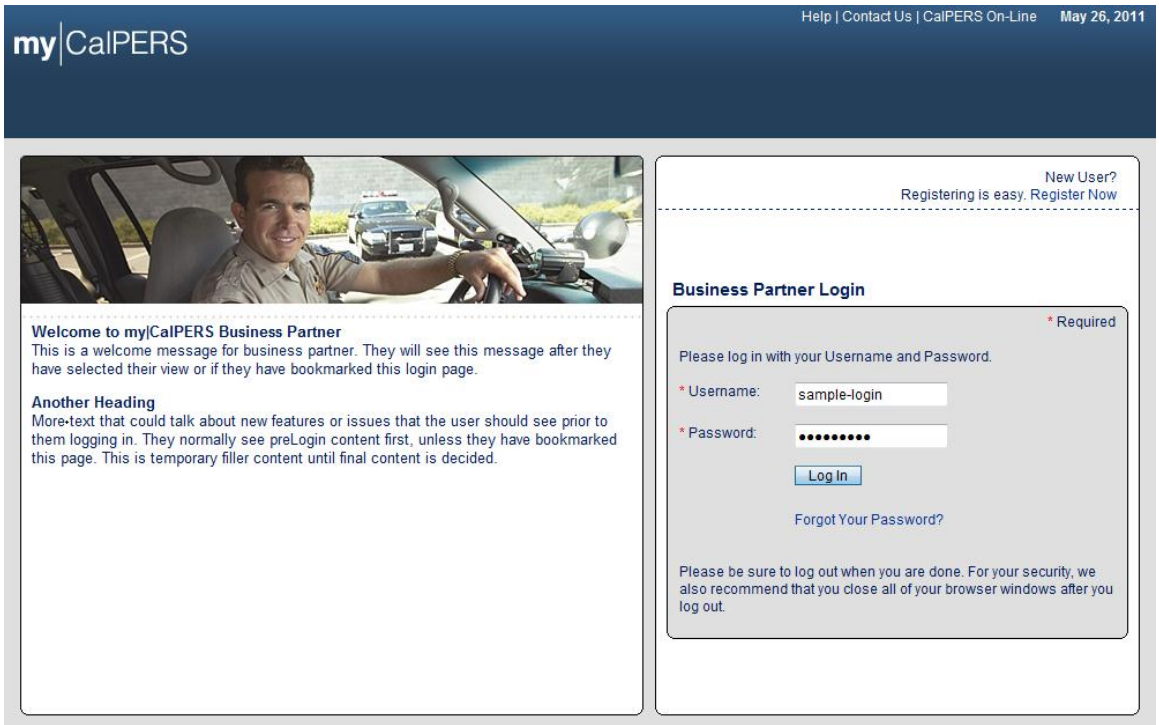
If the effective date does not fall into the specific date range, my|CalPERS adjusts the effective date to be in accordance with the business rules.

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



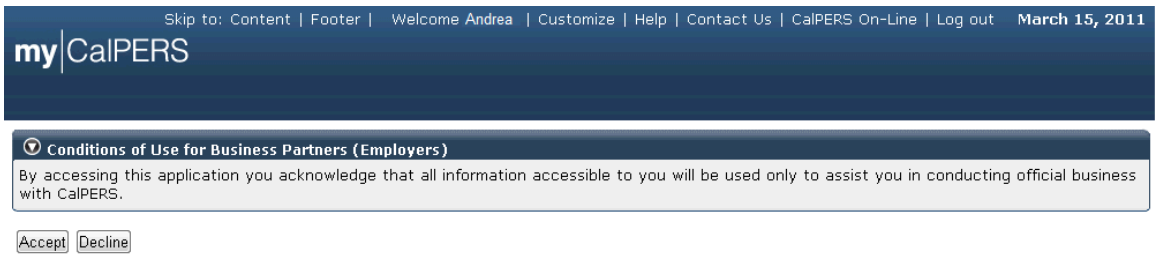
Select the **Business Partner** radio button and then the **Continue** button.

The Business Partner *Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

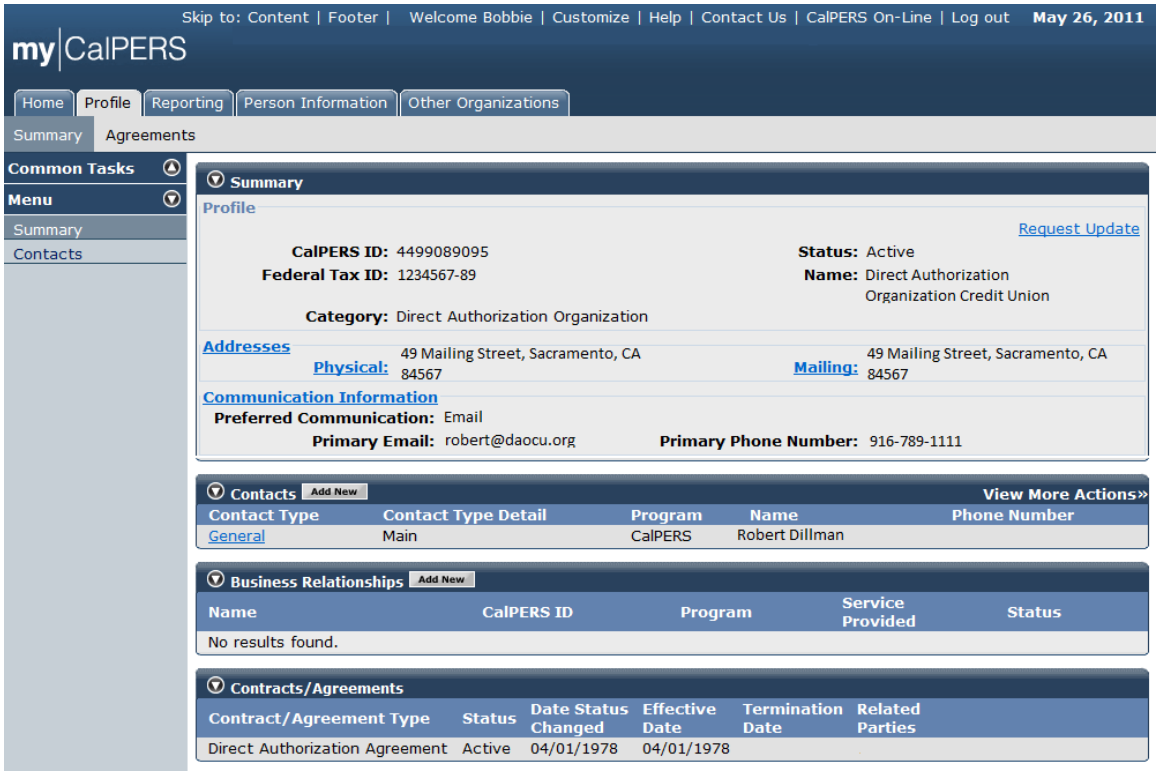


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

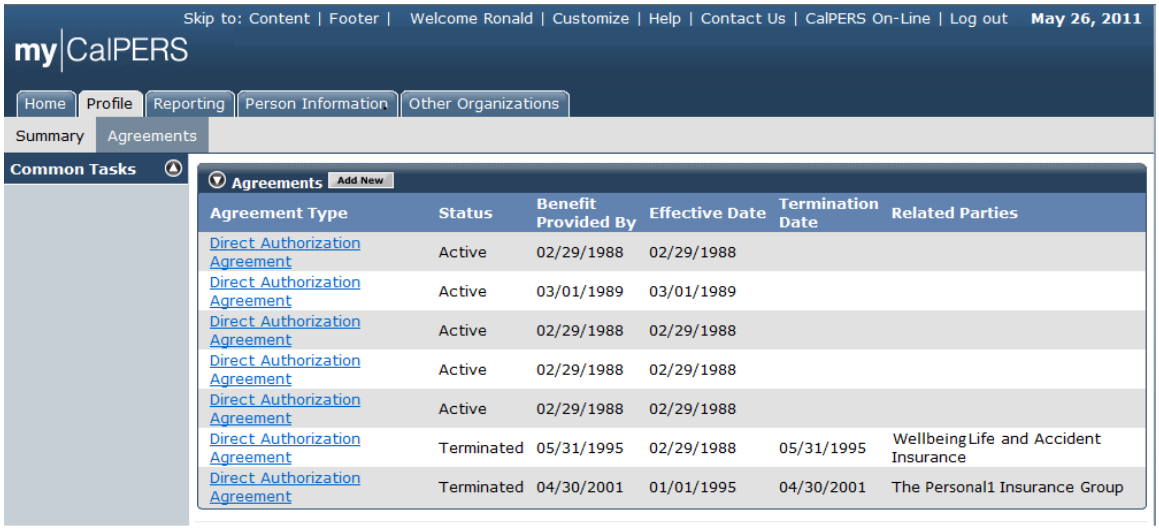
Select the **Profile** global navigation tab.

The *Business Partner Profile Summary* page displays.



Select the **Agreements** local navigation tab.

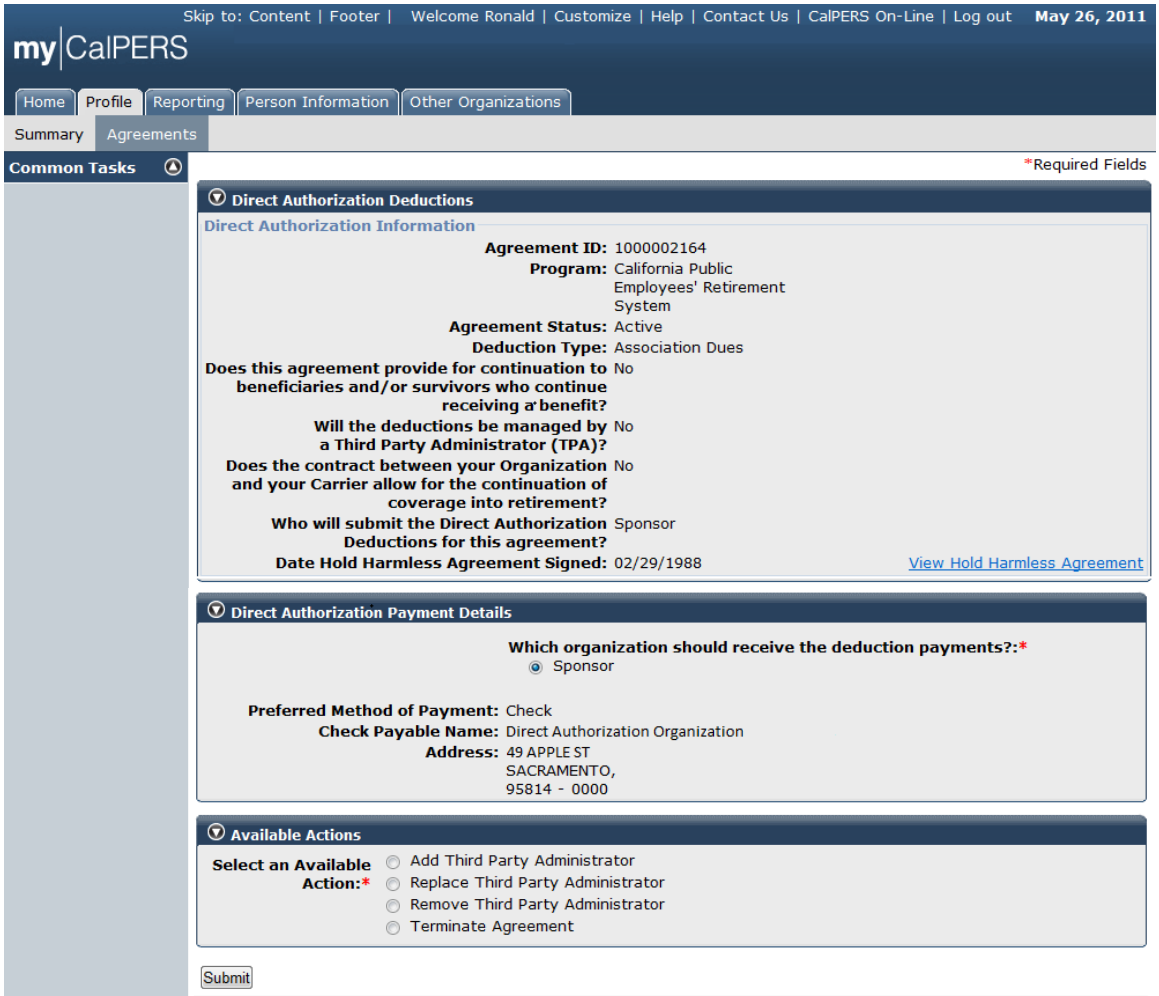
The *Agreements List* page displays. Your organization's direct authorization agreements display under the Agreement Type column within the Agreements section. The status of each agreement, effective dates and related parties may also be found in this section under the appropriate columns. Note that there are two terminated agreements already on this screen, with the agreement termination dates displayed under the Termination Date column.



Agreement Type	Status	Benefit Provided By	Effective Date	Termination Date	Related Parties
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	03/01/1989	03/01/1989		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Active	02/29/1988	02/29/1988		
Direct Authorization Agreement	Terminated	05/31/1995	02/29/1988	05/31/1995	WellbeingLife and Accident Insurance
Direct Authorization Agreement	Terminated	04/30/2001	01/01/1995	04/30/2001	The Personal1 Insurance Group

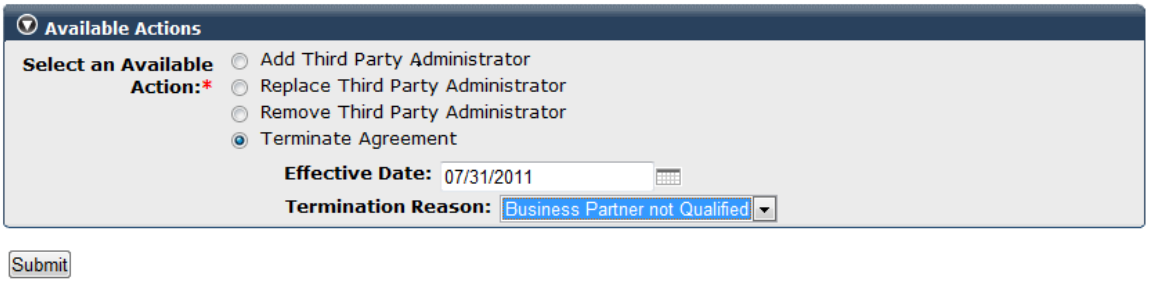
Select the **Direct Authorization Agreement** link under the Agreement Type column that is associated with the appropriate direct authorization agreement that you would like to terminate within the Agreements section.

The *Direct Authorization Deductions* page displays.



Select the **Terminate Agreement** radio button in the Available Actions section.

The **Effective Date** and **Termination Reason** fields appear in the Available Actions section once the **Terminate Agreement** radio button is selected.

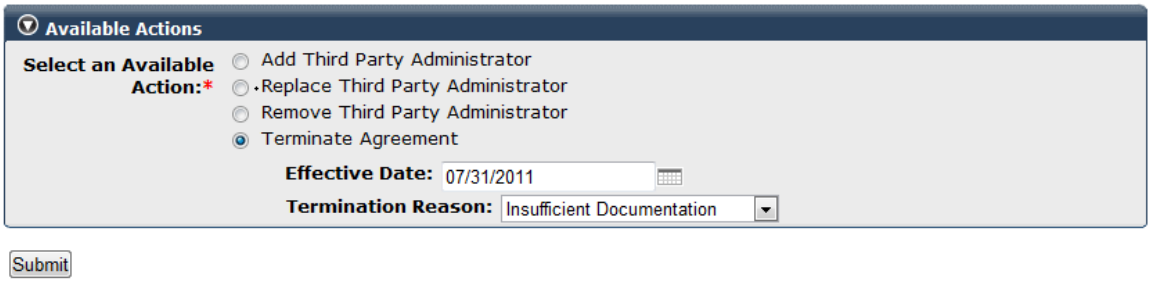


Enter the agreement termination effective date in the **Effective Date** field, or select the calendar icon to select the date, and select the reason for the

agreement termination from the **Termination Reason** dropdown (”Business Partner Not Qualified” in this example) and then select the **Submit** button.

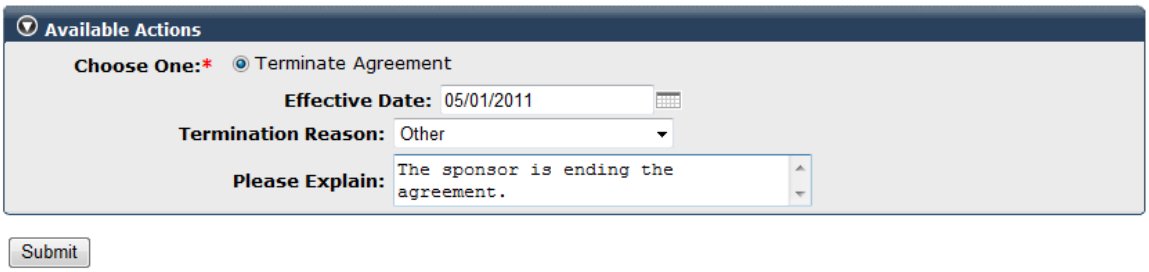
The following are examples of additional reasons that may be selected from the **Termination Reason** dropdown:

Termination Reason: Insufficient Documentation



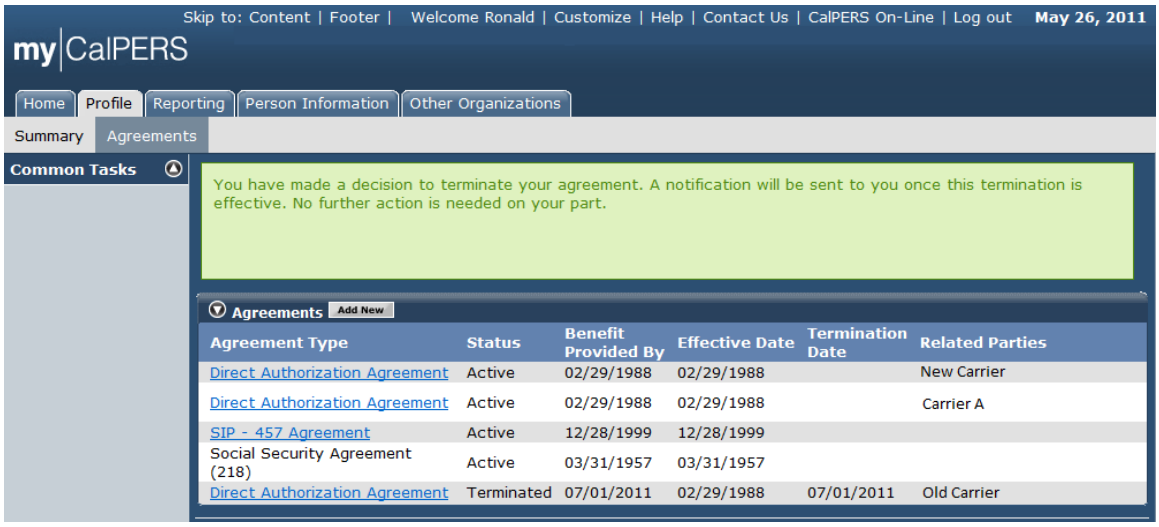
Termination Reason: Other

The **Please Explain** text field appears when Termination Reason “Other**”** is selected.



Enter the reason for the termination (”The sponsor is ending the agreement” in this example) and then select the **Submit** button.

The *Agreements List* page displays with the confirmation message “You have made a decision to terminate your agreement. A notification will be sent to you once this termination is effective. No further action is needed on your part.” Note that the termination effective date is displayed under the Termination Date column within the Agreements section.



A direct authorization termination notification letter is sent to the sponsor and the previous third party administrator notifying them of the termination and the termination effective date of the direct authorization agreement relationship. The deductions associated with the terminated direct authorization agreement are canceled.

Part 2: Direct Authorization Agreement Deduction Processing

Processing Deductions

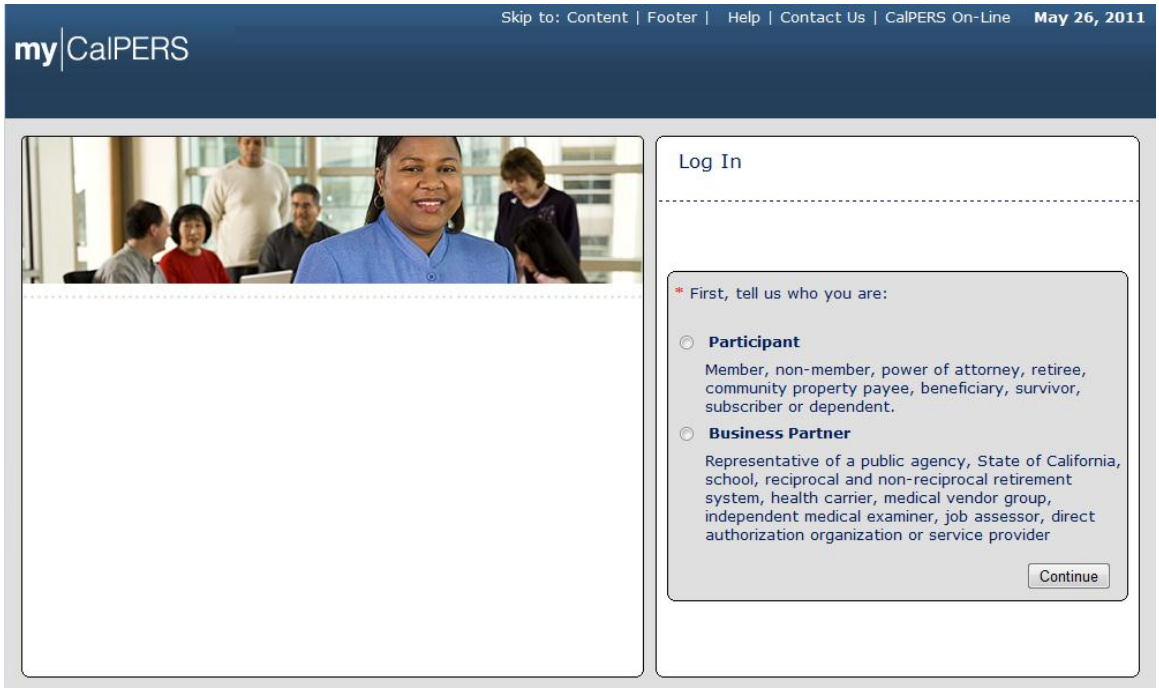
Add a new deduction

You can search, create and modify participant deduction processing reports and deduction records.

A deduction processing report groups the details about direct authorization deductions and general information about the retirees who have authorized for deductions to be taken from their retirement benefit payment. These reports process at the end of each business month resulting in deductions from the retirees' benefit payments.

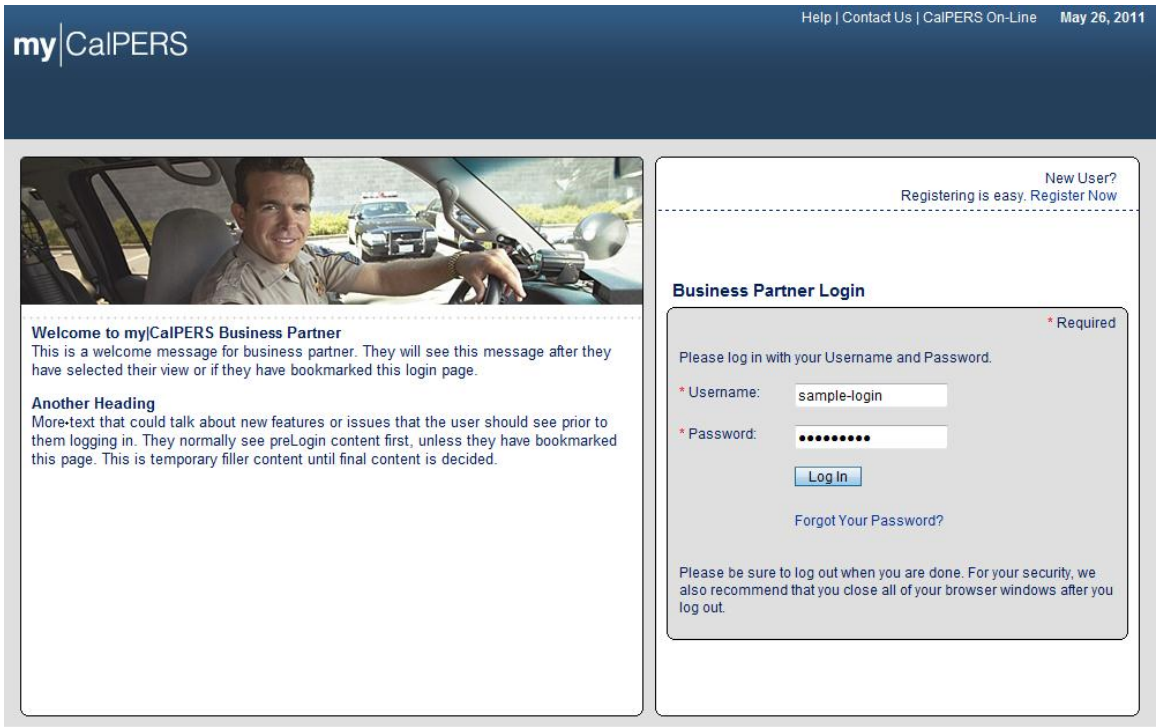
Within my|CalPERS, you can create new deduction processing reports, modify current deduction processing reports, or view historical processed reports. Only the business partner receiving the deduction payments is allowed to submit direct authorization deductions to restrict duplicate deduction submission.

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



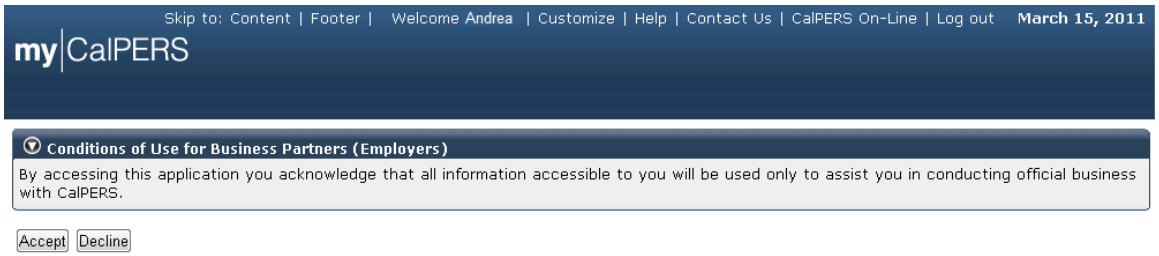
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

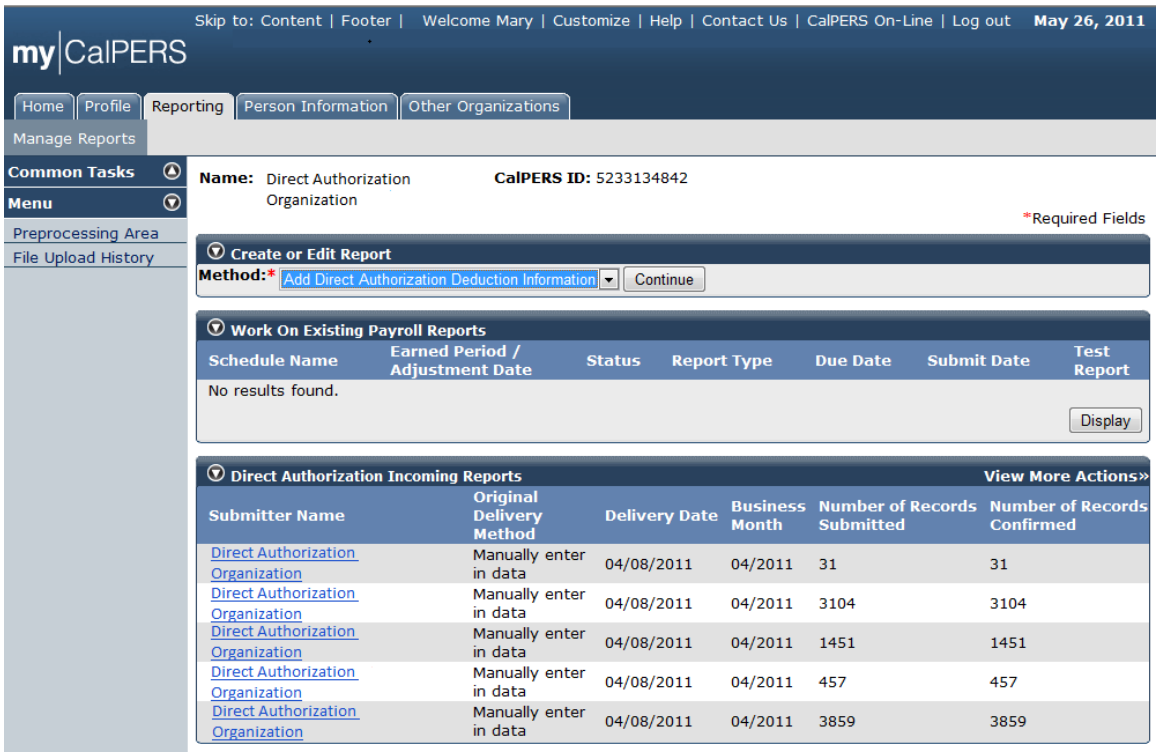


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

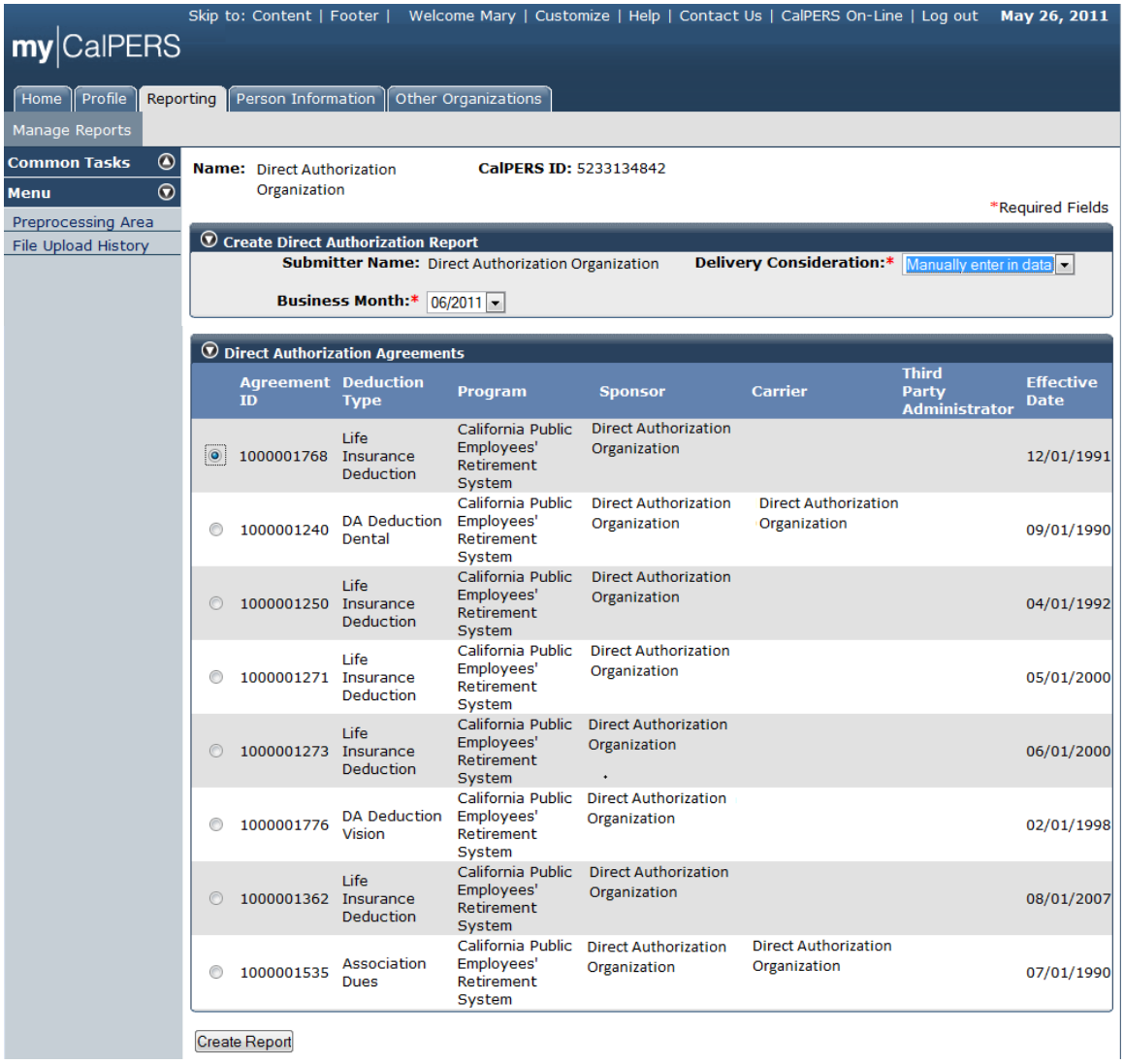
Select the **Reporting** global navigation tab.

