LASERS
Louisiana State Employees' Retirement System
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**LIAISON MEMORANDUM**

**NUMBER 08-06**

**To:** Agency Liaison Officers

**From:** Cindy Rougeou
Executive Director

**Re:** SOLARIS Implementation Announcement

**Date:** February 14, 2008

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LASERS is proud to announce implementation of the next phase of our new pension administration system, known as the State of Louisiana Retirement Information System (SOLARIS). SOLARIS is a project several years in the making which will vastly improve the capabilities of your retirement system.

As with any changeover to a new computer system, there will be a period of transition for LASERS and for the agencies we serve. There will be a three-week period during which certain processes will be locked down. This is to allow staff training, conversion of data, and physical transition to the new system. After this lockdown period, members and contributing agencies may notice a temporary slowdown in some services as LASERS staff work to catch up on backlogs.

The lockdown period will begin at 6:00 p.m. on Thursday, February 14, 2008, and end on Monday, March 10, 2008. Below is a listing of particular processes that will, and will not be, affected.

Monthly retiree checks will not be affected. SOLARIS has been paying retiree benefits since June, 2006. Retirees and beneficiaries will continue to be paid on the first of each month.

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The following processes will be unavailable during the lockdown period:

- Issuance of all refunds;
- Processing of retirement applications (retirements will be effective on the date of the application, but preparation of final calculations will be delayed);
- Issuance of replacement benefit checks;
- Changes in account information (i.e. address, direct deposit, and taxes);
- Transfers to Great-West for the Optional Retirement Plan (ORP) and Self-Directed Plan (SDP);
- DROP disbursements;
- Processing of purchases of service, repayment of refunds, actuarial transfers;
- Posting agency contributions to records; and
- Retirement estimates.

The phone center will be available to accept calls during the lockdown period. Also, you should continue to forward documentation, forms, applications, etc. throughout the lockdown period. All paperwork will be processed as soon as normal operations resume. SOLARIS will greatly enhance the customer service experience for LASERS members and their employing agencies.

We appreciate your patience during this period of transition.