



**North Carolina**  
Total Retirement Plans



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**FRSWPF**

## **Firefighters' & Rescue Squad Workers' Pension Fund ORBIT Agency Contributions FAQs**

**1. If I sign up to submit my Agency Contributions Report (ACR) online, can I later change back to submitting the report by paper?**

No, the Retirement System is transitioning to a paperless process and all agencies will be required to submit their ACR online.

**2. Who do I contact to get a user name and password for submitting the ACR online?**

If you are the Administrator, please contact the Firefighters' and Rescue Squad Workers Pension Fund team by email at [Specialty.Plans@nctreasurer.com](mailto:Specialty.Plans@nctreasurer.com) or phone at 877-627-3287.

If you are not the Administrator, please contact your designated Agency Administrator to obtain a username and password.

**3. Who do I contact if I am unable to log in with my assigned username and password?**

Please contact the Firefighters' and Rescue Squad Workers Pension Fund team by email at [Specialty.Plans@nctreasurer.com](mailto:Specialty.Plans@nctreasurer.com) or phone at 877-627-3287.

## How do I reset my password?

If you are the Administrator, please contact the Retirement Systems Division, Firefighters' and Rescue Squad Workers Pension Fund team by email at [Specialty.Plans@nctreasurer.com](mailto:Specialty.Plans@nctreasurer.com) or phone at 877-627-3287. If you are not the Administrator, please contact your designated Agency Administrator to reset your password.

## How do I find out the name of my Agency Administrator?

Please contact the Firefighters' and Rescue Squad Workers Pension Fund team by email at [Specialty.Plans@nctreasurer.com](mailto:Specialty.Plans@nctreasurer.com) or phone at 877-627-3287.

## How do I change my Agency Administrator?

Please submit the name, contact address and phone number of your new Agency Administrator to the Firefighters' And Rescue Squad Workers Pension Fund team by email at [Specialty.Plans@nctreasurer.com](mailto:Specialty.Plans@nctreasurer.com) or phone at 877-627-3287. Alternatively, you may fill out this [online form](#) to update your Agency Administrator.

## 4. Where do I find the Agency ID #?

The Agency ID # is listed at the top of the Submit Agency Contributions screen.

## What happens if the check for my Agency Contributions is not received within 30 days?

If your check is not received within 30 days of your submitted ACR, it may be returned to you and the Agency Contributions may need to be rekeyed. You may contact the Firefighters' and Rescue Squad Workers Pension Fund team by email at [Specialty.Plans@nctreasurer.com](mailto:Specialty.Plans@nctreasurer.com) or phone at 877-627-3287 to verify the status of your check.

## What happens if the check I sent was for the incorrect amount?

If the check received was less than the amount required, please remit a check for the balance due within 10 business days. If the check was more than the amount required, the overpayment will be returned to you. You may contact the Firefighters' and Rescue Squad Workers Pension Fund team by email at [Specialty.Plans@nctreasurer.com](mailto:Specialty.Plans@nctreasurer.com) or phone at 877-627-3287 to verify the status of your check.

## 10. How do I determine if the check I sent was received?

Log in to your account and check the "Contrib Status" for the ACR. If the "Contrib Status" reflects "Balance," your check has been received and is currently being processed. If the "Contrib Status" reflects "Post," your check has been processed and the contributions have been credited to the member(s)' account(s).

## 11. Can I add a member to my ACR, after it has been submitted?

Yes. Access the Agency Contributions Summary, click on "Generate New," "Add Member," and enter the information for the member you wish to add on the Submit Agency Contributions Enrollment screen.

## 12. What should I do if the system is giving me an error message stating that the member can't be added, and will not allow me to add the member?

Please contact the Firefighters' and Rescue Squad Workers Pension Fund team by email at [Specialty.Plans@nctreasurer.com](mailto:Specialty.Plans@nctreasurer.com) or phone at 877-627-3287.

## 13. How do I generate an ACR?

**The "Generate New" button is not visible.**

Your ACR report is in the "Submit" status. You can't create a new report until the day following the date the previous report was created. You may access the report in the "Create" state and update it, or you must wait until the "Contrib Status" is either "Submit," "Balance," or "Post" for the most recent report.

## 14. How do I view an ACR?

Access the Agency Contributions Summary, click on the magnifying glass in the first column for the date of the report which you wish to see, and the report will be viewable.

## 15. How do I print a copy of my ACR?

Access the Agency Contributions Summary, click on the magnifying glass in the first column for the date of the report which you wish to print. Once the report is viewable, hit "Click here to view a printer friendly version of this page for your records."

## Can I make changes or cancel an ACR?

If you have not submitted your ACR, you may click "Cancel" and make changes to the report. If you have already submitted your ACR, no changes can be made after submission. You may contact the Firefighters' and Rescue Squad Workers Pension Fund team by email at [Specialty.Plans@nctreasurer.com](mailto:Specialty.Plans@nctreasurer.com) or phone at 877-627-3287 to verify the status of your check.

## 17. How do I restore or get access to a report that has been deleted?

Once a report has been deleted, it can't be restored or accessed. You will need to start over by clicking on "Generate New," and adding the member contributions and submitting the report.

## 18. What documents are considered government issued documentation?

State/federal/tribal/military issued Id, passport, birth certificate, driver's license or Social Security card.

## 19. How do I look up a member of my Agency?

Click on "Generate New" to access your agency contribution report. All current members of your department/squad will be listed in alphabetical order. Once you locate the member, click on the magnifying glass to the left of the member. The member detail for the member will be shown. If the member is not listed on your agency contribution report, click on "Add Member," enter the member's Social Security number, reenter the member's Social Security number, enter the date of birth and click "Next."

If the member is a current member of the FRSWPF, their member details will be shown. If the member is not a member of the FRSWPF, only the date of birth and Social Security number will be shown.

## 20. How do I remove a member from my ACR?

Access the Remove Member screen, locate the member you wish to remove, place an "X" in the box in the "Remove from Agency" column next to the Social Security number of the member you want to remove, and click "Submit." The member will be removed from the ACR, but it will not remove the member from the pension fund.

## 21. If I remove a member and later determine that they need to be on the ACR, what should I do?

If you have not submitted the report, you may add them back to the report. On the "Agency Contributions" screen, click on "Add member," enter the member's Social Security number, reenter the member's Social Security number, enter the date of birth and click "Next." The "Add Member" screen will appear with the member's enrollment information. If you have already submitted the report and the submit ACR is in the "SUBMIT" state, you can't create a new report until the day following the date the previous report was created. You may access the report in the "Create" state and update it, or you must wait until the "Contrib Status" is either "Submit," "Balance," or "Post" for the most recent report.

## 22. What is the "Balance Not Applied?"

The balance not yet applied is the amount of contributions not currently associated with service. This may be due to excessive contributions paid or to a lack of roster service. This is also where you will see contributions if you are paying for the current year as the service will not be granted until rosters are received at the end of January of the following year.