

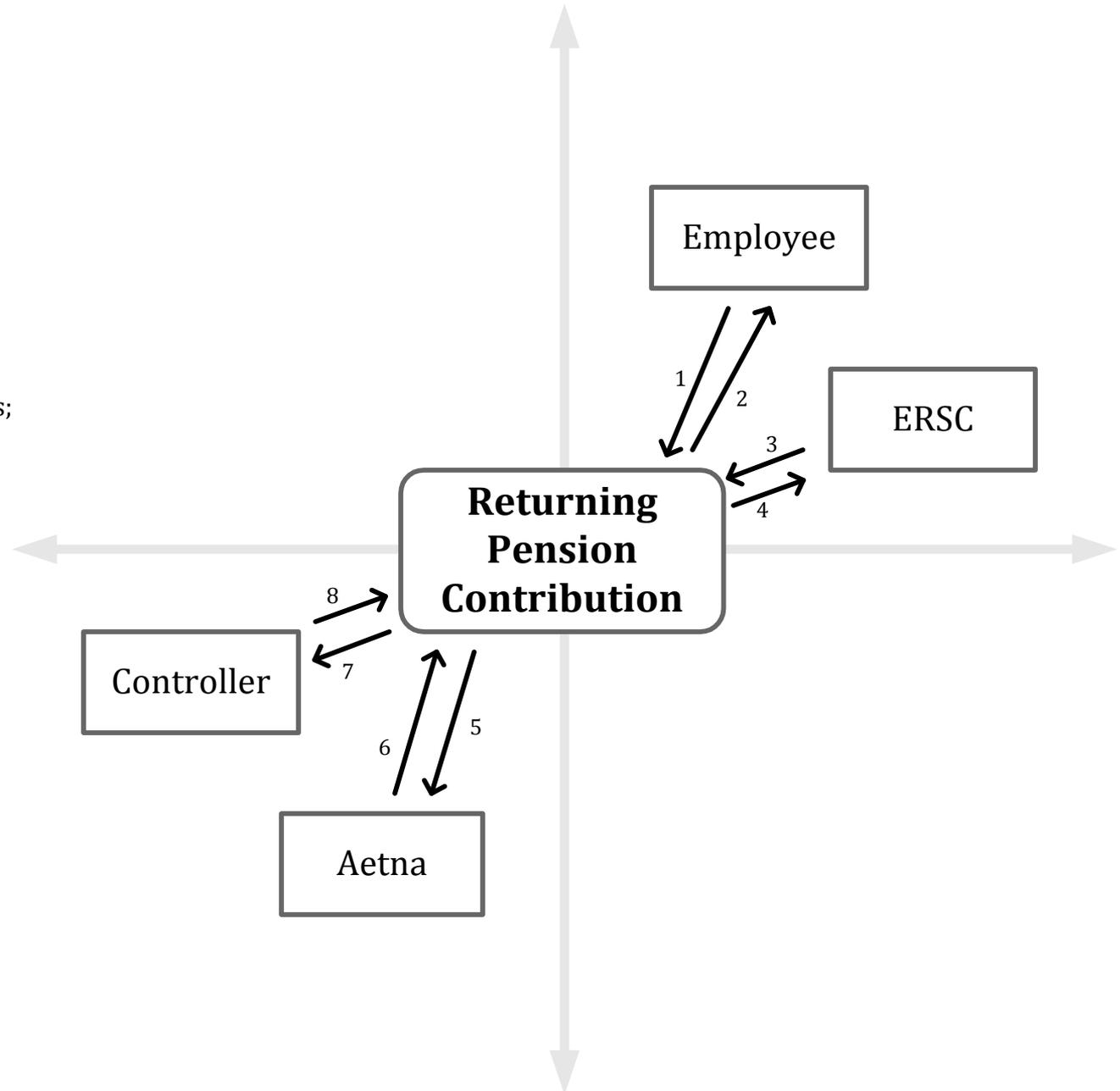
Revised August 2014

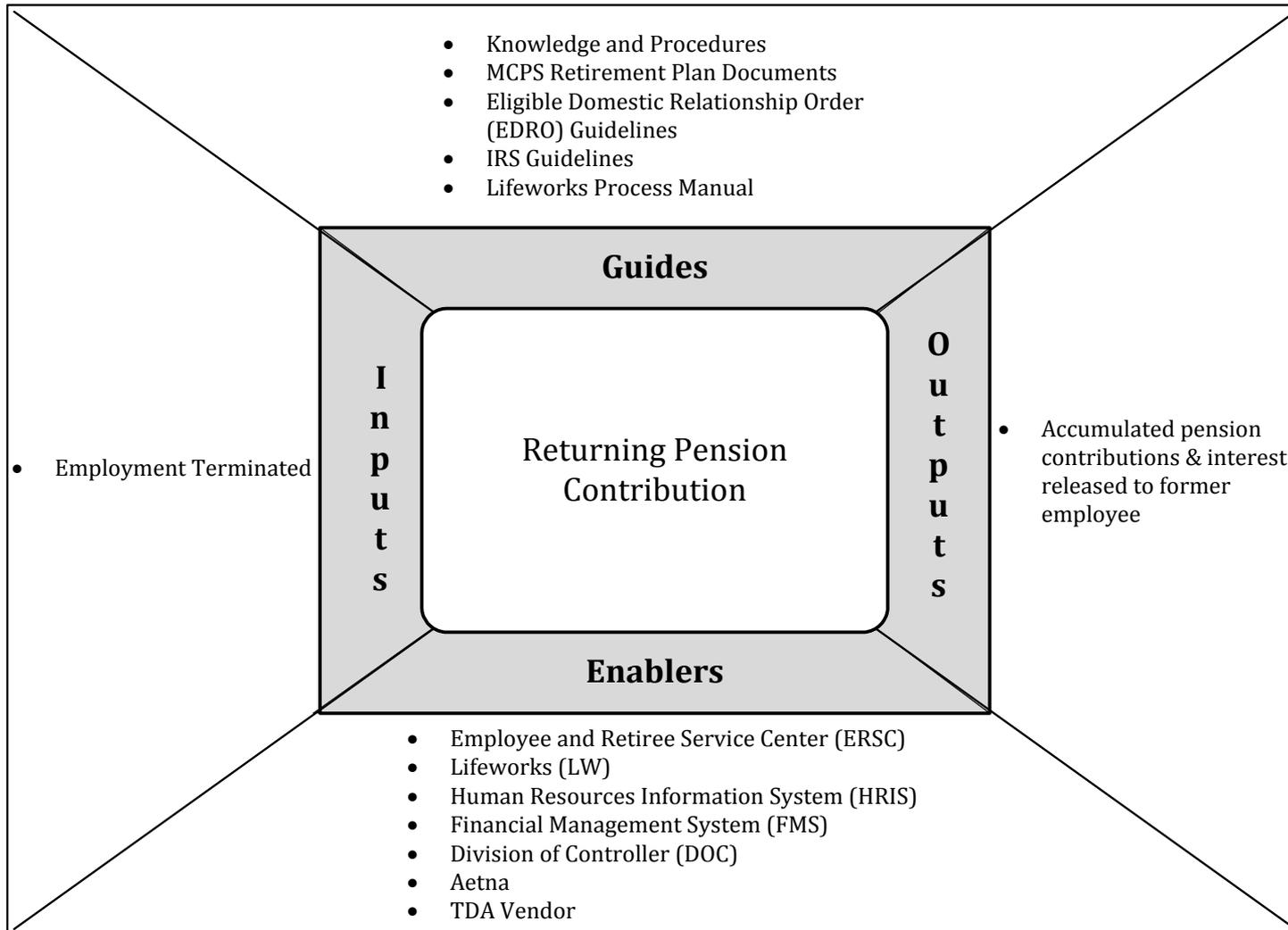
Returning Pension Contribution

Employee and Retiree Service Center

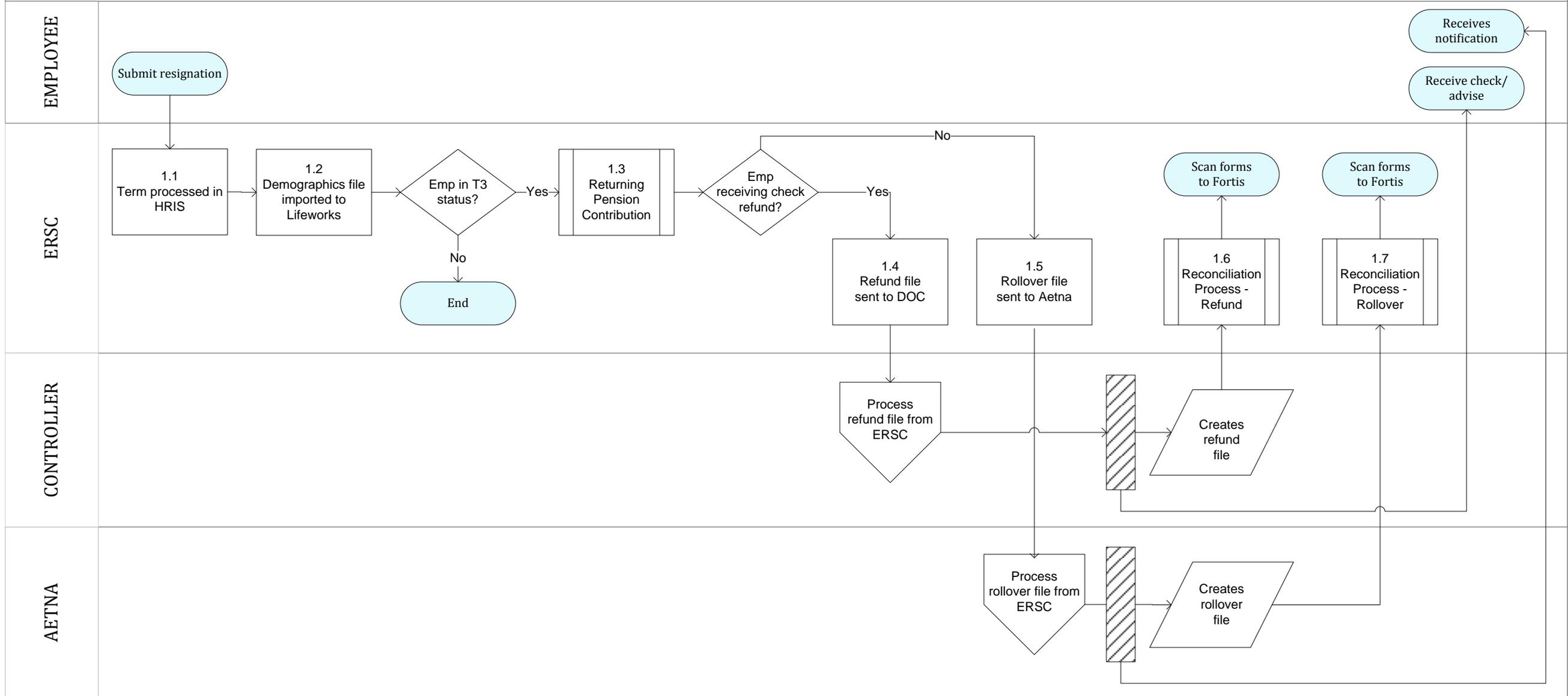
Stakeholder Analysis

- 1 Employee terminates; selects payment option.
- 2 Terminated employee receives funds.
- 3 ERSC processes term; produces forms.
- 4 ERSC receives forms from terminated employees; receives reconciliation files from Controller and Aetna.
- 5 Aetna receives rollover file.
- 6 Aetna sends rollover reconciliation file.
- 7 Controller receives refund file.
- 8 Controller sends refund reconciliation file.





