

A Message from State Treasurer Richard H. Moore



“ Training is just one aspect of our goal to better serve the members of North Carolina’s retirement systems, and your continued support will help us successfully implement this new tool that will give members access to their accounts 24 hours a day, seven days a week. October is just around the corner and we’re dedicated to helping you make this transition. Please take advantage of the training sessions and the EESU Help Desk to better prepare you for ORBIT.”

ORBIT Training

Training Summary

The ORBIT Training Team continues to travel the state to bring you an in-depth look at the new ORBIT system and how you will use it when ORBIT goes live this October. By mid-September, the ORBIT Training Team will have...

- Traveled to more than 20 locations across North Carolina;
- Trained over 1,800 registrants representing over 1,200 employer agencies; and
- Conducted 44 separate training sessions.

Thanks to you, these sessions have been a huge success! Participants have asked terrific questions, and they’ve been motivated to learn about how ORBIT will change the way they administer their retirement accounts. Based on participant survey results, the training team has provided comprehensive presentations and are addressing employer concerns and questions. With each session, the training team has worked to incorporate your suggestions into the presentation. This continuous improvement ensures that you’re getting the information that matters most to you.

If you are scheduled for an upcoming session, please be sure to bring all of your questions with you. If you don’t have the opportunity to raise your questions during the session, the training team will be available at the end of each session to address them with you individually. Thank you again for your participation and please be sure to share with your peers what you’ve learned in your ORBIT Training Session!

Training or Registration Questions? Please e-mail EESU@nctreasurer.com

New Forms!

Forms have been redesigned and use a new naming convention for improved organization and better processing times. Under the new naming convention, forms for each process will have a similar numeric identifier. For instance...

- Disability Forms contain a “7” or “700” number
- Service Purchase Forms contain a “4” or “400” number

New and updated forms will be available on the Employer Information website in September, and we ask that all employers replace prior forms by October 1st. Please refer to the Forms insert in your ORBIT Information Kit for more information or visit the ORBIT Information web site for Employers!

www.myncretirement.com





ORBIT Info Kits

ORBIT Employer Information Kits are being distributed to each employer agency attending the current ORBIT training sessions. The kit contains six, colored tab dividers with the following titles:

- *About ORBIT*
- *Training Materials*
- *Forms*
- *Communications*
- *Employer Manual*
- *Miscellaneous*

The information kit is your central repository for all ORBIT related information your agency receives during training and as your agency becomes accustomed to the ORBIT system going forward. When distributed, several tabs will already contain ORBIT materials, while other tabs will require your maintenance.

FAQs*



Q. How often will employers report contributions through ORBIT?

A. Employers will report monthly contributions to the Retirement Systems Division (RSD).

Q. Can employers attend more than one training session?

A. Yes, however, RSD requires that employers register for any additional sessions.

Q. Can the Sept. '07 Employer Report be submitted prior to Oct. 1st?

A. No. The ORBIT implementation will go into production on 10/1/07 and ORBIT will not be ready for processing the new ORBIT Employer Reporting format until this time.

Q. Will paper checks be accepted?

A. No. Funds must be submitted electronically. For those employers not currently using STEPS or paying electronically, RSD will be requesting your bank information.

Q. I understand the *Form 2 Enrollment Form* will be obsolete with ORBIT, how will the member be enrolled in the retirement system?

A. The data collected through employer reporting has changed to collect demographic, employment, and contribution information. This information will allow RSD to enroll the member into the retirement system and RSD will not require the submission of the Form 2 Enrollment Form.

Q. What should the employer use for the Member ID for the initial Employer Report through ORBIT?

A. For the initial report submitted in the new file format, the Member ID should be left blank. After processing the initial report, the Member ID will be assigned to the member. Once the employer report posts, the employer will be able to download their Member IDs through Employer Self Service (ESS) and report them on the following employer report.

Q. How does RSD determine if an address/name change occurred?

A. Each month, the employer should report the most recent information on a member in the Employer Report. RSD processes this information and updates the member's record.

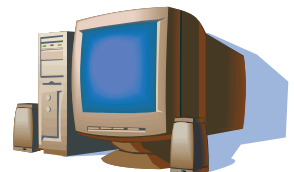
Q. Will employers be responsible for distributing Member Annual Statement to employees?

A. No, RSD will mail the statement directly to the member's address (gathered through the Employer Reporting process).

* These and many more FAQ's can be found at www.mynretirement.com

ORBIT Webinar Sessions!