The Create or Edit Report section displays. Note that the most recently submitted reports display in the Direct Authorization Incoming Reports section.



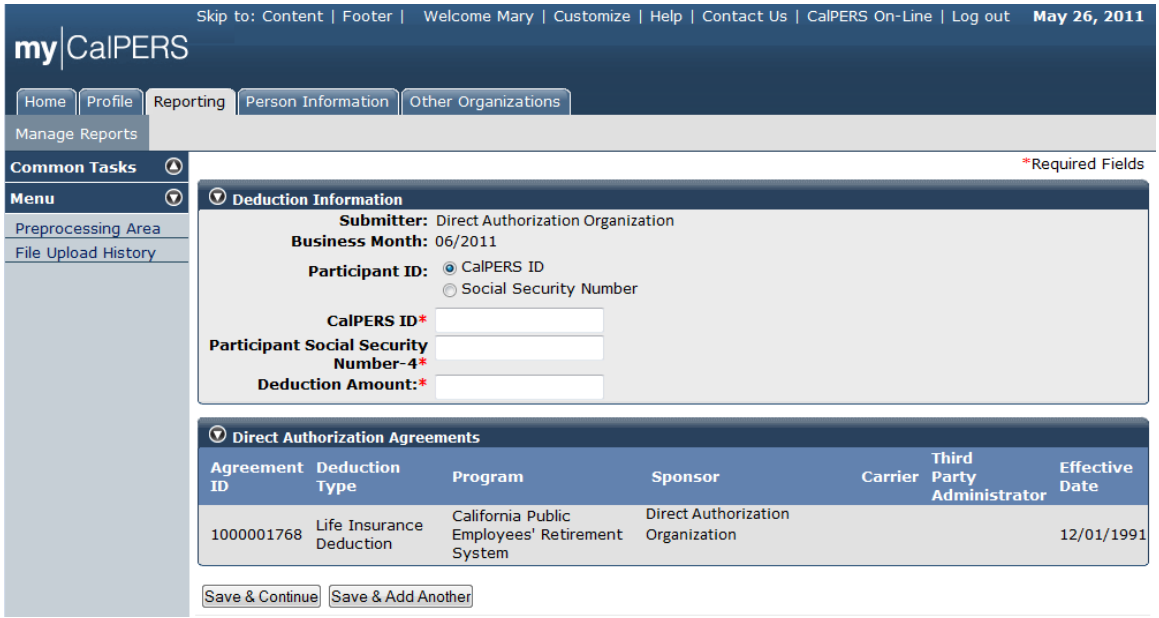
To edit the report by adding deduction request records, select “Add Direct Authorization Deduction Information” from the **Method** dropdown and then select the **Continue** button within the Create or Edit Report section.

The Create Direct Authorization Report section displays. Your organization's agreements will be listed within the Direct Authorization Agreements section. The Direct Authorization Organization in this example has eight agreements.



Select "Manually enter in data" from the **Delivery Consideration** dropdown and select the appropriate business month from the **Business Month** dropdown within the Create Direct Authorization Report section. In this example, we are creating a Direct Authorization Report for the June 2011 business month for the Direct Authorization Organization. Select the radio button associated with the appropriate agreement within the Direct Authorization Agreements section (Agreement ID "1000001768" in this example).

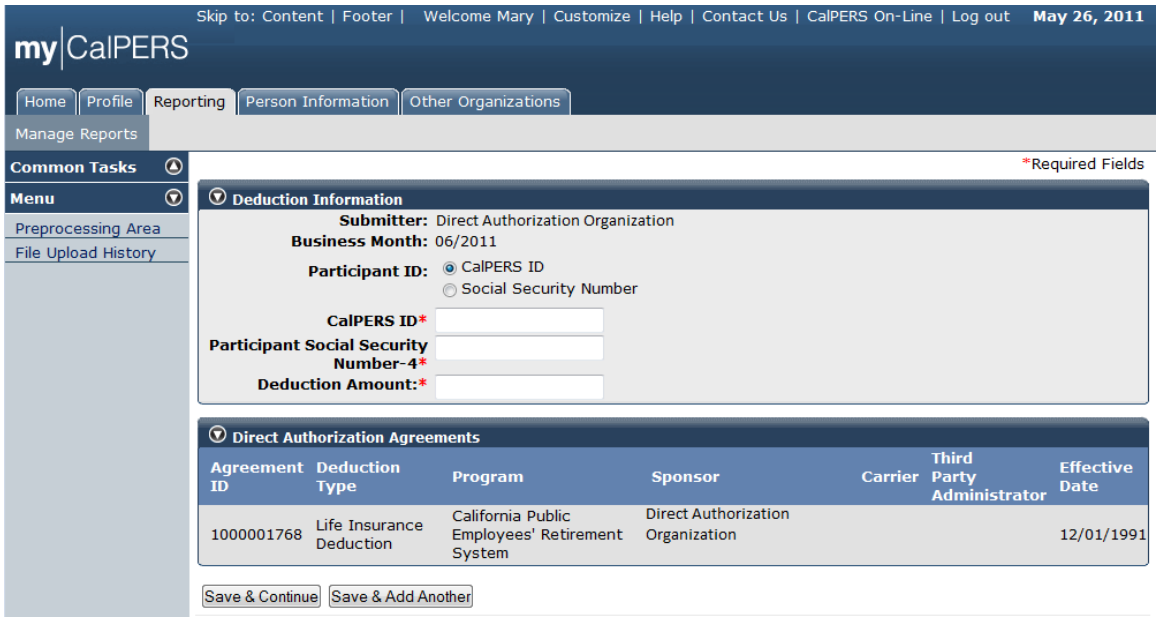
The *Deductions Information* page displays.



You can only use the persons Social Security number as the participant identifier when you are adding a new deduction for a participant. When you are updating the amount of a deduction, or deleting a deduction, you must use the CalPERS ID and the last four digits of their SSN.

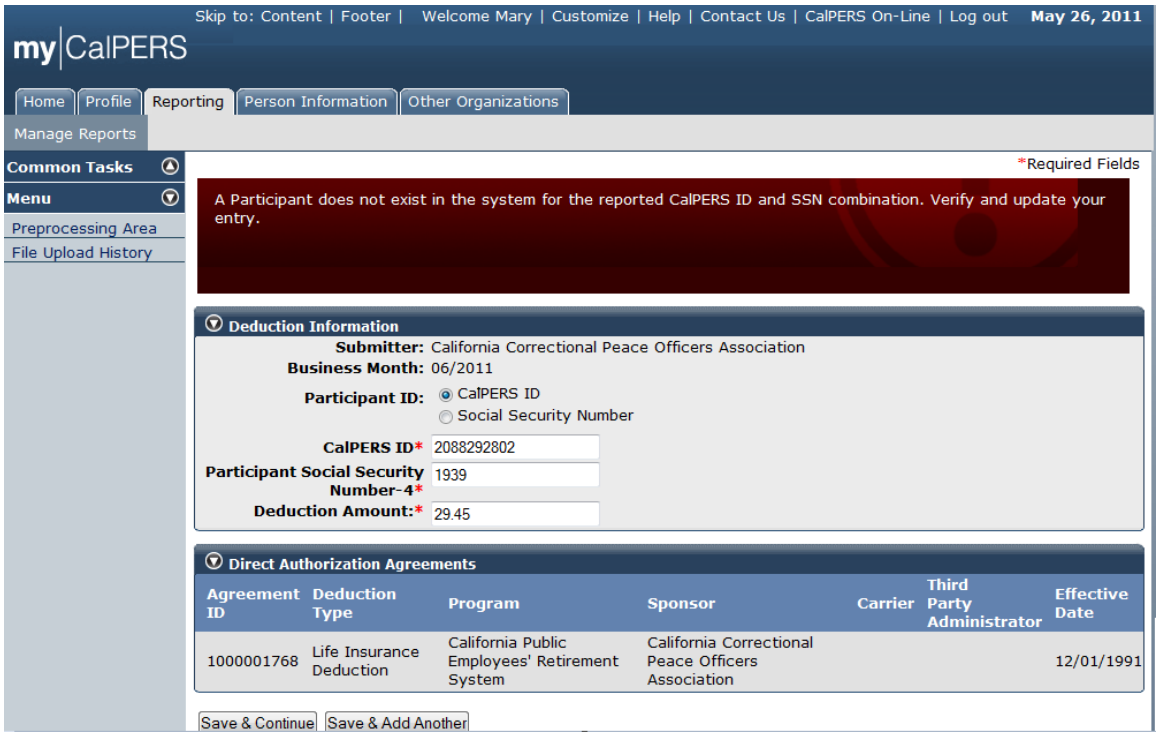
If the **Social Security Number** radio button was selected, the field would display as the **Social Security Number** field, as shown in the example below. Also, the **Participant Social Security Number-4** field would not display as this would be redundant information.

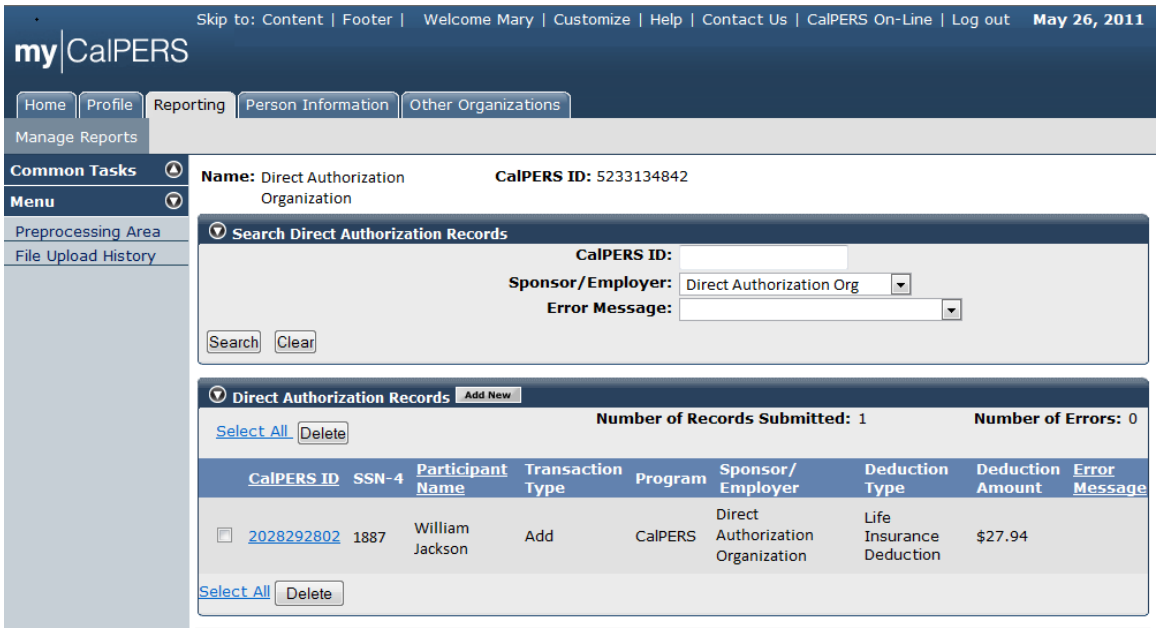
In this example, we selected the **CalPERS ID** radio button. Note that the field below the radio button displays as the **CalPERS ID** field and the **Participant Social Security Number-4** field displays.



Enter the individual's CalPERS ID in the **CalPERS ID** field, the last four-digits of the individual's Social Security number in the **Participant Social Security Number-4** field, and the amount of the deduction in the **Deduction Amount** field. Note that the red asterisks indicate that these are all required fields. Select the **Save & Continue** button if you are finished entering new deductions, or the **Save & Add Another** button if you want to enter more new deductions.

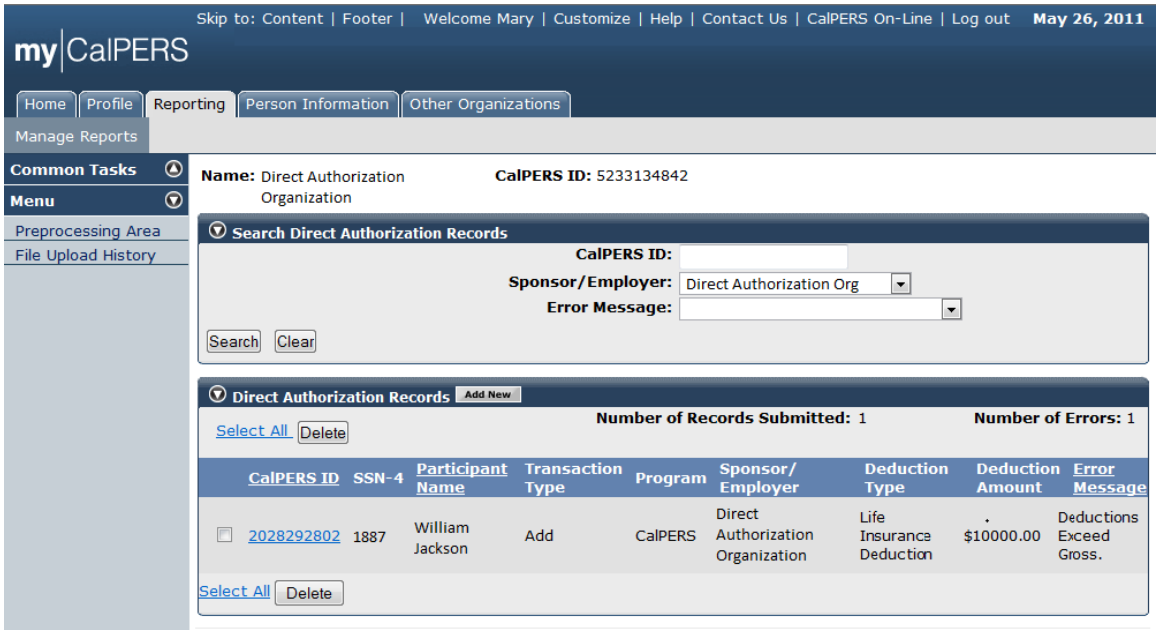
Note that if you enter an erroneous CalPERS ID and Participant Social Security Number-4 combination, my|CalPERS displays the error message “A Participant does not exist in the system for the reported CalPERS ID and SSN combination. Verify and update your entry.”





In this example, we were returned to the Search Direct Authorization Records page and after entering a new direct authorization deduction with the following information: CalPERS ID “2029292802”, Participant Social Security Number-4 ”1887”, Participant Name ”William Jackson”, Transaction Type ”Add”, Program ”CalPERS”, Sponsor / Employer “Direct Authorization Organization”, Deduction Type ”Life Insurance Deduction” and Deduction Amount ”$27.94”.

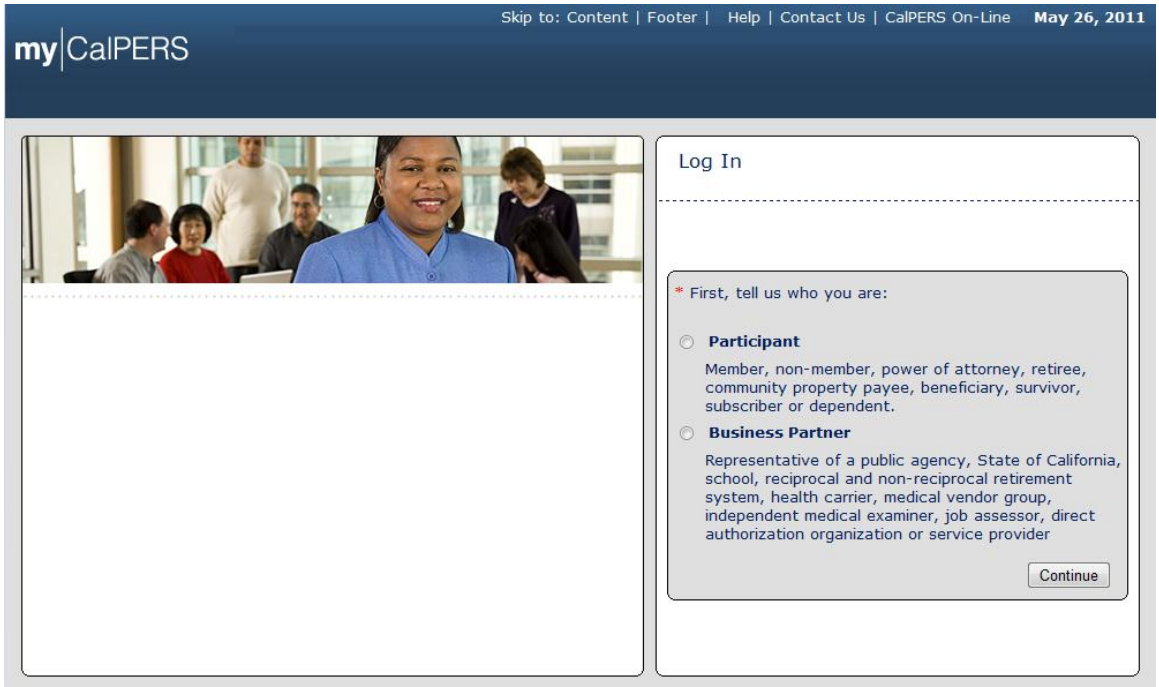
Deductions Exceed Gross error message example:



In this example, the information entered is the same as above with the exception of the Deduction Amount. To illustrate an example of an error message, we entered a Deduction Amount of $10,000.00, which is higher than William Jackson's monthly retirement warrant. The "Deductions Exceed Gross" error is displayed under the Error Message column. This means that the deduction amount entered exceeds the amount of the gross monthly retirement warrant.

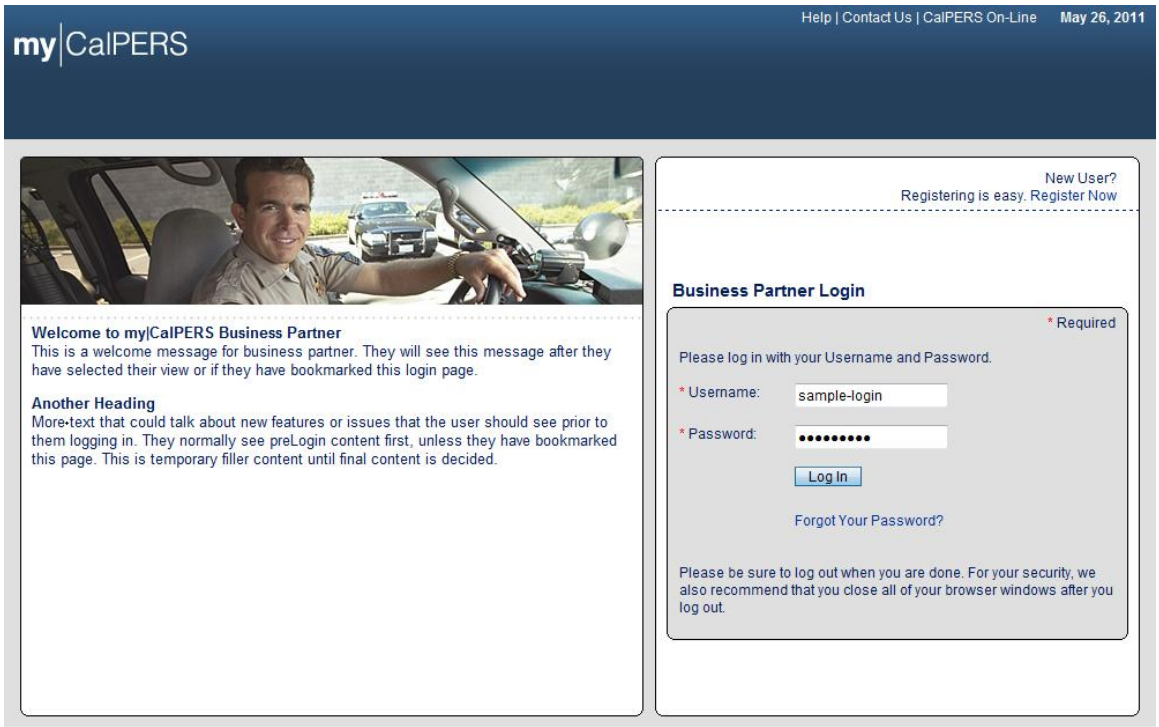
Search for deduction records

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



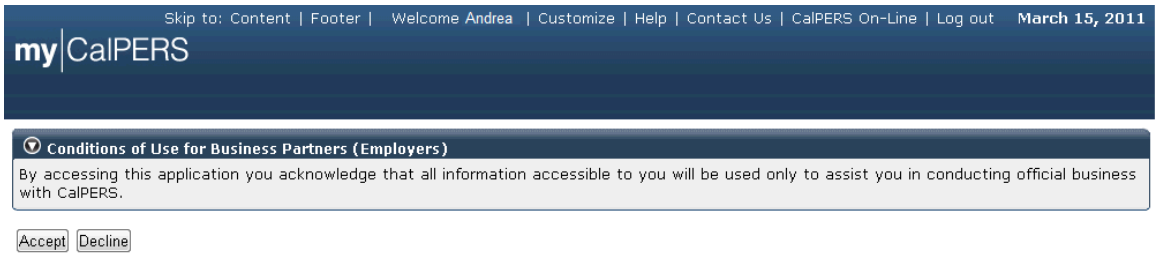
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

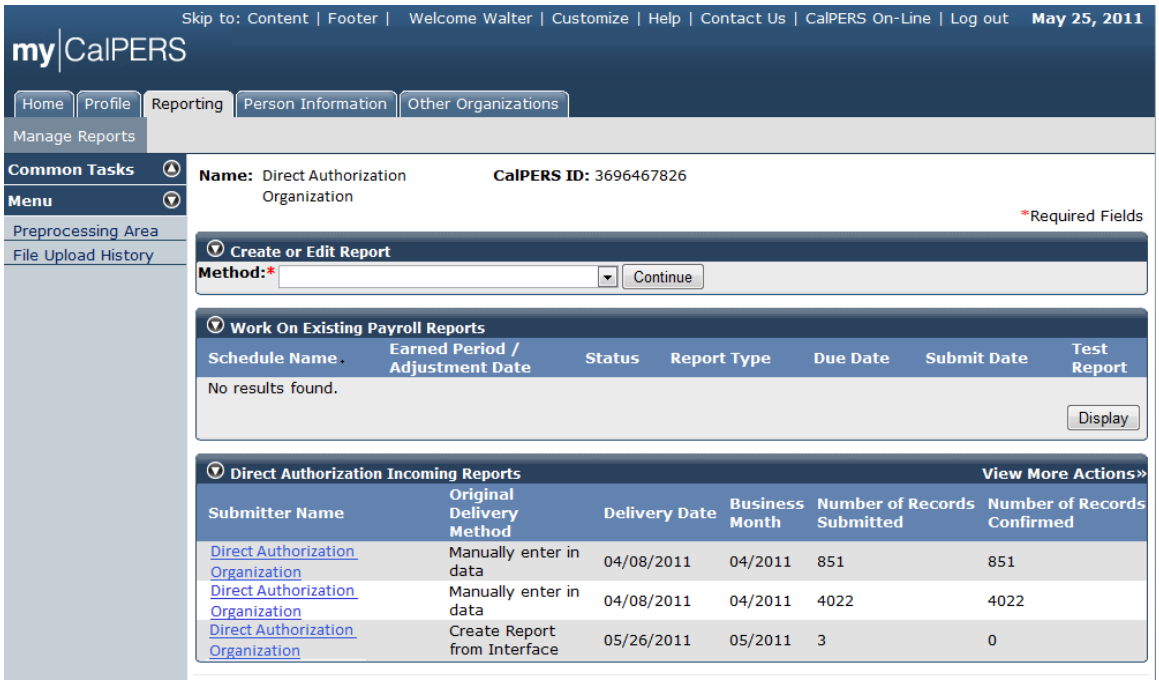
The *Conditions of Use for Business Partners (Employers)* page displays.



Review the conditions of use statement and then select the **Accept** button.

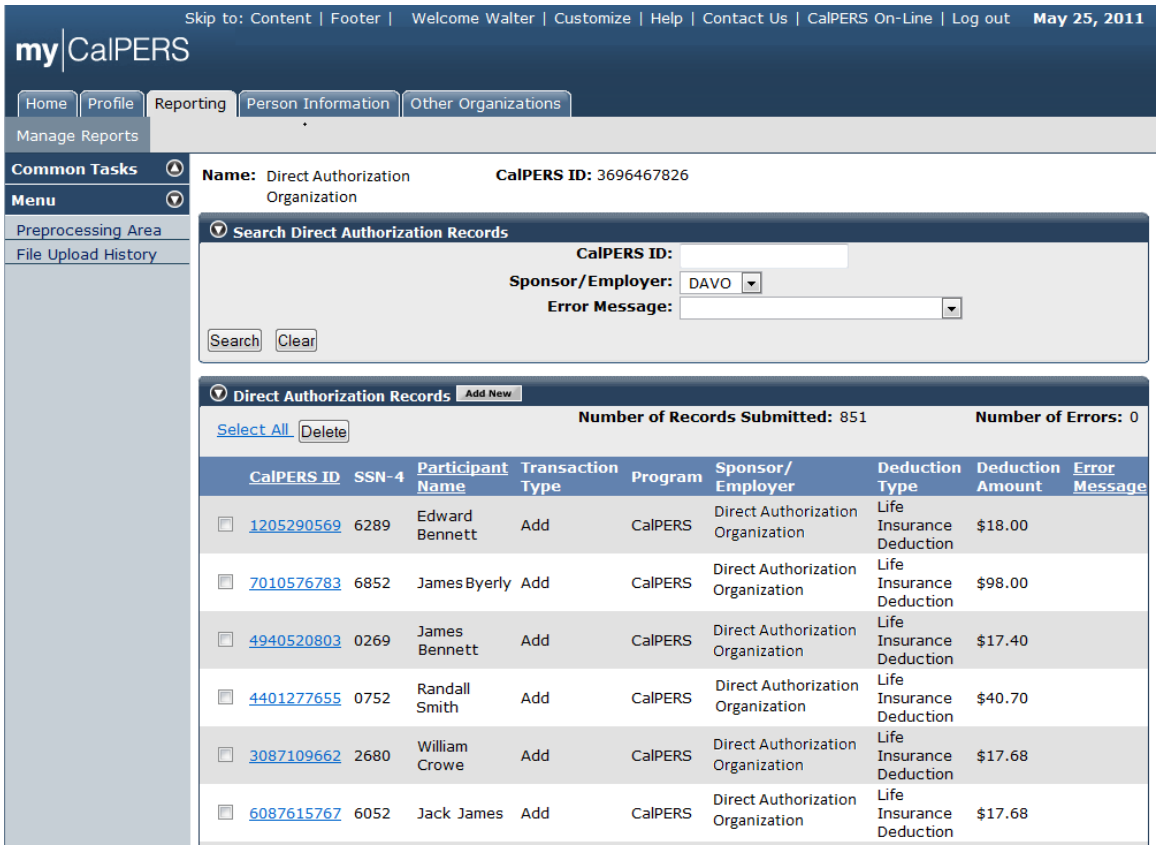
The my|CalPERS *Home* page displays.

Select the **Reporting** global navigation tab.
The *Create Reports* page displays.



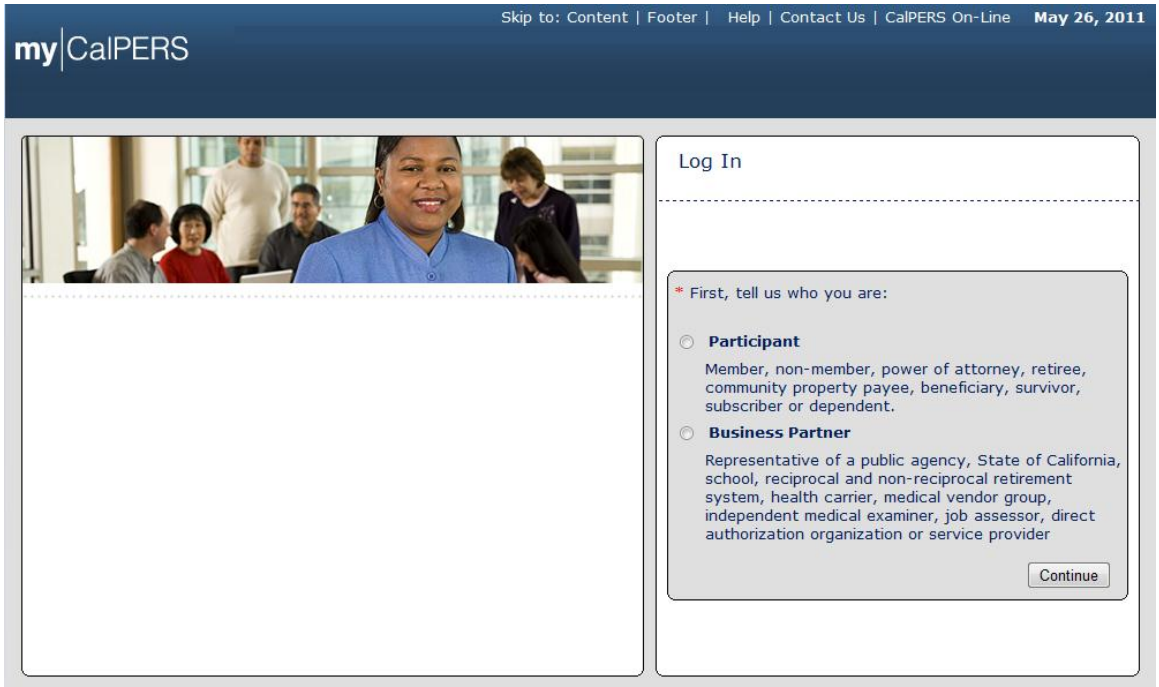
Select the link under the Submitter Name column associated with the report you'd like to search within the Direct Authorization Incoming Reports section. If the report you are looking for is not displayed within the Direct Authorization Incoming Reports section, select the **View More Actions** link in the Direct Authorization Incoming Reports title banner.