Returning Pension Contribution

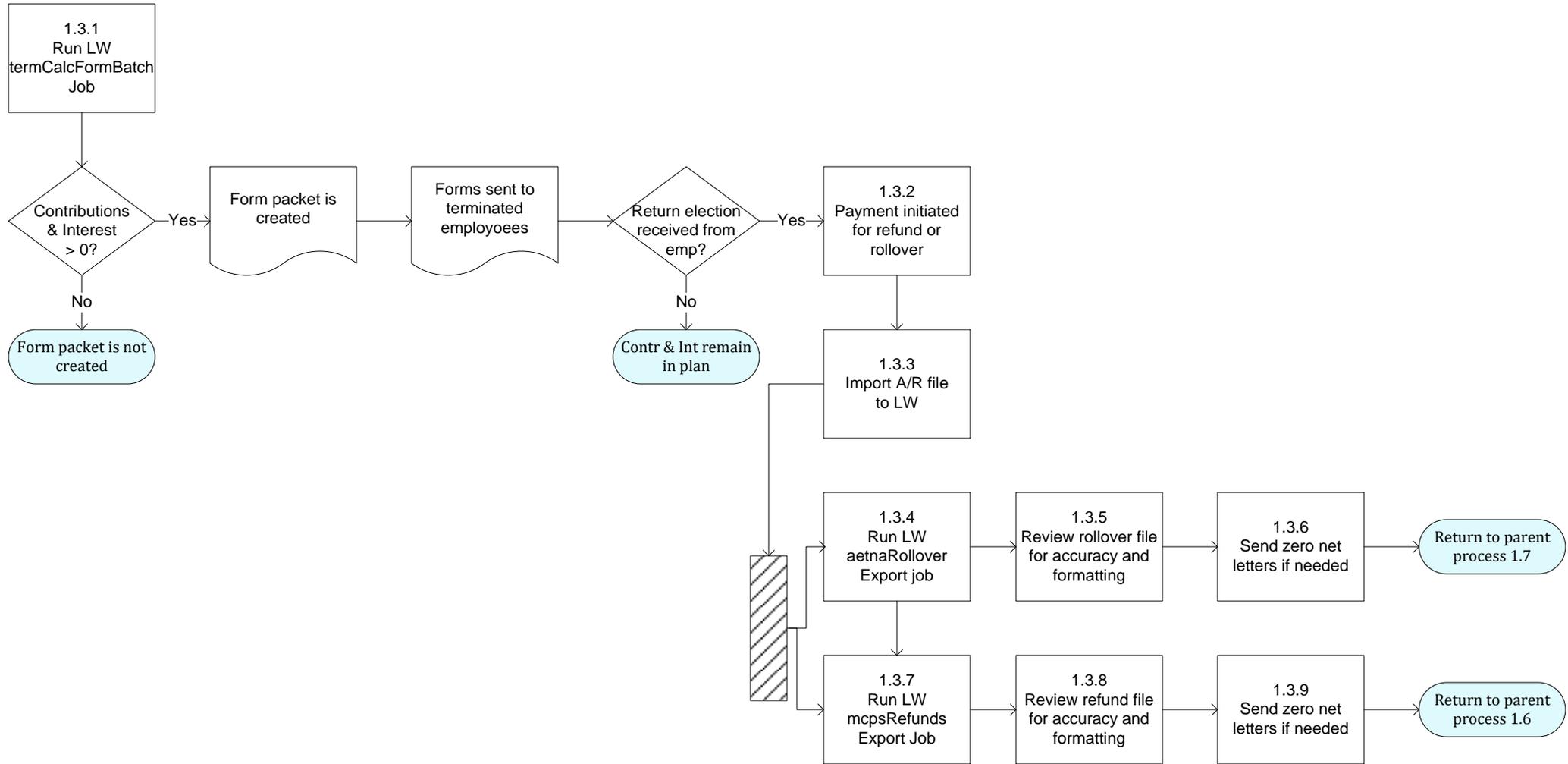


Returning Pension Contribution

1/7/2015

- 1.1 Employee resignation is processed in HRIS.
- 1.2 Current demographics file is imported into Lifeworks.
- 1.3 Pension contribution refunds and rollovers are processed for terminated employees in T3 status (term-final). If an employee is not in T3 status, the process ends and that employee's refund will be picked up in the next scheduled processing when employee is in T3 status.
- 1.4 Refund file is sent to DOC for processing. DOC mails check/advise to terminated employee.
- 1.5 Rollover file is sent to Aetna for processing. Aetna sends notification to terminated employee that rollover has been done.
- 1.6 ERSC receives inbound reconciliation file from Division of Controller and file is processed into Lifeworks. All forms/documents related to each employee's refund are scanned into Fortis.
- 1.7 ERSC receives inbound reconciliation file from Aetna and file is processed into Lifeworks. All forms / documents related to each employee's rollover are scanned into Fortis

