



## Pen-Apps Communication

During the implementation of Pen-Apps, we created a Pen-Apps email ([Open\\_Pen-Apps@state.de.us](mailto:Open_Pen-Apps@state.de.us)) for End User questions. Now that Pen-Apps has been operational for a while, questions should be directed to the First or Second Reviewer assigned on the Application Checklist tab in Pen-Apps. The Pen-Apps mailbox will be disabled effective **Friday, April 26<sup>th</sup>**. If you have been using this email to forward documents to our office, please send them to our secure fax at 302-739-6129.

### Reminders

- ✓ If an employee terminates State of Delaware employment, at least one (1) of three (3) forms must be submitted to our office. If the employee is not vested, a Contribution Retention Notice (CRN-1) or Application for Withdrawal of Benefits (WB-1) form should be submitted. If the employee is vested, a Pension Application through Pen-Apps or an Application for Withdrawal of Benefits form (WB-1) should be submitted.
- ✓ It is very important to submit a Pension Creditable Compensation (PCC-1) form whenever an employee terminates their employment, even if that termination doesn't result in a retirement. The PCC-1 should be completed in its entirety to include the total accrued and paid sick and vacation leave balances. This information is used to determine whether or not the employee is eligible for a sick leave buy-in or an option to extend service. Additionally, the PCC-1 should be forwarded to our office as soon as the final pay has been initiated. If you aren't responsible for processing the PCC-1, please forward to your Payroll section.
- ✓ If you receive a 'Rejected' file in Pen-Apps, correct the file and make sure you resubmit by clicking 'Resubmit' so we can continue to process. Also, if the employee has signed their pension application, make sure you click 'Signed' in Pen-Apps.
- ✓ Leaves without pay must be entered in Pen-Apps by pay cycle. If they work at least one day in the pay cycle, they get credit for the entire pay cycle (except for date of hire and terminations).
- ✓ The 'Additional Comments' on the Application Checklist tab in Pen-Apps should be used to explain anything about the employee's service that cannot be explained by looking at the Service Details tab. Also, this box should be used to indicate if their date of hire needs to be altered because this cannot be changed on the Service Details tab in Pen-Apps by the End User.
- ✓ Wait to schedule an appointment with the employee until the service has been accepted. Although our office makes every attempt to have the service accepted within 7-10 business days, sometimes the file is rejected because we need additional documentation and this could delay the service being accepted.
- ✓ Service verification should be forwarded to our secure fax at 302-739-6129 to support the service submitted in Pen-Apps (ex: date of hire, leaves without pay, terminations, etc.). Also, there is no need to follow-up with a hard copy if you fax a document to our office.



- ✓ If an employee had service prior to working for your organization, you are responsible for contacting the prior organization(s) to get their service documentation.
- ✓ Review all payroll forms before sending to our office to ensure they are signed and notarized (if required).
- ✓ The pension application should be input into Pen-Apps as soon as you are notified of the employee's intent to retire. Timely notice allows sufficient time for their application and benefits to be processed.
- ✓ Questions regarding a specific file should be directed to the First or Second Reviewer assigned on the Application Checklist tab in Pen-Apps.

Pen-Apps was implemented in August 2011 and since then has changed the way we process pensions. Now that you have been working with the system for over a year, do you have a suggestion to improve Pen-Apps? If so, we would like to hear from you. Please send your suggestions to [Mariah.Krass@state.de.us](mailto:Mariah.Krass@state.de.us).

## Pension Repayments *(State Employees Pension Plan Only)*

Please be aware that State Employees' Pension Plan (SEPP) Rule and Regulation **8.1** indicates a former employee **must again become an employee in addition to repaying a previous refund** in order to restore a vested right to a pension benefit:

### 8.0 Creditable Service

#### 8.1 Repayment of Withdrawal Benefits.

If a former employee, who withdrew his or her accumulated contributions upon termination of service **before** January 1, 1986 again becomes an employee, his or her service credits to the date of termination shall be restored in accordance with the provisions of Section 5501(d)(6), Chapter 55, Title 29, **Del.C.** if he or she repays the total amount withdrawn within 90 days after notification from the Office of Pensions.

- If a former employee, who withdrew his or her accumulated contributions upon termination of service on or **after** January 1, 1986 again becomes an employee, his or her service credits to the date of termination shall be restored in accordance with the provisions of Section 5501(d)(6), Chapter 55, Title 29, **Del.C.** if he or she repays the total amount withdrawn, plus an interest rate charge as adopted by the Board, compounded annually, within 90 days after notification from the Office of Pensions.
- If the repayment occurs subsequent to 90 days after notification from the Office of Pensions, the repayment shall be equal to the amount in (a)(1) or (a)(2) plus, for each full month or fraction thereof following the last day of the 90 day period, interest rate charge as adopted by the Board.
- Prior to January 1, 1986, the withdrawal form signed by the employee stated that there would be no interest rate charge upon repayment. This exemption was deleted effective January 1, 1986.

Questions? Please contact us at (302) 739-4208.

April 2013