The *Search Direct Authorization Records* page displays.

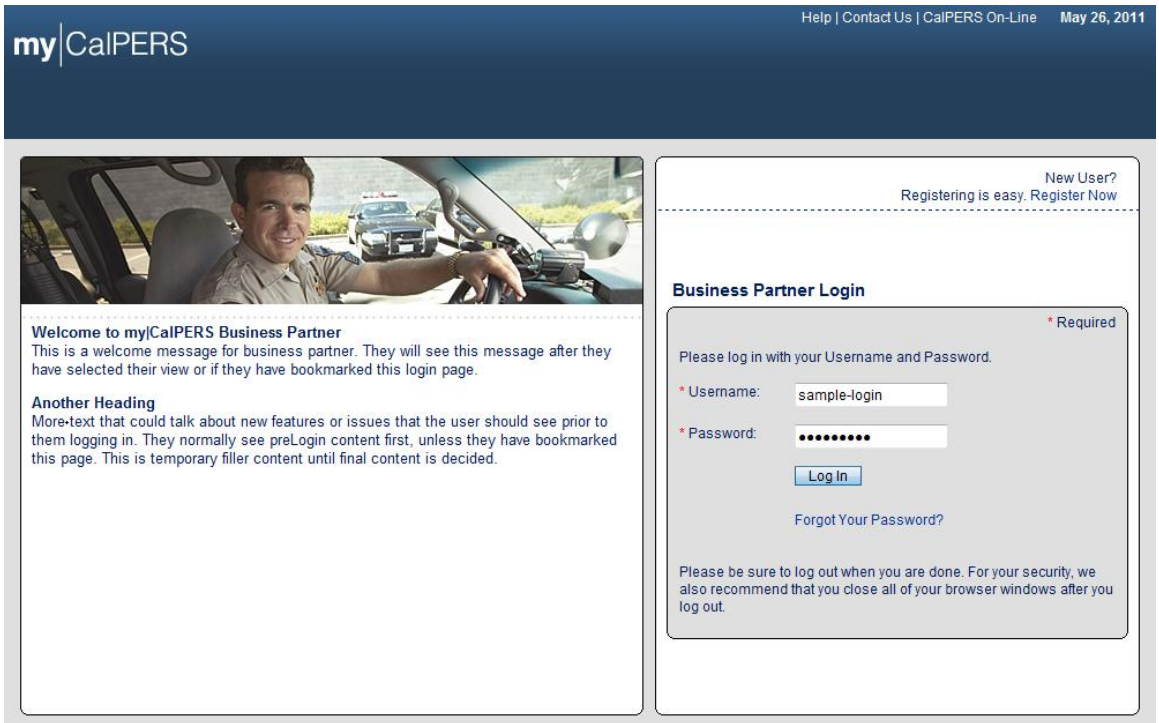


You can search for deduction records within the selected report by entering the CalPERS ID in the **CalPERS ID** field or by selecting the appropriate error message from the **Error Message** dropdown. Once you have located the deduction record, you can select the link under the CalPERS ID column within the Direct Authorization Records section.

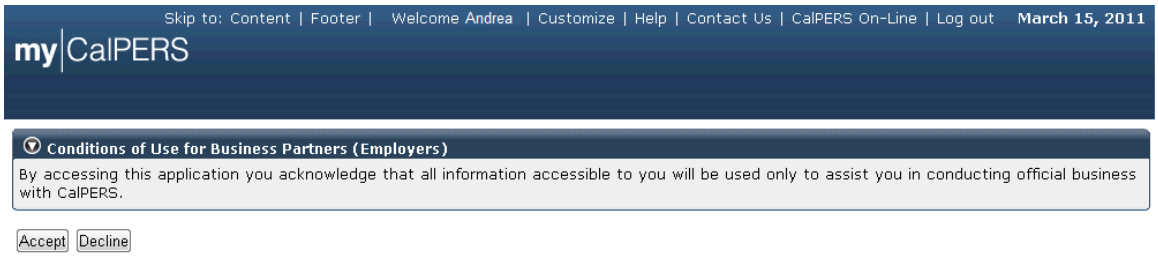
Update deduction amount



From the my|CalPERS *Log In* page, select the **Business Partner** radio button and then the **Continue** button. The *Business Partner Login* page displays.



Enter the username and password and select the **Log In** button.
The Conditions of Use for Business Partners (Employers) page displays.

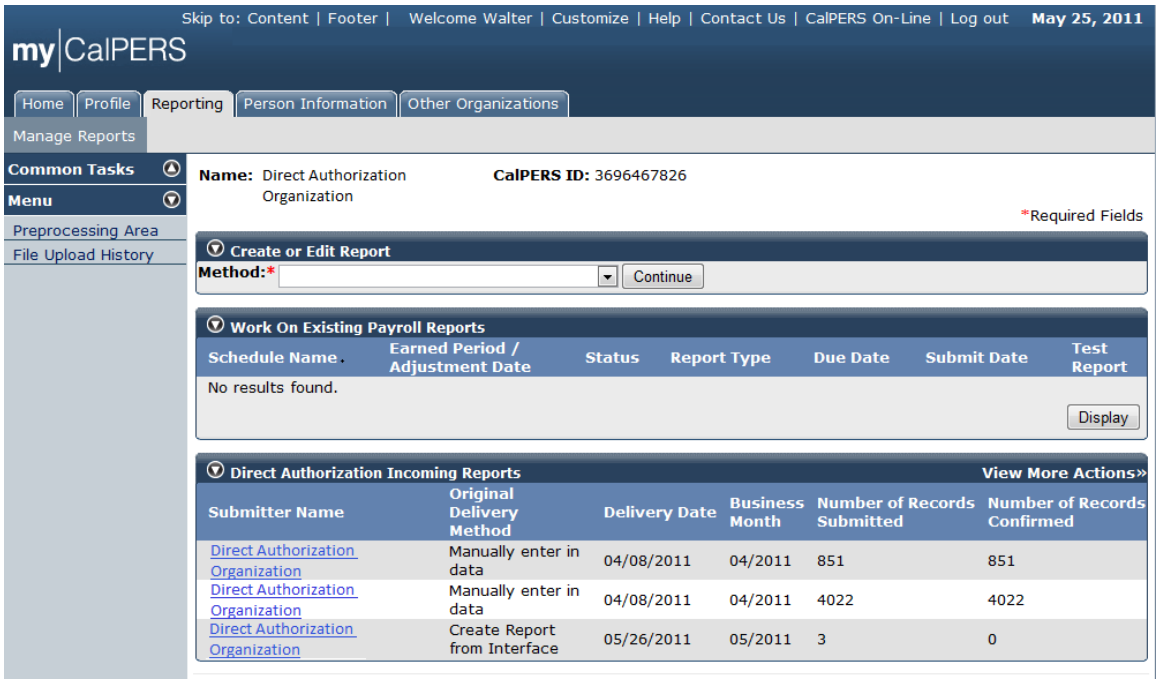


Review the conditions of use statement and select the **Accept** button.

The my|CalPERS *Home* page displays.

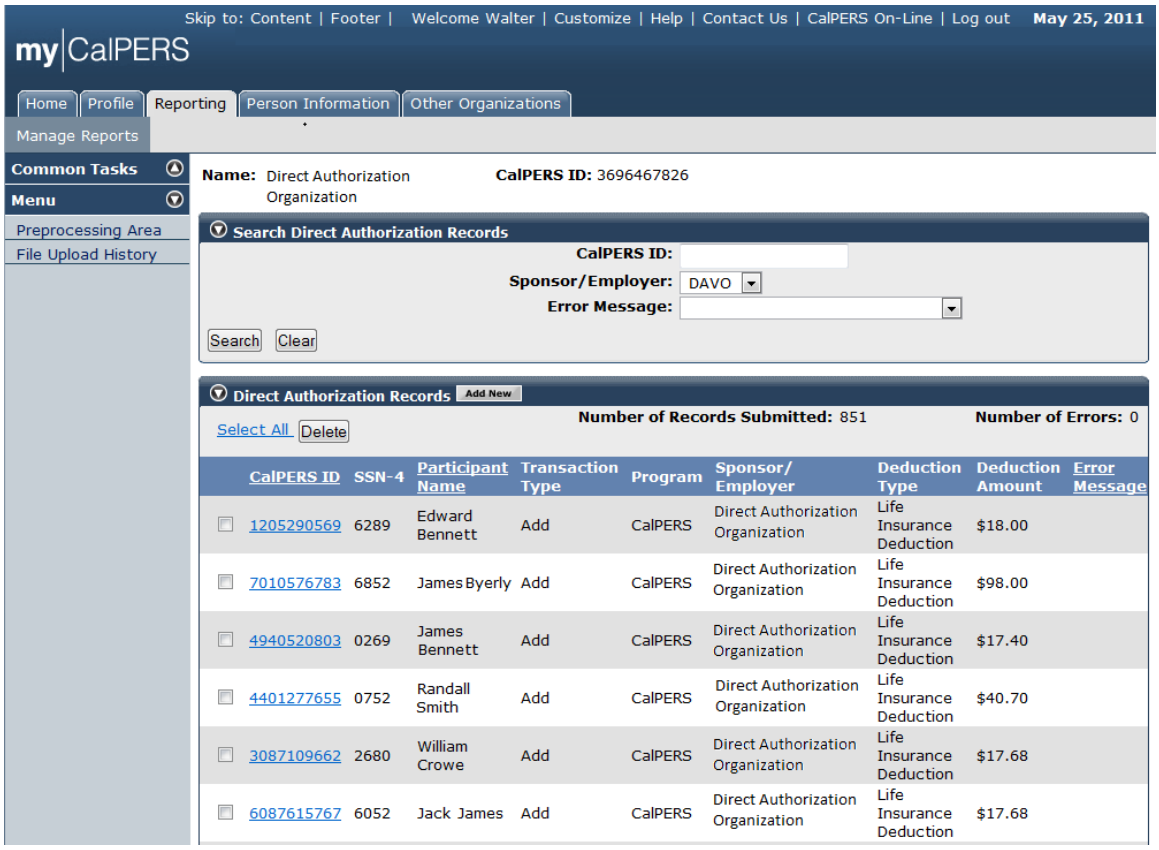
Select the **Reporting** global navigation tab.

The *Create Reports* page displays.



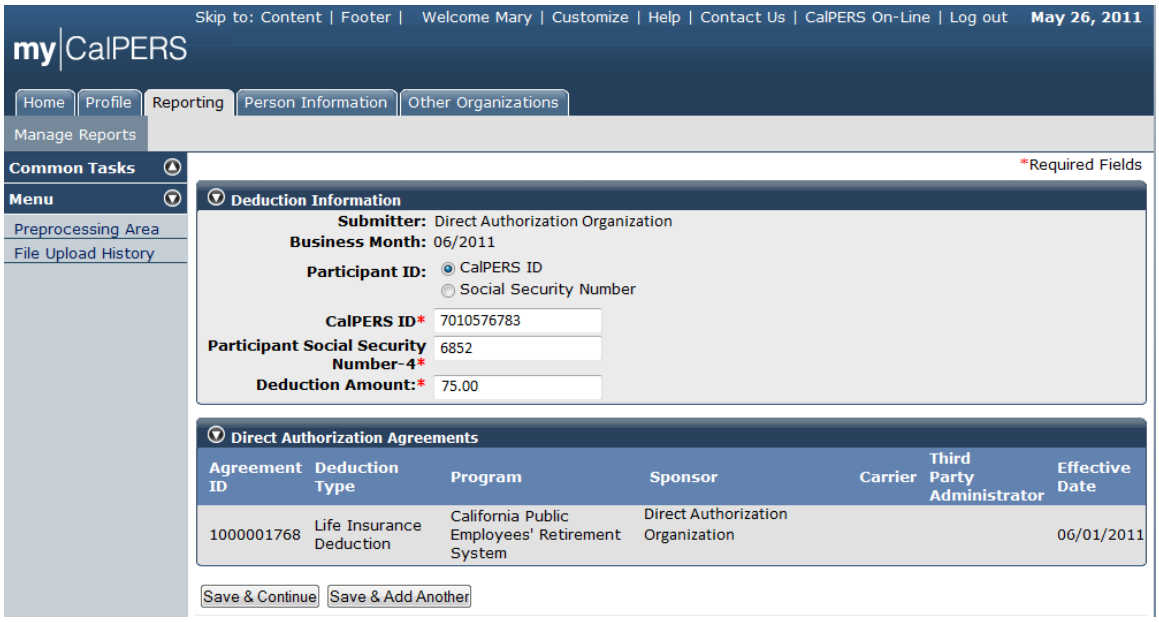
Select the link under the Submitter Name column associated with the report you'd like to search within the Direct Authorization Incoming Reports section. If the report you are looking for is not displayed within the Direct Authorization Incoming Reports section, select the **View More Actions** link in the Direct Authorization Incoming Reports title banner.

The *Search Direct Authorization Records* page displays.



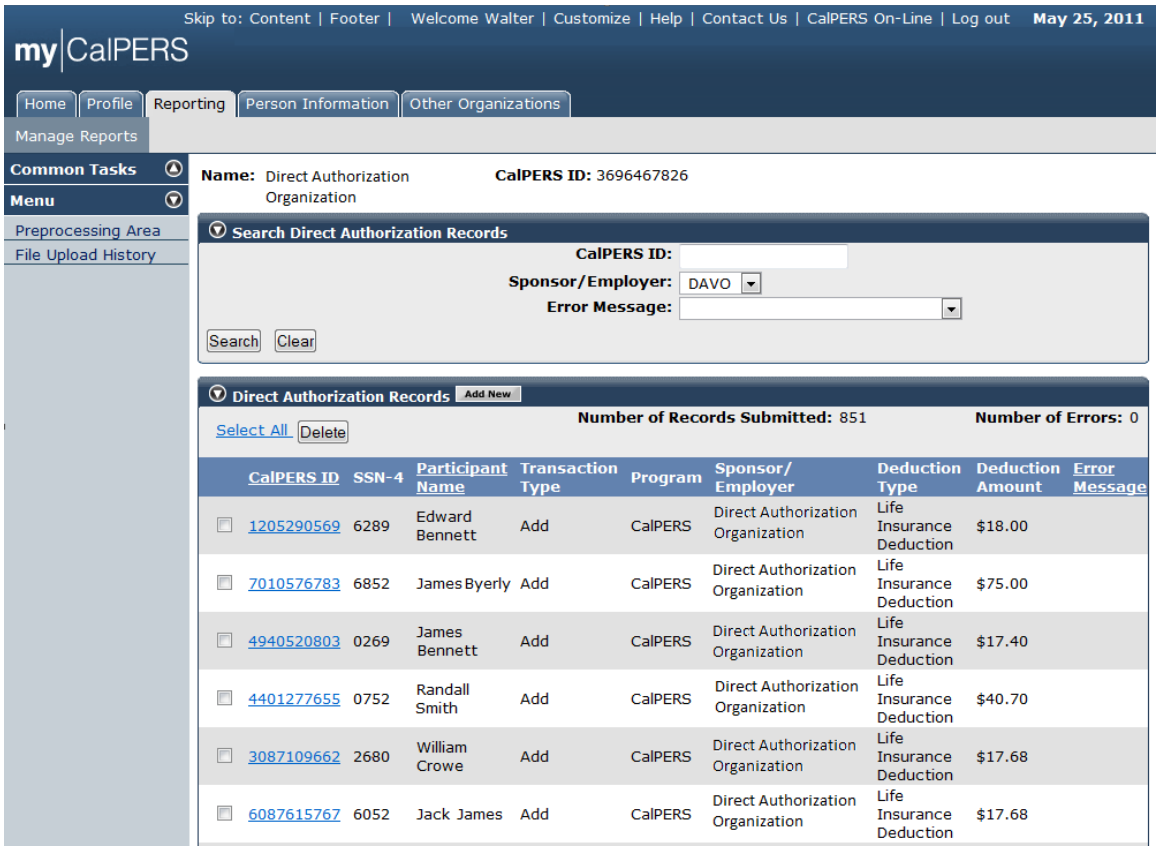
You can search for deduction records within the selected report by entering the CalPERS ID in the CalPERS ID field or by selecting the appropriate error message from the **Error Message** dropdown. Once you have located the deduction record, select the link under the CalPERS ID column within the Direct Authorization Records section. In this example, we select CalPERS ID link ”7010576783” for ”James Byerly”.

The *Edit Deduction Record* page displays.

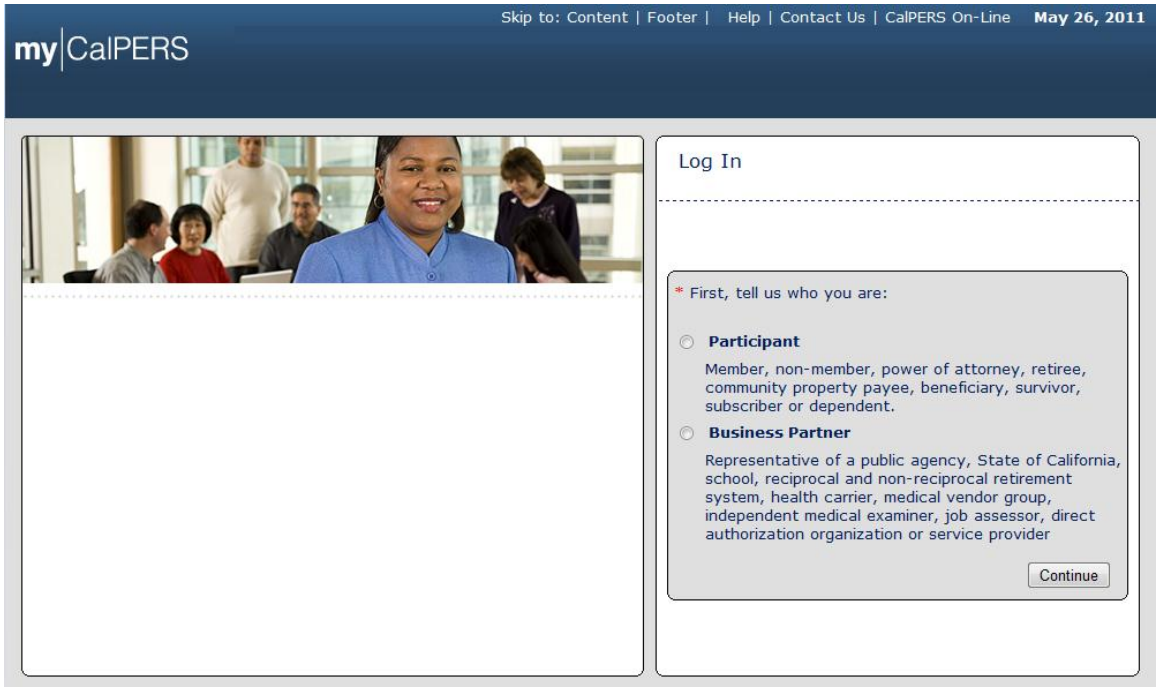


Enter the updated deduction amount in the **Deduction Amount** field within the Deduction Information section and select the **Save & Continue** button.

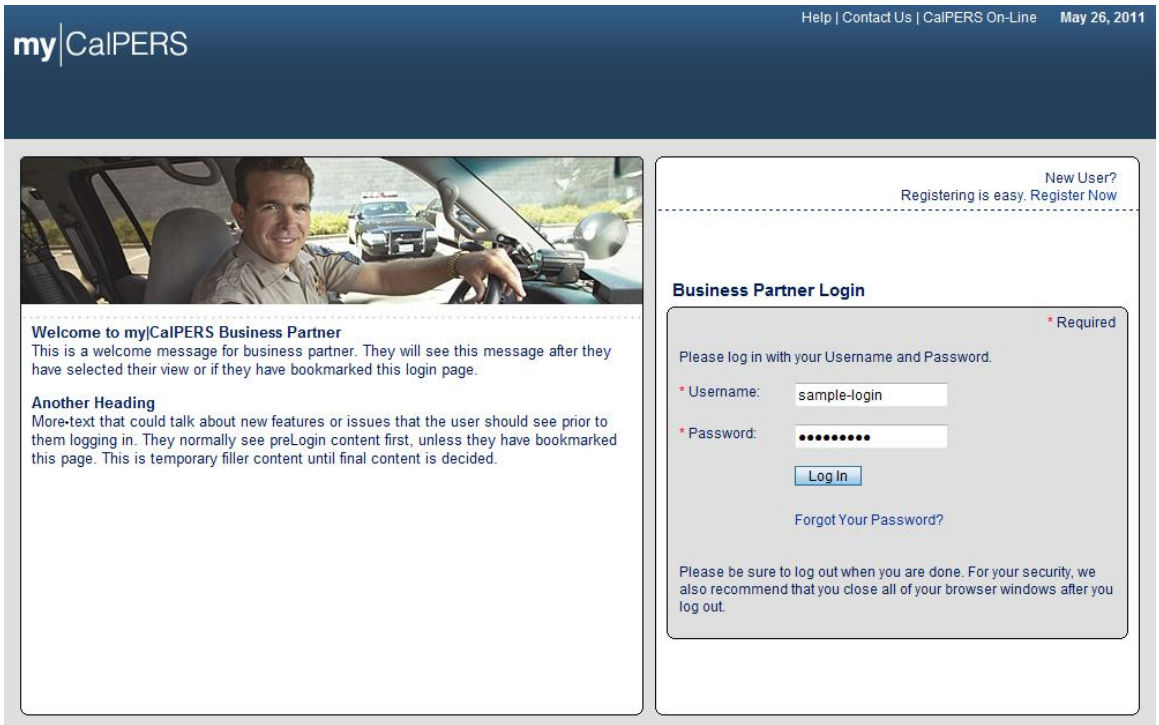
The *Search Direct Authorization Records* page displays. The updated deduction amount of $75.00 for ”James Byerly” is displayed under the Deduction Amount column within the Direct Authorization Records section.



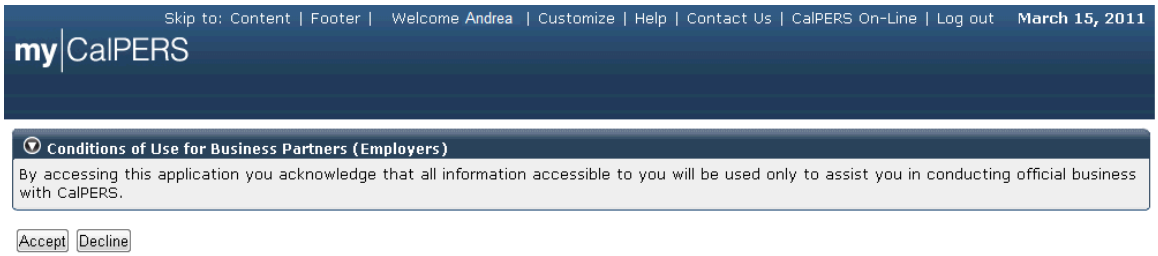
Delete a deduction



From the my|CalPERS *Log In* page, select the **Business Partner** radio button and then the **Continue** button. The *Business Partner Login* page displays.



Enter the username and password and then select the **Log In** button.
The *Conditions of Use for Business Partners (Employers)* page displays.

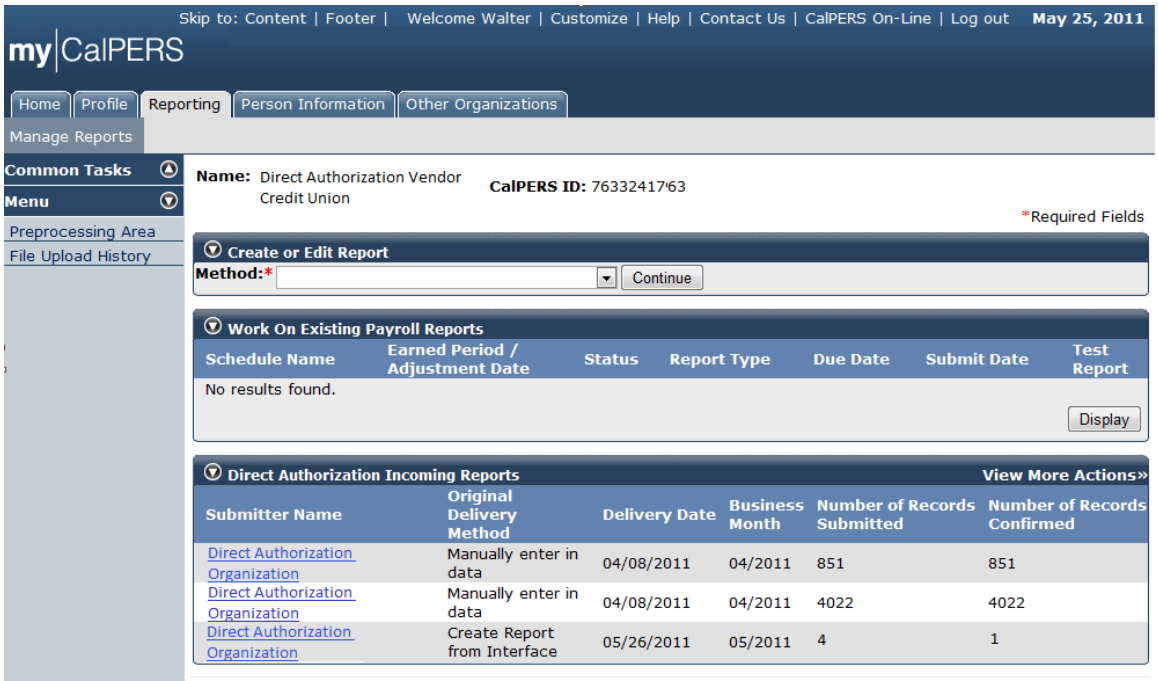


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

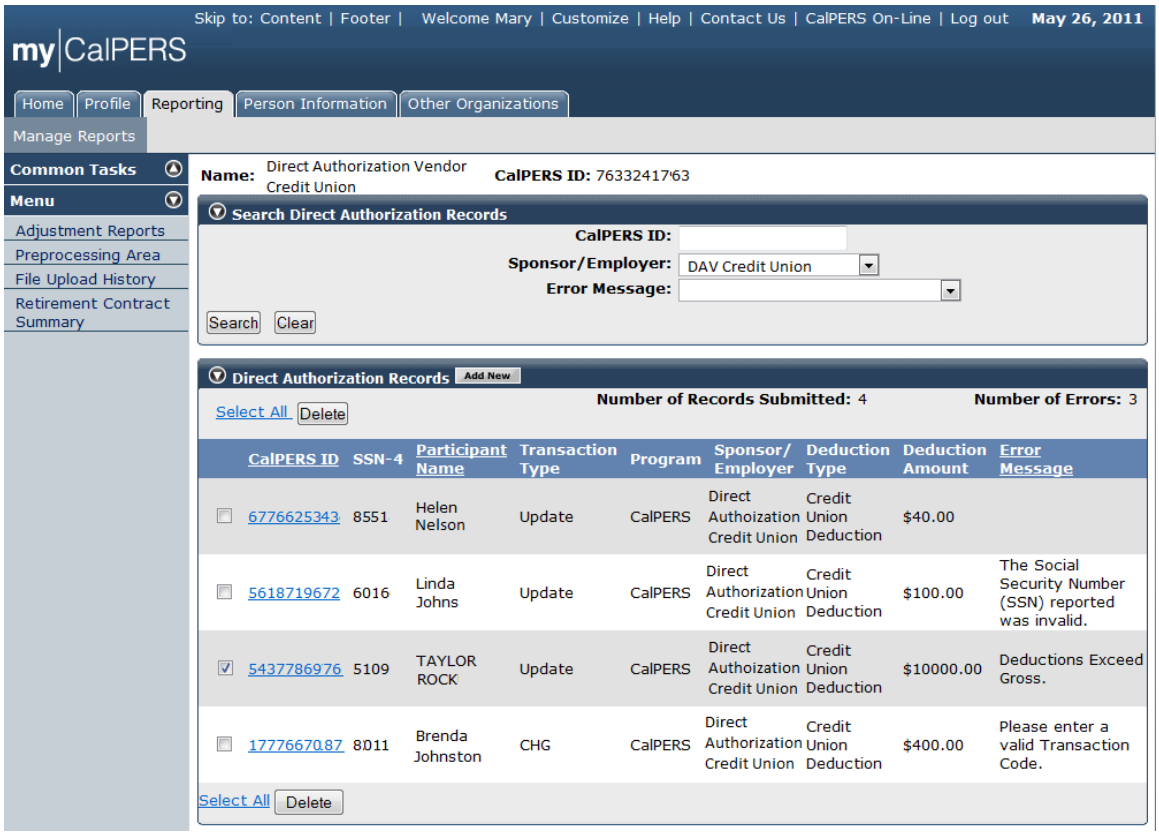
Select the **Reporting** global navigation tab.

The *Create Reports* page displays.

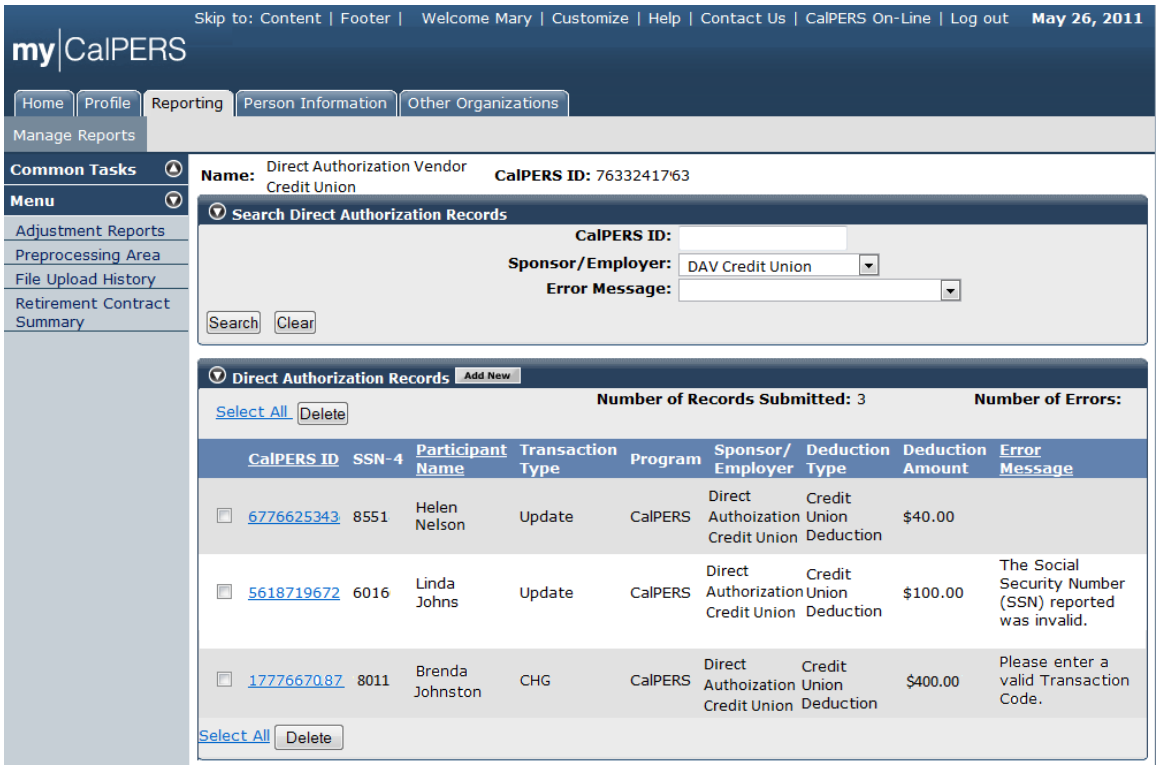


Select the link under the Submitter Name column associated with the report you'd like to search within the Direct Authorization Incoming Reports section. If the report you are looking for is not displayed within the Direct Authorization Incoming Reports section, select the **View More Actions** link in the Direct Authorization Incoming Reports title banner.