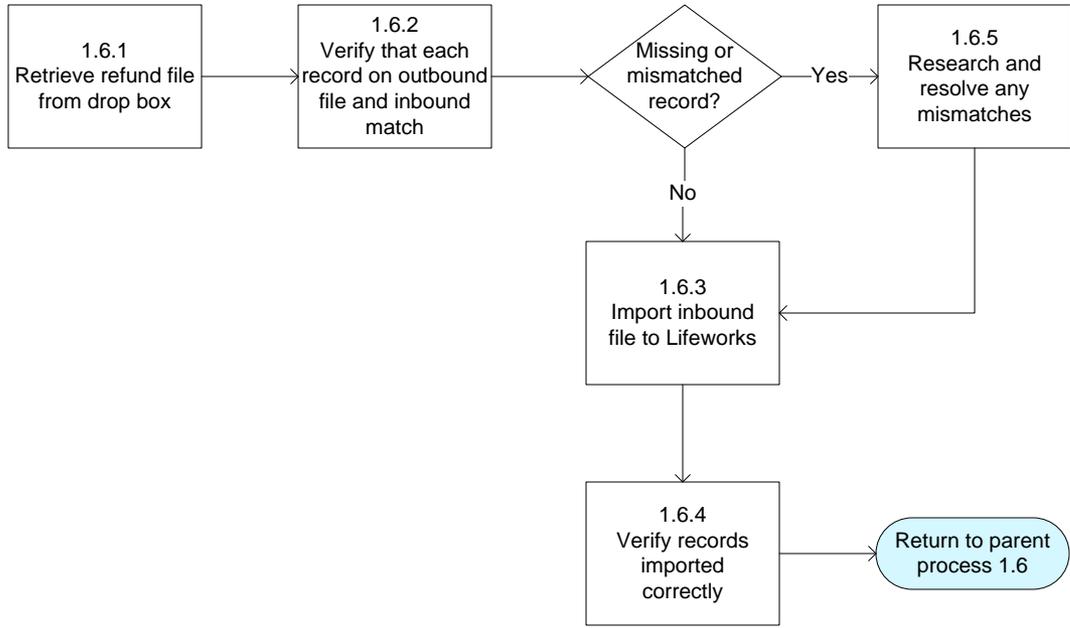
1.3 Returning Pension Contribution



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- 1.3.1 The Lifeworks calc form batch job is run to create packets to be mailed to employees. Packets are created as a pdf and include personalized information on contributions and interest to be refunded. The Tax Withholding Form for Lump Sum Payment and the Acknowledgement of Rollover Options Notice each need to be signed and returned if employee requests a refund or rollover.
- 1.3.2 Employees are given 30 days to return their forms with election of refund or rollover. After deadline, all payments are initiated in Lifeworks. Payment initiation includes marking each person's record for a refund or a rollover. If a rollover is selected, all financial institution information will be recorded in Lifeworks. Check status after payment initiation will read "pending" (Retiree Console, Check Details).
- 1.3.3 The current A/R file created from FMS is imported into Lifeworks. If an employee has a liability to MCPS this liability will be deducted from the termed employee's refund.
- 1.3.4 The Lifeworks aetnaRolloverExport report is run to extract all pending rollovers to create the outbound rollover file.
- 1.3.5 The outbound rollover file is reviewed for accuracy. Any financial institution information recorded on the "attention" line of the tax withholding form is manually added to the outbound file in the Notes column. The file is forwarded to Aetna for processing the rollovers.
- 1.3.6 If the offset obligation to MCPS is the same as or more than the return of contributions, a zero net letter is sent to the employee informing them that there will be no rollover forthcoming.
- 1.3.7 The Lifeworks mcpsRefundsExport report is run to extract all pending refunds to create the outbound refund file.
- 1.3.8 The outbound refund file is reviewed for accuracy. The file is forwarded to Division of Controller for processing the refunds.
- 1.3.9 If the offset obligation to MCPS is the same as or more than the return of contributions, a zero net letter is sent to the employee informing them that there will be no refund forthcoming.

