

Tennessee Consolidated Retirement System (TCRS)

PAS Functional Requirements

February 6, 2024

Contract Attachment 1–Functional Requirements		
Title: PAS Functional Requirements	Published: 2024-02-06	Version 0.1
Scope: ARIS		

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Introduction

Purpose

This document consolidates functional requirements for the procurement of a Pension Administration System (PAS) for TCRS. The functional requirements define the key capabilities needed in the new PAS to support TCRS in carrying out its core operations and serving its participating employers and members. Without compromising on quality or efficiency, the PAS must be a fully automated solution whereby no human intervention would be necessary for the day-to-day management and tracking of member, beneficiary, retiree and participating employer requests and transactions. Such requests and transactions would include, but not be limited to, the initiation and calculation of member retirement benefit estimates; contribution refunds; purchases of service credit; processing of retirement benefits (e.g., researching/reviewing the member's service credits and wage and contribution history, calculating benefits, setting forth retirement options, and adding the retiree to payroll). The PAS must automate processes for TCRS members and employers, thereby creating a user-friendly experience that reduces/eliminates reliance on paper forms and streamlines employer reporting to TCRS (e.g., enrollment of new members, contribution reporting, and correction of previously submitted and recorded data).

This document serves as the single, unified set of requirements, consolidated from the following developed documents:

1. Accounting
2. Actuarial Reporting
3. Annual Comprehensive Financial Reporting (ACFR)
4. Benefit Estimates
5. Benefit Payroll
6. Customer Service
7. Death Processing
8. Deferred Compensation (DC)
9. Disability
10. Domestic Relations Order (DRO)
11. Employer Reporting
12. External Pension Plans (EPP)
13. GASB 68
14. Member Data Maintenance
15. Member Year-End Processing
16. Payment Maintenance

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- 17. Recalculations
- 18. Refunds
- 19. Retirement
- 20. Return to Work (RTW)
- 21. Self-Service
- 22. Service Purchase

Glossary Information

There is a consolidated [glossary of terms](#) at the end of this document.

Applicability & Usage

Software Procurement and Implementation

For the software procurement and implementation, the overarching requirement is stated as:

Respondents must confirm the solution will comply with all mandatory requirements defined in this document. This confirmation is to be provided in the Respondents' response to Item A.12 of RFP Attachment 6.2–Section A—Mandatory Requirement Items . If the proposed PAS solution does not meet a particular functional requirement defined as Flexible, the Respondent must provide details explaining what aspects of the functionality are not supported, along with any alternate solutions that can be employed to achieve the required results . These details are to be provided in the Respondent's response to the question posed in Item C.5 of RFP Attachment 6.2–Section C (Technical Qualifications, Experience & Approach Items).

Requirements

Requirement statement priority options:

Score	Definition	Comments
1	Completely Inflexible	This is a mandatory requirement that must be implemented exactly as specified.
2	Somewhat Flexible	This is a mandatory requirement that must be implemented so that the functional and/or operational goal is achieved. TCRS will attempt to follow the vendor's recommended approach wherever practical.

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Score	Definition	Comments
3	Flexible	The vendor must identify any “Flexible” requirements that are NOT satisfied by the standard solution. All items that are not listed will be assumed to be included in the standard solution.

Instructions to Vendors

Vendors should understand that while this list of requirements is extensive, it does not contain the full and complete scope of TCRS’s functional specifications. The winning vendor will receive business requirements documentation and will work with TCRS subject matter experts to expand these specifications into fully developed use cases on which the system function and configuration will be based.

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00 – General System Requirements

General system requirements are critical for smooth and accurate pension administration, across numerous complex processes . These requirements are applicable to many, or all of the functional processes documented later in this document.

User Story Requirements

No.	Feature	Requirement	Flexibility
00.01	Workflow & Case Management	As TCRS, I want to create a workflow, so that I can assign content for peer review. I will be satisfied when: <ul style="list-style-type: none"> I can create a workflow and assign tasks to other TCRS resources. 	2
00.02	Data Validation	As TCRS, I want the system to have data validation rules, so that the benefit options offered and processed are correct. I will be satisfied when: <ul style="list-style-type: none"> The system performs industry standard and TCRS-defined data validations. The system validates data that I enter and generates error or warning messages prompting me to correct the data, ensuring incorrect data does not get added to the system. 	2
00.03	Data Validations	As TCRS, I want the system to validate entered data, so I don't have to manually make corrections. I will be satisfied when: <ul style="list-style-type: none"> The system either accepts suffixes and addresses with punctuation correctly or truncates unnecessary punctuation. The system completes data validations to prevent incorrect suffixes, phone numbers, email addresses or addresses, including time stamps and who made the update. 	2
00.04	Reports, Forms & Letters	As TCRS, I want to send information to the member, so that they know what actions are required. I will be satisfied when:	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system can generate bar-coded and pre-filled forms for the member to complete and return. I can produce system-generated letters that are editable (e.g., approval / rejection letters, follow-up letters). I can send a URL allowing members to access the portal where they can download and submit required forms. 	
00.05	Workflow & Case Management	<p>As TCRS, I want a dashboard of open cases / workflows, so that I can assign new requests to the team.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I have a dashboard's view of open disability retirement workflows that I can drill down to see underlying details. For example, view can be by: <ul style="list-style-type: none"> Workflow status / duration Service counselor I can select specific workflows / cases and assign them to specific Service Counselors. Various documents can be attached to a specific request. I do not have to assign individual documents to the Service Counselor. 	2
00.06	Audit	<p>As TCRS, I want the system to have a robust audit trail and data history for member accounts, so that I can track changes, ensure compliance, and investigate any discrepancies.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system maintains a detailed audit trail that logs all changes made to member data, including but not limited to: <ul style="list-style-type: none"> UserID Timestamp Description of the modification The audit trail is easily accessible and searchable by authorized users. The system tracks how the change was made, examples include: MSS, Payroll, TCRS. 	2

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No.	Feature	Requirement	Flexibility
00.07	Person Data	<p>As TCRS, I want the system to automatically flag duplicate member records, so I can merge them into a single accurate record.</p> <p>I will be satisfied when the system:</p> <ul style="list-style-type: none"> Automatically identifies and flags potential duplicate member records, based on predefined criteria, such as social security number or unique identifiers. Allows analysts to review flagged duplicate member records, including all relevant details of each record, such as name, contact information, and other identifying data. Allows analysts with the appropriate roles to initiate a merge process. Merged records to be reviewed by a secondary individual, prior to completion. 	2
00.08	Reports, Forms, & Letters	<p>As TCRS, I want to have robust reporting and query capabilities, so that I can access essential information more efficiently.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system has centralized reporting catalogues, access controls, and version histories. The system has scheduled and automated report delivery to stakeholders on key dates. I can run reports and queries as a batch job or on demand. Reports have complex filtering functionality, so that very specific query criteria can be applied if required. The system has intuitive tools to build custom reports and queries that can be saved as templates or at the user level. The system has easy report / query result downloading in multiple formats so that offline analysis or margining content is enabled. There are no discrepancies between different reports that should produce the same value (e.g., average monthly benefit). 	2

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System Requirements

No.	Category	Requirement	Flexibility
00.09	Workflow & Case Management	The system will have the ability to have workflows that can be used by various teams to track and manage workload. The current system's workflow does not meet the TCRS needs.	2
00.10	Reports, Forms, & Letters	The system will have the ability to allow TCRS users to query any data field that exists in the system.	2
00.11	Reports, Forms, & Letters	The system will have the ability to provide intuitive features that allow users to build or modify custom reports across multiple data sources .	2
00.12	Reports, Forms, & Letters	The system will have the ability that allow users to run and save parameterized reports .	2
00.13	Reports, Forms & Letters	The system will have the ability to allow TCRS to update system letter templates (e.g., text changes) without requiring a major system code change.	2
00.14	Reports, Forms, & Letters	The system will have the ability to allow TCRS users to generate, view, and print a variety of reports that can be tailored to meet TCRS's needs.	2
00.15	Usability	The system will have the ability to allow TCRS to configure certain functionality to be available based on role-based profiles. For example, managers / supervisors can override payroll data while payroll analysts cannot.	2
00.16	Usability	The system will have the ability to allow authorized TCRS users to modify a note created by a different TCRS user.	2
00.17	Usability	The system will perform a spell check on free form notes fields.	2
00.18	Configuration	The system will have the ability to have certain information not displayed based on a user's security role or privilege . For example, executive information may only be viewable by certain TCRS staff.	2

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No.	Category	Requirement	Flexibility
00.19	Workflow & Case Management	The system will have the ability to store the member’s communication preference (e.g., mail, telephone, electronic communication, secure portal messages .).	2
00.20	Workflow & Case Management	The system will have the ability to send and receive email messages and faxes as electronic correspondences.	2
00.21	Workflow & Case Management	The system will have the ability to identify information contained in a barcode to identify the member or employer, the type of communication received, and related business processes. The system will also identify existing workflows or tasks and have the ability to start new cases and/or workflows based on the referenced information contained in the barcode.	2
00.22	Workflow & Case Management	The system will have the ability to send a reminder to staff to follow up on inquiries that are in pending status for a designated number of days as determined by TCRS	2
00.23	Validation	The system will have the ability to allow TCRS users to preview a “trial run” of batch job results or extracts .	2
00.24	Reports, Forms, & Letters	The system will have the ability to allow TCRS users to view, print, and save extract data files in various formats .	2
00.25	Validation	The system will have the ability to perform various validations on interface files, such as file format, field format, or acceptable values, etc., and produce any resulting error / warning reports .	2
00.26	Usability	The system will have the ability to display conditional calculation data input fields based on the member’s profile. For example, projected salary data is not needed for deferred member benefit estimates .	2
00.27	Configuration	The system will have the ability to produce the same results if the same inputs were used, whether the calculation was initiated through self-service or internally.	2

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No.	Category	Requirement	Flexibility
00.28	Batch Processing	The system will have the ability to provide configurable comparison acceptance criteria or rules (e.g., % or \$ threshold).	2
00.29	Security	The system will have the ability to provide and enforce role-based permission to limit or restrict access to member data maintenance and view functions.	2
00.30	Data Validation	The system will have the ability to validate data to ensure data quality and completeness of member accounts.	2
00.31	Audit Log	The system will have the ability to maintain audit trails for changes made to member accounts.	2
00.32	System Data (General)	The system will have the ability to allow a TCRS user with administrative permissions to override certain system and system-generated data. Certain data overrides may require role-based administrative permissions.	2
00.33	Person Data (General)	The system will have the ability to allow a TCRS user with appropriate permissions to override certain member data. Certain data overrides may require role-based administrative permissions.	2
00.34	Workflow & Case Management (General)	The system will have the ability to automate processes, so that administrative standards, plan rules and policies are consistently applied.	2
00.35	Workflow & Case Management (General)	The system will notify the appropriate department if an error is produced while running a batch job.	2
00.36	Reports, Forms, & Letters (General)	The system will have the ability to generate reports for various calculations and processes to allow TCRS users to perform quality assurance.	2
00.37	Workflow & Case Management	The system will provide workflow and case management tools and automation in the form of checklists, calendars, calculations, and other tools.	2

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No.	Category	Requirement	Flexibility
00.38	Workflow & Case Management	The system will provide the ability for automated follow up. For example, if a member does not return a document within the requested timeframe, the system will generate a follow -up communication to the member.	2
00.39	Reports, Letters & Forms	The system will have the ability to barcode retirement - related forms.	2
00.40	Workflow & Case Management	The system will have the ability to automatically generate reminder messages / correspondence to members after a certain number of days has passed.	2
00.41	Interfaces	The system will have the ability to import data and files in a variety of formats (e.g., HTML, csv, txt).	2

01 – Accounting

Accounting serves several critical functions for TCRS enabling them to record, track, and reconcile all pension fund financial transactions to meet reporting, compliance, internal control, and auditing obligations. Accounting also transmits financial data between internal systems, as well as external state systems to fulfill legal requirements. Finally, accounting provides necessary financial information and data to internal and external accountants and auditors.

User Story Requirements

No.	Feature	Requirement	Flexibility
01.01	Batch Processing	<p>As the Accounting team, I want to generate scheduled remittance templates and invoices, so that employers can complete their monthly Stabilization Reserve (SR) reporting.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can schedule a batch job to generate the monthly remittance templates and invoices multiple times each day. <ul style="list-style-type: none"> ○ Regular and SR remittances use different templates (no prefilled data), cost formulas, invoices, and payment methods. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Regular and SR invoices are generated after the employer submits their contribution data. SR invoices require member data from the regular remittance. ● I can update each employer’s SR reporting data such as SRT contribution rates and payment methods for the employer to choose with effective dates, template type, due date, and exception indicators. <i>See Employer Reporting PAS Requirements–Annual Contribution Rates .</i> ● The system notifies employers when their monthly remittance templates are available. <p>Business Rules:</p> <ul style="list-style-type: none"> ● The current regular contribution batch job creates the monthly report templates for each employer around the 20th of the reporting month. The monthly submission deadline is 10th of the following month. ● Stabilization Reserve applies to Hybrid Plan with Cost Control employers. SR rates and payment method can change annually at the employer level as part of the Annual Contribution Rate updates. ● Regular and SR submissions are reported under different fund codes. 	
0102	Batch Processing (Ad Hoc Templates)	<p>As the Accounting team, I want to generate ad hoc remittance templates and invoices, so that employers can complete their monthly Stabilization Reserve (SR) reporting.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● I can create manual SR invoices in the system, which generates a remittance template. ● I can write off SR invoices with a corresponding transaction note that generates the appropriate GL transactions. ● I can choose the effective date the write-off is posted. <p>Business Rules:</p> <ul style="list-style-type: none"> ● The current regular contribution batch job creates the monthly report templates for each 	2

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No.	Feature	Requirement	Flexibility
		<p>employer around the 20th of the reporting month. The monthly submission deadline is 10th of the following month.</p> <ul style="list-style-type: none"> • SR applies to Hybrid Plan with Cost Control employers. SR rates and payment frequency can change annually at the employer level as part of the Annual Contribution Rate updates. • SR and Regular submissions are reported under different fund codes. 	
0103	Accounting (Invoicing)	<p>As the Accounting Team, I want to create an invoice so that a member, employer, or agency is charged the appropriate cost.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can create an invoice with a corresponding transaction note and allocate a variety of payment methods to it (i.e., Inter-unit journal, ACH, or check etc.). • The system will generate the corresponding GL transaction and update the appropriate asset balances. • I can select the posting date of the invoice. • I can write off the invoice with a corresponding transaction note that generates the appropriate GL transactions. • The system will generate a remittance. 	2
0104	Workflow & Case Management	<p>As the Employer Reporting and Accounting teams, I want the correct remittance to be routed directly to my team, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • A task / workflow is created when an employer completes their monthly remittance. • Regular submissions are routed to the Employer Reporting team and the Stabilization Reserve submissions to the Accounting team. • I am notified when a new remittance that belongs to my department is submitted. <p>Business Rule:</p> <ul style="list-style-type: none"> • Regular and Stabilization Reserve submissions are processed by different teams. Regular submissions are processed by the Employer 	2

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No.	Feature	Requirement	Flexibility
		Reporting team and Stabilization Reserve submissions by Accounting.	
01.05	Calculation	<p>As the Accounting team, I want the system to calculate the SR invoice amount and generate the corresponding invoice, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system stores or calculates the ADC and SR rates using the plan business rules. • It is easy to distinguish between ADC and SR activities. • I can enter data necessary to calculate SR amounts and generate SR invoices. • I can audit the calculated SR invoice amount before generating invoices. • The appropriate GL transactions are generated, and asset balance is updated for the employer. • When PPADs and adjustments are processed in the system, I want the applicable net contribution amount to be applied to the next SR invoice generated for appropriate contributions. <p>Business Rule:</p> <ul style="list-style-type: none"> • If the ADC for the fiscal year is less than the TCRS employer contribution rate, the difference is allocated to the SR. • SR employers have different asset balances. Dependent on type, these are housed in different funds. • No federal reported salaries are applicable to the SR invoice process. • SR applies to Hybrid Plan with Cost Control employers. 	
01.06	Batch processing (Admin costs)	<p>As the Accounting team, I want the system to distribute income and expenses to employers, so I do not have to manually complete the task.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • Authorized users can change the distribution frequency within the system (e.g., monthly, quarterly) and select the posting date. • I can run a batch job to distribute the administrative costs for each employer. 	2

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		<ul style="list-style-type: none"> • I can run a batch job to distribute the investment income and expense for each employer. • The batch job has input parameters where I can enter data required to calculate the distribution, such as YID, prior quarter, and other revenue, etc. • The batch job can be run in a trial and final mode. The results are saved and can be retrieved later. • I can view and print the batch job results (summary and detail). • Validations are in place, preventing users from making updates to distributed items, after the distribution time has expired. • The batch job creates the corresponding GL entries, and the appropriate asset balances and funds are updated. • I can select in the system employers to exclude from the admin distribution i.e., Governor and Widow-31500. <p>Business Rules:</p> <ul style="list-style-type: none"> • Administrative costs and investment income can be distributed as chosen. • Employers are charged an administrative fee to cover the costs of administration for TCRS and EPPs. <ul style="list-style-type: none"> ○ For EPPs, the administrative cost is based on the number of retirees paid on the payroll. ○ For TCRS, the administrative cost is based on the number of active and retired employees. • EPPs are also charged a flat rate technology fee for 3 years after TCRS began providing administrative services for EPP. This fee will be phased out once TCRS is performing services for 10 EPPs. • The administrative and technology costs are factored into the employer’s average asset balance. 	

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • Updates to distributed items are not allowed once completed and posted. • Investment income and expense are distributed to employers on an average asset basis. 	
0107	Reports, Forms, & Letters (Invoice due dates)	<p>As the Accounting team, I want employers to receive invoices, so that they can submit payments accurately and on time in ESS.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system generates invoices and the corresponding due dates based on relevant information and criteria. • I can access and modify due dates for invoices in the system. • The system generates and sends notification / correspondence to the employer when an invoice status changes. • The system generates and sends invoice related correspondences / notifications to employers. 	2
0108	Workflow & Case Management	<p>As the Employer Outreach, I want to track delinquent employers, so that I can follow up with them.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system automatically sends notifications to employers who have delinquent monthly reporting. • I receive a report of delinquent employers after the monthly deadline has passed. • I can track delinquent employers based on criteria such as number and age of delinquent reports. 	2
0109	Employer Payment	<p>As the Accounting team, I want to apply a payment to an employer's report, so that their accounts reflect the latest transactions.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can select the employer deposit and corresponding invoices to process. • The system calculates the preliminary and final balances on the invoices and payment (including any penalties and other 	2

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		<p>administrative charges) before posting, so I can confirm accuracy.</p> <ul style="list-style-type: none"> • I can apply credits to current or future invoices. • I can cancel / reverse a deposit, if necessary. • I can enter notes in each transaction. • The system links payments to the transaction. • The system automatically generates an invoice with supporting details to be sent to the employer. • The system generates the corresponding GL entries, and asset balances are updated appropriately. 	
01.10	Workflow & Case Management	<p>As an Employer Reporting Specialist, I want to track penalty waiver requests, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can review waiver requests. • I can route waiver requests to the appropriate individual for review and approval. • The system tracks the request approval / denial. • The system generates and sends the employer a letter with the request decision. <p>Business Rules:</p> <ul style="list-style-type: none"> • Employers can request a penalty waiver for late filings. • The TCRS Director reviews waiver requests and decides if the waiver should be granted or rejected. 	2
01.11	Employer Payment	<p>As the Accounting team, I want to write off or cancel an invoice, so that I can accurately track and report financial transactions.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • There is a populated write-off date field within the system, which is prepopulated based on defined rules. • Authorized users can update the write-off date within the system. • I can leave a note in the system for each type of request. 	2

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		<ul style="list-style-type: none"> The system generates the corresponding GL entries, and asset balances are updated appropriately. When an invoice is cancelled, I want the system to generate remittance to the employer notifying them that the action has been performed. 	
01.12	Late Filing Penalty	<p>As an Employer Reporting Specialist, I want the system to automatically calculate late fees based on days past due, so that penalties are applied consistently.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system calculates the penalty amount according to the plan’s rules and policies. The system determines when penalties apply. The penalty formula and rules are configurable and can be updated by authorized users. <p>Business Rules:</p> <ul style="list-style-type: none"> Penalties are calculated based on the number of days the submission is delinquent within a 24-month rolling period. If the submission is less than 30 days delinquent, the penalty is 5.5% of the delinquent contribution amount. There is a minimum penalty of \$25 for submissions less than 30 days delinquent. For each additional 30 days delinquent, an additional 5% penalty is applied. The total penalty percent cannot exceed 25%. 	2
01.13	Accounting	<p>As the Accounting team, I want to reconcile origination and/or return files transmitted to/from the vendor bank to monies received, so that payments are confirmed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> TCRS can load the ACH data into the system. The system updates the payment record. The system generates detail and summary reports for ACH transactions. I can reconcile with the file to ensure the payment is correct. The system generates the corresponding GL entries, and the appropriate asset balances are updated. 	2

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		<ul style="list-style-type: none"> The system updates the invoice status if the payment is tied to an invoice. <p>Business Rule:</p> <ul style="list-style-type: none"> Cash Management and Pension Accounting complete a reconciliation between the EFT deposit transmitted to the vendor bank and the deposit files received from the vendor bank to ensure that the correct cash amount was received by the bank for all transactions that occurred for the pension funds. 	
01.14	Accounting	<p>As the Accounting team, I want to reconcile member returns, reversals, and letters of indemnities transmitted to the vendor bank to monies received, so that payments are confirmed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ACH returns, reversals, and letter of indemnities can be imported into the system from the vendor bank. The system reconciles ACH clearing transactions with payment records and updates the payment statuses. The system generates detail and summary reports for ACH clearing transactions. The system generates the corresponding GL entries, and the appropriate asset balances are updated. 	2
01.15	Payments	<p>As the Accounting team, I want to reconcile payments, so that the GL accounts are properly updated.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system generates GL transactions for the payment based on how the original payment was issued. <p>Business Rules:</p> <ul style="list-style-type: none"> The GL transactions for payments are based on how the original payment was initially issued (EFT or Check). 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Issued by EFT → Replacement payment reduces ACH Clearing account rather than Net Benefit Payable (NBP) ○ Issued by Check → Replacement payment reduces NBP instead of ACH Clearing account. ● Supplemental weekly payroll is usually a replacement payment. There are ~30 - 40 replacement payments per month. 	
01.16	System Data (GL account mapping)	<p>As the Accounting team, I want financial transactions to be mapped correctly to employer accounts and corresponding fund, asset balance, and GL account codes, so that TCRS’s financial tracking and reporting is accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● Authorized users can configure mappings of transaction categories to employer, fund, and GL account codes for automatic posting. ● Authorized users can set rules mapping contribution sources to appropriate revenue accounts in the GL Payments and expenses are mapped to GL expense and liability categories based on transaction attribute. ● The system has validation checks to prevent invalid, duplicate, or conflicting codes and mappings. ● The system provides effective dates for each mapping and maintains a history of the GL mappings. ● Authorized users can update GL mappings. The system has audit trail information. ● The system has controls and approval workflows established around maintaining GL mapping rules, so integrity is protected. ● GL activity updates appropriate EE or ER Assets. ● I can view current and historical mapping data. I can specify how I want to view this data by using filters (e.g., by employer, by fund, etc.). 	2
01.17	Payment Maintenance (QEBA)	As the Accounting team, I want to update payment fund source for QEBA recipients, so that payroll source and financial tracking and reporting are accurate.	2

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No.	Feature	Requirement	Flexibility
		<p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system will generate the corresponding GL transactions that correspond to the employer and payroll fund source, and the appropriate asset balances are updated. 	
0118	Payment Maintenance (QEBA)	<p>As the Financial Services team, I want to update payment fund source for QEBA recipients, so that payroll source and financial tracking and reporting are accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can update the retiree and beneficiary benefit accounts to change the payment fund source (payroll) from TCRS to the QEBA trust when applicable. The system correctly generates the correct tax forms based on payroll fund source (1099R, W-2, etc.). <p>Business Rule:</p> <ul style="list-style-type: none"> The portion of the TCRS pension benefit amount that exceeds the IRC 415(b) limit is paid from the QEBA trust. 	2
0119	Accounting (Year-end closing)	<p>As the Accounting team, I want to finalize transactions for each fiscal year-end, so that TCRS’s financial tracking and reporting is accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system has year-end processes to assign transactions to a specified fiscal year-end based on transaction date rather than posting date. The system does not allow prior fiscal year transactions to be modified. 	2
0120	Accounting	<p>As a Pension Accountant, I want to allocate bridge contributions to employers, so that they can be included in their asset balance.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system stores the bridge contribution rate and I can update the bridge contribution rates as needed. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system calculates the bridge contribution amount based on salary and bridge contribution rate. I can run a process to allocate the bridge contribution amount to the employer’s assets. I can query the bridge contribution amount allocated to the employer’s assets. The system automatically stores any excess of the employers’ contributions. <p>Business Rules:</p> <ul style="list-style-type: none"> For public safety officers, the State contributes an amount above the contribution rate for other state employees, and these additional funds are held in a separate account. Currently, Employers 30075 & 30078 have this provision. At any reporting period, the amount of “bridge” contributions is transferred from the state’s employer reserve account to the bridge reserve account. 	
0121	Accounting	<p>As the Accounting team, I want to enter an excess payment, so that the excess amount can be tracked and returned.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system allows excess payments to be entered on the day a check is deposited. Excess payments are tracked until approved for return. A memo is generated requesting return of funds. I can return funds to members and employers. The system will generate the corresponding GL transactions and the appropriate asset balances are updated. <p>Business Rule:</p> <ul style="list-style-type: none"> T CRS can discover that funds need to be returned the day a check is deposited by Pension Accounting, and the Staff Accountant can enter the Excess Pay that day. 	2

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No.	Feature	Requirement	Flexibility
01.22	Accounting	<p>As a Pension Accounting Manager, I want to approve excess funds for returns, so that funds are returned in a timely manner.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can approve or deny excess payments, after the entry. • The system provides a list of rejection reasons that authorized users can use, create, update, and manage. • I have the option to select one or more rejection reason(s) from a list, and the selected rejection reason(s) are automatically populated into a system-generated letter. • The system initiates the return of excess funds upon the approval of the request. 	2
01.23	Federal Tax Reporting	<p>As the Accounting team, I want to submit federal tax payments to the IRS, so that we remain compliant with tax regulations.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can run reports to identify manual adjustments to be made to the expected tax owed (e.g., canceled payments). • Canceled payments eligible for credit are applied prior to calculating the federal tax payment amount. • Credits for current year canceled payments are only applied if the net payment has been recovered and after five business days. • I can write off federal tax overpayment invoice if the member pays the overpayment invoice but not the federal tax overpayment invoice. The write-off amount can be used as a tax credit for current calendar year payments only. • I can refund any federal tax overpayments back to the member. • I can run reports to identify the total amount of federal income tax owed for a specific payroll. <p>Business Rules:</p> <ul style="list-style-type: none"> • A federal tax payment must be submitted to the IRS by calendar year-end; however, best practice 	2

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No.	Feature	Requirement	Flexibility
		<p>is to submit the payment on the day of an associated TCRS payroll requiring withholdings.</p> <ul style="list-style-type: none"> • Canceled payments eligible for credit can be used to reduce the federal tax payment amount. • Credits can only be applied for current year-canceled payments, where the net payment has been recovered and after five business days. • To recoup an overpayment, a member is issued two invoices: <ol style="list-style-type: none"> 1. an overpayment invoice for the net amount, and 2. a federal tax overpayment invoice. • If the member only pays the overpayment invoice, the federal tax invoice is written off and used as a tax credit for current calendar year payments only. • For EPPs, the federal tax amount owed is paid by voucher by Pension Accounting in Edison to the EPP, and the EPP make the payment to the IRS. 	
0124	Accounting	<p>As the Accounting team, I want to enter direct accounting adjustments, so that that TCRS’s financial tracking and reporting is accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system allows authorized users to enter direct accounting adjustments. • The system generates the appropriate GL transactions, and the appropriate asset balances are updated. 	2
0125	Accounting	<p>As the Accounting team, I want to adjust member contributions or interest, so that members’ benefits are accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • Authorized users can make adjustments to members contributions or interest. • Changes to the members’ record are recorded in the audit log. 	2

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System Requirements

No.	Category	Requirement	Flexibility
01.26	Usability	The system will have the ability to allow Pension Accounting users to use intuitive tools to set up or modify GL mappings based on TCRS, SRs, and EPPs' chart of accounts.	2
01.27	Usability	The system will have the ability to manage multiple versions of chart of account mappings to support historical balancing needs.	2
01.28	Usability	The system will have the ability to categorize transactions by type so they can be mapped to general ledger accounts and update the appropriate asset balances.	2
01.29	Workflow & Case Management	The system will have the ability to put certain general ledger transactions in a pending status, according to TCRS's business rules, until they are approved / rejected.	2
01.30	Reports, Letters & Forms	The system will have the ability to produce any date range general ledger reporting for account reconciliation purposes.	2
01.31	Accounting	The system will have the ability to process necessary year-end closing adjustments and accruals for accurate financial statements.	2
01.32	Reports, Letters & Forms	The system will have the ability to produce fully auditable historical transaction listings to support financial audits.	2
01.33	Accounting	The system will have the ability to support both the cash and accrual -based accounting needs of stakeholders.	2
01.34	Batch Processing	The system will have the ability to produce accounting trial balances by periods for validation prior to reporting.	2
01.35	Reports, Letters & Forms	The system will have the ability to generate an employer account billing statement with itemized details for supporting information such as member -level adjustments reported by the employer.	2

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No.	Category	Requirement	Flexibility
01.36	Batch Processing	The system will have the ability to assign a unique general ledger batch number to which all transactions contained in that batch will be associated. The batch number can be used to trace back from the general ledger summary transaction to the detailed transaction in the member record.	2
01.37	Employer Data	The system will maintain reserve balances for both employer and employee assets for each employer retirement plan.	2
01.38	Employer Data	The system will allow visibility to reserve balances and allow appropriate reporting on balances.	2

02– Actuarial Reporting

Actuarial reporting extracts data from the system on TCRS members in order to provide the needed information for the actuary's valuations, employer contribution calculations and experience studies. The results of the actuary's calculations, including the updated employer contribution rates for the next fiscal year, are then input back into the system. These reports facilitate the determination of funding requirements and obligations for the statewide, teachers, and local government sponsored pension plans.

User Story Requirements

No.	Feature	Requirement	Flexibility
02.01	Batch Processing	<p>As TCRS, I want to run extracts for a fiscal year, so we can send the files to the Actuary.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can select which extract to run (e.g., active, retiree, etc.) • I can specify the date range to use in the query. • I can view the status of the batch job in real time including number of records exported. • The resulting datafile meets the expected file and field-level requirements (e.g., format, type). • The resulting datafile is saved on the system. • I can delete an extract that has been run. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can rerun an extract with the same input parameters. This will create a separate instance of the export. • I can save the resulting datafile to an external location. • I can query on the history of exports created, by type, date, status, and view / access the resulting datafile for any given export. 	
02.02	Validation	<p>As TCRS, I want to peer review the extracts, so that the Actuary receives correct valuation data.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> • The extract is accompanied by a report with detail level control totals and error / warnings messages. • Sample records can be pulled and cross-checked against the source pension system during extract testing, including calculated values. • Any financial totals summed and included in extracts can be recalculated and compared to system reports for accuracy. 	2
02.03	Batch Processing (Actuarial and Experience Study extracts)	<p>As TCRS, I want to run various actuarial and experience study extracts for a fiscal year, so we can send the files to the Actuary.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can select which extract to run for a population (e.g., active, retiree, etc.): <ul style="list-style-type: none"> ○ Actuarial Extract ○ Experience Study • The Experience Study extract can be run for single or multi-year periods. <p>Business Rules:</p> <ul style="list-style-type: none"> • For the Actuarial Extract: <ul style="list-style-type: none"> ○ Separate extracts are generated for Actives and Retirees. ○ Separate row for each employer / retirement type combination for each member meeting criteria to be on file. • For the Experience Study Extract: <ul style="list-style-type: none"> ○ Separate experience studies are performed for Actives and Retirees. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Each extract has a baseline row for each member (previous year of actuarial or experience study) and compares that to the report parameter year’s data. ○ These extracts highlight changes on specific member data fields plan such as employment status, salary, service, etc., and year-over-year. 	
02.04	Batch Processing (Employer assets and provisions)	<p>As TCRS, we want to provide an extract of employer assets and provisions data, so we can send the files to the Actuary.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● I can generate an extract of all Political subdivision (polisub) plans and provisions data if they participated in the plan during the fiscal year. <p>Business Rule:</p> <ul style="list-style-type: none"> ● This extract only applies to the Polisub employers (~600 employers). 	2
02.05	Batch Processing (Employer assets and provisions)	<p>As TCRS, we want to run the Actuarial Outbound Employer Rate Extracts for a fiscal year, so we can send the files to the Actuary.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● I can generate an extract that contains employer contribution rate data related to a specified fiscal year. <p>Business Rule:</p> <ul style="list-style-type: none"> ● The Actuary uses this data to produce the Annual Inbound Employer Rate extract. It has the same layout for the EE rates as the Actuarial Inbound Employer Rate Extract. 	2
02.06	Interfaces	<p>As TCRS, we want to load the Inbound Employer Rate Extract from the Actuary, so that the employer contribution rates are updated for the upcoming fiscal year.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● I can import the inbound Actuary file for each population, by plan year. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • The system performs various validations on the import such as file format, filed format, field valid, or acceptable values, etc., and produce a resulting error / warning report. <ul style="list-style-type: none"> ○ Records without errors / warnings will load into the database. ○ Records with errors / warnings will be held in a pending status until the data issue is resolved. • I can modify loaded rates, as needed. • There is an audit trail when rates are loaded or changed. <p>Business Rules:</p> <ul style="list-style-type: none"> • Actuarial Determined Contribution (ADC) employer and employee rates for the upcoming fiscal year are calculated by the Actuary for each employer classification, legacy plan rate, hybrid rate, and the rate to be added to certain retirement types, to subsidize the public safety bridge. • If a Polisub employer certifies at a higher elected rate and they have a Legacy plan Bridge PSO provision, 3.5% must be added to their Bridge PSO rate. • There is a different Bridge PSO rate calculated by the Actuary each year for Hybrid and Hybrid with Cost Control plans with the PSO provision. • This file must be loaded in the system no later than June 30th. Manual rate updates must be completed before July month-end. 	
02.07	Reports, Forms, & Letters	<p>As a Pension Accountant, I want to run an extract of employer asset activity for a specified fiscal year, so we can use that data to create files to send to the Actuary.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can generate an extract that contains employer asset activity during a specified fiscal year. This extract is used as the foundation of workbooks sent to the Actuary: <ul style="list-style-type: none"> ○ Assets by Agency ○ EE ER Assets 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The extract also lists information separately for those employers that combine assets under a master employer code. <p>Business Rules:</p> <ul style="list-style-type: none"> The Actuary needs the data for asset smoothing calculations of TCRS assets, support for GASB and actuarial reporting. It is also used for the Asset Smoothing schedules on the ACFR. EE ER Asset data shows information in a condensed manner that is separated between employee and employer assets, taking into consideration the public safety bridge contribution transfers and other adjustments (as needed) vs. combined as shown on the Assets by Agency schedule. Occasionally there are other values that need to be adjusted in the workbook such as data fixes that have not been completed yet but affect contributions. ORP contribution transfers are categorized as 'Other ER Contributions'. 	

System Requirements

No.	Category	Requirement	Flexibility
02.08	Reports, Forms, & Letters	The system will have the ability to allow TCRS users to define and produce extract files and reports in various file formats.	2
02.09	Reports, Forms, & Letters	The system will have the ability to maintain separation of member statuses that a member can have when producing the actuarial extract files. For example, an active member can receive a distribution as a beneficiary. The data related to each member status must be reported in the corresponding actuarial extract file.	2
02.10	Interfaces	The system will have the ability to properly populate interfaces and reports when an individual has multiple relationships in the plan. For example, a person can be both a member and a survivor and should appear on both the Active and Retiree extracts.	2

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No.	Category	Requirement	Flexibility
02.11	Usability	The system will have the ability to allow TCRS users to modify the logic and selection criteria used to extract data without requiring assistance from the system vendor, e.g., the ability to extract and or map new plans, member status, etc.	2
02.12	Usability	The system will have the ability to allow TCRS users to add, change, or remove the data fields included in data extracts.	2

03– Benefit Calculations

Benefits calculation utilizes member data including contributions, wages, service credits, compensation, and plan details to accurately determine pension eligibility and monthly pension amounts for various benefit types.

User Story Requirements

No.	Feature	Requirement	Flexibility
03.01	Benefit Data (Contribution and wages)	<p>As a Service Counselor, I want to view a member’s complete contribution and wage history, so I can identify data that needs to be sent to be reviewed, verified, or confirmed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The member’s contribution and wage history are displayed in a logical and consolidated summary view. • I can navigate to the underlying data and back to the summary easily. • I can print / export the member’s contribution and wage history. • I can manually add / edit wages provided by the employer, if needed. 	2
03.02	Benefit Calculation	<p>As a Service Counselor, I want the estimate calculation to project service credits and salary if the final data is not on file, so that I do not have to enter this data manually.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • The system has logic to determine whether an estimate is eligible for projected service credits or salary. • If an estimate can use projected service credits or salary, the system will calculate the projected service credits and salary. I have the option to: <ul style="list-style-type: none"> ○ Choose whether or not to use projected data in the calculation. ○ Override estimate input values for certain prepopulated fields such as AFC, service, beneficiary DOB to be used in the calculation. • I want the estimate to generate calculation details, so I can audit the estimate. • I want to be able to create custom estimates for Judges, General Assembly members, and other VIP's manually if necessary. 	
03.03	Benefit Calculation (Creditable service)	<p>As a Service Counselor, I want the system to calculate the different types of creditable service correctly, so that I don't have to calculate them manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system uses the provided employer data to calculate creditable service. • The system can calculate and store different types of service credit. Examples include: <ul style="list-style-type: none"> ○ Military Service Credit ○ Authorized Leave of Absence ○ Part-Time Service • The system limits the total months of service credits earned by a member in a plan year to 12 in a calculation. • The system displays a warning if a member has more than 12 service credits reported for a year. • I can manually add / edit service credit provided by the employer, if needed. • I want the system to factor in purchased service when determining total service credits, so that all eligible time is included. • I can enter and adjust service dates as needed. • The system flags service amounts that don't align with employment dates, so that discrepancies can be investigated. 	2

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No.	Feature	Requirement	Flexibility
		<p>Business Rule:</p> <ul style="list-style-type: none"> • A member cannot receive more than 12 months creditable service in a given year. 	
03.04	Benefit Calculation (Vesting service)	<p>As a Service Counselor, I want the system to determine the member’s vesting status, so that their retirement eligibility can be verified.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system determines vesting status according to the plan rules. The system takes into account purchased service. • The system accurately determines vesting when the member works with multiple employers with different vesting schedules. • The system changes a member’s vesting status to non-vested if the member is inactive and non-vested for 7 years. <p>Business Rules:</p> <ul style="list-style-type: none"> • State employees, K-12 public-school teachers, and higher education employees become vested in TCRS with at least 5 years of creditable service with a TCRS-covered employer. • Political subdivisions have a vesting period of 10 years and must pass a resolution to allow 5-year vesting. • Judges become vested with 8 years of service. • General Assembly members become vested with 4 years of service. • A member loses membership when the member is not vested and leaves employment for more than 7 years or takes a refund of their account balance. • Any state employee who was employed with the state prior to 1/1/1979 and terminated between 1/1/1979 and 12/31/1979 are vested with 4 years of service within limitations of the eligibility requirements of TCA 8-36-204. 	2
03.05	Benefit Calculation (AFC)	<p>As a Service Counselor, I want the system to calculate the AFC correctly, so that manual effort is reduced.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system is configured to include or exclude salary in the AFC calculation based on the plan rules. Examples include the following: <ul style="list-style-type: none"> Include salary during Return-To-Work (RTW) 401(a)17 FAS I can see the details of the AFC calculation, including both the regular and 401(a)17 FAS, so that I can audit the calculation. I can print off / export the member's AFC calculation including the breakdown information. <p>Business Rule:</p> <ul style="list-style-type: none"> AFC = annual average of the member's highest sixty (60) consecutive months of earnable compensation. *AFC might be less than 60 months in a Return-to-Work scenario. 	
03.06	Benefit Calculation (Unused sick leave)	<p>As a Service Counselor, I want the system to include any unused sick leave in the calculation, so I don't have to manually add it.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system includes any unused sick leave periods in the calculations provided on contribution records or employer certifications. The system converts sick leave hours into creditable service based on system rules. I can adjust or update sick leave hours as needed. The system generates a warning, prompting me to take action to add the certified sick leave amount, if a certified unused sick leave document is on file. <p>Business Rule:</p> <ul style="list-style-type: none"> Unused sick leave conversion to retirement service formulas are as follows: <ul style="list-style-type: none"> 12-month employees: # sick days ÷ 20 / contract period 12 * 12 11-month employees: # sick days ÷ 20 / contract period 11 * 12 10-month employees: # sick days ÷ 20 / contract period 10 * 12 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ 9-month employees: # sick days ÷ 20 / contract period 9 * 12 ● If sick leave is certified in hours, divide number of hours of sick leave by how many hours the member worked in a day. UT and Department of Safety employees always work 8-hour days. 	
03.07	Benefit Calculation (Early retirement factor)	<p>As a Service Counselor, I want the system to calculate and apply early retirement reduction factors, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● The system has configurable early retirement tables and formulas (no hardcoding). ● The system calculates and applies early retirement reduction factors according to plan rules. ● The system allows me to override the reduction factors, as needed. ● Reduction factors are included on correspondences to members. ● Reduction factors are viewable on the benefit estimates through the self-service portal. <p>Business Rules:</p> <ul style="list-style-type: none"> ● Early Service Retirement for Legacy Plan Members: <ul style="list-style-type: none"> ○ With at least 10 years of service or 5 years with provision: <ul style="list-style-type: none"> ▪ Any member who has attained age 55 and vested is eligible for an early service retirement allowance. Benefits are computed in the same manner as a service retirement allowance except there is a permanent reduction of 0.4% for each month the member's date of early retirement precedes his / her service retirement date. ▪ If a member retires on an early service retirement at age 59 with 20 years of service, benefits would be computed as if the member were retiring one year early based on his / her age, rather than on his / her years of service since this 	2

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		<p>would provide the member with a larger benefit. For determining an early service retirement allowance, the reduction factor most favorable to the member is used.</p> <ul style="list-style-type: none"> ○ With less than 10 years of service: <ul style="list-style-type: none"> ▪ Upon reaching age 55, a vested member with less than 10 years of service is eligible for a retirement allowance. The member's benefit is reduced for early retirement as described above. In addition, his / her benefit shall be limited to the following percentages of the early retirement allowance: <ul style="list-style-type: none"> • 5 years of service = 25% • 6 years = 40% • 7 years = 55% • 8 years = 70% • 9 years = 85% • 10 years = 100% • 25-year early retirement for Legacy Plan Members: • Members with 25 years of service who are not at least 55 years of age. • These members will have the normal early factor reduction with a permanent reduction of 0.4% for each month the member's date of early retirement precedes his / her service retirement date AND a 25-year early reduction based on an actuarial equivalent of the retirement benefit that would have been paid at 55 years of age (Employers must have the 25-year provision for employees to be eligible for this calc). • PSO-25 Benefit: Police officers, firefighters, state correctional officers, emergency communications and medical services personnel, and local government correctional officers retiring on or after the dates listed below shall be eligible for an early service retirement benefit option in any type of plan offered by TCRS, upon completion of 25 years of service and irrespective of the age of the member at the time 	

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		<p>of retirement. This is a permanently actuarially reduced benefit.</p> <ul style="list-style-type: none"> ○ Police officers and firefighters retiring on or after January 1, 2020. ○ State correctional officers and emergency medical services personnel retiring on or after January 1, 2021. ○ Local government correctional officers retiring on or after January 1, 2022. ○ Emergency communications personnel retiring on or after January 1, 2023. ● Early Service Retirement for All Other Plan Members: The benefit is computed in the same manner as a service retirement benefit except there is a permanent actuarial reduction determined by how far the member is away from Service Retirement at the date of retirement. ● Judges and members of the General Assembly do not have an early reduction factor. They are first eligible retire at full service. 	
03.08	Benefit Calculation (Maximum Benefit)	<p>As a Service Counselor, I want the system to calculate the Maximum Benefit Accrual, so that the member's benefit is not overstated.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● The system calculates the maximum benefit amount payable for members, based on plan rules. ● The system displays a message when the regular benefit amount is over the maximum benefit amount. ● I can view the member's unreduced maximum benefit amount for comparison and auditing purposes. ● The system clearly labels the unreduced maximum benefit amount separately from the actual benefit amount after reductions. ● I can see both the regular and maximum benefit amount so that I can audit the calculation. <p>Business Rules:</p> <ul style="list-style-type: none"> ● Hybrid Plan: 	2

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		<ul style="list-style-type: none"> ○ The maximum annual base benefit payable at retirement (under either service or early service retirement) is limited to the lesser of 90% of the member's AFC or the base benefit in effect at the time of the member's retirement but subject to adjustment based on the cost-of-living provisions of the plan, which are addressed in the Cost-of-Living Adjustments After Retirement section below. ● Legacy: <ul style="list-style-type: none"> ○ Under Tennessee state law, the maximum annual base benefit payable at retirement (under either service or early service retirement) is limited to 90% of the member's AFC. (94.5% of the member's AFC, if the employer has the Benefit Improvement Plan). ○ The maximum annual base benefit payable at retirement for state judges is limited to 75% of the member's AFC. ○ For AE65 calculations, the benefit payable at retirement is limited to 75% of the member's AFC (before applying the AE65 factor). The AE65 AFC can never exceed 100% of the member's regular AFC. 	
03.09	Benefit Calculation (Minimum Legacy Benefit)	<p>As a Service Counselor, I want the system to calculate the Minimum Benefit Amount (when applicable), so that the member's benefit is not understated.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● The system calculates the minimum benefit amount payable for members, based on plan rules. ● The system displays a message when the regular benefit amount is less than the minimum benefit amount. ● I can see both the regular and minimum benefit amount so that I can audit the calculation. <p>Business Rule:</p> <ul style="list-style-type: none"> ● The minimum retirement allowance payable to any member who has 10 years or more of creditable service and who has met the conditions for early or service retirement is \$8 	2

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		per month multiplied by the number of years of creditable service. The minimum retirement allowance is \$7 per month for members who retire with less than 10 years. Political subdivisions may adopt one of two optional provision that increases the minimum benefit amount. Based on the COLA, the enhanced minimum benefit changes each fiscal year.	
03.10	Benefit Calculation (Accrual factor)	<p>As a Service Counselor, I want the system to apply the correct accrual factor based on the plan rules, so I don't have to figure it out manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system applies the correct accrual factor for each plan based on the plan rules. • The system allows the accrual factors to be updated, by the appropriate user role, based on any future plan changes. <p>Business Rules:</p> <ul style="list-style-type: none"> • Legacy: <ul style="list-style-type: none"> ○ All employer: Benefit accrual factor = 15% ○ Judges: Benefit accrual factor of 2.5% • Hybrid with Cost Controls: <ul style="list-style-type: none"> ○ Benefit accrual factor = 10%. ○ Hybrid with cost controls plan benefit accrual factors could be lowered due to the cost control structure of the plan. ○ Judges: Benefit accrual factor is 1.6% • Hybrid without Cost Controls: <ul style="list-style-type: none"> ○ Benefit accrual factor = 10%. • Alternate Defined Benefit Plan (ADB): <ul style="list-style-type: none"> ○ Benefit accrual factor = 14% 	2
03.11	Benefit Calculation (Benefit formula)	<p>As a Service Counselor, I want the system to apply the correct benefit formula to calculate benefits for each plan that the member participated in, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system applies the correct benefit formula for each plan based on the plan rules. • The system only applies the additional increase when the member is above the SSIL and omits 	2

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		<p>the additional increase in benefits when the AFC salary is less than SSIL.</p> <ul style="list-style-type: none"> • The system displays how the benefit was calculated with the factors used in the calculation. • The system allows the benefit formulas to be updated, by the appropriate user role, based on any future plan changes. <p>Business Rules:</p> <ul style="list-style-type: none"> • Legacy: <ul style="list-style-type: none"> ○ Early monthly retirement benefit = $15\% \times \text{AFC} \times \text{creditable service} / 144 \times \text{early retirement factor} \times 25\text{-year early retirement factor (as applicable)} \times \text{vesting factor (as applicable)} \times \text{Benefit Improvement Factor (as applicable)}$. ○ If a member has an AFC above the social security integration level applicable at the time of retirement, the excess amount is multiplied by .25%, then multiplied by the number of years of the member’s creditable service before being added to the member’s benefit. • Public Safety Officers PSO (with provision 54) members whose employers have provision 54 can retire unreduced with 25 years of service at age 55. The system should be able to automatically recognize the provision and the alternate calculation. <ul style="list-style-type: none"> ○ If a member is 55 but has less than 24 years, the 4/10% reduction applies to the benefit and the bridge amounts. ○ If the member has 25 years but is less than 55 – 1 reduction, the 25- year early reduction applies to the benefit and the bridge does not begin until the member is age 55 – no reduction is applied to the bridge. • Hybrid: <ul style="list-style-type: none"> ○ Annual retirement benefit = $10\% \times \text{AFC} \times \text{creditable service} / 144 \times \text{early retirement factor}$ • Alternate Defined Benefit Plan (ADB): 	

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		<ul style="list-style-type: none"> ○ Annual retirement benefit = $14\% \times AFC \times \text{creditable service} / 144 \times \text{early retirement factor}$ 	
03.12	Benefit Calculation (Public safety bridge benefit)	<p>As a Service Counselor, I want the estimate calculation to include the public safety bridge benefit amount, so that I do not have to enter this data manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system calculates the public safety bridge benefit and limit using the defined plan rules. • Authorized users are able to add and remove retirement types to benefits eligible for bridge benefits. • The system calculates the appropriate start and end dates for the public safety bridge benefit. • The system displays the public safety bridge benefit amount separately from the regular benefit amount. • The bridge benefit eligibility start date is not changed by a member selecting the 25-year reduced retirement option. <p>Business Rules:</p> <ul style="list-style-type: none"> • $\text{Monthly bridge} = AFC \times .0075 \times \text{months of service} / 144$ • $\text{Monthly bridge limit} = AFC \times 22.5\% / 12$ • The same AFC and service credit calculation will be used for the public safety bridge benefit and the regular benefit. • The supplemental bridge benefit is effective upon the member's date of retirement or the first day of the month following the member's 55th birthday, whichever is later and will end the first day of the month following the member's 62nd birthday. • The earliest the bridge benefit will begin is at age 55, regardless of whether the police officer and/or firefighter chooses to retire on the reduced allowance after 25 years of service. 	2
03.13	Benefit Calculation (PSO Benefit)	<p>As a Service Counselor, I want the system to calculate the 25-year actuarially reduced benefit, so I do not have to calculate the benefit amount manually.</p>	2

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		<p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system calculates the 25-year actuarially reduced benefit amount payable for members, based on plan rules. • The system ensures that a bridge benefit is not available, if the PSO 25-year actuarially reduced benefit is available. • The system validates that the benefit is permanently reduced because the member is retiring earlier than normal retirement eligibility. • The system validates that the reduced benefit is calculated to be actuarially equivalent to the normal retirement benefit. <p>Business Rule:</p> <ul style="list-style-type: none"> • The service retirement allowance will be permanently reduced to be actuarially equivalent to the member’s projected service retirement allowance. 	
03.14	Benefit Calculation (AE65)	<p>As a Service Counselor, I want the system to calculate AE65 payment, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system calculates the AE65 amount, as well as the regular benefit amount for eligible members. • The system displays the AE65 benefit as a separate amount from the regular benefit amount. • The system to automatically selects the benefit that is higher for the member as the payable benefit. <p>Business Rules:</p> <ul style="list-style-type: none"> • The member must have been a member of the retirement system prior to July 1, 2011. • The member must have worked at least on full month past the age 65. • The age at date of retirement will be at least 65 years and 1 month. • The member must have salaries reported far enough past age 65 that the service retirement benefit AFC will be different from the AE65 AFC. 	2

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		<ul style="list-style-type: none"> The member must have remained in service after age 65. The member must have been vested at age 65. <ul style="list-style-type: none"> Prior service established after age 65 cannot be used for vesting. All prior service credit must be established before age 65. Sick leave is not creditable towards AE65 eligibility but can be credited to total service credit on a AE65 benefit. 	
03.15	Benefit Calculation (Benefit options)	<p>As a Service Counselor, I want the system to calculate all applicable retirement benefit options, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system displays all eligible benefit options, including the single life annuity plan, a reduced joint and survivor option, social security leveling option, or lump sum, if applicable. The system will calculate the monthly benefit for the member and the beneficiary(s) by applying an actuarial reduction to the member only monthly benefit based on the ages of the retiree and the beneficiary(s) at retirement. The system equally splits the monthly survivor benefit between all beneficiaries for their lifetimes. The system pulls in the Social Security Estimated amount at age 62 to apply the proper additions and reductions based on the Social Security Option reflected. <p>Business Rules:</p> <ul style="list-style-type: none"> Benefit Options: <ul style="list-style-type: none"> Single Life Annuity Social Security Leveling 100% Joint & Survivor 100% Joint & Survivor with Pop Up 50% Joint & Survivor 50% Joint & Survivor with Pop Up Lump Sum In accordance with Section 401(a)(9)(G) of the Code and Treas. Reg. § 1401(a)(9)-6, Q&A-2(c) (as 	2

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		<p>well as the Table set forth therein), the 100% option will only be available to a Participant whose Designated Beneficiary is: (1) his Spouse, or (2) a Contingent Annuitant who is less than 11 years, minus the difference between the Participant's age and 70, younger than the Participant.</p> <ul style="list-style-type: none"> • Small Benefit Cash Out: <ul style="list-style-type: none"> ○ If the member's monthly benefit is under \$10, the member will receive an actuarial equivalent lump sum, regardless of the member's DOM. • DOM before 07/01/2001: <ul style="list-style-type: none"> ○ If the member's monthly benefit is over \$10 but less than \$75, the member will receive an actuarial equivalent lump sum payment or the monthly benefit. • DOM on or after 07/01/2001 and before 07/01/2013: <ul style="list-style-type: none"> ○ If the member's monthly benefit is over \$10 but less than \$50, the member will receive an actuarial equivalent lump sum. ○ If the member's monthly benefit is between \$50 and \$75, the member has a choice between the monthly benefit or a lump sum. • DOM on or after 07/01/2013: <ul style="list-style-type: none"> ○ If the member's monthly benefit is over \$10 but less than \$75, the member will receive an actuarial equivalent lump sum payment. 	
03.16	Benefit Calculation (Automation)	<p>As a manager, I want the capability to set up automatic approval levels, so that Service Counselors do not have to review every calculation.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system has configurations to allow for straight through processing including, but not limited to: <ul style="list-style-type: none"> ○ Calculation type (e.g., retirement, disability, etc.). ○ Benefit amount thresholds. ○ Plan Design (e.g., members with only one employer or plan, certain approved employers). 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • Authorized users have the ability to update parameters as needed to the following (but not limited to): <ul style="list-style-type: none"> ○ Calculation type ○ Benefit amount thresholds • I can batch add flags to multiple records that should be included or excluded from automation, if needed. • I can flag both individual records to be included or excluded from automation, as needed. • I can configure auto-approval or straight through processing rules based on user roles. • The system generates accuracy ratings to each Service Counselor. • I can review accuracy ratings for each Service Counselor. • The system updates auto-approval or straight through processing rules as accuracy ratings change. • The system requires manual review for complex benefit cases, as defined by TCRS. • I can perform periodic random sampling (spot checks) to validate a sample of auto-approvals. • I can override auto-approvals with manual adjustments as needed. • The system logs any changes made to the auto-approval rules. 	
03.17	Member Information	<p>As a Service Counselor, I want to view and edit information about the member, so that I can verify benefit options.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can view and edit information about the member, including, but not limited to: <ul style="list-style-type: none"> ○ Date of death ○ Date of marriage ○ Member’s current plan status ○ If an active member has died, whether the death was In the Line of Duty (ILOD) or not ○ Supporting documentation such as birth, marriage, and death certificates 	2

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		<ul style="list-style-type: none"> I can use the system search function to locate the member or beneficiary using name or taxpayer ID. The system will display all occurrences of the individual on file (e.g., exists as a member and a beneficiary). I can indicate which supporting documents have been received and accepted (e.g., death certificate). I can enter account notes for reference and record keeping purposes. 	