The deduction records in the selected report are displayed within the Direct Authorization Records section.



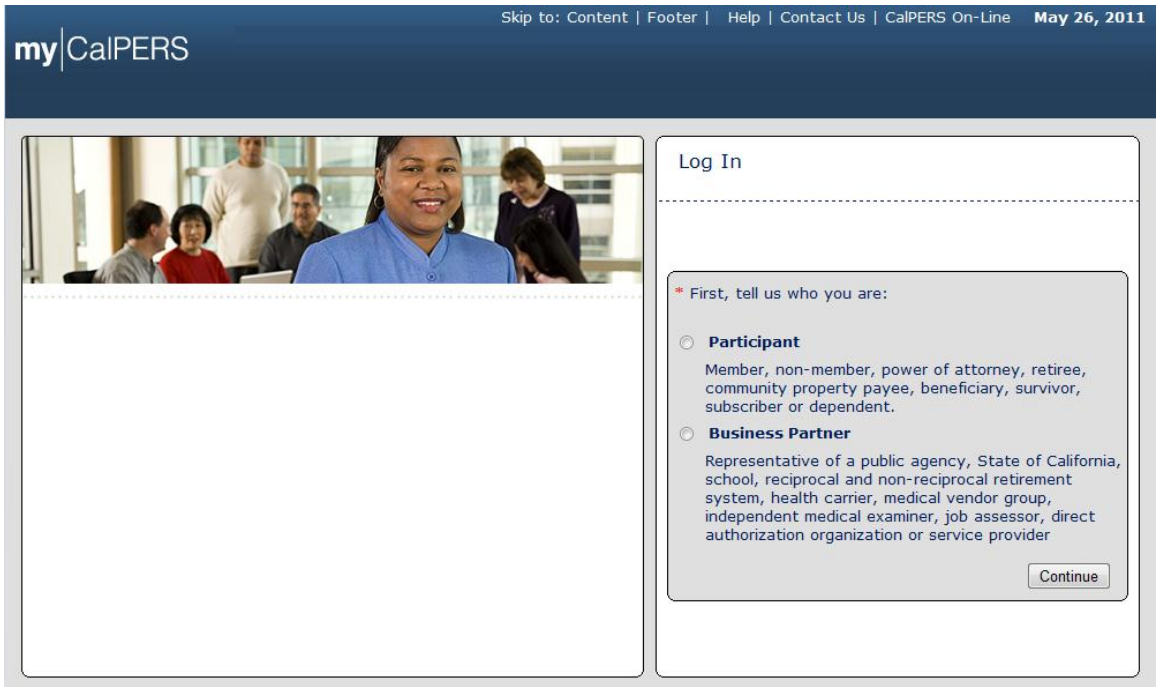
To delete a deduction record, select the checkbox(es) associated with the deduction records you would like to delete, and then select the **Delete** button within the Direct Authorization Records section.



In this example, we deleted the deduction record for “Taylor Rock” from this report, so the remaining three deduction records are displayed within the Direct Authorization Records section.

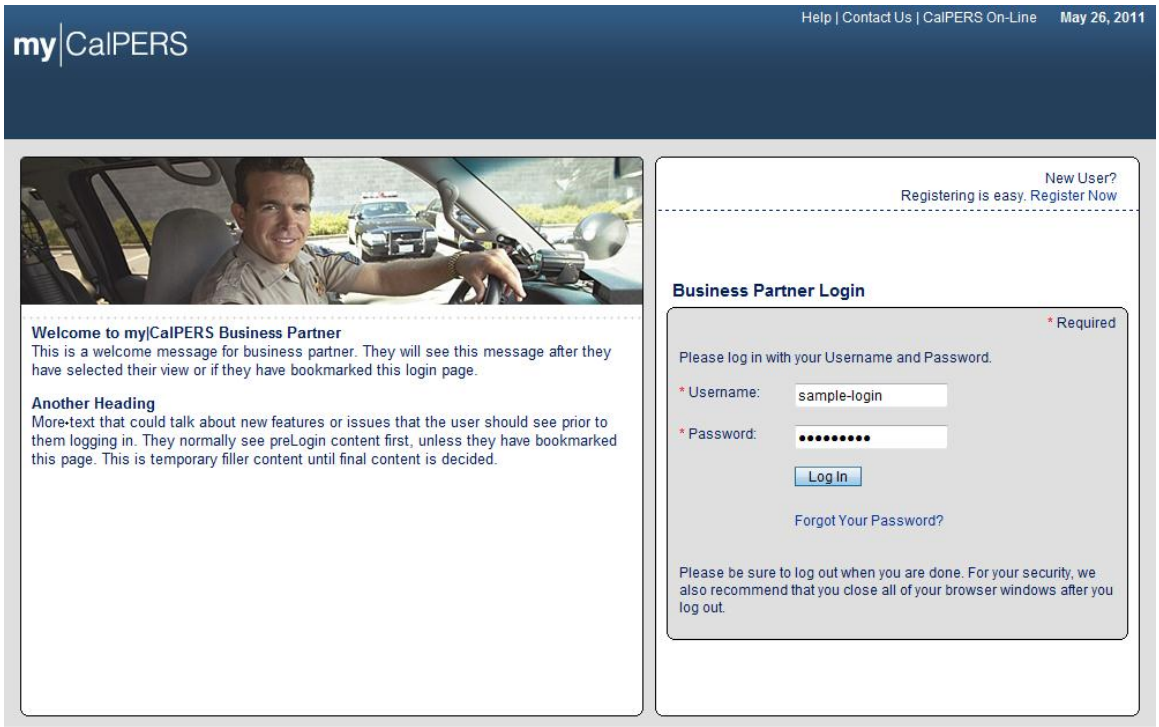
Perform a Global Rate Change

Through the Internet, connect to my|CalPERS at https://my.calpers.ca.gov. The my|CalPERS *Log In* page displays.



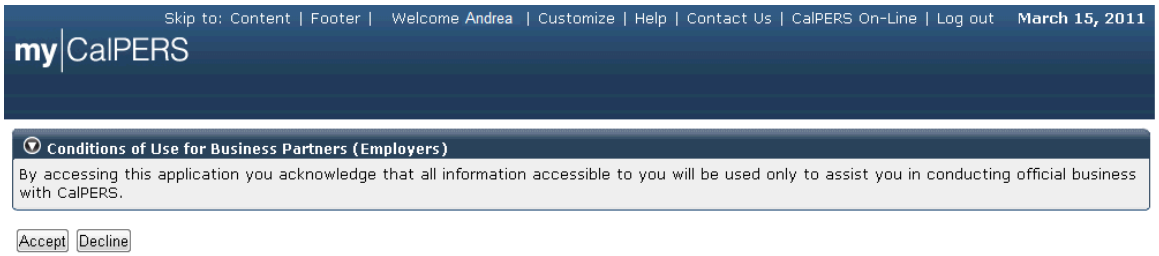
Select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays. Your organization's system access administrator must first establish your username and password and provide this login information to you. Your login information will be associated with a specific system user role that provides access to the screens you need to perform the business functions assigned to you.



Enter your username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

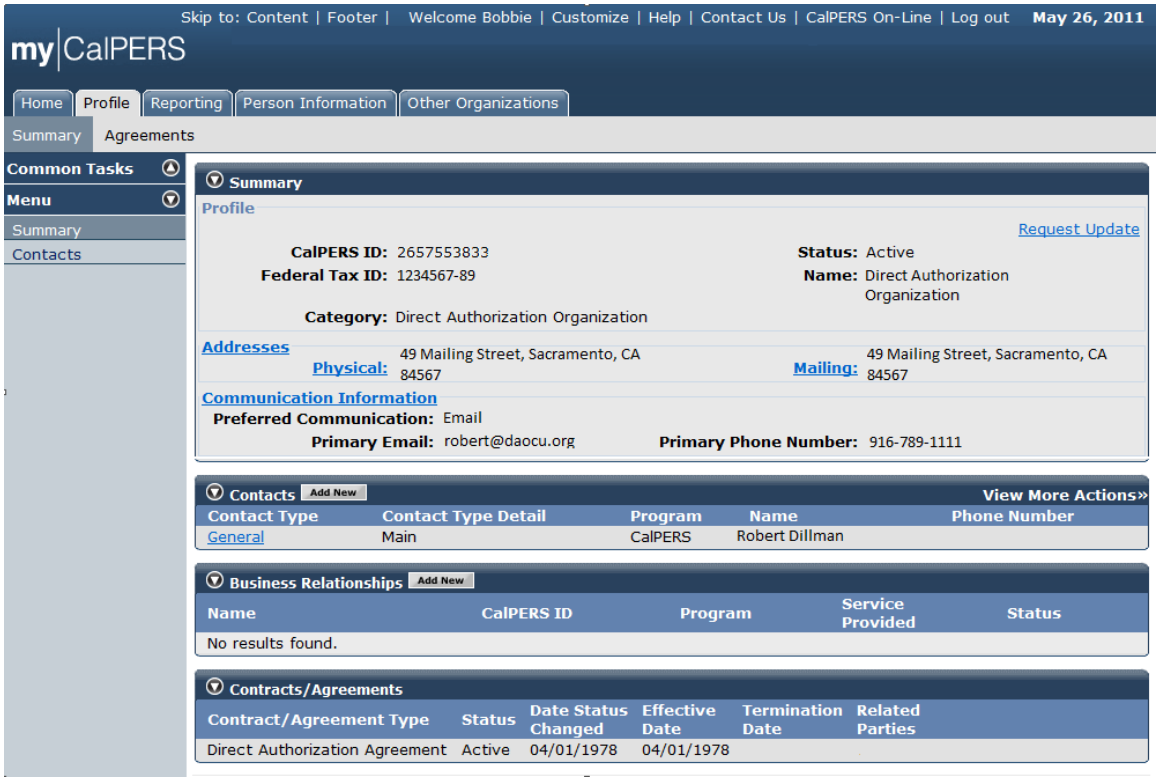


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

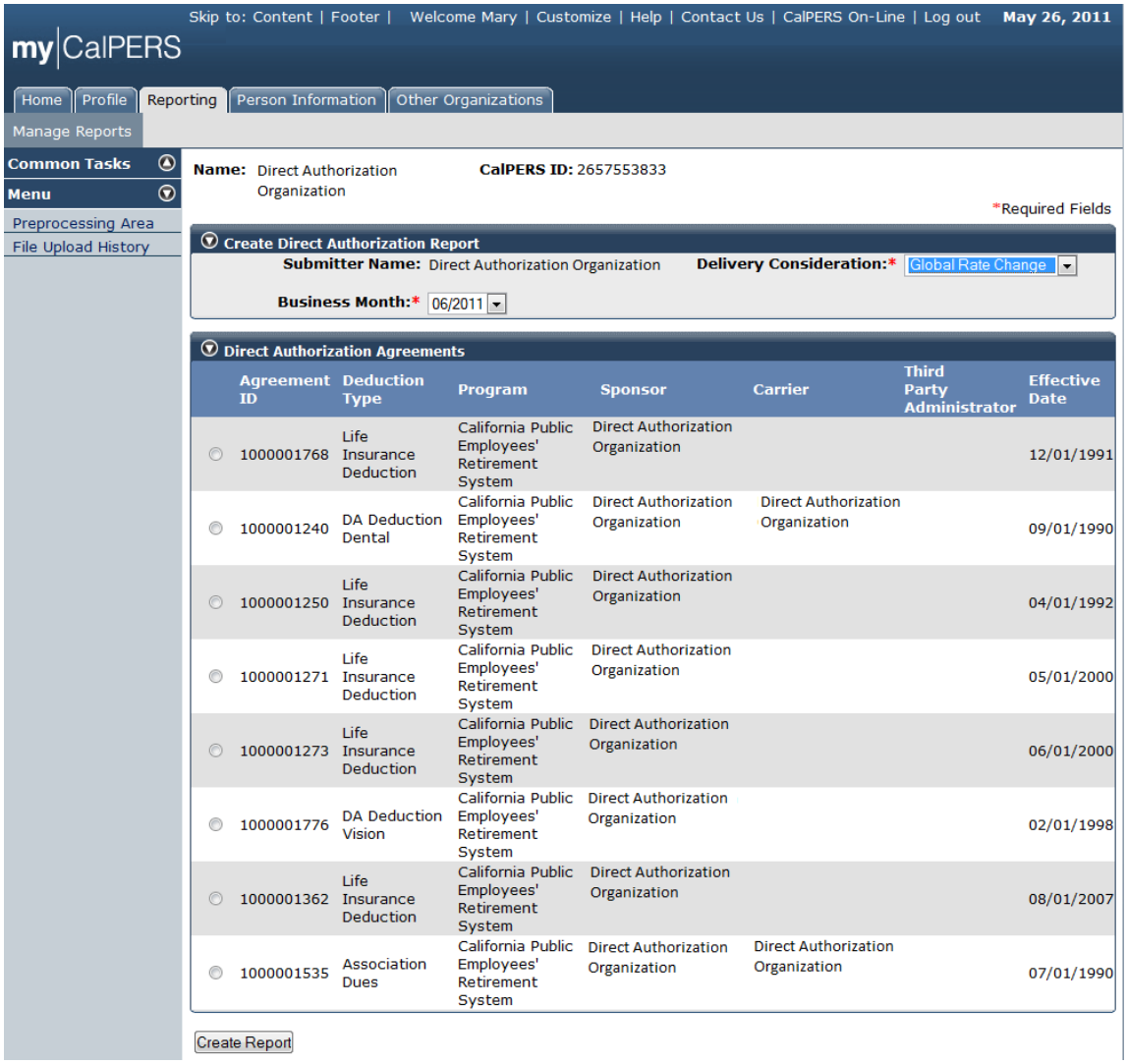
Select the **Reporting** global navigation tab.

The *Business Partner Summary* page displays.

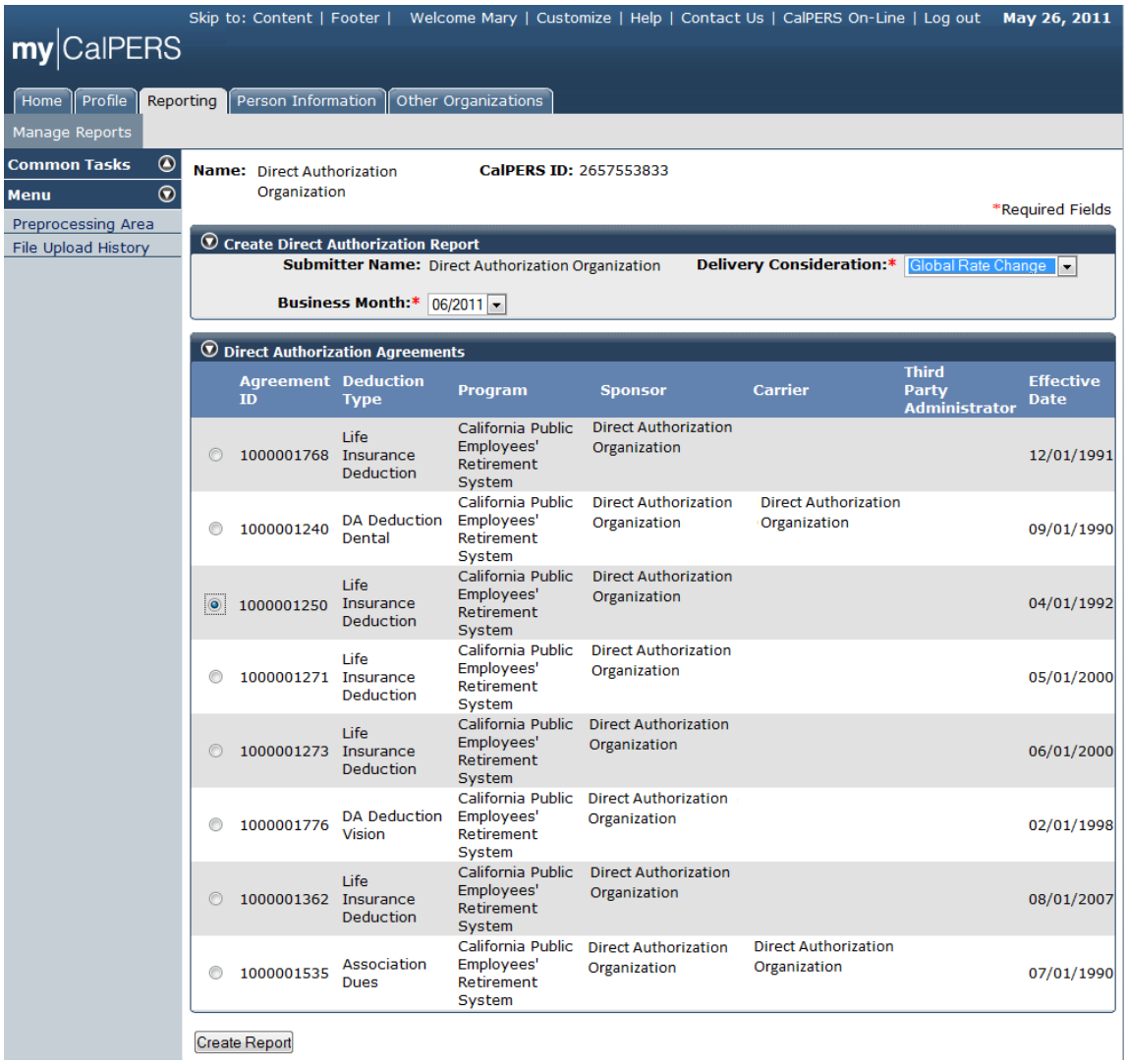


Select the **Reporting** global navigation tab.

The *Reporting* page displays.

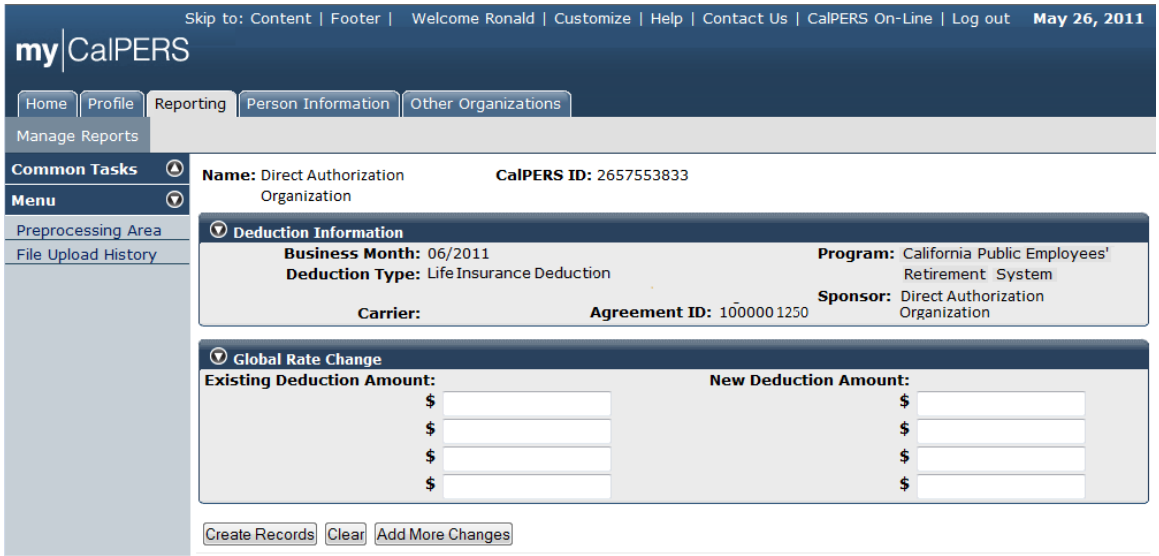


Select Global Rate Change from the **Delivery Consideration** dropdown and select the appropriate business month from the **Business Month** dropdown (”06/2011” in this example) within the Create Direct Authorization Report section.



Select the **Agreement ID** radio button for the agreement (Agreement ID ”1000001250” in this example) you would like to enter a global rate change for under the Agreement ID column within the Direct Authorization Agreements section.

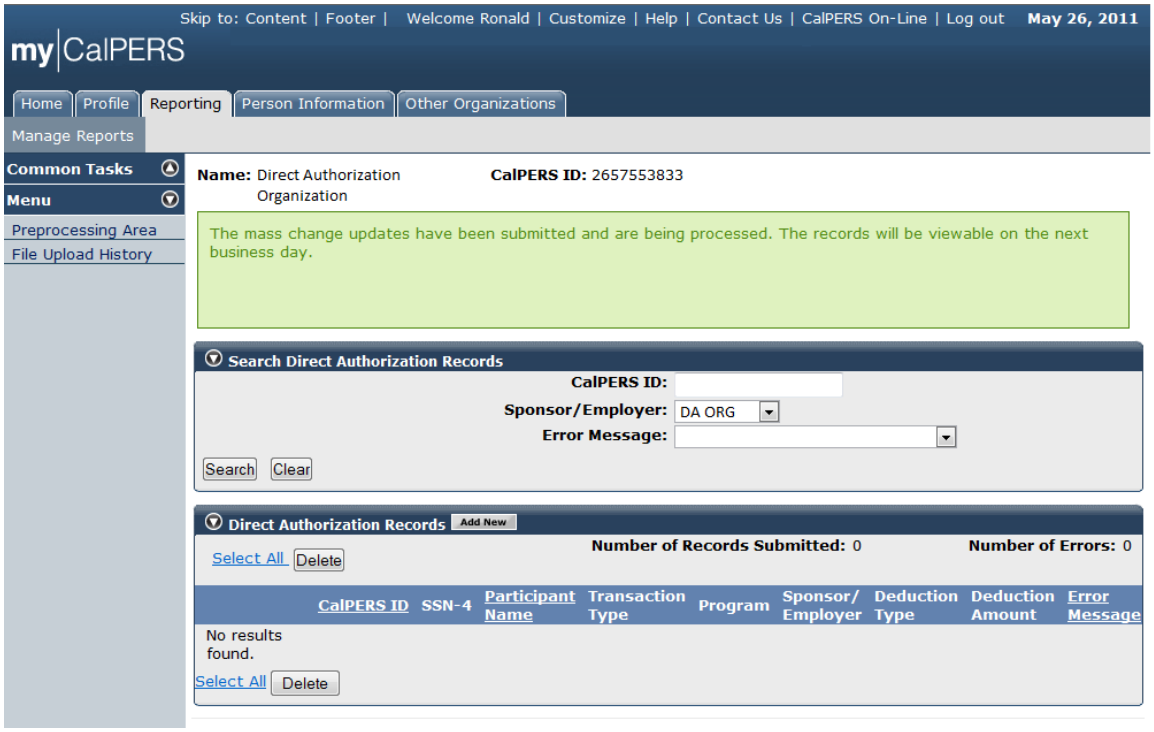
The *Global Rate Change* page displays.



You can enter up to four global rate changes at a time. Enter the current deduction amounts in the **Existing Deduction Amount** field(s) and enter the new deduction amounts in the corresponding **New Deduction Amount** field(s) within the Global Rate Change section.

There is no limit to the total number of global rate changes which can be entered, as you can select the **Add More Changes** button to add more global rate changes. When you have finished entering global rate changes, select the **Create Records** button.

The *Manage Reports* page displays the confirmation message “The mass change updates have been submitted and are being processed. The records will be viewable on the next business day.”



Deductions Request File Submission

Submit a Deductions Request file using file upload

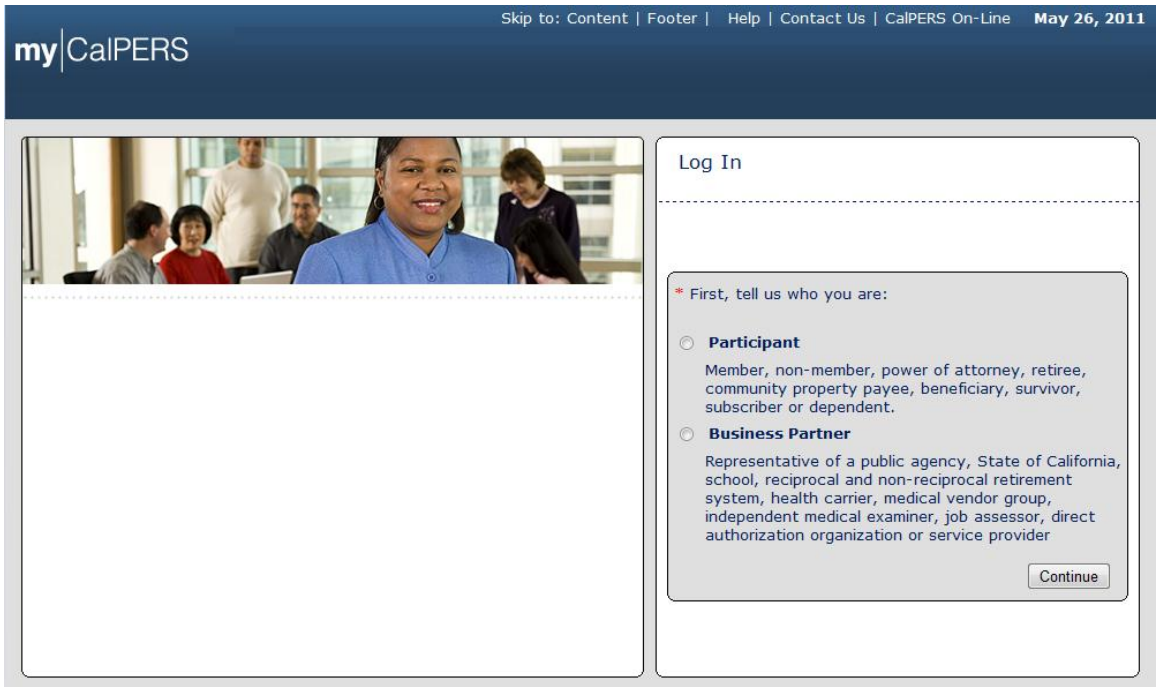
Direct authorization agreement deduction records can be entered manually into my|CalPERS using the online reporting method, or deduction record reports can be submitted using File Upload or File Transfer Protocol (FTP). The deduction record contains a list of the participants associated with the direct authorization deduction.

You can view existing reports listed by the earned period or adjustment date or you can create, upload, or edit direct authorization processing reports.

Extensible Markup Language (XML) direct authorization reports can be either uploaded to my|CalPERS or submitted using File Transfer Protocol (FTP). Reports submitted using FTP do not require login to my|CalPERS to submit the information.

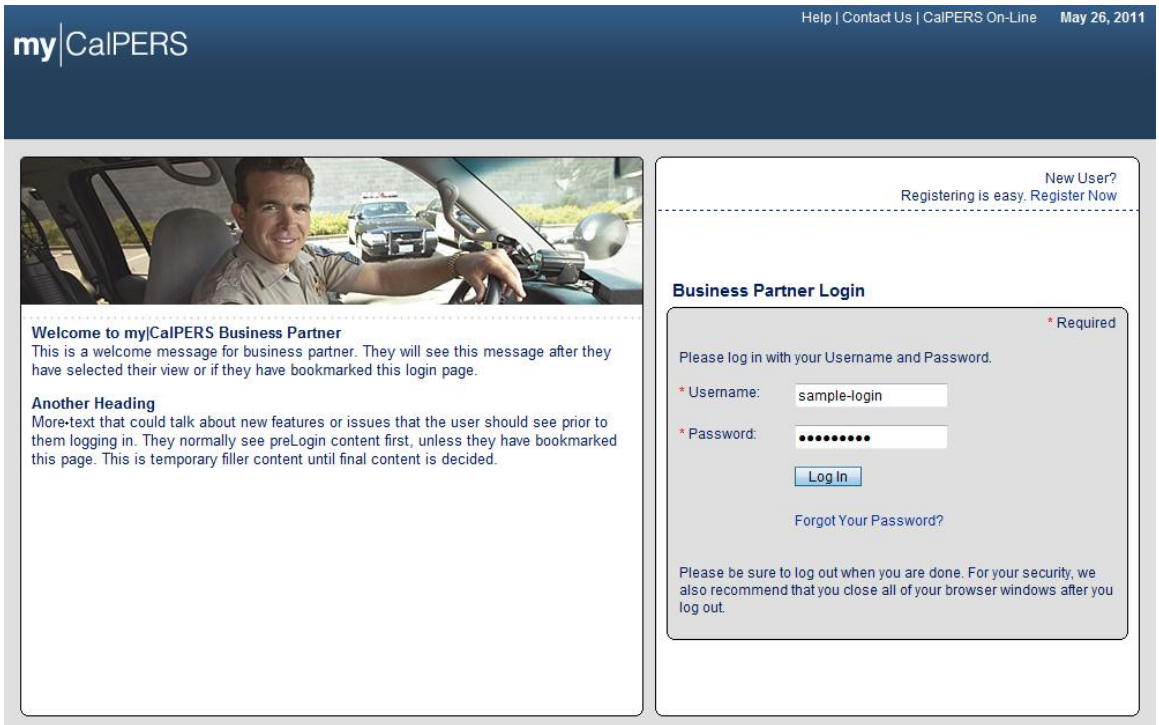
Electronically uploaded direct authorization deduction report files are automatically checked by my|CalPERS against numerous criteria to ensure the completeness of the listed participant records. Common required information types include Business Partners (CalPERS ID), Participant (CalPERS ID) and Retirement Program ID.

If there are no errors, then all of the direct authorization deduction records are submitted to my|CalPERS automatically. If the criteria are not met, my|CalPERS indicates which deduction records have identified errors and return them to the business partner for resolution. Once errors are corrected, the record is automatically submitted for direct authorization deduction without any further manual intervention.



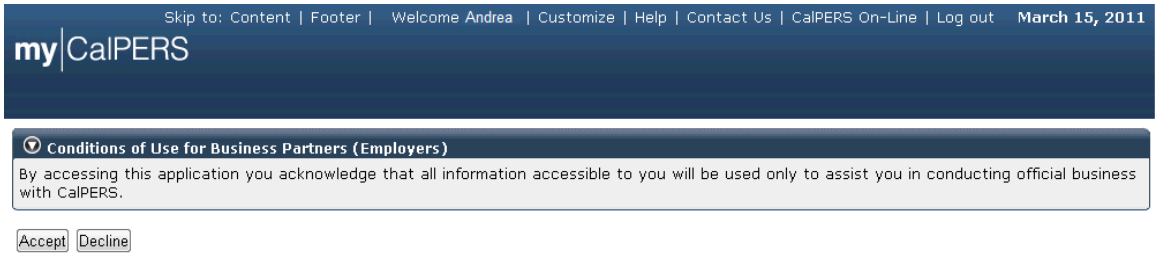
From the my|CalPERS *Log In* page, select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays.



Enter the username and password and select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.

