

Welcome to the Team

For New Designated Agents

You are now one of about 1,500 designated agents across the state. The Retirement System works with agents like you to help members get the most from their benefits.

Our goal at KPERS is to help you with your new responsibilities as a designated agent. Although you are not directly a member of the Retirement System staff, we could not work effectively without you. You provide a vital link in communication between the Retirement System and our active members.

What is a designated agent?

By law, employers affiliated with KPERS are required to name a **designated agent**. This is someone from your employer who provides a local contact for Retirement System information, transactions, forms and publications. As a designated agent, you function as a liaison between the Retirement System and your employer.

A designated agent may name **secondary signers** to sign reports and forms in the designated agent's absence. Secondary signers also have full KPERS employer web portal access. **Additional users** may be named for limited employer web portal access based on certain roles.

What is your job?

Provide communication and answer member questions

You are the local connection for KPERS information. The Retirement System will communicate information to you that needs to be relayed to the members you represent. KPERS was not created to directly communicate with active members. We do not even maintain their addresses or personal contact information in our information system. That's why your role is so important. The timely information you provide is necessary for members to make important benefit decisions. Whether you do your job well will affect members and their future benefits.



What is KPERS?

The Kansas Legislature created the Kansas Public Employees Retirement System to build a financial retirement foundation for those spending their careers in Kansas public service. Our membership includes people in a variety of jobs with one thing in common — serving Kansas. KPERS membership totals nearly 280,000.

KPERS is an umbrella organization that provides three statewide defined benefit retirement plans for state and local employees:

- Kansas Public Employees Retirement System
- Kansas Police and Firemen's Retirement System
- Kansas Retirement System for Judges

In addition to retirement benefits, KPERS provides disability and death benefit coverage for active members, and administers the State's Deferred Compensation Plan.



Send contributions through electronic fund transfers (EFT)

Throughout their careers, members contribute part of their salaries to a KPERS account. Employers also make contributions to help fund death, disability and retirement benefits. Part of your job is tracking contributions and sending them to KPERS.

Deposits are made by electronic funds transfer (EFT). You will authorize the Retirement System to electronically transfer payments each pay period when you complete your remittance through the employer web portal.

Process member transactions

Whenever members complete a transaction with KPERS, they will usually need to go through you. Because of your position with your employer, you have vital information that we need to complete the process. Most of these transactions involve entering or verifying information on the employer web portal. Sometimes you'll need to complete paper forms.

Verify annual contribution reports

Each year, the Retirement System will send a message to your "Message Board" on the employer web portal notifying you that your annual report is ready for processing. You need to verify this information, make any corrections and submit your report to the Retirement System. This is done through the employer web portal.

Employer audits

At some point, we may select your employer for a KPERS audit. Our audits are no reason to panic. We use these audits to uncover and fix inaccuracies, but also to help us both improve and work together better.

Where can you get help?

InfoLine

We're here to answer your questions and help in any way we can. Our offices are open Monday through Friday from 8 a.m. to 5 p.m. Our **InfoLine** is a toll-free customer service call center where you and members can call for help. The InfoLine is open 8 a.m. to 4 p.m.

You can e-mail any time you have questions to **employers@kpers.org**. We are committed to a 24-hour turnaround time on your e-mailed questions.

www.kpers.org

The Retirement System web site is an excellent resource. Within seconds you can find forms, publications and other valuable information. From the home page you will see that we have a section especially for employers. You can login to the employer web portal from the employer page.

Employer web portal

When you become a designated agent, you are automatically signed up for employer web portal access. We'll give you a temporary password to get you started. You will use the portal to complete much of your KPERS business online.

Help publications are available at www.kpers.org and within the portal. These publications have step-by-step instructions to guide you through common tasks. You will also receive important information and notifications from KPERS on your message board and through auto-emails.

Field representatives

KPERS has field representatives assigned to specific areas of the state. These representatives visit employers on site to help with questions and problems. Field representatives also counsel individual members and give presentations to employee groups. Don't hesitate to call the InfoLine to arrange a visit from your field representative, especially during this time of learning about your new responsibilities.

Workshops

Employer workshops are held each year at locations across the state. KPERS staff presents information, including any changes, directly related to your designated agent duties.

Publications

KPERS created the **KPERS Employer Manual** to help you with the details of your job. You can access it electronically at www.kpers.org in the employer section. It is organized by function. We'll cover updates to the manual at employer workshops.

As issues arise throughout the year, KPERS will e-mail you a **Designated Agent Memo**. These memos are posted on our website in the employer section and contain specific information about new and changing issues that cannot wait until a workshop. They also have information that you need to pass on to members at your employer.

Your dependability and timeliness in distributing this information to members is vital. It could mean all the difference in whether a member will get the benefit he or she is due.

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