Short for "web-based seminar", a *webinar* is a seminar that is transmitted over the web. The ORBIT Employer Self Service Webinars will give employers the opportunity to participate in a demonstration of the new Employer Website through pre-recorded sessions available for replay on the DST website the week of **August 13th**. A series of live seminars will be conducted on **August 30th, September 5th, 6th, 13th, and 20th**, giving participants an interactive experience where they can ask questions via the WebEx Live Chat feature. Each day will have two sessions; a morning session to demonstrate the Enter Report method of file submission (keying in records) and an afternoon session to focus on the Submit Report method (upload an electronic file from your payroll system). More information on the live webinar registration and access to the pre-recorded sessions will be provided in upcoming ORBIT Update.



Employer Information Website



Have you been to the ORBIT Information Site for Employers lately? That's where you'll find the latest communications from RSD including a comprehensive Q&A document, the Employer Reporting File Format, and many more resourceful documents and presentations. You may have noticed that the Department of State Treasurer's website has been updated recently and navigating to the Employer Information site is a bit different. You can still access the site by using the following link:

www.myncretirement.com

What's Next? RSD Needs Your Input

The ORBIT Employer Training Team has reminded session participants of several information requests that RSD recently sent or will send to each agency. Your cooperation and quick reply will help your agency prepare for and begin using ORBIT. Please respond to the following RSD requests in a timely manner:

1. Request for electronic banking information

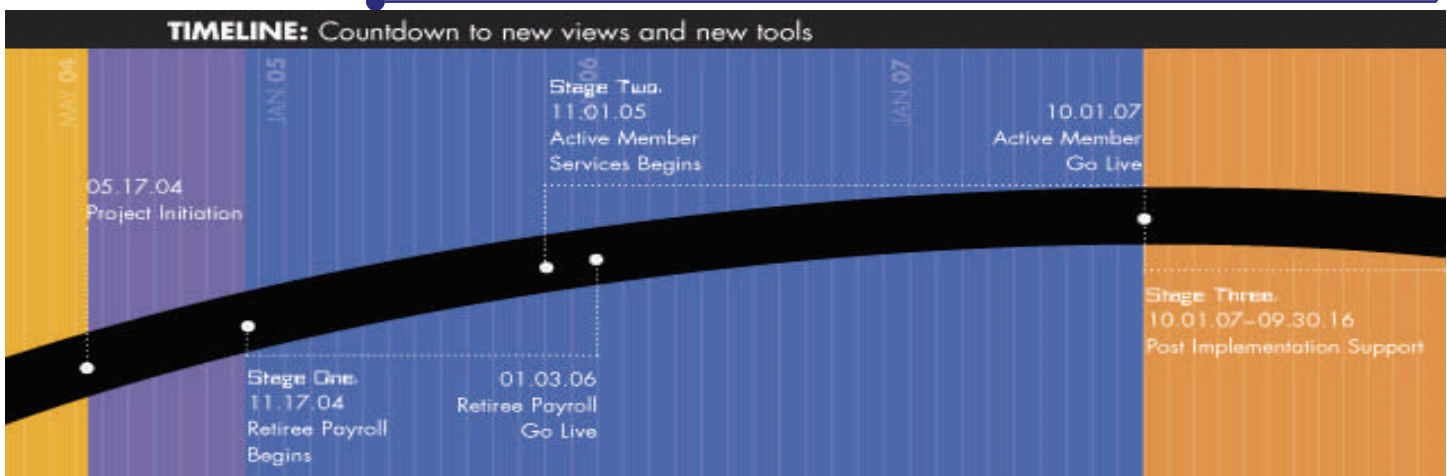
On July 30th, RSD sent a letter to each employer that now pays by check, requesting the employer's banking information. To prevent any delays in processing your agency's first submission, please reply with your banking information ASAP.

2. Request for October 1st reporting methods

In each of the ORBIT Training Sessions, the Training Team has reminded employers that they are required to submit their agency's reporting method for October 1st and going forward. RSD will be sending out a letter in this regard in mid-August, asking each employer to submit their detailed information. This information is critical to RSD and to your agency's success in making the ORBIT transition.

3. Confirmation of plan codes and the corresponding rate

Remember, RSD has introduced new plan codes for use with ORBIT. Be on the look out for an RSD communication that highlights the new plan codes and their corresponding rates.



Need Help? The Employer Education Services Unit (EESU) has the answer!

The Retirement Systems Division has thoroughly trained a number of its staff in order to implement a new ORBIT Help Desk. The Help Desk will support you, our employer partners, with any questions, concerns, or technical difficulties you may experience as you begin to use ORBIT. The Help Desk is dedicated to helping you make a smooth transition and for this reason, RSD has made it available to you by phone and by e-mail. In fact, as an employer, your calls will be moved to the front of the line during periods of hold time. It is extremely important that you understand what is required of you when using the new retirement system. If for any reason, your concerns were not addressed during your training session, please contact the EESU Help Desk for guidance.

- **Help Desk E-mail Address:** EESU@nctreasurer.com
- **Help Desk Phone Number:** 1-877-807-3131 (listen for prompt #2)