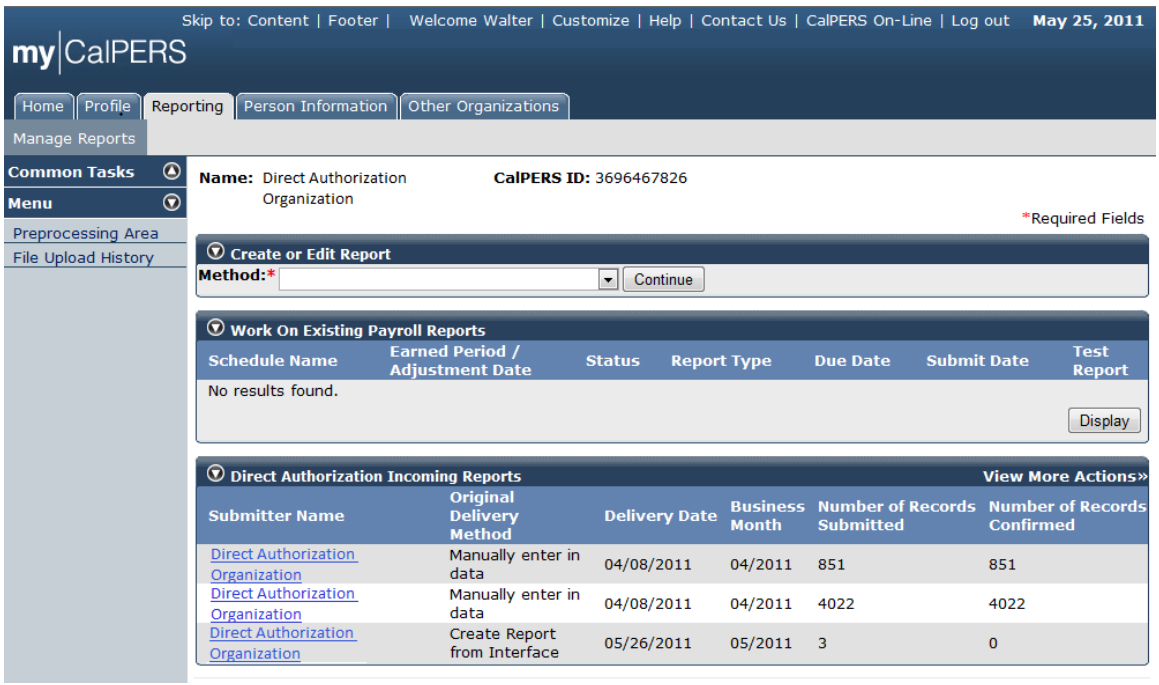


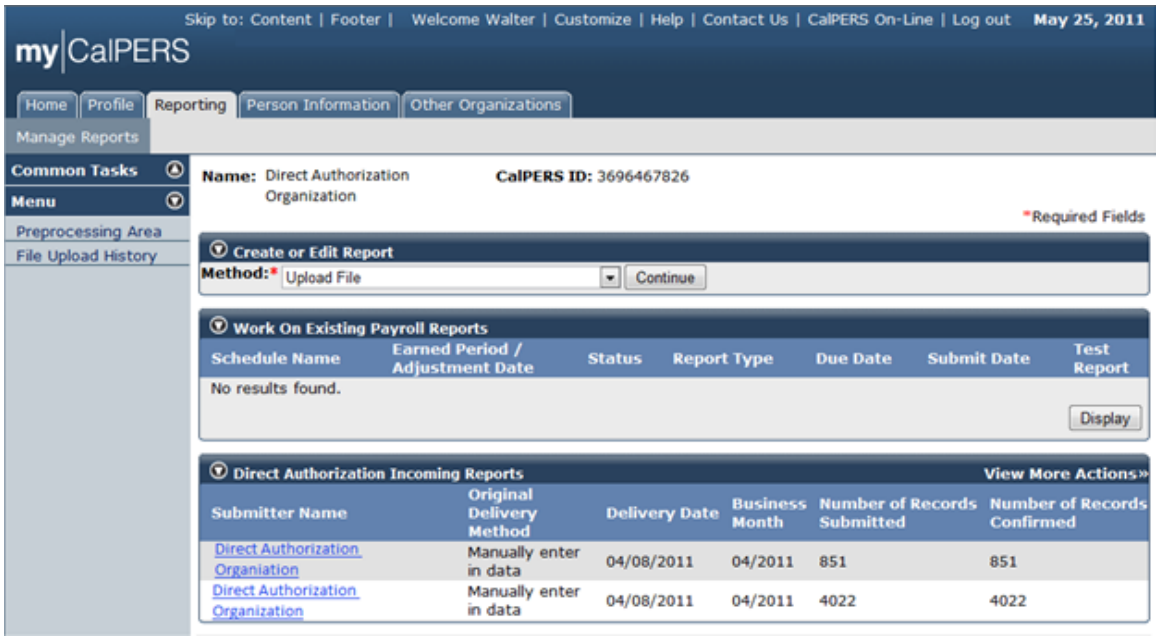
Review the conditions of use statement and select the **Accept** button.

The my|CalPERS *Home* page displays.

Select the **Reporting** global navigation tab.

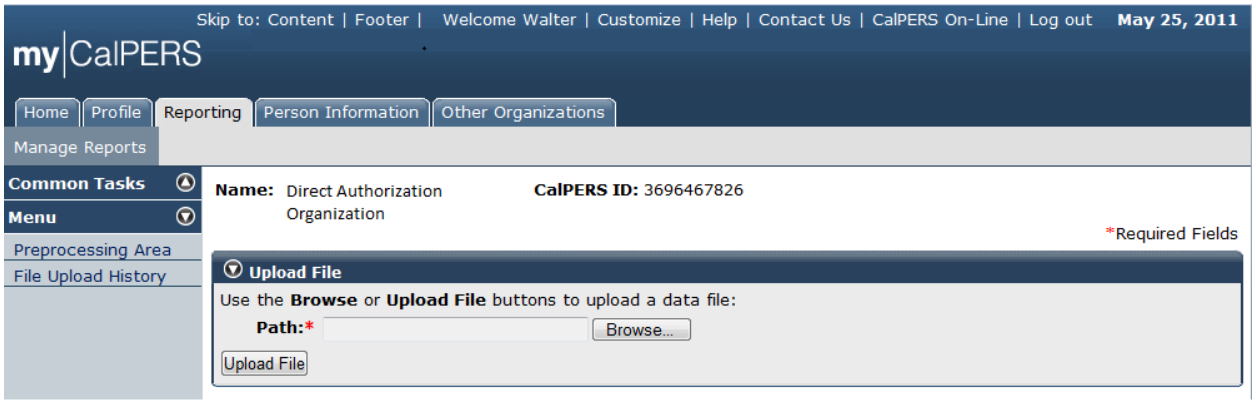
The *Manage Report* page displays.





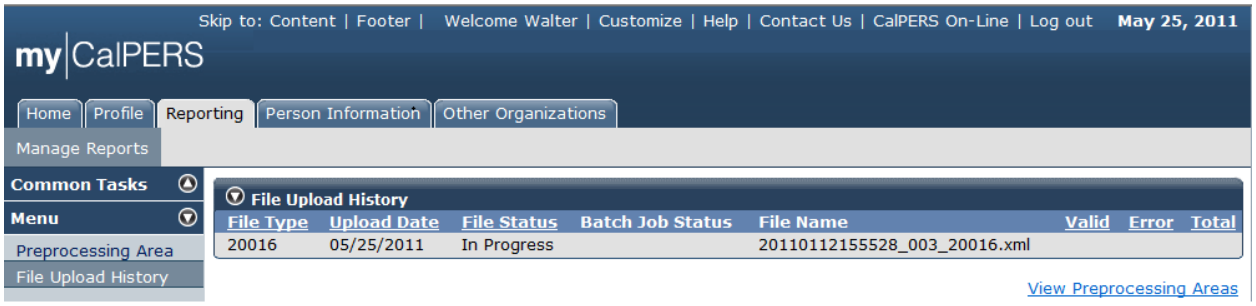
To submit a file by using the File Upload reporting method, select “Upload File” from the **Method** dropdown and select the **Continue** button within the Create or Edit Report section.

The Upload File section displays and provides a window that will allow you to browse for the file for upload.



Select the **Browse** button and follow the path to the location where the file is located within your organization’s shared file directory or your individual personal computer. Once you have located the file, select the **Upload File** button.

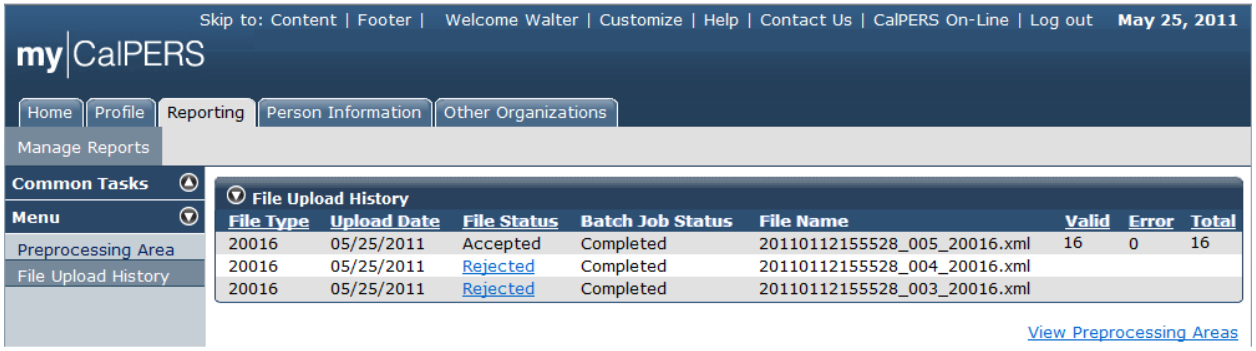
The *File Upload History* page displays. You can display your organization's file upload history by selecting **File Upload History** from the left-side navigation Menu. You can review the File Type, Upload Date, File Status, Batch Job Status, File Name, Valid records, Error records and Total records.



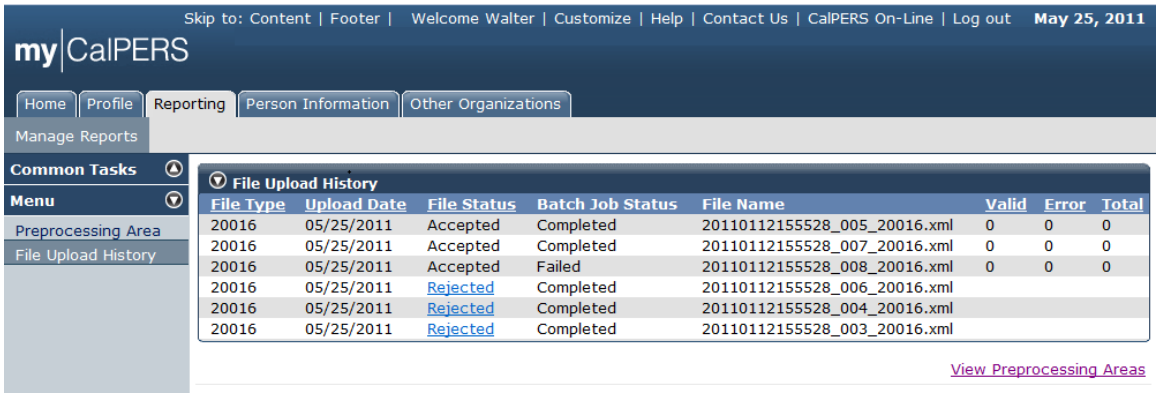
Select the **File Upload History** link from the left-side navigation menu. Once the file is in the process of uploading, the screen will indicate that the upload is In Progress, as shown under the File Status column within the File Upload History section.

Once my|CalPERS receives the file, the File Status changes from "In Progress" to "Accepted". Note that the Batch Job Status now shows as "In Progress". You can refresh the screen to check the status. The File Status would display "Rejected" if the same file, or same filename, were submitted, as my|CalPERS only accepts a file one time.

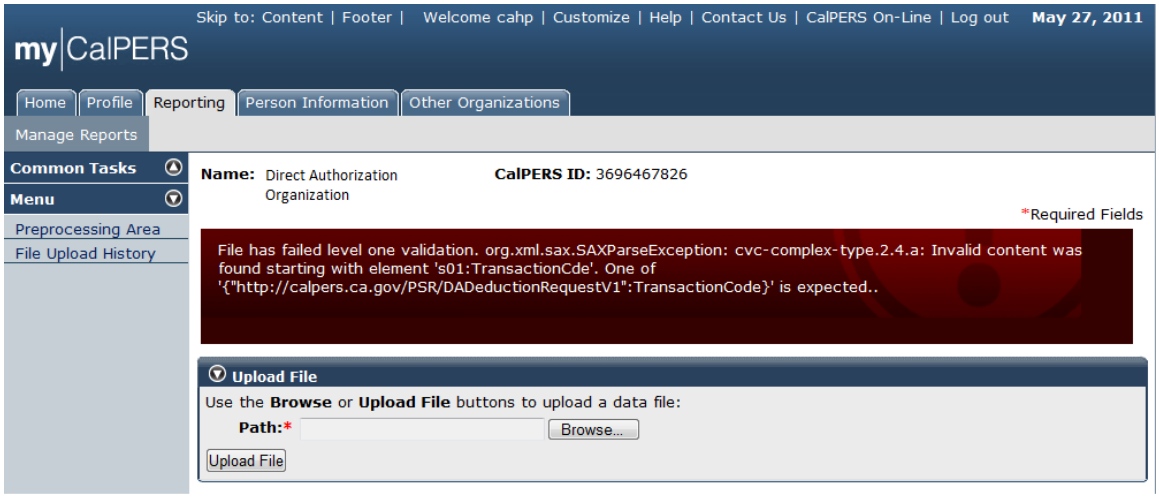
After the upload is complete, my|CalPERS displays the status of "Accepted" under the File Status column and indicates the number of records that were validated and the count of those that were found to have errors within the File Upload History section. In this example, we have processed 16 valid records with no error records.



my|CalPERS runs Level 1 validations to check the XML file structure, and if the file did not pass the Level 1 validation, the Batch Job Status would show as “Failed”, as shown below.



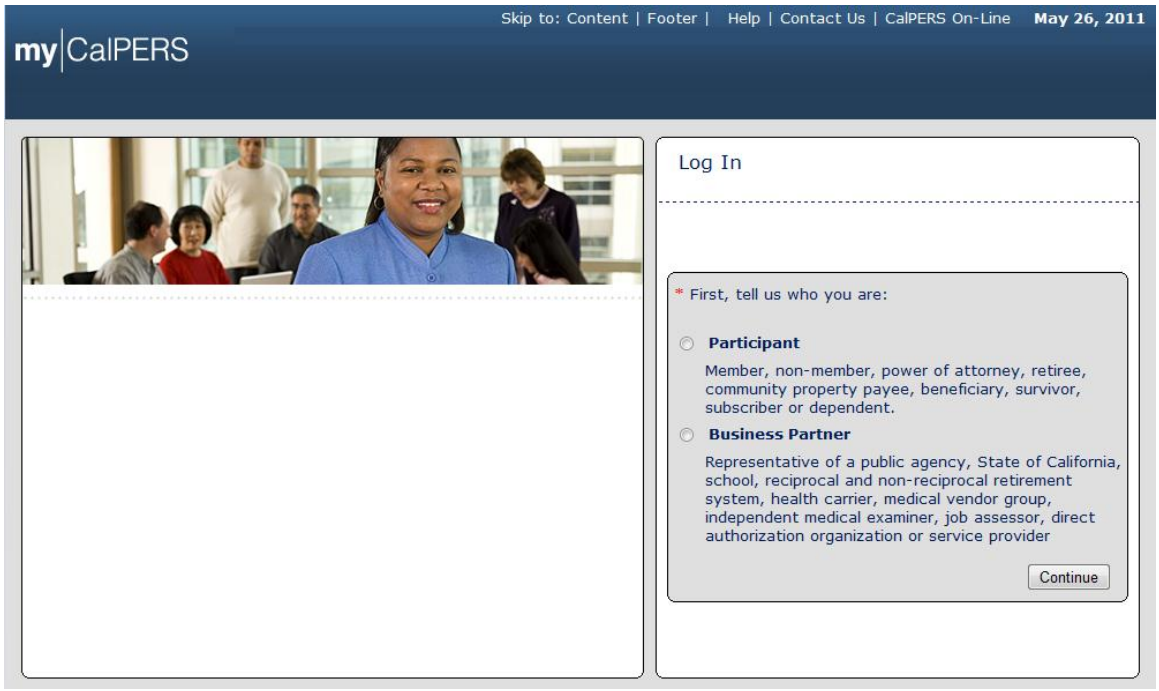
This is an example of a Level 1 error message:



This file submission was rejected and the error message “The file is rejected due to the following reason: Submission Date must be today or a future date and cannot be more than one year in the future.” displays on the *File Upload History* page.

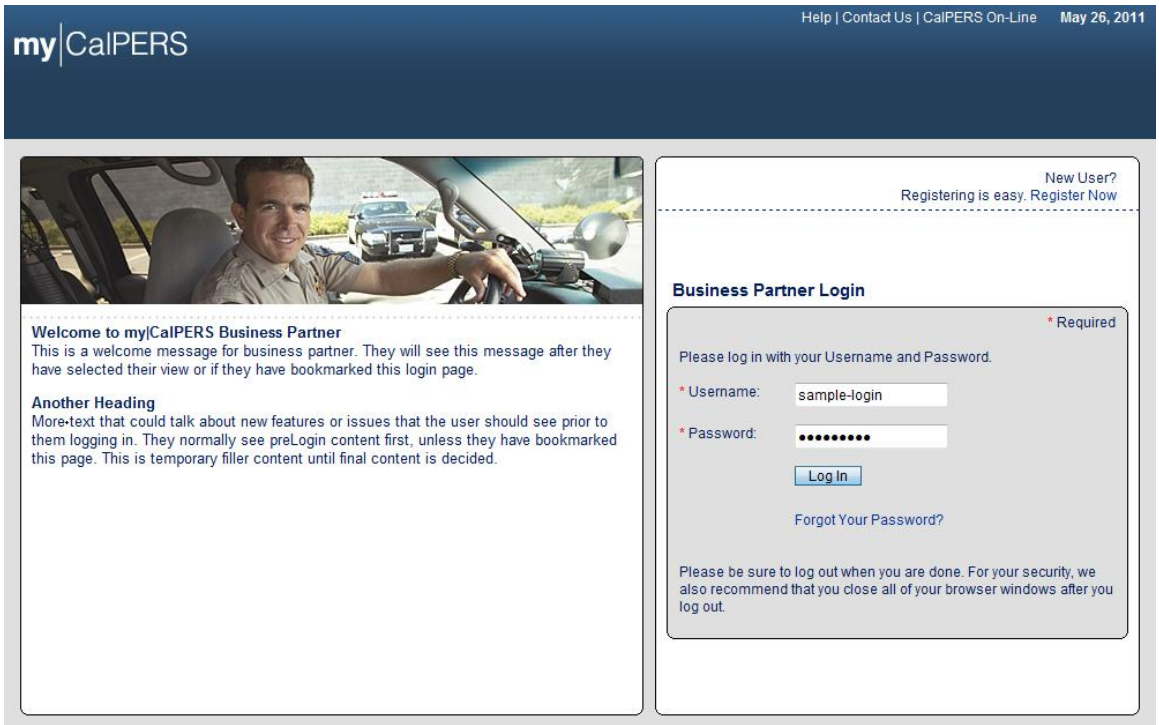
Manage Deductions Request File Errors

Review deduction records in staging area

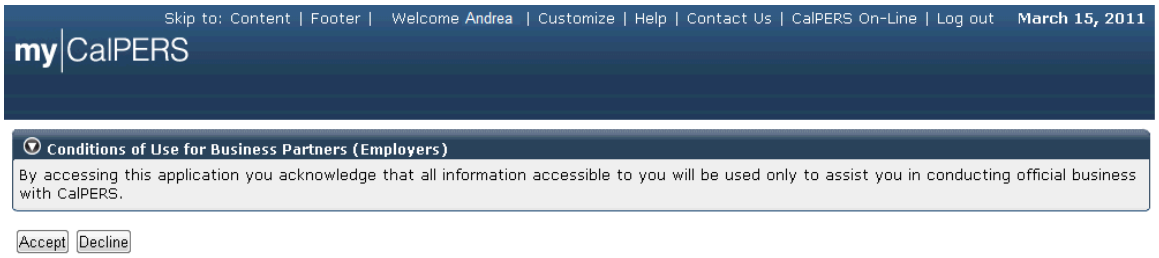


From the my|CalPERS *Log In* page, select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays.



Enter the username and password and then select the **Log In** button.
The *Conditions of Use for Business Partners (Employers)* page displays.

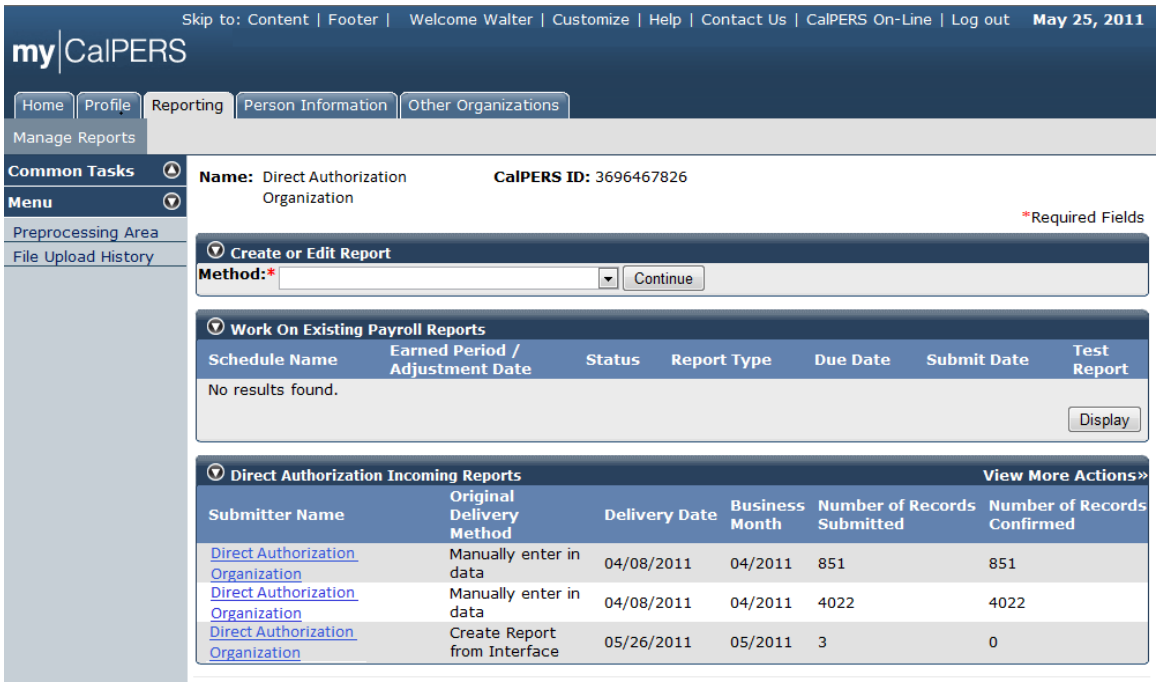


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

Select the **Reporting** global navigation tab.

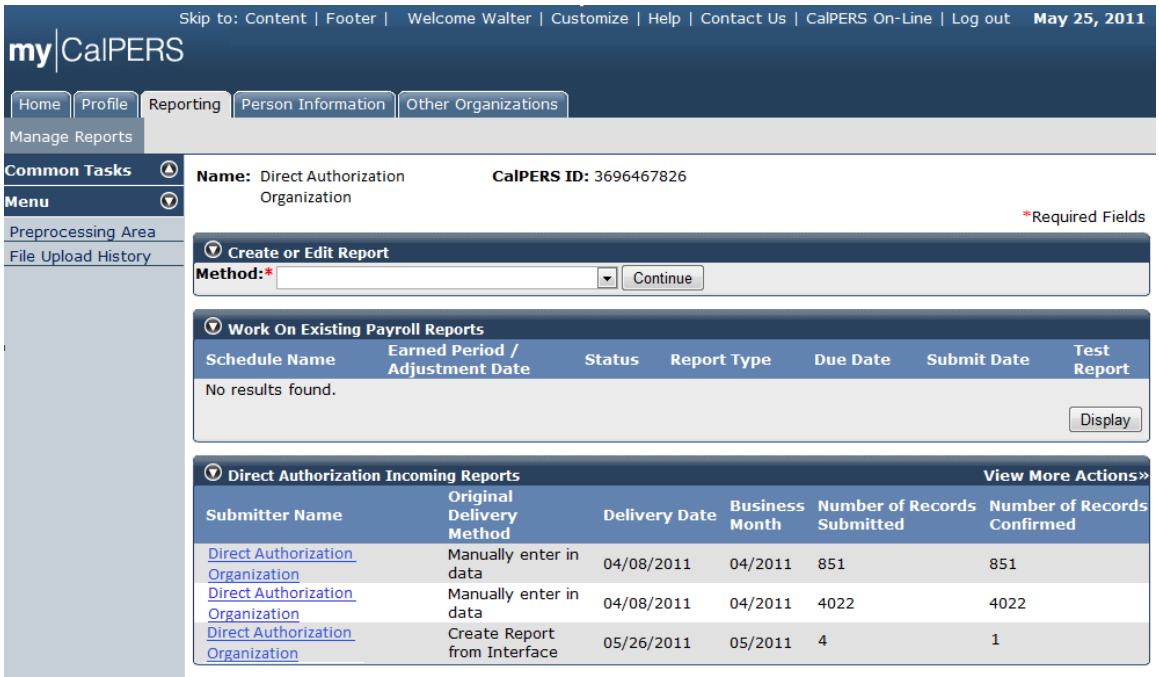
The *Manage Report* page displays.



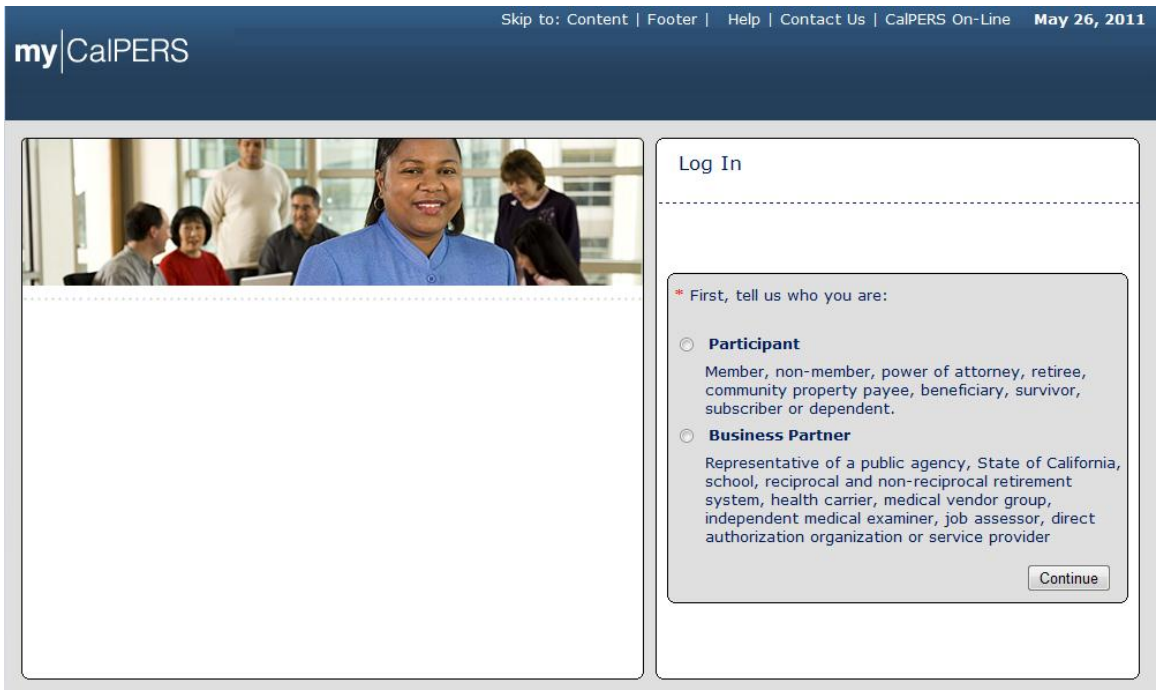
Select the **Preprocessing Area** link from the left-side navigation menu to review the information on the Preprocessing Area section.

The Preprocessing Area section displays. Note the Direct Authorization link under the Preprocessed Data column. The file in this example contains 4,873 records, all of which are shown as valid records under the valid column. There are no errors in this file. You can select file link for more detailed information.

The additional information is displayed within the Direct Authorization Incoming Reports section.

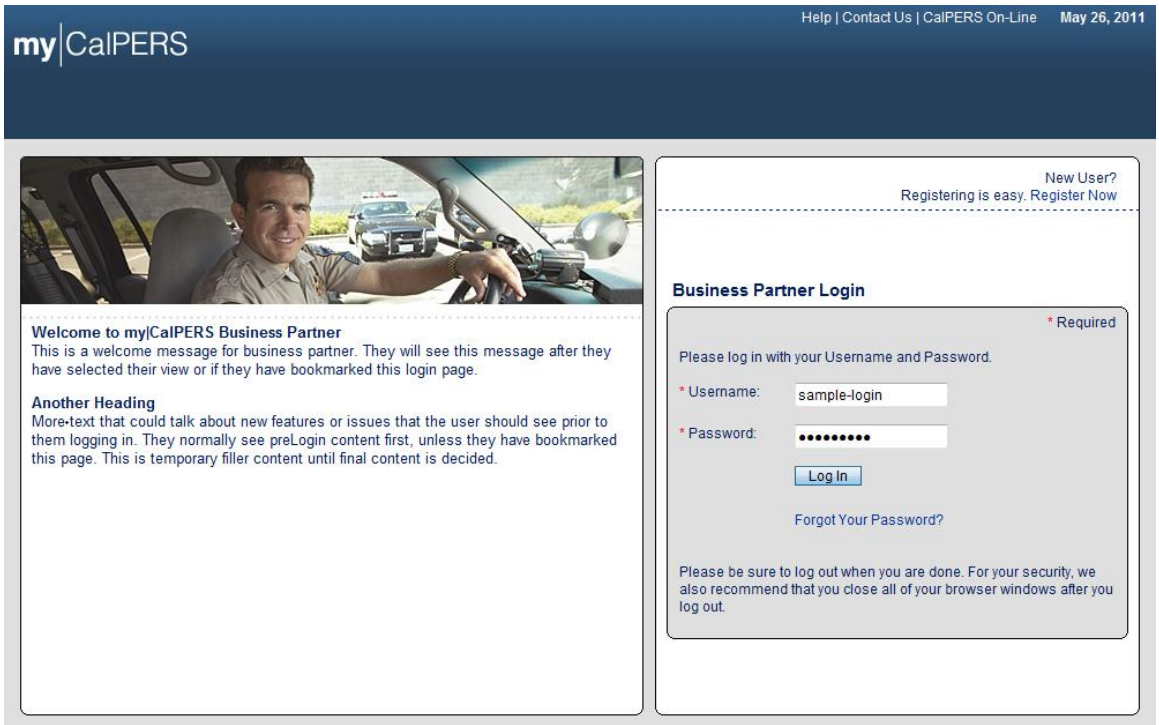


Correct deduction record errors

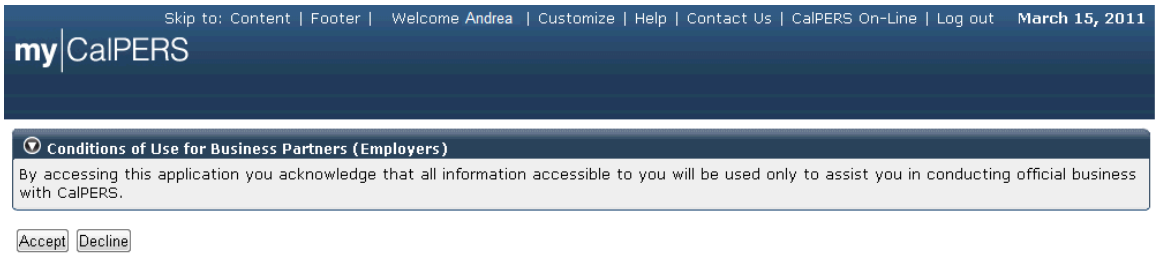


From the my|CalPERS *Log In* page, select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays.