1.6 Refund Reconciliation Process



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1.6.1: Refund File

The refund file is automatically sent by FMS to a drop box named Lifeworks Interface Emails. The file (FMS_SBC_REFUND_CONFIRM) is formatted as text.

1.6.2: Verify records by comparing the outbound and inbound files

Verify that each record on the outbound file to accounting has a matching record on the inbound files from accounting.

1.6.3: Import refund file

Import file to Lifeworks with Job ID mcpsRefundsImport.

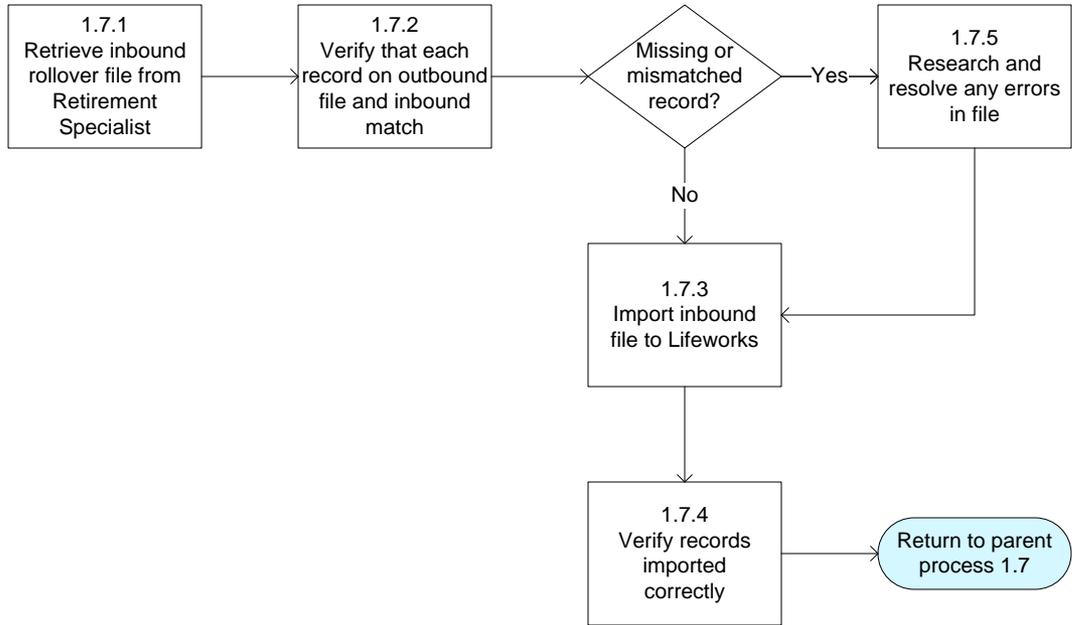
1.6.4: Verify imported records

Review the inbound file to verify that all records were imported accurately to Lifeworks.

1.6.5 Mismatches

If there are mismatches between the outbound and inbound files, research and resolve the issues. This could require assistance from the division of controller. Import any additional records to Lifeworks.

1.7 Rollover Reconciliation Process



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1/7/2015

1.7.1: Rollover File

The rollover file is sent to senior specialist , retirement by Aenta via email. The file needs to be formatted using the formula stored in each Aetna section of the term refund folder.

1.7.2: Verify records by comparing the outbound and inbound files

Verify that each record on the outbound file to accounting has a matching record on the inbound files from accounting.

1.7.3: Import rollover file

Import file to Lifeworks with Job ID aetnaRolloverImport.

1.7.4: Verify imported records

Review the inbound file to verify that all records were imported accurately to Lifeworks.

1.7.5 Mismatches

If there are mismatches between the outbound and inbound files, research and resolve the issues. This could require assistance from the Aetna representative. Import any additional records to Lifeworks.