System Requirements

No.	Category	Requirement	Flexibility
03.18	Benefit Calculation (Estimates)	The system will have the ability to apply option factors based on the factor effective date (historic or future-dated) and estimate calculation date.	3

04 – Benefit Estimates

Benefit estimates calculate projected pension payouts for members using current data available. These estimates aim to provide the most precise future benefit forecast possible for members.

User Story Requirements

No.	Feature	Requirement	Flexibility
04.01	Audit	<p>As a Service Counselor, I want to be able to view all of benefit estimates generated, so that I can audit them.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can distinguish easily between estimates generated internally and member self -service. I can see benefit estimates generated internally and by the member from the self -service portal, including calculation details. I can make corrections to either the benefit estimate generated internally or by the member from the self -service portal , as needed. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can send an estimate request to an additional service counselor for corrections. • I can see the corrections made by another service counselor. • I can approve the corrections. 	
04.02	Reports, Forms, & Letters	<p>As a Service Counselor, I want to generate an audited benefit estimate, so that I can send the estimate to the member.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> • I can generate benefit estimates in the system. • I can edit the system-generated estimate document and save my edits, if necessary. • I can send estimate documents to the member in their communication preference. • I can add notes to the member's account. • The system saves estimates and uploads related documentation in the member's account. 	2
04.03	Estimate Calculation	<p>As a Service Counselor, I want to calculate a member's benefit estimate, so I can fulfill the member's request.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The member can accurately calculate estimates in the member portal. • I can see all estimate data fields when running the estimate. • The new system can pull in all required data automatically. • I can modify any data in the estimate. • I can start a benefit estimate, save, and resume at a later time without losing any of the information that was already inputted. • I can utilize overrides, within the system, as needed. • I can run multiple benefit estimates within the same workflow / task. • I can create a verification task so another TCRS staff member can review the estimate, if needed. 	2
04.04	Workflow & Case Management	<p>As a Service Counselor, I want to be notified when a member requests an audited benefit estimate, so I can assist with completing the request.</p>	2

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No.	Feature	Requirement	Flexibility
		<p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system displays the member’s earliest projected retirement date, without having to run any manual calculations. • The system displays a message if the member is not eligible for an audited estimate (e.g., member is within 3 - 5 years of being eligible to retire). <ul style="list-style-type: none"> ○ If the member is ineligible, I can reject the request. • I can communicate with the member via the self-service portal to obtain any missing information that I need to complete the benefit estimate. • I can communicate with the employer via the ESS portal to obtain or clarify information I need to complete the benefit estimate. • I can view when the last audited estimate was generated. 	
04.05	Audit	<p>As a Service Counselor, I want to audit the member’s account, so the estimate calculation is accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can review data, such as: <ul style="list-style-type: none"> ○ Marital status ○ Beneficiary designation ○ Employment history ○ Contribution history ○ Wage history ○ Service history ○ Supporting documentation ○ Service purchase history 	2

System Requirements

No.	Category	Requirement	Flexibility
04.06	Benefit Calculation (Estimates)	The system will have the ability to generate benefit estimates using real-time data in the system.	2
04.07	Benefit Calculation (Estimates)	<p>The system will have the ability to allow a Service Counselor and member to run benefit estimates for:</p> <ul style="list-style-type: none"> • Service retirement 	2

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No.	Category	Requirement	Flexibility
		<ul style="list-style-type: none"> • Service purchase 	
04.08	Benefit Eligibility	The system will have the ability to prevent benefit estimates for non-vested members.	2
04.09	Benefit Calculation (Estimates)	The system will provide the capability for a user to input various estimate calculation assumptions such as an annual salary increase rate.	2
04.10	Benefit Calculation (Estimates)	The system will have logic to appropriately include or exclude data for an estimate calculation (e.g., include service credit purchase information, exclude refunded membership and part-time data, etc.).	2
04.11	Person Data (Estimates)	The system will have the ability to allow Service Counselors and members to generate benefit estimates without adversely altering the member’s data on file (e.g., estimate salary data is not added to the member’s actual salary data).	1
04.12	Benefit Calculation (Estimates)	The system will have the ability to allow a Service Counselor or member run a service purchase estimate only if the member has service gaps (lost time) available for purchase. The service purchase estimate will not adversely alter the member’s data on file.	2
04.13	Benefit Calculation (Estimates)	The system will have the ability to display a benefit estimate prior to and after applying a DRO benefit split.	2
04.14	Benefit Calculation (Estimates)	The system will have the ability to include multiple beneficiaries with their corresponding dates of birth and relationship to the member in a benefit estimate calculation.	2
04.15	Audit	The system will have the ability to display an alert on a member’s account when an estimated benefit is greater than 80% of the IRC 415(b) limit. TCRS can query for these estimates.	2
04.16	Usability	<p>The system will have the ability to display key estimate data on one screen. Examples of key data points:</p> <ul style="list-style-type: none"> • Demographic data • Employment data • Total Years of Service • Average Final Compensation (AFC) 	3

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No.	Category	Requirement	Flexibility
		<ul style="list-style-type: none"> Beneficiary Information Actual Retirement Date (if applicable) Service Credit Purchases (if applicable) 	
04.17	Eligibility (Estimates)	The system will have the ability to validate retirement dates entered and display a message for invalid retirement dates.	2
04.18	Reports, Forms & Letters (Estimates)	The system will have the ability to allow Service Counselors to generate and print retirement benefit estimates either on demand or through a batch job.	2
04.19	Reports, Forms & Letters (Estimates)	<p>The system will have the ability to allow TCRS to tailor the benefit estimate packet. Examples include the following:</p> <ul style="list-style-type: none"> Assumptions and notes applicable to the member’s estimate such as the IRC 415(b) limit. Options available. Disclaimers and other boilerplate language or messages to appear on all benefit estimates. 	2
04.20	Reports, Forms & Letters (Estimates)	The system will have the ability to allow Service Counselors to manually edit the benefit estimate packet to accommodate special circumstances.	2
04.21	Reports, Forms & Letters (Estimates)	The system will have the ability to allow Service Counselors to view and reprint previously saved benefit estimate packets.	2
04.22	System Data (Estimates)	The system will have the ability to store and use various factor tables with historic and future-date effective dates in benefit calculations.	2
04.23	Usability (Estimates)	The system will have the ability to restrict how many estimates are saved in the member’s history and available for them to view.	2
04.24	Workflow & Case Management (Estimates)	The system will have the ability to allow a Service Counselor to create a benefit estimate workflow.	2

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No.	Category	Requirement	Flexibility
04.25	Configuration	The system will have the ability to allow authorized users to delete benefit estimates from a member’s account.	2
04.26	Configuration	The system will have the ability to save benefit estimates with their assumptions and calculation date / time stamp.	2
04.27	Configuration	The system will have the ability to produce only the benefit estimate options for which the member is eligible.	2
04.28	Configuration	The system will have the ability to account for breaks in service when calculating a benefit estimate.	2
04.29	Workflow & Case Management (Estimates)	The system will have the ability to display the status of an audited benefit estimate on the self-service portal and internally to designated TCRS staff such as Customer Service.	2
04.30	Workflow & Case Management (Estimates)	The system will have the ability to allow TCRS users to notify a member that a benefit estimates is available on the self-service portal.	2

05 – Benefit Payroll

Benefit payroll processes monthly pension payments to all TCRS benefit recipients in an accurate and timely manner. Payments include net benefit amounts along with any tax withholdings or other deductions other entities.

User Story Requirements

No.	Feature	Requirement	Flexibility
05.01	Payment Set Up	<p>As a Payroll Analyst, I want the system to store, track, and process one-time and recurring payroll information, so benefit recipients can be paid.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can enter new or modify existing payment instructions. • The system processes different types of payments for different fund sources following 	2

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No.	Feature	Requirement	Flexibility
		<p>TCRS procedures (e.g., TCRS vs EPP fund source; one-time vs recurring, refunds vs rollovers, disability vs retirement pensions).</p> <ul style="list-style-type: none"> The system calculates and processes taxes, deductions, dues, etc. 	
05.02	Payment Set Up (New payment)	<p>As a Payroll Analyst, I want to set up retirement, disability and survivor benefit payments for all eligible members and beneficiaries, so they can receive their retirement benefits.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> The system processes new payment instructions. Initial payment can be issued via EFT, debit card if banking information is not on file, real-time payments, or check (e.g., an out-of-country situation). A default payment method can be selected. The default payment method can be temporarily overridden. Changes to the payment method selection can be made before the payroll cutoff date internally or in the self-service portal. The system displays detailed history of payment method selection changes. Each benefit payment can be set up with an effective start date and end date, if applicable (including future effective dates). Payments and deductions can be set up to be sent to applicable third parties such as: <ul style="list-style-type: none"> Insurance carrier <ul style="list-style-type: none"> IRS Child support agencies Other organizations defined by TCRS Withholdings can be managed on the member self-service portal. Withholding tax is set to automatic defaults if the recipient does not specify other values. <p>Business Rules:</p> <ul style="list-style-type: none"> Retirees and beneficiaries receive their payments on the last business day of each month. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The preferred payment method is direct deposit; however, if a benefit recipient does not provide direct deposit information on their retirement application, TCRS will issue and pay benefits through a debit card. There are a few exceptions in which a recipient can receive a check such as out-of-country residents and recipients in a nursing or detention facility. Federal law requires TCRS to automatically withhold income tax as if the member was single with no adjustments, unless the member elects no withholding or specifies that withholding be deducted based on a specified number of allowances and marital status. 	
05.03	Payment Processing (EFT)	<p>As a Payroll Analyst, I want to disburse payments to payees electronically, so payments are deposited directly into the recipient’s bank accounts.</p> <p>I’ll be satisfied when:</p> <ul style="list-style-type: none"> Direct deposit can be selected as a payment option. EFT payment instruction file(s) can be produced by the PAS and interfaced to a third party. EFT interface files go through basic validations to ensure their accuracy and completeness. EFT information provided can be verified as belonging to the payee. EFT statements can be produced and posted to the member self-service portal. Members can modify direct deposit details on the self-service portal. The portal requires secondary multi-factor authentication is required to modify direct deposit information. The system maintains detailed history of all changes to direct deposit details, such as: <ul style="list-style-type: none"> Who made the update When the update was made IP address of the computer that the portal update was made Details of multi-factor authentication results from portal updates Other data elements defined by TCRS 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • The system can escalate instances of multiple failed attempts to update direct deposit details on the portal. • EFT rejection notices from the bank can be processed electronically and update payment details in the PAS. • The PAS and portals support automated verification of routing number, bank name, and other direct deposit details. • Financial data for the set-up of direct deposit payments can be stored, such as: <ul style="list-style-type: none"> ○ Name of Institution ○ Bank Account Number ○ Routing number ○ Account type indicator (Checking or Savings) ○ Dollar amounts for partial deposits ○ Other data defined by TCRS 	
05.04	Payment Processing (Debit card)	<p>As a Retiree Payroll Manager, I want to disburse payments to payees via debit card, so recipient can receive their benefit payments.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> • Debit card can be selected as a payment option. • Debit card payment instruction file(s) can be produced by the PAS and interfaced to a third party. • Debit card interface files go through basic validations to ensure their accuracy and completeness. • A single debit card can be generated to consolidate multiple benefit payments and other configuration details (e.g., deductions). • Payees can view payment statements / stubs and individual payment details on the self-service portal. • Members are allowed to elect debit cards as a payment method through the self-service portal. 	2
05.05	Payment Processing (Check)	<p>As a Payroll Analyst, I want to disburse payments to payees via check, so recipient can receive their benefit payments.</p> <p>I'll be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • Checks can be selected as a payment option. • Check payment instruction file(s) can be produced by the PAS and interfaced to a third party. • Check interface files go through basic validations to ensure their accuracy and completeness. • A single check can be generated to consolidate multiple benefit payments and other configuration details (e.g., deductions). • Payees can view payment statements / stubs and individual payment details (and/or check images) on the self-service portal. • Check is not offered as payment method on the self-service portal. 	
05.06	Payment Processing	<p>As a Payroll Analyst, I want to adjust payments as needed, so benefit payments are accurate.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> • Adjustments can have an effective / start and end date, as applicable. • The benefit payment amount will revert to the original benefit amount automatically based on the end date if the end date is attached to an adjustment. • Adjustments can be recorded, tracked, and included in the payee's payment history within the PAS and the member self-service portal. • Positive benefit adjustments that require retro-payment are included in the weekly check batch as a one-time payment and the new amount is applied to the monthly check batch prospectively and a communication is sent to the member about the method of handling (one-time check for retro payments and then the on-going new amount). • Negative (overpayment) benefit adjustments can be processed by the system. • The member self-service portal allows users to elect an overpayment benefit adjustment, based on predefined options from TCRS, such as: <ul style="list-style-type: none"> ○ One-time payment via check ○ One-time payment via ACH 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Repayment installment schedule (\$ or % defined by TCRS) ○ Other mechanism defined by TCRS ● Proper tax withholdings can be computed based on applicable tax tables. ● Benefit payments can be separately adjusted for current and futures payments. ● Tax tables can be uploaded into the PAS as they are periodically reissued by the IRS, rather than requiring manual entry. 	
05.07	Payment Processing	<p>As a Payroll Analyst, I want to process deductions to a payee’s benefit, so deductions are applied to the benefit.</p> <p>I’ll be satisfied when:</p> <ul style="list-style-type: none"> ● An unlimited number of voluntary and/or mandatory tax deductions can be made to the payee’s gross benefit. ● The amount of each deduction applied to a payee’s benefit can be tracked and stopped when a specified limit has been reached (e.g., overpayment, recoupment). ● Deductions can be processed as set dollar amounts or percentages. ● I can create future effective dated deductions. ● The system executes validations to make sure I am not creating a zero dollar, or net negative, benefit. ● I can remove the deductions if a pension is not sufficient to cover the deductions. ● I can remove duplicate deductions if a retiree has multiple disbursements (e.g., regular pension and one-time retroactive payments for retiree and beneficiary). ● I can manually update the deduction amounts or recoupment remaining balances as needed. ● I can enter notes on the member’s account for reference and auditing purposes. 	2
05.08	Payment Processing	<p>As a Payroll Analyst, I want to stop payments, so overpayments are avoided.</p> <p>I’ll be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
	(Stop / recall payment)	<ul style="list-style-type: none"> • Payments can be stopped or recalled manually after a payroll run has been completed by an authorized person. • The system supports automation to stop or recall payments. • Workflow is used for stop payment requests. • Stopped payments are tracked, recorded, and included in the payee’s payment history. • Stopped payments can easily be resumed, if needed. 	
05.09	Payment Processing (Stale date payment)	<p>As a Payroll Analyst, I want to stale date payments, so overpayments can be avoided.</p> <p>I’ll be satisfied when:</p> <ul style="list-style-type: none"> • Bank files can be uploaded to automatically adjust the payments status, such as: <ul style="list-style-type: none"> ○ Cleared ○ Voided ○ Active ○ Other statuses defined by TCRS and the Bank • Payment status can be automatically updated to stale date status in a batch or manually by users with appropriate security. • Correspondence related to the stale -dated payments can be generated automatically or manually. • Reports can be generated and downloaded with details on payment status, such as: <ul style="list-style-type: none"> ○ Stale dated payments ○ Void ○ Stop pay ○ Reissue ○ Cleared ○ Pending ○ Other statuses defined by TCRS and the Bank • Payments can be queried to determine which payments have not cleared after a designated number of days (e.g., 120 days). 	2
05.10	Payment Processing	<p>As a Payroll Analyst, I want to reissue payments, so the recipient receives their benefit payments.</p>	2

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No.	Feature	Requirement	Flexibility
	(Reissue payment)	<p>I'll be satisfied when:</p> <ul style="list-style-type: none"> • Workflow is used to process a payment reissue. • I can reissue a payment based on the response of a recipient regarding an uncashed / stale dated payment. • Workflow can be triggered by a number of sources, such as: <ul style="list-style-type: none"> ○ Imaging artifact(s) ○ System action (e.g., updating “undeliverable” address to new, valid address) ○ Manually ○ Other triggers defined by TCRS <p>Business Rule:</p> <ul style="list-style-type: none"> • Members must respond to a stale-dated check letter providing a reason why the payment needs to be reissued. If no response is received from the member within 6 months, then the benefit recipient is sent a Stale Check Warning letter (TR5402). 	
05.11	Batch Processing	<p>As a Payroll Analyst, I want to run the current month payroll trial balance, so that it can be sent for audit before finalizing.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> • I can specify the pay cycle date. • I can run the payroll in trial balance mode. • I can select the type and sequencing of pensions in each batch run: <ul style="list-style-type: none"> ○ Disability ○ QDRO ○ Normal pension • I can select to include retroactive payments or not. 	2
05.12	Validation	<p>As a Payroll Supervisor, I want to reconcile and review payment data, so I can approve a payroll run.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> • The system has features that make it easy for me to review, reconcile, and perform quality assurance on payroll runs. • Trial payroll batches can be run for the purposes of validation and reconciliation prior to posting 	2

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No.	Feature	Requirement	Flexibility
		<p>the payments, without impacting production data.</p> <ul style="list-style-type: none"> • The trial payroll process presents me with descriptive and instructive validations that help me resolve them . • The trial payroll process uses hyperlinks and quick references to stream line my review of source data throughout the system . • I can easily generate reports to export details of the trial payroll process . • Trial payroll reports can be generated with a wide variety of inputs, which can be modified by TCRS. • An individual record in the trial process can be adjusted without having to re-run the entire batch. • Validations are used to verify accurate payment data and to protect TCRS against instances of fraud, such as: <ul style="list-style-type: none"> ○ An individual payee is scheduled to receive more than one payment on the same payment cycle. ○ One direct deposit account is receiving payment from multiple independent payees. • I can send reports and files to the accounting department to reconcile. 	
05.13	Batch Processing	<p>As a Payroll Supervisor, I want to initiate multiple payment runs at different intervals, so all the payments are processed in a timely manner.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> • Payment runs can be completed at configurable intervals or on an as needed basis . • The payment schedule configuration can be set by calendar year but can be adjusted as required by users with appropriate security access . • Payments are sequenced and processed by the batch run type based on multiple criteria, such as: <ul style="list-style-type: none"> ○ Fund source (e.g., TCRS, EPP) ○ Payment type (e.g., EFT, debit card, check) ○ Benefit type (e.g., retirement, refund, rollover) 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Start and end dates ○ Payment effective date ○ Payment status (e.g., reissue) ○ Other criteria defined by TCRS ● Off-cycle payrolls can be scheduled / executed to accommodate special payment requests. ● Payment runs will not interfere with the performance of the system or prohibit other users from completing work in the system while it is running. 	
05.14	Workflow & Case Management	<p>As a Payroll Analyst, I want to use a workflow to process benefit payments, so key steps are not missed.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> ● A system checklist is used as part of a workflow to process benefit payments. ● Workflows to process benefit payments can be manually launched by a TCRS user or automatically launched based on a configuration schedule in the PAS. ● Confirmation steps within the workflow can be reviewed. ● Status of benefit payments, and overall benefit payroll, can be easily viewed by TCRS users. ● Summarized payroll status information is available on the member self-service portal. ● “Review” and “approve” steps are incorporated as needed. ● An authorized TCRS user (e.g., Manager), has the ability to view: <ul style="list-style-type: none"> ○ the workflow status and view the details of the workflow, and ○ all benefit payment workflows and statuses being processed by TCRS staff. ● Workflows are used to process the following: <ul style="list-style-type: none"> ○ Weekly check run ○ Monthly check run ○ Ad hoc / emergency check run ○ Stale dated checks ○ Stopped payments ○ Other payroll types defined by TCRS 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Validations with plain English descriptions are issued if criteria for the check run have not been satisfied (e.g., death audit not run prior). The system assists me with resolving validations. <p>Business Rule:</p> <ul style="list-style-type: none"> TCRS completes the death audit prior to the check runs to ensure payments are not issued to deceased payees. 	
05.15	Payee Data	<p>As a Payroll Analyst, I want to view all the deductions on a retiree’s account, so I can confirm if any changes are needed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can view all of the deductions that are set up for a payment, including the following: <ul style="list-style-type: none"> Deduction type and third-party payee Deduction start / end date(s) Deduction amount Frequency (e.g., recurring, or one-time) Additional field settings required for withholding tax (e.g., filing status, exemptions, etc.) Recoupment remaining balance Payment method (e.g., bank name, routing number, etc.) I can print the retiree’s payment detail for auditing purposes. 	2
05.16	Payee Data	<p>As a Payroll Analyst, I want to maintain current addresses for payees, so that benefit payments can be delivered.</p> <p>I’ll be satisfied when:</p> <ul style="list-style-type: none"> Payees can be flagged as “undeliverable” when there is a known invalid bank account, and the member is receiving an EFT payment. Payees can be flagged as “undeliverable” when there is a known invalid address on file, and the member is receiving a check. Payments will not be generated for payee’s flagged as “undeliverable”. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Balances owed for undeliverable payees are maintained in the system. Ad hoc payment can be issued for the balance owed to undeliverable payees once a valid address is on file. I can generate a file of participants with 'undeliverable' addresses and submit it to a third party to execute address research. The member self-service portal prompts update to payment address if individual is in payment status and no active or valid address is on file. The member self-service portal allows payees to modify their payment address. The member self-service portal requires secondary multi-factor authentication for payees to update their payment address. 	
05.17	Letters, Forms & Reports	<p>As a Payroll Analyst, I want to generate reports related to pension benefit payments, so I can confirm payroll.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> Validation reports can be generated from both the trial and final payroll processes to reconcile benefit payment data. I can view validations reports online with the system and extract the details into printed and electronic versions. Payroll validations for both trial and final payroll processing can be configured within the system and the severity can be modified by authorized users. Payroll validations reports displayed online provide me with hyperlinks for quick access to other parts of the system so I can further examine and resolve validation(s) for each payee. Reports can be generated to provide details for check runs (both trial and final). Reports can be generated to differentiate between check runs. Death audit report is generated prior to each check run to help prevent issuing erroneous payments. 	2

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No.	Feature	Requirement	Flexibility
05.18	Letters, Forms & Reports	<p>As a Payroll Analyst, I want to generate correspondence related to benefit payments, so recipients are informed about their benefit payments.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • Correspondence is automatically generated as part of a workflow. • Correspondence can be generated on an ad hoc basis. • Templates can be modified. • Templates can support conditional variables and paragraphs. • Automatic confirmation notices are generated. • Information in correspondence is auto populated with data from a specific member record. • Generate correspondence is such as: <ul style="list-style-type: none"> ○ Stale Payment Letter ○ Acknowledgement Letters ○ Other letters defined by TCRS 	2
05.19	Reports, Forms, & Letters	<p>As a Payroll Analyst, I want the system to automatically generate regular monthly reporting, so information can be sent to other departments / teams for review and processing.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system automatically generates benefit payroll reports (i.e., MPI, Routing Sheet, deduction reporting, etc.). • The system sends notifications when the monthly reporting generation process is complete. • Users with the appropriate role designation can update the schedule for the generation of reports. 	2
05.20	Reports, Forms, & Letters	<p>As a Payroll Analyst, I want to review various payroll data exception reports, so that I can resolve disbursement issues to finalize the current month's payroll.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> • I can identify accounts with: 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Unexpected effective retirement dates (must be less than 2 months prior the current month). ○ Multiple active disbursements. ○ Recurring adjustments (overpayment recovery) due to TCRS. ○ Retroactive payments due to retiree. 	

System Requirements

No.	Category	Requirement	Flexibility
05.21	Payroll Processing	The system will have the ability to process recurring, one-time, and off-cycle payments to various recipients in various payment methods (e.g., EFT, paper checks, or debit cards). The system will also have the ability to cancel, suspend, stop, recall, reissue, and pay partial payments.	2
05.22	Workflow & Case Management	The system will have the ability to prompt TCRS users to confirm and update benefit recipient demographic or benefit information during a new retiree benefit set up.	2
05.23	Benefit Data	The system will have the ability to allow TCRS users to set up each benefit payment with effective start and end dates.	2
05.24	Benefit Data	The system will have the ability to maintain a history of the benefit recipient’s original and revised benefit option and pension amounts (e.g., disbursement register).	2
05.25	Benefit Data	The system will have the ability to pay a benefit directed to one or more payment methods or destinations.	2
05.26	Benefit Data	The system will have the ability to keep benefit payments separate when an individual has multiple payee relationships (e.g., both a retiree and a survivor).	2
05.27	Benefit Data	The system will have the ability to allow TCRS users and recipients to specify multiple types of deductions and amounts to be withheld or deducted from a recipient’s benefit. Deductions can be set as dollar amounts or	2

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No.	Category	Requirement	Flexibility
		percentages of the overall benefit . Examples include the following: <ul style="list-style-type: none"> • State tax withholding • Federal tax withholding • Wage garnishments, liens, levies 	
05.28	Benefit Data	The system will have the ability to apply certain defaults defined by TCRS if data is not manually entered (e.g., default settings for federal and state withholding, recoupment percentage or amount). The system will also have the ability to allow TCRS users override deduction values.	2
05.29	Benefit Data	The system will have the ability to allow TCRS users to enter positive or negative payroll adjustments and will maintain a record of the adjustment. Adjustments may be at the person level or apply to a defined population (e.g., COLA) with an effective date.	2
05.30	Benefit Data	The system will have the ability to allow TCRS users to apply manual benefit payroll credits or debits to a benefit recipient’s payroll. These credits or debits must be assigned to specific vendors and/or agencies, defined by effective date start and end dates and amount.	2
05.31	Benefit Data	The system will have the ability to track total deduction amounts and stopping certain deductions when a specified limit has been reached. Deduction total incorporates adjustments from overpayments and recoupments.	2
05.32	Interfaces	The system will have the ability to import payment confirmation files into the system as well as allow TCRS to manually enter data and update the status of the corresponding payment (e.g., paid, rejected, etc.).	2
05.33	Benefit Calculation	The system will have the ability to calculate and apply the interest as of the payment date (vs relying on a separate process to be run).	2
05.34	Benefit Calculation	The system will have the ability to calculate amounts owing / payable according to TCRS plan rules when a benefit already in pay is modified. The system will have	2

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No.	Category	Requirement	Flexibility
		the ability to allow TCRS users to identify payees where no change was required.	
05.35	Batch Processing	The system will have the ability to allow TCRS users to initiate payroll batch jobs either through a payroll calendar or ad hoc for both regular and off-cycle payments.	2
05.36	Batch Processing	The system will have the ability to allow TCRS users to produce a “trial run” of the payroll run for validation and reconciliation prior to posting payroll.	2
05.37	Batch Processing	The system will have the ability to allow TCRS users to rerun a payroll batch job if errors were found and corrected prior to posting payroll and authorizing payments.	2
05.38	Batch Processing	The system will have the ability to allow TCRS users to change an individual record in payroll file without requiring that the entire batch is rerun.	2
05.39	Batch Processing	The system will have the ability to automatically determine which payments to process for a given payroll run based on the start and end dates of each payment.	2
05.40	Interfaces	The system will have the ability to produce interfaces to send to external parties to generate EFT, debit card, real-time and check payments.	2
05.41	Interfaces	The system will have the ability to produce a prenote interface for direct deposit accounts to send to third parties to preauthorize direct deposits and/or verify payee is account owner.	2
05.42	Interfaces	The system will have the ability to default the payment method to debit card if a recipient’s direct deposit account setup occurs after the month’s prenote interface has been created. In subsequent months, the recipient’s payment method on file is followed.	3
05.43	Taxation	The system will have the ability to compute proper tax withholding based on effective-dated tax tables.	2
05.44	Taxation	The system will provide the capability to recognize when an off-cycle payment exists vs. a re-issued payment and	2

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No.	Category	Requirement	Flexibility
		apply taxes to off-cycle payments (but not reissued payments).	
05.45	Taxation	The system will have the ability to compute proper tax withholding based on Non-Resident Alien tax rules. Note: Payments to foreign persons and payments outside the USA special federal tax rules can be found on page 3 on the Federal and State Withholding Certificate.	2
05.46	IRC Compliance	The system will have the ability to allow TCRS users to identify payees that have 415(b) limited benefits, and to store individual limits and cumulative YTD 415(b) benefit payout amounts in their accounts.	2
05.47	Benefit Data	The system will have the ability to calculate and store yearly gross check amount, taxable amount, basis recovery amount, deductions, excludable amounts, ratios, and recovered amounts for 1099-R reporting.	2
05.48	Validation	The system will have the ability to validate payment amounts such as deductions, tax limits, etc.	2
05.49	Reports, Forms & Letters	The system will have the ability to generate reports for TCRS users to reconcile taxes monthly and annually.	2
05.50	Interfaces	The system will have the ability to generate interfaces to send withholding information to IRS and State.	2
05.51	Interfaces	The system will have the ability to import tax table data into the system as well as allow TCRS to manually enter data.	2
05.52	Reports, Forms & Letters	The system will have the ability to generate required Federal and State quarterly and annual reports in the required format.	2
05.53	Workflow & Case Management	The system will have the ability to automatically notify TCRS users to exit the system and log them off based on the payroll calendar.	2
05.54	Workflow & Case Management	The system will have the ability to automatically notify TCRS users to exit the system and log them off based on payroll runs not included in a payroll schedule (e.g., off-cycle or ad hoc processing).	2

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No.	Category	Requirement	Flexibility
05.55	Usability	The system will have the ability to enforce payroll calendar cut-off dates.	2

06 – Customer Service

Customer service handles inquiries from TCRS members and employers seeking pension information or assistance.

User Story Requirements

No.	Feature	Requirement	Flexibility
06.01	Person Data	<p>As a Customer Service Representative, I want to see a customer service view of people data , so that I can authenticate a caller quickly .</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can search for an individual using a variety of key data points such as name, SSN or Tax ID, or unique employee ID. • The system has a customer service view that displays data such as: <ul style="list-style-type: none"> ○ Person’s name ○ Date of birth ○ Two other forms of PII (i.e., current employer, last pension payment amount) ○ Address ○ Phone number 	2
06.02	Usability	<p>As a Customer Service Representative, I want to be able to personalize my Customer Service Representative views and dashboards, so I can be more efficient.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can personalize my views and dashboard with relevant information and widgets. • I can save my customized preferences, including notification settings to receive relevant alerts. 	2
06.03	Usability	<p>As a Customer Service Representative, I want to be able to access data and information quickly and easily, so that I can provide excellent customer service.</p>	2

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No.	Feature	Requirement	Flexibility
		<p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> • Access general information about the TCRS plan(s). • Locate information that was sent to the caller (i.e., letters, 1099R forms, etc.). • Provide the status of processes initiated by the caller. • Identify interactions as requiring escalation. • Create a work item to be routed to another team. • Generate and send reprint correspondences. • Send requested documents (including attachments) to the member, survivor, beneficiary, employer, or other constituents in their communication preference. 	
06.04	Customer Service (Employer Self-Service)	<p>As an ESS Customer Support Specialist, I can assist employers with their online account, so that their customer satisfaction is high.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can view ESS in the same way, as the employer view. • I can ask the employer to grant me remote access to view their ESS session. • I can perform certain account transactions such as unlocking a locked account, password resets, etc., in real time. 	2
06.05	Customer Service (Member and employer portals)	<p>As a Customer Service Representative, I want to see the user view of the self-service portals, so that I can help troubleshoot their issue.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can view their username. • I can view their redacted password. • I have view-only remote access to their current open session so that I can help navigate them through the site. • I can assist the user with unlocking their account after unsuccessful attempts. • I can lock an account if I believe it has been compromised. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can assist the user with technical / connectivity issues by using the self-service site Troubleshooting FAQ. • I can reset their password. • I can assist a user with opening a self-service account if the user doesn't already have one. 	
06.06	Workflow & Case Management	<p>As a Customer Service Representative, I want to escalate high-priority interactions, so that a senior resource can review for special handling.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> • Create a work item to route to another person, team, or department. • Classify the interaction as an escalation and attach notes and other information. • Have an alert on the account when an open escalation exists. 	2
06.07	Workflow & Case Management	<p>As an Assist Team Manager, I want to receive escalated high-priority interactions from Customer Service Representatives, so that I can resolve the escalation.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> • Run a report for all escalated calls and complaints, including details such as: <ul style="list-style-type: none"> ○ Participant name & unique identifier ○ Escalation creation date ○ Escalation priority ○ Escalation status (e.g., open, closed) • View notes added by the call center agent on the person's account. • Identify whether a call center agent or a TCRS staff viewed the member record. • Easily identify whether a call center agent or other TCRS staff made recent changes in the member account. • Follow up with the caller, if needed. 	2
06.08	Workflow Case Management	<p>As a Customer Service Representative, I want to enter journal notes on the member's account after the call ends, so that important details and key takeaways are captured.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can enter or select the call reason. • I can add notes about the interaction into the system for other departments to easily review. • The system provides a list of resolution statuses for agents to select from that authorized users can use, create, update, and manage. Examples of statuses include open, closed, escalated. • The system allows for resolutions to be categorized and organized for easy retrieval. • The system provides the ability to search or filter account notes based on various criteria. • The system allows for tags to be added to account notes for categorization. • The system provides a list of account note tags for agents to select from that authorized users can use, create, update, and manage. • The system will have a record of any changes I made in the member record. 	
06.09	Customer Service	<p>As a Customer Service Representative, I want the system to integrate with the telephone system to be able to see which callers have an open call back request, so that I can call them.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system is integrated with the telephone system where callback information is stored. • I can see which callers have an open callback request, including the data and time they called. • I can update the status of the callback, as appropriate. 	2
06.10	Workflow & Case Management	<p>As a Customer Service Representative, I want to be notified when a work item was completed by another staff member, so that I can place an outbound call to the caller.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I am notified when a work item is completed by another staff member. • I can easily access resolution details that were added to the member's account. • I can provide information to the caller regarding their inquiry. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can add notes, resolutions, and any corresponding tags in the system. 	
06.11	Customer Service	<p>As a Customer Service Representative, I want the system to integrate with the telephone system, so that I can track my outbound calls and manage their status.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system is integrated with the telephone system where my outbound call information is stored. I can view and enter notes on the member's account. I can see a history of interactions with other representatives. I can coordinate with other TCRS teams to assist the member. 	2
06.12	Workflow & Case Management	<p>As a Customer Service Representative, I want incoming self-service messages to be automatically directed to a department or team, so that I don't have to do this manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The self-service portal provides the member with a list of predefined topics to choose from for their secure messages. The system routes the messages based on topic selected and predefined criteria and business rules. Authorized users can create, update, and manage the topic list and routing. 	2
06.13	Audit	<p>As a Customer Service or Retirement Service Manager, I want the system to integrate with the telephone system to run a call quality report, so that I can identify potential performance issues.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can run a call quality report that provides metrics on customer satisfaction. Details include the following: <ul style="list-style-type: none"> Number of calls received on a specified date range or frequency (daily, weekly, monthly) Total number of calls across all users 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Total number of calls by individual agent ○ Amount of time before the call is answered ○ Length of each call ○ Minimum, maximum, and average call length ○ Minimum, maximum, and average queue times ○ Satisfaction rating of calls ○ Number of calls transferred ○ Number and percentage of calls abandoned ○ Minimum, maximum, and average abandon time ● Reports are scheduled and can also be run on demand. ● I can run a report that provides details of unsatisfied callers, including but not limited to the following: <ul style="list-style-type: none"> ○ Representative name / ID ○ Call details. Examples: <ul style="list-style-type: none"> ▪ Date ▪ Start and end time ▪ Call duration ▪ Call type ▪ Caller phone number ▪ Talk time ▪ Call routed from ○ Caller's first name ○ Caller's last name ○ Member account ○ Notes about the unsatisfied call 	

System Requirements

No.	Category	Requirement	Flexibility
06.14	Integration with third-party systems	The system will have the ability to integrate with a third-party Customer Relationship Management system to run report metrics on the incoming phone calls such as the number of calls received, number abandoned, talk time, hold / wait time, total duration, time to answer, average call times, average wait times, and number of calls transferred.	2

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No.	Category	Requirement	Flexibility
06.15	Workflow & Case Management	The system will have the ability to allow an TCRS customer service representative to assist member with self-service portal troubleshooting such as unlocking locked accounts, password resets, screen navigation, etc.	2
06.16	Workflow & Case Management	The system will have the ability to allow a TCRS customer service representative to initiate workflows for other TCRS departments that are routed to a centralized queue from which they can be processed.	2

07 – Death Processing

Death processing involves promptly identifying and verifying member and beneficiary deaths and closing out accounts, while also reconciling any resulting account overpayments. Concurrent procedures distribute entitled payouts to verified beneficiaries and member estates.

User Story Requirements

No.	Feature	Requirement	Flexibility
07.01	Beneficiary Designation	<p>As a Member, I want to designate beneficiaries, so that any death benefits available can be paid to them when I die.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> • Add one or more beneficiaries with the minimum following information: <ul style="list-style-type: none"> ○ Beneficiary name ○ Beneficiary birthdate ○ Beneficiary gender ○ Relationship to me ○ Contact Information including: <ul style="list-style-type: none"> ▪ Mailing address, includes international ▪ Phone number ▪ Email address ○ Distribution share (%) <ul style="list-style-type: none"> ▪ The sum of all percentages must equal 100% ○ Beneficiary US taxpayer ID (optional) 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Receive a confirmation that my designation changes have been processed in my communication preference. 	
07.02	Death Notification (Personal representative)	<p>As a Personal Representative, I want to report a death of a TCRS active or deferred member, retiree, or survivor, so that TCRS can update their records and determine if any death benefits are payable.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • TCRS will accept death notifications in a variety of channels (e.g., form, customer service). • I receive confirmation that TCRS has received the information and as well as information on next steps. 	2
07.03	Death Notification (Third-party vendor death match)	<p>As a Service Counselor, I want to send a list of individuals to a third-party vendor to perform a death match, so that TCRS can update their records and determine if any death benefits are payable.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system generates a list of individuals based on criteria defined by TCRS to send to a third-party vendor to perform a death match. • The system will load the vendor's result file, update matching records with the death date and change the employment and plan status, generate a death notification for the deceased, and create a death workflow. • The system will generate a file load result report identifying which records were updated successfully and which vendor death results were not processed for me to review. 	2
07.04	Death Notification (State Department of Vital Records, Social Security Administration)	<p>As a Service Counselor, I want to be able to import a report of death certificates issued by Vital Records so that TCRS can update their records for any matches and determine if any death benefits are payable.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system imports the file provided by the external entity (vital records, social security administration). 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system will load the vendor’s result file, update matching records with the death date and change the employment and plan status, generate a death notification for the deceased, and create a death workflow. The system will generate a file load result report identifying which records were updated successfully and which vendor death results were not processed for me to review. 	
07.05	Workflow & Case Management	<p>As a Service Counselor, I want the system to automatically create a work item when a date of death has been added, so that I can review / research the death benefit request.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system notifies me when requested information is received (i.e., death certificate) A new work item is automatically created when a date of death is added to a member, retiree, or beneficiary profile. The system automatically notifies me that I have a new work item assigned to me. The work item contains, at minimum, following data: <ul style="list-style-type: none"> Name of deceased active or deferred member, retiree, or beneficiary Date of death Social Security Number or US taxpayer ID How death was reported I can initiate death processing based on the plan rules. I can track and manage a death processing case in the system. For payments suspended due to death in which payments are due to a beneficiary, the system sends a file to the Division of Unclaimed Property if the beneficiary does not claim the payment after 180 days. <p>Business Rules:</p> <ul style="list-style-type: none"> Follow-up letters are sent out at 30, 60, 90, and 180 days after TCRS notified of an active, 	2

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No.	Feature	Requirement	Flexibility
		<p>deferred, or retired member’s death if required death information has not been received.</p> <ul style="list-style-type: none"> • After 180 days, the account is suspended until information is received. 	
07.06	Benefit Eligibility (Death)	<p>As a Service Counselor, I want the system to determine death benefit options available if an active or deferred member, retiree, or beneficiary dies, so that I do not have to do this manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system determines whether the beneficiary is eligible for the death benefit. • The system automatically determines what benefit options are available based on data including but not limited to: <ul style="list-style-type: none"> ○ Member or retiree status ○ Current beneficiary designations ○ Survivor relationships, including Alternate Payee and minor children ○ Who has died ○ Benefit options available • The system correctly determines the payment options available such as: <ul style="list-style-type: none"> ○ Lump sum payout of the member’s contribution balance, including residual contribution balance. ○ Survivor pension and whether the pension is payable immediately or deferred to later time. 	2
07.07	Reports, Forms, & Letters	<p>As a Service Counselor, I want the system to generate letters and benefit packets, so that survivors and beneficiaries receive information about their benefit entitlement.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system generates communications / correspondence based on the available benefit options and information needed from the survivors / beneficiaries including, but not limited to: <ul style="list-style-type: none"> ○ Condolence letters ○ Death notification packets, including: 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ▪ Deceased member Official Notification ▪ Direct Deposit Authorization Form ▪ Tax Withholding W4P Change Form ○ Zero Due Letter ○ Deceased Refund Due Letter ○ Death Benefit Estimate ○ Missing information / documentation letters ○ I can edit the correspondence before it is sent to the survivor / beneficiary in their communication preference. ○ I can see a copy of the correspondence sent to the survivor / beneficiary, including the dates it was sent. 	
07.08	Document Maintenance	<p>As a Service Counselor, I want to view supporting documents received, so that I can validate data and benefit eligibility.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can upload documents to a specific member or survivor account. • The system can generate bar-coded and pre-filled forms for the survivor / beneficiary to complete and return. • I can view documents submitted through the member self-service portal. • I can see document upload date / time stamps. • I can indicate the type / category of document including but not limited to: <ul style="list-style-type: none"> ○ Guardianship papers ○ Copy of death certificate ○ Minor certified birth certificate ○ Beneficiary's birth certificate ○ Marriage certificate ○ Domestic partner registration ○ Divorce judgements • Related workflows incorporate the related supporting documents. 	2
07.09	Benefit Calculation	<p>As a Service Counselor, I want the system to calculate benefit amounts payable to a survivor / beneficiary, so that payments can be processed and distributed.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • Calculation rules, formulas, and factors are configured and not hard coded in the system. • The system determines the benefit amounts and options based on the plan rules. This includes: <ul style="list-style-type: none"> ○ The double lump sum benefit payable if the member died within: <ul style="list-style-type: none"> ▪ 150 days of their last date of service, or ▪ A year of being on an approved medical leave of absence. ○ ILOD death benefits. • I can review the calculation, benefit amount and option details. • I can override benefit amounts, if needed. <p>Business Rule:</p> <ul style="list-style-type: none"> • Benefits options: <ul style="list-style-type: none"> ○ Single Lump Sum Payment ○ Double Lump Sum Payment ○ 10-Year Annuity ○ Single Life Annuity ○ 50% Joint & Survivor Annuity 	
07.10	Benefit Calculation (Joint & Survivor Pop-Up)	<p>As a Service Counselor, I want the system to automatically process a pop-up when applicable if a retiree’s beneficiary death is entered, so I don’t have to process this manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can view the option factors used to calculate the pop-up benefit to determine if they need to be overridden. • I can override the option factors used to calculate the pop-up benefit, if necessary. • The system will calculate the retroactive pop-up amount, if any, effective the first of the month following the date of death. 	2
07.11	Benefit Eligibility (Medical leave of absence)	<p>As a Service Counselor, I want the system to determine benefit eligibility for a member who died within a year of being on an approved medical leave of absence, so that death benefits can be processed for their survivors / beneficiaries.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system has a status / field to indicate an approved medical leave of absence and a field to indicate whether member-maintained insurance coverage through their employer. The system determines death benefit eligibility, amounts and options based on the plan rules. I can send follow-up correspondence / reminders, at defined times, if proof documents are not received in a timely manner. 	
07.12	Benefit Eligibility (Death in Line of Duty)	<p>As a Service Counselor, I want the system to determine benefit eligibility for a member who died in the line of duty, so that death benefits can processed for their survivors / beneficiaries.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system has a status / field to indicate an ILOD death. The system determines death benefit eligibility, amounts and options based on the plan rules. <ul style="list-style-type: none"> The guaranteed minimum value of aggregated total death benefit is \$50,000. If the deceased member has a spouse and has not designated a beneficiary, the lifetime monthly survivor benefit is payable to the spouse. If the deceased has minor child(ren) and no spouse, the benefit is payable to the child(ren) up to the age of 22. If no beneficiary is named, a lump sum payment is made to the member's estate. I can send follow-up correspondence / reminders, at defined times, if proof documents are not received in a timely manner. <p>Business Rules:</p> <ul style="list-style-type: none"> For performance of his or her duties because of an accident or physical violence, a monthly annuity payment equal to 50% of the member's 5-year Average Final Compensation, plus, if applicable, benefit improvement factor. The monthly annuity payment is paid for the life of the spouse if named, and until age 22 if a minor child or children are named. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> If no surviving spouse exists at the date of death and the total projected payments to all minor children do not exceed \$50,000, the projected excess will be paid to the member’s estate for the sole benefit of all surviving children. The lump sum payment is made to the member’s estate if no beneficiary is named. 	
07.13	Member Data (Wages and contributions)	<p>As a Service Counselor, I want to verify that final wages have been posted, so the death benefit can be calculated correctly.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can view the most recent wage and contribution data that has been posted. Final wage and contribution data is loaded through employer reporting, employer certification (via self-service), or manually entered. The employer certification is logged and timestamped for auditing purposes. 	2
07.14	Benefit Validation	<p>As a Service Counselor, I want to view the retiree’s option elected, so I can determine what death benefits are available and to audit the results.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> View the retiree’s benefit election. View the retirement beneficiary on file. Add the retirement beneficiary if the last valid designation is not on the system. 	2
07.15	Payment Processing (Set up)	<p>As a Service Counselor, I want to make payments to eligible payees, so they receive the benefit to which they are entitled.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> Indicate which required documents have been received and accepted. Set up payments to eligible payees including: <ul style="list-style-type: none"> Spouses Minor children Adult children Beneficiaries Estates 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Guardians or other court designated minor child representatives ● Select the benefit elections payable to one or more recipient. <ul style="list-style-type: none"> ○ The system will determine the corresponding payment type and amount for each recipient. ○ I can review each payment (e.g., pension, lump sum, rollover), their corresponding amounts and payment instruction details (e.g., initial and final disbursement dates). ● Set up payments, including payment instruction and any deductions or adjustments. ● Submit the payment for the next available disbursement queue. ● Enter account notes for reference and recordkeeping purposes. 	
07.16	Payment Processing (Multiple payees)	<p>As a Service Counselor, I want to divide the death benefits for eligible payees, so that multiple payees can receive their entitled benefit.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> ● Designate multiple payees. ● Set the thresholds / portions for each payee. ● Set up benefits at different times; for example, being able to set up a beneficiary once their paperwork is received, regardless of whether paperwork for all beneficiaries has been received. ● Enter additional information for minor child required to tracking age of majority. 	2
07.17	Payment Processing (Estate)	<p>As a Service Counselor, I want to set up an estate as a payee, so that I do not have to do this manually.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> ● The system stores estate related information such as: <ul style="list-style-type: none"> ○ Estate contact information (name, address, etc.) ○ Tax ID also known as Employer Identification Number (EIN) <ul style="list-style-type: none"> ▪ The system performs formatting validations specific to EINs and displays 	2