Enter the username and password and then select the **Log In** button.
The *Conditions of Use for Business Partners (Employers)* page displays.

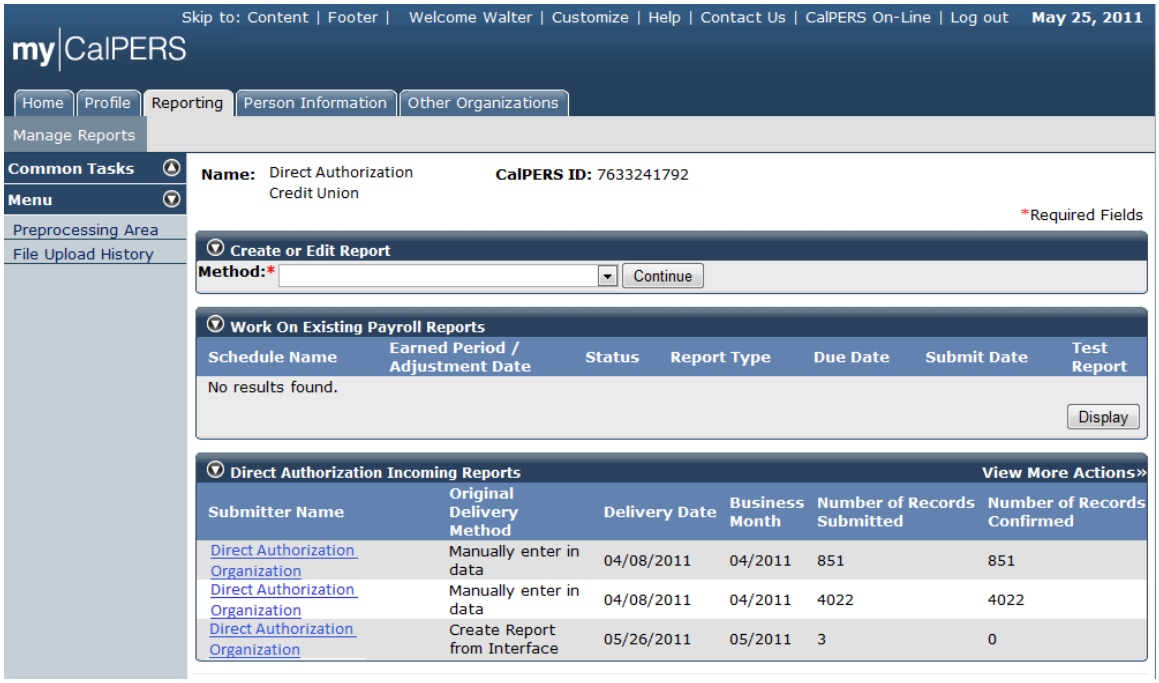


Review the conditions of use statement and then select the **Accept** button.

The my|CalPERS *Home* page displays.

Select the **Reporting** global navigation tab.

The *Manage Report* page displays.

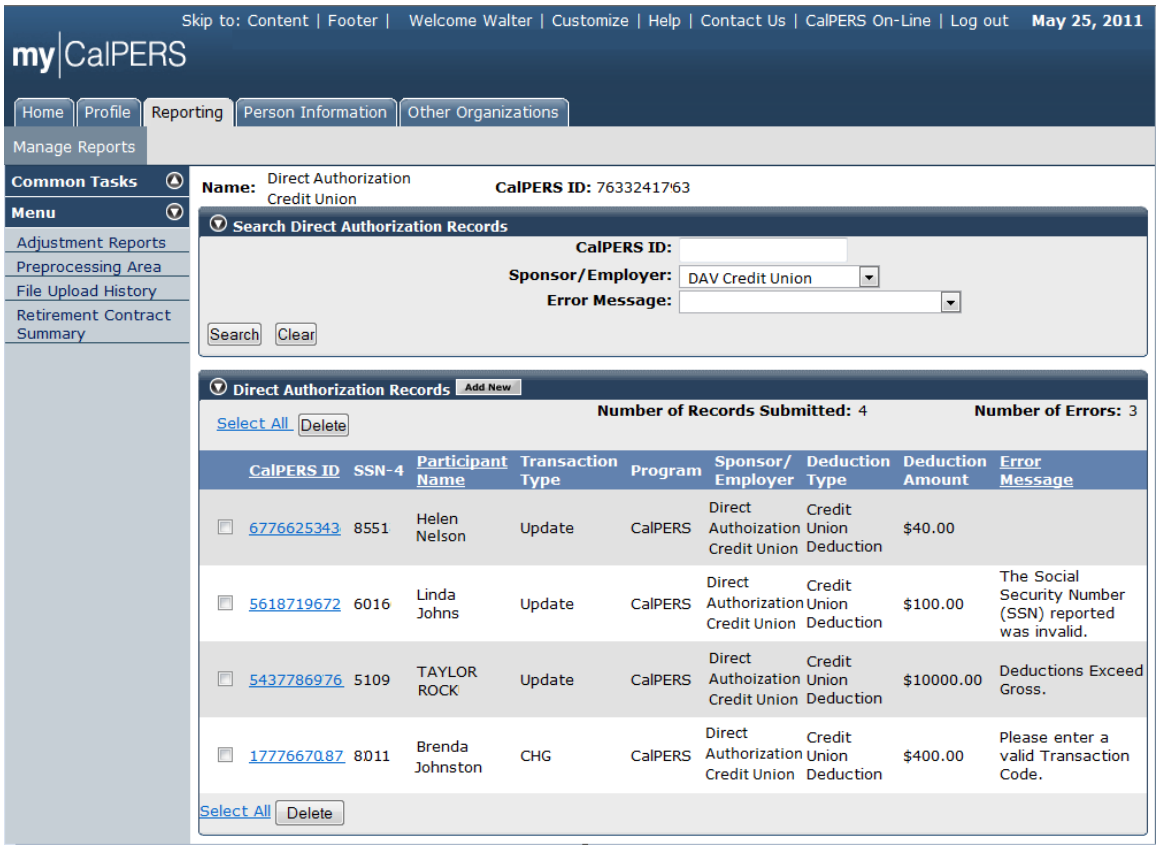


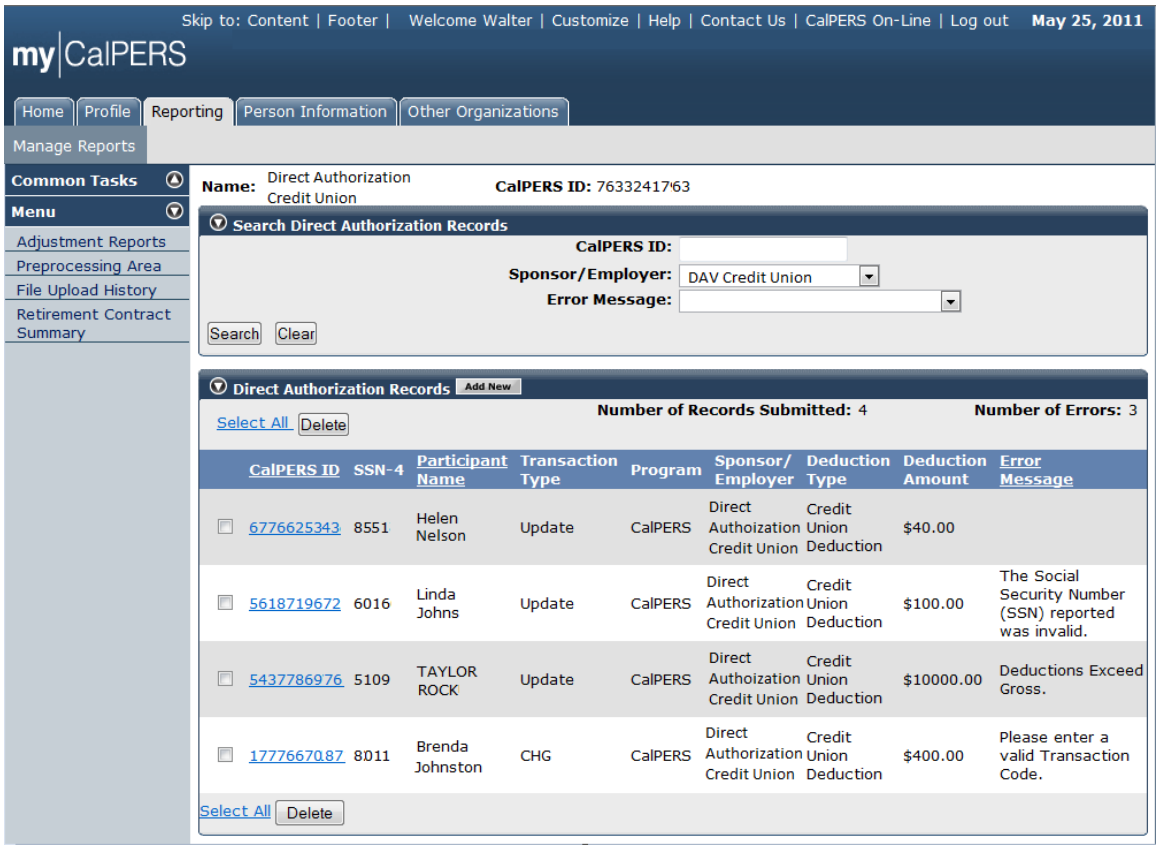
The following steps will guide you through correcting errors using the online system.

If there are errors to be corrected, select the link for the appropriate *Staging* page. The preprocessing area you navigate to will depend on the type of file you submitted. In this example, we are submitting deduction requests, so we will select the **Direct Authorization** link under the Preprocessed Data column within the Preprocessing Area section.

Selecting the **Direct Authorization** link brings us to a screen showing all of our deduction request reports. The report that we just submitted is visible on this screen. As you submit reports, there will be more and more report history. If you do not see the report you submitted on this page, you may need to select the **View More Actions** link in the Direct Authorization Incoming Reports section title banner. Select the link of the report name you want to review under the Submitter Name column within the Direct Authorization Incoming Reports section.

The deduction report we uploaded displays. The two sections of the page are discussed in the next steps.



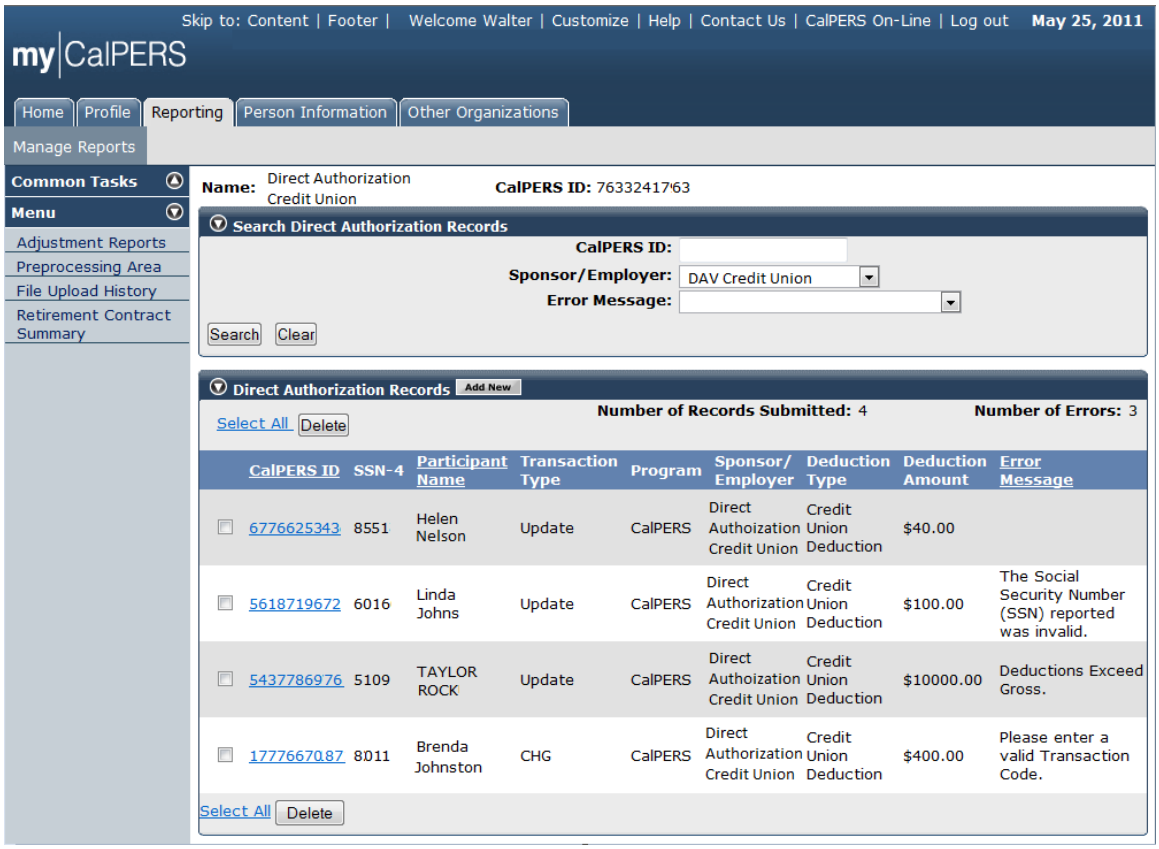


The Search Direct Authorization Records section includes search criteria. You can search the report for a record by entering a particular CalPERS ID in the **CalPERS ID** field.

If the file contains deduction reports for more than one sponsor, you can search for a partcular sponsor or employer by selecting the appropriate value from the **Sponsor/Employer** dropdown.

You also can search by error message. To search for particular records, choose the appropriate error message search criteria from the **Error Message** dropdown and select the **Search** button.

The Direct Authorization Records section shows the individual records in the report and any associated errors.



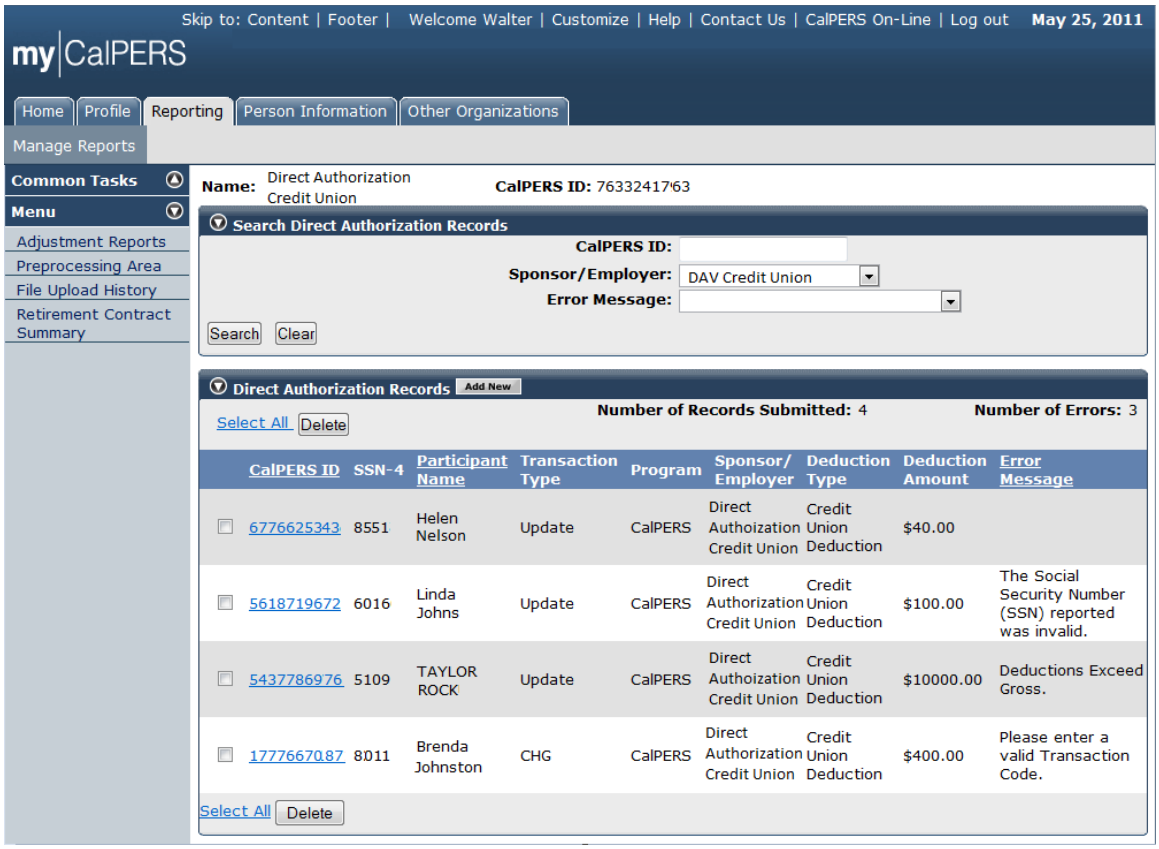
To correct errors, select the appropriate **CalPERS ID** link under the CalPERS ID column within the Direct Authorization Records section for the record you want to correct.

The error in the second record on the page (CalPERS ID “5618719672” in this example) is due to a mismatch between the last four digits of the Social Security number in the record and the Social Security number associated with ”Linda Johns”. Select the CalPERS ID link for ‘Linda Johns’.

The *Deduction Information* page for “Linda Johns” displays.

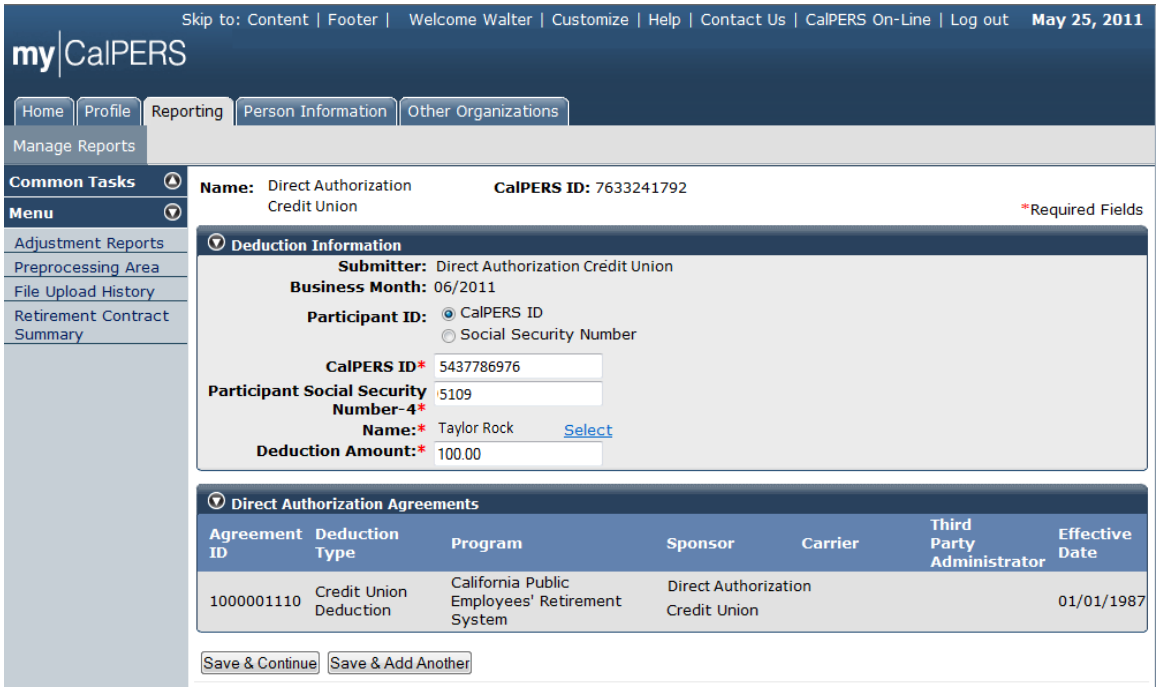
Enter the correct last four digits of “Linda Johns” Social Security number (“6011” in this example) in the **Participant Social Security Number – 4** field within the Deduction Information section and then select the **Save & Continue** button.

The Deductions Exceed Gross error message associated with the third record on the page (CalPERS ID “5437786976” in this example) indicates that there are not enough funds in the participant’s retirement warrant available to cover the deduction amount.

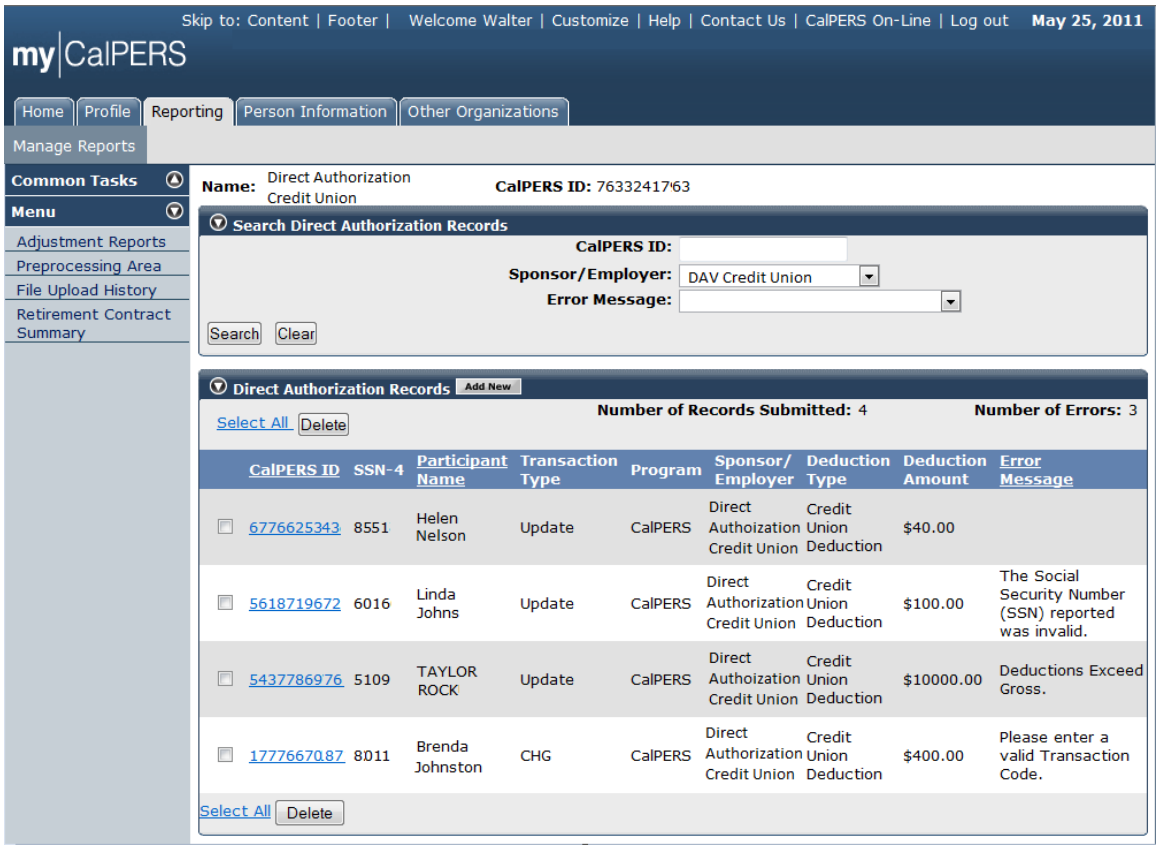


Select the CalPERS ID link for “Taylor Rock”.

The *Deduction Information* page for “Taylor Rock” displays.

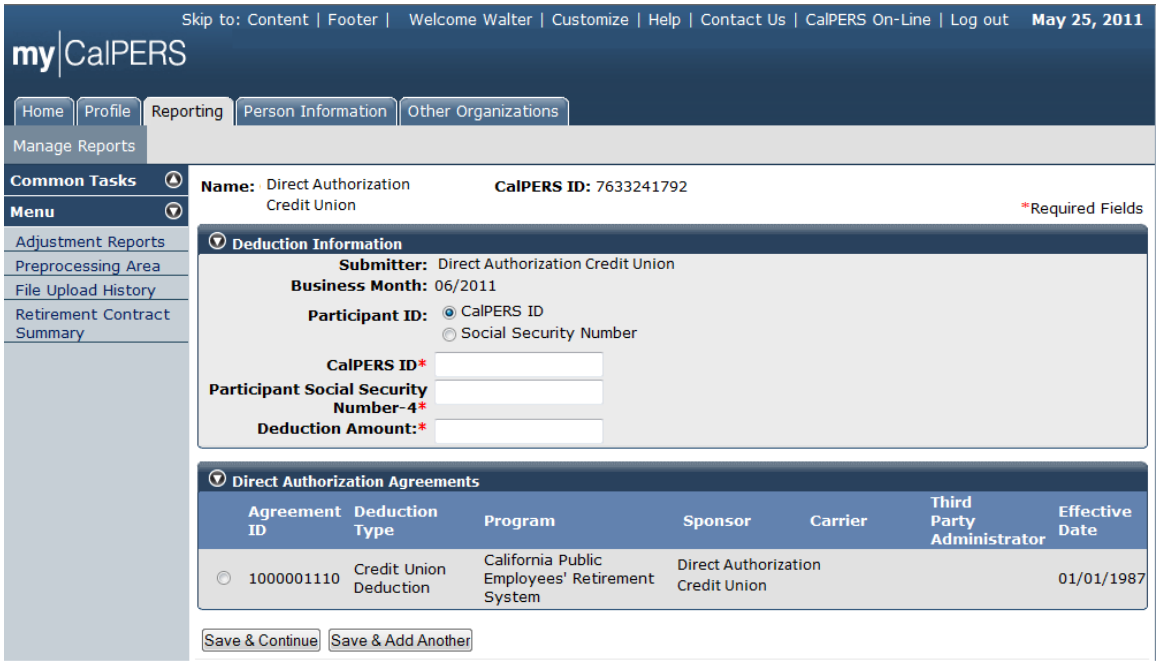


Enter the correct deduction amount (”$100.00” in this example) in the **Deduction Amount** field within the Deduction Information section and then select the **Save & Continue** button.



The page also allows us to add deduction records. To add a record to the report, Select the **Add New** button in the Direct Authorization Records section title banner.

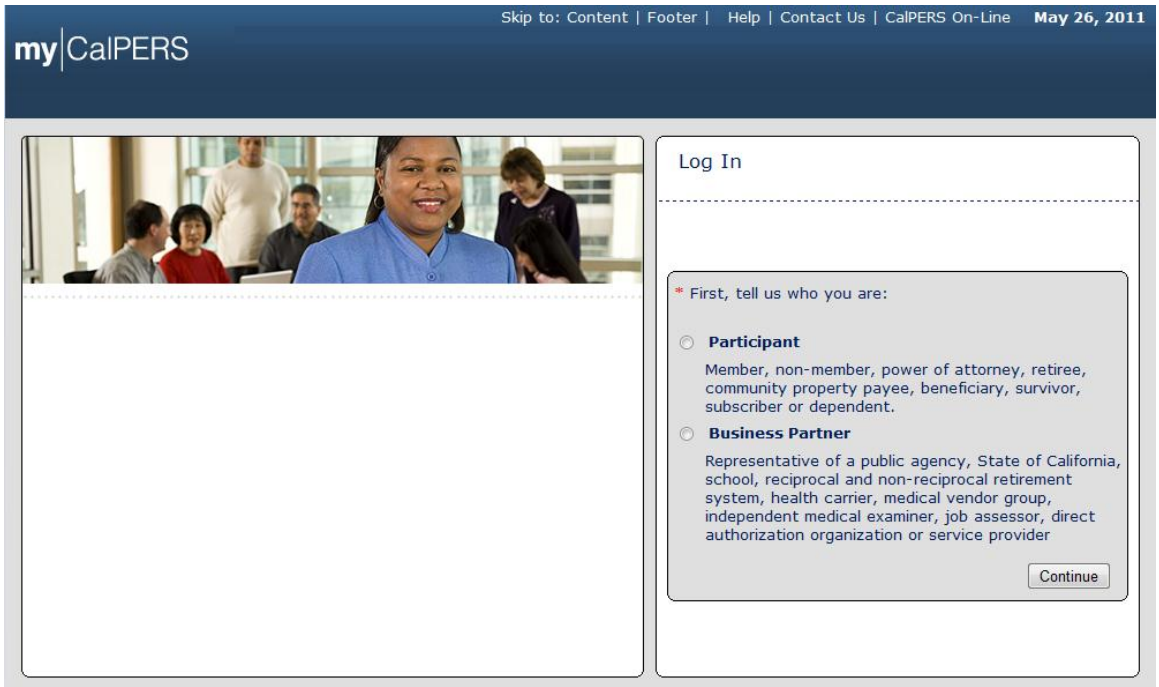
The *Deduction Information* page displays.



Update the information within the Deduction Information section and then select the **Save & Continue** button if you are finished adding deduction records, or the **Save & Add Another** button if you want to add more deduction records**.**

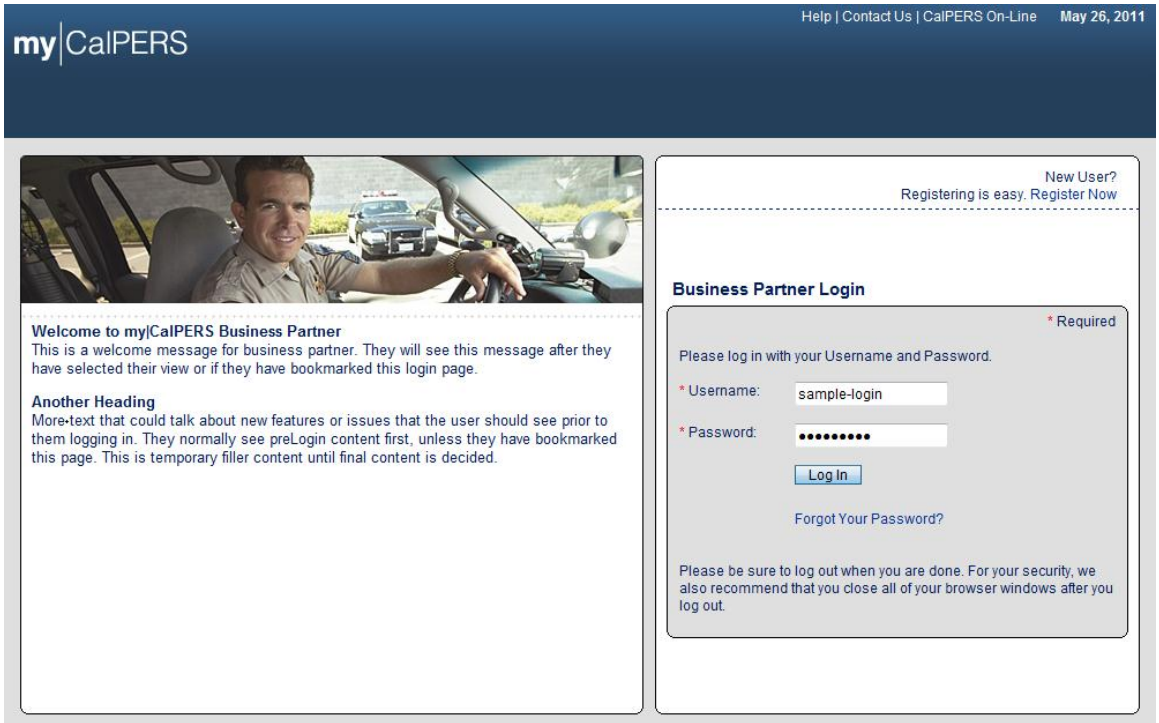
Delete a deduction record or report

If you want to remove a deduction record or a complete deduction report that you added in error before the cutoff date for that months processing, you can do so.



