



November 2022

Updated Mailing Address for Loan Payments

We are changing the address to mail your monthly loan payments only. Please note the P.O. Box listed below for the payment of member loan deductions. All other payments and/or correspondence should still be sent to NYSTRS at 10 Corporate Woods Dr., Albany, NY 12211-2395. Effective immediately, please use the following address when submitting checks for members' monthly loan deductions:

New York State Teachers' Retirement System
P.O. Box 5522
Binghamton, NY 13902-5522

This address is for a lock box, and payments will be processed directly by NYSTRS' financial institution. The loan statement generated after you reconcile your monthly loan bill will reflect the updated address for ease of mailing.

Coming Soon -- Automated Clearing House (ACH) Payment Capability for Employer Loan Bills

In early 2023, NYSTRS will be adding the ability for employers to submit payment for monthly loan bills (member loan deductions) via ACH. Once the employer has reconciled the monthly loan bill in the [Employer Secure Area](#) (ESA), there will be two payment options available: (a) proceed to the payment site to submit payment electronically, or (b) print the cover page and mail a check for payment to NYSTRS at the P.O. Box listed above. Detailed instructions for ACH payment will be available in [Section 6](#) of the [Employer Manual](#) on [NYSTRS.org](#) when the feature goes live.

PLEASE NOTE: If employers plan to make loan payments via ACH and there is an ACH debit block or filter in place for the account being used for payment, NYSTRS' ACH ID (0000408976) must be added as an exception to the debit block/filter, or the bank may reject the payment. Adding this exception does not allow NYSTRS to access the employer's bank account but will allow the employer to push the loan payment to NYSTRS when the ACH payment is submitted. For questions about this requirement, please contact NYSTRS' Finance Office at (800) 348-7298, Ext. 2927.

If you have any questions regarding employer loan billing, please contact NYSTRS' Loan Unit at (800) 348-7298, Ext. 6080.

Retirement/Benefit Processing Reports

When a member dies in service or an application for retirement is received from an employee of a participating employer, the member's name will appear on the Retirement/Benefit Report Processing – Outstanding Reports page of ESA.

Please complete these reports as soon as possible so we can accurately and efficiently calculate the member's pension and begin providing the retiree with a monthly benefit or provide death benefits to a beneficiary. To easily identify these types of reports, simply click on the column header Form Type and that will sort the various types of requests. Then look for any with the type of "Death" to prioritize processing. Instructions for completing these reports can be found in [Retirement/Benefit Report Processing Instructions](#) in [Section 15](#) of the *Employer Manual*.

If we need additional information, you will receive an email alert directing you to check the *Comments Required* button on the Retirement/Benefit Report Processing – Outstanding Reports page in ESA.

You will find a record of reports already submitted by clicking *View* on the Retirement/Benefit Report Processing page under “For submitted reports.” This brings you to the Member Retirement Information Received and Pending NYSTRS Review page, where you can view any report you have completed, print copies, and see the up-to-date status of our processing.

How to Update ESA Users and School District Contacts

Your NYSTRS security administrator (SA) is responsible for authorizing users for each available function in ESA. The security administrator is also responsible for removing rights if an ESA user leaves the district or changes positions and no longer requires access to ESA.

The security administrator cannot update their own information or the superintendent’s or college president’s information. To update the chief school administrator (CSA) role, please submit a [District Contact Change CSA \(QTR-81A\)](#), available in the [Employer Forms](#) area of our website at NYSTRS.org.

The School District Contacts page, found under Account Management in ESA, lists the names of the contacts from your district that are on file with NYSTRS. Any updates made through this page will only be reflected in ESA. Please also use the [District Contact Change \(QTR-81\)](#) form to update a contact’s information or designate a new contact in our other records.

For further assistance, please contact NYSTRS at (800) 348-7298, Ext. 6220.

Grievances and Settlement Agreements

Districts are required by law to provide NYSTRS with fully signed copies of any grievance, arbitration award or settlement agreement a member enters into with the district promptly after the agreement is signed. It is critical that we evaluate these agreements as soon as possible to determine whether these payments are pensionable and to ensure they are reported properly.

Until NYSTRS has completed our review and advised the district on the proper reporting, monies paid to an individual pursuant to a settlement, grievance or other litigation should be reported in pay category J: MTD Awards Pay. In all cases of awards payments, including payment for previous year(s) or the current year, we require copies of all legal documents **and an explanation of how the payment was determined**. If payment is made outside regular payroll, a report should be sent to ensure proper crediting. The mandatory deductions for Tier 5–6 contributing members should be withheld from such payments; however, service days should not be calculated for this pay category.

Please consult NYSTRS’ *Employer Manual* for additional information. [Section 2](#) of the manual discusses awards pay (page 13), while [Section 4](#) addresses arbitration awards, settlements, grievances and litigation (page 1).

These [Reporting Tips](#) are available on the [Employers](#) page at [NYSTRS.org](#).
Contact us at (800) 348-7298, Ext. 6220 or employer@nystrs.org with any questions about the Tips.