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No.	Feature	Requirement	Flexibility
		<p>error / warning messages if corrections are required.</p> <ul style="list-style-type: none"> • I can set up the estate as a payee. • Authorized users can enter, query, and manage estate information. This includes being able to retrieve / find an account based on EIN. • Payments to estates are reported on the correct tax form. 	
07.18	Payment Processing (Pension overpayment)	<p>As a Service Counselor, I want to identify overpayments, so that TCRS is made whole and can collect them from survivor.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> • Receive an overpayment report that contains details such as the overpayment amounts (gross, deductions, and net). This includes any remaining overpayment balances. • Generate an overpayment letter from the system to the deceased’s representative outlining repayment options and instructions. • Edit the correspondence before it is sent to the representative in their communication preference. • See a copy of the correspondence sent to the representative, including the dates it was sent. • Send follow-up correspondence / reminders, at defined times, if repayment is not received in a timely manner. <ul style="list-style-type: none"> ○ I can route an escalation workflow if recoupment was unsuccessful using business rules defined by TCRS. • Apply any recouped payments to the overpayment. • Set up a recoupment deduction to the survivor benefit, if applicable. <p>Business Rule:</p> <ul style="list-style-type: none"> • Any payments made after the member’s death that result in an overpayment of benefits will be collected by the retirement system. 	2

Contract Attachment 1 – Functional Requirements		
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No.	Feature	Requirement	Flexibility
07.19	Payment Processing (Stop minor child benefit)	<p>As a Service Counselor, I want the system to track child benefit eligibility, so those payments stop when the child reaches age of majority.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system creates workflows 3 months in advance of a minor child receiving a child benefit reaching age of majority (age 22) for death in the line of duty benefits. <p>Business Rule:</p> <ul style="list-style-type: none"> The monthly annuity payment is paid for the life of the spouse if named, and until age 22 if a minor child or children are named. 	2
07.20	Member Self-Service (Survivor)	<p>As a Beneficiary, I want to make benefit elections online, so that I can submit them from my device.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> Log in to the secure site and see my options. Get onscreen information to help me make my decision. Understand the benefit amounts, frequency, and duration. Compare options against each other. Submit my benefit elections and receive a confirmation. Submit to any necessary information or forms to TCRS. <ul style="list-style-type: none"> Indicate the category of document. Leave a comment about the document for staff. Receive confirm that document successfully uploaded. 	2
07.21	Taxation	<p>As a Service Counselor, I want the system to calculate the tax applicable to the recipient’s benefit, so that I do not have to calculate this manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system calculates the taxable and non-taxable portions of benefits correctly for death benefit payments. The system reports benefit payments on the correct tax form. 	2

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No.	Feature	Requirement	Flexibility
07.22	Benefit Processing	<p>As a Service Counselor, I want the deceased retiree / survivor’s account status to be updated once the death benefits have been processed, so that their account shows no further benefits payable.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system updates the deceased retiree’s account status to show no further benefits payable once the survivor pension and/or refunds have been processed. • The system updates the deceased survivor’s account status to show no further benefits payable once any residual contribution refunds have been processed. • If any death benefit transactions are incomplete, the system will display warning messages requiring action before the account status can be updated. • Refunds should result in a \$0 contribution balance. 	2
07.23	Payment Processing (Suspend Payments)	<p>As a Service Counselor, I want the system to automatically suspend any benefit payments after recipient death information is entered, so that overpayments are not made.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system automatically suspends any benefit payments after recipient death information is entered. • The system generates and sends a notification, informing the designated contact of the suspension of benefit. 	2
07.24	Payment Processing (Suspend Payments)	<p>As a Service Counselor, I want the ability to suspend pension payments, so that payments are not made while post-retirement death benefits are being determined.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> • I can suspend a payment while other related death tasks are being performed. • I can remove the suspension and 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ If the date of death has been confirmed, enter a stop date on the benefit and the system will calculate any overpayments. ○ If the death has been reported in error, the system will calculate any underpayments. 	
07.25	Forms, Reports & Letters	<p>As a Service Counselor, I want to run built-in death reports, so that I do not have to submit a query request to IT.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● I can run standardized death reports, as defined by TCRS, such as status of death benefit applications, pending tasks, and processing deadlines. ● The reports are run on real-time data. 	2
07.26	Payment Processing (Missed and excluded payments)	<p>As a Service Counselor, I want the system to automatically identify payments that have been set up but not processed (“missed payments”) or meet other processing exclusion criteria defined by TCRS, so I can review and resolve the underlying issue.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● The system contains logic to identify payments that have been set up but not processed (“missed payments”) or that meet other processing exclusion criteria defined by TCRS. ● Payments meeting these criteria are flagged within the system. ● The system generates a report listing missed and excluded payments. ● A workflow is created once the missed / excluded payment report is generated and is automatically assigned to designated individuals or teams responsible for resolution. ● I can query for missed or excluded payments so that I can review and resolve them. 	2

System Requirements

Contract Attachment 1–Functional Requirements		
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No.	Category	Requirement	Flexibility
07.27	Usability	The system will have the ability to allow TCRS users to locate each instance of a deceased individual in the database.	
07.28	Workflow & Case Management	The system will have the ability to provide workflows and context-aware checklists for death processes. Checklists will include items such as: <ul style="list-style-type: none"> • Death certificate • Demographic information for benefit recipients <ul style="list-style-type: none"> ○ Name ○ Tax ID ○ Relationship ○ Contact information (address, phone number) • Marriage certificate • Birth certificates • Claimant’s Statement Affidavit • Guardianship papers, if applicable, and blocked account documentation • Divorce documents (MSA, DRO, etc.) 	
07.29	Member Data (ILOD)	The system will provide the ability to specify different types of death for an active member so that TCRS can identify ILOD deaths.	2
07.30	Person Data	The system will have the ability for TCRS users to record the death notification source / method.	2
07.31	Person Data	The system will have the ability to allow the TCRS user to enter beneficiary information and associate the beneficiary with the member. If the beneficiary is another member, the system will allow TCRS users to connect the existing accounts rather than having to create a new / duplicate beneficiary profile.	2
07.32	Benefit Eligibility	The system will have the ability to use TCRS business rules to determine the survivor benefits available to designated beneficiaries when an active, deferred, or retired member’s dies.	2
07.33	Benefit Eligibility	The system will have the ability to differentiate between people (e.g., spouse, guardian) and organization type (e.g., estates) beneficiaries and allow certain options to	2

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No.	Category	Requirement	Flexibility
		be calculated and paid only to living people (e.g., monthly pension) based on the plan rules.	
07.34	Benefit Eligibility	The system will have the ability to determine the requirements for each death benefit option that a survivor qualifies for (e.g., proof documents, age criteria, relationship criteria, etc.).	2
07.35	Usability	The system will provide the ability for TCRS users to view all potential benefit options available to a survivor based upon their eligibility.	2
07.36	Benefit Eligibility (ILOD)	The system will provide the ability to pay the eligible minor child the continuing benefit up to age 22 for ILOD benefits.	2
07.37	Benefit Eligibility	The system will have the ability to determine a minor child’s eligibility to the child benefit (payable until the first day of the month following the month in which the child dies or reaches twenty-two (22) years of age, whichever occurs first,) at specified frequencies / schedules.	2
07.38	Benefit Eligibility	The system will have the ability to automatically stop a child’s benefit when the child becomes ineligible (reaches age 22).	2
07.39	Benefit Eligibility	The system will have the ability to set up and issue payments to a guardianship account for a minor child that is under the control of Court until the child reaches age 22.	2
07.40	Benefit Calculation	The system will have the ability to allow users to manually override certain calculation results and/or other values in special circumstances while processing a benefit.	2
07.41	Benefit Calculation	The system will have the ability to calculate the amounts payable to the beneficiary by option type.	2
07.42	Taxation	The system will have the ability to calculate taxable and non-taxable portions of benefits correctly and to calculate a secondary taxation rate for a portion of a benefit.	2

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No.	Category	Requirement	Flexibility
07.43	Payment Processing	The system will have the ability to automatically suspend the benefit payment to a retiree / payee once a date of death is entered.	2
07.44	Payment Processing	The system will have the ability for a user to initiate a death workflow to stop benefit payments when a returned undeliverable benefits payment check is received.	2
07.45	Payment Processing	The system will have the ability to restart benefit payments to a payee whose payments have been stopped due to a returned benefit payment check if the payee is alive.	2
07.46	Payment Processing	The system will have the ability to calculate any benefits underpaid to the deceased member.	2
07.47	Payment Processing	The system will have the ability to pay survivor benefits to one or more recipients following the death of an active or deferred member or retiree.	2
07.48	Payment Processing (DRO)	The system will have the ability to calculate and set up a payment for a DRO benefit split (one-time or continuing death benefit) for eligible alternate payees according to the court order(s) and plan rules.	2
07.49	Payment Processing	The system will have the ability to pay lump-sum and monthly benefit payments to the survivor(s) or beneficiary as an (electronic fund transfer) EFT.	2
07.50	Payment Processing	The system will have the ability for multiple beneficiaries to receive a portion of the retiree death payment (any lump sum), based on the percentage stated on the beneficiary form at different dates. The system will ensure the lump sum of the portions paid to multiple beneficiaries does not exceed 100% of the total amount.	2
07.51	Payment Processing	The system will have the ability to calculate overpayments due to delayed death notifications.	2
07.52	Retired Member Death	The system will have the ability to generate a direct deposit recall interface file for overpayments to send to TCRS's vendor bank.	2

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No.	Category	Requirement	Flexibility
07.53	Payment Processing	The system will have the ability to track recoupments and overpayment balances.	2
07.54	Workflow & Case Management	The system will have the ability to alert users if the survivors / beneficiaries have not completed the death benefit application two or more years since the last contact with them.	2
07.55	Reports, Forms, & Letters	The system will have the ability to generate and issue a benefit application and letters pre-populated with system data, where possible, to the spouse or primary beneficiary(ies) of the deceased member or payee.	2
07.56	Taxation	The system will have the ability to correctly calculate tax for payments to beneficiaries, per IRS rules, statutes, and policies.	2
07.57	Taxation	The system will have the ability to generate a tax form extract for each distribution and recipient type.	2
07.58	Taxation	The system will have the ability to update the YTD totals for tax form purposes for payments that were processed after a benefit recipient’s death.	2
07.59	Taxation	The system will have the ability for TCRS users to generate a revised tax form for a recipient as necessary.	2

08 – Deferred Compensation (DC)

The Deferred Compensation (DC) process allows DC, TCRS, and Internal Audit (IA) staff to seamlessly access Deferred Compensation Plan information for participating employers, regardless of whether they also participate in TCRS. The process also allows the PAS to seamlessly produce TCRS data reports and receive data files from the DC plan recordkeeper (currently Empower) needed by DC and Internal Audit staff to create DC plan employer reporting audit reports (Monthly Audit Reports). It is intended that the system will make the individual TCRS and recordkeeper data reports available and have the ability to create the Monthly Audit Reports. Additionally, the process allows Optional Retirement Program (ORP) recordkeepers to share certain participant data directly with TCRS.

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User Story Requirements

No.	Feature	Requirement	Flexibility
08.01	Interface	<p>As the State of Tennessee 401(k) and 457(b) Plan, Optional Retirement Program (ORP), or 403(b) Plan Record Keeper, I want to send any required data to TCRS, so that they have updated information.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can securely submit participant data through an interface. • I receive confirmation that the file has been successfully transmitted to TCRS. • I have the ability to send, at predefined times, member indicative data to TCRS. 	2
08.02	Interface	<p>As TCRS, I want to send any required data or information to the Record Keeper, so they have updated information.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can securely transmit data through an interface to the Record Keeper at predetermined times. • I receive confirmation that the file has been successfully transmitted. • I can automate the transmission of data, if needed, to the Record Keeper. 	2

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No.	Feature	Requirement	Flexibility
08.03	Reports, Forms, & Letters	<p>As the Deferred Compensation Team and Internal Audit, I want the system to generate the monthly audit file, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system produces the needed TCRS information including but not limited to: <ul style="list-style-type: none"> ○ Salary and service reports for given time periods for: <ul style="list-style-type: none"> ▪ Individuals ▪ Groups of individuals ▪ Individual employers ▪ Groups of employers • I can review and resolve errors from the imported Record Keeper data. • The system generates a Monthly Audit File. <p>Business Rules:</p> <ul style="list-style-type: none"> • The Monthly Audit File is a comparison and reasonability check between changes made to participant data, service, contributions, and deferred compensation elections in TCRS’s and Record Keeper’s systems. • Helps identify data issues such as missing termination or rehire dates and verifies that contributions are made to the recordkeeper accurately based on deferral elections, salary, service, and plan enrollment. 	3

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No.	Feature	Requirement	Flexibility
08.04	Employer Data (DC Plan)	<p>As the DC Plan staff or the TCRS service counselor, I want the system to store employer information, so that the information does not have to be tracked manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I am able to view the DC Plan documents and employer DC plan adoption information, regardless of whether they participate in TCRS. • I am able to view DC information along with TCRS participation information, if applicable. • Authorized users are allowed to add or update effective dates for plan provisions. • Authorized users are allowed to add new provisions and effective dates. • The system has the ability to store information on entities that are not participating in TCRS. • There is an audit trail when employer provisions are updated or changed. • The audit trail is easily accessible and searchable by authorized users. <p>Business Rules</p> <ul style="list-style-type: none"> • Local governments in Tennessee are able to participate in the State of Tennessee 401(k) and/or 457(b) Plans by voting to pass a resolution and adoption agreement to do so. • The 401(k) and 457(b) adoption agreements allow the local governments to customize certain plan provisions, such as employer contribution amounts and eligibility and vesting rules. • Local government participation in the State DC Plans is separate from participation in TCRS. While a large number of local governments have adopted both TCRS and the 401(k) and/or 457(b) Plan, many have adopted just one or the other. 	2

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09 – Disability

The disability process guides members through education, application, and evaluation for disability retirement qualification and approval. Efficient disability case management facilitates accurate issuance of entitled benefits to eligible TCRS members.

User Story Requirements

No.	Feature	Requirement	Flexibility
09.01	Eligibility (Disability)	<p>As a Service Counselor, I want the system to determine if a member is eligible for a disability retirement, so that I do not have to do this manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system calculates whether the member is eligible for a disability retirement based on the plan rules. • I can see their service and employment information. • The system allows me to be able to differentiate between a Service- and Non-Service-Connected disability. • I can generate a disability retirement estimate to send to the member. • I can generate a disability retirement cover letter. • I can add custom text to the cover letter, as needed. • I can submit documents to print on demand or in batch print job. • I can send documents to the member’s self-service portal account, as needed. <p>Business Rules:</p> <ul style="list-style-type: none"> • A disability retirement allowance shall be effective as of the date of the application, but not earlier than the day following the last day of regular compensation. • Ordinary Disability: 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ An active member must have five years of creditable service, has been determined to be total and permanently disabled during a period of active employment, and is not eligible for service retirement. ○ The total and permanent disability existed at and since the date of the member’s separation from service. ● Accidental Disability: <ul style="list-style-type: none"> ○ An active member has a job-related injury not attributable to the member, has been determined to be total and permanently disabled during a period of active employment, and is not eligible for service retirement. There is no minimum service requirement. ○ Member must apply within one (1) year of last paid date of service or within two (2) years of the injury. ● Inactive Disability for Legacy Members: <ul style="list-style-type: none"> ○ Avested TCRS member who is not eligible for ordinary disability (i.e., disability did not exist at date of the member’s separation from service) or for accidental disability (i.e., did not apply within one year of last paid date of service or within two years of the injury); and ○ who has been determined to be totally and permanently disabled from all substantial gainful employment and is not eligible for service retirement. ● A member who terminates service and refunds their contributions or otherwise loses membership is not eligible for disability benefits. 	
09.02	Workflow & Case Management	<p>As a Service Counselor, I want the system to automatically generate a workflow when a disability retirement request is submitted, so that various activities can begin in a timely manner.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • The system automatically generates a task / workflow when a disability request is submitted. • I can manually open (and close), the workflow, if needed. • I can submit the workflow for review and receive a “rejected” review back. • The system generates a list of required documents that correspond to the transaction / process (e.g., conditional list of documents). • I can follow-up on and facilitate requests for additional information at all stages using an automated process. • I can be automatically notified of cases that were approved / denied throughout the process. • I can enter social security benefits information and worker’s compensation information into the system. <p>Business Rule:</p> <ul style="list-style-type: none"> • Required documentation examples include: <ul style="list-style-type: none"> ○ Application for disability benefits ○ Declaration of disability ○ Medical records release authorization ○ Attending physician’s report of disability ○ Vocational history ○ TCRS report of accidental disability 	
09.03	Person Data (Proofs)	<p>As a Service Counselor, I want to record when documents have been received and whether they have been approved / rejected, so that the status of a member’s application is up to date.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can view documents submitted through the member self-service portal, including date / time stamps. • I can upload documents to a specific member account. • I can indicate which documents have been received, the date received, and whether the document has been approved or rejected. • I can indicate the type / category of document, including, but not limited to: 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Application for disability benefits ○ Declaration of disability ○ Medical records release authorization ○ Attending physician’s report of disability ○ Vocational history ○ TCRS report of accidental disability ● Related workflows reference the related supporting documents. Some transactions will display warning / error messages depending on whether certain documents are received, as defined by TCRS. 	
09.04	Benefit Calculation (Disability)	<p>As a Service Counselor, I want to send the member an estimate or an actual benefit calculation, so that the member is informed of their disability benefit.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● I can select the retirement type (e.g., ordinary, accidental, inactive disability). ● Calculation rules, formulas, and factors are configured and not hard coded in the system. ● The system will generate an estimate, or an actual benefit calculation based on the plan rules. ● I can print the calculation to send to the member. ● I can view the calculation that was generated. ● I can override benefit amounts, if needed. <p>Business Rules:</p> <ul style="list-style-type: none"> ● Ordinary Disability: <ul style="list-style-type: none"> ○ Benefit Formula is ninety (90%) percent of the retirement benefit for service retirement. ○ If the member has not yet reached Service Retirement and has more than 10 years of service but less than 20 years, project the service to either Service Retirement (rule of 90 for hybrid) or to 20 years (whichever happens first). ○ If the member has not yet reached Service Retirement and has more than 5 years of service but less than 10 years, project to either 10 years of service or Service 	2

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No.	Feature	Requirement	Flexibility
		<p>Retirement (rule of 90 for hybrid). Use whichever nets the greatest amount of total service for the member. If projecting to Service Retirement (rule of 90 for hybrid), the service projection should not exceed 20 years.</p> <ul style="list-style-type: none"> • Inactive <ul style="list-style-type: none"> ○ 0.9000 Disability Factor is NOT APPLIED. ○ Early Factor is applied. Formula is automatically calculated with 0.7600 Early Factor (equivalent to Age 55 Early Factor). ○ The 25YR-Early Reduction Factor is also applied when applicable. ○ Vesting Factor is also applied if the member has less than 10 years of service. ○ With the 0.90000 Disability Factor NOT being applied to these cases, an Inactive Disability benefit will NOT pop-up or increase when the member reaches Service Retirement. ○ Hybrid Members or Alternate Defined Benefit Members are not eligible for Inactive disability Retirement. • Accidental Disability: <ul style="list-style-type: none"> ○ DOM prior to July 1, 1997: <ul style="list-style-type: none"> ▪ Monthly Benefit = 0.5 x member's AFC/ 12 ▪ If the member receives a Social Security disability benefit or attains age sixty-two (62), monthly Benefit = 1/3 x member's AFC/ 12 ○ DOM after July 1, 1997: <ul style="list-style-type: none"> ▪ The benefit shall be calculated the same as ordinary disability. 	
09.05	Medical Review Portal	<p>As a Service Counselor, I want to send required information to the Disability Medical Evaluator Contractor, through a secure portal, so that they can perform a medical disability evaluation.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can create a new request on a secure portal. • I can upload documents. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The disability evaluation contractor is notified when new request or documents have been submitted. The system confirms that information has been sent to the disability evaluation contractor. <p>Business Rule:</p> <ul style="list-style-type: none"> All medical documents received are reviewed for completion and uploaded to the disability evaluation contractor portal within 5 days of receipt. 	
09.06	Medical Review Portal	<p>As the disability evaluation contractor, I want to review all provided materials, so that a disability decision can be provided to TCRS.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I am notified of new application and documents. I can view any necessary information and documentation. The system prompts me to input any necessary information, including review notes and final disability decisions. I can send final disability decisions to TCRS. The system confirms that the disability decision has been sent to TCRS. 	2
09.07	Medical Review Portal	<p>As a Service Counselor, I want to view disability decision, so that I can update the disability retirement application status.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system notifies me about a response from the Disability Medical Evaluation Contractor. I can review the disability evaluation decision. The system populates the disability evaluation decision date. I can upload any documents posted by the disability evaluation contractor into the member's account. 	2

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No.	Feature	Requirement	Flexibility
09.08	Workflow & Case Management	<p>As a Service Counselor, I want the system to identify disability benefit recipients who are due for a re-evaluation, so I don't have to manually do it.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system identifies disability benefit recipients who are due for a re-evaluation based on TCRS plan rules and last review date and calculates the next re-evaluation date. • I can run a report of disability benefit recipients with an upcoming re-evaluation date. • I can manually override the re-evaluation date. • I can set reevaluation timeframes on an individual member basis. • I can turn off re-evaluations for specific members. <p>Business Rule:</p> <ul style="list-style-type: none"> • TCRS disability members are re-evaluated every 3 years, unless otherwise specified by the medical reviewer. 	2
09.09	Letters, Forms, & Reports	<p>As a Service Counselor, I want the system to generate re-evaluation packages to send to disability members, so that I don't have to manually generate them.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system generates and sends notifications to disability benefit members, according to the re-evaluation date. • Notifications include information about the re-evaluation requirement. • Members receive the necessary forms or URL to access the portal along with the notification. • A batch job that generates these packages can be scheduled or run on demand. <ul style="list-style-type: none"> ○ Notifications should be sent at least 90 days before the re-evaluation deadline. ○ Two rounds of reminder letters are sent at 30-day intervals. ○ If no response after the 3rd reminder letter deadline, a benefit suspension letter is sent. <p>Business Rule:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Members are notified regarding the requirement for re-evaluation and are provided with the forms and information that must be submitted within 90 days of the initial request. 	
09.10	Letters, Forms, & Reports	<p>As a Service Counselor, I want the system to generate correspondences to send to disability benefit members with their re-evaluation results, so that I don't have to manually generate them.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system generates and sends notifications to disability benefit members containing their re-evaluation results. The system generates a missing information letter to recipients who did not submit their re-evaluation paperwork by their deadline. A batch job that generates these notifications can be scheduled or run on demand. <p>Business Rule:</p> <ul style="list-style-type: none"> The member will be notified in writing if they continue to meet the eligibility requirements for disability retirement. 	2
09.11	Payment Maintenance (Disability)	<p>As a Service Counselor, I want to suspend, stop, cancel or resume the disability benefit for recipients based on their re-evaluation results, so that TCRS pays the correct benefit.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system will stop a disability benefit payment if the member does not pass the re-evaluation using the disability evaluation contractor decision and decision date entered. The system suspends the disability retirement benefit if re-evaluation forms have not been received by the deadline. I can run a report of stopped and suspended benefits. I can resume disability benefit payments as needed. I can add notes to the member's account. <p>Business Rule:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Failure to submit the necessary forms and medical information for re-evaluation may result in the suspension of disability retirement benefits (TCA 8-36-506; TCRS Rule 1700-03-01-10). 	
09.12	Disability Appeals	<p>As a Service Counselor I want the ability to receive notification from a member who is appealing a denied disability case, so that I can monitor the receipt of appeals.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system calculates and displays the deadline for a member submitting an appeal. The system accepts and records the appeal, if initiated within the timeframe. The system automatically marks the original application as void and provides a timestamp if the member does not appeal within the timeframe. <p>Business Rules:</p> <ul style="list-style-type: none"> If a disability case is initially denied, the member has 90 days to appeal the denial. If the member does not appeal within 90 days, the original application will become void. If the member reapplies at a later date, TCRS cannot back date it, based on the original application that was previously voided. 	2
09.13	Member Information (Disability)	<p>As a Service Counselor, I want to view and edit information about the member, so that I can refer the disability application for processing of benefit amounts for the member.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can view and edit information about the member including: <ul style="list-style-type: none"> Date of disability Member's current plan status Disability type Supporting documentation I can use the system search function to locate the member using name or taxpayer ID. The system will display all occurrences of the 	2

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No.	Feature	Requirement	Flexibility
		<p>individual on file (e.g., exists as a member and beneficiary).</p> <ul style="list-style-type: none"> • I can enter account notes for references and record keeping purposes. • I can send notification of the retirement application with the approval of medical disability for processing of the member's retirement application and set up of the member's benefit payment. 	
09.14	Benefit Set Up (Disability)	<p>As a Service Counselor, I want to set up the disability benefit on payroll, so that the member can begin receiving their disability pension.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can enter the member's information, such as bank account and tax withholding information. • I can enter the member's option election. • The system applies the correct tax withholding depending on whether the disability benefits are Service- or Non-Service-Connected disability. • The system validates that all mandatory information has been entered before submitting the payment to payroll. • I can add notes to the member's account. 	2
09.15	Benefit Calculation (Workers Compensation)	<p>As a Service Counselor, I want the system to store workers compensation disability claims information, so that can be used to calculate the maximum TCRS disability retirement benefit.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system allows me to upload a copy of the member's workers compensation benefit documentation. • I can include the workers compensation benefit as an input in the disability benefit calculation. <ul style="list-style-type: none"> ○ Workers' comp benefit may be a monthly or lump sum amount. Lump sum amounts are prorated over a reasonable period of time. • The system includes an end date for the prorated lump sum. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system validates whether the TCRS disability benefit is less than the AFC limits according to the plan rules. <p>Business Rules:</p> <ul style="list-style-type: none"> A member receiving a TCRS disability benefit should notify RetireReadyTN immediately when they are receiving compensation from the Board of Claims or Workers' Compensation. The TCRS disability retirement benefit is capped at 75% x retiree's AFC – Workers' Comp benefit. Any lump sum payments will be prorated over a reasonable period of time. 	
09.16	Benefit Calculation	<p>As a Service Counselor, I want the system to limit the TCRS disability benefit according to the plan rules, so that TCRS avoids overpayments.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system limits the TCRS disability benefit, so it does not exceed the AFC limits according to the plan rules. The system updates the TCRS disability benefit amount to the capped limit and calculates the overpayment amount to be recouped if the TCRS disability benefit is reduced. The system updates the TCRS disability benefit amount to the original amount and calculates the underpayment amount to be paid if the TCRS disability benefit is restored (member no longer receiving Workers' Comp benefits). <p>Business Rules:</p> <ul style="list-style-type: none"> Tennessee Code Annotated, Section 8-36-501 provides that the TCRS disability retirement benefit will be limited so that the retiree's disability benefit (together with compensation from the Board of Claims or Workers' Compensation) does not exceed seventy-five (75%) percent of the retiree's average final compensation. Non-Service-Connected disability benefits are taxable per State and Federal regulations. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • For a Service-Connected Disability: <ul style="list-style-type: none"> ○ If the benefit is 1/2 of Final Compensation, the benefit is non-taxable. • If the benefit is the member's service retirement allowance, up to 1/2 of final compensation is non-taxable. 	
09.17	Reports, Forms, & Letters	<p>As a Service Counselor, I want to send a list of disability benefit recipients to DOL, so they can send TCRS earnings information.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can run a report April 1st each year to match the disability member with the Department of Labor earnings data for retirees who turned 60 in the requesting year and those under the age of 60. <p>Business Rules:</p> <ul style="list-style-type: none"> • TCRS Disability members actively receiving a disability benefit must submit a report of employment earnings to TCRS annually. • TCRS can receive this information through an interagency agreement with the Department of Labor and Workforce Development. • The amount of income a member may earn while receiving a TCRS disability benefit is based upon the federal guideline for individuals receiving social security disability benefits published annually. 	2
09.18	Interfaces	<p>As a Service Counselor, I want to load the earnings information from DOL, so that TCRS can determine if the annual earnings cap is exceeded.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The DOLearnings data is loaded to each member's account. 	2
09.19	Reports, Forms, & Letters	<p>As a Service Counselor, I want the system to generate earnings request letters to send to disability benefit members, so that I don't have to manually generate them.</p> <p>I will be satisfied when:</p>	2

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Scope: ARIS		

No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system generates and sends earnings request letters to disability benefit members in their communication preference. A batch job that generates these packages can be scheduled or run on demand. <ul style="list-style-type: none"> Two rounds of reminder letters are sent May 1st and June 1st. If no response after the June 1st reminder letter deadline, generate a report of non-response, so that individual outreach can be performed. <p>Business Rule:</p> <ul style="list-style-type: none"> Members must return the annual earnings request by June 30th. 	
09.20	Batch Job	<p>As a Service Counselor, I want the system to determine if a disability benefit member exceeds the earnings limit, so that their benefit can be adjusted.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can run a report of members who exceed the earnings limit. I can adjust the annual earnings limit for specific individuals. The system generates and sends notifications to disability benefit members that their benefit is suspended because they have exceeded the annual earnings and an overpayment invoice for benefits paid over the annual earnings limit. The batch job that generates these notifications can be scheduled or run on demand. <p>Business Rules:</p> <ul style="list-style-type: none"> Visually impaired individuals may earn a designated amount that is different from other recipients. To have their benefit reinstated, the member must complete a re-evaluation of eligibility. Revaluations forms and information are included with the notice of suspension. 	2

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No.	Feature	Requirement	Flexibility
09.21	Payment Maintenance (Disability)	<p>As a Service Counselor, I want to suspend, stop, or resume the disability benefit for recipients based on their evaluation results, so that TCRS pays the correct benefit.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system suspends the disability retirement benefit if member has exceeded the annual earnings limit. • I can run a report of suspended benefits. • I can resume disability benefit payments as needed. • I can add notes to the member’s account. <p>Business Rules:</p> <ul style="list-style-type: none"> • If the member provides the re-evaluation information and is determined to be eligible for a benefit, the member’s benefit will be reinstated. The overpayment not reimbursed to TCRS will be recouped from their retirement payroll not exceeding twenty-five (25%) percent of their monthly payroll. • If the member is not reinstated to receive retirement disability benefits, the member’s outstanding overpayment may be recouped through employment earnings garnishment or their TCRS benefits when they retire. • If the member returns the annual earnings form after the suspension and the member did not exceed annual earnings, the member’s disability benefit is reinstated. 	2

System Requirements

No.	Category	Requirement	Flexibility
09.22	Workflow & Case Management	The system will provide the ability to launch a disability workflow when an Application for Disability Retirement is submitted.	2
09.23	Person Data	The system will provide the ability to set a member’s status as ‘pending disability’ for as long as the claim	2

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No.	Category	Requirement	Flexibility
		approval process may take (interest, DRO, Service purchases, refunds).	
09.24	Benefit Calculation	The system will provide the ability to produce a disability retirement benefit estimate that uses the same eligibility rules and calculation logic, but with the ability to adjust the factors and inputs used in the benefit calculation to produce the estimate.	2
09.25	Benefit Calculation	The system will provide the ability to allow TCRS users to override system calculated disability benefit amount with auditing on any changes or modifications and proper role permission.	2
09.26	Benefit Calculation	The system will provide the ability to calculate additional amounts TCRS owes the member when they convert from disability retirement to service retirement.	2
09.27	Benefit Payments & Refunds	The system will provide the ability to differentiate between taxable and non-taxable disability benefits on member accounts.	2
09.28	Benefit Payments & Refunds	The system will provide the ability to allow TCRS users to override the taxable and non-taxable amounts that were determined by the system with auditing of any changes or modifications and proper role permissions.	2
09.29	Reports, Forms & Letters	The system will provide the ability to track document statuses such as sent, received, and due dates that are required to process disability applications and benefit re-evaluations.	2
09.30	Workflow & Case Management	The system will provide the ability for TCRS to add and remove items to / from the disability workflows such as documents and events that does not require assistance from the solution vendor.	2
09.31	Reports, Forms & Letters	The system will provide the ability to generate disability-related letters that are editable, such as: <ul style="list-style-type: none"> • Letters to doctors • Standard notices to members • Standard notices to attorneys • Letters to Plan Sponsors, HR, and other applicable entities 	2

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No.	Category	Requirement	Flexibility
09.32	Reports, Forms & Letters	The system will provide the ability for TCRS to create new template disability-related letters either using existing or blank templates that does not require assistance from the solution vendor.	2
09.33	Reports, Forms & Letters	The system will provide the ability for TCRS to delete template disability-related letters that do not require assistance from the solution vendor.	2
09.34	Workflow & Case Management	The system will provide the ability for TCRS to set up workflows to include specific documents and activities and the deadlines in which those activities are due (e.g., within 10 days of issue, etc.).	2
09.35	Workflow & Case Management	The system will provide the ability to issue reminders to TCRS staff of approaching appointment and due dates on the Disability claim processing.	2
09.36	Workflow & Case Management	The system will provide the ability to display messages when the member’s work history includes reciprocity that is a factor in processing the disability claim.	2
09.37	Workflow & Case Management	The system will provide the ability to suspend and/or cancel a disability retirement and to record the reason, such as but not limited to: <ul style="list-style-type: none"> • Refuses to submit a required medical re-examination. • Upon re-examination is considered no longer disabled. 	2
09.38	Benefit Calculation	The system will provide the ability to recalculate disability benefits for members who remain on disability until their service retirement age (age 60 or the rule or 90) where the 10% reduction is removed.	2
09.39	Workflow & Case Management	The system will have the ability to suspend and/or cancel a member’s disability benefit.	2
09.40	Workflow & Case Management	The system will notify TCRS of the suspended benefit, update the status of the membership and cancel benefit payment based on the disability plan rules.	2

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10– Domestic Relation Order (DRO)

The Domestic Relations Order (DRO) process receives and reviews court orders detailing potential changes to member retirement benefits from divorce proceedings. DRO administration notifies TCRS of any required alterations while working to facilitate efficient review and documentation of legal rulings.

User Story Requirements

No.	Feature	Requirement	Flexibility
10.01	Person Data	<p>As a Service Counselor, I want to recalculate a member’s benefit amount when a DRO is received, so I can determine the payment amounts.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system will generate communication requesting additional information to be sent to the member in their communication preference. I can edit and save the system-generated letter. For a member who is in pay status or who has submitted an application for benefits that is pending at the time a court order is received, the system recalculates the benefit to incorporate the DRO amount. The system will calculate any over / underpayments to the member or the alternate payee, if applicable. 	2
10.02	Person Data (DRO)	<p>As a Legal Examiner, I want to record the terms of the DRO in the system, so the benefit can be processed and set up for the member and Alternate Payee.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can view the supporting DRO documents saved on the member’s account. I can accept or reject the DRO request and enter review notes for other internal users to view. I can enter DRO information in the system such as: <ul style="list-style-type: none"> Full names of member and Alternate Payee. Addressees for member and Alternate Payee. Date of birth for member and Alternate Payee. Taxpayer ID for member and Alternate Payee. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Dollar amount or percentage of the member’s accrued benefit to be awarded. ○ Relevant period to be used to calculate interest for the Alternate Payee. ○ Other payment terms and conditions under the DRO. 	
10.03	Person Data (Alternate payee)	<p>As a Service Counselor, I want to record Alternate Payee information correctly, so the system has accurate records.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● An Alternate Payee can be identified on the Alternate Payee’s account. ● Alternate Payee is associated to the member’s account. ● Alternate Payee demographic information, such as address, date of birth, and SSN, are recorded in the system. ● Alternate Payee banking information such as direct deposit information is recorded in the system. ● Access to their own account on the self-service portal. ● Key details are displayed on the Call Center member-overview screen. 	2
10.04	Reports, Forms & Letters	<p>As a Service Counselor, I want to generate DRO-related correspondence, so the member and Alternate Payee are informed about their DRO application.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● Correspondence can be generated either as a batch job or on an ad hoc basis. ● Correspondence and the underlying templates can be easily modified. ● Correspondence is auto populated with the member or Alternate Payee’s data as applicable. ● Correspondence can support conditional text (i.e., text is included or excluded based on data in the system). ● Correspondence is sent in the recipient’s communication preference (e.g., electronic, postal, etc.). 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • Examples of system-generated correspondence: <ul style="list-style-type: none"> ○ Notification of Application of the DRO ○ Request for Missing Information ○ DRO Determination Letter ○ Alternate Payee Reminder of Benefit Letter 	
10.05	Workflow & Case Management	<p>As a Service Counselor, I want to confirm receipt of all required documentation prior to processing a DRO, so the application and benefits can be processed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • A document checklist is used to confirm all the required documents have been received. • Receipt status of forms and documents related to each request are tracked. • A workflow task is created automatically when documents are received and routed to the Legal Department to review and approve. • Communications requesting missing documentation can be system generated. • A workflow task relaunches automatically when an outstanding document is received. • A workflow-driven timer changes the status of a work item if required documents are received (or not) within a designated period. • Documents are imaged and stored on the participant and alternate payee record and are easily viewable by TCRS end users. • Digital copies of the stored documents can be printed as needed. <p>Business Rules:</p> <ul style="list-style-type: none"> • TCRS requires a copy of the certified order. • The DRO can be emailed to TCRS. 	2
10.06	Workflow & Case Management	<p>As a Service Counselor, I want a benefit workflow to incorporate additional DRO-related steps if a DRO is on file, so a member’s benefit can be adjusted, and an Alternate Payee can receive their assigned portion of the member’s benefit.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • A benefit workflow will include DRO-related steps if a DRO is on file. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • A summarized processing status can be easily viewed by the TCRS staff or the member on the self-service portal. • An authorized user (e.g., a manager), has the ability to view all DRO workflows, their statuses, and key details (such as age) being processed by TCRS staff. 	
10.07	Benefit Calculation	<p>As a Service Counselor, I want the system to calculate the DRO benefit based on DRO input data, so the member and Alternate Payee’s receive their correct benefit entitlements.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The member’s benefit can be automatically adjusted based on the percentage / flat dollar amount from the DRO. • The member and Alternate Payee’s benefits are effective dated and can be adjusted to the appropriate date (i.e., the month following approval of the DRO by the retirement system). • Proper federal tax amounts are withheld from monthly benefit payments. • Different formula types such as fractional formulas can be used in the calculation logic to determine the benefit amount. <p>Business Rules:</p> <ul style="list-style-type: none"> • ADRO may apply on the following benefits: <ul style="list-style-type: none"> ○ A monthly retirement allowance ○ A member’s refund of employee contributions • ADRO shall not apply to any of the following: <ul style="list-style-type: none"> ○ A survivor benefit ○ A disability benefit ○ An error refund ○ Any other benefit • The Alternate Payee is eligible to receive a proportionate amount of any future COLA increases. • TCRS will not accept a DRO that directs payment to an Alternate Payee of funds greater than the value accrued during the period of marriage, assuming the member was to retire at full 	2

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No.	Feature	Requirement	Flexibility
		<p>retirement age utilizing the regular service retirement allowance.</p> <ul style="list-style-type: none"> • Additionally, TCRS will not process the selection of a member’s survivorship option at retirement when it results in the value of the member’s monthly allowance being less than the amount the DRO orders TCRS to pay the Alternate Payee. • The DRO automatically terminates upon the death of either the member or the Alternate Payee. 	
10.08	Benefit Calculation (Adjustments)	<p>As a Service Counselor, I want to have the ability to adjust benefits associated with DROs and court orders, so I am accurately distributing the benefit amounts.</p> <p>I’ll be satisfied when:</p> <ul style="list-style-type: none"> • Adjustments can be applied to: <ul style="list-style-type: none"> ○ A partial period ○ The member and/or Alternate Payee’s benefit ○ Shared payments • All adjustment transactions are recorded and tracked in the system. • Adjustment history is easily viewable on the member or alternate payee’s record. <p>Business Rule:</p> <ul style="list-style-type: none"> • Under certain circumstances, a retired member who elected a Joint & Survivor benefit and who is subsequently divorced can name a new beneficiary due to divorce, but the new beneficiary would not be entitled to a continuing benefit. • TCRS would not allow the member to change their payment plan election (unless the member is within their 60-day window to do so). 	2
10.09	Payment Processing	<p>As a Service Counselor, I want to accurately set up a benefit payment for a DRO, so the payment aligns with the court order.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The Alternate Payee benefit can be set up as: <ul style="list-style-type: none"> ○ A separate benefit account under a separate interest order. ○ A shared benefit as necessary. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • Payment amount can be a percentage of the member’s benefit or a flat dollar amount. • The member’s and Alternate Payee’s tax withholding, direct deposit, and deduction are maintained separately. <p>Business Rules:</p> <ul style="list-style-type: none"> • In a shared payment order, the member and Alternate Payee share the benefit that requires the Alternate Payee to wait until when or if the member starts to receive their benefit. • The Alternate Payee is defaulted to the amount provided in the DRO. Additionally, payments to Alternate Payee end upon death of member or the death of the Alternate Payee (i.e., Alternate Payee cannot designate a beneficiary for a continuing payment after the Alternate Payee’s death). • Both member and Alternate Payee’s benefit stops if the member decides to return to work. When the member re-retires, the DRO is reinstated, and payments to the Alternate Payee will be the same as before the member returned to work, with a possible COLA adjustment. • TCRS will not apply a DRO retroactively to benefits prior to the effective date of the DRO. • TCRS will not apply a DRO to a refund of the member’s contributions that has been made prior to receipt of a DRO purporting to be applicable to such refund. 	
10.10	Payment Processing	<p>As a Service Counselor, I want the system to auto-populate Alternate Payee data on file when I set up a payment, so I do not have to enter it manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • A new Alternate Payee benefit payment is being set up, applicable information from the DRO on file is auto populated in the payment set-up. • Alternate Payee auto-populated information can be manually adjusted in the payment set-up. 	2

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No.	Feature	Requirement	Flexibility
10.11	Payment Processing (DRO Death)	<p>As a Service Counselor, I want to adjust retirement benefits with a DRO if a death occurs, so TCRS is disbursing the correct benefit amount.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system automatically updates benefits and payments to the member and Alternate Payee based on the plan rules. <ul style="list-style-type: none"> ○ If the Alternate Payee dies before the member, the DRO amount is reverted to the member and Alternate Payee payment is stopped. Alternate Payee overpayments are to be recouped and paid to the member. ○ If the member dies before the Alternate Payee, the Alternate Payee’s payment is stopped. Member and Alternate Payee overpayments are to be recouped to the Fund. • Outstanding overpayment balances and amount payable are tracked in the system under the member’s account. <ul style="list-style-type: none"> ○ A retro payment would be generated to the member for any amount paid to the Alternate Payee that should not have been paid. ○ The Alternate Payee or estate would be invoiced for any overpayment. <p>Business Rules:</p> <ul style="list-style-type: none"> • When the member or Alternate Payee dies, the DRO is no longer active. • If the Alternate Payee dies before the member, the DRO payment is redistributed to the member. • If the member dies before the Alternate Payee, the Alternate Payee’s right to receive an amount from the member’s monthly retirement benefit is terminated. 	2
10.12	Benefit Payments (DRO RTW)	<p>As a Service Counselor, I want to suspend both the retiree’s and an Alternate Payee’s benefits while the retiree is on a Return to Work (RTW).</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • The system automatically suspends and restarts payments concurrently to the member and Alternate Payee based on the RTW plan rules. • Payments can be suspended and/or returned if disbursed during a period of benefit ineligibility with proper tax liability and other deductions tracked and recorded. • Error messages display if there is an active DRO benefit payment for an Alternate Payee and the member has an active work status. • The repayment amount is accurately calculated by the system. • Repayment amount can be manually overwritten by an authorized TCRS user (e.g., a manager). • Communications to the member and Alternate Payee regarding the RTW status, payment changes, and overpayments are system generated. • History of the overpayment and recoupment is accurately recorded and tracked in the system. 	
10.13	Terminating DRO	<p>As a Service Counselor, I want the ability to terminate DRO orders, as needed, so I don't have to process benefit changes manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can save a copy of the termination order to the member's account. • I have the ability to update the DRO termination date within the system. • The system maintains a record of the DRO termination date for audit purposes. • The system terminates the alternate payee's payment and the DRO amount is reverted to the member. • I will be satisfied when the system recalculates pension benefits in accordance with the DRO termination date. • I will be satisfied when the recalculated benefits are reflected in member statements and records. 	2

System Requirements

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No.	Category	Requirement	Flexibility
10.14	Person Data	The system will have the ability to store and maintain key DRO data elements such as marriage date, divorce date, order date, etc., on a member's account. This includes the member having one or more DROs.	2
10.15	Person Data	The system will have the ability to store and maintain demographic information such as name and contact information for a member and Alternate Payee's attorney in a marital dissolution proceeding.	2
10.16	Person Data	The system will have the ability to show that an account has an active DRO once the official DRO has been received and approved.	2
10.17	Person Data	The system will have the ability to easily identify the DRO status on a member's account.	2
10.18	Person Data	The system will have the ability to change the spousal relationship of the now-former spouse on the member's account.	2
10.19	Person Data	The system will have the ability to create a separate TCRS account for Alternate Payee when they become a benefit recipient but still links the Alternate Payee to the originating member account.	2
10.20	Benefit Calculation	The system will have the ability to enter instructions on how to divide and allocate TCRS benefits between the member and Alternate Payee as specified in the DRO.	2
10.21	Benefit Calculation	The system will have the ability to apply adjustments (e.g., COLA) to the Alternate Payee's benefits based on the plan rules.	2
10.22	Benefit Calculation	The system will have the ability to exclude components of the benefit (e.g., COLA) from the Alternate Payee's benefits based on the plan rules.	2
10.23	Benefit Calculation	The system will have the ability to identify the non-taxable portion of the retirement benefit and contributions for the member and Alternate Payee's benefits.	2
10.24	Benefit Calculation	The system will have the ability to include or exclude purchased service credit in the division of member's	2

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No.	Category	Requirement	Flexibility
		benefit based on the marriage begin date and divorce date, as specified in the DRO.	
10.25	Benefit Calculation	The system will have the ability to calculate minimum and maximum benefit splits to a member and Alternate Payee, based on the plan rules and the DRO. Example: A Joint & Survivor option elected at retirement will not be processed if the value of the member's monthly allowance is less than the amount that the DRO orders TCRS to pay the Alternate Payee.	2
10.26	Benefit Calculation	The system will have the ability to correctly calculate multiple DROs for a member and administer the benefits for the member and respective Alternate Payees according to the plan rules and DRO instructions entered.	2
10.27	Benefit Calculation	The system will have the ability to allow for a member's refund to be split between the member and the Alternate Payee as specified in the DRO.	2
10.28	Benefit Calculation	The system will have the ability for TCRS users to run DRO estimates.	2
10.29	Benefit Calculation	The system will provide the capability to enter dollar amounts, percentages, and/or a combination of percentage and dollars, as ordered by the DRO.	2
10.30	Benefit Calculation	The system will withhold the proper amount of tax (federal and, if applicable, state) from monthly benefit payments.	2
10.31	Benefit Data	The system will have the ability for TCRS users to enter benefit split input data (e.g., marriage start / stop dates, % or \$ split amounts, etc.) to be used in the DRO calculation.	2
10.32	Benefit Data	The system will provide the capability to track any amount withheld from a retired member's existing monthly benefit pending the result of a dissolution of marriage proceeding.	2
10.33	Configuration	The system will allow payments for the DRO to be issued either as direct deposit or paper check.	2

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No.	Category	Requirement	Flexibility
10.34	Configuration	The system will be able to assign and store the check numbers and direct deposit statement numbers for the DRO payments.	2
10.35	Configuration	The system will be able to process the DRO Alternate Payee's distributions using the DRO Alternate Payees's tax information regardless of the tax information for the member's benefit.	2
10.36	Configuration	The system will display a history of payments after the DRO has been applied to both the member and the Alternate Payee accounts.	2
10.37	Configuration	The system will use the payment history to accurately deduct and report all federal and state tax withholdings for the member and Alternate Payee.	2
10.38	Configuration	The system will provide the capability to use the payment history to accurately create the annual IRS tax reporting form 1099R for the member and Alternate Payee.	2
10.39	Configuration	The system will be able to establish individual accounts for both the member and the Alternate Payee.	2
10.40	Reports, Forms & Letters	The system will provide the capability to issue various letters to the member or member's attorney to request or provide information related to the marital dissolution proceedings.	2
10.41	Reports, Forms & Letters	The system will provide the capability to issue various memos to TCRS's Legal Team regarding the status and progress of a member's marital dissolution proceeding.	2
10.42	Reports, Forms & Letters	The system will provide the capability for letters and memos to be modified by a TCRS user allowing customization for special circumstances.	2
10.43	Reports, Forms & Letters	The system will allow the user to generate a letter to the member that provides existing beneficiary information, which may include the ex-spouse, and requests that the member consider updating beneficiary information.	2
10.44	Reports, Forms & Letters	The system will allow TCRS users to generate a letter informing the member and the Alternate Payee that the	2

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No.	Category	Requirement	Flexibility
		DRO has been applied to the member’s account and the benefit amount has changed.	
10.45	Reports, Forms & Letters	The system will provide queries for information regarding the DRO for both the member and the Alternate Payee.	2
10.46	Workflow & Case Management	The system will provide the capability to set calendar events that will automatically take actions stated in the DRO (e.g., reduction of benefit, etc.).	2
10.47	Workflow & Case Management	The system will provide the document management capability to help administer DROs.	2
10.48	Workflow & Case Management	The system will provide checklists and other integrated tools to help administer DROs.	2
10.49	Workflow & Case Management	The system will alert the user that when a dissolution of marriage is processed, the member’s beneficiary designations may need to be revised.	2
10.50	Workflow & Case Management	The system will be capable of linking payees established during the DRO process to the new benefit setup and refund processes, thus eliminating the need to re-enter payee information when establishing payments to these payees.	2
10.51	Workflow & Case Management	The system will provide the capability to assist TCRS in tracking the various administrative steps in processing a DRO to completion.	2
10.52	Workflow & Case Management	The system will have the capability to account for a review process (within a workflow) where a reviewer / verifier will audit the DRO calculation, setup, and all DRO-related details prior to finalizing the DRO and splitting of accounts.	2

11 – Employer Reporting(ER)

Employer reporting (ER) processes contribution payments and payroll data from participating TCRS employers to member pension accounts. Accurate recording and posting maintains the current status of employer accounts and employees' retirement funds.

