

# WELCOME *to the team!*

For New Designated Agents  
and Additional Contacts

## You are now a very important part of the KPERS team.

In addition to being a member, you're also a vital link to all the members we serve. You are an on-site resource for sharing information and answering questions. In fact, most of the processes from enrolling to reporting would not be possible without help from designated agents and additional staff. As a team, we work together to help members get the most from their benefits.

### Welcome to the team!

## 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.

## What do additional contacts do?

We know you're busy, so we made it easy for you to assign additional staff to help out. These helpers often work in human resources or payroll. You can add or remove additional staff in the employer web portal (EWP), and give them EWP roles.

### EWP User Roles

Enrollment	Pay Reports	Death & Disability	Optional Insurance
Invoices	Banking	Read Only	Message Admin

## What is my job as a designated agent?

### Provide Communication and Answer Member Questions

You help keep KPERS and members connected. 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 contact information in our system. That's why your role is so important. The timely information you provide is necessary for members to make important benefit decisions.

## 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. Today, KPERS membership totals nearly 350,000 active, inactive and retired members.

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 KPERS 457, a deferred compensation plan for state and local public employers.



## Pay Reporting & Invoices

With every pay period, employers report member wages and contributions. Based on your pay dates, the web portal will tell you when it's time to report wages and contributions. For each pay report you submit, the system generates an invoice and you submit payment to KPERS. You do all of this inside the employer web portal.

## Enrollments and End Dates

You'll need to enroll every new employee who works in a KPERS-covered position for your employer. And you'll provide "end dates" for every employee who ends KPERS-covered employment (e.g. termination, retirement, etc). This is all done on the EWP. Begin dates and end dates are very important to track service credit accurately and for reporting.

## Process Member Transactions

Whenever members complete a transaction with KPERS (e.g. retirement application) 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 EWP.

## Employer Audits

At some point, it's likely we'll 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?

### kspers.gov

The Retirement System website is a great resource of information for employers. Get the latest and most important information on the employer home page and access to educational tools and publications.

## Employer Webinars

We have employer webinars to help you with new processes, or to just brush up on old ones. We also post the slides and webinar recordings online so you can refresh your knowledge at your convenience.

## Employer Seminars

Each year our field reps go around the state to meet our designated agents and additional signers face-to-face. It's a good way for you to learn about what's new and ask questions. It's an opportunity for us to get direct feedback on ways we can improve. We're partners in this. We want to do what we can to make the relationship successful.

## Publications

Use the **Employer Manual** as a comprehensive guide to the KPERS duties you perform. You can find the Employer Manual at [kspers.gov](http://kspers.gov) in the employer section. The manual is organized in sections for quick reference. We cover updates to the Employer Manual in Workshops and Webinars.

For help with more specific processes, visit the [EWP page](#) on the website. Quick Vid help videos are short and concise, hitting the high points so you can get the info you need and get it done.

## Infoline and Fiscal Services

Members use the Infoline to ask questions. If you have general-information questions, you also can call the Infoline for help. It's open 8 a.m. to 4:30 p.m., Monday - Friday.

If you have EWP, or reporting problems or questions, call or email Fiscal Services for help. They answer calls and emails from 8 a.m. to 5 p.m.

## Contact us

### General Information

Infoline: 1-888-275-5737

Topeka: 785-296-6166

Email: [employers@kspers.gov](mailto:employers@kspers.gov)

### EWP/Reporting

Fiscal Services: 1-844-468-8929

In Topeka: 785-268-6886

Email: [kpersFS@kspers.gov](mailto:kpersFS@kspers.gov)

Fax: 785-256-9503

Website: [kspers.gov](http://kspers.gov)

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