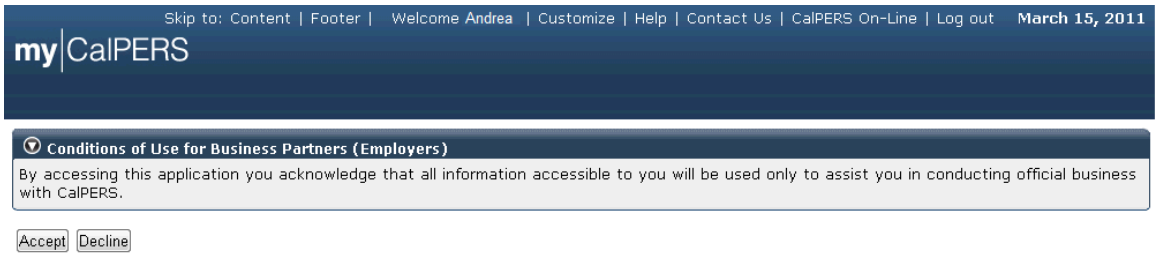
From the my|CalPERS *Log In* page, select the **Business Partner** radio button and then the **Continue** button.

The *Business Partner Login* page displays.



Enter the username and password and then select the **Log In** button.

The *Conditions of Use for Business Partners (Employers)* page displays.



Review the conditions of use statement and then select the **Accept** button.

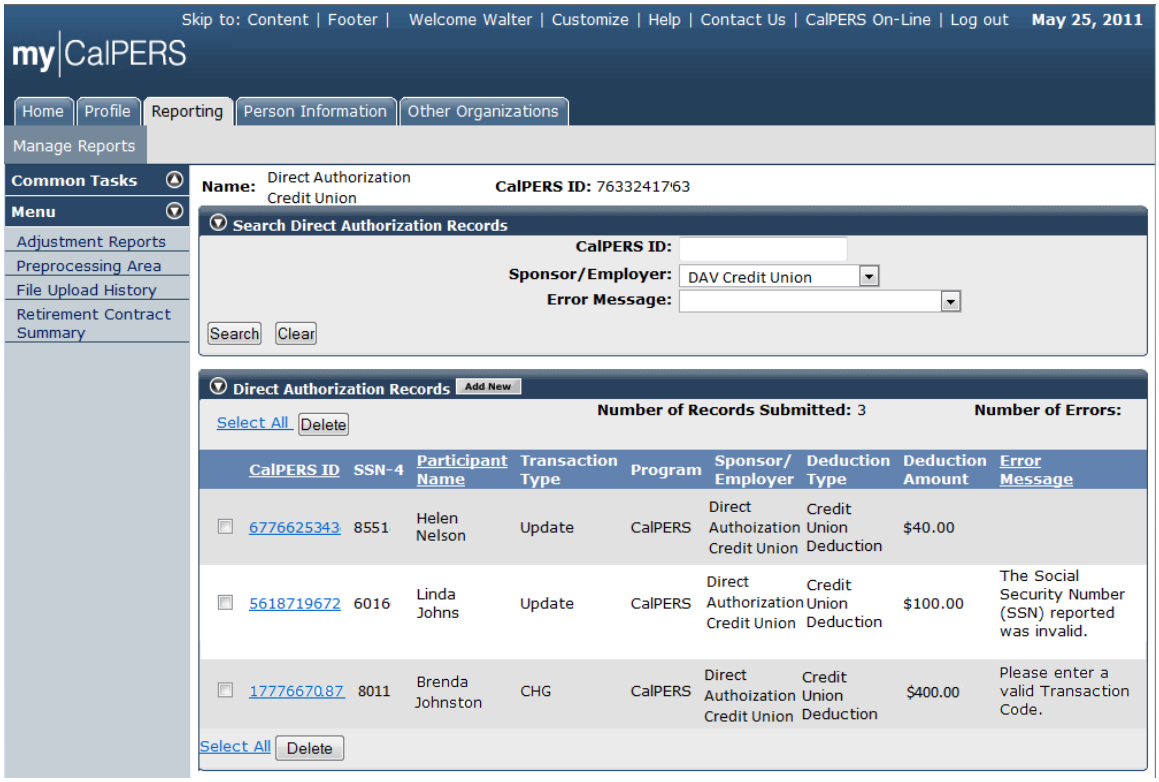
The my|CalPERS *Home* page displays.

Select the **Reporting** global navigation tab.

The *Manage Report* page displays.

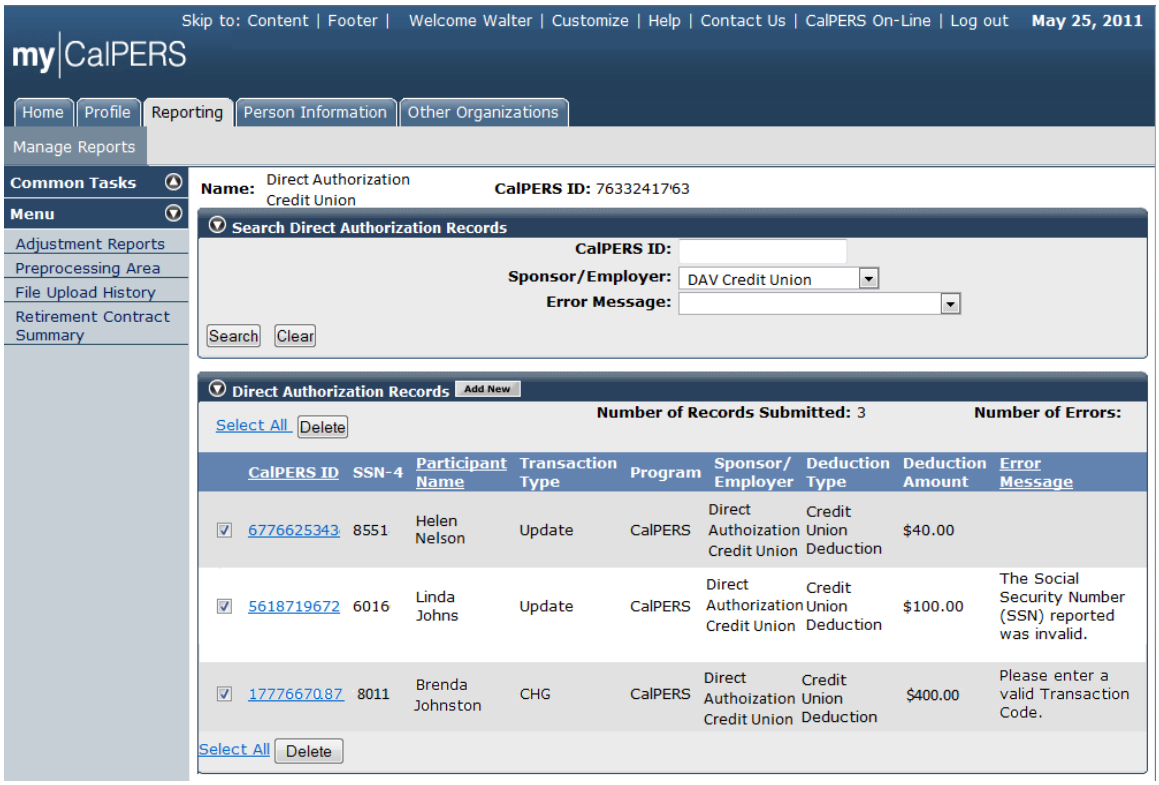
As you submit reports, there will be more and more report history displayed within the Direct Authorization Incoming Reports section. If you do not see the report you submitted on this page, you may need to select the **View More Actions** link in the Direct Authorization Incoming Reports section title banner. Select the link of the report name you want to delete under the Submitter Name column within the Direct Authorization Incoming Reports section.

The deduction report we want to delete displays within the Direct Authorization Records section.



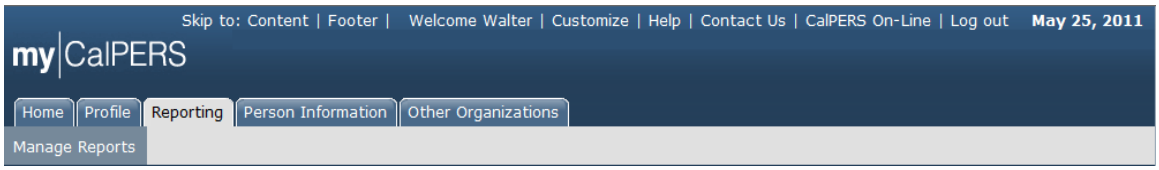
Select one or more of thecheck boxes within the Direct Authorization Records section or use the **Select All** link

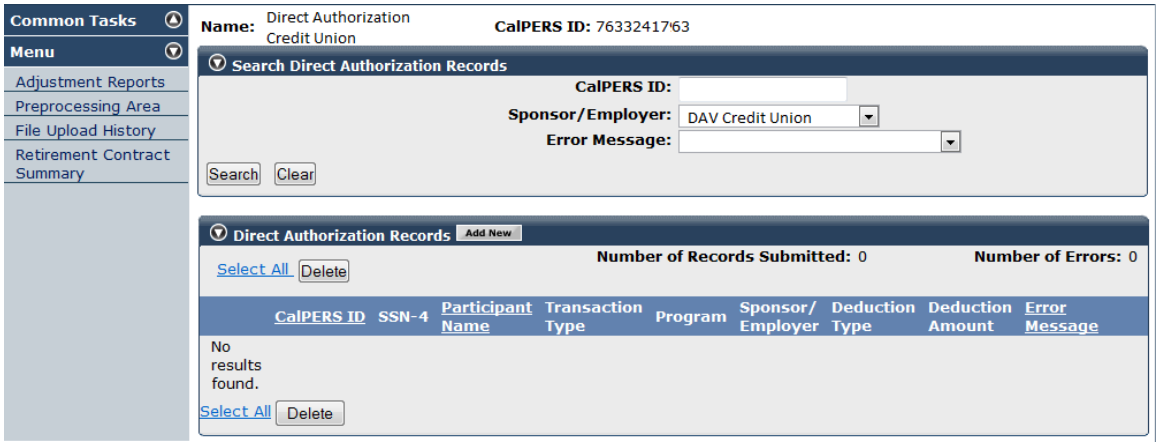
The deduction record checkboxes will display as selected within the Direct Authorization Records section.



Select the **Delete** button.

All of the deduction records in the selected report have been deleted, as it now displays “No results found” within the Direct Authorization Records section.

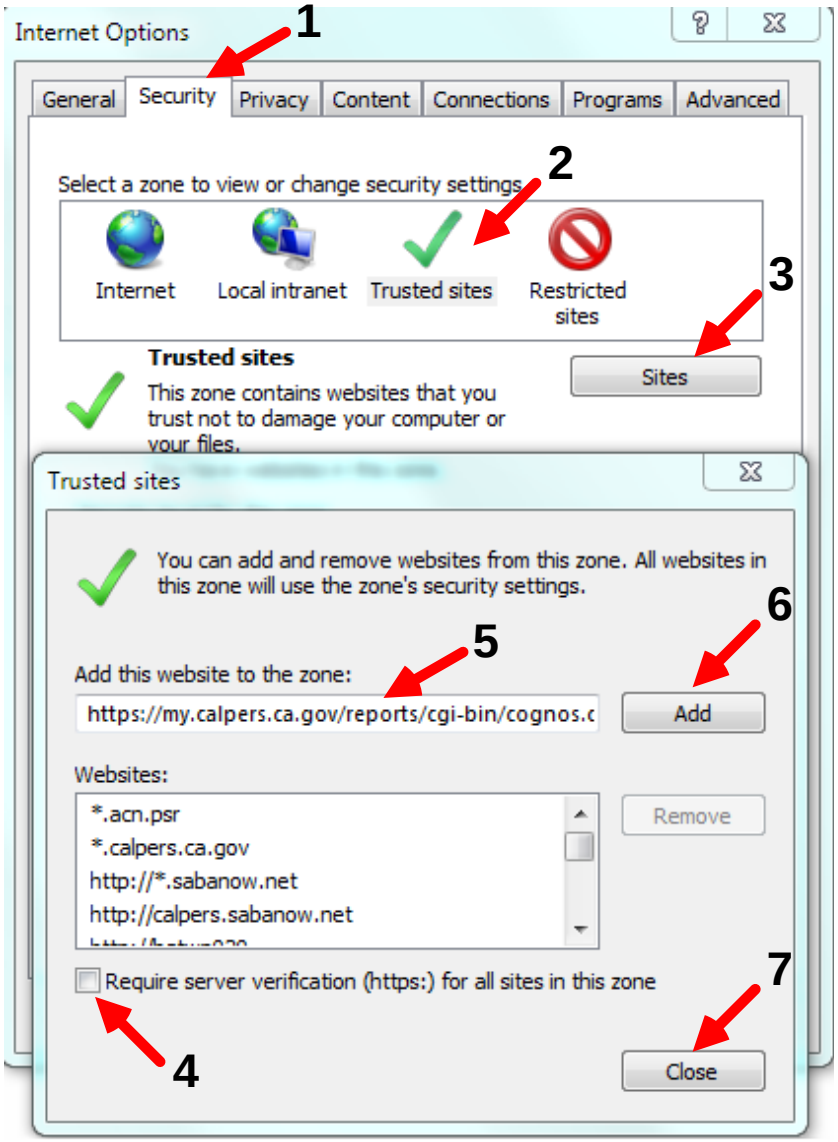



Common Tasks
Menu
Adjustment Reports
Preprocessing Area
File Upload History
Retirement Contract Summary
Name: Direct Authorization Credit Union
CalPERS ID: 76332417'63
Search Direct Authorization Records
CalPERS ID:
Sponsor/Employer: DAV Credit Union
Error Message:
Search
Clear
Direct Authorization Records
Add New
Select All
Delete
Number of Records Submitted: 0
Number of Errors: 0
CalPERS ID
SSN-4
Participant Name
Transaction Type
Program
Sponsor/ Employer
Deduction Type
Deduction Amount
Error Message
No results found.
Select All
Delete

my|CalPERS Reports for Direct Authorization Vendors

Part 1: Configuring Internet Explorer

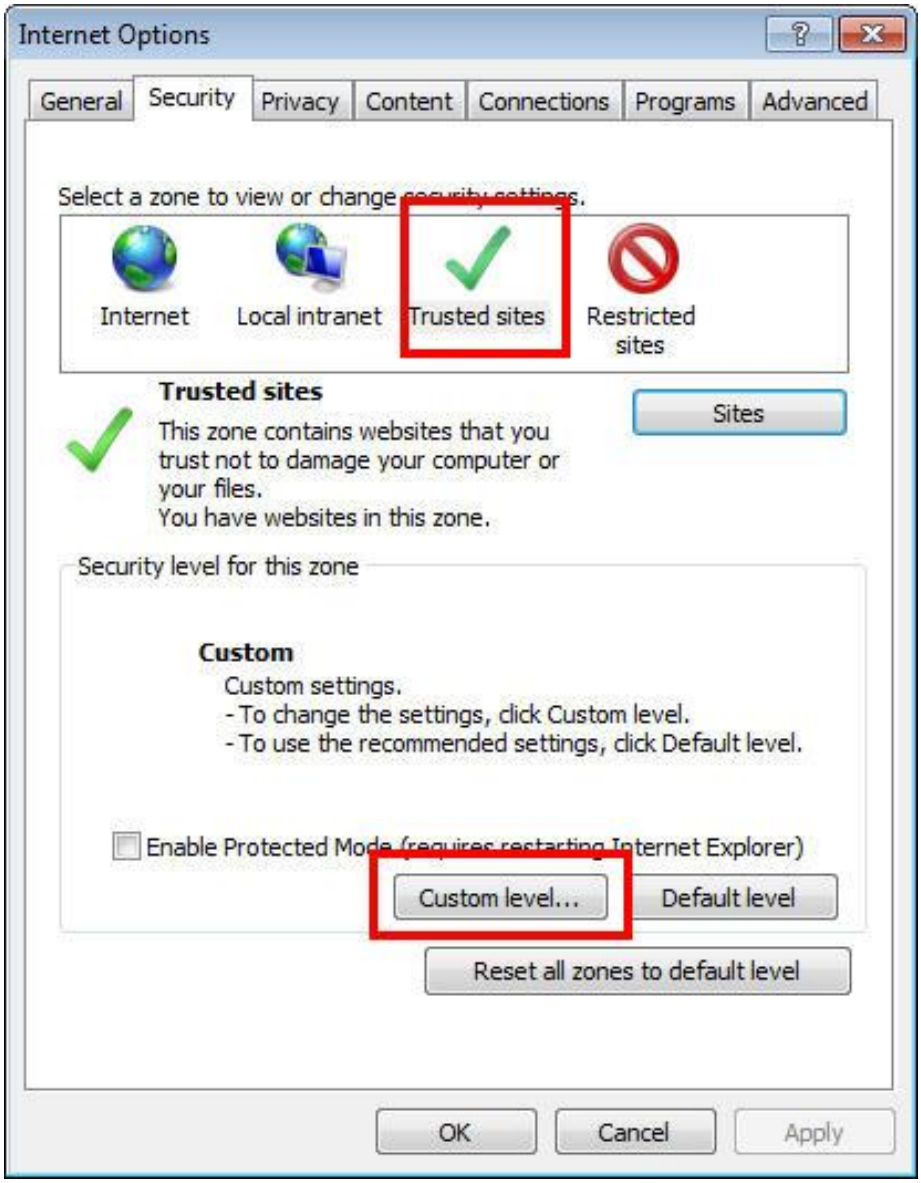
Setup Internet options



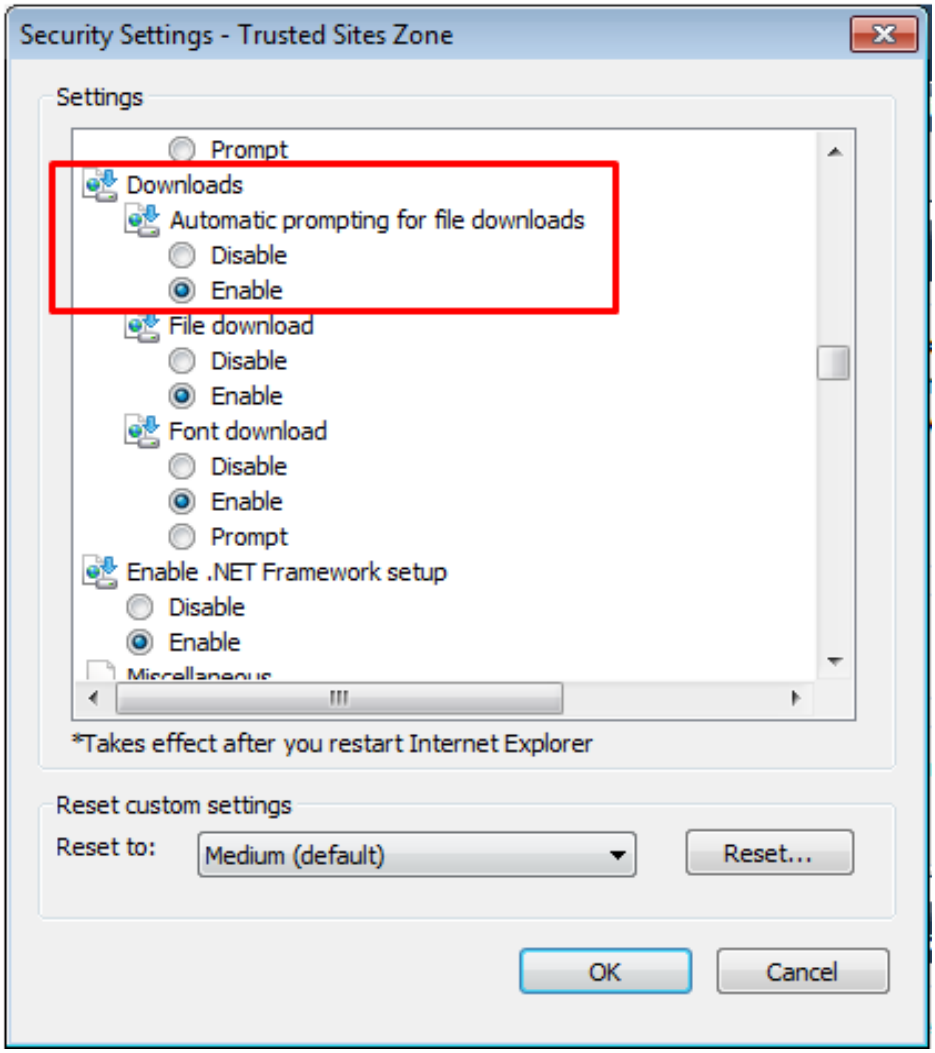
1. Select Security Tab.
2. Select Trusted Sites.
3. Select Sites.
4. Make sure the box is not checked.
5. Enter https://my.calpers.ca.gov/reports/cgi-bin/cognos.cgi to add this website to the zone.
6. Select Add.
7. Select Close.

Modify Trusted Site Options

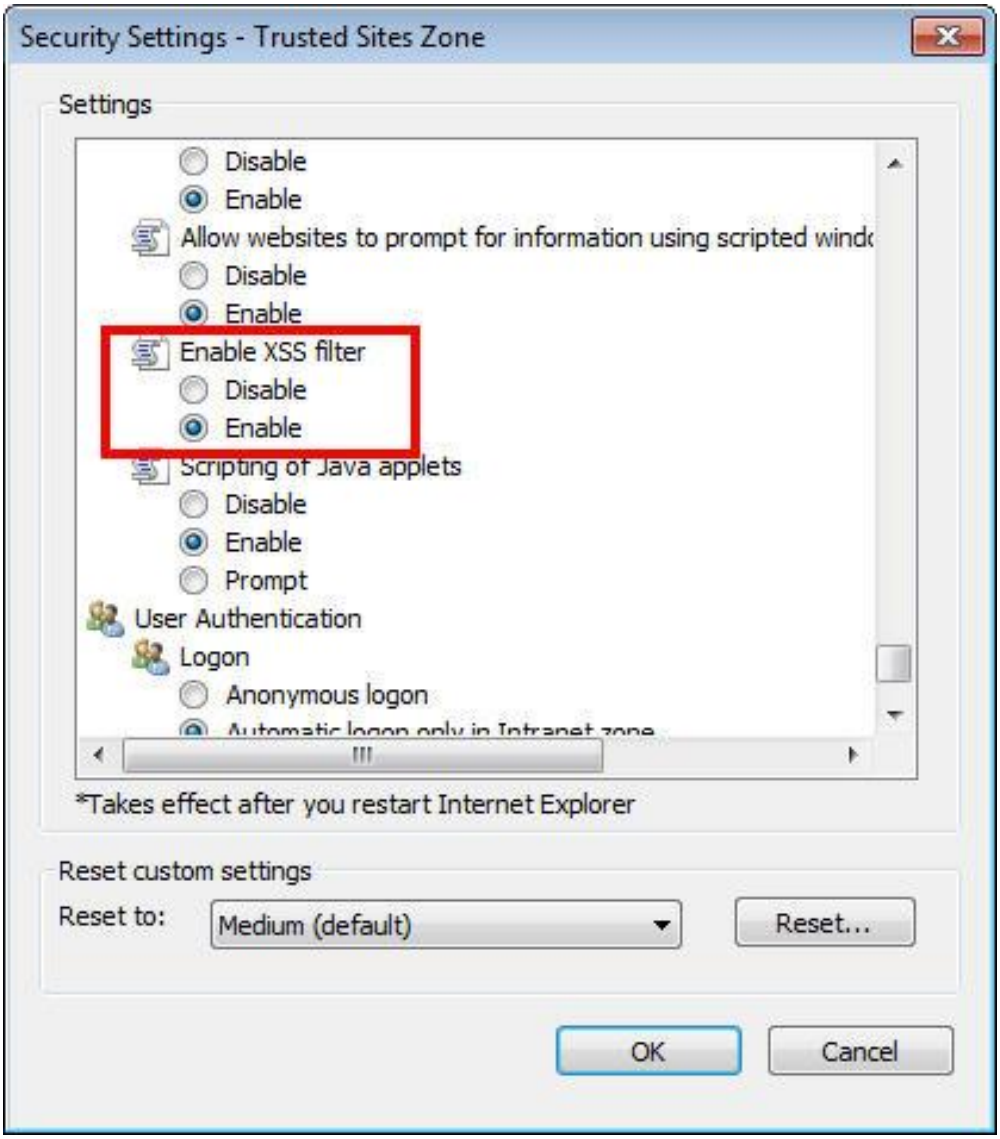
Follow the instructions below to modify the options of the Trusted Sites zone and set the "Enable XSS Filter" property to "Disable." Back on the 'Internet Options' dialog, with 'Trusted Sites' still selected, select the **Custom Level** button.



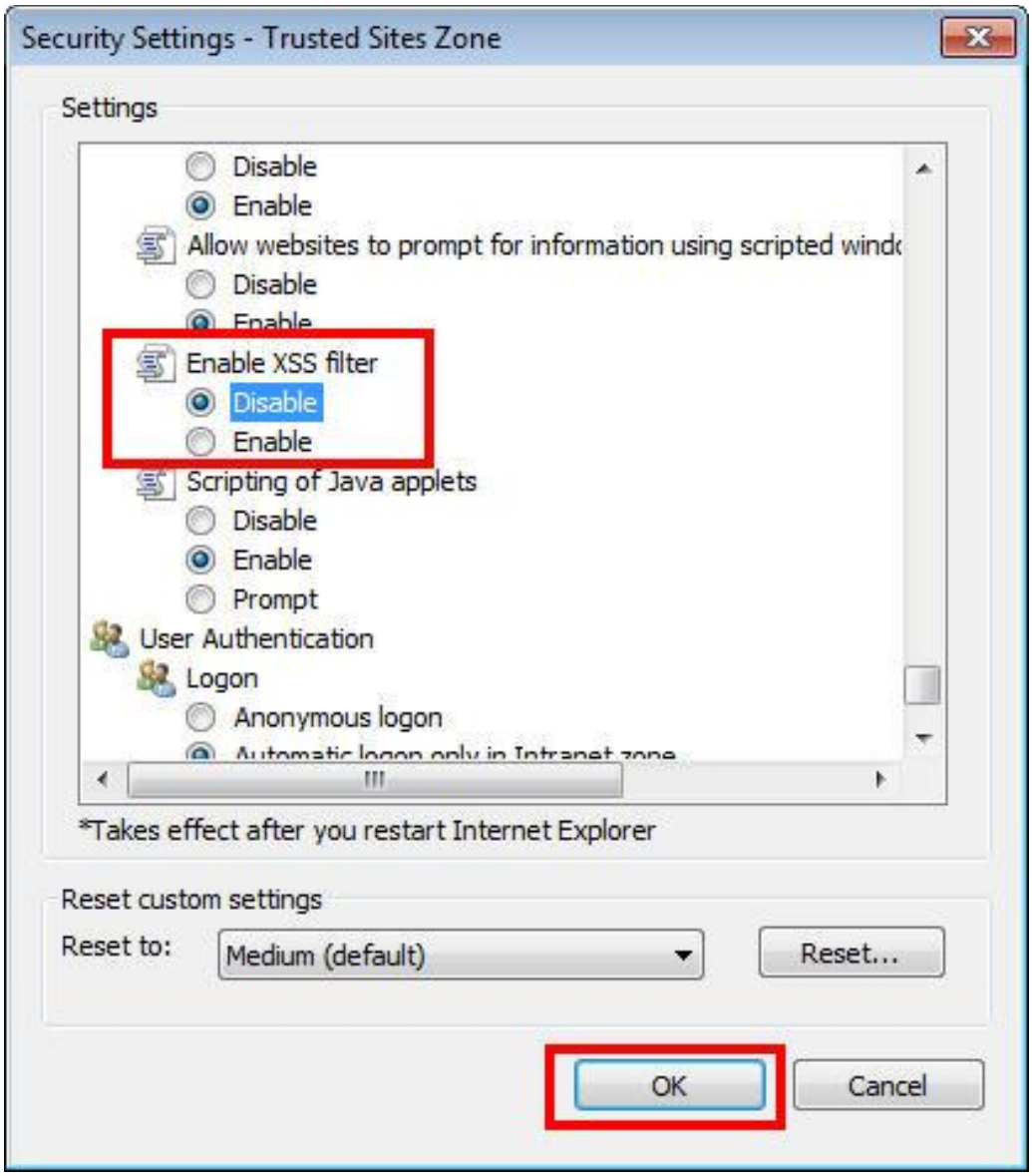
In the 'Security Settings' dialog, scroll down to find the ‘Downloads’ setting.



Change the setting for ‘Automatic prompting for file downloads' from 'Disable' to Enable.’