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User Story Requirements

No.	Feature	Requirement	Flexibility
11.01	Employer Data	<p>As an Employer Participation Specialist, I want to maintain employer data, so that their account is up to date.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can manage employer account profile information and ESS access. • I can log interactions with an employer in the system (e.g., type of interaction, notes, etc.). • I can run transactional, informational, and statistical reports on employer data. 	2
11.02	Employer Data (Close account)	<p>As an Employer Participation Specialist, I want to close an employer account, so that their account status is up to date.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can close an employer account and select a reason from a predefined list. • The employer representatives' access to ESS is revoked. • The system will produce an error message if member data is reported after the account is closed. <p>Business Rules:</p> <ul style="list-style-type: none"> • Employer accounts must remain open until all members have been paid, so that employers can submit the necessary payments to TCRS. • Once all reporting is complete and all invoices are paid, employers are placed in a "third party" status so that no further templates are generated on the account. 	2
11.03	Employer Data (Inactivate credentials)	<p>As an Employer Participation Specialist, I want to inactivate an employer credential, so that their account status is up to date.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can inactivate an employer account's credential and select a reason from a predefined list. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The employer representatives' access to ESS is revoked. The employer credentials are immediately disabled to prevent future system access. 	
11.04	Invoices (Write-Off)	<p>As a Pension Accountant, I want to cancel or write-off outstanding invoices, so that amount is no longer outstanding.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> Authorized users have the ability to cancel outstanding invoices. The system updates the status of the invoice to canceled. The system generates the appropriate GL transactions and updates the appropriate asset balances. The audit log shows all corresponding information for the canceled invoice, including, but not limited to the canceled amount, date, and user. 	2
11.05	Batch Processing	<p>As an Employer Reporting Specialist, I want the system to process the State payroll file, so that their employee data is up to date.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system processes the State payroll file using the State file layout. <ul style="list-style-type: none"> The State file layout is different than the standard file layout. The State file contains all applicable employee data for all three branches of government. The system performs validations and generates summary and errors / warnings reports. <ul style="list-style-type: none"> I can review these reports and resolve issues before sending the reports to DoHR. The system generates a notification indicating that the payroll file has been processed. The system does not apply the late penalty for the State file. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system calculates the amount owed and generates the appropriate GL transactions and updates asset balances. <p>Business Rule:</p> <ul style="list-style-type: none"> State employers pay their monthly SR contributions through an automated Edison process. One SR invoice is generated for the State. 	
11.06	Batch Processing	<p>As an Employer Reporting Specialist, I want the system to process files that have been submitted by the employer, so that member data is loaded into the system.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system automatically processes submitted files. The system produces error / warning messages if there is an issue with the file format or data and data exception reports. I can select the file I want to manually process if there are issues to be resolved. I can make data corrections to member accounts, if necessary. I can cancel / void a file import before it is released to the system. 	2
11.07	Validation	<p>As an Employer Reporting Specialist, I want the system to perform validation checks, so that data anomalies can be investigated.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> I am notified when a file has been received and can see its processing status. I can view, update, and/or override validation issues. I can send data issues to employers through a secure employer portal. I can change member data or override validations as needed. The system automatically updates member accounts that do not have errors / warnings. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system produces error / messages as well as data exception reports. 	
11.08	Reports, Forms, & Letters	<p>As Employer Reporting Specialist and Accounting, I want to generate reports and logs, so that I can research transactions.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system produces a detailed and summary transaction reports. I can run a delinquency report after the monthly reporting deadline. The reports can be scheduled or run on demand. I can enter query report parameters such as period, employer, etc. I can print reports or export to a predefined format including (PDF, Excel file). 	2
11.09	Workflow & Case Management	<p>As an Employer Reporting Specialist, I want to track delinquent employers, so that I can follow up with them.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system automatically sends notifications to employers who have delinquent monthly reporting. I receive a report of delinquent employers after the monthly deadline has passed. I can track delinquent employers based on criteria such as number and age of delinquent reports. 	2
11.10	Employer Payment	<p>As Pension Accounting, I want to apply a payment to an employer's account, so that their accounts reflect the latest transactions.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can select the payment and corresponding invoices to process. I can override auto-allocations and customize payment amounts as needed for flexibility. The system calculates the preliminary and final balances on the invoices and payment, including any penalties and other administrative charges, before posting, so I can confirm accuracy. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can apply credits to current or future invoices. • I can cancel / reverse a payment, if necessary. • I can enter notes in each transaction. • The system links payments to the transaction. • The system automatically generates an invoice with supporting details to be sent to the employer. • The system generates the corresponding GL entries. 	
11.11	Workflow & Case Management	<p>As an Employer Reporting Specialist, I want to track penalty waiver requests, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can review waiver requests. • I can route waiver requests to the appropriate individual for review and approval. • The system tracks the request approval / denial. • The system generates and sends the employer a letter with the request decision. <p>Business Rules:</p> <ul style="list-style-type: none"> • Employers can request a penalty waiver for late filings. • The TCRS Director reviews waiver requests and decides if the waiver should be granted or rejected. 	2
11.12	Late Filing Penalty	<p>As an Employer Reporting Specialist, I want the system to automatically calculate late fees based on days past due so that penalties are applied consistently.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system calculates the penalty amount according to the plan's rules and policies. • The system determines when penalties apply. • The penalty formula and rules are configurable and can be updated by authorized users. <p>Business Rules:</p> <ul style="list-style-type: none"> • Penalties are calculated based on the number of days the submission is delinquent within a 24-month rolling period. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • If the submission is less than 30 days delinquent, the penalty is 5.5% of the delinquent contribution amount. • There is a minimum penalty of \$25 for submissions less than 30 days delinquent. • For each additional 30 days delinquent, an additional 5% penalty is applied. The total penalty percentage cannot exceed 25%. • State payroll is exempt from late filing penalties. 	
11.13	Flat Rate Invoice	<p>As Pension Accounting, I want the system to generate invoices for flat rate employers, so manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system stores the monthly invoice amount determined by the actuary with the corresponding effective date. • I can update the monthly invoice amounts either through a file import or individually. • The system generates the flat rate invoices through a batch job or on demand. • The system will have configurable employer invoice frequencies. <p>Business Rules:</p> <ul style="list-style-type: none"> • Flat rate invoices apply to employers who do not have any active members to report. • Invoices generated monthly by the Pension Accounting team. 	2
11.14	Employer Certification	<p>As a Member Services Representative, I want to enter service credit and employment information for a member / employer provided through a form-based employer certification, so that their data is updated for the next monthly report.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I receive a notification when new completed certification has been imaged and indexed to the member's account. • I can enter employment data such as service, salary, last paid date, and sick leave. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Data updates are used to determine the invoice amount for the corresponding monthly reports. <p>Note: See the requirement documents for processes that require employer certification for more information.</p> <p>Business Rule:</p> <ul style="list-style-type: none"> Applications can be certified through various forms. 	
11.15	System Data (Contribution rates)	<p>As an Employer Reporting Specialist, I want to update annual employer contribution rates, so that the retirement plan remains effective and adequately funded.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system stores a history of the employer contribution rates by effective date and type (ADC, SR, flat dollar rate). I can update the employer contribution rates through a file import or individually. The system has logic and validations for each contribution type based on the plan rules. <p>Business Rules:</p> <ul style="list-style-type: none"> Polisubs who are in a qualifying plan may choose to pay a higher ADC rate if they submitted a request. Employers in the Hybrid Plan with Cost Controls cannot elect a higher ADC rate. If an employer has an unfunded liability, they can choose to pay off this liability as a lump sum or through a higher ADC rate. See Process Unfunded Liability Payments below for more information. If in subsequent valuations, the employer cost is below 4 and/or the unfunded liabilities are below the targets, the cost controls previously implemented will be reversed prospectively. The system should be able to handle the implementation of cost controls on a hybrid with cost controls plan. 	2

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No.	Feature	Requirement	Flexibility
11.16	Batch Processing	<p>As an Employer Reporting Specialist, I want to run the annual employer rate certification process, so manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • There is an annual certification batch process that can be scheduled or run on demand. • I can set deadlines and reminder dates each year. • The system generates and sends rate certification forms and notifications to employers in their communication preference. • The system tracks both outgoing rate certification forms and employer responses. • The system generates and sends reminders to employers, as needed. • If the employer does not complete their certification by the deadline, their default ADC rate (rates loaded from the Actuary) will go into effect as of July 1. 	2
11.17	Workflow & Case Management	<p>As an Employer Reporting Specialist, I want to track progress on the annual employer rate certification, so that it is completed by the desired deadline.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can schedule education sessions with employers. • I can run metric reports to identify completed, pending, and overdue responses. • I can set follow-up tasks with due dates and priority levels. <p>Business Rules:</p> <ul style="list-style-type: none"> • Certification must be completed no later than 5/31. • New rates take effect July 1. • There is an uncommunicated grace period from early June to mid-July. • Manual rate updates must be completed before July reporting. 	2

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No.	Feature	Requirement	Flexibility
11.18	System Data (Unfunded liability)	<p>As an Employer Reporting Specialist, I want to update employer unfunded liability (UL) amounts, so that employers can be invoiced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system stores a history of the employer unfunded liability by effective date. I can update the employer unfunded liability through a file import or individually. <p>Business Rule:</p> <ul style="list-style-type: none"> An employer’s unfunded liability is calculated by the Actuary. 	2
11.19	Reports, Letters, & Forms	<p>As an Employer, I want information about our unfunded liability, so that we can choose a payment option.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The ADC package includes: <ul style="list-style-type: none"> A detailed breakdown of the unfunded liability including the options to pay it off. Information for previous unfunded liabilities that have remaining unpaid balances as of the statement date. <p>Business Rule:</p> <ul style="list-style-type: none"> Employers are provided unfunded liability information when they receive their annual contribution rate information. See Update Annual Employer Contribution Rates above for more information. 	2
11.20	Employer Reporting (Corrected payroll)	<p>As an Employer, I want to be able to submit a corrected employee payroll record, after the initial record has been posted, so changes can be made.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I have the ability to submit a change to a posted record to correct service or salary to the record. <p>Business Rule:</p> <ul style="list-style-type: none"> Employers are responsible for correct reporting of salary data for members in its plan. 	2

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No.	Feature	Requirement	Flexibility
11.21	Document Management	<p>As an Employer Reporting Specialist, I want a PPAD application to be added to a member’s account, so I can process it.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • PPAD applications are imaged and indexed to the member’s account with the associated document type(s). <p>Business Rule:</p> <ul style="list-style-type: none"> • Adjustment within the monthly reporting cycle can be submitted online. Otherwise, forms / applications are used. • Prior period data corrections prior to 7/1/2014 will be corrected by the Employer Reporting division (pre-Concord data). 	2
11.22	Person Data	<p>As an Employer Reporting Specialist, I want to process a Prior Period Adjustment, so that the member’s records are correct.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can create a prior period adjustment, specifying the adjustment type from a pre-defined list. • I can enter the PPAD data. The system will perform validations before the member’s account is updated. • I can review the PPAD, make manual updates, as needed, and edit / delete the changes. • I can add notes to the member’s account. <p>Business Rules:</p> <ul style="list-style-type: none"> • When salary adjustments are made, both employer and employee contributions are debited or credited to the employer, and a transaction invoice is created and posted for the employer in ESS. • The employer is expected to communicate with the member on whether contributions were or were not submitted to TCRS. 	2
11.23	Audit	<p>As a Pension Accountant, I want to review Prior Period Adjustments, so that proper records are maintained.</p>	2

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No.	Feature	Requirement	Flexibility
		<p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system does not allow the same user to submit a correction and approve the correction. • The system notifies me when a new correction is ready to be reviewed or approved. • I can review the correction. • Authorized users can make updates, as needed, and edit or delete the changes. • I can add notes to the member’s account. • The system generates invoices for adjustments after approved. • The appropriate GL transactions are generated, and asset balances are updated. 	
11.24	Employer Data	<p>As an Employer Participation Specialist, I can setup abbreviated accounts for prospective employers, so that preliminary data can be captured.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can create an abbreviated account for a prospective employer. This abbreviated account does not have full system functionality until participation has been approved and abbreviated account upgraded to full account. • I can enter and store information and documents required to determine participation eligibility. <ul style="list-style-type: none"> ○ There is a document checklist where I can indicate date received and approved. • I can indicate whether an actuarial study is required / requested. This will start a timer / deadline for the study to be completed. • I can enter the participation approval decision and related information. • I can close the account if the prospect is ineligible or denied. • The system provides an audit trail of account updates for tracking and reporting. • The audit trail is easily accessible and searchable by authorized users. <p>Business Rules:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Prospective employers must contact TCRS to express an interest in participating in the plan. Employers are requested to provide documentation such as bylaws, articles of incorporation, plan documents, etc. These documents are sent to the Legal division to review. Based on the type of plan an actuarial review may be needed to determine the employer contribution rate for the Employer. Additionally, actuarial provisions may also require an actuarial study. The Actuarial study deadline is 60 days from date request sent to Actuary. 	
11.25	Reports, Letter & Forms	<p>As an Employer Participation Specialist, I can run metric reports, so that activities can be effectively managed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system has dashboard views of pending prospect accounts. I can run metric and status reports on participation requests. 	2
11.26	Reports, Letter & Forms	<p>As an Employer Participation Specialist, I can generate a participation package, so that the employer can return the required information.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can generate and send a participation package. The package has barcoding, so that the returned package can be indexed to the employer’s account. I can generate and send editable letters to the employer such as follow-up requests or informational letters. 	2
11.27	Workflow & Case Management	<p>As an Employer Participation Specialist, I want the ability to track prospect outreach efforts and assign tasks, so that activities can be effectively managed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system has related workflows, so that outreach can be tracked and managed. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Workflows are routed to the corresponding team / department depending on which plan(s) the employer wants to participate in. I can route workflows to other internal and external resources. I can set reminder and follow-up tasks and dates. I can schedule or store meetings with prospects in the system. This will facilitate monitoring and coordination with other teams / departments. I can set the target deadline to complete the Board of Trustee participation package. <p>Business Rules:</p> <ul style="list-style-type: none"> Treasury Outreach team is divided into regions: West, Middle, and East. Prospective new employers are assigned to a regional liaison. Different internal teams are responsible for managing applications for the defined benefit and 401(k) plans. The Board of Trustees must elect to allow new TCRS employers to enroll as a TCRS Participating Employer. TCRS Board meetings are held at the first of each calendar quarter (i.e., 1/1, 4/1, 7/1, and 10/1). The Board of Trustees meets a few days prior to these enrollment dates to approve new employer participations. 	
11.28	Workflow & Case Management	<p>As an Employer Participation Specialist, I want to track progress on set up and onboarding, so that it is completed by the desired deadline.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system has related workflows so that set up and onboarding can be tracked and managed. Workflows are routed to the corresponding team / department. I can route workflows to other internal and external resources. I can set reminder and follow-up tasks and dates. 	2

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No.	Feature	Requirement	Flexibility
11.29	Employer Data	<p>As an Employer Participation Specialist, I want to set up an employer account, so that they can remit data and contributions for their employees.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can create a new employer account or upgrade an existing abbreviated employer account to a full account. • There are test and production environments used for setup. • The system generates the employer code according to TCRS’s naming convention. • The system has pre-configured account setup templates with the plan provisions that I can select, and tailor based on the approved agreement to streamline set up and onboarding. <ul style="list-style-type: none"> ○ Configuration includes creating corresponding general ledger mapping and codes. ○ The system will validate provisions selected based on the employer type and plan rules and display error / warning messages. • I can select and set up the reporting template and method. • The system will produce an error message if member data is reported for this employer before the new account is completed. <p>Business Rules:</p> <ul style="list-style-type: none"> • There are currently approximately 60 defined benefit plan provisions, but some are obsolete. • Employers select whether they will report manually or by interface. • External Pension Plans (EPPs) contract TCRS for partial or full administration services. 	2
11.30	Member Data (Enrollment service)	<p>As an Employer Participation Specialist, I want to load employee enrollment service data, so the employee accounts are accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system clearly indicates if an employer is eligible for enrollment service. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can easily track the options employers have selected. I can add enrollment service data to member accounts either through an interface or manually. I can perform a quality review on the enrollment data loaded to member accounts. The system generates and sends the employer a confirmation that enrollment service has been successful loaded. The system generates and sends service purchase information to eligible members. <p>Business Rules:</p> <ul style="list-style-type: none"> Enrollment Service is a provision that allows a TCRS member who has eligible employment service before the employer joined TCRS to receive credit for that pre-TCRS employment service. It applies to employees who were already employed or began participating within 30 days of the employer joining (or for employees on leave, 30 days of returning to work). An employee is allowed to join the plan after the 30-day deadline, but they have lost their ability to purchase Enrollment Service. PC80 I/ 178 is a provision (040) that allows for TCRS members to receive credit for service from political subdivisions not currently included. 178 is specifically for Board Members. Prior Service Previously Excluded (PSPE) is a provision that allows a Polisub to offer prior service if they did not do so when they first joined TCRS. There is logic to determine if a member is eligible for Enrollment Service or PC80 I/ 178. 	
11.31	Reports, Forms & Letters	<p>As an Employer Participation Specialist, I want to send members an enrollment service package, so the employee can take action if required.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system generates and sends an employee with employer-funded enrollment service a confirmation that their enrollment service has 	2

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		<p>been successful loaded or an invoice with the amount the service will cost.</p> <ul style="list-style-type: none"> The system generates and sends service purchase package to members who can purchase enrollment service. After the election deadline, enrollment service is no longer purchasable unless the member requests an updated billing. See Service Purchase PAS requirements document for more information. 	
11.32	Invoice (Enrollment service)	<p>As Pension Accounting, I want to generate an invoice for enrollment service, so that the employer can pay it.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system will generate an invoice for the employer. The system stores the generated invoice date and the corresponding due date. I can manually update the due date, if needed. The system will track the status of the employer's invoice. The system generates and sends the employer a notification when an invoice has been posted. <p>Business Rule:</p> <ul style="list-style-type: none"> Employer pays all of the members' enrollment service or pays a portion and the employee pays a portion or gives the employee an option to purchase the service (up to a certain number of years) and whether it is contributory or non-contributory service. 	2
11.33	Member Data (PSO enrollment)	<p>As an Employer Participation Specialist, I want to update member records to reflect their PSO status, so that their benefits are calculated correctly.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can edit / update the PSO employer rate, upon adoption of the PSO bridge plan. I can add PSO data to member accounts either through an interface or manually. I can perform a quality review on the updated data and member accounts. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system generates and sends the employer a confirmation that accounts have been successfully updated. Impacted members can see PSO data on their online accounts and statements. <p>Business Rule:</p> <ul style="list-style-type: none"> Political subdivisions adopt the Public Safety Option / Bridge provision by Resolution. 	
11.34	System Data	<p>As an Employer Participation Specialist, I want to update the system with the plan or provision amendment, so that TCRS administers the plan correctly.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can store any applicable information in the employer’s account related to the plan amendment such as documents, approvals, etc. I can select and tailor the plan provisions based on the plan amendment to streamline set up. <ul style="list-style-type: none"> The system will validate provisions selected based on the employer type and plan rules and display error / warning messages. I can test any changes in a separate environment to not impact the Production environment until the system changes have been signed off. Pension Accounting can manually create and send an invoice to the employer for the cost of the amendment, if applicable. <p>Business Rules:</p> <ul style="list-style-type: none"> The employer must proactively inform TCRS, if a plan amendment will occur. Signed resolutions must be loaded into the employer’s account. Changes must be tested and signed off on by both TCRS and the employer before they are migrated to Production. Some plan amendments need an actuarial study. TCRS will communicate requirements and costs to the employer as applicable. 	2

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System Requirements

No.	Category	Requirement	Flexibility
11.35	Member Data	The system will provide the ability to assign a member’s original membership number (member ID) to a member that is rehired by the same employer	2
11.36	Member Data	The system will have the ability to allow authorized TCRS internal users to flag members as “auto-exception” for employer reporting purposes. Accounts with an auto-exception should appear on exception reports (e.g., known exception accounts).	2
11.37	Member Data	The system will have the ability to correctly process retroactive contributions and service to a member’s account and calculate any resulting amounts owed and resulting penalties.	2
11.38	Member Data	The system will have the ability to allow employers to view employee data or previously submitted monthly reports as reference for the current monthly reports.	2
11.39	Reports, Forms, & Letters	The system will have the ability to allow employers to run pre-defined reports for their reporting population via the employer portal. E.g., exception reports, contribution file posting reports, etc.	2
11.40	Validation	The system will have the ability to evaluate multiple member data points (e.g., last name and DOB) to identify possible duplicate account.	2
11.41	Member Data	The system will have the ability to automatically create a member account for newly reported employees that are not identified as possible duplicates.	2
11.42	Validation	The system will have the ability to identify missing members from an employer’s monthly remittance and report these on the error report (e.g., active last month, not reported this month).	2
11.43	Accounting	The system will have the ability to automatically create appropriate general ledger transactions for an employer monthly remittance.	2
11.44	Batch Processing	The system will have the ability to process records on a monthly submission that do not have any errors or warnings while the records with issues are being	2

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No.	Category	Requirement	Flexibility
		resolved (e.g., partially process a file). The system will allow authorized TCRS users to select whether a file can be partially processed or not (must be error free).	
11.45	Batch Processing	The system will have the ability to allow authorized TCRS users to reverse or cancel a monthly report if it has not been posted to the system and no corresponding employer or member account updates occur. The system will keep a record of the reversed / cancelled transaction.	2
11.46	Batch Processing	The system will have the ability to process employer reports with different monthly reporting frequencies (e.g., weekly, biweekly, monthly, etc.).	2
11.47	Batch Processing	The system will have the ability to identify and ignore data received for non-TCRS employers.	2
11.48	Processing	The system will have the ability to store and maintain ineligible employee data received from TCRS participating employers.	2

12– External Pension Plans (EPP)

External Pension Plans (EPP) administration involves providing select pension services to local government retirement plans transferred to TCRS oversight.

User Story Requirements

No.	Feature	Requirement	Flexibility
12.01	Employer Data	<p>As an Employer Participation Specialist, I can setup abbreviated accounts for prospective EPP, so that preliminary data can be captured .</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can create an abbreviated account for a prospective EPP. This abbreviated account does not have full system functionality until participation has been approved and abbreviated account upgraded to a full account. I can enter and store information and documents. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can enter the participation approval decision and related information. I can close the account if the prospect is ineligible or denied. The system has the ability to generate a workflow to send to the appropriate department to review provided materials. The system provides the ability to store the approval date once a signed agreement is received. <p>Business Rules:</p> <ul style="list-style-type: none"> EPP employers must contact TCRS to express an interest to contract pension administration services. Employers are requested to provide documentation such as plan documents, etc. These documents are sent to the Legal division to review. 	
12.02	Reports, Letters, & Forms	<p>As an Employer Participation Specialist, I can run metric reports, so that activities can be effectively managed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system has dashboard views of pending prospective accounts. I can run metric and status reports on participation requests. 	2
12.03	Workflow & Case Management	<p>As an Employer Participation Specialist, I want the ability to track prospective outreach efforts and assign tasks, so that activities can be effectively managed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system has related workflows, so that outreach can be tracked and managed. Workflows are routed to the corresponding team / department depending on which plan(s) the employer wants to participate in. I can route workflows to other internal and external resources. I can set reminder and follow-up tasks and dates. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can schedule or store meetings with prospects in the system. This will facilitate monitoring and coordination with other teams / departments. I can set the target deadline to complete the Board of Trustee participation package. <p>Business Rules:</p> <ul style="list-style-type: none"> Treasury Outreach team is divided into regions: West, Middle, and East. Prospective new employers are assigned to a regional liaison. The Board of Trustees must elect to allow new TCRS employers to enroll as a TCRS Participating Employer. TCRS Board meetings are held at the first of each calendar quarter. (i.e., 1/1, 4/1, 7/1, and 10/1). The Board of Trustees meets a few days prior to these enrollment dates to approve new employer participations. 	
12.04	Knowledge Base	<p>As an Employer Reporting Specialist, I want the system to have dedicated EPP pages, so that all applicable information is easily accessible.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system stores pertinent information at the EPP level. Authorized users are allowed to add or update effective dates for plan provisions. Authorized users are allowed to add new provisions and effective dates. 	2
12.05	System Setup	<p>As Employer Participation, I want to be able to set up a new EPP with transactional functionality, so both TCRS and EPP can fulfill their administrative obligations.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can create a new employer account or upgrade an existing abbreviated EPP account to a full account. Setup includes partial or full outsourced services, plan populations and provisions, GL mapping, pension payroll, etc. There are test and production environments used for setup and testing. The system generates the EPP code according to TCRS's naming convention. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can select and set up the reporting template and method. There are standardized data conversion layouts for employer and member data to be provided to the EPP to populate and return to TCRS. There are data conversion import batch jobs for these standardized data conversion layouts that TCRS can run to import data. <ul style="list-style-type: none"> If a person is a member of both TCRS and EPP, the existing system account will be used to load the EPP plan conversion data (e.g., does not create a new duplicate member record). I can select and set up the reporting method (i.e., file submission or manual entry) and ER debit account. <p>Business Rules:</p> <ul style="list-style-type: none"> Each EPP has a distinct fund code where deposits, disbursements, and other expenses are recorded. EPPs are responsible for performing their own actuarial valuations. 	
12.06	Employer Self-Service	<p>As an EPP, I want access to a self-service portal, so that processes are simplified.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I have access to self-service portal. I can complete processing task (e.g., enter direct debit information, first time user login, etc.). I can submit monthly member information. I can generate and download customized reports on demand. 	2
12.07	Member Self-Service	<p>As an EPP member, I want access to a self-service portal, so that I can access my account information.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I have access to self-service portal. I can perform some account maintenance tasks (e.g., first time user login, address, or banking changes, etc.). If I participate in both TCRS and the EPP, I can designate the same or different beneficiaries to 	2

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No.	Feature	Requirement	Flexibility
		<p>each plan. The system can track and manage these different beneficiary designations correctly.</p> <p>Business Rule:</p> <ul style="list-style-type: none"> • Individuals who are members of both TCRS and the EPP have access to Member or Retiree Self-Service for their TCRS benefit only. • External Pension Plan only members should have access to the member self-service portal. 	
12.08	Benefit Calculation	<p>As a Service Counselor, I want to estimate an EPP member’s lifetime annuity with no survivorship, so that they can make informed retirement decisions.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system calculates an EPP member’s estimated lifetime annuity with no survivorship based on information on file. <ul style="list-style-type: none"> ○ No service or salary projections are required. ○ Estimates are printed on the approved EPP letterhead. <p>Business Rule:</p> <ul style="list-style-type: none"> • The EPP is responsible for joint and survivor estimates. • The EPP is responsible for addressing salary and service discrepancies. 	2
12.09	Employer Self-Service	<p>As an External Pension Plan (EPP), I want to securely upload files, so that payments can be processed on time.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can log into a secure employer portal. • I can choose between manual data entry and file upload options, as agreed to with TCRS. • I can upload data based on different frequencies (e.g., monthly, by payroll cycle, etc.) as agreed to with TCRS. • The system validates the data before I can submit it to TCRS. • I am notified if there are any errors / warnings before the file is submitted. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can review and resolve errors / warning, as needed. I receive confirmation that my files and payments have been submitted successfully. 	
12.10	Benefit Payroll	<p>As a Payroll Analyst, I want to process the EPP Monthly Payroll batch, so that EPP benefit recipients are paid.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The EPP payroll processes are the same as TCRS payroll processes to the extent possible. TCRS and EPP benefits, tax withholding elections, and payrolls are not commingled. <ul style="list-style-type: none"> TCRS and EPP benefits can have different tax withholding elections. <p>Business Rules:</p> <ul style="list-style-type: none"> EPP benefits are paid from the respective EPP fund source. EPP payroll monthly must follow the TCRS payroll schedule (end of month pay date). EPP monthly payroll is processed following TCRS monthly payroll. EPPs are responsible for the benefit calculation and providing TCRS with retirement notification and information such as benefit payment amounts. Daily (refund) Supplemental payroll is not available to EPPs. Only Weekly and Other (one-time) Supplemental payrolls are available. TCRS is responsible for calculating withholding taxes. TCRS is responsible for some regulatory reporting including 1099-R for tax reporting. EPP is responsible for paying the IRS withholding taxes and benefit carriers' health insurance premiums. 	2

System Requirements

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No.	Category	Requirement	Flexibility
12.11	Usability	The system will have the ability to allow TCRS to set up some or all the system features depending on whether an EPP has elected partial or full outsourcing.	2
12.12	Member Data	The system will have the ability to allow EPPs to view data or previously submitted reports.	2
12.13	Reports, Forms, & Letters	The system will have the ability to allow EPPs to run pre-defined reports for their reporting population via the self-service portal (e.g., exception reports, contribution file posting reports, etc.).	2
12.14	Validation	The system will have the ability to identify missing members from an EPP’s monthly remittance and report these on the error report (e.g., active last month, not reported this month).	2
12.15	Reports, Forms, & Letters	The system will have the ability to allow TCRS users to produce detailed transaction-level and summary reports used to verify and reconcile data loads and updates. The system should also allow TCRS users to specify query criteria such as employer, EPP, time period, etc.	2

13 – GASB 68

GASB 68 reporting complies with accounting standards for public pension plans by compiling and disclosing key TCRS financial data. This provides external auditors, regulators, employers, and other stakeholders with transparent information on funding obligations. Internally, GASB 68 data guides senior management analysis and strategy on plan funding requirements.

User Story Requirements

No.	Feature	Requirement	Flexibility
13.01	Interfaces	As the Financial Strategies team, we want to load the inbound Actuary extract, so that the data can be used to produce the desired output (i.e., parsed extract files at the agency-code level which can be distributed to the appropriate party). I will be satisfied when:	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can import the inbound Actuary file for each population, by plan year. • The system performs various validations on the import such as file format, field format, field valid, or acceptable values, etc., and produce a resulting error / warning report. <ul style="list-style-type: none"> ○ Records without errors / warnings will load into the database. ○ Records with errors / warnings will be held in a pending status until the data issue is resolved. 	
13.02	Batch Processing	<p>As the Financial Strategies team, I want to run a batch process to generate census data agency-level extracts, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can run a batch job to generate census data extracts in a test and production environment. The batch job can be scheduled or run on demand. • There are input parameters for the batch job where I can specify criteria such as plan year, population type (e.g., active, retiree, etc.), and employer(s). • I can view the results and detail and summary reports, so that I can validate the output. • The batch job results are stored in the system. <p>Business Rules:</p> <ul style="list-style-type: none"> • Annually, TCRS loads an employer’s actuarial valuation data, so that they can provide it to their auditor. • All political subdivision actuarial census data files and select Teacher (LEA) files are provided to Local Government Audit. • State Audit also receives a copy of the actuarial census data for each employer in the Agent Plans and the Cost Sharing Plans directly from the Actuary. 	2

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No.	Feature	Requirement	Flexibility
13.03	Batch Processing	<p>As a Financial Strategies analyst, I want to run a batch job to load the employers' census data to ESS, so they have access to their files.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can run a batch job to load each census data extract to the corresponding employer's ESS account in a test and production environment. The batch job can be scheduled or run on demand. • There are input parameters for the batch job where I can specify criteria such as plan year, population type (e.g., active, retiree, etc.), and employer(s). • I can view the results and detail and summary reports, so that I can validate the output. • The employers receive a system-generated notification that files have been uploaded to their account. • The batch job results are stored in the system. <p>Business Rule:</p> <ul style="list-style-type: none"> • Political subdivisions are the only actuarial census data files that are uploaded to ESS. 	2
13.04	Interfaces	<p>As the Financial Empowerment team, we want to load the inbound external source data, so that the data can be used to produce the desired output.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can import the external source data, by plan year (e.g., Department of Safety and Homeland Security, Division of Motor Vehicles, Department of Labor and Workforce Development, Department of Education). • The system performs various validations on the import such as file format, field format, field valid, or acceptable values, etc., and produce a resulting error / warning report. <ul style="list-style-type: none"> ○ Records without errors / warnings will load into the database. ○ Records with errors / warnings will be held in a pending status until the data issue is resolved. 	2

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No.	Feature	Requirement	Flexibility
13.05	Batch Processing	<p>As the Financial Empowerment team, I want to run a batch process to generate demographic agency-level census data extracts, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can run a batch job to generate demographic agency-level data extracts in a test and production environment. The batch job can be scheduled or run on demand. • There are input parameters for the batch job where I can specify criteria such as plan year, population type (e.g., active, retiree, etc.), and employer(s). • The batch job performs data analysis between the system data and external data. • Authorized users can modify the comparison acceptance criteria (e.g., % or \$ threshold). • I can view the results and detail and summary reports, so that I can validate the output. • The batch job results are stored in the system. 	2

System Requirements

No.	Category	Requirement	Flexibility
13.06	Batch Processing	The system will have the ability to allow authorized TCRS users to remove access to census data extracts from ESS accounts. The system will keep a record whether census data extracts are available to the employer on ESS or not.	2

14 – Internal Revenue Code (IRC)

As a qualified pension plan, TCRS operations and administration must maintain continual compliance with Internal Revenue Code (IRC) provisions. Ongoing oversight ensures alignment with IRC statutes governing funding, vesting, distributions, contributions, participation, and various procedural requirements. Below are examples but the system must maintain compliance with all relevant IRC provisions in effect as of the date of the contract commencement date.

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User Story Requirements

No.	Feature	Requirement	Flexibility	
14.01	Batch Processing (RMD)	<p>As a Service Counselor, I want the system to automatically initiate a batch process to generate RMD letters, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system can identify members nearing the RMD deadline and meets requirements of RMD (inactive with TCRS covered employer). • The system has configurable eligibility tables that I can change based on federal guidelines for eligibility requirements for RMD. • The system automatically generates and sends communications to the member via their preferred method of communication, at a predefined time [e.g., every 6 months, 3 months prior to RMD date]. • Users with the appropriate can change the correspondences reminder [e.g., 6 months, 3 months] within the system. • I can schedule RMD batches to automatically run or generate correspondence via an ad hoc process. • The system generated notification includes the RMD amount and the deadline to begin benefits. • I can review / edit the generated correspondences prior to distribution. 	2	
14.02	Minimum Distribution Incidental Benefit (MDIB) Rule	<p>As a Service Counselor, I want the system to automatically notify a member applying for retirement of the appropriate joint & survivorship options available when designating a non-spouse beneficiary to receive a joint & survivorship benefit if the adjusted age difference between the member and beneficiary is greater than 10 years.</p>	2	

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No.	Feature	Requirement	Flexibility	
		<p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system can identify members designating a non-spouse beneficiary whose adjusted age difference is greater than 10 years and limits the options available to be selected (Single Life Annuity or one of the two 50% survivorship options, Option 2 and Option 4). The system has configurable eligibility tables that I can change based on federal guidelines. The system automatically generates and sends communications to the member via their preferred method of communication. The system will prevent a member from selecting a survivorship option that is not allowed based on the beneficiary designation. The system will calculate the adjusted age difference and select the appropriate reduction factor based on the ages of the member and beneficiary at retirement. I can review / edit the generated correspondences prior to distribution 		
14.03	Benefit Calculation (AFC – 401(a)17)	<p>As a Service Counselor, I want the system to calculate the IRC 401(a)17 amount correctly, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> Each year’s IRC 401(a)17 amount is saved in the system. 	2	

System Requirements

No.	Category	Requirement	Flexibility
14.04	IRC Screening	The PAS must be able to store the IRC limits and supporting data, such as an age reduction table, on a	2

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No.	Category	Requirement	Flexibility
		historical as well as prospective basis and must be effective date driven. The tables must be editable by non-technical TCRS staff having the proper permissions to do so.	
14.05	IRC Screening	The PAS must compute the Internal Revenue Code Section 415 Limits in accordance with TCRS’s approved formula for computing the Internal Revenue Code Section 415 limits. TCRSs’ staff must have the ability to update the rates and formula in the PAS accordingly.	2
14.06	IRC Screening	The PAS will provide validation that all criteria necessary for IRC testing is available and entered upon the set-up of each new benefit created within the PAS.	2
14.07	IRC Screening	The PAS will provide the capability to identify existing members who are susceptible to IRC and other federal limitations in any given year for the following: <ul style="list-style-type: none"> • IRC 401(a)(9) • IRC 401(a)(17) • IRC 415(b) • IRC 415(c) • IRC 457(b) 	2
14.08	Active Payroll	The PAS will provide the following when the 401(a)(17) limitation is invoked for active member contributions received: <ul style="list-style-type: none"> • Ability to set a flag that may be set on an annual basis for active members who require reversal of contributions due to invocation of the 401(a)(17) contribution limit. • Ability to reset all members 401(a)(17) contribution limit on a global / batch and individual basis. • Validation on the active payroll transmittal process must be available to alert TCRS that the contributions are to be stopped due to 401(a)(17) limits. • Validation alerts are required if TCRS has received contributions for a member who has exceeded the 401(a)(17) contribution limit. 	2

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No.	Category	Requirement	Flexibility
14.09	IRC Screening	The PAS will provide the capability to capture and store all current, historical, and prospective data supporting IRC 415(b) calculations.	2
14.10	IRC Screening	The PAS will provide the capability to set, as a system parameter, a threshold percent of the IRC415(b) limitation such that TCRS can be proactive in identifying members who may be limited by IRC415(b).	2
14.11	Benefit Calculation	The PAS must provide full automation to calculate payment amounts when the 415(b) limitation is invoked during the benefit set-up and benefit estimate.	2
14.12	Benefit Calculation	The PAS will provide full automation to calculate payment amounts when the 401(a)(17) limitation is invoked during the Benefit Calculation (Benefit estimates and Benefit Set-up).	2
14.13	Benefit Calculation	<p>The PAS will provide the capability to indicate on the Retirement Estimate whether a member may be susceptible to IRC limitations under the following code sections:</p> <ul style="list-style-type: none"> • IRC 415(b) • IRC 401(a)(17) <p>The PAS must include, at a minimum, the following data elements in the estimate:</p> <ul style="list-style-type: none"> • Original benefit amount • Limited benefit amount • Calculated Average Monthly Salary (AMS) • Limited Average Final Compensation (AFC) 	2
14.14	IRC Screening	The PAS will provide the ability to flag an account that is within a configured dollar amount of the 415(b) limit.	2
14.15	COLA	The PAS will provide the ability to test for 415(b) limitations following the annual COLA granting. Ideally, the PAS will provide a report as part of the COLA granting process indicating the payees who will exceed the 415(b)-limit threshold due to the granting of the COLA adjustment.	2
14.16	COLA	The PAS will provide a warning if a COLA adjustment is applied to an account that has been flagged as approaching the 415(b) limit.	2

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No.	Category	Requirement	Flexibility
14.17	IRC Screening	<p>The PAS will provide the ability to screen all applicable retirees, against the annual 415(b) limit with age reduction. The data elements should include but not limited to the following:</p> <ul style="list-style-type: none"> • Name • SSN • ID Number • Age at Retirement • Monthly benefit amount • Total years of credited service • Retirement type (e.g., service retirement) • 415(b) limit w/age reduction • Calculated amount over limit 	2
14.18	Benefit Calculation	<p>The PAS will calculate, identify, and report the amount of the benefit that is in excess of the limit. The amount of the excess benefit must be “viewable” in the member’s record and accessible by staff. The calculated capped and uncapped benefit amounts must be stored and viewable by staff.</p>	2
14.19	Reports, Forms, & Letters	<p>The PAS will provide the capability to generate reports for those members susceptible to IRC and other federal limitations for the following:</p> <ul style="list-style-type: none"> • IRC 401(a)(9) • IRC 401(a)(17) • IRC 415(b) • IRC 415(c) • IRC 457(b) <p>The Reports must contain information including, but not limited to the following:</p> <ul style="list-style-type: none"> • Member’s calculation summary • Audit trail of member’s account • Total service earned and purchased (by type) • Total contributions • Contributions itemized by contribution source • Original benefit amount • Limited benefit amount • Calculated average monthly salary (AMS) • Projected or applied COLA amount 	2

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No.	Category	Requirement	Flexibility
		Note that some historical information may not be available.	
14.20	Reports, Forms, & Letters	The PAS will provide the capability to generate a letter to the member limited by IRC415(b) explaining the limitation and containing information on the benefit payout amount.	2
14.21	Reports, Forms, & Letters	The system will provide the capability to generate correspondence to members in intervals leading up to age 73. This correspondence will describe the 401(a)(9) rules, the RMD calculation, and options available to the member.	2
14.22	Reports, Forms, & Letters	<p>The PAS will provide the capability to generate a letter and/or electronic notification to the employer when an employee is approaching one or more of the following limits:</p> <ul style="list-style-type: none"> • IRC 401(a)(9) • IRC 401(a)(17) • IRC 415(c) • IRC 457(b) <p>The correspondence will provide member-specific information and employer responsibilities to comply with the applicable limit(s).</p>	2
14.23	Benefit Payroll	The system will provide the capability to record all a member's reported salary as submitted by the employer although contributions will not be made beyond the annual IRC 401(a)(17) cap.	2
14.24	IRC Screening	When calculating a member's service purchase, the PAS must test and determine if the completion of the purchase will exceed the limits specified by 401(a)(17).	2
14.25	IRC Screening	<p>The PAS will provide the ability to process and screen according to TCRS's policy and procedures for IRC 401(a)(9) compliance:</p> <p>At a minimum, the PAS should:</p> <ul style="list-style-type: none"> • Provide a report of those members participating in the defined benefit plan who are affected by IRC401(a)(9) limit. 	2

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No.	Category	Requirement	Flexibility
		<ul style="list-style-type: none"> • Provide the ability to calculate and distribute funds due to the minimum distribution rules. • Issue and report appropriately the State and Federal taxes. • Issue appropriately a Form 1099R to the payee. 	
14.26	IRC Screening	<p>The PAS will provide the ability for TCRS staff to add missing information / data required to support the IRC calculations. Data may include, but not limited to:</p> <ul style="list-style-type: none"> • Actual Service • TCRS membership entry date • Average Monthly Salary (AMS) • Other Benefit Amount (for aggregation) 	2
14.27	IRC Screening	<p>The PAS will provide the capability to accommodate exceptions to IRC415(b), thereby excluding members meeting certain other criteria from the limitation of IRC415(b).</p>	2
14.28	Benefit Calculations	<p>The PAS will provide the ability for TCRS to adjust or override the calculated excess benefit amount.</p>	2

15– Member Data Maintenance

Member data maintenance involves processing updates to demographics, status, and other account information for active, retired, deferred, and non -member records.

User Story Requirements

No.	Feature	Requirement	Flexibility
15.01	Person Data	<p>As Service Counselor, I want to create or update a member / payee account, so that the account data is current.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can search for an individual using a variety of key data points such as name, SSN or Tax ID, or unique employee ID. • The system lists all the person’s relationship to the plan such as a plan member, survivor in pay status, beneficiary, etc. • I can update the person’s account information. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ If I change key demographic data such as birthdate, the system will validate whether this change will impact benefits in pay and display an error message. ○ If a person has multiple relationships to the plan: <ul style="list-style-type: none"> ▪ I only have to update their contact information once and not in multiple accounts (e.g., if a person is both a member and a beneficiary, I can update the address in the beneficiary account, and that change is reflected if I open the member account). ▪ If I change key demographic data such as birthdate, the system will validate whether this change will impact benefits in pay and display an error message (e.g., if a person is both a member and a survivor in pay, I can update the birthdate in the member account, an error message for the survivor account appears). ▪ If an employee is a rehire, I can update an existing account such as adding new employment information. ● I can indicate which documents have been received and accepted / rejected. ● I can add notes to the person’s account. ● The system will retain an audit history of data changes. 	
15.02	Person Data	<p>As a Service Counselor or Member, I want the system to allow for multiple email addresses, including work and personal email address, so that communications can continue after termination of employment.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● The system validates email address formats (e.g., name@domain.com). ● The system automatically flags undeliverable / returned emails and categorizes them as “Work Email Undeliverable” or “Personal Email Undeliverable”. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> If a member has terminated employment, the system automatically updates the work email end date with the date of termination. If the member’s communication preference is their work email, the system will change the preference to postal mail. 	
15.03	Usability	<p>As a Service Counselor, I want to see all of a member’s active beneficiary designations on file, so I can correctly process a beneficiary designation change request.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> All the active designations are summarized in a single screen. I can easily navigate to a particular beneficiary from the summary screen to see their details. I can send a notification to another unit / staff member to do a further review and approve/reject the beneficiary designation changes, as appropriate. I receive an error message if I am updating an active member beneficiary, and the beneficiary has now retired. 	2
15.04	Person Data (Beneficiary)	<p>As a Service Counselor, I want to add or modify a beneficiary to a member’s account, so their designations are up to date.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can enter / modify designation start and end dates. I can enter / modify demographic and contact information/ mailing address. I can enter / modify the relationship to the member. I can add / modify one or more beneficiaries and the corresponding % allocations. The system performs data validations and generates error / warning messages on beneficiary data. Examples of validations include the following: <ul style="list-style-type: none"> The system requires certain mandatory fields for beneficiary information. Valid date of birth 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Valid SSN or TIN ○ Multiple active spouses on file not allowed. ○ The sum of all %allocations must equal 100%. 	
15.05	Person Data	<p>As a Service Counselor, I want the system to automatically maintain the membership status so that manual entry is limited.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● The system automatically updates and maintains the membership status based on defined rules including but not limited to: <ul style="list-style-type: none"> ○ Active Status ○ Inactive Status ○ Retired Status ○ Lost Status ○ Refunded ● The system creates new line items to the audit log, showing the details and timestamp anytime a member’s status is changed. ● The system maintains effective dates for when a status change occurred. ● The system allows the previous statuses and dates to be visible. <p>Business Rules:</p> <ul style="list-style-type: none"> ● Active status - an individual currently employed with a participating TCRS employer and participating / contributing to the TCRS Pension Fund. ● Inactive status – a non-retired member has not been reported to TCRS for three (3) consecutive months. ● Retired status – member’s retirement application has been approved, first payment has been made, and the member’ account balance, if any, has been transferred to the employer account. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • Lost status – a non-vested member has been absent from service for seven (7) consecutive years. • Refunded status – in order to qualify for a refund, a member must (1) have funds in TCRS, (2) no longer be employed by any employer covered by TCRS. 	
15.06	Reports, Forms, & Letters	<p>As a Service Counselor, I want to manage the member’s communication preference, so that their information is delivered to their preferred destination.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system allows me to select the member’s preferred communication method, such as email, postal mail, or self-service portal message. • Communication preference changes are immediately reflected in the member’s profile. • The system automatically changes the communication preference to postal mail when Undeliverable Email message is received. • The system will generate and send a notification to the member that their communication preference has changed. • I can generate reports on member data history within a specified date range for auditing purposes. Examples of reports are as follows: <ul style="list-style-type: none"> ○ Demographic ○ Beneficiary ○ Banking (EFT) changes ○ Tax withholding 	2
15.07	Reports, Forms, & Letters	<p>As a Service Counselor, I want the system to automatically generate and send correspondences to members if certain data changes are made such as address changes, so that members are informed of these changes.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • Automated correspondences are generated and sent to members if certain data changes are made. Examples include the following: 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Change of name / date of birth / marital status – Confirmation sent in the person’s communication preference. ○ Changes to EFT or withholdings - confirmation sent in the person’s communication preference. ○ TCRS is notified of an undeliverable personal email address – Letter requesting person to update their email address. ○ Change in postal or email address notification – Letter / email at old and new postal / email addresses for security purposes and to verify their validity. 	
15.08	Usability	<p>As a Mailroom specialist, I want to select from a robust list of undeliverable / returned mail reasons, so I don’t have to manually enter it.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system provides a robust list of undeliverable / returned mail reason codes that authorized users can use, create, update, and manage. • The system allows for reason codes to be categorized and organized for easy retrieval. • I can select one or more reason(s) from the list. • The system requires reason code(s) to be selected for returned mail items. • I can access a report of all returned mail and the corresponding reasons. 	2
15.09	Document Management	<p>As a Mailroom Specialist, I want certain system-generated outbound correspondences to be barcoded, so that the barcoded returned mail / documents can be scanned to the correct member account and workflow, reducing manual indexing and routing.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • Certain system-generated outbound correspondences contain barcodes that contain information such as: <ul style="list-style-type: none"> ○ Document type ○ Unique member ID that does not contain PII 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The barcodes are machine-readable and can be easily scanned. When the barcoded returned mail is scanned, it is indexed to the member’s account and a corresponding workflow is automatically generated and routed to the correct department. 	
15.10	Document Management	<p>As Service Counselor, I want the related paperwork and documentation to be scanned and indexed into the member’s account, so I can access them easily.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can scan / upload documents into the system and have them categorized by type and date. I can search and view scanned documents by type and date. I can see the status of printed documents as released or queued for printing. I can clearly differentiate legal documents from other documents. I can clearly determine who uploaded the documentation, examples include: MSS, Internal TCRS User. 	2

System Requirements

No.	Category	Requirement	Flexibility
15.11	Member Data	The system will have the ability to store and maintain all historical demographic changes such as address changes, email address changes, and phone number changes.	2
15.12	Member Data	The system will have the ability to allow TCRS users to manually update termination information for members.	2
15.13	Member Data	The system will have the ability to allow authorized TCRS users to override or add previous membership information with appropriate security.	2
15.14	Member Data	The system will have the ability to maintain the member’s original entry date regardless of prior service purchases.	2

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No.	Category	Requirement	Flexibility
15.15	Member Data	The system will have the ability to search on non-standard fields, including phone number, address, and email.	3
15.16	Member Data	The system will have the ability to store and maintain all historical beneficiary designation information such as beneficiary name, address, relation, and Social Security Number (SSN).	2
15.17	Beneficiary Data	The system will have the ability to allow TCRS users to enter beneficiary information for a member. If the beneficiary is another member, the system will have the ability to allow TCRS users to assign the other member as a beneficiary rather than having to create a separate beneficiary profile.	2
15.18	Beneficiary Data	The system will have the ability to allow TCRS users the ability to modify beneficiary information. If the beneficiary is also a member, certain data changes such as address changes must be reflected in both their member and beneficiary profiles.	2
15.19	Beneficiary Data	The system will have the ability to record and maintain a record of one or multiple beneficiaries. Details include the following: <ul style="list-style-type: none"> • Designation start and end dates • Name • Date of birth • Date of death • Gender • Relationship to member • Marital status, if applicable • Date of marriage, if applicable • Date of divorce, if applicable • %allocation <ul style="list-style-type: none"> ○ Sum of all %allocations must equal 100% • Address • Email address • SSN or Taxpayer ID • Documents received and accepted 	2
15.20	Beneficiary Data	The system will have the ability to maintain a history of beneficiary designations.	2

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No.	Category	Requirement	Flexibility
15.21	Reports, Forms & Letters	The system will have the ability to allow TCRS users to run reports that list demographic changes, beneficiary changes, banking, or tax withholding changes.	2
15.22	Reports, Forms & Letters	The system will have the ability to send notifications to members based on certain account changes or updates.	2
15.23	Member Data	The system will have the ability to define the frequency of the review period (e.g., semi annual, annual biannual) for member contact information (e.g., telephone number, email, address).	3
15.24	Member Data	The system will have the ability to validate member address changes against national address databases to confirm accuracy.	3

16 – Member Year-End Processing

Member year-end processing executes various functions at the close of fiscal and calendar years to verify account accuracy. Activities include assessing inactive statuses, confirming entitlements, and updating records with current data.

