



# Tier Determination Requests

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# Tier Determination Requests

The screenshot shows the 'Employer Dashboard' with a navigation bar at the top containing 'Dashboard', 'Search', 'Publications', 'Security Admin', 'Employee Search', and 'Log Out'. The main content area lists several categories with counts:

- Employer Reports
- You have 0 Notifications 0 Unread
- You have 18 Payroll Deductions 10 Payroll Setup 0 Lump Sum Setup 8 Upcoming Payoff 0 Payment Completed
- You have 86 Employer Statements 23 Pending 63 Completed
- You have 355 Service Purchase Estimate Requests 275 New 8 Pending 72 Completed
- You have 488 Tier Determination Requests Pending 480 Completed
- You have 84 2025 Returned to Work Retirees 81 Current Overdue
- You have 451 Employees on Disability 108 Reported back to work

A red arrow points to the 'Tier Determination Requests' entry.

The Tier Determination Request Task module provides you the ability to track and view processed Tier Determination Requests and can be accessed from the Employer Dashboard.

# Tier Determination Requests

Tier Determination Requests

PENDING COMPLETED ⓘ Request Tier Determination

Show 10 entries Search:

MEMBER NAME	SSN	EIN	STATUS DATE	STATUS	SUBMITTED BY
Human Services, Department of					

Showing 1 to 4 of 4 entries Previous 1 Next

The Tier Determination Request List displays the Pending and Completed Tier Determination Requests that have been submitted to the SRS Accounting Division for review. The list of Pending requests will be any request submitted that has yet to be completed. The list of Completed requests, however, will only show all completed ones that have been completed within the last 90 days. You can change whether you are looking at the Pending or the Completed list by choosing from the dropdown menu on the top left side.

# Tier Determination Requests

## SERS Member Lookup

### SERS Member Search

Search for any SERS Member by first name, middle name, last name, SSN, last four digits of SSN, Member Id, birth date, phone number or a combination of any of the criteria. If you are having problems finding a member, try searching using the full SSN.

- The search criteria entered did not match any of our member records.
- This employee will need to complete a [New Hire Tier Determination Request](#). This request must be submitted by the agency to the Accounting Division at SERS.

When doing a SERS Member Lookup and your results yields no matches, you can start a New Hire Tier Determination Request. Clicking the [New Hire Tier Determination Request](#) link will open a new view to input the data for the new member.

# Tier Determination Requests

The new view will allow you to select the Agency the new hire is for, input the new hire's first name, last name, gender, birth date, Social Security number, and any reciprocal systems the new hire states they have been with previously. For Social Security number, we do require inputting the number twice to help reduce accidents. For the reciprocal systems, check the box next to the applicable system(s). If they do not have any reciprocity claim, then do not select any reciprocal systems. Once completed, click the Submit button to send the request to the SRS Accounting Division for review. There is no need to submit the paper Tier Determination Form.

## New Hire Tier Determination Request

### SELECT AGENCY:

State Employees' Retirement System

### NEW EMPLOYEE INFORMATION:

First Name:

Last Name:

Gender:

Birthdate:

7/29/2020

SSN:

Confirmation SSN:

### SELECT RECIPROCAL SYSTEMS THAT HAVE BEEN EMPLOYED IN THE PAST:

County Employee's and Officer's Annuity Benefit Fund

Chicago Teachers' Pension Fund

Forest Preserve Employees' Annuity and Benefit Fund

Submit

Close

# Tier Determination Requests

If you click the submit button early before the required fields are filled out, you will receive an error message stating which fields are required or if any data is invalid.

## New Hire Tier Determination Request

- The value '09/26/20200' is not valid for BirthDate.
- First Name is required.
- Last Name is required.
- Birthdate is not valid.
- Gender is required.
- SSN is required.
- Confirmation SSN is required.

### SELECT AGENCY:

State Employees' Retirement System

### NEW EMPLOYEE INFORMATION:

First Name:

Last Name:

Gender:

Birthdate:

09/26/20200

SSN:

Confirmation SSN:

# Tier Determination Requests

If you enter and confirm an SSN that is already in our system, you will be notified to try searching again for the member specifically using their SSN.

## Tier Determination Request Sent ×

The following error has occurred:  
A member matching this SSN already exists. Please search using the full SSN to display the tier summary page for this member.

Close

# Tier Determination Requests

After clicking the submit button, and no errors have occurred, there will be a screen showing that the request has been submitted. If any errors, apart from the ones already mentioned above, did occur, a message box will be displayed stating what the error is.

## Tier Determination Request Sent

You have successfully submitted a Tier Determination Request for review. You can view the pending Tier Determination Requests on the Employer Dashboard – Tier Determination Requests.

Close

# Tier Determination

When your agency has employees who need their Tier determined, Security Admins can request SERS to perform a Tier Determination. This process is being implemented to correct roles that have been incorrectly assigned. Those who have been assigned as a Payroll Coordinator or Signature Designee to perform Tier Determination requests can now be removed by following step 1 and reassigned to Tier Determination User by following step 2. For new Tier Determination Users, you can proceed to step 2.