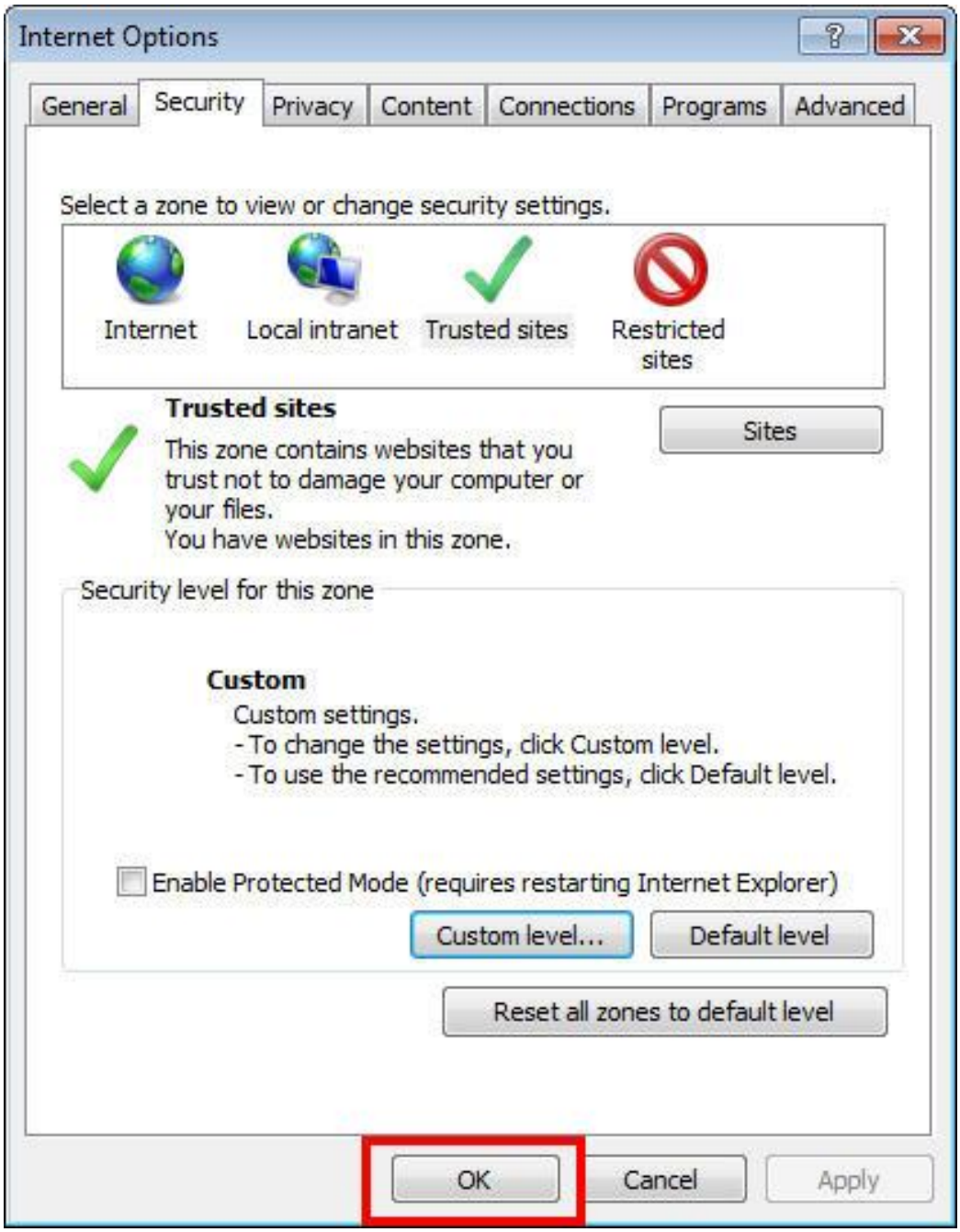


Continue scrolling down to find the 'Enable XSS filter' setting.



Change the setting for 'Enable XSS filter' from 'Enable' to 'Disable', then select the **OK** button.

When prompted to change settings for this zone, select the **Yes** button.



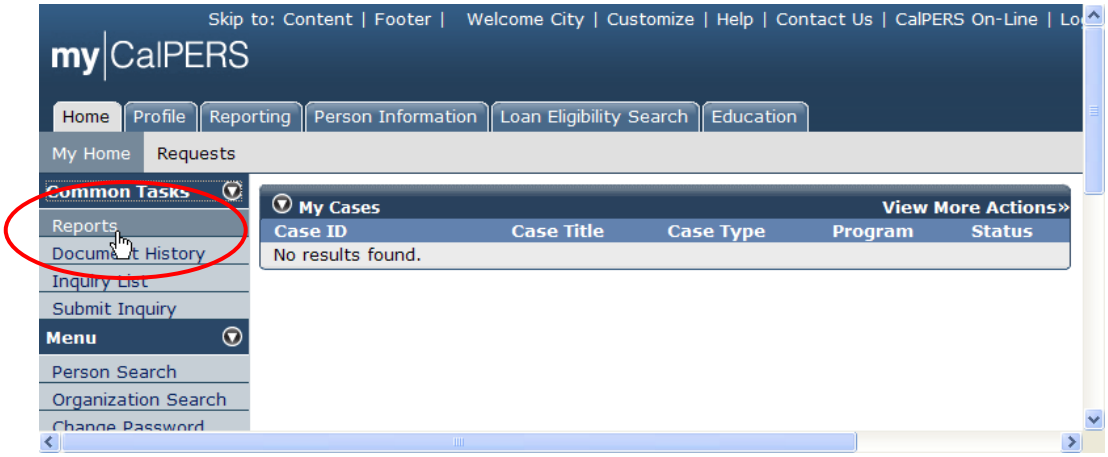
Back on the 'Internet Options' dialog, select the **OK** button.

Part 2: Generating Reports in my|CalPERS

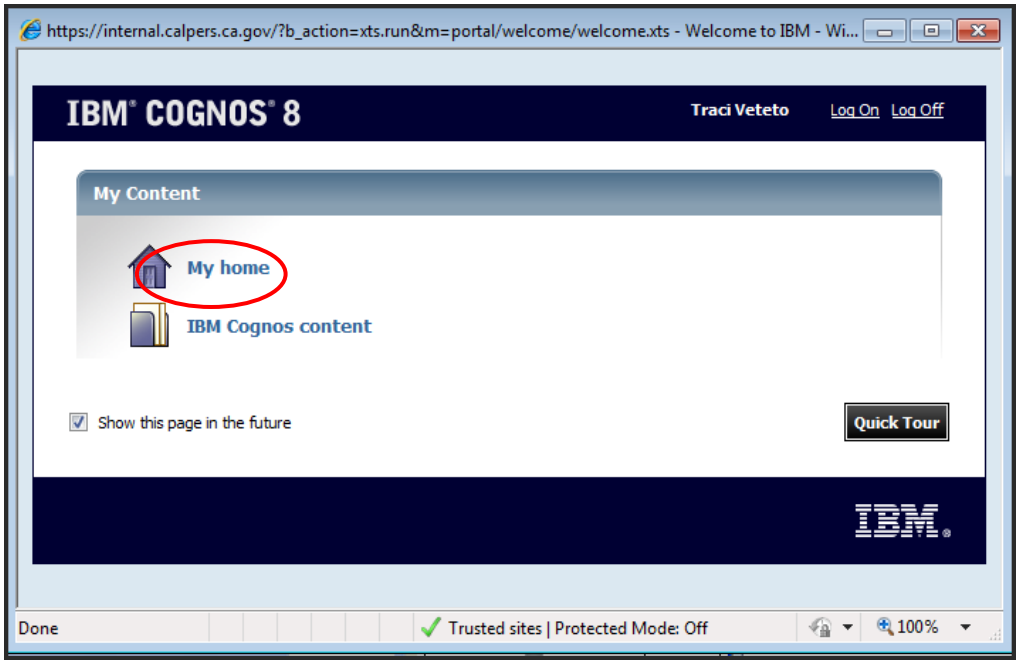
Accessing reports in Cognos®

1. Log into my|CalPERS
2. From the *My Home* page select the up arrow to expand Common Tasks from the left navigation menu.

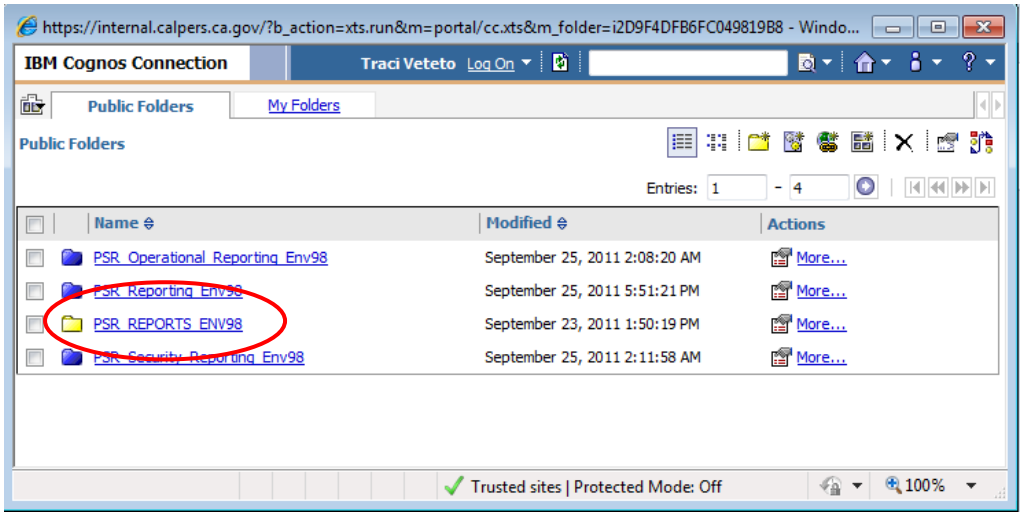
3. Select the **Reports** link.



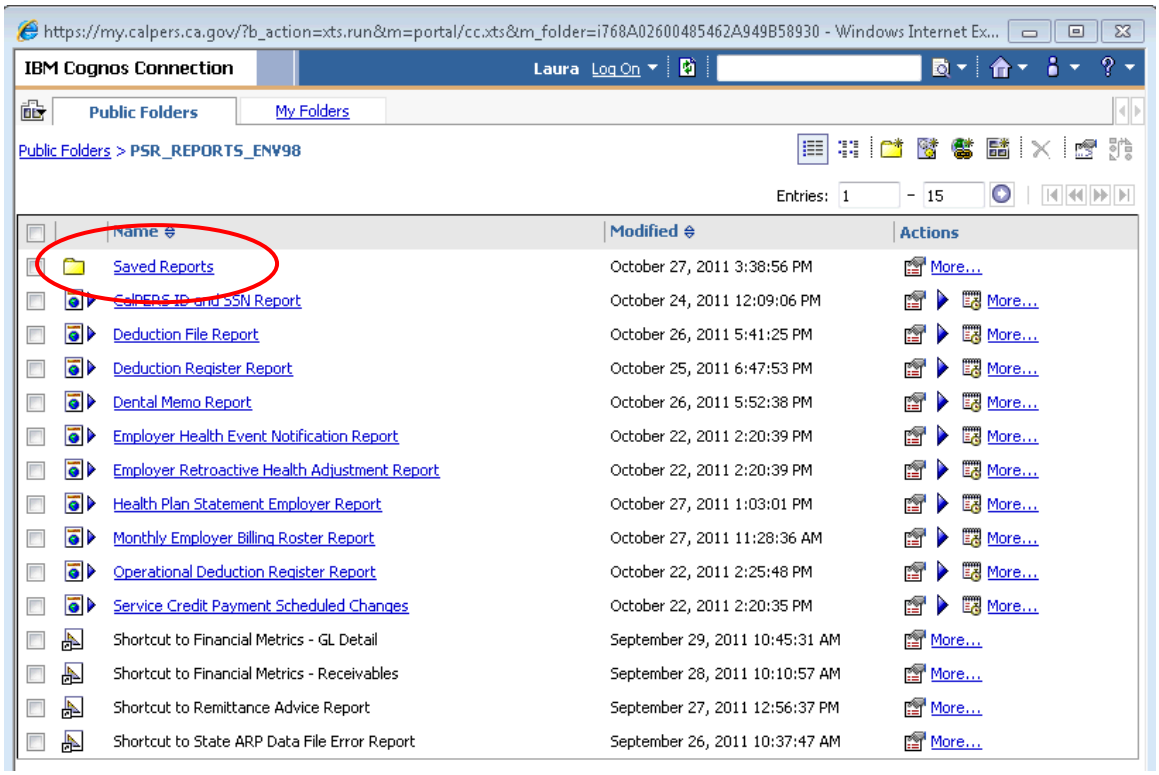
4. After selecting the **Reports** link, select the **My Home** link



5. Select and open the **PSR_REPORTS_ENV98** folder highlighted in yellow.



This folder contains predefined reports for business partners. The list of available reports is filtered for each business partner based on programs contracted with CalPERS and the system access of the business contact who is logged in.

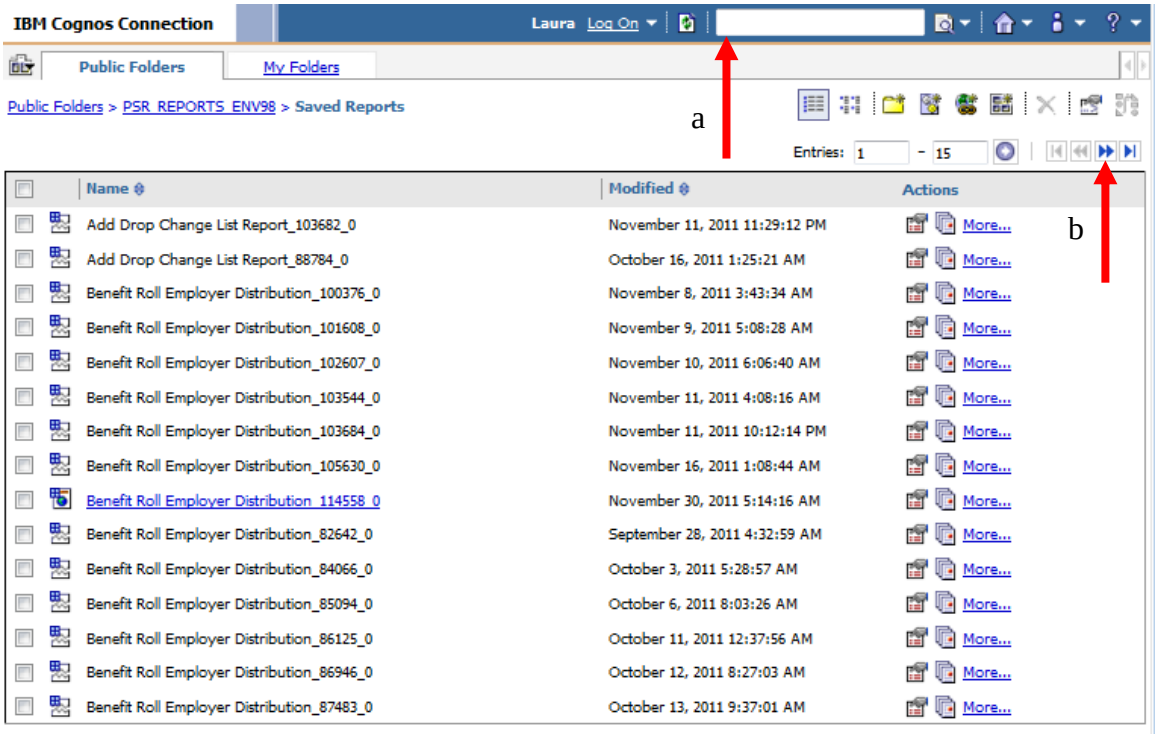


6. Select **Saved Reports**.

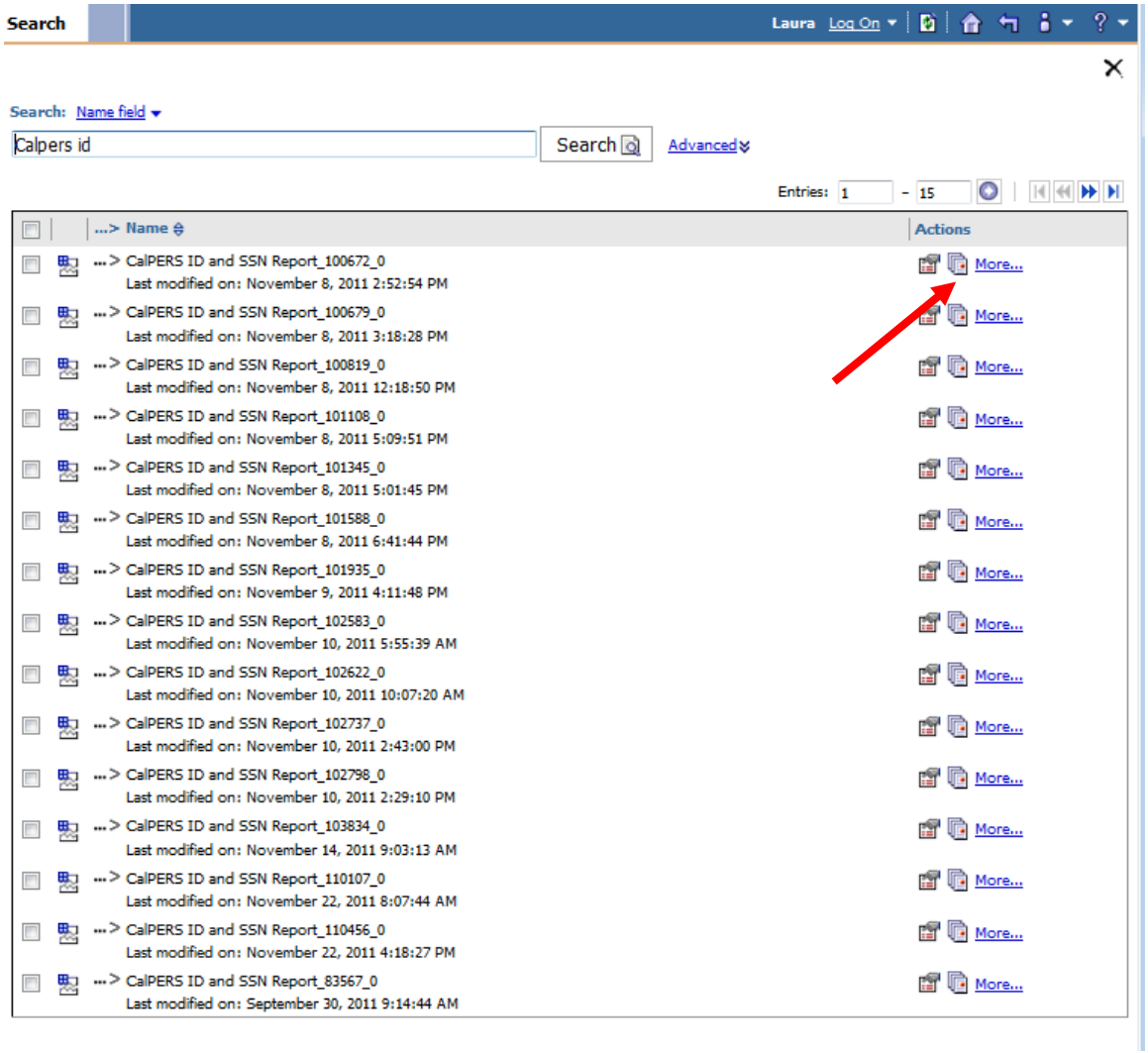
Generating the Calpers ID SSN Report

In order to generate the CalPERS ID and SSN report, the business contact must have Direct Authorization access privileges assigned to their roll and be a contact for either the deduction submitting organization or the organization that receives the warrants for the deductions.

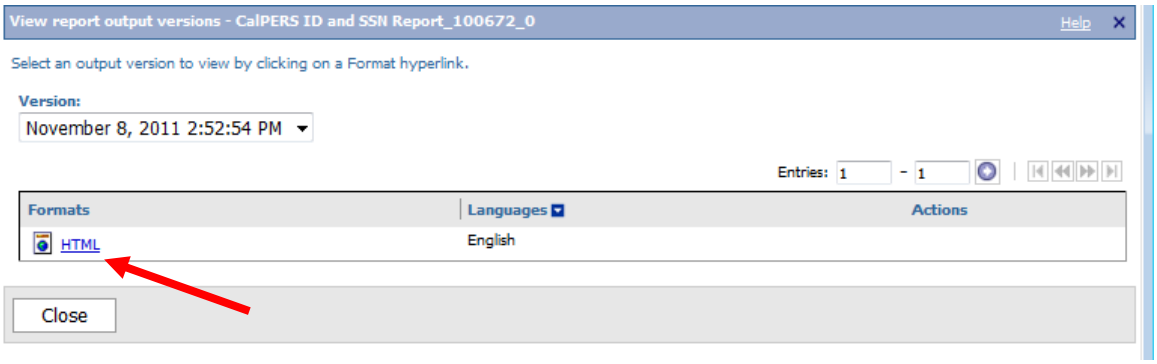
1. Log into my|CalPERS
2. Follow the steps Accessing Reports in Cognos ® section above.
3. Select the **CalPERS ID and SSN Report** Link. There are two methods for finding the report.
    a. You can use the search box and the navigation buttons to locate the report. Type "CalPERS id" into the window and select the magnifying glass icon on the right.
    b. Use the page forward buttons to scroll through the pages until you find the report.



4. In this example, the report was found using the search functionality. Select the **View Output Versions of This report** icon for the report date you want to view.



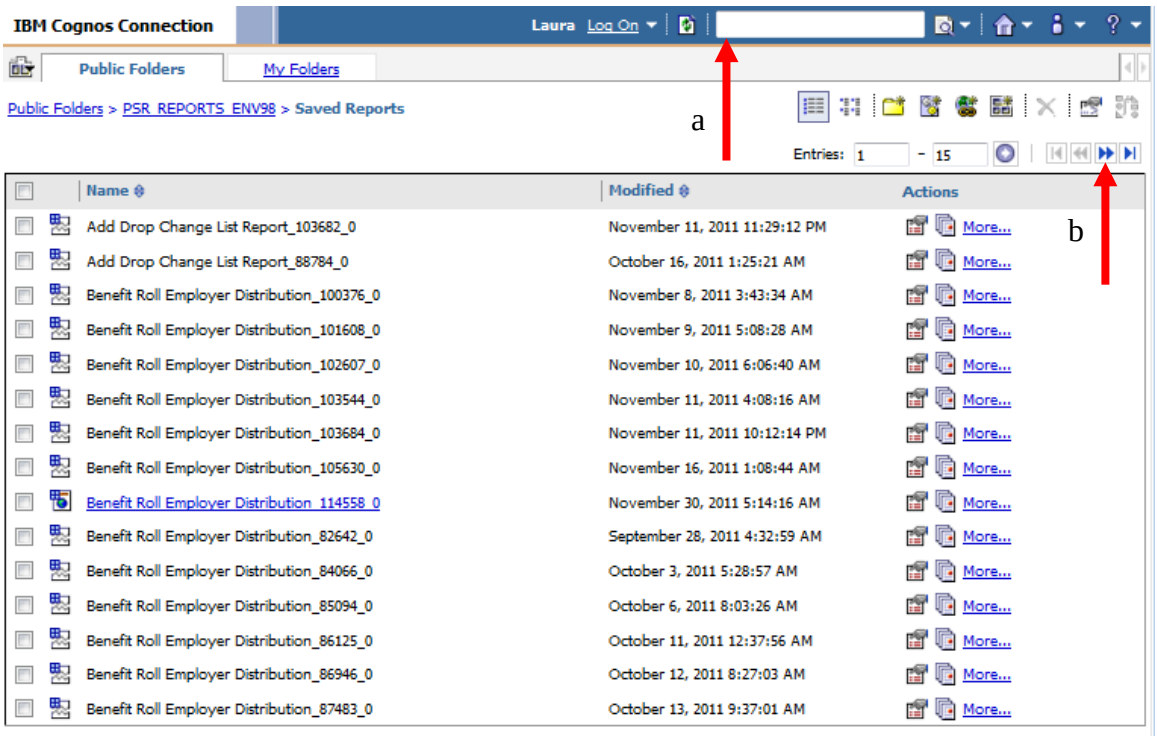
5. This report is only available in HTML. Select the **HTML** link.



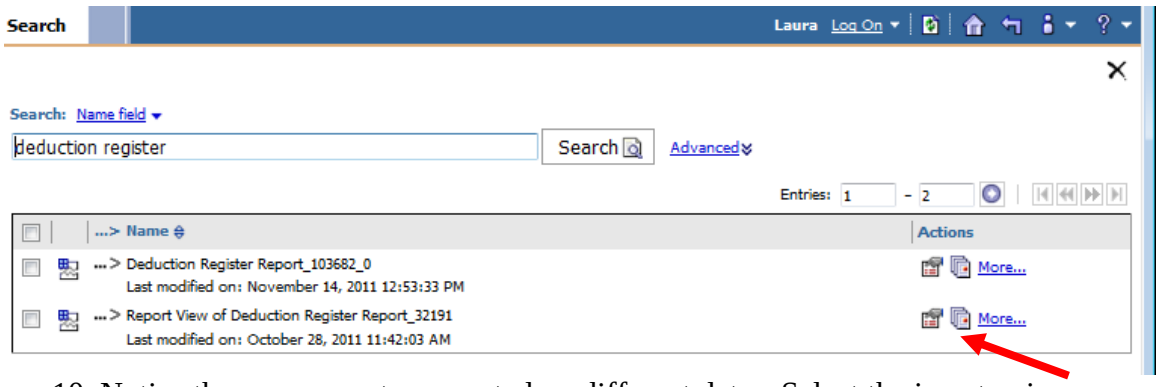
Generating the Deduction Register Report

In order to generate the Deduction Register report, the business contact must have Direct Authorization access privileges assigned to their roll and be a contact for either the deduction submitting organization or the organization that receives the warrants for the deductions.

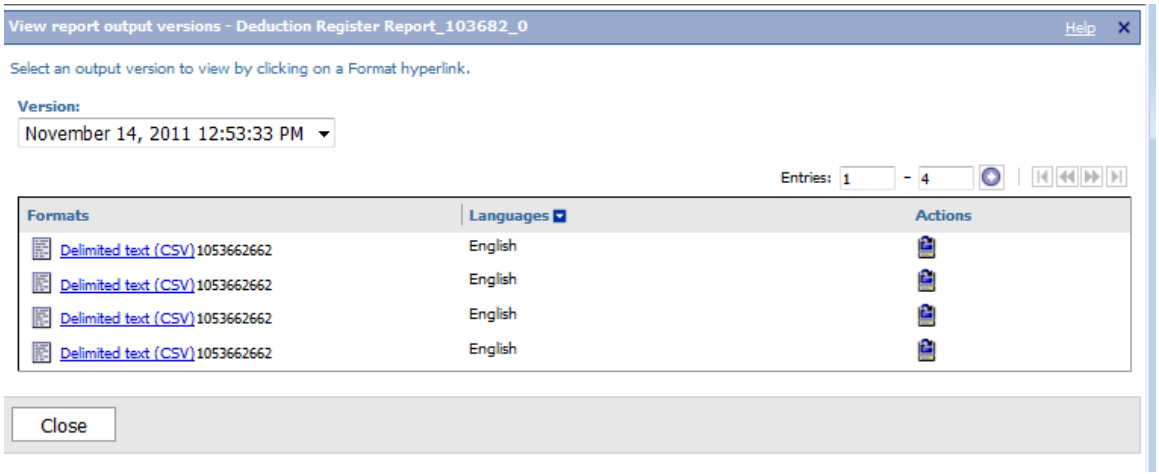
6. Log into my|CalPERS
7. Follow the steps Accessing Reports in Cognos ® section above.
8. Select the **Deduction Register Report** Link. There are two methods for finding the report.
    a. You can use the search box and the navigation buttons to locate the report. Type "deduction register" into the window and select the magnifying glass icon on the right.
    b. Use the page forward buttons to scroll through the pages until you find the report.



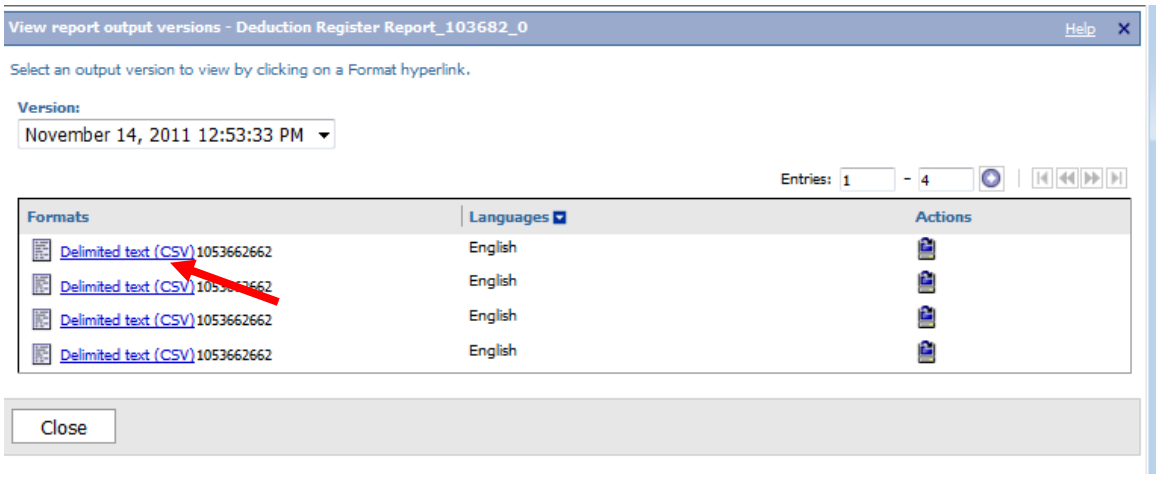
9. In this example, the report was found using the search functionality.



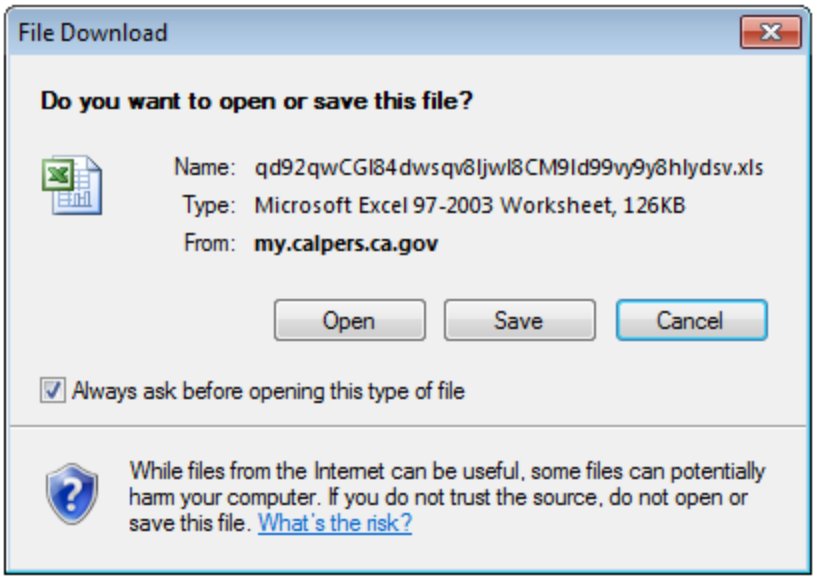
10. Notice there are reports generated on different dates. Select the icon to view output versions of the report you want to view.



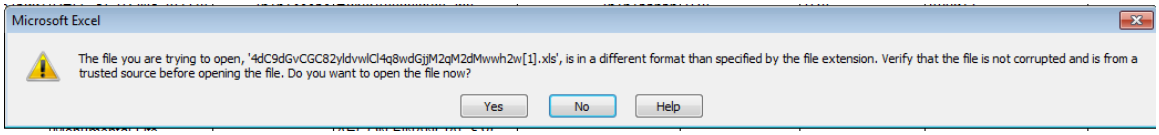
11. You will see reports for each deduction type you manage.



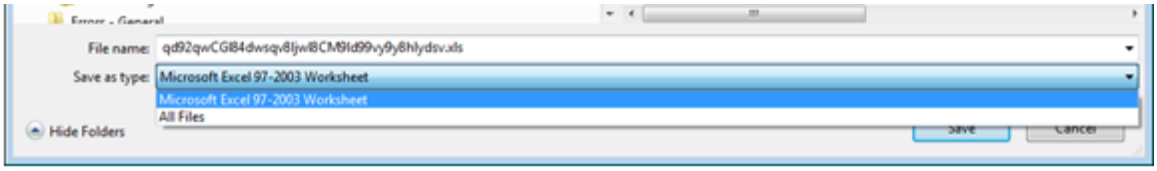
12. Select your report.



13. You will be prompted to open or save the file.



a. If you select the **Open** button, you may see the message above. Select the **Yes** button After the file opens, you can format it and save it as a .csv file from Excel or save it as a worksheet if you prefer.



b. If you select the **Save** button, you can use the **Save as Type** dropdown and save the file as an Excel worksheet or select "all files" from the dropdown and save the file with a .csv or .txt extention to make it a comma separated values or text file.