User Story Requirements

No.	Feature	Requirement	Flexibility
16.01	Validation	<p>As an Analyst, I want the system to automatically validate key member data (dates of birth, hire, salary, etc.), so that any errors can be corrected before year-end.</p> <p>I will be satisfied when the system:</p> <ul style="list-style-type: none"> Validates the member’s date of birth to ensure it is in a valid date format and falls within a reasonable range (e.g., not in the future). Validates the member’s date of hire to ensure it is in a valid date format and is not later than the current. Validates salary data to ensure it is a numeric value and it is greater than zero (0). Provides clear and specific error messages that indicate what needs to be corrected. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Allows users with the appropriate permissions to correct data errors within the system. 	
16.02	Reports, Forms, & Letters	<p>As an Analyst, I want the system to generate a report of any missing member data that is required for year-end processing, so I can ensure information is complete.</p> <p>I will be satisfied when the system:</p> <ul style="list-style-type: none"> Allows users to specify date ranges for date ranges of reports. Enable analysts to schedule automated report generation at predefined intervals. Allows analysts to customize the format of the report, such as choosing between PDF, CSV, Excel, or other common report formats. 	2
16.03	Audit	<p>As an Analyst, I want the system to provide an audit trail and reports of all manual updates or adjustments made to member accounts during the plan year, so I have a record of changes.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system automatically records and timestamps all manual updates or adjustments made to the member accounts. Each recorded entry in the audit trail includes details such as the date and time of the update, the UserID, and a description of the change. The audit trail is easily accessible to authorized users. Authorized users are able to search and filter the audit trail entries by specific criteria, such as UserID, date range, or type of update. 	2
16.04	System Data	<p>As an Analyst, I want the system to store and use rates and data with corresponding effective dates, so year-end calculations are correct.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> Authorized users are able to easily input and update rates and data, specifying the effective date for each entry. The system validates that the effective date provided is in a valid format. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Authorized users have the ability to associate specific rates with relevant categories. The system allows authorized users to specify the expiration date for rates and data, if applicable. The system automatically selects and applies rates and data based on their corresponding effective dates and category. 	
16.05	Batch Processing	<p>As an Analyst, I want the system to allow me to run specific year-end processes, so I have flexibility to control which processing occurs.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> Analysts can initiate and configure specific year-end processes. Analysts can select and initiate multiple year-end processes in a single session. Analysts can select and schedule batches to process at a specific time. 	2
16.06	Batch Processing	<p>As an Analyst, I want the system to allow me to enter plan activity dates and parameters that drive year-end processes, so I have flexibility to control when processing occurs.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> Authorized users have the ability to input or update plan activity dates, including start and end date for key plan-related activities (e.g., interest posting, member statements). 	2
16.07	Batch Processing	<p>As an Analyst, I want the system to allow me to run step-by-step testing of year-end processes in a test environment or mode before final production runs, so that I can validate results.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system provides a dedicated test environment or trial mode allowing analysts to run year-end processes without affecting the production data or calculations. The system provides options to start, pause, and resume testing as needed. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Analysts are able to review and analyze the outcomes, including any errors and or discrepancies. The system allows analysts to repeat or rerun processes, as necessary to validate any adjustments or corrections. 	
16.08	Batch Processing	<p>As an Analyst, I want the system to automatically back up all databases and data prior to running year-end processes, so I have restored options available.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system automatically triggers a comprehensive backup of all necessary data and data associated with year-end processes before initiating any year-end processing. Backup processes are performed securely and efficiently, with minimal impact on system performance. The system automatically stores backup files in a designated secure location, separate from production data. Authorized users have the ability to initiate data restoration processes from backup files, in case of errors, data corruption, or other issues that may occur during year-end processing. 	2
16.09	Workflow & Case Management	<p>As an Analyst, I want the system to send me notifications when each significant year-end process finishes running, so I can monitor progress and results.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system sends notifications when each significant year-end process finishes running to keep them informed about the progress and results. The system generates and sends notifications upon the completion of each individual year-end process. Notifications include relevant details, such as the name of the completed year-end process, the start and end times, and a brief summary of the outcome (e.g., success, completion with errors). 	2

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No.	Feature	Requirement	Flexibility
16.10	Audit	<p>As an Auditor, I want the system to maintain detailed logging of each year-end process that was executed, so there is a complete audit trail.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system maintains a comprehensive log for each year-end process that is executed. • Each log entry includes the parameters such as: <ul style="list-style-type: none"> ○ Name of year-end process ○ Parameters and configurations settings used ○ Date and time process was initiated ○ Date and time process was completed ○ Number of records processed ○ Errors encountered and any error codes or descriptions ○ UserID who initiated the process • Authorized users are able to search, filter, and view the logs based on various criteria such as: <ul style="list-style-type: none"> ○ Name ○ Date range ○ UserID ○ Specific error type • The system maintains a standardized format for log entries, making them easily readable and consistent for auditing purposes. 	2
16.11	System Data	<p>As Pension Accounting, I want the system to store interest rates with effective dates, so the correct interest is applied to member accounts.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system stores interest rates and corresponding effective dates. • I can enter new or modify interest rates and effective dates in the system. • I can override interest rates, as needed. 	2
16.12	Batch Processing (Interest Posting)	<p>As Pension Accounting, I want the system to calculate and apply interest to member contribution balances at year-end, so member accounts are updated.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • The system has configurable options for selecting interest calculation methods based on different plan rules. • The system uses the correct interest rate and formula as defined by TCRS: <ul style="list-style-type: none"> ○ Results will be rounded to the nearest penny. ○ Contributions and interest will be stored separately. ○ Interest is stored by fiscal year. • The system determines whether the member is eligible / ineligible to receive interest and the interest is posted only to member accounts and contributions that are eligible. • I can enter the plan year-end date and select to run the interest posting batch job in a trial or production mode. • The system produces validations related to interest warnings and errors. • The system alerts me when validations / results are ready for review. • I can review validations / results from both the trial and production runs before approving the interest posting. • I can override system-calculated interest amount on member accounts, as needed. • The system archives all year-end interest calculations for historical reporting needs. <p>Business Rules:</p> <ul style="list-style-type: none"> • Members with an account balance as of June 30th of the prior fiscal year are credited interest annual at each fiscal year-end. • Annual Interest Posting is run on June 30th, or the last business day of June. 	
16.13	Workflow & Case Management	<p>As Payroll Analyst, I want to use workflow to manage questions related to the interest posting process, so members' interest posting is accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can use workflow to manage questions related to the interest posting process, either at the process or individual member level. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I have controls and approvals around interest posting to prevent incorrect amounts. 	
16.14	Accounting	<p>As Pension Accounting, I want the system to report contributions and interest separately, so that financial reporting is accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system generates a report summarizing all interest amounts posted for auditing purposes. The system allows reversal of incorrect interest postings in case adjustments need to be made. The system will generate the corresponding GL transactions and update the appropriate asset balances for both Employer and Employee balances. 	2
16.15	Member Self-Service	<p>As a Member, I want to see the interest credited to my account, so I can see how my account balance has increased.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can see the annual interest amount credited to my account on my year-end statement either on my annual statement or member self-service portal. I can see the interest amount and percentage. I can see any interest posting history for all interest that has been applied to my account. 	2
16.16	Reports, Forms, & Letters	<p>As a Manager of Member Services, I want to edit the current year’s annual statement template, so that the current year’s template is up to date.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can retrieve the prior year’s template. I can make changes in the editable sections in the current year’s template. I can save the current year’s template and not lose the prior year templates. The MAS batch job uses the current year’s statement template. 	2

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No.	Feature	Requirement	Flexibility
16.17	Batch Processing (Annual statement)	<p>As a Manager of Member Services, I want to generate annual statements for active, retired, or deferred members, so they have an account summary.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system determines whether the member is eligible / ineligible to receive an annual statement. • I can enter the plan year-end date and select to run the MAS batch job in a trial or production mode. • The system produces validations related to MAS warnings and errors, including messages when other year-end processes that are related to MAS have not been completed (e.g., interest posting). • The system alerts me when validations / results are ready for review. • I can review validations / results from both the trial and production runs. • I can override system-calculated year-end amounts on member accounts, as needed. • The system archives all annual statement calculations for historical reporting needs. • I can see in real-time the batch job processing status, including statistics on how many records have been processed. • I can select which records to process (e.g., break the batch jobs into smaller populations by count or last name or process the entire retiree population, generate by month of birth). • The batch job completes in a reasonable time and does not cause significant drain on system resources (e.g., the process should take hours and not days, nor should the process cause the system response time to drop noticeably). • I can pause, cancel, and restart the batch process on demand. • I can schedule a date and time to process the batch. <p>Business Rules:</p> <ul style="list-style-type: none"> • Statements are produced for all members with active and inactive membership. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Currently, only active members will receive an annual statement. 	
16.18	Benefit Calculation (Annual statement)	<p>As a Manager of Member Services, I want the MAS to display various calculated values, so members can see key benefit information.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system calculates and displays each member's service time in years based on employment data and established service purchases. The system calculates projected retirement ages and benefits using demographic data, service, salary, contributions, plan formula and actuarial assumptions. <p>Business Rules:</p> <ul style="list-style-type: none"> Statement contains information such as service history and salary detail, employment history, average final compensation, earned and projected benefits based upon eligibility to retire, beneficiary information, and account balance information. Only established prior service purchases are included in the statement. If the member has not paid for or established a fee, the service purchase is not included in the statement. 	2
16.19	Reports, Forms, & Letters	<p>As a Member Service Analyst, I want the system to load a member's MAS into self-service portal, so they have access to them.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can indicate which individual MAS is to be deleted / excluded from the system / load (aka pull list). <ul style="list-style-type: none"> I want to put pull list notes on the member's account. A message displays on the self-service portal for the member informing them to contact TCRS for a statement, if applicable. The statement is uploaded into the member's account. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Statement is categorized with the corresponding document type. The appropriate staff can retrieve and view the statements. The statement can be generated via ad hoc correspondence to the member if needed. I can create a workflow to create / validate a MAS, if necessary. 	
16.20	Customer Service	<p>As a Customer Service Representative, I want to be able to view the statement, so that I can assist members when they call with inquiries.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can view the retiree’s statement within the system once I have accessed the member’s account. I can view previous versions of their annual statement. I can send a statement on demand, to the preferred communication method, if the caller requests. I can see MAS related notes such as pull list information. 	2
16.21	Member Self-Service	<p>As a Member, I want my statement to be posted on my self-service account, so I can access it anytime.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> My annual statement has been correctly uploaded into my self-service account. I can view and print the current year statement. If my statement has been pulled / not posted, there is a message that directs me to contact TCRS. <p>Business Rule:</p> <ul style="list-style-type: none"> If the member wants copies of any previous statements, a Customer Service Representatives can access and send them. 	2
16.22	System Data	<p>As a Manager of Financial Services, I want the system to store COLA rates with effective dates, so the correct COLA is applied to eligible retirees’ and survivors’ benefits.</p>	2

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No.	Feature	Requirement	Flexibility
		<p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system stores COLA rates and corresponding effective dates. • I can enter new or modify COLA rates and effective dates in the system. • I can override COLA rates, as needed. 	
16.23	Reports, Forms, & Letters	<p>As a Manager of Financial Services, I want to edit the current year's COLA letter template, so that the current year's template is up to date.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can retrieve the prior year's template. • I can make changes in the editable sections in the current year's template. • I can save the current year's template and not lose the prior year templates. • The COLA batch job uses the current year's statement template. 	2
16.24	Batch Processing (COLA)	<p>As a Manager of Financial Services, I want the system to apply COLA on benefits for eligible retirees and survivors, so recipients' benefits keep pace with inflation.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can review and modify the current year's COLA eligibility criteria as needed. • The system handles variable COLA to applicable employers. • The system determines whether the benefit recipient is eligible / ineligible to receive a COLA adjustment. • I can run a query in the system that lists recipient who are eligible for the current year COLA to validate. • I can mark special exception accounts that should be included or excluded from the COLA adjustment. • I can enter the plan year-end date and select to run the COLA batch job in a trial or production mode. • The system alerts me when validations / results are ready for review. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can review validations / results from both the I can generate an ad hoc COLA, as needed. trial and production runs. <ul style="list-style-type: none"> For example, identify accounts where COLA has been applied the previous year, but not posted for the current year if COLA%>0%. I can override system-calculated COLA amounts on recipient accounts, as needed. I can see in real-time the batch job processing status, including statistics on how many records have been processed. The system archives all COLA calculations for historical reporting needs. <p>Business Rules:</p> <ul style="list-style-type: none"> Employers must have chosen the COLA provision for their member benefits. Any retired member who has been retired for at least 12 months on July 1st of each year is eligible to receive an increase in retirement benefits based on an increase in the Consumer Price Index. COLA increase is effective as of the July 1st payment. Retirees who start retirement and then return to work before COLA is processed are not entitled to COLA increases while their pension is suspended. Retirees receiving an Escalation Adjustment are not eligible to receive COLA. Select retirees may receive a COLA instead of an Escalation Adjustment and have an NE (No Escalation) indicator on their account. 	
16.25	Benefit Calculation (COLA)	<p>As a Manager of Financial Services, I want the system to automatically apply the appropriate annual COLA percentage increase, so eligible recipients receive the correct adjustments.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can review and update COLA calculation methods and formulas based on different plan rules. For example, I want the COLA percentage to 	2

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No.	Feature	Requirement	Flexibility
		<p>be configurable each year based on economic indicators such as CPI.</p> <ul style="list-style-type: none"> The system calculates the COLA adjustment based on the current year’s plan rules. The system will process COLA even when COLA=0%. The system stores the original pension, and each annual COLA amounts separately for reference and reporting purposes. <ul style="list-style-type: none"> Original and COLA amounts stored in the system are rounded to the nearest penny. The update monthly pension must equal to the sum of original pension and all COLA amounts. The system correct applies simple or compounded COLA based on employer’s plan provisions. <p>Business Rules:</p> <ul style="list-style-type: none"> If the change in CPI is between 0.5% and 1% in any calendar year, COLA= 1% If the change in CPI is between 1% and 3%, COLA= actual CPI % increase If the change in CPI is above 3%, COLA= 3% If the change in CPI is less than 0.5% for the year, COLA= 0% 	
16.26	Workflow & Case Management	<p>As Manager of Financial Services, I want to use workflow to review and approve the COLA process, so eligible recipients’ benefits are accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can use workflow to manage issues related to the COLA process, either at the process or individual recipient level. I have controls and approvals around COLA to prevent incorrect amounts. 	2
16.27	Reports, Forms, & Letters	<p>As Financial Services, I want to send a notification to COLA recipients, so they are informed that their benefit amount has been updated.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can generate COLA letters through a batch job or on demand. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ There shouldn't be overlap or redundancy between this letter and other account change notifications. ● I can specify whether the print job is for the population or for specific individuals. ● I can see in real-time the batch job processing status, including statistics on how many records have been processed. ● I can review batch job validations / results. ● Notifications are loaded to the recipient's account and available to them on the self-service portal. Communications are sent to the member's preferred method of contact. 	
16.28	Member Self-Service	<p>As a Benefit Recipient, I want to see my COLA adjustments on my self-service account, so I can access it anytime.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● I can find COLA information on the self-service portal. ● I can see the COLA amount applied to my previous benefit. ● I receive a notification when COLA correspondence has been loaded to my account. ● I can see a COLA history for all COLA amounts that have been applied to my benefit. 	2
16.29	Person Data	<p>As a Member Services Supervisor, I want to enter and maintain data for members who are eligible for the annual Escalation Adjustment (EA), so their benefit amounts are adjusted according to the plan rules.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● The system has data fields for members eligible for the annual Escalation Adjustment such as an Escalation Adjustment indicator and current officeholder's salary with corresponding effective date. ● I can add, delete, or change whether a member is eligible for an Escalation Adjustment or COLA. ● I can run a query in the system that lists which individuals are eligible for the escalation adjustment to validate. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can indicate which accounts have a special exception to include or exclude from the escalation adjustment. <p>Business Rules:</p> <ul style="list-style-type: none"> Certain populations are eligible for an annual Escalation Adjustment to their benefit amount: <ul style="list-style-type: none"> State Paid Judges' Retirement System (006) Attorneys' General Retirement System (007) County Paid Judges' Retirement System (049) Former Governors and Widows (088) Retirees receiving an Escalation Adjustment are not eligible to receive COLA. Select retirees may receive a COLA instead of an Escalation Adjustment and have an NE (No Escalation) indicator on their account. 	
16.30	Reports, Forms, & Letters	<p>As a Member Services Supervisor, I want to collect and update current salary information for affected members, so their benefit amounts are adjusted according to the plan rules.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system sends lists of Escalation Adjustment-eligible retirees to each office or county to obtain the current officeholder's salary information. The system has the ability to receive current officeholder's salary information from the office or county. <p>Business Rules:</p> <ul style="list-style-type: none"> In April / May, TCRS emails the appropriate Human Resource offices to obtain the current officeholder's salary information for plan codes 007, 006, and 088. For plan code 049, TR5017 letters must be sent by June 1st to each county that still has Escalation Adjustment-eligible retirees to obtain the current officeholder's salary information. 	2

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No.	Feature	Requirement	Flexibility
16.31	Workflow & Case Management	<p>As a Member Services Supervisor, I want to use workflow to track responses from each office or county, so that the Escalation Adjustments are processed on schedule.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system stores the date that each office or county was sent the salary request. • I can indicate the date that the salary information was received from the office or county. • The system generates and sends a follow-up letter if no response has been received after two weeks. If another two weeks lapses, the system will send another follow-up letter and create a work item for a Counselor to follow-up. • I can run queries to identify which office or county has not responded. <p>Business Rule:</p> <ul style="list-style-type: none"> • Follow-up letter is sent if no response has been received after two weeks. If another two weeks lapses, another follow-up via letter or phone call is made. 	2
16.32	Batch Processing (Escalation Adjustment)	<p>As a Member Services Supervisor, I want the system to apply Escalation Adjustment on benefits for eligible retirees and survivors, so recipients' benefits keep pace with inflation.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system uses the Escalation Adjustment data on file to determine whether the benefit recipient is eligible / ineligible to receive an Escalation Adjustment. • I can enter the plan year-end date and select to run the Escalation Adjustment batch job in a trial or production mode. • I can produce a report with verifying information related to the Escalation Adjustment batch job. • The system alerts me when validations / results are ready for review. • I can review validations / results from both the trial and production runs. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can override system-calculated Escalation Adjustment amounts on recipient accounts, as needed. • I can see in real-time the batch job processing status, including statistics on how many records have been processed. • The system archives all Escalation Adjustment calculations for historical reporting needs. <p>Business Rule:</p> <ul style="list-style-type: none"> • Escalation Adjustment is effective as of the July 1st payment. 	
16.33	Benefit Calculation (Escalation Adjustment)	<p>As a Member Services team member, I want the system to automatically calculate the new benefit amount and any retroactive amounts, so eligible recipients receive the correct adjustments.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system calculates the Escalation Adjustment based on the current year’s plan rules. • The system calculates any retroactive under or overpayment amounts. • The system accurately limits the adjustments based on plan restrictions. • The system stores the original pension and each annual Escalation Adjustment amount for reference and reporting purposes. Amounts stored in the system are rounded to the nearest penny. <p>Business Rules:</p> <ul style="list-style-type: none"> • The retirement benefit is adjusted based on the salary the retiree would have received had they continued in the office from which they retired. This means that each time there is an increase or decrease in the current officeholder’s salary, the retired member's benefit is recalculated based on the new salary. • Maximum monthly Escalation benefit = ROUND (AFC x .75 / 12, 2) 	2

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No.	Feature	Requirement	Flexibility
16.34	Workflow & Case Management	<p>As Member Services Supervisor, I want to use workflow to review and approve the Escalation Adjustment process, so eligible recipients' benefits are accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can use workflow to manage issues related to the Escalation Adjustment process, either at the process or individual recipient level. • I have controls and approvals around Escalation Adjustment to prevent incorrect amounts. 	2
16.35	Reports, Forms, & Letters	<p>As a Member Services Analyst, I want to send a notification to Escalation Adjustment recipients, so they are informed that their benefit amount has been updated.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can generate Escalation Adjustment letters through a batch job or on demand. <ul style="list-style-type: none"> ○ There shouldn't be overlap or redundancy between this letter and other account change notifications. • I can specify whether the print job is for the population or for specific individuals. • I can see in real-time the batch job processing status, including statistics on how many records have been processed. • I can review batch job validations / results. • Notifications are loaded to the recipient's account and available to them on the self-service portal. They are also printed and mailed based on their communication preference. 	2
16.36	Member Self-Service	<p>As a Benefit Recipient, I want to see my Escalation Adjustment on my self-service account, so I can access it anytime.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can find Escalation Adjustment information on the self-service portal. • I can see my previous benefit amounts. • I can see my updated benefit amounts based on the Escalation Adjustment. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I receive a notification when Escalation Adjustment correspondence has been loaded to my account. 	
16.37	System Data	<p>As TCRS, I want a QEBA fund source or account, so TCRS can standardize various QEBA administration processes similar to EPP and Stabilization Reserve processes.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system has a QEBA fund source or account that employers can remit QEBA contributions directly to and payees can receive their QEBA payments from. 	2
16.38	Reports, Forms, & Letters	<p>As a Payroll Analyst, I want the system to generate a report of recipients needing a QEBA conversion in the upcoming months, so I can process the changes to their regular and QEBA benefits.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can generate a report that identifies members having payments that are approaching the limit. The report contains all the required data elements for the Actuary to determine the projected date that the recipient will reach the QEBA limit. Data should include, but not limited to: <ul style="list-style-type: none"> Date of Hire Retirement Date Date of Birth Single Life Annuity (SLA) Benefit Amount Contribution amounts I can request a new version of the report, when issues are found. <p>Business Rules:</p> <ul style="list-style-type: none"> At least two months before COLA has been processed, a list of retirees and beneficiaries having annual pensions that are close to the current year's QEBA limit are sent to the Actuary to project the date that the recipients will reach the QEBA limit. After the annual COLA has been processed, retirees and beneficiaries who will reach the 	2

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No.	Feature	Requirement	Flexibility
		QEBA limit may have the projected dates provided by the Actuary adjusted if necessary.	
16.39	Payment Maintenance	<p>As a Payroll Analyst, I need to update payment instructions for the non-QEBA payment for the year, so benefits are paid from the correct fund sources.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can suspend the non-QEBA benefit until the end of the calendar year and reactivate at the beginning of the next calendar year. • I can send QEBA payroll via interface to the financial admin for start and stops. • I can create a temporary QEBA payment that ends no later than 12/31 of the calendar year. • The system stores QEBA payment information separately from the non-QEBA payments. • The system has controls around QEBA processing to prevent errors. <p>Business Rules:</p> <ul style="list-style-type: none"> • Once the retiree has reached the QEBA limit for the year, their monthly payment will be paid from the QEBA trust or former employer through regular payroll. • Six weeks before the retiree reaches the QEBA limit, the retiree's information is sent to the Finance Administration to create a temporary employee position with an employment end date of 12/31, so that the excess benefit can be reported as wages (W-2) versus retirement income (1099R). • QEBA beneficiaries receive benefits from the TCRS fund. 	2
16.40	Workflow & Case Management	<p>As Supervisor of Retiree Payroll, I want to use workflow to review and approve the QEBA year-end process, so TCRS and QEBA benefit payments are accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can use workflow to manage issues related to the QEBA process, either at the process or individual recipient level, more specifically to reactivate the TCRS benefit payment and 	2

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No.	Feature	Requirement	Flexibility
		<p>deactivate the QEBA benefit payment after the December payroll is complete.</p> <ul style="list-style-type: none"> I have controls and approvals around QEBA processing to prevent incorrect amounts. 	
16.41	Accounting	<p>As Pension Accounting, I need QEBA related data, so that the funding and financial reporting is correct.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system reports QEBA amounts under the QEBA fund and not the pension fund. I can generate a report that provides the total liabilities for the month's payments from the QEBA plan, by employer. I can create an invoice for each employer for their QEBA payments. The system will generate the corresponding GL transaction and update the appropriate asset balances. I can select the posting date of the invoice. I can write off the invoice with a corresponding transaction note that generates the appropriate GL transactions. <p>Business Rule:</p> <ul style="list-style-type: none"> The QEBA trust is funded through contributions from the retiree's former employer. The former employer remits contributions to the QEBA trust rather than the TCRS fund for the portion of the year that the retiree's benefit is more than the 415(b) limit, with the intent that the QEBA contributions directly fund the QEBA payments. 	2
16.42	Reports, Forms, & Letters	<p>As a Payroll Analyst, I want to send a notification to QEBA recipients, so they are informed that their non-QEBA and QEBA payments has been updated.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can generate letters through a batch job or on demand when QEBA benefits start and stop. I can specify whether the print job is for the population or for specific individuals. I can see in real-time the batch job processing status, including statistics on how many records have been processed. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can review batch job validations / results. Notifications are loaded to the recipient’s account and available to them on the self-service portal. They are also printed and mailed based on their communication preference. 	
16.43	Taxation	<p>As a Payroll Analyst and Member, I want to receive all necessary tax information, so I can report income accurately.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> As a Payroll Analyst, I report the correct information under the respective tax form for each payment type. As a Member, I receive the correct tax form for each payment type. The reported income on each form is correct. <p>Business Rules:</p> <ul style="list-style-type: none"> Retired members will receive a 1099R for TCRS payments and a W-2 from the Finance Administration for their State Payroll QEBA payments. QEBA beneficiaries receive benefits from the TCRS fund and Accounting makes appropriate general ledger adjustments to reflect these QEBA payments. Beneficiaries will receive a 1099R for TCRS payments and a 1099Misc for QEBA payments. The 1099Misc is issued by 1099Pro from Treasury Accounting. 	2
16.44	Reports, Forms, & Letters	<p>As an Actuary, I want to receive QEBA data, so it is included in the valuation results.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The valuation extract contains QEBA data. 	2
16.45	Reports, Forms, & Letters	<p>As a Payroll Supervisor, I want to edit the current year’s tax form templates, so the current year’s templates are up to date.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can retrieve the prior year’s templates. I can make changes in the editable sections in the current year’s templates. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can save the current year’s templates and not lose the prior year templates. The tax form batch job uses the current year’s statement templates. 	
16.46	Reports, Forms & Letters	<p>As the Communication Team, I want the system to store Retiree Advisor Bulletins and other relevant documents to 1099 mailings, so that retirees receive important information.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> Authorized users are allowed to upload documents to attach to 1099 mailings. The system stores effective begin and end dates for applicable documents. Authorized users are allowed to edit / add effective dates for 1099 attachments. The system successfully attaches to physical and digital copies of documents. 	2
16.47	Batch Processing (1099-R)	<p>As a Payroll Analyst, I want the system to generate tax forms and files for all benefit recipients so that regulatory deadlines are met.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can enter the tax year and select to run the 1099-R batch job in a trial or production mode. I can enter batch job parameters such as fund, plan status, distribution code, etc. The system determines whether the benefit recipient is to receive tax forms. Members can elect to receive their 1099R form electronically instead of a printed form. The system determines which tax form and file that income should be reported on according to tax reporting rules. The system determines which payments are to be included and excluded as income to be reported. For example, voided and replacement checks should not result in under- or over-stated reported income. I can run a query in the system that lists recipient who should receive a tax form for the current tax year by form type. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can mark special exception accounts that should be included or excluded from the batch job. • The system auto-populates tax form recipient and payment data, so that manual effort is reduced. • The resulting tax form values are viewable on the system by tax year. • The system alerts me when validations / results are ready for review. • I can review validations / results from both the trial and production runs. • I can see in real-time the batch job processing status, including statistics on how many records have been processed. • I can override system-generated tax information on recipient's account, as needed. <ul style="list-style-type: none"> ○ The system will recalculate the amounts to be reported on the recipient's tax form, if applicable, if the tax form has not been reported to the IRS. Example: uncashed payments or manual checks. • The system archives all tax form information for historical reporting needs. • The system properly applies any applicable tax exclusions to reduce a member's 1099 taxable benefit amount. <p>Business Rule:</p> <ul style="list-style-type: none"> • External printer is sent volume forecasts, so that they can order supplies and plan resources for this print job. 	
16.48	Batch Processing (ILOD 1099-R)	<p>As a Payroll Analyst, I want the system to adjust taxable distribution for ILOD payees each year, so that benefits remain accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system generates a list of all ILOD benefits annually. • The system inserts an exclusion row for each ILOB benefit, setting the taxable distribution to 0. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The adjustment is made accurately, ensuring that ILOD payees continue to receive a 100% tax-free benefit. I can review ILOD payee benefit adjustments prior to final posting. <p>Business Rule:</p> <ul style="list-style-type: none"> In Line of Duty (“ILOD”) are payees who are entitled to a 100% tax free benefit. To account for this, a list should be pulled each year for all ILOD benefits, and a manual adjustment is needed to insert an exclusion row to make the taxable distribution \$0. 	
16.49	Workflow & Case Management	<p>As Payroll Supervisor, I want to use workflow to review and approve the 1099-R process, so eligible recipients’ tax forms are accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can use workflow to manage issues related to the 1099R process, either at the process or individual recipient level. The system warns (or even restricts) users from 1099-R tasks if retiree payroll and refund processing has not completed for the applicable tax year. The system has 1099-R production deadline notifications. There is a step in the workflow to indicate when information has been filed with the IRS. I have controls and approvals around tax reporting to prevent incorrect amounts. 	2
16.50	Financial Reporting	<p>As a Payroll Analyst, I want 1099-R information, so financial and tax reporting is correct.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system generates 1099-R summary reports to validate tax reporting against payments. 1099-R amounts to match the general ledger, so that financial reporting is accurate. 1099-R data in IRS-ready formats, so that tax filings go smoothly. Authorized users can easily modify the 1099-R, based on IRS changes. 	2

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No.	Feature	Requirement	Flexibility
16.51	Interfaces	<p>As a Payroll Analyst, I want the system to generate the tax report export files, so that I can send the file to external parties and to the IRS.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can have the export layout updated as required by the IRS (945, 1220 IRS Data File) and third-party printer. • I can specify the tax year to be generated. • The system exports the data according to the layout specifications. • I can rerun the export as many times as I need to and indicate which exports I want to purge. • I can request the full population or based on specific criteria such as plan, plan status, distribution code, etc. or whether member has elected to receive form electronically. <p>Business Rules:</p> <ul style="list-style-type: none"> • TCRS uses a third-party vendor to print and mail original tax forms for TCRS and External Pension Plans (EPPs). Small volume tax form requests are fulfilled in-house. • TCRS provides each EPP with their tax filing information to file with the IRS. 	2
16.52	Member Self-Service	<p>As a Benefit Recipient, I want to see my tax form on my self-service account, so I can access it anytime.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can find tax form information on the self-service portal. • I can select the delivery preference for tax related information (e.g., electronic or paper delivery). • I receive a notification when the current year's tax form has been loaded to my account. • I can view and save / print the current and previous year's tax forms. They are marked as "Duplicate," "Reprint," etc., as appropriate. 	2
16.53	Reports, Forms, & Letters	<p>As a Payroll Analyst, I want to process a correction on a recipient's tax form after it has been reported to IRS, so that regulatory requirements are met.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can reprint 1099-Rs to provide corrected copies to recipients if needed. • I can generate supplemental 1099-Rs, so that amended returns can be filed if prior year corrections are needed. • I can send the benefit recipient the revised form in their communication preference. • Correction files are generated in the proper format to be filed with the IRS. <p>Business Rule:</p> <ul style="list-style-type: none"> • 1099R corrections can be made after Finance & Administration submits the file to the IRS only for the following circumstances: <ul style="list-style-type: none"> ○ Incorrect money amounts ○ Incorrect distribution codes ○ Errors in check boxes ○ Missing payee TIN ○ Incorrect payee TIN ○ Incorrect name and address ○ Incorrect form ○ Improper issuance of form 	
16.54	System Data	<p>As a Payroll Supervisor or IT Database Administrator, I want the ability to update federal and state tax rate tables annually, so that tax withholding on benefit payments is accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • Tax table updates are made through system configuration (basic updates such as rate changes) or updates (complex updates such as rule changes). • Tax rates have corresponding effective dates. • Rate changes can made through a file import or manually. • I can add other rules, if necessary, such as: <ul style="list-style-type: none"> ○ Other state or non-resident rates by country ○ By payment type (pension vs lump sum) <ul style="list-style-type: none"> ▪ By taxable (cash) vs tax exempt (rollover) status ○ By beneficiary type (member / spouse vs non-member / spouse). 	2

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No.	Feature	Requirement	Flexibility
16.55	Validation	<p>As a Payroll Analyst, I want to peer review the rate changes, so that the correct withholding taxes are applied to benefit payments.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can run a payroll cycle in test to validate the results before the tax rates changes are promoted into Production. • I can provide the test results for approval to update the system. • I can validate the results once the rate changes have been promoted into Production. 	2
16.56	Reports, Forms, & Letters	<p>As a Member Services Manager, I want reports to identify inactive member accounts with no recent transactions (retirement or refund requests), so they are noted for research.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can run a series of queries within the system that lists individuals eligible for inactive member search. • The system has configurable business rules defining inactive member criteria, so that policies are consistently applied. • I can mark accounts that should be included or excluded. • I can generate a list of inactive members to send to third-party search vendors. <p>Business Rules:</p> <ul style="list-style-type: none"> • Inactive member search is monthly. • Inactive members include the following: <ul style="list-style-type: none"> ○ Active, inactive, or retired members who died in the last fiscal year and there are unpaid benefits on file. ○ Vested and non-vested active or inactive members whose last reported contribution was over 7 years ago. ○ Inactive members who are vested and retirement eligible (reduced or unreduced). 	2

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No.	Feature	Requirement	Flexibility
16.57	Interfaces	<p>As a Member Services Manager, I can upload results from third-party search vendors, so member accounts are updated.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can upload results from third-party search vendors. • The system processes data changes to member accounts. • The system alerts me when validations / results are ready for review. • The system stores all data changes for auditing purposes. 	2
16.58	Reports, Forms, & Letters	<p>As a Member Services Manager, I want to send a notification to inactive members, so they can confirm their account information.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can generate inactive member letters through a batch job or on demand. <ul style="list-style-type: none"> ○ There shouldn't be overlap or redundancy between this letter and other account change notifications. • I can specify whether the print job is for the target population or for specific individuals. • I can see in real-time the batch job processing status, including statistics on how many records have been processed. • I can review batch job validations / results. • Letters are printed and mailed regardless of their communication preference. 	2
16.59	Workflow & Case Management	<p>As a Member Services Manager, I want to monitor response deadlines for inactive members, so I can send a property notification record of their benefit to the Division of Unclaimed Property if appropriate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can indicate when a response was received and the response. • I can run a query to identify which inactive members have not responded by their respective deadlines. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can send / transfer a file to the Division of Unclaimed Property. • I can indicate which accounts have had an advertisement record of their benefit transferred to the Division Unclaimed Property. 	

System Requirements

No.	Category	Requirement	Flexibility
16.60	Reports, Forms, & Letters (General)	The system will have the ability to allow TCRS to select whether to generate statements for printing and mailing and/or electronic delivery on the member self-service portal.	2
16.61	Benefit Calculation (Interest posting)	The system will have the ability to calculate and post interest to member and employer accounts according to TCRS rules and administrative policies.	2
16.62	Batch Processing (Interest posting)	The system will have the ability to finalize and post interest to the member and/or employer accounts after an approval step is completed.	2
16.63	Benefit Calculation (Interest posting)	The system will have the ability to recalculate and apply the correct interest amounts automatically when adjustments are made to contributions or amounts due in prior periods. The system will display error / warning messages if negative adjustments occur.	2
16.64	Benefit Calculation (Interest posting)	The system will have the ability to calculate interest based on contribution payroll date, not on posted date. For example, June contributions (payroll date) may be reported in July (posted date).	2
16.65	Reports, Forms, & Letters (MAS)	The system will have the ability to generate statements for retired members receiving a benefit from TCRS as of the statement date.	2
16.66	Reports, Forms, & Letters (MAS)	The system will have the ability to allow TCRS users to recall, display, and print a previously generated statement at any time.	2

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No.	Category	Requirement	Flexibility
16.67	System Data (COLA)	The system will have the ability to allow TCRS users to configure the COLA percent calculation for each plan year based on economic indicators such as CPI.	2
16.68	System Data (COLA)	The system will have the ability to store and maintain the CPI rate by effective date to be used in the COLA calculation.	2
16.69	System Data (COLA)	The system will have the ability to allow TCRS users to configure different COLA calculations / rates (based on employer, tier, etc.).	2
16.70	Reports, Forms, & Letters (1099R)	The system will have the ability to allow TCRS to adjust the format, content, and/or data on 1099R forms to comply with IRS requirements. The system will have the ability to use all standard boxes on the tax forms but will allow boxes not used by TCRS to be left blank.	2
16.71	Reports, Forms, & Letters (1099R)	The system will have the ability to produce 1099-R and other tax forms that comply with IRS requirements for all refund (one-time payment) and benefit payment recipients.	2
16.72	Reports, Forms, & Letters (1099R)	The system will have the ability to allow TCRS to select whether to outsource production and mailing of 1099-R forms or to perform in-house and to distribute electronically if elected by the member.	2
16.73	Reports, Forms, & Letters (1099R)	The system will have the ability to issue separate 1099-Rs to a single payee receiving multiple benefit streams of the same payment type and Distribution Code. For example, a retiree receiving his / her own monthly retirement benefit and receiving a survivor monthly retirement benefit from a deceased spouse must receive separate 1099Rs for each benefit stream although both are the same payment type and Distribution Code.	2
16.74	Reports, Forms, & Letters (1099R)	The system will have the ability to generate separate 1099-Rs for each type of payment to the same payee, even if they both have the same Distribution Code. For example, a survivor pension and a refund of residual unused contributions are different payment types, but	2

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No.	Category	Requirement	Flexibility
		both use distribution Code 4, and thus must have different 1099Rs.	
16.75	Reports, Forms, & Letters (1099R)	The system will have the ability to issue a single 1099-R for multiple payments of the same type and benefit stream to a single payee. For example, a retired member receiving a monthly retirement benefit will receive a single 1099-R for the total monthly benefit payments paid in a tax year.	2
16.76	Reports, Forms, & Letters (945)	The system will have the ability to produce IRS forms 945 and 945A to the specifications of the IRS. TCRS will receive system updates when there are global changes to tax reporting requirements.	2
16.77	Reports, Forms, & Letters (945)	The system will have the ability to produce data files or an electronic version of forms 945 and 945A to the specifications of the IRS for upload, if available.	2
16.78	Reports, Forms, & Letters (945)	The system will have the ability to allow TCRS to modify the format or content of forms or data files generated by the system for IRS forms 945 and 945A, to comply with IRS requirements.	2
16.79	Batch Processing (1099R)	The system will have the ability to allow TCRS to change the frequency that they report state and federal taxes to a monthly, quarterly, semi-annual, or yearly basis.	2
16.80	Person Data (1099R)	The system will have the ability to allow TCRS users to flag the account of payees that are pending confirmation of citizenship or resident alien status.	2

17 – Payment Maintenance

Payment maintenance involves processing updates to member benefit amounts and tax withholdings in an accurate and timely manner. Careful administration minimizes errors to member payments while mitigating financial risks. Efficient management of payment changes facilitates overall operational effectiveness.

User Story Requirements

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No.	Feature	Requirement	Flexibility
17.01	Person Data	<p>As a Payroll Analyst, I want to add notes for payment adjustments and updates, so information is available on the member account for reference and audit.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can add free-form text notes and attach supplemental documentation to the member account. • I can review all current notes and attachments on the member's account. 	2
17.02	Person Data	<p>As a Payroll Analyst, I want to adjust payroll amounts as needed, so that amounts are correct for the current payroll run.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can manually update one-time and recurring recoupments, retroactive payment amounts, and withholding information. • I can enter a new third-party payee without requiring a system change. • I can add, delete, cancel, suspend, or stop a payment or adjustment. • I can enter notes on the member's account for reference and auditing purposes. 	2
17.03	Validation	<p>As a Payroll Analyst, I want the system to validate, reconcile, and perform quality assurance checks on payments, so the quality of payroll runs is high and less prone to errors.</p> <p>I will be satisfied when the system:</p> <ul style="list-style-type: none"> • Performs validation, reconciliation, and quality assurance checks on payments and payroll runs. • Generates and stores various reconciliation reports generated during each refund and payroll process. • Displays error and warning messages for me to review and resolve before a payment is posted. 	2
17.04	Workflow & Case Management	<p>As a Payroll Analyst Supervisor, I want to review and approve letters generated, so I can ensure no accidental suspensions take place.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can review all letters that are queued for payment return and account suspension. • I can review all accounts and payment data associated to requests for printed replacement checks. • I can indicate the letters have been reviewed. 	
17.05	Payment Maintenance	<p>As a Payroll Analyst, I want to resume a suspended pension, so that the benefit recipient receives their payment.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can change the suspended payment status, so that the payment can resume. • I can specify the effective date that the payment resumes. <ul style="list-style-type: none"> ○ The system will calculate any retroactive amounts due or additional interest, if applicable. ○ I can transfer a deceased retiree’s uncashed payments to their survivor. 	2
17.06	Payment Maintenance	<p>As a Payroll Analyst, I want to cancel, void, or suspend a benefit payment, so that it will not be issued.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can select the payment that I want to cancel, void, or suspend. • I can verify the person(s) that the payment is being / was issued to. • The disbursement status of the payment is updated: <ul style="list-style-type: none"> ○ One-time payment is cancelled / voided. ○ Recurring payments are suspended. • Once a payment is cancelled: <ul style="list-style-type: none"> ○ Withholding taxes cannot be reversed if the taxes have been remitted to the government. When the benefit is reissued, the withholding tax on the reissued payment must be adjusted for tax previously remitted. ○ For pensions, payment amounts are reversed (net and deductions). Withholding taxes cannot be reversed if the taxes have been remitted to the government. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ The YTD balances for gross, deductions, and net payment amounts are recalculated based on the cancelled payment. ○ The corresponding 1099R will take the cancelled payment into account. This may result in no 1099R being generated (\$0 paid) or require TCRS to file an amended 1099R for the original distribution tax year. ● I can override system-generated values for exception cases. ● I can add notes to the member's account. ● I can run reports that list cancelled and suspended payments, so that I can inform other interested parties. 	
17.07	Accounting	<p>As Pension Accounting, I want reverse journal entries created for voided payments, so that I can reconcile the account.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● The system generates reversing GL transactions, if appropriate, that map to the correct GL accounts, and appropriate asset balances are updated 	2
17.08	Payment Maintenance (Banking information)	<p>As a Service Counselor, I want the ability to manage direct deposit information for members, so that payments are sent to the right destination.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● I can update direct deposit information (e.g., routing number, account number, account type). ● I can update direct deposit information for multiple payments, without impacting the original benefit amount or calculation. ● I can distribute / split a payment among different destinations. ● I can inactivate current banking instructions when necessary. ● I can change the payment method from direct deposit to debit card or check, as necessary. <p>Business Rules:</p> <ul style="list-style-type: none"> ● The default payment method is direct deposit. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • If banking information is not on file, a debit card is used. • There are a few exceptions where payments are issued as checks such as out-of-country residents, individuals in care or detention facilities. 	
17.09	Payment Maintenance (Taxation)	<p>As a Service Counselor, I want the system to calculate withholding taxes based on defaults or recipient-provided elections, so there is an appropriate amount of tax withheld.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system withholds tax based on defaults if there are no other elections entered. • I can update federal and state tax withholding election for a benefit recipient such as: <ul style="list-style-type: none"> ○ Filing status ○ Tax exemptions • Authorized users can update flat percentage amounts for historical payees. <p>Business Rule:</p> <ul style="list-style-type: none"> • The default withholding election (if the recipient does not indicate their preference) is: Single with no adjustments. 	2
17.10	Payment Maintenance (Deductions)	<p>As a Payroll Analyst, I want to view and edit deductions on a benefit recipient’s account, so their deductions are up to date.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can set up and edit deductions for a payment, such as: <ul style="list-style-type: none"> ○ Deduction type and third-party payee ○ Deduction start / end date(s) ○ Deduction amount or percentage based on the recipients benefit amount. ○ Frequency (e.g., recurring, or one-time) ○ Recoupment amount ○ Payment method (e.g., bank name, routing number, etc.). • The system applies deductions based on a hierarchy specified by TCRS. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system validates that the deduction total will not cause a \$0 or negative payment amount and display error and warning messages as applicable. The system automatically updates the outstanding recoupment balance after each payroll run and adjusts the last deduction if necessary, so that total recoupment deductions equal the recoupment amount. I can view or print the retiree’s payment detail for auditing purposes. <p>Business Rules:</p> <ul style="list-style-type: none"> Example deduction hierarchy: <ul style="list-style-type: none"> Child support DRO & IRS tax levy (first in, first pay) Federal tax Amount paid to local Overpayment recoupment Paper check fee Withholding tax State (BA) health insurance County health insurance City health insurance Settlement Bankruptcy order Third party Professional dues – TRTA Professional dues – TSEA Local education agency If the member’s retirement date is over six (6) months from the current date, TRTA, TSEA, and Federated Marketing deductions are not set up. Request must be resubmitted closer to the member’s retirement date. TRTA, TSEA, and Federated Marketing must specify the dollar amount to be deducted from the member’s account prior to processing the request. 	
17.11	Payment Maintenance (Deductions)	<p>As a Payroll Analyst, I want to view and edit deductions on a benefit recipient’s account, so their deductions are up to date.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can set up and edit deductions for a payment, such as: <ul style="list-style-type: none"> ○ Deduction type and third-party payee ○ Deduction start / end date(s) ○ Deduction amount ○ Frequency (e.g., recurring, or one-time) ○ Recoupment amount ○ Payment method (e.g., bank name, routing number, etc.). • The system applies deductions based on a hierarchy specified by TCRS. • For child support, the system calculates the maximum monthly deduction allowed, according to TCRS rules. • The system validates that the deduction total will not cause a \$0 or negative payment amount and display error and warning messages as applicable. • The system automatically updates the outstanding recoupment balance after each payroll run and adjusts the last deduction if necessary, so that total recoupment deductions equal the recoupment amount. • I can view or print the retiree’s payment detail for auditing purposes. • Authorized users can update the maximum deduction for child support amount, based on regulatory changes. • When I can manually generate a workflow as needed to send for legal review. <p>Business Rules:</p> <ul style="list-style-type: none"> • Example deduction hierarchy: <ul style="list-style-type: none"> ○ Child support ○ DRO & IRS tax levy (first in, first pay) ○ Federal tax ○ Amount paid to local ○ Overpayment recoupment ○ Paper check fee ○ Withholding tax ○ State (BA) health insurance ○ County health insurance ○ City health insurance ○ Settlement 	

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Bankruptcy order ○ Third party ○ Professional dues – TRTA ○ Professional dues – TSEA ○ Local education agency ● The maximum deduction for child support is the ordered monthly amount or 50% of the retiree’s net benefit, whichever is less. ● The deduction for an IRS tax levy is determined by first reviewing the type of form that is used. <ul style="list-style-type: none"> ○ If the form is a 668W, then the deduction is to be set up as continuous until the levy is paid, and exemptions are to be evaluated as described below. ○ If the form is a 668A, then the levy amount is to be paid in full from the upcoming monthly benefit, to the point the benefit is exhausted, and no exemptions are to be applied. ○ If a continuous deduction is to be set up, the exemption amount should be determined by using the current IRS Publication 1494. <ul style="list-style-type: none"> ▪ If the member is age 65 or older, filing status is: married filing separate, 2 exemptions. If the member is under age 65, filing status is: married filing separate, 1 exemption. ▪ These charts will provide the amount that first must be subtracted from the member’s gross monthly benefit. After that amount is subtracted from the member’s gross monthly benefit, the remaining benefit amount is the amount to be designated for the continuous deduction. 	
17.12	Reports, Forms & Letters	<p>As a Payroll Analyst, I want to provide the law firm the list of members with the Sally Smith deductions, so they can update their records.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● I can run a report of members with Sally Smith deductions to send to the law firm containing current deduction amounts. 	2

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No.	Feature	Requirement	Flexibility
17.13	Reports, Forms & Letters	<p>As a Payroll Analyst, I want to see a list of uncashed payments, so I can resolve issues for unpaid benefits.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system generates a report of uncashed payments that are older than four (4) months from issue date. • The system generates and sends a warning letter to the recipient via the preferred communication method. <p>Business Rules:</p> <ul style="list-style-type: none"> • An uncashed payment is considered stale six (6) months after issue date. • Recipients with uncashed payments that are older than four (4) months from issue date are sent a Stale Check Warning letter (TR5402). • Once TCRS confirms that payments are outstanding, stale checks should have a stop payment entered in the system. 	2
17.14	Payment Maintenance (Stop payments)	<p>As a Service Counselor, I want the ability to stop payments on stale or lost checks, so that they are not cashed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system allows me to select and stop a payment. • I can specify the reason for the stop payment request, including but not limited to: <ul style="list-style-type: none"> ○ Lost check ○ Stale-dated check • The system creates and reports stop payment requests for payments after a defined period of time in an outstanding (uncashed) status. • Authorized users can update the outstanding stop payment period. • The system generates a confirmation notification to the member when a stop payment has been processed. • The system displays a list of all active stop payment requests, including but not limited to request date and reason. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can search for, and filter stop payment requests based on various criteria. • I have the ability to update or cancel a stop payment request, if necessary. • The system logs all changes made to a stop payment request for auditing purposes. <p>Business Rules:</p> <ul style="list-style-type: none"> • Recipients are sent a Stale Check Warning letter six (6) months after the issue date if a check has not been cashed. • Once payment status is verified as outstanding with Accounting, uncashed payments older than six (6) months should have a stop payment entered in the system. • For lost checks, stop payments may be placed on the check 30 days after the issue date. A replacement check is then issued. 	
17.15	Payment Maintenance	<p>As a Service Counselor, I want the system to identify when checks that have been marked as stale are redeemed, so I can take the appropriate action if a replacement payment is being or has been processed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system automatically updates the “stale” payment’s status and cashed date - does not require special IT intervention. • I can run a report of cashed “stale” checks, so that I can cancel or stop any replacement / reissued payments or initiate an overpayment recovery. 	2
17.16	Payment Maintenance (Reissue payments)	<p>As a Payroll Analyst, I want the system to be able to reissue payments, so benefit recipients receive failed or lost payments.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can put a stop payment on the failed or lost payment. • Authorized users can initiate payment reissues. • EFT updates in self-service triggers a payment reissue, if necessary. • The system generates a new payment record for the reissued payment. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system updates relevant payment records to reflect the reissuance (e.g., cancel old payment that was replaced by reissued payment). The system provides an audit trail or record of the reissue transaction for tracking and reporting. <p>Business Rule:</p> <ul style="list-style-type: none"> If the member has new EFT information on file, a payment reissue can be made as either a check or EFT. Otherwise, the payment is reissued as a check. 	
17.17	Reports, Letters, & Forms	<p>As a Payroll Analyst, I want to notify the recipient if their payment is deemed ineligible for reissue, so they are informed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can enter information / reasons for the denial on the recipient’s account. The system generates a denial or missing information letter that I can tailor and save on the recipient’s account. I can send the denial or missing information letter to the recipient in their communication preference. 	2
17.18	Payment Maintenance (Returned checks)	<p>As a Payroll Analyst, I want the system to put a stop payment on returned payments, so we can notify the affected recipients.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can change the status of a returned payment. If the returned check is: <ul style="list-style-type: none"> A one-time payment, the payment is cancelled. A recurring payment, the returned payment is cancelled, and payments are suspended as of the returned check date. The system provides an audit trail or record of the returned transaction for tracking and reporting. I can run a report of returned payments for Payroll and Accounting to review and confirm. 	2

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No.	Feature	Requirement	Flexibility
17.19	Reports, Letters, & Forms	<p>As a Payroll Analyst, I want to notify the recipient that their payment was returned, so they can request a reissue.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can enter information / reasons for the returned payment on the recipient’s account. • The system generates a notification letter that I can tailor and save on the recipient’s account. • I can send the notification letter to the recipient in their communication preference. 	2
17.20	Payment Maintenance (Returned rollovers)	<p>As a Payroll Analyst, I want the system to put a stop payment on returned rollover checks, so we can notify the affected recipients.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can change the status of a returned rollover check (e.g., cancelled). • The system provides an audit trail or record of the returned transaction for tracking and reporting. • I can run a report of returned rollover checks for Payroll and Accounting to review and confirm. 	2
17.21	Reports, Letters, & Forms	<p>As a Payroll Analyst, I want to notify the recipient that their rollover check was returned, so they can request a reissue.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can enter information / reasons for the returned rollover on the recipient’s account. • The system generates a notification letter that I can tailor and save on the recipient’s account. • I can send the notification letter to the recipient in their communication preference. 	2
17.22	Reports, Letters, & Forms	<p>As a Benefit Recipient, I want confirmation that my payment information has been updated, so I can receive my benefit payments.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I update my rollover information either through member self-service or by submitting a written 	2

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No.	Feature	Requirement	Flexibility
		request, I receive a confirmation using my communication preference.	
17.23	Payment Maintenance (Returned EFTs)	<p>As a Payroll Analyst, I want the system to put a stop payment on returned payments, so TCRS can notify the affected recipients.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system can upload a failed payment file from the bank and update the status of the affected payments. If the returned EFT payment is: <ul style="list-style-type: none"> ○ A one-time payment, the payment is cancelled. ○ A recurring payment, the returned payment is cancelled, and payments are suspended as of the returned check date. • The system provides an audit trail or record of the returned transaction for tracking and reporting. • I can run a report of returned payments for Payroll and Accounting to review and confirm. 	2
17.24	Reports, Letters, & Forms	<p>As a Payroll Analyst, I want to notify the recipient that their payment was returned, so they can request a reissue.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can enter information / reasons for the returned payment on the recipient's account. • The system generates a notification letter that I can tailor and save on the recipient's account. • I can send the notification letter to the recipient in their communication preference. 	2
17.25	Reports, Letters, & Forms	<p>As a Benefit Recipient, I want confirmation that my payment information has been updated, so I can receive my benefit payments.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I update my banking information either through member self-service or by submitting a written request, I receive a confirmation using my communication preference. 	2

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No.	Feature	Requirement	Flexibility
17.26	Payment Maintenance (Returned file)	<p>As a Payroll Analyst, I want the system to process returned bank files, so that payment data is updated to reflect failed EFTs.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system uploads and processes rejected EFT files from the bank and the reason for the payment return. • The system clearly identifies, and records returned EFT payments or checks. • The system triggers a notification to the defined TCRS users for follow up on the failed transaction. • The system updates recipient payment records to reflect the status of the returned payment, indicating the reason for the return. • The system maintains an audit trail of returned bank files for auditing purposes. <p>Business Rules:</p> <ul style="list-style-type: none"> • If reported within the 5 days of the payroll file being processed, a reversal request is submitted to the bank. • If a death is reported outside the 5 business days of the payroll file being processed, a reclaim is submitted to the bank. • Reversals only appear on the inbound bank file within 5 days after submission if they are unable to be reversed to TCRS. • All reversals are deemed recovered after 5 days, if not otherwise reported on the bank file. • TCRS has no more than 15 business days of notification to inform Legal of failed reclaimed payments. 	2
17.27	Workflow & Case Management	<p>As a Payroll Analyst, I want a report of overpayments, so I can determine how to reclaim those amounts.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system will calculate overpayment amounts, if any, when benefit recipient accounts are updated. • I receive a report of potential overpayments after each payroll is processed. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can run the overpayment report on demand. I can review and validate whether an overpayment was made to a recipient. I can initiate a workflow to initiate and track an overpayment recovery. <p>Business Rules:</p> <ul style="list-style-type: none"> A benefit recipient must repay their overpayment amount after they have been notified. The overpayment should be repaid in a lump sum or payment plan. If an overpayment was sent to the state collection agency and recovered, the commission fee is charged to the applicable employer as part of their quarterly administrative expense. Unrecovered overpayments sent to the state collection agency on contract will be recommended for write off. If a deceased recipient has an open estate, Legal shall file a claim with the appropriate probate court within 15 business days of TCRS receiving the bank rejection file in efforts to reclaim the overpaid amount unless the statutory timeframe for filing a claim has passed. If a deceased recipient does not have an open estate and the overpayment is over \$ 100, Legal will mail a collection letter to the beneficiary / next of kin if the information is on file. Unrecovered overpayments greater than \$2,500 are sent to the State of Tennessee Office of the Attorney General within 30 calendar days of TCRS receiving the bank rejection file. 	
1728	Reports, Forms & Letters	<p>As a Payroll Analyst, I want to be able to create and send an overpayment letter, so I can facilitate the reclamation of those payments.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can generate a letter to the benefit recipient’s financial institution that received the overpayment and request for its return. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can generate a letter to the TCRS’s financial institution that disbursed the overpayment and request for its return. • I can generate a letter to the benefit recipient’s next of kin or estate representative to request repayment. <ul style="list-style-type: none"> ○ I can include any collection fees and penalties associated with the recoupment to the recovery amount and letter. <p>Business Rules:</p> <ul style="list-style-type: none"> • Collection letters are mailed within 5 business days of receiving the file from TCRS. • If a deceased recipient does not have an open estate and the overpayment is over \$ 100, Legal will mail a collection letter to the beneficiary / next of kin if the information is on file. 	

