



FAQ's -- 457 Deferred Compensation Plan

Employee Self Service

HOW DO I ENROLL IN DEFERRED COMPENSATION USING ESS?

Employee Self-Service (ESS) – Access <https://www.portlandoregon.gov/employee/> and log in to the SAP CityLink portal (using your portlandoregon.gov password). Select the Employee Programs tab (tab near the top and next to your employee self-service tab). You will then select “Deferred Comp Enrollment” and you will be able to enroll or change your current election.

- If you are enrolling for the 1st time, all new Voya enrollees will be defaulted into a Target Date Fund based on age. You will be able to change the default with Voya at any time after they have received your enrollment. **NOTE:** *YOU MUST USE A CITY COMPUTER TO USE ESS – Deferred Comp.*

HOW DO I CHANGE MY CURRENT ALLOCATION AT VOYA?

- Your allocation (the choices (funds) you have made about how your money is invested) is managed through Voya. You can change your allocations online through the Voya sponsored website: <https://prime.beready2retire.com/>
- Contact your local Voya Representative at (503) 937-0378.

CAN I MAKE CHANGES TO MY CONTRIBUTION AMOUNT? WHEN?

- You can make changes to your contribution (how much you want to save) once each month.
- **When using ESS Deferred Comp, the effective date is automatic and based on whether your entry is made by the 15th of a month or after the 15th of a month.**
- You can make changes to the amount you want to save by using ESS. Access <https://www.portlandoregon.gov/employee/> and log in to the SAP CityLink portal (using your portlandoregon.gov password). Select the Deferred Comp Tab (tab near the top and next to your employee self-service tab). You will then select “Deferred Comp Enrollment” and you will be able to change your current election. **NOTE:** *YOU MUST USE A CITY COMPUTER TO USE ESS – Deferred Comp.*

WHY IS THE EFFECTIVE DATE IN THE FUTURE?

- Based on the 15th cutoff, your effective date will be automatically listed as the first day of the pay period of the next month. (Example: **January 15, 2015** will be listed as the effective date because it is the beginning of the pay period for the pay date of February 5, 2015.)

WHEN I MAKE A CONTRIBUTION CHANGE WILL MY PRIOR ELECTION AUTOMATICALLY STOP?

- Yes. Your prior election will automatically end at the end of the pay period prior to your new election taking effect.

IF I MAKE A CONTRIBUTION CHANGE AND THEN CHANGE MY MIND, HOW DO I PUT MY CONTRIBUTION BACK TO ITS ORIGINAL ELECTION?

- Contact the Deferred Comp Administrator at (503) 823-6140. They can make a correction for you.

IF I NEED TO STOP CONTRIBUTIONS WHEN CAN I MAKE THIS CHANGE? CAN I RE-START ANYTIME?

- You can stop contributions at any time by making an ESS election. This election is due by the end of the pay period that you wish your contribution to stop. You can re-start contributions any time by submitting an ESS entry.
- **Note: When using ESS Deferred Comp, select the “Trash Can” icon. Do not change your contribution to zero. Your record will automatically end-date based on the date you make your entry.**

CAN I PRINT OR SAVE A CONFIRMATION OF MY ESS CHANGE?

Yes. You can print out a confirmation or save the confirmation as a PDF document to your own computer file.

ARE THERE SERVICE PROVIDER WEBSITES WHERE I CAN OBTAIN ADDITIONAL INFORMATION?

- Voya Financial – <https://prime.beready2retire.com/>
- Adventis - <https://www.advantiscu.org/> . You must be a member of the credit union to enroll in the Adventis fund.

WHO CAN I CALL WITH QUESTIONS ON ACCESSING THE ESS SYSTEM?

- For employee login questions you can contact the BTS helpdesk at (503) 823-5199.
- For questions regarding accessing the individual sections of ESS, you can call the Deferred Comp Administrator at (503) 823-6140.
- For general questions about the Deferred Comp program you can call the Deferred Comp Administrator at (503) 823-6140.

HOW CAN I MAKE A BENEFICIARY CHANGE ELECTRONICALLY?

- You can use a Fillable form and submit it electronically to the Deferred Comp Administrator.
- **NOTE: You must be logged in to a City computer to use the Fillable Form.**
- **NOTE: The City of Portland Deferred Comp Plan is the administrator of beneficiary elections.**

WHO CAN I CONTACT AT THE CITY WITH FURTHER QUESTIONS?

The Deferred Compensation Administrator at (503) 823-6140. They are located in the Portland Building, 4th Floor, room 404 Human Resources. The street address is 1120 SW 5th Avenue, Portland, OR 97204.