



News for Cities | December 21, 2020

Notice of Downtime for Scheduled Maintenance

On Monday, December 21, 2020, from 6:30 p.m. to 8:30 p.m., TMRS will take the Member and City Portals offline for scheduled maintenance. You will not have access to the TMRS City Portal, nor will Members have access to MyTMRS® during the downtime.

In our effort to deliver superior customer service, we are working to make the Portals safer and better than ever. If you have any questions, feel free to contact City Services Director, Anthony Mills, at 512-225-3764.

Year-End Checklist

O COLA and USC ordinances due by December 31, 2020

If your city is adopting a COLA or USC ordinance to be effective January 1, 2021, TMRS must receive the ordinance by December 31, 2020. If your city has received a model ordinance from TMRS, City Services will call you to check on its status and answer any questions.

O If you have received a Missing Data Audit, return it as quickly as possible

If your city receives a request for missing or incorrect information for an employee, such as date of birth or gender, please respond promptly. This information is critical for TMRS to complete its year-end processes.

O Expedite your December 2020 payroll

All monthly payroll reports and contributions are due by the 15th of the following month. In January, TMRS must receive the December payroll **no later than January 15** to complete our year-end processes. Missing this deadline could result in errors in your employees' 2020 Member Annual Statements, a late payment fee assessment, and delays in December 2020 retirements and refunds. For assistance, review the [Payroll Reference Guide](#) or contact our Member Service Center at 800-924-8677.

We Are Here to Help

There are several ways you and your employees can get help with your TMRS plan, including virtual counseling and webinar presentations.

To schedule an online meeting, email TMRS' [City Services](#) department. You can also speak to our Member Service Center by calling 800-924-8677, Monday – Friday, 8 a.m. to 5 p.m. For self-service options, visit the [City Portal](#) or the [TMRS website](#).

Happy Holidays from TMRS!