System Requirements

No.	Category	Requirement	Flexibility
17.29	Person Data	The system will have the ability to allow TCRS users to change the benefit recipient’s payment information such as bank account details at any time after a new benefit setup.	2
17.30	Person Data	The system will have the ability to maintain a viewable and printable history (audit trail) for changes to a benefit recipient’s tax withholding elections, beneficiaries, membership, etc. that impact the recipient’s monthly benefit amount.	2
17.31	Person Data	The system will have the ability to allow TCRS users to flag a payment as “undeliverable”, especially when TCRS receives returned mail (bad address).	2
17.32	Taxation	The system will have the ability to allow TCRS users to adjust the amount of tax withholding for the current payment and future payments separately.	2
17.33	Payment Maintenance	The system will have the ability to allow TCRS users to include an unlimited number of adjustments to the member’s gross benefit amount.	2

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No.	Category	Requirement	Flexibility
17.34	Payment Maintenance	The system will have the ability to allow TCRS users to post a negative adjustment to a member’s monthly payroll amount and will maintain record of the adjustment.	2
17.35	Payment Maintenance	The system will have the ability to add, change, or remove payroll deduction items for each payee included in TCRS’s payroll.	2
17.36	Payment Maintenance	The system will have the ability to determine and update a payment status as stale-dated based on TCRS business rules.	2
17.37	Reports, Forms, & Letters	The system will have the ability to allow TCRS users to query for checks that were previously designated as stale-dated for a user-entered number of days.	2
17.38	Payment Maintenance	The system will have the ability to allow TCRS users to cancel, revoke, suspend or void a payment if required and update the corresponding payment status. The system will also calculate any overpayment amounts, if applicable.	2
17.39	Payment Maintenance	The system will have the ability to allow TCRS users to enter and maintain payment return reasons.	2
17.40	Payment Maintenance	The system will have the ability to allow TCRS users to stop payment requests after a payroll run but before a certain deadline.	2
17.41	Payment Maintenance	The system will have the ability to allow TCRS users to reissue payments if needed.	2
17.42	Payment Maintenance	The system will have the ability to allow TCRS users to save and maintain financial institution data for cancelled partial or full rollover payments and to use this information or change the rollover account information for reissued payments.	2
17.43	Payment Maintenance	The system will adjust a member’s YID amounts for gross, deductions, and net payment amounts for the cancelled and reissued payment for tax reporting.	2
17.44	Payment Maintenance	The system will have the ability to create a GL reversal for cancelled payments and then create a new GL transaction for reissued payments.	2

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No.	Category	Requirement	Flexibility
17.45	Contribution Balance	The system will have the ability to restore the member’s contribution balance and service credits when lump sum payments that are cancelled and reinstate the member’s prior plan status, if applicable.	2
17.46	Payment Maintenance	The system will have the ability to automatically resume payments after a suspension is lifted, starting with the next available monthly payroll. The system will have the ability to calculate any retroactive amounts and interest payable and allow TCRS users to select whether the retroactive amounts is paid as a separate lump amount or added to an existing payment. The system will have the ability to generate correspondence to the affected recipients sent using their communication preference.	2
17.47	Payment Maintenance	The system will have the ability to allow TCRS users to select and change payment frequencies by individual or payroll type (e.g., monthly, quarterly, semi-annually, and annually).	2
17.48	Data Validation	The system will have the ability to perform data validation and verification checks to ensure the accuracy of payment adjustments before processing.	2
17.49	Interfaces	The system will have the ability to generate payment instructions to send to internal and external payroll systems.	2
17.50	Interfaces	The system will have the ability to interface with financial systems such as accounting and payroll.	2
17.51	Interfaces	The system will have the ability to upload and process ACH result files from vendors.	2
17.52	Reports, Forms, & Letters	The system will have the ability to generate notifications to affected benefit recipients when payment adjustments are made. This may include changes to amount, payment date, payment method (direct deposit, debit card, check).	2
17.53	Reports, Forms, & Letters	The system will have the ability to allow TCRS users to generate and edit correspondence to a benefit recipient or vendor when payment statuses are changed (e.g.,	2

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No.	Category	Requirement	Flexibility
		stale-dated, voided, stopped, suspended, returned, resumed).	
17.54	Reports, Forms & Letters	The system will have the ability to allow TCRS users to run reports that list different payment statuses (e.g., stale-dated, voided, stopped, suspended, returned, resumed).	2
17.55	Reports, Forms, & Letters	The system will have the ability to generate information to be sent to the benefit recipient's or TCRS's financial institution or benefit recipient's personal representative to request recovery of overpayments.	2
17.56	Audit	The system will have the ability to record all payment transaction activities in an audit trail.	2
17.57	Workflow & Case Management	The system will have the ability to trigger a workflow after the EFTreject file has been processed and a payment status has been updated.	2
17.58	Workflow & Case Management	The system will have the ability to allow TCRS users to trigger a workflow when a warrant is returned.	2
17.59	Workflow & Case Management	The system will have the ability to track the review and processing for replacement printed checks	2

18 – Recalculations

Recalculations involve processing various benefit adjustments to ensure that members receive accurate entitlements, including changes to beneficiaries, salary, service credits, retirement dates, leave, options, and more. Efficient administration with minimal manual intervention facilitates timely issuance of entitled benefits per member data.

User Story Requirements

No.	Feature	Requirement	Flexibility
18.01	Employer Self-Service	As an Employer, I want to send TCRS revisions for a member's employment data, so that TCRS can produce accurate retirement benefit options. I will be satisfied when:	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can submit adjustments / revisions to employee data through the Employer Self-Service (ESS) portal. Examples include: <ul style="list-style-type: none"> ○ Salary ○ Service ○ Date of Retirement ○ Unused sick leave • Adjustment / revisions are processed by the system once I have submitted them. • I receive a confirmation that data has been updated in the system. 	
18.02	Recalculation (Salary adjustments)	<p>As a Service Counselor, I want the system to recalculate benefit amounts when salary changes exceed a certain threshold, so that I don't have to recalculate them manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system accurately recalculates the AFC if salary changes. <ul style="list-style-type: none"> ○ If the change in AFC meets the “no change” benefit adjustment criteria, the system does not recalculate the benefit amounts. ○ If the change in AFC does not meet the “no change” benefit adjustment criteria: <ul style="list-style-type: none"> ▪ The system creates a recalculation workflow. ▪ The system recalculates the benefit amounts, issuing a supplemental payment to the member where they were underpaid, and sending an invoice where they were overpaid. • The system saves the new AFC, even if it is not used for a benefit recalculation. • The system allows authorized user to update the AFC tolerance threshold. • The system will automatically create a workflow when a revised ER Certification is received for someone whose benefit has already been approved. • During payroll cutoff, those on payroll with an ER Certification or incoming benefit calculation letter will appear on payroll report for resolution. 	2

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No.	Feature	Requirement	Flexibility
		<p>Business Rule:</p> <p>“No change” benefit adjustment criteria:</p> <ul style="list-style-type: none"> • Service change, or salary change resulting in AFC change, must not result in the current benefit exceeding tolerance. Current tolerance is 10 months of service OR \$ 1,500 in the AFC, or 4 months of service AND \$ 1,000 in the AFC, with the benefit being within \$60 of accurate, regardless. If an Employer or Member requests recalculation reflecting the change in service or AFC, tolerance will not be applied, and recalculation will be completed. • Exception: If a member or employer specifically request a change to their benefit based on the new information submitted, a recalculation is required. 	
18.03	Recalculation (Service purchase adjustment)	<p>As a Service Counselor, I want the system to recalculate benefit amounts to include any service purchase established after retirement, so the member receives the benefit they are owed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system identifies service purchases established after retirement, including the date the service was established, according to plan provisions. • The system triggers a benefit recalculation if a service purchase request establishes additional service, whole or in part, according to the plan provisions. • The system triggers a recalculation workflow for an established service purchase. • The recalculated benefit accurately reflects the additional service purchased and corresponding effective date. • The system pays the member all retroactive benefits due based on the date of retirement, if the service purchase was established within 30 days after the date of retirement, or the establishment date of the service purchase, if more than 30 days after the date of retirement. • If a supplemental benefit is payable: 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ The supplemental benefit is not included in the original benefit calculation or amount. ○ The system differentiates between original and supplemental benefits in the member account. <p>Business Rules:</p> <ul style="list-style-type: none"> ● Service purchase is established as of the date we received the application for the service if the service is free. Service purchase is established on the date we receive final payment if there is a cost. ● If member establishes service purchase within 30 days after the date of retirement, the recalculation will be effective as of the original retirement date. ● If member establishes service purchase more than 30 days after retirement, the recalculation will be effective on the date the service is established and a supplemental (separate) benefit must be created. 	
18.04	Recalculation (Beneficiary change)	<p>As a Service Counselor or retiree, I want to change the beneficiary designations, so benefit amounts are calculated and paid correctly, and the intended beneficiary receives any benefits payable upon the member’s death.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● The system allows me or the retiree to change their designated beneficiary, according to the plan provisions. <ul style="list-style-type: none"> ○ If a one-time change is exercised, the system does not allow any additional subsequent beneficiary changes. The system will indicate whether the one-time change has been used. ● The system generates and sends the retiree a beneficiary change confirmation in their communication preference. ● The system calculates the benefit due to the member and the new beneficiary upon the member’s death, according to the plan provisions. 	2

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No.	Feature	Requirement	Flexibility
		<p>Business Rule:</p> <p>If a retiree chose Option 1–4 and:</p> <ul style="list-style-type: none"> • Within 60 days of the later of their date of retirement or date of notice letter, changes their beneficiary, their entire benefit is recalculated to reflect the change in option factor based on the member’s and beneficiary’s ages. • After 60 days of the later of their date of retirement or date of notice letter, a one-time beneficiary change is allowed, beneficiary death excepted. The benefit is not recalculated – option remains the same. The new beneficiary is only entitled to the final payment and/or remaining contribution balance. • If a divorce or beneficiary death has been reported (TR0279 form), a beneficiary change is allowed. The benefit is not recalculated because of the new beneficiary – option remains the same. The new beneficiary is only entitled to the last check / contribution balance and is not entitled to the survivor benefit. 	
18.05	Recalculation (Option change adjustments)	<p>As a Service Counselor, I want to be able to change the member’s benefit option, so that they are paid the correct benefit option.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system enforces a time limit to change options based on the retiree’s option elected. <ul style="list-style-type: none"> ○ Regular Max / Member Only Option – no time limit. Retiree receives estimate and may choose to pay cost to change to a survivorship option. ○ SSL option – no time limit if their application indicated SSL but they did not provide an acceptable SSA estimate and subsequently do. Retroactive pay date is their DOR. ○ Otherwise, 60-days from the later of: Date of Retirement or the Notice of Retirement Letter. • The system maintains a history of all revocation of option change requests. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • The system calculates and sends Option Change Estimates to the retiree in their communication preference. • The system stores a history of the amount owed by the retiree for an Option Change Estimate and reflects the monthly increase in cost to complete the change. If TCRS owes the retiree money, the retroactive payment will be calculated based on the Date of Retirement. • The system does not change the benefit option until overpayments have been recouped. • The system records receipt of overpayment for Option Change Estimates, verifies amount due through most recent retiree payroll, informs member if payment received does not complete Option Change Estimate and of any remaining amount due, issues refund if payment received is more than due, makes necessary changes to benefit account where payment received covers amount due, and sends notice of completion to member. 	
18.06	Recalculation (Bridge benefit)	<p>As a Service Counselor, I want the system to recalculate the bridge benefit as required, so the amounts paid to the retiree are correct.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • Recalculations that include Bridge payment-eligible service can be completed in such a manner that all Bridge payments made to date, including applicable COLAs, are properly reflected in the calculation of overpayments or underpayments. Examples of bridge benefits include the following: <ul style="list-style-type: none"> ○ State public safety bridge benefit ○ Political subdivision public safety bridge benefit • Recalculations that include Bridge-eligible service for multiple employers apply the limit, as applicable and proportionally between the employers. • The system does not calculate a retro supplemental payment amount if the 	2

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No.	Feature	Requirement	Flexibility
		<p>recalculation is for service increase only and the bridge benefit limit had already reached.</p> <p>Business Rules:</p> <ul style="list-style-type: none"> • Public safety bridge benefit= AFC x .0075 x months of eligible service with employer / 144 • Monthly bridge benefit limit = AFC x 22.5% / 12 • Public safety bridge benefit is included in the supplemental payment calculation when the following changes occur: <ul style="list-style-type: none"> ○ Increase in AFC ○ Increase in Bridge-eligible service • Change to the DOR to an earlier date, unless the bridge benefit effective date wouldn't start until the 1st of the month following the month of the member's 55th birthday if the member retired before age 55 (sometimes age 60 for limited group of employers). 	
18.07	Benefit Payment (Supplemental payment)	<p>As a Service Counselor, I want the system to calculate and create retroactive supplemental payments, so I don't have to do that manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system has logic to determine when a supplemental payment applies according to the plan provisions. • The system recalculates the retroactive supplemental payment amount accurately. • The system initiates a timer and alert to ensure payments are processed within 10 business days. • The system generates and sends notification to the member in their communication preference of the retroactive supplemental payment and adjustment reason. 	2
18.08	Workflow & Case Management	<p>As a Service Counselor, I want a recalculation to automatically initiate whenever specific data is added or updated on a member's account, so the member's benefit is adjusted on a timely basis.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The recalculation process initiates automatically when certain data changes occur (e.g., salary, service, demographic and beneficiary data, etc.). The system initiates a workflow and sends to the appropriate department. The system generates a notification to inform relevant stakeholders of the updated calculation results. 	
18.09	Workflow & Case Management	<p>As the Service Counselor, I want to be able to escalate a recalculation request, so that time-sensitive recalculations are handled with priority.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system organizes workflows into a queue based on their priority level. The system displays the priority level and due date of the workflow request. The priority-based queue is dynamic, allowing administrators to adjust priorities as needed. 	2
18.10	Audit	<p>As a Service Counselor, I want the recalculation process to include robust error handling and logging mechanisms, so that any issues encountered during the process can be identified and addressed efficiently.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The recalculation process includes comprehensive error checks to identify potential data inconsistencies or anomalies. The system logs relevant information, including the source of the error, affected data, and the time of occurrence when an error occurs. The logged errors are accessible to administrators for investigation and troubleshooting. 	2

System Requirements

No.	Category	Requirement	Flexibility
18.11	Benefit Payment	The system will have the ability to allow a payment to be adjusted or recalculated and if the payment has not been posted, the payment amount is updated before	2

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No.	Category	Requirement	Flexibility
		payroll is processed. Otherwise, a supplemental payment is created for any underpayment.	
18.12	Benefit Payments	The system will have the ability to recalculate a member’s YTD balances for gross, deductions, and net payment amounts for a cancelled payment.	2
18.13	Benefit Payments	The system will have the ability to allow TCRS users to add payment information for reissued payments without triggering a new payment request and new GL transactions. The system will recalculate a member’s YTD balances for gross, deductions, and net payment amounts for the reissued payment.	2
18.14	Benefit Payments	The system will have the ability to calculate one-time adjustments and ongoing pension amounts based on data changes (e.g., recalculation of pension after date of death has been entered).	2

19 – Refunds

Refunds involve receiving and processing the termination of employment during the employer reporting (ER) process. Once terminated from employment with a TCRS employer, members may choose to withdraw their contributions or leave them on deposit for use in retirement.

User Story Requirements

No.	Feature	Requirement	Flexibility
19.01	Employer Reporting	<p>As an Employer, I want to send member termination data to TCRS, so TCRS can produce termination options for the affected members.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can upload member termination data using a secure employer portal. • The system validates any issues on the data before submitting to TCRS and displays error / warning messages. • I can fix and/or accept validation exceptions (errors and warnings) online and the system will 	2

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No.	Feature	Requirement	Flexibility
		validate those corrections before the data can be submitted to TCRS.	
19.02	Employer Reporting	<p>As Service Counselor, I want employers to provide member service credit information, so TCRS can produce termination options for the affected members.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system requires employers to review and confirm the accuracy of service credit data when they are submitting termination data using a secure employer portal. • The system records the date the employer attests that they have validated the member's service credit data. • The system allows employers to make corrections or amendments to the submitted data, in the case of discrepancies or errors. • The system allows TCRS users to identify service credit data that has not been validated on the member's account. 	2
19.03	Duplicate Request Validation	<p>As a Service Counselor, I want the system to ensure that only one refund request is created for the member for each membership period (no duplicate requests), so that TCRS pays the correct benefit amount to the member.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • If a member is submitting a refund request through the member portal, the system checks whether a refund request already exists for the same membership period. • If a Service Counselor is creating a refund request, the system checks whether a refund request already exists for the same membership period. • The system does not allow the duplicate request and provides the member / Service Counselor with a clear explanation. • The system validates if there are duplicate refund requests when the refund payroll is being processed and mark these as errors for TCRS to correct. 	2

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No.	Feature	Requirement	Flexibility
19.04	Refund Eligibility Validation	<p>As a Service Counselor, I want the system to prevent refund requests for retirees who returned to work (ineligible for refund), so that TCRS does not incorrectly pay a benefit.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system determines whether the member is eligible for a refund, defined by TCRS plan rules. • If a member is submitting a refund request through the member portal or a Service Counselor is creating a refund request, the system provides a clear explanation why they cannot submit a request. • The system allows a Service Counselor to generate and send a denial letter with appropriate information to the member in their communication preference. 	2
19.05	Data Validation	<p>As an Employer Reporting Analyst, I want the system to validate member termination data received through monthly employer reporting, so that the system has correct and quality data.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system performs validations on the monthly reporting submission. <ul style="list-style-type: none"> ○ If there are terminated members, their records must contain DOT and termination reason. • I am notified that validation errors / warnings exists by either task or workflow. • I can communicate validation issues with employers through a secure employer portal. • I can view, update, or override validation issues. • The system automatically closes a task when the validation issue is resolved. 	2
19.06	Correspondence	<p>As a Service Counselor, when I am creating refund denial correspondence, I want to select from a robust list of rejection reasons, so I don't have to manually edit the system-generated denial letter.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system provides a list of rejection reasons that authorized users can use, create, update, and manage. The system allows for rejection reasons to be categorized and organized for easy retrieval. I can select the type of letter to generate. The system creates an editable, pre-populated system-generated denial letter. I have the option to select one or more rejection reason(s) from a list and the selected rejection reason(s) are automatically populated into the system-generated letter. I can add custom rejection reasons, if necessary and make other edits to the system-generated letter. I can save the customized letter and have the option to send for QC prior to sending to the member. 	
19.07	Workflow	<p>As a Service Counselor, I want the system to automatically generate a workflow when new termination data is received, so that I can create a termination benefit package for the member.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system automatically generates a task / workflow when termination data is received. I can manually open (and close) a termination workflow, if needed. I can submit a workflow for review and receive a “Rejected” review back. 	2
19.08	Benefit Calculation	<p>As a Service Counselor, I want the system to calculate the termination benefit payable to the member, so I don't have to do this manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system determines the member's vested status and termination benefit eligibility based on TCRS plan rules. The system calculates the refund amount, including taxable / non-taxable portions and transfer options. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system determines if member is eligible for retirement and if so, calculates the pension amount and payment options. I can override data if needed with proper auditing for changes or modifications. 	
19.09	Benefit Calculation	<p>As a Service Counselor, I want the system to calculate the correct federal and state withholding taxes for refund and rollover payments, so the payment is compliant with the tax legislation.</p> <p>I will be satisfied when the system:</p> <ul style="list-style-type: none"> Differentiates between taxable and tax-deferred payment types. Calculates the correct federal and state withholding tax for: <ul style="list-style-type: none"> Rollover payments (currently 0% federal and state) Refund payments (currently minimum 20% federal) Allows me to override system-calculated values for exception cases. 	2
19.10	Workflow	<p>As a Service Counselor, I want the system to hold back termination benefit payouts if the member has a DRO on file, so the member's account can be reviewed before distribution of benefits.</p> <p>I will be satisfied when the system:</p> <ul style="list-style-type: none"> Checks if there is a Legal hold on the account (DRO indicator). Produces a message explaining why a payment transaction cannot be completed. Allows me to route the workflow to the Legal department, if needed. 	2
19.11	Workflow	<p>As a Service Counselor, I want the ability to set amount thresholds in the system that initiate reviews, so that refund requests are properly peer reviewed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can configure different amount thresholds for refund requests that initiate reviews. I can configure specific criteria for each threshold, indicating when a review is required, 	2

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No.	Feature	Requirement	Flexibility
		<p>who is eligible to complete the review, and how many reviews are required.</p> <ul style="list-style-type: none"> • I can easily update and maintain amount thresholds, as needed. • I can add or modify reviewer roles, as needed. 	
19.12	Workflow	<p>As a Service Counselor, I want low-risk / small-amount refunds to process without requiring certain reviews and approvals, so refund processing time is expedited.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system automatically identifies and approves low-risk and small-amount refunds, based on defined refund thresholds. • The system automatically generates and sends correspondences to members in their communication preference. • The system provides clear and efficient workflows for additional review process when refund requests do not qualify for automatic approval. 	2
19.13	Correspondence	<p>As a Service Counselor, I want the system to display available payments options on correspondences and member portal based on a hierarchy defined by TCRS, so that it is easier for members to understand the options available to them.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system only displays payment options available to the member in a clear and easy-to-read format with accompanying clear, well-written and easy to understand descriptions and instructions on termination packages. • The system only displays payment options available to the member in a clear and easy-to-read format with accompanying clear, well-written, and easy to understand descriptions and instructions on the member self-service portal. 	2
19.14	Payment Processing	<p>As a Service Counselor, I want the system to be able to combine multiple payments for a member in a single payment transaction, based on the member's election,</p>	2

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		<p>so I do not have to manipulate payment details and instructions manually.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The member can enter their payout instructions through the member portal. Payment instruction options include: <ul style="list-style-type: none"> ○ Refund, rollover, or combination of refund / rollover ○ If combination of refund / rollover is selected, include fields to enter either percentage or dollar amount for each payment type. <ul style="list-style-type: none"> ▪ If a percentage is entered for the refund, the system will automatically calculate the remaining percentage for the rollover and each corresponding dollar amount, rounded to the penny. The sum of refund / rollover amounts must equal the member’s refundable contribution balance. ▪ If an amount is entered for the refund, the system will automatically calculate the remaining amount for the rollover. The sum of refund / rollover amounts must equal the member’s refundable contribution balance. • The system can combine multiple payments into a single payment transaction if those payments have the same: <ul style="list-style-type: none"> ○ payment type (refund or rollover), and ○ payment method (check, direct deposit), and ○ payment destination (bank / rollover account #), and ○ payment date • If multiple payments are able to be combined, I can select / deselect which payments to combine. • The system generates the correct 1099 based on the non-tax-deferred payout amount. 	
19.15	Payment Processing	As a Service Counselor, I want to process refund payments, so the member receives their termination benefit.	2

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No.	Feature	Requirement	Flexibility
		<p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system notifies me that a task / workflow is ready to be processed. • The system shows which option the member selected. • The system displays the breakdown of fund sources being distributed (after-tax, pre-tax, interest, etc.). • The system displays the federal and state tax withholding amounts. • The system displays direct deposit details for cash payouts (financial intuitions, branch addresses, account numbers, routing numbers, types of accounts, etc.). • The system displays account details for rollovers (financial institution, IRA account number, name of retirement plan / membership type, employer’s identification number, etc.). • I can see all payment details prior to the payment being issued. • I can modify payment details, if needed. • I can review payment details in a “trial run” view prior to issuing. • I can approve / issue the payment. 	
19.16	Payment Processing	<p>As a Service Counselor, I want the system to process payments correctly for members who have one or more beneficiaries on file, where multiple payments to multiple payees may be necessary, so I do not have to generate these payments manually.</p> <p>I will be satisfied when the system:</p> <ul style="list-style-type: none"> • Accurately computes the payment amount owed to each beneficiary, taking into account their relationship to the member and the allocation configuration within the system. <ul style="list-style-type: none"> ○ Amounts are rounded to the penny and total of all payments must equal the member’s refundable contribution balance. ○ No benefit recipient’s amount can be less than \$0. If this occurs, the system generates an error message so that I can research and adjust the amounts if needed. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • Correctly calculates withholding requirements based on beneficiary relationship to the member. • Allows me to enter the payment instructions for each benefit recipient. • Allow the option for spouses and non-spouses to also rollover their benefit. • Generates the correct 1099 for each benefit recipient and payment type. 	
19.17	Payment Processing	<p>As a Service Counselor, I want the system to alert members when trailing wages have been received and issue EFT payments for any trailing wage refunds, so stale-dated checks are decreased.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • On the member self-service portal, there is information that any trailing wage refund will be paid separately from their initial refund payment. • The member receives a notification in their communication preference when they are owed a trailing wage refund and that they need to provide payment instructions to receive this refund. • The member is given the option to use previously submitted EFT information for the trailing wage refunds or enter new EFT information. • The system allows me to access and process trailing wages payments based on the banking instructions submitted by the member. • Trailing wages are processed efficiently and in accordance with the member’s payment preference. 	2
19.18	Payment Processing (Rollovers)	<p>As a Service Counselor, I want the system to process full and partial rollovers, so members can have some flexibility on how to receive their pension benefit.</p> <p>I will be satisfied when the system:</p> <ul style="list-style-type: none"> • Tracks which refundable contributions are rollover eligible. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Allows any portion of their rollover eligible refundable contributions to be directed to a rollover account. Allows the portion that is not directed to a rollover account to be paid as cash that is subject to tax withholding rules. Differentiates between payee types that are eligible for rollover (member and spouse) or not (non-spouse beneficiaries) and restricts the payment type accordingly. 	
19.19	Payment Processing (Rollovers)	<p>As a Service Counselor, I want the system to create a rollover payment letter to send to the financial institution, so that I do not have to create this manually.</p> <p>I will be satisfied when the system:</p> <ul style="list-style-type: none"> Generates a letter to the financial institution containing pre-populated information about the benefit recipient, payment, and financial institution. Allows me to edit the letter as needed. Allows me to select to print the letter on demand or as part of a batch print job. 	2
19.20	Audit	<p>As a Reviewer / Manager, I want to be able to peer review a member’s account, so that the member receives the correct benefit.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I am notified that a review task / workflow has been assigned to me. I can see any changes that were made to the member’s information. I can see any changes that were made to the distribution letter and/or form. I can mark the review as “Accept” or “Reject.” 	2
19.21	Workflow	<p>As a Service Counselor, I want to know when the member has submitted their benefit elections, so I can take the appropriate action.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system generates a workflow when the member submits their benefit elections. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system displays an alert if the member’s account requires special handling such as DRO, pending disability, pending retirement application. 	

System Requirements

No.	Category	Requirement	Flexibility
19.22	Benefit Data	The system will keep a record of each membership period’s taxed and/or tax deferred contributions, interest, and service details, even after the service has been refunded, so that refunded periods can be reinstated in scenarios such as rejected or stale-dated payments and withdrawn service purchase.	2
19.23	Benefit Data	The system will keep the original payment number (currently received from the write-back file) and date after the member takes the distribution.	2
19.24	Benefit Data	The system will maintain payment history with updated check numbers for all distributions.	2
19.25	Benefit Data	The system will automatically reduce the member’s account balance of member taxed and/or tax deferred contributions, interest, and service down to zero when withdrawal payments are posted in the system.	2
19.26	Benefit Payment (Refunds)	The system will display the distribution payment status for the Service Counselor and member.	2
19.27	Accounting	The system will allow TCRS to assign different general ledger account numbers for active versus deceased benefit recipients.	2
19.28	Benefit Payment (Refunds)	The system will put a refund / rollover payment into a “pending” status until all necessary information has been entered. This will help TCRS to track distributions even prior to setup.	2
19.29	Usability	The system will allow TCRS users to review all “pending” refund / rollover payments in a single screen, and to be able to initiate one or more of the payment(s) from this screen.	2

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No.	Category	Requirement	Flexibility
19.30	Accounting	The system will generate individual payment journals to post in the financial system that will generate actual checks.	2
19.31	Workflow & Case Management	The system will prevent refund processing for a member who has applied for service retirement or disability and who has not been denied or has not withdrawn the application.	2
19.32	Workflow & Case Management	The system will allow TCRS to flag accounts for terminated members that have filed for an appeal of their termination.	2
19.33	Benefit Payments (Refunds)	The system will prevent TCRS from issuing more than 100% of the benefits payable on an account.	2
19.34	Workflow & Case Management	The system will notify TCRS staff when a payment has been requested but not issued within an TCRS specified period.	2
19.35	Benefit Payments (Refunds)	The system will have functionality to distribute benefits to multiple beneficiaries in scenarios such as death benefits or DRO.	2
19.36	Taxes	The system will accurately calculate the taxes on payments associated with distributions to multiple beneficiaries.	2
19.37	Benefit Payments (Refunds)	The system will accurately divide benefits amongst multiple beneficiaries so that the sum of allocations equal 100% (e.g., 3 beneficiaries would be splits into 33.33%, 33.33%, 33.34%). Each benefit is rounded to the penny and the sum of all payments must equal the total of the member's refundable contribution balance.	2
19.38	Benefit Payments (Refunds)	The system will allow payments to be directed to trusts, charities, estates, and other non-human entities.	2
19.39	Benefit Payments (Refunds)	The system will allow TCRS users to change the payment distribution type from a rollover to a refund and vice versa, without having to cancel and rebuild the payment record or benefit setup.	2

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No.	Category	Requirement	Flexibility
19.40	Workflow	The system will provide a workflow that will facilitate the processing of all one-time payments.	2
19.41	Reports, Forms & Letters	The system will allow TCRS users to select defined rejection reasons for refund applications, instead of requiring manual entry of a reason in all situations.	2
19.42	Reports, Forms & Letters	The system will allow TCRS users to run reports that list cancelled and reissued payments.	2
19.43	Taxes	The system will apply the correct tax withholding to reissued payments.	2
19.44	Workflow & Case Management	The system will trigger a workflow once a payment status has been updated due to EFT rejection from the bank.	2
19.45	Workflow & Case Management	The system will allow TCRS users to initiate a workflow to reissue a check based on the response from a benefit recipient regarding an uncashed check.	2
19.46	Reports, Forms, and Letters	The system will allow TCRS users to generate an editable letter to the member when a payment / check has not cleared or become stale-dated after a certain period, as defined by TCRS.	2
19.47	Benefit Payments	The system will allow TCRS users to automatically change the payment status to 'void' when a check has not cleared after a number of days specified by TCRS (e.g., stale-dated).	2
19.48	Workflow	The system will track the review and processing for replacement printed checks	2

20– Retirement

The retirement process calculates member benefit calculations based on eligibility, service credits, income, and selected options to facilitate an accurate monthly pension. Efficient administration sets up timely payments for new retirees in line with data and member selections.

User Story Requirements

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No.	Feature	Requirement	Flexibility
20.01	Workflow & Case Management	<p>As a Service Counselor, I want automated workflows to process applications and notifications, so that retirement is efficiently completed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • A workflow is created after the member submits a retirement application and the employer has certified for those requiring certification. • I can filter Retirement Certification and Applications by employer. • I can route workflows and create tasks as needed. • The member receives notifications when there are changes to their retirement request or processing delays (e.g., application status changes, action required, etc.). • The system has dashboard views tracking the time for each step in the retirement workflow. • I can filter workflows by fields (i.e., date ranges like date of retirement or receipt, etc.). 	2
20.02	Reports, Forms, & Letters	<p>As the Manager, I want the ability to update processing delay thresholds, so that I can adjust performance standards.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can update thresholds based on processes. • I can update thresholds allowed processing delays before a notification is sent to members (e.g., after 30 days, 60 days, 90 days). 	2
20.03	Document Management	<p>As a Service Counselor, I want a paper retirement application to be added to a member’s account so I can process it.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • A paper retirement application and supporting documentation are imaged to the member’s account with the associated document type(s). 	2
20.04	Workflow & Case Management	<p>As a Service Counselor, I want automated workflows to process applications and notifications, so that retirement is efficiently completed.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • A workflow is created after a retirement application has been added to the member’s account. • I can enter the retirement details and documents received. • I can route workflows and create tasks, as needed. 	
20.05	Validation	<p>As a Service Counselor, I want the system to validate the application data that I’ve entered, so that the member receives accurate information.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system determines if the member is eligible to retire. • I can select the type of retirement for which they are applying. • The portal warns / restricts me from selecting certain dates or retirement types based on system validations. • The system displays the type of information that is required based on the type of retirement. 	2
20.06	Reports, Forms & Letters	<p>As a Service Counselor, I want to send retirement information to the member, so they can make an informed decision.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system generates a retirement package. • I can generate and send editable system-generated letters such as missing information, action required, or retirement denial in the member’s communication preference. 	2
20.07	Batch Processing	<p>As an External Pension Plan provider, I want to load new retiree’s for EPPs, so that they can be set up on payroll.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • EPP retiree data is loaded through a batch process. • The system generates an error / warning report for me to send to the EPP to resolve any data issues. • The system has validations in place to prevent duplicate retiree records from being uploaded. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I receive a notification or confirmation that new retiree records have been loaded into the system. I can generate and review a report listing any records with errors / warnings. <p>Business Rules:</p> <ul style="list-style-type: none"> Each EPP submits new retirees on the EPP Payee Conversion file and are processed via batch job. The EPP is responsible for validating eligibility and gathering required proofs and benefit elections. TCRS is processing the EPP payroll instructions. 	
20.08	Workflow & Case Management	<p>As a Service Counselor, I want automated workflows to process EPP retirees, so that retirement is efficiently completed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> A workflow is created after the EPP Payee Conversion file is loaded. EPP retirements are kept separate from TCRS retirements. 	2
20.09	Person Data	<p>As a Service Counselor, I want to review a member's record, so I can prepare their retirement benefits.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can access and review a member's record online. The system checks to see if a DRO or any other administrative hold is on the file. The system flags the member's account, when appropriate. The member's record will have all relevant member information located in a condensed area in the new system. 	2
20.10	Workflow & Case Management	<p>As a Service Counselor, I want the employer to certify an active member's service and salary, so that the retirement package is accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> A workflow is created for the employer certification. Certification can be received via Employer Self-Service for TCRS employers or by 	2

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No.	Feature	Requirement	Flexibility
		paper for -TCRS employers whose employees cannot apply online.	
20.11	Workflow & Case Management	<p>As a Service Counselor, I want a record when documents have been received and whether they have been approved / rejected so that the status of the member’s application is up to date.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system generates a list of required documents that correspond to the transaction / process. • Scanned documents or information is added to the member’s account by document type and date / time stamp and the related workflows will be associated with the appropriate images. • I can view or indicate when documents have been received. • I can view or indicate whether the document has been approved, rejected, or needs to be reviewed. 	2
20.12	Reports, Forms, & Letters	<p>As a Service Counselor, I want the system to generate a letter to the member or employer requesting additional information, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The letter includes a customizable checklist that I can select to include in the letter. • I can add custom text, as needed. • I can submit this to print as an on demand or batch print job. • The system will send the correspondence to the member’s preferred method of contact or the employer’s primary contact email address. 	2
20.13	Reports, Forms, & Letters	<p>As a Service Counselor, I want to prepare a retirement packet for the member, so they can make informed decisions.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system generates an editable retirement packet, including personalized estimates and options. • I can save my edits to the system-generated documents, if necessary. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can submit this to print as an on demand, automatic, or batch print job. • I can send the retirement packet to the via their communication preference. • I can add notes to the member's account. 	
20.14	Audit	<p>As a Quality Control Analyst, I want to be able to view all of retirement calculations generated, if they did not process through automation, so that I can audit them.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can make corrections to the retirement calculations, as needed. • I can send retirement calculation to an additional service counselor for corrections. • I can see the corrections made by another service counselor. • I can approve the corrections. 	2
20.15	Workflow & Case Management	<p>As a Service Counselor, I want to close a retirement application, so that this application is removed from the work queue.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can cancel / revoke all pending activities associated with the retirement application. • I can add notes to the member's account. 	2
20.16	Reports, Forms, & Letters	<p>As a Service Counselor, I want to know when the member returns their retirement forms (or information), so I can continue processing their application.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I am notified when a member returns their retirement forms / information. • The system automatically generates a task or continues a workflow after retirement forms / information is received. • I can review all items sent by the member. • The system determines if any validation issues exist and flags. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system automatically generates any necessary correspondences to be sent to the member. 	
20.17	Benefit Set Up	<p>As a Service Counselor, I want to enter a member’s retirement election, so that the member’s election is set up on payroll.</p> <p>I will be satisfied when (if the member’s application did not go through automation):</p> <ul style="list-style-type: none"> I can enter the member’s option election and other information such as bank account and tax withholding. The system validates that all mandatory information has been entered before submitting the payment to payroll. I can add notes to the member’s account. <p>Business Rules:</p> <ul style="list-style-type: none"> If the member does not provide direct deposit banking information for their benefit payment, they will receive their benefit by debit card, unless the member has a POA or Conservator on file allowing for a paper check to be issued. If the member does not provide tax withholding elections, the default will be single with zero (0) exceptions and additional withholding [SS00]. 	2
20.18	Audit	<p>As a Quality Control Analyst, I want to audit the member’s account, if the application did not go through automation approval, so the retirement calculation is accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can review data such as: <ul style="list-style-type: none"> Demographic data Beneficiary data, including DRO data Employment and pension related data Supporting documentation Service purchase history Benefit and tax withholding election Banking information I can review calculation details. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can reject or approve a calculation and route back to the requestor. 	
20.19	Benefit Calculation (True-Up)	<p>As a Service Counselor, I want the system to reevaluate a benefit when new data is received, so the benefit recipient receives the correct amount.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> TCRS can define threshold criteria when a recalculation or benefit amount update is required. The system calculates a new benefit amount using the new data if a recalculation is triggered. I can review / approve / edit / reject the revised benefit amount. The system updates the pension record with the adjusted amount. Authorized users can update / change the threshold criteria. 	2
20.20	Workflow & Case Management	<p>As a Service Counselor, I want the system to notify me when an employer report and/or employee contributions are received for a membership whose status is retired, so I do not have to manually track.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system generates and sends notification of when a membership account in a retired status has received employer contributions. Authorized users have the ability to configure rules on who receives the notifications. 	2

System Requirements

No.	Category	Requirement	Flexibility
20.21	Person Data	The system will have the ability to change the member's employment status to retired.	2
20.22	Workflow & Case Management	The system will have the ability to allow the user to suspend the workflow pending receipt of required documents or information.	2

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No.	Category	Requirement	Flexibility
20.23	Workflow & Case Management	The system will have the ability to provide an automated checklist to assist the member and TCRS track tasks.	2
20.24	Benefit Set Up	The system will have the ability to set a future-dated retirement date that will be processed in the corresponding payroll cycle.	2
20.25	Member Self-Service	The system will have the ability to display a member's retirement application status. For example, pending, processed, on hold, etc.	2
20.26	Benefit Calculation	The system will have the ability to display retirement options that are available to the member.	2
20.27	Benefit Calculation	The system will have the ability to track the use of "sick leave" data.	2
20.28	Benefit Data	The system will have the ability to store and display original and modified benefit amounts with effective dates.	2
20.29	Benefit Election	The system will have the ability to store and maintain the retirement option selected by the member.	2
20.30	Beneficiary Data	The system will have the ability to allow users to select existing beneficiaries on file to assign to the member's retirement or death benefit or death benefit beneficiaries.	2
20.31	Person Data	The system will have the ability to validate that a beneficiary or alternate payee data is complete prior to commencing retirement benefits.	2
20.32	Reports, Forms & Letters	The system will have the ability to produce a benefit calculation summary report for the retiring member, non-member, surviving spouse, or alternate payee.	2
20.33	Workflow & Case Management	The system will have the ability to generate calendar reminders for the Member and TCRS to track appointments, due dates, follow-up, and other events in the new retiree benefit set-up process.	2
20.34	Workflow & Case Management	The system will have the ability to allow TCRS users to mark / flag a member's account as exceptions.	2

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No.	Category	Requirement	Flexibility
20.35	Workflow & Case Management	The system will have the ability to alert TCRS users when certain conditions apply to the member’s account, including (but not limited to): <ul style="list-style-type: none"> Existing QDROs Pending QDROs Pending disability retirement application Pending withdrawals Incomplete buyback contracts 	2
20.36	Taxability	The system will have the ability to differentiate and store taxable and non-taxable portions of the final benefit annuity separately.	2
20.37	Reports, Forms & Letters	The system will allow TCRS to identify, on an ongoing basis, members that may require counseling due to achievement of milestones in the retirement system for the purpose of proactively contacting these members. For example, such members may include those achieving unreduced retirement or RMD eligibility. The system will provide tools such as reports with flexible inputs, automatic reminders, or other alerting mechanisms to identify these members.	2
20.38	Reports, Forms & Letters	The system will have the ability to allow TCRS users to generate reports to identify members who are approaching key dates (retirement or RMD).	2

21 – Return-to-Work (RTW)

The Return-to-Work (RTW) process assists retirees returning to work with a TCRS employer by facilitating reemployment procedures and guidance. Efficient administration eases transition complexities related to pension payments, taxes, service credits, and more.

User Story Requirements

No.	Feature	Requirement	Flexibility
21.01	Employer Self-Service	As an Employer, I want to notify TCRS when a retiree intends to return to work full time, so that TCRS can determine if the retiree is eligible for the RTW program.	2

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No.	Feature	Requirement	Flexibility
		<p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can search for retirees who requires a return-to-work program or suspension of benefits. • I can submit return-to-work applications or certifications through online forms or monthly reporting. • The system ensures eligibility requirements are applied to determine available programs for members. • The system validates proposed salary against program limits, ensuring employers do not exceed max salary. • I have access to a knowledge base for RTW requirements. • I receive confirmation that the online application or certification was successfully submitted. • I receive confirmation the return-to-work program applied for was approved / denied. <ul style="list-style-type: none"> ○ If the member is denied and has returned to work full time, the system automatically suspends the member’s TCRS benefit to prevent overpayment. • Reporting a RTW active employee automatically suspends the member’s TCRS benefit, to prevent overpayments. • I receive a notification when I report an employee who is previous retiree. • I can report contribution groups without employee contributions being required or report in contribution groups requiring employer contributions without employee participation. • The system denies a RTW request, if the member is already on an approved return to work program. • I can generate a report to review members who are on a RTW program with how much salary the member has available left to be paid. • The system generates correspondence / notification at predefined intervals, notifying the employer of outstanding issues which need resolution prior to processing. <p>Business Rules:</p>	

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The employer and/or the retiree must notify TCRS if the retiree intends to return to work full-time and report the member as active with contributions for future benefit calculations on the return to service time. 70% program requires the member be reported non-participant but with employer contributions. The statute only requires ER contributions and not EE contributions. Members are restricted from switching between return-to-work programs for the period of the original return to work program. 	
2102	Workflow & Case Management	<p>As a Service Counselor, I want automated workflows to process RTW applications and notifications, so that the application is efficiently completed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> A workflow is created after the submission of a RTW application or request in employer self-service. An alert is created for the employer upon the posting of contributions to a retired member's account to specify type / reason for contribution and workflow if needed. I can route workflows and create tasks as needed. The member receives notifications when there are changes to the application (e.g., status changes, action required, etc.). The employer receives notification when the member has been approved for a return-to-work program. 	2
2103	Eligibility	<p>As a Service Counselor, I want to process RTW applications, so that the member and employer know whether they can proceed with hiring the member.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can enter the RTW type the member has applied for as well as related employment data. The system pulls in the return-to-work details provided by the employer from employer self-service. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • The system has conditional logic to determine which RTW documents are required. • I can indicate which RTW documents have been received and accepted or rejected. • The system will determine if the member is eligible for RTW based on the plan rules. • I can override the system-calculated eligibility if necessary. • I can indicate whether the RTW has been approved or rejected. • I can update the member’s plan status / job category, as applicable. • The system automatically applies correct reductions as applicable by the return-to-work program approved. • The system keeps a history of RTW applications if the member switches between options or is submitting a new RTW application. • The system automatically processes requests based on configured rules. 	
2104	Reports, Forms, & Letters	<p>As a Service Counselor, I want to notify the member / employer when their RTW application has been approved or denied, so they are promptly informed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system generates and sends correspondences to the member in their communication preference. • The system provides a list of rejection reasons that authorized users can use, create, update, and manage. • The system allows for rejection reasons to be categorized and organized for easy retrieval. • I have the option to select one or more rejection reason(s) from a list and the selected rejection reason(s) are automatically populated into the system-generated letter. • I can add custom rejection reasons, if necessary and make other edits to the system generated letter. • The letter is indexed to the member’s account. 	2

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No.	Feature	Requirement	Flexibility
21.05	Person Data	<p>As a Service Counselor, I want the retiree’s plan and/or payment statuses to be updated based on the RTW application decision and employment data, so that their TCRS benefits are updated accordingly.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The retiree’s plan and/or payment statuses are updated based on the RTW application decision and employment data. • The system will validate whether the employer has used the correct plan status in their monthly reporting. • I can correct the reporting as part of the PPAD/ employer reporting process. <p>Business Rules:</p> <ul style="list-style-type: none"> • Certain RTW programs do not allow additional benefits to be earned. Approved RTW retirees should be reported as “non-participating.” • Full time return to work allows additional benefits to be earned. RTW retirees should be reported as participating. • If a retiree has not been approved for RTW and are rehired, their TCRS benefit is suspended until they terminate employment or a RTW program is applied for and approved. Retirees should be reported as “participating.” 	2
21.06	Reports, Forms, & Letters	<p>As a Service Counselor, I want the system to generate notices to the member and employer when the member is reaching RTW limits, so they can take the necessary action.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system has logic for the RTW limits based on the plan rules and can project when members will reach those limits. • I can run a report that lists RTW retirees who are approaching the respective RTW limits. I can input search parameters such as number of months before limit is reached, RTW type, etc. • I can create an editable system generated RTW action required letter. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can print the letters on demand or through a batch job. 	
2107	Benefit Payments	<p>As a Service Counselor, I want the system to process the retiree’s monthly benefit payments according to their RTW application status, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system will continue the monthly benefit if the RTW application is approved. The system will reduce the member’s monthly benefit if the member is approved on a RTW program with reduced TCRS benefits. The system will suspend the monthly benefit if the RTW application is denied or RTW limits are reached or exceeded. <ul style="list-style-type: none"> The system will calculate the RTW overpayment amount, repayment options and due date. The system will pay the member correctly based on each annual COLA. The system will automatically generate a retroactive payment if any payments have been missed as a result of a suspension or late removal of the RTW reduction. 	2
2108	Overpayments	<p>As a Service Counselor, I want the system to process overpayments correctly, so I do not have to manually process them.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system calculates RTW overpayments based on the plan rules. I can easily review and approve the calculated RTW overpayments. The system generates an invoice to send to the member for the overpayment amount, month of overpayment and includes repayment information and due date. If the overpayment has not been received by the due date, the system will automatically recoup 	2

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No.	Feature	Requirement	Flexibility
		<p>the amount from the member’s monthly check according to the plan rules.</p> <p>Business Rules:</p> <ul style="list-style-type: none"> • TCRS will invoice the member for the overpayment with a 60-day due date (the member must be notified three times before any auto-deduction is made to their benefit). • If the overpayment has not been paid by the due date: <ul style="list-style-type: none"> ○ If it is less than 25% of the member’s net monthly amount, TCRS will automatically deduct the overpayment from the member’s next monthly check. ○ If it is greater than 25% of the member’s net monthly amount, TCRS will reduce the member’s net benefit payment by (25% monthly, until the invoice is paid in full. ○ If the retiree selected the Social Security Leveling Plan at retirement, the member must repay the supplement received under the leveling plan before the benefit recalculated. 	
2109	Eligibility (Temporary enrollment)	<p>As a Service Counselor, I want the system to determine a member’s Temporary Employment RTW eligibility, so that manual effort is reduced.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system identifies potential RTW retirees received through monthly reporting according to the plan rules. • I receive a report of potential RTW retirees to review and approve. • I can contact the employer through ESS for additional information (e.g., employer waiver for 60-day waiting period, Temporary Employment Report). I can enter this information on the retiree’s account. • The system tracks both correspondences to and from the employer. • The system auto populates the end date once the begin date is entered for the temporary employment period. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can waive the RTW waiting period for the retiree. • The system restricts additional retirement benefit accruals if the RTW has been approved. <p>Business Rules:</p> <ul style="list-style-type: none"> • Any retiree can RTW 60 days after their retirement date without loss of retirement benefits up to the equivalent of 120 days within a 12-month period. • Employers may waive the 60-day waiting period, on the Temporary Employment Report, if there are no other qualified personnel to work for the specified period, and the retiree works only half the hours the retiree was working prior to retirement. • A retiree can work for multiple employers under 120-day Temporary Employment. The combined time worked counts towards the 120-day limit. • The employer must file a Temporary Employment Report before the 120-day temporary employment period begins to indicate that the anticipated termination date is within the 12-month period. • Effective July 1, 2017, a retired K-12 teacher employed as a substitute teacher may work beyond 120 days during a 12-month period provided that the additional days would not cause the retiree's salary to exceed the salary rate set by the school system for substitute teachers filling similar vacant positions. • If employed as a teacher in an institution of higher education, the retiree may teach 24 quarter hours or 18 semester hours annually up to the compensation limits referenced below. • Retirees are not eligible to accrue additional retirement benefits working under the 120-day Temporary Employment provision. • Retirees cannot switch between return-to-work programs for the return-to-work period of 1 year. 	

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No.	Feature	Requirement	Flexibility
21.10	Eligibility (RTW limits)	<p>As a Service Counselor, I want the system to apply the correct compensation limit, so that the RTW retiree’s benefits follow the plan rules.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system applies the correct compensation limit based on the plan rules for RTW benefit eligibility. • The system validates a RTW retiree’s allowable salary. <ul style="list-style-type: none"> ○ If within the limit, monthly benefit continues. ○ If over the limit, monthly benefit is temporarily suspended. <ul style="list-style-type: none"> ▪ I am notified when a retiree has exceeded the limit, so that I can confirm the suspension and any overpayments. • Authorized TCRS users can update the compensation schedule as needed. • TCRS can override the limit as needed. <p>Business Rules:</p> <ul style="list-style-type: none"> • A retiree’s allowable RTW compensation limit is based on a schedule using their annual full-time salary in the year immediately prior to retirement. The limit increases incrementally for each year since retirement. • A retiree can work for multiple employers under 120-day Temporary Employment. The combined salary earned applies towards the earnings limits. 	2
21.11	Employer Reporting (Temporary employment)	<p>As an Employer, I want to report retirees working under a temporary employment contract in a non-participant status monthly, so that TCRS is aware of their employment status.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system allows me to report RTW employees in a non-participant status on the monthly report. • I receive confirmation that new non-participant statuses have been received. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system appropriately does not suspend the member’s TCRS benefit to create underpayment to the member. <p>Business Rule:</p> <ul style="list-style-type: none"> RTW retirees must be reported on the employer’s monthly report in a non-participant status while employed under a temporary employment contract. 	
2.1.2	Workflow & Case Management	<p>As a Service Counselor, I want automated workflows to process RTW applications and notifications, so that the application is efficiently completed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can track certification of the Limited Re-Employment of Retired Teachers application. A workflow is created for the employer certification. <ul style="list-style-type: none"> Certification can be received via Employer Self-Service for TCRS employers or by paper form. The workflow has a timer that will reject the application if the member does not respond by the deadline. 	2
2.1.3	Eligibility	<p>As a Service Counselor, I want to make a decision on their RTW application, so the retiree can decide whether to accept their employment offer.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can review all the RTW data submitted. The system determines eligibility based on the data provided and the plan rules. The system flags applications not meeting the eligibility criteria for denial. I can override the system-calculated eligibility result. I must enter supporting notes for overrides. 	2
2.1.4	Employer Reporting (Limited	<p>As an Employer, I want to report retirees working under a limited reemployment contract in a non-participant status on the monthly report, so that TCRS is aware of their employment status.</p>	2

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No.	Feature	Requirement	Flexibility
	reemployment)	<p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system allows me to report RTW employees in a non-participant status on the monthly report. I receive confirmation that new non-participant statuses have been received. The system appropriately does not suspend the member's TCRS benefit to create underpayment to the member. <p>Business Rule:</p> <ul style="list-style-type: none"> RTW retirees must be reported on the employer's monthly report in a non-participant status while employed under a limited reemployment contract. 	
2.1.15	Eligibility (70%Benefit)	<p>As a Service Counselor, I want to make a decision on their RTW application, so the retiree can decide whether to proceed with their reemployment.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can review all the RTW data submitted. The system determines eligibility based on the data provided and the plan rules. The system flags applications not meeting the eligibility criteria for me to review. I can override the system-calculated eligibility result. I must enter supporting notes for overrides. <p>Business Rules:</p> <ul style="list-style-type: none"> The retiree must be retired at least 60 days. The retiree must not be drawing a TCRS Disability Benefits under the age of 60. Retirees cannot switch RTW provisions within a 12-month period. 	2
2.1.16	Contributions (70%Benefit)	<p>As a Service Counselor, I want the system to accept contributions on RTW programs that require employer contributions when the member is reported on the monthly contribution file.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can run a report of employers who paid contributions for RTW. The system will accurately calculate contributions due based on program. The employer can submit payments through monthly reporting process. The system will track the employer contributions on the member's contribution record. <p>Business Rule:</p> <ul style="list-style-type: none"> The retiree's employer must remit applicable contributions for the retiree's salary. 	
2.1.17	Workflow & Case Management	<p>As a Service Counselor, I want automated workflows to process RTW applications and notifications, so that the application is efficiently completed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can track processing of the 70% Benefit application. A workflow is created for the employer-submitted application for participation in the 70% program. <ul style="list-style-type: none"> Application can be received via Employer Self-Service for TCRS employers or by paper form. The workflow has a timer that will reject the application if the member does not respond by the deadline. A workflow is created for delinquent invoice payments. 	2
2.1.18	Benefits Payment (70% benefit)	<p>As a Service Counselor, I want the system to adjust the retiree's benefit based on their RTW application data, so that the retiree receives the correct benefit amount.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system calculates the reduced benefit amount (70% of the retiree's original full retirement benefit amount) while they are on the approved RTW and reinstates the benefit to the full amount after the approved RTW has ended. <ul style="list-style-type: none"> The system calculates any under- or overpayment amounts. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can review and approve reduced and reinstated benefit updates. I can manually update benefit amounts if needed. The system will automatically update the reduction based on changes due to Cost-of-Living Adjustments that occur during participation. The system has an adjustable percentage for the program that can be changed (not hard coded) in the event the program goes to a different percentage than 70%. <p>Business Rules:</p> <ul style="list-style-type: none"> For approved return to work requests, TCRS must reduce the retiree's full retirement benefit amount by 30%(or to 70%of the original amount). Reduced amount takes effect first of the month after RTW employment begins and full amount takes effect first of the month after RTW employment ends. 	
2.1.19	Employer Reporting (70%Benefit)	<p>As an Employer, I want to report retirees working under a 70 percent Benefit contract in a non-participant status on the monthly report, so that TCRS is aware of their employment status.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system allows me to report RTW employees in a non-participant status on the monthly report. I can submit ER contributions when reporting the member. I can confirm contributions were withheld as part of the monthly contribution reporting cycle. I receive confirmation that new non-participant statuses have been received. <p>Business Rules:</p> <ul style="list-style-type: none"> RTW retirees must be reported on the employer's monthly report in a non-participant status while employed under a 70 percent Benefit contract. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Employers must pay the employer’s contribution rate as of the end date of the return-to-work period. 	
2120	Employer Reporting	<p>As an Employer, I want to report RTW retirees in a participant status on the monthly report, so that they can accrue benefit credits.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system allows me to report RTW employees in a participant status on the monthly report. I can submit additional service credits for RTW employees. The system flags the member’s TCRS retiree benefit to be suspended upon receipt of the employer’s reporting. <p>Business Rule:</p> <ul style="list-style-type: none"> Any retiree who returns to service after July 1, 2018, with a TCRS-covered employer must be reported to TCRS as a participating employee and will accrue additional TCRS retirement credit. 	2
2121	Benefit Payment	<p>As a Service Counselor, I want to suspend benefits when a retiree is re-employed full-time with a TCRS employer, so that RTW rules are followed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system automatically suspends benefits when a retiree returns full-time to TCRS-covered employment and does not qualify for any RTW exceptions. <ul style="list-style-type: none"> The system calculates overpayment amounts if applicable. The system updates the retiree’s plan and/or benefit payment status. The system to automatically notifies the member of their suspension of benefits. <p>Business Rules:</p> <ul style="list-style-type: none"> If a retired member returns to full-time employment with a TCRS-covered employer except when approved for other RTW programs, 	2

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No.	Feature	Requirement	Flexibility
		<p>their TCRS benefit is suspended during the RTW period.</p> <ul style="list-style-type: none"> • The TCRS retiree benefit is suspended the 1st day of the month following return to work full time. • Any person who becomes a General Assembly member after November 1, 1982, can continue in the General Assembly without loss or suspension of any other retirement unless their retirement benefit was calculated as a General Assembly benefit. • 	
2122	Benefit Calculation	<p>As a Service Counselor, I want the system to store additional service credit and salaries for RTW retirees, so that benefits can be accurately calculated upon termination of service.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system stores additional service credit for a retiree earned while on RTW. • The system calculates the benefit attributable to the additional service. • The RTW benefit will be calculated based on the plan rules. • The RTW benefit will be combined or kept separate from the original benefit based on the plan rules. • If the RTW benefit is separate, the system reactivates the original retirement benefit on the member's latest RTW benefit and calculates retro payments on the original benefit upon reactivation. • The system stores the original and RTW benefits separately. <p>Business Rules:</p> <ul style="list-style-type: none"> • If the RTW retiree has completed at least three years of creditable service, their TCRS benefit recomputed based on the total service credits and salaries (original and RTW service & salaries combined). • If the RTW retiree has completed less than three years of creditable service, the RTW benefit is calculated based on the RTW service credits and 	2

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No.	Feature	Requirement	Flexibility
		salaries only and paid separately from the original benefit.	
2123	Benefit Election	<p>As a Service Counselor, I want the RTW retiree to receive the same benefit payment option on their RTW benefit, so that benefits can be paid correctly.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The RTW retiree can select a new benefit payment option, only if they have returned to work for at least three years. • The RTW retiree can apply upon termination through Member Self Services. • The system applies the same pension option to the RTW benefit as the original benefit as a default. • The system generates and displays the available benefit payment options, based on the duration of the member’s return to work period. • The system generates and sends an acknowledgement package for the retiree via their communication preference. <ul style="list-style-type: none"> ○ If electronic communication is preferred, the retiree is notified if there is action required. • The system allows the retiree to select a new beneficiary for their RTW benefit, if permitted. The system will then generate and display available pension options for the retiree to elect based on the new designated beneficiary and as applicable. <p>Business Rules:</p> <ul style="list-style-type: none"> • If the RTW retiree has completed at least three years of creditable service, they can select a new beneficiary and change their pension option on their total recalculated benefit. <ul style="list-style-type: none"> ○ If the member chose Social Security Leveling originally and they would like a different option now, they must repay the Social Security Leveling benefits back before the new option is made. If they choose not to repay the Social Security Leveling benefits, the calculation will be 	2

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No.	Feature	Requirement	Flexibility
		<p>processed as a retiree returning with less than three (3) years (two benefits: the original and a new one).</p> <ul style="list-style-type: none"> • If the RTW retiree has completed less than three years of creditable service, they may not change their benefit payment option from that under which they originally retired. • If the beneficiary on the original benefit is deceased or the retiree and the beneficiary have divorced, the retiree can select a beneficiary for the last check only for the RTW benefit with the proper paperwork. Regular Maximum and Social Security Leveling plans allow the retiree to change their beneficiary anytime. • All members have a one-time opportunity to change their beneficiary for any reason with their beneficiary receiving their final payment, as long as it doesn't interfere with divorce documentation. 	

System Requirements

No.	Category	Requirement	Flexibility
2.124	System Data	The system will have the ability to have configurable RTW plan rules.	2
2.125	Member Self-Service	The system will have the ability to submit any necessary RTW documentation through a self-service portal.	2
2.126	Member Self-Service	The system will have the ability to display a member's application status. For example, pending, processed, on hold, etc.	2
2.127	Workflow & Case Management	The system will have the ability to allow the TCRS user to suspend the workflow pending receipt of required documents or information.	2
2.128	Workflow & Case Management	The system will have the ability to allow TCRS users to identify a member's account for exception processing.	2
2.129	Validation	The system will have the ability to identify retirees who will or have reached or exceeded RTW limits based on the plan rules.	2

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No.	Category	Requirement	Flexibility
21.30	Benefit Calculation	The system will have the ability to suspend or reinstate pension payments, based on the return-to-work status change.	2
21.31	Benefit Calculation	The system will have the ability to recalculate benefits based on the RTW service and compensation and plan rules.	2
21.32	Reports, Letters, & Forms	The system will have the ability to generate invoices to employers for required contributions on re-employed retirees.	2
21.33	Reports, Letters, & Forms	The system will have the ability to generate reports on RTW metrics, trends, etc.	2
21.34	Document Management	The system will have the ability to store RTW related documentation.	2
21.35	System Data	The system will have the ability to apply limits on salary and day/ hours worked to determine if a retiree’s monthly benefit should be suspended.	2
21.36	Reports, Letters, & Forms	The system will have the ability to send notifications when retirees are approaching RTW limit thresholds.	2
21.37	Reports, Letters, & Forms	The system will have the ability to send confirmation when RTW changes are processed.	2

22– SelfService

The self-service portal enables authorized users 24/7 access to view and manage their account details, retirement estimates, and other pension information. User-friendly access empowers members with knowledge and convenience for their TCRS benefits. Additionally, self -service portals are utilized to facilitate essential administration capabilities for employers to efficiently fulfill their TCRS reporting and payment responsibilities through automated support.

User Story Requirements

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No.	Feature	Requirement	Flexibility
22.01	Member Self-Service (Portal Access)	<p>As a Member or Payee, I want to be able to register for the self-service portal, so I can access and maintain my account details without contacting TCRS.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can enter my sensitive identification information such as Social Security Number, Date of Birth, ZIP code, or net monthly payment amount for validation. • The system has character minimum and maximum User ID and password requirements. • The system has both alphanumeric / special character requirements for User IDs and passwords. • The system performs data validations and generates error messages on verification data such as the following: <ul style="list-style-type: none"> ○ The system requires mandatory fields for verification information. ○ Valid Social Security Number ○ Valid Date of Birth ○ Valid ZIP code for active members ○ Valid monthly net payment amount for retirees <p>Business Rules:</p> <ul style="list-style-type: none"> • Site validates if an account exists within the system by matching the following required input data before an online account can be created. <ul style="list-style-type: none"> ○ Social Security Number ○ Date of birth ○ For active members: ZIP code ○ For retirees: Monthly net payment amount • LexisNexis (LN), the third-party validation service, is used to authenticate user identity and devices before the online account is made available to the user. <ul style="list-style-type: none"> ○ LexisNexis validates user’s browser point level (62). ○ Instant ID is used to validate member information. ○ Security Authorization Process generates several questions using data from public records. Users are given two opportunities to 	2

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No.	Feature	Requirement	Flexibility
		answer the questions correctly, after which the self-service account is locked for 24 hours.	
22.02	Member Self-Service (Knowledge Base)	<p>As a Member or Payee, I want to access information on the portal, so I don't have to contact TCRS Customer Service.</p> <p>I'll be satisfied when I can:</p> <ul style="list-style-type: none"> • The system has Help features to help me use the self-service site. • I can access information that answer plan details, benefit estimates, and Frequently Asked Questions (FAQs). • I can review tutorials, help text, etc., for additional guidance. • I can access training / support videos. • I can easily find information on the different RTW programs and determine which ones I am eligible for based on criteria such as length of retirement. 	2
22.03	Employer Self-Service (Knowledge base)	<p>As an Employer, I want to access PPAD information online, so that I understand how the process works.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • There is PPAD content in the self-service knowledge base. • I can contact TCRS through secure messaging for assistance for PPADs. 	2
22.04	Employer Self-Service	<p>As an Employer, I want to submit a prior period adjustment, so that I can correct previously reported member data.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can submit prior period adjustments online for previously reported member. • I can submit a corrected employee payroll record after the initial record has been posted. • I can make corrections to a payroll record outside of the monthly reporting deadline. • I will not have to submit the entire payroll file to make a correction on one member. 	2

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		<ul style="list-style-type: none"> • I have the flexibility to submit individual or multiple (mass) PPADs. • The system generates invoices for PPAD adjustments. <ul style="list-style-type: none"> ○ If processed during the month, the system should adjust the total report amount not generate multiple invoices. • I am notified when a new PPAD invoice is available to pay. • I can pay a PPAD invoice online. • I can save / print confirmations once the payment has been successfully submitted and processed. <p>Business Rules:</p> <ul style="list-style-type: none"> • PPADs can adjust previously reported salary, service credit, contribution group, or retirement type. • Employer is invoiced for any contribution adjustments resulting from PPADs. • See Submit Monthly Reports and Payments above for additional features. 	
22.05	Member Self-Service (Active Member)	<p>As an Active Member, I want a secure self-service web portal, so that I can access and maintain my account details without contacting TCRS.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> • Set and reset my UserID • Set and reset my password • View and update my demographic data such as name, Social Security Number, date of birth, personal email, and phone number. • View address, phone, and email change history. • View my address / work email. If I want to update my address / work email, the portal instructs me to contact my employer. • View my member status and employment information. I can view my work history record details such as: <ul style="list-style-type: none"> ○ Status ○ Employer ○ Start and End Dates • View my marital status. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> View and update designated beneficiary information. View and update my communication preference. Receive a notification if there have been certain changes made to my account. View, download, and print member statements, and other important communication or information. Log into the same self-service portal, using my same user ID and password, whether I am an active or deferred member or retiree. <p>Business Rules:</p> <ul style="list-style-type: none"> Members can recover their user ID or reset their password if they've forgotten them. They are also able to change their user ID or password once they are logged into the site. Users with a forgotten user ID must enter their Social Security Number, date of birth, and answer to secret question to reset their log in credentials. If incorrect / invalid verification information is entered 5 consecutive times, the self-service account is locked. 	
22.06	Member Self-Service (Retired Member)	<p>As a Retired Member, I want a secure self-service web portal, so that I can access and maintain my account details without contacting TCRS.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> Set and reset my UserID. Set and reset my password. View and update my demographic data such as name, Social Security Number, date of birth, address, email, and phone number. View address, phone, and email change history. View and update my marital status. View designated beneficiary information. I can update beneficiary information dependent on my pension option. View the detailed payment amounts including (but not limited to): <ul style="list-style-type: none"> Gross and net amount COLA details 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ Deductions such as federal and state tax withholding ○ Last and next payment date ● View and update my federal and state tax withholding. ● View and update my direct deposit. ● View and update my communication preference. ● Receive a notification if there have been certain changes made to my account. ● View, download, and print member statements, Income Verification Letters, tax documents and other important communication or information. ● Log into the same self-service portal using my same user ID and password, whether I am an active or deferred member or retiree. <p>Business Rules:</p> <ul style="list-style-type: none"> ● Members can recover their user ID or reset their password if they've forgotten them. They are also able to change their user ID or password once they are logged into the site. ● Users with a forgotten user ID must enter their Social Security Number, date of birth, and answer to secret question to reset their log in credentials. ● If incorrect / invalid verification information is entered 5 consecutive times, the self-service account is locked 	

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No.	Feature	Requirement	Flexibility
22.07	Member Data (Deferred Member)	<p>As a Deferred Member, I want a secure self-service web portal, so that I can access and maintain my account details without having to contact TCRS.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> • Set and reset my UserID. • Set and reset my password. • View and update my demographic data such as name, Social Security Number, date of birth, address, email, and phone number. • View address, phone, and email change history. • View and update my marital status. • View and update designated beneficiary information. • View my deferred benefit amount. • View and update my communication preference. • Receive a notification if there have been certain changes made to my account. • View, download, and print member statements, and other important communication or information. • View work history record details such as: <ul style="list-style-type: none"> ○ Status ○ Employer ○ Start and End Dates • Log into the same self-service portal, using my same user ID and password, whether I am an active or deferred member or retiree. <p>Business Rules:</p> <ul style="list-style-type: none"> • Members can recover their user ID or reset their password if they've forgotten them. They are also able to change their user ID or password once they are logged into the site. • Users with a forgotten user ID must enter their Social Security Number, date of birth, and answer to secret question to reset their log in credentials. • If incorrect / invalid verification information is entered 5 consecutive times, the self-service account is locked. 	2

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No.	Feature	Requirement	Flexibility
22.08	Member Data (Survivor or Alternate Payee)	<p>As a Survivor / Alternate Payee, I want a secure self-service web portal, so that I can access and maintain my account details without having to contact TCRS.</p> <p>I will be satisfied when I can:</p> <ul style="list-style-type: none"> • Set and reset my UserID. • Set and reset my password. • View and update my demographic data such as name, Social Security Number, date of birth, address, email, and phone number. • View address, phone, and email change history. • View the detailed payment amounts including (but not limited to): <ul style="list-style-type: none"> ○ Gross and net amount ○ COLA details ○ Deductions such as federal and state tax withholding ○ Last and next payment date • View and update my federal and state tax withholding. • View and update my direct deposit. • View and update my communication preference. • Receive a notification if there have been certain changes made to my account. • View, download, and print member statements, and other important communication or information. <p>Business Rules:</p> <ul style="list-style-type: none"> • Members can recover their user ID or reset their password if they've forgotten them. They are also able to change their user ID or password once they are logged into the site. • Users with a forgotten user ID must enter their Social Security Number, date of birth, and answer to secret question to reset their log in credentials. • If incorrect / invalid verification information is entered 5 consecutive times, the self-service account is locked 	2

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No.	Feature	Requirement	Flexibility
22.09	Secure Messaging	<p>As a Member or Payee, I want to be able to correspond securely through the portal, so I can communicate with TCRS.</p> <p>I'll be satisfied when:</p> <ul style="list-style-type: none"> • I can initiate secure communications to TCRS and receive secure communications from TCRS. • I am notified via preferred communication method when I have received a communication from TCRS. 	2
22.10	Customer Service	<p>As a Member or Payee, I want to be able to send secure email messages to TCRS, so that I do not have to call the customer service number.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can send a secure message to TCRS, through the online self-service portal. • My messages with TCRS are securely stored in an archive. • I can easily access achieved messages. • The messaging system allows me to attach and share files securely. • TCRS can receive and access the shared files securely. 	2
22.11	Customer Service	<p>As a Member or Payee, I want to send instant messages to TCRS, so that I can quickly and conveniently communicate with TCRS.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • There is a messaging feature within the self-service portal. • I can compose and send messages to TCRS securely. • I receive timely responses or acknowledgements for my messages. • I am notified of new messages or responses. • There is an option to attach relevant documents or files to my messages, securely. • An email is sent to my secure messages, on my self-service portal, including the message string. 	2

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No.	Feature	Requirement	Flexibility
22.12	Security	<p>As a Service Counselor, I want to monitor web portal access, so that I can determine which employers and individuals have access to the portal.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can grant or revoke access to an active member. • I can grant or revoke access to a retired member. • I can grant or revoke access to a disability member. • I can grant or revoke access to an inactive member. • Survivors and co-payees do not have access. • I can grant or revoke access to an employer or employer representative. • Site functionality is conditional on the user access profile. 	2
22.13	Member Self-Service (DRO)	<p>As a Member, I want to submit and access DRO information through a secure self-service portal, so my DRO is processed efficiently.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can access information about DRO benefits and procedures on the self-service portal. • I can view DRO-related information on my account. • Benefit requests initiated through the self-service portal include DRO messages and prompts if I have an active or pending DRO on file. • I can report my former spouse's death, if applicable. • DRO and other supporting documents can be submitted through the self-service portal. 	2
22.14	Member Self-Service (Refunds)	<p>As a Member, I want to submit a refund request online, so that I don't have to submit my request through mail or customer service.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can submit a refund request online through a secure member portal. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • The system determines whether I am eligible for a refund, defined by TCRS plan rules. <ul style="list-style-type: none"> ○ If I am ineligible, the system provides a clear explanation to me. ○ If I am eligible, the system allows me to submit the request and provides me notification that the refund application has been successfully submitted. • I can see the status of my request. • The online application prepopulates various data fields with data from my account or with defaults, and I can override certain fields as needed. 	
22.15	Member Self-Service (Refunds)	<p>As a Member, I want to submit my termination benefit elections through a secure self-service portal, so I don't have to wait to complete and send back paper forms.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can view my termination benefit options online through a secure self-service portal. • I receive notification that my termination package is available for me to review. • I can submit my termination benefit election, including how (refund / rollover) and where (banking / rollover account information) I want my benefit paid. • I can electronically consent, acknowledge, and sign required forms. • I receive a confirmation of election of benefits in my communication preference once the payment has been issued. 	2
22.16	Member Self-Service (Refund)	<p>As a Member, I want to be able to see the status of my refund application online, so that I do not have to call customer service to inquire.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can see a status tracker on self-service, visually informing me where my refund application is in the process. • I can select to have notifications sent to me when my application status changes in my communication preference. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • If the refund has been set up for payment, display the payment date. • If there are trailing wages, I will be issued a trailing wage refund separately from my initial refund payment. 	
22.17	Member Self-Service (Calculation Details)	<p>As a Member, I want to be able to see all taxable information, so that I can make an informed retirement decision.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can see on the refund / retirement / disability applications; what funds are pre-tax contributions and post-tax contributions. • The form provides a breakdown of the post-tax contribution amount, indicating the taxable and non-taxable portions. • I can see on the self-service portal a dedicated section that displays the breakdown of my post-tax contribution amount, distinguishing between taxable and non-taxable portions. 	2
22.18	Member Self-Service (Disability)	<p>As a Member, I want to apply for disability retirement online, so that I do not have to mail in my retirement application and the additional forms required for medical review.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can submit a disability retirement application online through a secure member portal. • I can submit any necessary documentation through a secure member portal. • The online application prepopulates various data fields with data from my account or with defaults and I can override certain fields as needed. • The system determines whether I am eligible for disability retirement benefits based on TCRS plan rules if I also meet the medical determination for Disability. <ul style="list-style-type: none"> ○ If I am ineligible, the system provides a clear explanation to me. ○ If I am eligible, the system allows me to submit the request and provides me 	2

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		<p>notification regarding the medical information and additional forms that I will need to complete so that my application can be reviewed to determine if the medical criteria is met.</p> <ul style="list-style-type: none"> ○ If I submit my application and required forms for medical review, I will be able to see that the application and forms have been successfully submitted. ● I can see the status of my request. ● I will receive notification if additional information is needed to review my medical eligibility. ● I will be able to communicate with TCRS customer service through secure messages. I receive a notification when a decision has been posted for my application in my communication preference. ● If I meet the medical criteria, I will receive notification that my retirement application will be processed. ● If information regarding my last payroll information, my employer will be able to respond to questions and submit certification information on the ESS portal. <p>Business Rule:</p> <ul style="list-style-type: none"> ● Member are allowed to apply for disability benefits when still employed, or within 150 days of separating from employment for a service-connected disability or nonservice-connected disability retirement. 	
22.19	Member Self-Service (Disability Appeals)	<p>As a Member, I want the ability to appeal a denied disability case, so that I can contest the denial, if necessary.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● I can initiate an appeal for a denied disability case. <p>Business Rules:</p> <ul style="list-style-type: none"> ● If a disability case is initially denied, the member has 90 days to appeal the denial. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> If the member does not appeal within 90 days, the original application will become void. If the member reapplies at a later date, TCRS cannot backdate it, based on the original application that was previously voided. 	
22.20	Member Self-Service (Disability)	<p>As a Member with a disability benefit, I want the ability to notify TCRS if I receive compensation from the Tennessee Claims Commission or Workers' Compensation, so that my benefit is correct.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can easily provide TCRS additional documentation, as needed through the self-service portal. I receive an acknowledgement notification that my information has been received. 	2
22.21	Member Self-Service (Service Purchase)	<p>As a Member, I want to submit service purchase requests online, so that the process is simple.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can submit service purchase requests online. The portal warns / restricts me from selecting certain purchase types or filling in time periods, based on system validations. I can submit service credit purchase documentation or correspondences to TCRS by through the portal or secure email. The online application prepopulates various data fields with data from my account or with defaults and I can override certain fields as needed. I can electronically sign and date the service purchase request. I have online payment options for service purchases so that I can complete the transaction securely. 	2
22.22	Member Self-Service (Benefit Calculation)	<p>As a Member, I want to be able to model service purchase costs, so that I can estimate the benefit.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can see my total accrued service, so that I know how much I have earned. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can see if I have time periods that I can purchase. • I can indicate which time periods I want to purchase. • I can use an estimator tool, so I know what service purchase details are to help me make an informed decision. • I can see my updated service credit reflected in my account, so that I can verify the purchase has been completed. 	
22.23	Reports, Forms, & Letters	<p>As a Member, I want to receive documentation on service purchase terms and costs, so that I understand the commitment.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I receive service purchase documentation online. • I can access my service purchase documentation and history, so that I have records. 	2
22.24	Reports, Forms, & Letters	<p>As an ORP member, I want to receive information about transferring to TCRS, so I can consider consolidating my benefits.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I receive a transfer package if I am eligible. The package includes information and instructions about the transfer and the estimated cost and benefit amounts. • My package and transfer information are available on the self-service portal. 	2
22.25	Member Self-Service (Service Purchase)	<p>As a Member, I want to cancel a service purchase online, so the purchased service is removed from my account and payments end.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can cancel my service purchase contract through the member self-service portal. • I can monitor the status of the service purchase cancellation from the self-service portal. • I receive confirmation that the service purchase contract is cancelled. 	2

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22.26	Member Self-Service (Benefit Election)	<p>As a Member, I want to make supplemental IPS payments, so that I can pay off my balance.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can make a lump sum payment to pay off the balance of my IPS contract. • I can make scheduled or supplemental payments to pay off the balance of my IPS contract. • I can request my outstanding balance amount through the self-service portal or contacting TCRS. <p>Business Rules:</p> <ul style="list-style-type: none"> • Rollovers cannot be used as an IPS down payment or supplemental payment. • Rollovers can only be used to pay off the balance of an IPS contract. 	2
22.27	Member Self-Service (Benefit Estimates)	<p>As a Member, I want to run my own benefit estimate online, so I don't have to rely on TCRS.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can run my own benefit estimate on the member self-service portal: <ul style="list-style-type: none"> ○ Retirement estimate ○ Service purchase estimate • I can see the key input and data values such as birth dates and marital status that will be used in the estimate calculation. • I can either input my own estimate data or the system can prepopulate my data automatically. • I can include salary increases for projected AFC. • I can choose to include or exclude a service purchase that is approved for purchase or entered as an estimate. • I can modify my data in the estimate, such as retirement date, total years of service, and average final compensation, so I can run hypothetical estimates. • I can start a benefit estimate, save, and resume later without losing any of the information that was already entered and saved. 	2

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		<ul style="list-style-type: none"> I can run multiple benefit estimates within the same task. I can compare generated benefit estimates. I can print or save a PDF version of my estimates. There is information on the site if I want to request an audited benefit estimate. <p>Business Rules:</p> <ul style="list-style-type: none"> To request an audited benefit estimate, the member should be within 3 - 5 years of being eligible for any of the following retirement types: <ul style="list-style-type: none"> Service Retirement Eligibility <ul style="list-style-type: none"> Legacy Plan: Age 60 or 360 months of Service Hybrid Plan Eligibility: Age 65 or Rule of 90 Early Retirement Eligibility <ul style="list-style-type: none"> Legacy Plan: Age 55 Hybrid Plan: Age 60 or Rule of 80 25 Year Early Retirement Eligibility Legacy Plan Only: 300 months of service 	
22.28	Member Self-Service (Benefit Estimate Correspondence)	<p>As a Member, I want correspondences and a record of my estimate, so I can reference details of the estimate letter.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can print estimates directly from the system. I can receive correspondences via the member portal with estimate information. I can see all documents that were part of any estimate in my account. I can message TCRS quickly and securely that I believe there is a discrepancy in critical data I do not have access to modify. 	2
22.29	Member Self-Service (Retirement)	<p>As a Member, I want to submit a retirement application online, so that the process is simple.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can submit a retirement application online. The portal determines if I am eligible to retire. I can select the type of retirement I'm applying for. 	2

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		<ul style="list-style-type: none"> • The portal warns / restricts me from selecting certain dates or retirement types based on system validations. • The system displays the type of information that is required based on the type of retirement. • I can submit supporting documentation or correspondences to TCRS by through the portal, or secure email. Examples include the following: <ul style="list-style-type: none"> ○ Birth certificates for myself and beneficiary(ies). ○ Marriage / registered domestic partnership license and/or dissolution (if applicable). ○ Picture identification. ○ Age 62 social security estimate (if applicable). • The online application prepopulates various data fields with data from my account or with defaults and I can override certain fields as needed. <ul style="list-style-type: none"> ○ For example: Select a valid retirement date. • The application presents estimated calculations of the member’s benefit based on the member and selected beneficiaries' dates of birth when selecting an option, so I’m aware what the benefits will likely be based on the option I select. • If the member has an estimate completed in the last year: <ul style="list-style-type: none"> ○ I can submit questions to TCRS through the portal. ○ I can electronically sign and date the retirement application. • The online application submitted go to all my employers for certification that I have worked in the last 6 months to confirm I have / will terminate all service with a TCRS covered employer. • If I am working full time with one TCRS employer and part time with another TCRS employer, I will receive a notification that I must terminate employment with both TCRS employers in order to retire, (example – service as a Board member) unless I meet a statutory exception allowing me 	

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		<p>to work for a TCRS employæ while in retirement status for another employer (example - State legislator).</p> <ul style="list-style-type: none"> • I receive communication to my preferred method of contact with the details of the application I submitted for my records. • I can see a status tracker on self-service, visually informing me where my retirement application is in the process. • I can select to have notifications sent to me when my application status changes in my communication preference. • If the retirement application has been set up for payment, display the payment date. <p>Business Rules:</p> <ul style="list-style-type: none"> • Members should apply 60 to 90 days before their date of retirement but can apply as early as 150 days ahead of their DOR. • An application can be backdated 150 days from the date received by the retirement office if the effective date of retirement follows the date of the member’s separation from service. • The member must designate at least one beneficiary. • The beneficiary can be an estate, an organization, or a person(s). The member cannot elect a non-person and a person as beneficiaries, it must be one or the other. 	
22.30	Reports, Forms, & Letters (RMD)	<p>As a Member, I want to know when my TCRS benefit must start (RMD), so that I can provide up to date personal information.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I receive a correspondence or notification via my preferred method of communication indicating: <ul style="list-style-type: none"> ○ The deadline to begin receiving benefits. ○ How much my benefit will be. 	
22.31	Member Self-Service (Beneficiary	<p>As a Member, I want to manage my beneficiary designations through a self-service portal, so that I do not have to submit forms or call customer service.</p> <p>I will be satisfied when I can:</p>	2

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	Designation Maintenance)	<ul style="list-style-type: none"> • View, at a minimum, the following information about my beneficiary on a self-service portal: <ul style="list-style-type: none"> ○ Beneficiary name ○ Beneficiary birthdate ○ Date of Death ○ Beneficiary gender ○ Beneficiary US taxpayer ID ○ Relationship to me ○ Contact Information including: <ul style="list-style-type: none"> ▪ Mailing Address ▪ Phone Number ▪ Email Address ○ Distribution share (%) • Update my beneficiary designations (add / delete / change) through various channels such as online via the Member Self-Service portal or form submitted to TCRS. At a minimum, I want to specify name, contact details and distribution share for my beneficiaries. • Receive a confirmation that my designation changes have been processed in my communication preference. • View historical beneficiary information for reference. <p>Business Rules:</p> <ul style="list-style-type: none"> • The member can change their beneficiary designation any time prior to retirement. • The default is the member's estate if no beneficiary form is submitted to TCRS. • A retiree may change his or her beneficiary upon the death of the beneficiary by providing TCRS a copy of the death certificate. 	
22.32	Member Self-Service (Return to Work)	<p>As a Retiree, I want to certify for and receive approval for a RTW with a TCRS covered employer, so that I can work without adversely affecting my monthly pension benefit.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • Submitted applications are routed to employer, if necessary. • I can easily find information on the different RTW programs and determine which ones I am 	2

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		<p>eligible for based on criteria such as length of retirement.</p> <ul style="list-style-type: none"> • I can authorize the necessary application and employment details either online or through paper forms before my prospective rehire date. • The system automatically determines and displays the correct application form based on the RTW program I select. • The application is validated to ensure I meet eligibility criteria, with errors displayed, if applicable. • I receive confirmation that my application was successfully submitted. • I can view the status of my application throughout the review process. • My pension account is timely and accurately updated by the next payroll cycle to prevent overpayments / underpayments. • I receive correspondence through my preferred contact method notifying me of approval or denial. • The system generates correspondence / notification at predefined intervals notifying the member of outstanding issues that need resolution prior to processing. <p>Business Rules:</p> <ul style="list-style-type: none"> • The employer and/or retiree must notify TCRS of intent to return to full-time work. • There are different applications and processes depending on the RTW program type. • Applications must be submitted before the prospective rehire date. • For Limited Reemployment, retiree must be retired ≥ 1 year and salary cannot exceed 85% of comparable role's rate of compensation. • Additional retirement benefits do not accrue under Limited Reemployment. 	
22.33	Member Self-Service (70% Benefit)	As a Retiree, I want to certify a 70% Benefit application submitted by my employer, so that I can work for a TCRS-covered employer without adversely affecting my TCRS benefit.	2

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No.	Feature	Requirement	Flexibility
		<p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can find information about different RTW programs in the portal (e.g., member knowledge base). • I receive notification that the online application was successfully submitted by my employer. • I can see the status of my RTW application. • I receive correspondence when I need to follow up with my employer to reapply for the program based on reapplication rules. <p>Business Rules:</p> <ul style="list-style-type: none"> • The retiree must have been retired for at least 60 days. • Application must be submitted before the prospective hire date. • Members are allowed to return to work in 1-year appointments under this program. They can submit a new RTW application each year. • Teachers and Bus Drivers do not have to reapply each year. Their reduction is active until the employer certifies they have terminated employment. • Public Safety Officers and Emergency Medical Professionals are required to apply each year, but their reduction is active until the employer certifies they have terminated employment. 	
22.34	Employer Self-Service (Portal Access)	<p>As an Employer, I want to be able to register for the self-service portal, so I can access and maintain my account details without contacting TCRS.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system has character minimum and maximum User ID and password requirements. • The system has both alphanumeric / special character requirements for User IDs and passwords. • The system has multi-factor identification requirement settings. • The system performs data validations and generates error messages on verification data. 	2

Contract Attachment 1–Functional Requirements		
Title: PAS Functional Requirements	Published: 2024-02-06	Version 0.1
Scope: ARIS		

No.	Feature	Requirement	Flexibility
22.35	Employer Self-Service (Portal Access)	<p>As an Employer, I can view and manage our account online, so the process is simplified.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can manage certain account profile information online such as: <ul style="list-style-type: none"> ○ Maintaining company contact information (employer name, address, phone, etc.) ○ Adding, deleting, and modifying employer contacts • Submitted changes are updated in the system in real time. • I receive confirmation of account profile changes. • I can view pension plan documents in the ESS portal. 	2
22.36	Employer Self-Service (Knowledge Base)	<p>As an Employer, I want to access information on the portal, so I don't have to contact TCRS Customer Service.</p> <p>I'll be satisfied when I can:</p> <ul style="list-style-type: none"> • The system has Help features to help me use the self-service site. • I can access information that answer plan and Frequently Asked Questions (FAQs). • I can review tutorials, help text, etc. • I can access training / support videos. • There is PPAD content in the self-service knowledge base. • I can contact TCRS through secure messaging for assistance for PPADs. 	2
22.37	Employer Self-Service (Monthly Remittance)	<p>As an Employer, I want to securely upload contribution data files and payments, so that monthly remittances are submitted on time.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can log into the secure employer portal. <ul style="list-style-type: none"> ○ I use the same portal and login credentials for regular and Stabilization Reserve (SR) remittances. • I can distinguish between regular and Stabilization Reserve (SR) remittances. They are not commingled with each other. 	2

Contract Attachment 1–Functional Requirements		
Title: PAS Functional Requirements	Published: 2024-02-06	Version 0.1
Scope: ARIS		

No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can choose between manual data entry and file upload options as agreed to with TCRS. • I can upload data based on different frequencies (e.g., monthly, by payroll cycle, etc.) as agreed to with TCRS. • The system validates the data before I can submit it to TCRS. • I am notified if there are any errors / warnings before the file is submitted. • I can review and resolve errors / warnings, as needed. • I receive confirmation that my files and payments have been submitted successfully. • I can make monthly payments with one or more bank accounts. • I receive a system-generated notification for missing the reporting deadline. • I can select or deselect invoices debit or credit invoices to process with my monthly payment invoice. <p>Business Rules:</p> <ul style="list-style-type: none"> • All employers must use the Employer Self-Service (ESS) portal to submit their monthly reports and payments. • Partial reporting and payments for regular contributions are not allowed. • The employer has two submission methods: <ul style="list-style-type: none"> ○ Manual Entry: The employer enters their employees' data online for the month (commonly used with small employers). ○ File Upload: The system provides a dialog box for employers to upload their preformatted text file. • Employers are required to report actual service credit with their monthly submission. • Employers must pay monthly invoices through ACH and can use one or more bank accounts for payments. • Employer not reporting by the deadline will receive a system-generated warning letter. 	

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Scope: ARIS		

No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Monthly remittance invoices for contributions are not optional; however, other invoices should be selectable. 	
22.38	Employer Self-Service (Monthly Remittance)	<p>As an Employer, I want to enter my monthly payment details in the self-service portal, so that I can remit payments to the pension fund.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can specify payment amounts and the corresponding bank accounts for the payments. <ul style="list-style-type: none"> State employers pay through Edison journal entries (inter-agency journaling). Payment details are securely saved, so that I can use it for future payments. I can edit payment details until the monthly deadline. I receive confirmation that payment was successfully submitted. <p>Business Rule:</p> <ul style="list-style-type: none"> State employers pay their monthly SR contributions through an Edison batch journal process (inter-agency journaling). See Process State Payroll. 	2
22.39	Employer Self-Service (Employer Certification)	<p>As an Employer, I want to provide service credit and employment information for a member through ESS employer certification, so that their data is updated for the next monthly report.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I receive a notification indicating that a new application is available for certification. I can search / find members pending employer certification in self-service. I can submit employment data such as service, salary, last paid date, and sick leave. Approved certifications update the member's data. These updates are used determine the invoice amount for the corresponding monthly reports. I can receive a reminder at a certain interval if an employer certification remains in the queue to be processed. 	2

Contract Attachment 1 – Functional Requirements		
Title: PAS Functional Requirements	Published: 2024-02-06	Version 0.1
Scope: ARIS		

No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> In the event of an error, a certification should be able to be re-completed or a retirement date changed up until a certain point. Note: See the requirement documents for processes that require employer certification for more information. <p>Business Rules:</p> <ul style="list-style-type: none"> Applications can be certified online through Employer Self-Service (ESS). The employer must report actual service credit monthly. 	
22.40	Employer Self-Service (Employer Certification – Contribution Rates)	<p>As an Employer, I want to confirm contribution rates, so that rates used by the system are accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can log into the secure employer self-service portal. I can view the recommended contribution rate. I can confirm or update the recommended contribution rate to a higher rate. 	
22.41	Employer Self-Service (Employer Certification)	<p>As an Employer, I want to certify my contribution rates online, so that the process is simple.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can find information about employer contributions rates on the self-service portal. The portal has an intuitive employer certification process. <ul style="list-style-type: none"> The system has conditional logic to display steps and fields that are appropriate to my employer and TCRS plan type. The system prepopulates fields based on defaults specified by TCRS. I can make changes to certain rates, depending on my employer and TCRS plan type. <ul style="list-style-type: none"> The system validates my certification inputs according to the plan rules and displays error / warning messages if applicable. The system generates and sends me reminders based on key due dates, as needed. I can save / print a confirmation once my certification has been submitted. 	2

Contract Attachment 1–Functional Requirements		
Title: PAS Functional Requirements	Published: 2024-02-06	Version 0.1
Scope: ARIS		

No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> ○ My rate choices are updated in the system in real-time. <p>Business Rule:</p> <ul style="list-style-type: none"> ● Reminders sent to employers who have not completed their certification occur at regular intervals (10, 20, 30, and 45 days). 	
22.42	Employer Self-Service (Employer Certification - Disability)	<p>As an Employer, I want to certify final wage data for an active member’s disability retirement application through self-service, so that the process is streamlined and accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● I am notified of a new disability retirement application for an active member. ● The system prompts me to input the necessary information, including the employee’s details and final wage data. ● The system validates the information, ensuring the data being submitted is in the correct format. ● I can certify final wage data. ● I can provide any unused sick leave days. ● The system generates a confirmation of the certification. ● The system generates and sends me reminders based on key due dates, as needed. <p>Business Rule:</p> <ul style="list-style-type: none"> ● Employers must provide certification of Disability Retirement Applications for members who are currently employed or are within 150 days from date of termination. 	2
22.43	Employer Self-Service (Employer Certification - Retirement)	<p>As an Employer, I want to certify a member’s service and salary, so that their retirement application is accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> ● I receive notification when there is a new employer certification request. ● I can submit certifications to service, salary, last paid date, and sick leave. ● I receive a confirmation of a completed and submitted certification. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system generates and sends me reminders based on key due dates, as needed. I receive warning messages for salary and service validations when certain criteria are exceeded (i.e., salary greater than 3 months normal pay or sick leave certified greater than 1 month per month of service, for example). I receive follow up notifications alerting me of outstanding certifications. <p>Business Rules:</p> <ul style="list-style-type: none"> Employer certification will require that the employer indicate the last paid date of employment by the member. The employer should also verify in the separation process the employee’s sick leave being applied to the member’s retirement calculation. 	
22.44	Employer Self-Service (Annual Contribution Rates)	<p>As an Employer, I want to select how to pay the unfunded liability online, so that the process is simple.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can see what unfunded liabilities exist in our account with support details such as: <ul style="list-style-type: none"> Effective date, opening balance, total payments, remaining balance, payment option selected. I can request a rate calculation estimate for paying off the unfunded liability. The system pre-populates certain fields that I can change (unfunded liability amount, standard ADC). I can specify how to pay off the unfunded liability: <ul style="list-style-type: none"> Do not pay off Lump sum amount (pay off partially or fully) A higher ADC rate The system will validate payment elections based on plan rules and limits. I can save / print a confirmation once my election has been submitted. <ul style="list-style-type: none"> My unfunded liability choices are updated in the system in real-time. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can begin to pay off the unfunded liability at any time (not limited to the ADC certification period). The system will generate an invoice if the lump sum option is selected. I am notified when an unfunded liability invoice is available to pay. I can pay an unfunded liability invoice online. I can save / print confirmations once the payment has been successfully submitted and processed. <p>Business Rules:</p> <ul style="list-style-type: none"> Employers can choose to pay off the unfunded liability as a dollar amount or through an employer contribution rate above the ADC. They can also choose not to pay off their unfunded liability. Employers can initiate the payoff of unfunded liability at any time. 	
22.45	Employer Self-Service (PPAD)	<p>As an Employer, I want to submit a prior period adjustment, so that I can correct previously reported member data.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can submit prior period adjustments online for previously reported member if the adjustment is within the monthly reporting cycle. <ul style="list-style-type: none"> I have the flexibility to submit individual or multiple (mass) PPADs. I can submit a corrected employee payroll record after the initial record has been posted. I can submit corrected payroll records on a single member and not submit the entire payroll file. I can submit the corrected employee payroll record at any time, not just during a monthly reporting cycle. The system generates invoices for PPAD adjustments. I am notified when a new PPAD invoice is available to pay. I can pay a PPAD invoice online. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can save / print confirmations once the payment has been successfully submitted and processed. <p>Business Rules:</p> <ul style="list-style-type: none"> PPADs can adjust previously reported salary, service credit, contribution group, or retirement type. Adjustment within the monthly reporting cycle can be submitted online. Otherwise, forms / applications are used. Employer is invoiced for any contribution adjustments resulting from PPADs. See Submit Monthly Reports and Payments above for additional features. 	
22.46	Employer Self-Service (PPAD)	<p>As an Employer, I want to pay a prior period adjustment invoice online, so that the process is simple.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I am notified when a new PPAD invoice is available to pay. I can pay a PPAD invoice online. I can save / print confirmations once the payment has been successfully submitted and processed. <p>Business Rules:</p> <ul style="list-style-type: none"> PPADs can adjust previously reported salary, service credit, contribution group, or retirement type. Adjustment within the monthly reporting cycle can be submitted online. Otherwise, forms / applications are used. Employer is invoiced for any contribution adjustments resulting from PPADs. If the failure to report is determined to be an employer administrative error, the Director of TCRS may require the employer to assume the liability of the contributions. Otherwise, the employer or employee assumes the liability of the member contributions. See Submit Monthly Reports and Payments above for additional features. 	2

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No.	Feature	Requirement	Flexibility
22.47	Employer Self-Service	<p>As an Employer, I want to certify final wage data for active deaths through self-service, so that the process is streamlined and accurate.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I am notified of a new active death certification. • The system prompts me to input the necessary information, including the deceased employee’s details and final wage data. • The system validates the information, ensuring the data being submitted is in the correct format. • I can certify final wage data. • The system generates a confirmation of the certification. <p>Business Rules:</p> <ul style="list-style-type: none"> • An employer will receive a notification when the death benefit application has been submitted and is ready for certification if the employee died while in service or within 150 days from their date of termination. • The employer will certify the member’s salary information up to the date of retirement. 	2
22.48	Employer Self-Service (New Employer Participation)	<p>As an Employer, I want access to the self-service portal, so that enrollment processes are simplified.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I have access to ESS. • I can complete participation enrollment online (e.g., enter direct debit information, ESS first time user login, etc.). • I can submit monthly reporting online. <p>Business Rules:</p> <ul style="list-style-type: none"> • The Employer Participation and ESS Customer Support teams provide the employer with monthly reporting information and support and training during onboarding. • Employer must report all eligible employees in the first monthly reporting cycle. 	2

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No.	Feature	Requirement	Flexibility
22.49	Employer Self-Service (Enrollment Service - Payment)	As an Employer, I want to pay the invoice, so that enrollment can be finalized. I will be satisfied when: <ul style="list-style-type: none"> • I can pay the enrollment service invoice by check or direct debit. • I receive confirmation that payment has been processed. • I receive confirmation that the enrollment service has been applied to the appropriate member accounts. 	2
22.50	Employer Self-Service (Knowledge Base)	As an Employer, I want the self-service portal to have a knowledge base, so employers can find access information 24/7. I will be satisfied when: <ul style="list-style-type: none"> • Employers can access pertinent plan information on the self-service portal. Some information will be available based on the employer profile (conditional logic). Other information will be universal to all employers. • Authorized users can update the knowledge base for existing and new plan provisions. 	
22.51	Employer Self-Service (Account Management)	As an Employer, I can manage our account online, so the process is simplified. I will be satisfied when: <ul style="list-style-type: none"> • I can manage certain account profile information online such as: <ul style="list-style-type: none"> ○ Maintaining company contact information (employer name, address, phone, etc.) ○ Adding, deleting, and modifying employer contacts. • Submitted changes are updated in the system in real time. • I receive confirmation of account profile changes. 	2
22.52	Employer Self-Service (Service Purchase)	As an Employer, I want to verify an employee’s prior plan status in TCRS and ORP, so they can be enrolled in the correct TCRS plan. I will be satisfied when:	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can ask TCRS whether the employee had previous the Hybrid or Legacy service. • I can submit a request to TCRS to verify the Optional Retirement Program (ORP) status with the vendor. • I receive a response from TCRS on which retirement plan to enroll the employee. 	
22.53	Member Self-Service	<p>As a Member / Payee, I want to see benefit payment details on the member self-service portal, so I don't have to contact TCRS.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can see benefit payment details on the member self-service portal. • I am notified when there are changes made to my benefit payment or information in my communication preference. • I can view a complete history of all benefit payments. • I can keep my banking information and tax withholding instructions up to date. • I can view and export reports in different formats (i.e., PDF, CSV, Excel). 	2

System Requirements

No.	Category	Requirement	Flexibility
22.54	Benefit Estimates	The portal will provide the capability to print the estimate results presented by the calculators. The printed estimates must be distinguishable from those produced by TCRS.	2
22.55	Benefit Calculation	The portal will provide members with a basic benefit calculator. The basic benefit calculator will use the member's information available from the PAS that is appropriate to the calculation and provide options based on that information. It will allow members to do 'what if' calculations. It will accept manual inputs for Final Average Compensation, years of service retirement date and age at retirement, and then produce an	2

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No.	Category	Requirement	Flexibility
		estimated benefit amount. The estimate will include disclaimer information.	
22.56	Benefit Calculation	The system will keep a record of the factors used to perform estimates for a TCRS specified number of times and will make the factors available to TCRS staff.	2
22.57	Benefit Estimates	The portal calculators will present benefit estimates in such a way that the member knows what the estimates are based on.	2
22.58	Benefit Estimates	The portal will allow the member to save benefit estimates done through the portal, and it will allow TCRS Staff the opportunity to see the benefit estimates created on the portal in the PAS.	3
22.59	Configuration	The system will advise the member to contact TCRS if information is incorrect on the MSS.	2
22.60	Reports, Forms, & Letters	The system will have the ability to enable members to set their communication preferences through the self-service portal.	2
22.61	Eligibility	The portal will only allow a member to request a service retirement 150 days prior to retirement.	2
22.62	Employer Self-Service	The system will provide a secure website that provides self-service capability to employers for a number of routine tasks that would normally require the employer to mail / fax / email TCRS.	2
22.63	General System Functionality	The system will have the ability to display a member's retirement, refund, service purchase, benefit estimate, disability, and return to work application status. For example, pending, processed, on hold, etc.	2
22.64	General System Functionality	The portal must be able to discern how an individual is linked to member account(s) (e.g., DRO, beneficiary).	2
22.65	General System Functionality	The portal will display the date and time of the last data refresh once the member has signed in successfully.	2
22.66	General System Functionality	The portal will provide the capability for the member to create and/or change an online account with password using a valid email address as the sign-on value. Upon	2

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No.	Category	Requirement	Flexibility
		the creation of an account, the member will receive an email confirmation with a link to confirm validated email address before the member can sign in.	
22.67	Data Validation	The system will check the validity of submitted banking routing numbers when members add or changes direct deposit account information for their pension payments.	2
22.68	Integration	The portal will provide the capability for file uploading and downloading.	2
22.69	Integration	The portal capability will allow direct update of member information. Updates submitted by the portal user may require internal review prior to being updated in the PAS.	2
22.70	Integration	The portal will provide members with the capability to access reprints of 1099R forms for any year on file.	2
22.71	Member Data	The portal will provide the capability for members to view and change their beneficiary data on file at TCRS subject to business rules.	2
22.72	Member Data	The system will accurately divide benefits amongst multiple beneficiaries, so that the sum of allocations equal 100%(e.g., 3 beneficiaries would be splits into 33.33%, 33.33%, 33.34%).	2
22.73	Member Data	The portal will provide the capability for members, non-members, and payees to view their name, address, and other demographic information on file at TCRS and initiate changes subject to business rules.	2
22.74	Member Data	<p>The portal will provide the member with commonly requested information about the member’s account, such as shown in the list below, for example.</p> <ul style="list-style-type: none"> • What is my current plan information? • What is my current Final Average Compensation? • What are my breaks in service (portal must state that this data is unverified until retired)? • Who are my beneficiaries on file at TCRS? • What documents do I have on file? Birth certificate, death certificate, DROs, marriage certificate, etc. • For retirees, what Benefit Option did I choose and who is receiving what benefit? 	2

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No.	Category	Requirement	Flexibility
		<ul style="list-style-type: none"> • Member’s employment history • Date of member’s original membership • Member’s dates of service at each employer • Service purchases and purchases pending 	
22.75	Member Data: Contributions	The portal will provide the capability for active and deferred members to view contribution and interest balances, both taxable and non-taxable, current as of the last refresh.	2
22.76	Member Data: Payroll	The portal will provide the ability view federal and state tax withholding information.	2
22.77	Member Data: Payroll	The portal will provide the capability for retirees and payees to view their own payment data, current as of the last refresh.	2
22.78	Member Self-Service	The member portal will provide self-service capability to members for several routine tasks that would normally require the member to contact TCRS.	2
22.79	Member Self-Service	The system will provide an easy-to-use tax withholding calculator, on the self-service portal, to assist users in determining their proper tax withholding allowances based on their personal financial situation.	3
22.80	Messaging	The system will allow TCRS users to create and manage news articles and alerts to be posted on the MSS and ESS.	2
22.81	Person Data	The system will operate from replicated data refreshed from the system, usually each business day. The refresh schedule will be maintained by TCRS. All data presented on the MSS will come from the system and no other source.	2
22.82	Refunds	The system will have the ability for members to model and submit refund requests on the self-service portal.	2
22.83	Reports, Forms & Letters (Estimates)	The system will provide the capability to include disclaimers and other boilerplate language on various pages of the portal.	2
22.84	Reports, Forms, & Letters	The system will allow a member to print the estimate results from the MSS.	2

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No.	Category	Requirement	Flexibility
22.85	Reports, Forms, & Letters	The system will allow members to access reprints for 1099R forms for any year on file, if available, from the MSS.	2
22.86	Reports, Forms, & Letters	The system will have the ability to submit any necessary documentation through a self-service portal.	2
22.87	Retirement	The system will have the ability to allow members to review their data when applying for retirement online.	2
22.88	Secure Messaging	The system will allow members / employers to attach files in a secure message.	2
22.89	Security	The system will provide an MSS that will include access security feature via secure sign-on with a username / password.	2
22.90	Security	The system will allow a member / employer representative to create his / her own username and password on the MSS and ESS. Once the initial sign-on is successful, the user will choose a unique username to use for subsequent sign-on.	2
22.91	Security	The system will require the member / employer representative to obtain a new password on the MSS and ESS if sign-on fails after a TCRS specified number of consecutive times within a short period of time. The number of failed attempts and the period allotted will be configurable by TCRS.	2
22.92	Security	The system will provide the capability to notate attempts by unauthorized persons to obtain information or conduct transactions on a member account.	2
22.93	Security	The system will allow a member / employer representative to recover their username on the MSS and ESS. Re-establishing a username will require that the user be authenticated again.	2
22.94	Security	The system will reset the counter for unsuccessful sign-on attempts to zero upon a successful login on the MSS and ESS.	2

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No.	Category	Requirement	Flexibility
22.95	Security	The system will allow a member to change the password and/or username at any time once signed on successfully on the MSS and ESS.	2
22.96	Security	The system will require users to change their password on a TCRS-determined frequency on the MSS and ESS.	2
22.97	Security	The system will require that a new user agrees to the terms of an End User Agreement before the user can create a username / password to the MSS and ESS.	2
22.98	Security	The system will send change confirmation notification to the user by either e-mail, text, or paper mail, when certain data changes are made by users on the MSS and ESS.	2
22.99	Security	The system will display the date and time of last login by the user on the MSS and ESS.	2
22.100	Security	The system will display the date and time of the last unsuccessful login attempt logged for their username, if any, on the MSS and ESS.	2
22.101	Security	The system will provide TCRS system administration personnel with role-based capabilities to maintain the MSS and ESS. Such privileged tasks include locking members out of the portal, resetting passwords for members and employer representatives, creating username / password on behalf of a member or employer representative, and other tasks normally delegated to system administrators and help desk roles.	2
22.102	Security	The system will allow TCRS users to authenticate a user who has called TCRS for technical support. The support personnel may need to have access to the member's authentication tools (security questions, image keys, etc.) within the MSS or ESS to authenticate a caller.	2
22.103	Security	The system will place a block on a member or benefit recipient's access to the MSS when a date of death is entered for that individual as a security measure.	2
22.104	Security	The system will mask any Social Security Numbers used on the MSS at all times.	2

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No.	Category	Requirement	Flexibility
22.105	Security	The system will employ role-based security schemes to control access to information on the MSS and ESS.	2
22.106	Security	The system will provide secure / encrypted transmission of all data on the MSS and ESS, including authentication and sign-on credentials.	2
22.107	Security	Passwords to the portal will be compliant with TCRS’s security policy as well as conform to applicable information security regulations regarding secure passwords.	2
22.108	Security	The portal must conform to compliance standards inclusive of 508, HIPAA, and B386 SB.	2
22.109	Security	The portal will employ role-based security schemes to control access to information.	2
22.110	Security	The portal will provide authentication techniques to ensure the member requesting sign-on credentials is in fact a TCRS member. Authentication (MFA) techniques can include SSN, a series of security questions, image keys, account numbers, text confirmation, or combinations of these techniques.	2
22.111	Security	The portal will provide electronic signature features that conform to law regarding electronic signature under the Uniform Electronic Transaction Act (UETA) Civil Code Section 1633.1-1633.17.	2
22.112	Security	The portal will provide TCRS system administration personnel with role-based capabilities to maintain the portal. Such privileged tasks include locking members out of the portal, resetting portal passwords for members, creating online account / password on behalf of a member, and other tasks normally delegated to system administrators and help desk roles.	2
22.113	Security	The portal will provide secure / encrypted transmission of all data on the portal, including authentication and sign-on credentials.	2
22.114	Security	The portal will provide the capability for the member to change the password at any time once signed in successfully.	2

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No.	Category	Requirement	Flexibility
22.115	Security	The portal will provide the capability for the member to establish a new password if the member has forgotten the password.	2
22.116	Security	The portal will reset the counter for unsuccessful sign-on to zero upon a successful login.	2
22.117	Security	The system will provide authentication techniques to ensure the member and employer representatives requesting sign-on credentials is in fact a TCRS member or employer representative. Authentication techniques can include member ID, a series of security questions, image keys, account numbers, or combinations of these techniques.	2
22.118	Service Purchase	The system will have the ability for members to model and submit service purchases requests on the self-service portal.	2
22.119	Service Purchase	The system will have the ability for members to make supplemental payments for service purchase requests on the self-service portal.	2
22.120	Usability	The system will use vocabulary on the MSS that is member-friendly where possible. However, vocabulary used on the portal must abide by IRS wording, where applicable.	2
22.121	Usability	The system will allow all benefit recipients to view their own payment data, current as of the last refresh, on the MSS.	2
22.122	Usability	The system will display Account, File Type, Browse, Description, Upload fields in ESS to allow employer to enter the necessary reports. The system will also validate that the filename in the Description matches the name of the file being uploaded.	2
22.123	Usability	The system will have the capability to add videos to the member portal at any point in time that can be accessed by all portal users.	2
22.124	Usability	The system will allow employers to log on to ESS and view a dashboard employer report status (i.e., not submitted, rejected, submitted with mismatches,	2

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		complete, etc.) as well as count of employees and amount of contributions by report status.	
22.125	User Experience	The portal will provide access ibility to members who are vision-impaired and be ADAcompliant.	2
22.126	User Experience	The portal will provide access ibility to members who may be unable to discern color. Choices that the user / member must make on the portal will be depicted by color and text, if color is used at all.	2
22.127	User Experience	The portal will provide the capability for the user to change the size of the font used to display content.	2
22.128	User Experience	The portal will provide the capability to zoom in / out on content displayed as a PDF or image.	2
22.129	User Experience	The system will have the ability for a person to enter demographic data changes (e.g., name, date of birth, date of death, address, marital status, etc.) through the self-service portal. The system will have validations to ensure accuracy of the data being submitted.	2
22.130	Workflow	Submission of requests for inquires and/or staff contact will create a workflow to alert staff of such requests.	2
22.131	Workflow	The portal will allow for the completion and submission of forms that request inquiries into the member’s record and/or staff contact regarding questions or subject matter determined by member input through decision-based architecture within the portal.	2
22.132	Workflow	The portal will allow for members to complete forms online that may result in changes to the member’s retirement account. As such, the PAS must provide the capability to assign workflows to such actions completed by the member.	2
22.133	Member Self-Service (Estimates)	The system will have the ability to provide a member self-service portal that include benefit estimate calculators. Members can save and print benefit estimates.	2

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No.	Category	Requirement	Flexibility
22.134	Member Self-Service	The system will have the ability to allow survivors entitled to a benefit to run survivor benefit estimates. They can save and print benefit estimates.	2

23 – Service Purchase

The service purchase process allows members with an opportunity, if eligible, to enhance their retirement benefits by allowing them to increase their years of service and contributions to their pension account.

User Story Requirements

No.	Feature	Requirement	Flexibility
23.01	Benefit Calculation	<p>As a Service Counselor, I want to generate service purchase, so that I do not have to manually complete it.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system has configurable business rules to determine allowed service types and eligibility and deadlines based on TCRS policies and plan rules. The system displays the types and periods of service available for purchase. I can select from the available list of purchasable service. The system displays warning / restrictions from selecting certain purchase types or filling in time periods based on system validations. The system has configurable calculation rules and calculates service purchase costs based on actuarial factors and plan rules. 	2
23.02	Benefit Election	<p>As a Service Counselor, I want to categorize payments with their pre- or post-tax basis, so that the correct tax treatment is applied to the corresponding disbursement.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can enter payment information including whether they are from pre- or post-tax sources. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system factors the pre-tax status when calculating benefit amounts, so that taxes are properly accounted for. 	
23.03	Document Management	<p>As a Service Counselor, I want service purchase documents to be added to a member’s account, so I can process it.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> Electronic or paper service purchase and/or supporting documentation is imaged to the member’s account with the associated document type(s). 	2
23.04	Workflow & Case Management	<p>As a Service Counselor, I want to request and track service purchase information, so I can ensure that all required information has been received.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system indicates which information is required based on the service purchase type. I can indicate which document has been received and when and whether it has been accepted or rejected. 	2
23.05	Reports, Forms & Letters	<p>As a Service Counselor, I want to generate service purchase package, so the member has information to make a decision.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system generates the following documents for the member package that I can print on demand, through a batch job, or send to the member’s self-service portal: <ul style="list-style-type: none"> Cover Letter Computation for purchase of allowed service Payment transmittal document The system-generated documents are saved, so that TCRS can view the documents and reprint or resend, if needed. 	2
23.06	Reports, Forms, & Letters	<p>As a Service Counselor, I want to run a purchase status report, so that I can verify that purchases are incomplete or expired.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can run a report listing information about service purchases. Input parameters include, but are not limited to: <ul style="list-style-type: none"> ○ Purchase type ○ Query start and end dates ○ Purchase status type • I can view and export reports in different formats (i.e., PDF, CSV, Excel). 	
23.07	Audit	<p>As a Service Counselor, I want to be able to service purchase requests to be audited, so that accuracy can be ensured.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can send the service purchase request to be audited via workflow. • I can review all details including the service purchase contract and the calculated refund amount, if applicable. • I can approve / deny a service purchase application. • I can return the request back to the original processor to adjust. • The system can handle reversal of service purchases in case of errors so that member data remains accurate. 	2
23.08	Workflow & Case Management	<p>As a Service Counselor, I want automated workflows to process payments, service credits, and notifications, so that service purchases are efficiently completed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • A workflow is created after the member submits a service purchase request. • I can route workflows and create tasks as needed. • The member receives notifications when there are changes to their service purchase request (e.g., application status changes, action required, etc.). 	2
23.09	Document Management	<p>As a Service Counselor, I want a paper service purchase to be added to a member's account, so I can process it.</p> <p>I will be satisfied when:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • A paper service purchase and supporting documentation are imaged to the member's account with the associated document type(s). 	
23.10	Workflow & Case Management	<p>As a Service Counselor, I want automated workflows to process payments, service credits, and notifications, so that service purchases are efficiently completed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • A workflow is created after a service purchase request has been added to the member's account. • I can enter the service purchase details and documents received. 	2
23.11	Benefit Calculation	<p>As a Service Counselor, I want to be able to model service purchase costs, so that I can estimate the benefit.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can see the member's total accrued service. • I can see if they have time periods that they can purchase. • I can indicate which time periods they want to purchase. • I can run service purchase estimates. • I can override certain calculation assumptions or results, as needed. 	2
23.12	Reports, Forms & Letters	<p>As a Service Counselor, I want to send service purchase information, so the member understands the commitment.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can generate a service purchase package. • I can generate and send editable system-generated letters such as missing information, action required, or purchase denial in the member's communication preference. 	2
23.13	Benefit Calculation	<p>As a Service Counselor, I want to calculate service purchase costs based on actuarial assumptions, so that accurate pricing is determined.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system validates the service purchase data. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • I can access the member’s entire service credit history including completed refunds, purchases, etc., and other data such as wages, contributions, and credits. • The system has logic to determine if a period is eligible to purchase or not. • The system will display error / warning messages if there are duplicate or overlapping prior or in-progress service purchase requests. • I can manually add or adjust historical benefit data, if needed. • The system factors in the member’s age, salary, and service dates when costing service purchases so that estimates and contract reflect individual data. <ul style="list-style-type: none"> ○ The system distinguishes between free and paid services: <ul style="list-style-type: none"> ▪ For free services, the system uses the date that TCRS received the completed service purchase application as the Establishment Date. ▪ For paid services, the system uses the date TCRS received payment for the service as the Establishment Date. • The system has logic to handle multiple service purchase requests. For example, member selects different time periods and/or types of service. • I can re-cost service purchases to account for updated data (e.g., payments, new or trailing data) so that final amounts are accurate. • The system will generate the payment options and amounts available to the member. • The system will apply purchased service towards vesting, retirement eligibility and benefit calculation, as appropriate. 	
23.14	Workflow & Case Management	<p>As a Service Counselor, I want workflows to help manage the process, so that service purchases are efficiently completed.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system generates a unique contract and ContractID for the member’s service purchase. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • The system restricts me from moving forward in a calculation if a follow up is required. • The system validates inputs and outputs prior to generating the contract for the member. • I can send follow-ups to members, current / former employers, and reciprocal plans either through secure portals or postal mail. • Certain tasks can have deadlines set with resulting actions if the deadline expires (e.g., purchase is cancelled). • I am notified of any changes in payment status (e.g., the member misses a scheduled payment). • I can return contributions to the member, if member is terminated and contract is not paid in full. 	
23.15	Reports, Forms & Letters	<p>As a Service Counselor, I want to send service purchase information, so the member understands the commitment.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can generate and send a service purchase estimate or contract package. • I can generate and send editable system-generated letters such as missing information, action required, or purchase denial in the member’s communication preference. 	2
23.16	Batch Processing	<p>As a Service Counselor, I want to identify members who may be eligible to transfer their ORP to TCRS, so I can send them a transfer package.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system identifies a list of members who are eligible for ORP transfers. • I receive a list of eligible members to review before the batch job is scheduled to run. • I can mark special exception accounts that should be included or excluded from the batch job. • The batch is run in December after State payroll has been loaded. <p>Business Rules:</p>	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> Optional Retirement Program (ORP) eligibility notification batch process cannot be run until after the State’s December payroll has been loaded. All FLSA-exempt employees that have selected ORP membership may elect to transfer member to TCRS: <ul style="list-style-type: none"> after completing 5 full years, but before the end of their 6th full year as an ORP member, or after 5 years but before 6 years of combined service in TCRS and the ORP. Members whose service was rendered entirely under the non-contributory provisions are only allowed to transfer prospective (future) membership to the ORP. 	
23.17	Benefit Calculation	<p>As a Service Counselor, I want to calculate transfer cost based on the plan rules so that accurate pricing is determined.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system calculates the transfer cost using the TCRS formula. I can validate the calculation of the transfer cost for audit purposes. <p>Business Rule:</p> <ul style="list-style-type: none"> Transfer cost = 12.65% of historical ORP salaries plus 6.75% compounded interest. 	2
23.18	Benefit Election	<p>As a Service Counselor, I want to monitor the member’s election and payment, so I can complete the transfer.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The member can complete a transfer application electronically or by mail. The member can specify their payment option from the choices offered. Funds may come from a combination of sources. The system tracks the start and end date of the transfer ensuring full payment is received within 60 days; otherwise, the transfer is cancelled, and partial payments are returned. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The system generates and sends the member notifications via their preferred communication method. <p>Business Rules:</p> <ul style="list-style-type: none"> The decision to transfer from the ORP to TCRS is only offered one time and is irrevocable. Members are required to sign the Estimate of Salary and Service Credit (TR0410) if they want to pursue an ORP to TCRS transfer. Their employer must also sign this form. Funds can come from a combination of sources, including, but not limited to the following: <ul style="list-style-type: none"> ORP account(s) <ul style="list-style-type: none"> Employee cannot use any contributions in the ORP account from the current calendar year. Deferred compensation plans: <ul style="list-style-type: none"> 401(a) 401(k) 403(b) Governmental 457 plans Traditional IRAs Personal savings Loan proceeds Transfer will not be complete until the full cost is paid to TCRS. Transfers must be completed by December 31st of the given year. Total payment must be made within 60 days of the start of the transfer. TCRS will stop adding interest to the cost for 60 days to allow the member time to rollover funds to pay off the cost. 	
23.19	Employer Self-Service	<p>As an Employer, I want to verify an employee’s prior plan status in TCRS and ORP, so they can be enrolled in the correct TCRS plan.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> I can ask TCRS whether the employee had previous the Hybrid or Legacy service. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> I can submit a request to TCRS to verify the Optional Retirement Program (ORP) status with the vendor. I receive a response from TCRS on which retirement plan to enroll the employee. 	
23.20	Eligibility	<p>As a Service Counselor, I want to enroll a Higher Ed rehire with previous ORP service in a TCRS plan, so that they can earn TCRS benefits.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The system allows a rehired Higher Ed employee with previous ORP service to be enrolled in a TCRS retirement plan according to the plan rules. The system will allow me to update the employee's ORP and TCRS retirement plan statuses without requiring special data handling (i.e., IT service requests). I can keep the member and employer informed on progress. <p>Business Rules:</p> <ul style="list-style-type: none"> Rehired members with an active ORP account should be enrolled in the Legacy plan. If they have do not have an active ORP account, they should be enrolled in the Hybrid plan. Members with prior ORP service who fully withdrew or annuitized their ORP account balance are considered to have lost membership in the ORP plan and should be treated as new members with no prior service when they are rehired. 	2
23.21	Service Purchase (Cancel)	<p>As a Service Counselor, I want to cancel a service purchase request, so purchased service is removed from the member's account and payments returned.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> A workflow is generated when the member initiates the service purchase cancellation electronically, by form or customer service. I can manually initiate a service purchase cancellation workflow, if needed. The cancellation request is routed to the appropriate team for processing. 	2

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		<ul style="list-style-type: none"> • The system reverses the purchased (or established free) service from the member’s account. • The system correctly calculates the refund amount and generates a refund transaction once the cancellation is approved. • The service purchase cancellation and refund are recorded for tracking and reporting purposes. • The system generates and sends the cancellation confirmation correspondence to the member via their communication preference. 	
23.22	Refund	<p>As a Service Counselor, I want to refund an excess out-of-state service that was not used in the member’s benefit calculation, so the member receives any necessary money.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can edit the original amount of out-of-state service and the system calculates the revised cost and refund amount. • The system calculates the amount of pre-tax funds, post-tax funds, and interest to be refunded based on the funds the member used to pay of the out-of-state service purchase. • The system creates and processes the refund and posts corresponding accounting entries. • The system generates and sends correspondence to the member through their communication preference. <p>Business Rules:</p> <ul style="list-style-type: none"> • If the purchased service exceeds the amount needed for unreduced pension eligibility, the excess amount must be refunded. • The refund must be paid directly to the member and cannot be processed as a rollover. This includes both pre- and post-tax funds. • If the member paid for the service purchase with both pre- and post-tax funds, the refund would include a pro rata share of both pre- and post-tax amounts based on the member’s total contributions balance. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> The resulting 1099R should reflect distribution code 8. 	
23.23	Benefit Election	<p>As a Service Counselor, I want to monitor the member's election and payment, so I can complete the transfer.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> The member can complete a purchase electronically or by mail. The member can specify their payment option from the choices offered. IPS is available as a payment option for certain purchases and conditions. Contract inputs include: <ul style="list-style-type: none"> Downpayment amount Downpayment payment method (e.g., check, direct debit) Installment start date, adjusted to the first business day of the month. <ul style="list-style-type: none"> If the request was received prior to the 15th of the current month, use the first day of the next month. If the request was received after the 15th, use the first day of the month following the next month. Contract length = 6, 12, 24, 36, 48, or 60 months <ul style="list-style-type: none"> The system will display the corresponding IPS amount for each contract length. Direct debit banking information. The system tracks the start and end dates of the IPS contract ensuring full payment is received by the end date; otherwise, the transfer is cancelled, and partial payments returned. The system generates and sends the member notifications via their preferred communication method. <p>Business Rules:</p> <ul style="list-style-type: none"> IPS cannot be used to purchase out-of-state, probationary, purchase of external plan service in TCRS, ORP transfer, or interrupted military. 	2

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No.	Feature	Requirement	Flexibility
		<ul style="list-style-type: none"> • IPS cannot be used to purchase service when it is less than 6 months and/or the monthly payment is less than \$50. • The maximum term of the IPS contract cannot exceed the lesser of the amount of service being purchased and 60 months. • A downpayment can be any amount and cannot be from rollover funds or employer paid funds. 	
23.24	Benefit Calculation	<p>As a Service Counselor, I want the system to apply interest to IPS as applicable, so that the member pays the correct amount.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • I can enter the date a completed rollover form is received. • Interest automatically stops for 60 days from the rollover form receipt date. • Interest resumes after the 60 days if the IPS balance has not been paid off. <p>Business Rule:</p> <ul style="list-style-type: none"> • When a member has submitted a completed rollover form, TCRS stops the interest calculation for 60 days to give the financial institution time to process the transfer. 	2
23.25	Reports, Forms, & Letters	<p>As a Service Counselor, I want the system to generate correspondences, so that members are properly notified.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • The system generates letters such as: <ul style="list-style-type: none"> ○ IPS contract setup confirmation ○ Failed IPS payments and contract information ○ Successful rollover payments and contract payoffs • I can edit correspondences as needed, prior to distribution. • Generated correspondences are indexed and saved to the member's account. • Correspondences are sent to the member's preferred method of communication. 	2

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No.	Feature	Requirement	Flexibility
23.26	Refund	<p>As a Service Counselor, I want to refund a service purchase so I can cancel the request.</p> <p>I will be satisfied when:</p> <ul style="list-style-type: none"> • A purchase is cancelled, and partial payments returned if: <ul style="list-style-type: none"> ○ Full payment has not been received by the ○ Has 3 failed installments ○ The member requests to refund / terminate their IPS contract • The system tracks the number of failed installment payments. <ul style="list-style-type: none"> ○ First failed payment suspends the contract ○ 3 failed payments initiate a cancellation • The system creates and processes the refund. • The system sets a timer as of the cancellation date, where IPS is not available as a payment option. • I can review terminated contracts for members. • I can review initiated refunds for terminated contracts. • The system generates and sends correspondence to the member through their communication preference. <p>Business Rules:</p> <ul style="list-style-type: none"> • If full payment is not received by the deadline, the purchase is cancelled, and partial payments returned. • After 3 failed bank drafts, TCRS terminates the IPS contract, refunds any payments made, and the member is not allowed to set up another IPS contract for 3 years. This also applies to anyone who requests to refund / terminate their IPS contract. 	2

System Requirements

No.	Category	Requirement	Flexibility
23.27	Workflow & Case Management	The system will have the ability to provide automated and intuitive workflows to generate tasks and trigger processes, calculations, and notifications.	2

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No.	Category	Requirement	Flexibility
23.28	Workflow & Case Management	The system will have the ability to track and alert TCRS, member, or external party if any tasks do not complete within the allowable timeframe. For example, requested information is not received.	2
23.29	Person Data	The system will have the ability to store and maintain financial institution data for service purchase payments such as bank accounts and rollovers.	2
23.30	Person Data	The system will have the ability to allow authorized users to override or add prior membership information.	2
23.31	Person Data	The system will have the ability to track contribution withdrawals for service purchase eligibility.	2
23.32	Person Data	The system will have the ability to maintain a history of all service purchase requests in a member's record.	2
23.33	Person Data	The system will have the ability to record and use a member's service dates at other plans (e.g., out of state) for a service purchase, as appropriate.	2
23.34	Person Data	The system will have the ability to record whether a member is receiving benefits from another plan (e.g., out of state) for a service purchase, as appropriate.	2
23.35	System Data	The system will have the ability to allow TCRS to maintain and modify interest factors.	2
23.36	Eligibility	The system will have the ability to allow TCRS to configure business rules to determine allowed service types, eligibility, and deadlines based on TCRS policies and plan rules.	2
23.37	Benefit Calculation	The system will have the ability to allow TCRS to configure calculation logic and formulas for service purchases based on actuarial factors and plan rules.	2
23.38	Benefit Calculation	The system will have the ability to calculate a member's (estimate or actual) retirement benefit with purchased service.	2
23.39	Benefit Calculation	The system will have the ability to forecast the potential future cost of a service purchase made up to one year in the future.	2
23.40	Benefit Calculation	The system will have the ability to apply interest to a service purchase according to TCRS business rules.	2

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No.	Category	Requirement	Flexibility
23.41	Benefit Calculation	The system will have the ability to recalculate interest after any adjustment is made that affects the interest.	2
23.42	Benefit Calculation	The system will have the ability to allow TCRS users to adjust an existing service contract term if the original contract term was entered incorrectly.	2
23.43	Benefit Data	The system will have the ability to identify service types attributed to a service purchase.	2
23.44	Validation	The system will have the ability to apply and display validation rules for purchasing and crediting service that vary by purchase type.	2
23.45	Validation	The system will have the ability to generate unique agreement numbers that cannot be modified, to prevent duplicates.	2
23.46	Validation	The system will have the ability to require TCRS users to enter a reason when changing a service purchase status, for auditing purposes.	2
23.47	Reports, Forms, & Letters	The system will have the ability to generate a service purchase package or statement to send to the member in their communication preference.	2
23.48	Reports, Forms, & Letters	The system will have the ability to generate and allow TCRS users to edit system-generated letters prior to sending them to the member.	2
23.49	Reports, Forms, & Letters	The system will have the ability to allow TCRS users to view and print service purchase-related reports.	2
23.50	Benefit Election	The system will have the ability to default a service credit purchase effective date to the application date. The system will allow TCRS users to override the system default.	2
23.51	Benefit Election	The system will have the ability for members to make lump sum service purchase payments based on the plan rules.	2
23.52	Benefit Election	The system will have the ability to track service purchase payments and link payments and service with a particular purchase agreement.	2

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No.	Category	Requirement	Flexibility
23.53	Benefit Election	The system will have the ability to allow authorized TCRS users to manually post service purchase payments to member records.	2
23.54	Benefit Election	The system will have the ability to allow authorized TCRS users to overwrite payment amounts or the number of payment installments. The system will recalculate values based on the overrides.	2
23.55	Benefit Election	The system will have the ability to allow members to set up payments online with tracking and management capabilities.	2
23.56	Benefit Election	The system will have the ability to allow members to set up payments that come from various pre- and post-tax sources. Pre- and post-tax amounts must be tracked separately.	2
23.57	Benefit Election	The system will have the ability to record and maintain the history of payment plan details and financing interest rates.	2
23.58	Benefit Calculation	The system will have the ability to accurately calculate a purchase of service that includes time split between multiple plans, contribution rates, and service time.	2
23.59	Benefit Calculation	The system will have the ability to credit service incrementally as payments are made or to credit full-service amount purchased at the end of the contract without rounding issues resulting in decimal differences as payment is made.	2
23.60	Benefit Data	<p>The system will have the ability to record and maintain details of service purchase agreements such as:</p> <ul style="list-style-type: none"> • Contract ID • Service purchase period and type • Status (Active, Paid, Cancelled) and corresponding effective date • Payment option (lump sum) • Total service purchased • Total purchase cost • Payment amounts received from pre- or post-tax sources • Balance due with effective date 	2

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No.	Category	Requirement	Flexibility
23.61	Accounting	The system will have the ability to map the components of a purchase to corresponding GL account numbers.	2
23.62	Refund	The system will have the ability to generate a total or partial refund on a purchase agreement for cancellations and overpayments.	2

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Glossary

Term	Definition
401(k), called “The State of Tennessee 401(k) Deferred Compensation Program”	<p>A type of employer-sponsored retirement savings plan that allows employees to contribute a portion of their pre-tax or after-tax (Roth) income to the plan, which can then be invested in a range of investment options, such as stocks, bonds, and mutual funds.</p> <p>One of the key benefits of a 401(k) plan is that contributions are automatically deducted from the employee's paycheck, making it easier to save consistently over time. However, there are limits on how much an employee can contribute to the plan each year, and withdrawals made before the age of 59 and a half may be subject to both income taxes and a 10% penalty.</p>
403(b)	<p>Also known as a tax-sheltered annuity plan, it is a retirement plan for certain employees of public schools, employees of certain Code Section 501(c)(3) tax-exempt organizations, and certain ministers.</p> <p>A 403(b) plan allows employees to contribute some of their salary to the plan. 403(b) plans are purely supplemental plans, with no employer matching and voluntary member contributions.</p> <p>The State of Tennessee sponsors the Tennessee Board of Regents 403(b) Plan and the University of Tennessee 403(b) plan, which are available only to employees of the higher education institutions within those two respective systems.</p> <p>It is expected that the 403(b) Plans will allow Roth (after-tax) contributions beginning Jan 1, 2025.</p>
457(b), called “The State of Tennessee 457(b) Deferred Compensation Program”	<p>A type of non-qualified, tax-advantaged retirement savings plan that is available to certain eligible employees of state and local governments, as well as certain tax-exempt organizations. It is expected that the 457(b) plan will allow Roth (after-tax) contributions beginning Jan 1, 2025.</p> <p>This type of plan allows employees to defer a portion of their income into the plan, which can grow tax-free until they withdraw it in retirement.</p>

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Term	Definition
	457(b) plans that have no early withdrawal penalty for withdrawals made before the age of 59 and a half. However, withdrawals are still subject to income taxes at the time of distribution.
Accidental Disability Retirement	A disability type that is applicable to a member if the injury is job related and there is no negligence on the part of the member. To be eligible, the member must apply within one year of the member's last paid day of employment or within two years of the injury, whichever is later. Note: For Accidental Disability Retirement, members have no minimum service requirement.
Actuarial Valuation	A type of appraisal that requires making economic and demographic assumptions to estimate future liabilities.
Actuarially Determined Contribution (ADC)	The rate determined by an actuary needed to fund future benefit payments based on valuations performed annually as of Jun 30.
Age 50+ Catch-Up 401(k), 403(b), and 457(b) Contribution	The opportunity for the employee to contribute an additional amount when they turn age fifty (50) or older that is currently seven thousand five hundred dollars (\$7,500).
Alternate Payee (AP)	An individual other than the plan participant who is legally entitled to receive a portion of the pension benefits accrued by the participant.
Associated Deductions	Monthly deductions taken from a retired member's account that are sent to various agencies.
Audit Service	Correction made to members service credit.
Audited Benefit Estimate	A member-initiated request for an official benefit estimate, made within three years of their anticipated retirement date, which is completed by TCRS to ensure accuracy.

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Term	Definition
Automated Clearing House (ACH)	An electronic network for financial transactions in the United States that is used to facilitate the transfer of funds between financial institutions through the Federal Reserve. The network is operated by NACHA
Average Final Compensation (AFC)	The member’s average income over a specified period used to calculate a member’s pension benefit.
Beneficiary	The named person who receives a survivorship benefit or the member’s last remaining monthly benefit.
Benefit Accrual Factor	Tennessee state law provides the benefit accrual factor for each of the four TCRS plans. The benefit accrual factors are set forth in Item No. 03.10 above. The benefit accrual factor for the Hybrid Plan with Cost Controls may be modified pursuant to the Hybrid Plan cost controls.
Benefits Administration System (BAS)	A software platform or application designed to streamline and automate the management and delivery of benefits within an organization.
Benefit Recipient	An individual to whom a benefit payment is made by TCRS, including retirement, survivor, beneficiary, or disability retirement benefits.
Bridge Benefit	If the employer elects a mandatory retirement age of sixty (60) years of age or older, but less than the age requirement for receipt of old age and survivors benefits under Title II of the Federal Social Security Act (currently age sixty -two (62)), a supplemental bridge benefit is payable to the member on the service that is subject to mandatory retirement. This bridge benefit is payable commencing on the later of the Date of Retirement or on the first day of the month following the month the retired member reaches age fifty -five (55) (or age sixty (60) for members employed by political subdivisions that did not elect the age fifty -five provision). The benefit ceases on the first day of the month following the month in which the member dies, or on the first day of the month following the month in which the member reaches the age requirement for receipt of old age and survivors benefits under Title II of the federal Social Security Act, whichever occurs first. For example, if an employer

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has elected a mandatory retirement age of sixty (60), the supplemental bridge will be payable to the member from the later of the Date of Retirement or the month after the member reaches age sixty (60) through the month the member reaches age sixty-two (62) (which is current the age requirement for social security benefits) . The benefit is temporary and in addition to the member’s monthly retirement benefit.

Base Benefit	<p>The amount of money that an individual is eligible to receive in retirement, survivor, or disability benefits based on the combination of</p> <ul style="list-style-type: none"> • the member’s earnings history (AFC), • accrual factor • creditable service at retirement, • benefit payment plan chosen at retirement, • applicable reduction factors for Early Retirement, and • applicable improvement factors such as AE65, etc.
Consumer Price Index (CPI)	Measure of the average change over time in the prices paid by urban consumers for a market basket of consumer goods and services.
Cost-of-Living Adjustment (COLA)	The annual percentage increase in a member's monthly retirement allowance. It is based on the movement of the Consumer Price Index (CPI) as described in Item No. 16.25 above.
Creditable Service	Membership service under the Plan for which contributions were made by or on behalf of a member, plus any other periods of public service credited by TCRS. Service credit may be accrued for service as a state employee, higher education employee, a public-school teacher in Tennessee, or a full-time employee of a participating Tennessee local government.
Customer Relationship Management	The software used to manage interactions and relationships with customers.
Date of Birth (DOB)	The exact date on which the member or beneficiary was born, including the day, month, and year.

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Date of Membership (DOM)	The date when an individual first becomes a member of the TCRS Pension Plan.
Date of Retirement (DOR)	The date as of which a member terminates covered employment and begins drawing a retirement benefit .
Date of Termination (DOT)	The date the member terminated employment.
Death Match Vendor Report	A report from a third -party company that provides death matches based on a file extract of TCRS membership data. The third-party company uses data fr om the Social Security Administration (SSA), obituary searches, and state death records (where available) to provide applicable matches based on the member data.
Deferred Member	A prior TCRS member no longer actively employed by a TCRS eligible employer but has a vested benefit .
Disability Medical Evaluator Contractor	A company that is designated to provide disability recommendations on behalf of TCRS.
Domestic Relations Order (DRO)	The order that creates or recognizes the existence of an alternate payee 's right to receive all or a portion of the benefits payable with respect to a participant under a retirement plan. TCRS is not governed by ERISA.
Electronic Funds Transfer (EFT)	The transfer of funds between bank accounts using electronic means, such as through online banking, mobile apps, or other electronic payment systems.
Employer Identification Number (EIN)	A unique nine -digit number assigned by the Internal Revenue Service to business entities and estates operating in the United States for the purposes of identification.
Employer Self-Service (ESS)	Online self-service portal available to TCRS participating employers .

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Escalation Adjustment	An adjustment to a member’s retirement benefit that is based on the salary the member would have received had the member continued in the office from which they retired.
External pension plan (EPP)	Retirement plans for the cities of Alcoa, Brownsville, Franklin, and Covington that TCRS is contracted with as the plan administrator. TCRS expects to offer services to additional EPPs in the future. EPPs retain their plan sponsor responsibilities.
Fair Labor Standards Act (FLSA)	Establishes minimum wage, overtime pay, recordkeeping, and youth employment standards affecting employees in the private sector and in Federal, State, and local governments.
Full Retirement Age	Age at which the member can retire and collect an unreduced pension benefit. An example includes Group I members in the legacy plan, who must have 360 months of creditable service (regardless of age) or be age sixty (60) and vested. For most Group 1 members, vesting is five (5) years of service. Another example includes Group IV members in the legacy plan who must be age fifty-five (55) with twenty-four (24) years of creditable service. Hybrid plan is the rule of ninety (90) or age sixty-five (65) with five (5) years of creditable service for most members. For judges and attorney general in the hybrid plan, it is age sixty (60) with eight (8) years of creditable service, or age fifty-five (55) with twenty-four (24) years of creditable service. For General Assembly members in the hybrid plan, it is age fifty-five (55) with four (4) years of creditable service.
GASB 68	Requires governments providing defined benefit pensions to recognize their long-term obligation for pension benefits as a liability for the first time, and to measure the annual costs of pension benefits more comprehensively and comparably.
General Ledger (GL)	A set of numbered accounts used to keep track of financial transactions and to prepare financial reports.

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Optional Retirement Program (ORP)	An alternative retirement plan available to persons employed with a State-supported institution of higher education and who are exempt from FLSA in lieu of enrolling in the TCRS plan
Hybrid Plan	A combination of a defined benefit plan (TCRS) and a 401(k)-deferred compensation plan. A Hybrid Plan member who has met the vesting requirements for TCRS will upon termination of employment receive a retirement benefit that will consist of a calculated monthly payment from TCRS and the accumulated balance in the member's 401(k) plan.
Improper Offboarding: Member initiating Retirement Application without Notice of Resignation / Retirement to Employer	A scenario where the member has contacted TCRS to begin the retirement process without notifying their employer in advance. This affects the employer and the tasks required to complete their certification.
In the Line of Duty (ILOD)	Where a member or participant is entitled to certain benefits because they incurred an injury or disability while performing their job duties or as a direct result of their job -related activities.
Inactive Disability Retirement	A disability type that is applicable to a vested Legacy Planmember who does not qualify for an accidental or ordinary disability retirement benefit and who has been determined to be totally and permanently disabled from all substantial gainful employment.
Installment Purchase of Service (IPS)	A member's service purchase contract (if applicable) that is payable in installments, along with any pending IPS estimates that may have been generated.
Instant ID	Extension of LexisNexis. Compares the system and LexisNexis data to confirm first / last names, commercial addresses, and OFAC database for worldwide flagged identities.

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Interactive Voice Response (IVR)	An automated telephony system that interacts with callers, gathers information, and routes calls to the appropriate recipients.
Joint and Survivor Benefit	A pension benefit paid to the member for their lifetime where, upon the member's death, a continuing benefit, is paid to the member's designated beneficiary for their lifetime at fifty percent (50%) or one hundred percent (100%) of the regular / maximum amount. Additionally, the member may choose to have their benefit pop -up to fifty percent (50%) or one hundred percent (100%) of their regular / maximum if the benefit passes away before the member.
Last Paid Date	The last day a member performs work in a paid status or receives salary and service for using terminal sick leave or annual leave with, an employer. A member's Date of Retirement cannot be earlier than the day after the Last Paid Date of employment.
Limited Reemployment	<p>Allows participating TCRS retirees who have been retired with TCRS at least nine months for Law Enforcement Officers and at least 12 months for teachers to :</p> <ul style="list-style-type: none"> • return to work in a TCRS-covered position, and • continue to draw their TCRS benefit. <p>as long as they meet all of the eligibility requirements and do not earn a salary that exceeds 85% of the rate of compensation set by the employing agency for positions with comparable training and years of experience filling similar positions.</p>
Local Education Agency (LEA)	One of the three types of employers eligible to participate in the TCRS plan.
Local Government Investment Pool (LGIP) accounts	A government-sponsored pooled investment fund that operates like a money market mutual fund that employers use to pay their monthly contributions to TCRS.
Lost Member	A prior TCRS member who has not had reported salary/ deductions or active service reported from a TCRS eligible employer within the past seven years.

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Member Annual Statement (MAS)	Summary of an active and inactive member’s retirement account as of the end of the previous fiscal year.
Member Identification Number (Member ID)	A unique identifier assigned to the individual who is a member of the TCRS pension program, to distinguish one member from another.
Member Journal Entry	A Concord-specific note to log member interactions under their account for call documentation.
Member’s Last Paid Date	The date that the member received the final benefit payroll deposit.
Members remaining in service after age 65 (AE65)	For certain Legacy Plan members who remain in service past age sixty - five (65), the retirement benefit is the greater of the service retirement benefit at retirement or the actuarial equivalent benefit assuming the member had retired at age sixty -five (65). Only service established in TCRS as of age sixty -five (65) is considered in the alternate calculation. The alternate age sixty -five (65) calculation does not apply to anyone becoming a member of TCRS after June 30, 2011. Service purchased after the age of sixty -five (65) is not included in the Additional Estimate (AE65) calculation.
Member Self-Service (MSS)	On-line self -service portal available to active TCRS and EPP members as well as current and former T CRS members.
Merges	Instances where the same person exists in the system with two different Social Security Numbers (SSN).
Monthly exclusion amount	Post-tax employee contributions that reduce a retiree’s taxable benefit amount.
Monthly Payroll	Refers to the batch process of making payments to all benefit recipients who are receiving a monthly benefit payment from TCRS
Non-Participant Membership	Membership type used to track employer service and salary with a TCRS - eligible employer which is not counted in computing TCRS benefits.

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Non-Sufficient Funds (NSF)	Indicates that a financial transaction, typically a check or electronic payment, cannot be completed because the payer's bank account does not have enough money to cover the requested amount.
Normal Retirement Date (NRD)	The date that the member can retire and collect an unreduced pension benefit.
Optional Retirement Program (ORP)	<p>A type of retirement savings plan that is offered to certain employees of certain public higher education institutions as an alternative to participation in TCRS.</p> <p>The ORP is a 401(a) defined contribution plan, which means that the retirement income an employee receives will depend on the amount of money they have saved and the performance of their investments.</p>
Ordinary Disability Retirement	<p>A disability type that is applicable to a member who has completed five years of service and has been disabled since the date of separation from employment. The member must not be eligible for regular retirement.</p> <p>Note: An inactive member may be eligible if the member is:</p> <ul style="list-style-type: none"> • vested, • no longer employed by TCRS, and • not eligible for regular or early retirement.
Other Postemployment Benefits (OPEB)	Benefits, other than pensions, that U.S. state and local governments provide to their retired employees.
Payees	A person receiving a retirement, survivor, beneficiary, or disability retirement benefit from TCRS.
Pend Replace (PENDREPL)	The step to reissue or cancel a payment.
Personal Identifiable Information (PII)	Any representation of information that permits the identity of an individual to whom the information applies to be reasonably inferred by either direct or indirect means.

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Power of Attorney (POA)	A legal document that authorizes an individual or individuals, to make decisions and take actions on behalf of a pension plan participant or retiree, with regards to their pension benefits. Authorized actions may include: <ul style="list-style-type: none"> • Applying for pension benefits • Changing federal tax withholdings • Updating personal contact information • Electing or changing direct deposit information
Prior Period Adjustment (PPAD)	Correction to a member’s reporting information provided by the employer, including historical service or salary data.
Qualified Excess Benefit Arrangement (QEBA)	Benefit amounts more than the Internal Revenue Code Section 415(b) limit that must be paid from the QEBA 415(m) fund.
Quality Control (QC)	A procedure or set of procedures intended to ensure that a calculated benefit adheres to a defined set of quality criteria and meets the requirements and standards of TCRS.
Reclamation (TCRSRECLM)	A request with the bank to recover / reclaim funds erroneously paid to a TCRS payee that should not have been paid due to death. Reclaims must be submitted within five business days from the notification of death.
Reduced First Eligible	The date a member is first eligible for a benefit.
Required Minimum Distribution (RMD)	IRS requirement for members to begin withdrawing retirement benefits upon reaching a certain age (currently 73).
Retiree Advisor	Informative flyer mailed to TCRS retirees on a semi-annual basis. Retiree Advisors are printed with a third-party vendor and delivered to State Postal so that they are included in mailing COLAs and 1099Rs.
Return-to-Service (RTS) or Return-to-Work (RTW)	The date on, and period during, that a member, who was previously receiving retirement benefits, returns to work for the same or another participating employer.

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Reversal	Process in which TCRS is requesting an Automated Clearing House (ACH) reversal through the ACH Reversal Form and submitted to Bank Accounting to process with the bank. Reversals can occur due to death, incorrect bank information etc. Must be processed within five business days of payment date. The Overpayment Specialist manually process reversals.
Revocation of Option Change	A type of Option Change where <ul style="list-style-type: none"> the member is selecting a new benefit payment plan and TCRS will owe them money for the difference in benefits paid to date, or no benefits have yet been paid to the member.
Roth 401(k) Contribution	An after-tax contribution that may complement the member's current retirement plan savings and defined benefit plans. Contributions and any earnings on contributions may be withdrawn tax-free upon reaching age 59½ following the required five-year holding period.
Rule of 90	A formula, specific to the hybrid plan, for determining when a pensioner can draw a normal pension without penalty. This rule is satisfied when the member's age + years of service = 90 (but no later than age 70.5).
Sally Smith	Deductions for attorney fees resulting from a successful lawsuit against TCRS for a select closed group of retirees. The monthly deduction is based on the increase in the yearly Cost-of-Living Adjustment (COLA) amounts.
Self-Directed Brokerage Account (SDBA)	A type of investment account that allows investors to direct their own investments within a larger retirement savings plan, such as a 401(k) or IRA. Unlike traditional retirement accounts, which limit investment choices to a pre-determined selection of funds or investments, an SDBA allows investors to choose from a wider range of investment options, including mutual funds.
Service Credit	Time worked in a TCRS-covered position that has been awarded to a member for purposes of calculating their retirement benefits, and has been contributed on by the employer, and member where applicable.

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Service Retirement Age (SRA)	The age at which the member can retire and collect an unreduced pension benefit.
Service Retirement Date (SRD)	The date at which the member can retire and collect an unreduced pension benefit.
Single Life Annuity (SLA); also referred to as Regular / Max or Member Only Option	A pension benefit is payable for the member’s lifetime with all benefits ceasing at the member’s death.
Social Security Administration (SSA)	An independent agency of the U.S. federal government that administers and manages various social security programs in the United States. The primary responsibility of the SSA is to oversee the Social Security system, which includes retirement, disability, and survivor benefits.
Social Security Administration (SSA) Estimate	Estimate of future Social Security benefits payable to the member received from the Social Security Administration office.
Social Security Leveling (SSL)Option	A member-only benefit available for members who retire before the Social Security age. This option provides an increased allowance before age 62 and a reduced allowance after age 62. Note: The leveling applies to the amount of pension payments and not the Social Security amount.
Social Security Number (SSN)	A unique nine -digit identification number, issued by the Social Security Administration (SSA), in the United States. The purpose is to track individuals for Social Security benefits and to maintain accurate records of their earnings over their lifetime.
Special Catch-Up 457(b) Contribution	The opportunity for the employee to contribute more that depends upon the amounts the employee was eligible to contribute to in previous years but did not (up to double the annual contribution limit —\$45,000 in 2023).

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Stabilization Reserve (SR)	Fund where employer contributions above the Actuarially Determined Contribution (ADC) are deposited.
Stop Payment	The step before a check reissue or cancel can be requested.
Supplemental Payroll	Used for any one-time payments that were not picked up on the scheduled monthly payroll run. There are three types of supplemental payrolls: <ul style="list-style-type: none"> • Supplemental Weekly → Run Wednesdays, cutoff at 2:30 pm to meet the ACH window. For any one-time benefit payments only. • Supplemental Daily → Run Thursdays, cutoff at 2:30 pm to meet ACH window. For any refund payments. • Supplemental Other → Run at the discretion of the Retirement Payments Manager for any one-time payments that cannot wait until the next Weekly Supplemental. Cutoff is at 2:30 pm the day prior to the pay date to make the ACH window.
Taxpayer Identification Number (TIN)	A unique numerical identifier issued to individuals, business, or other entities for the purpose of tracking and managing their tax-related activities.
Temporary Employment	Allows TCRS retirees to work 120 days, or 18 semester hours in higher education, within a 12-month period as long as the individual does not exceed certain salary restrictions.
Tennessee Retiree Group Trust (TRGT)	The trust where pension assets are held.
Trailing Salary/Contributions	Pension plan eligible salary and/or contributions made by an employer on behalf of the employee which occurred after the date of refund or retirement and subsequently need to be returned to the employee via check (or incorporated into the member's retirement record).
Unfunded Liability (UL)	Amount that the actuarial value of pension benefits exceeds the corresponding actuarial values of assets.

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Term	Definition
User Acceptance Testing (UAT) Environment	A controlled and isolated software environment specifically set up for the purpose of testing the pension plan’s functionalities and features before it is deployed to production.
Verification of Income (VOI)	An earnings statement citing the retiree’s TCRS pension income as of the time the letter is generated.
Vital Statistics Report	A file from Tennessee Department of Health used to locate possible death matches .
Voluntary Participation	The decision made by an employee to participate in a deferred compensation plan on their own accord. Unlike mandatory participation plans, where employees are automatically enrolled in the plan, a voluntary participation plan requires employees to take proactive steps to enroll in the program.
Warrant	The state issued check.

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Revision History

Version	Description of Change	Author / Reviewer	Date
0.1	Initial Draft	William Erario	01/09/2024
0.2	TCRS Feedback	TCRS reviewing committee.	01/30/2024
0.3	Updates based on feedback	Linea Solutions	01/31/2024
0.4	Final Document	TCRS reviewing committee	2/5/2024