

## Separations

**Q:** I would like to voluntarily resign from the Postal Service. What steps do I take?

**A:** First, notify your immediate supervisor, in writing, at least two weeks prior to your separation date. This allows your supervisor to contact the HRSSC so the appropriate paperwork can be processed including any benefits you may be eligible for upon your separation.

**Q:** Who should my spouse, dependents or other beneficiaries contact if I should pass away?

**A:** Your spouse, dependent or other beneficiaries should notify the deceased employee's immediate supervisor or installation head. In addition, the HRSSC should also be contacted immediately by calling 1-877-477-3273 and selecting menu option 5. The caller should follow the instructions provided by the interactive Voice Response System. The caller will hear the following statement "First, if you're calling to report the death of an employee, please press 9." The caller will be directed to an HRSSC specialist who will be able to coordinate the benefits the employee's survivors are entitled to with the appropriate parties.

**Q:** I am thinking about resigning from the Postal Service for personal reasons. What benefits am I entitled to?

**A:** Both LiteBlue (<http://liteblue.usps.gov>) and the Interactive Voice Response (IVR) system (1-877-477-3273, menu option 5), provides benefits information for those employees who separate from the Postal Service. The HRSSC is also staffed with specialists who can answer all of your retirement and benefits questions. If you have access to a computer, these specialists can refer you to the appropriate web sites to get additional information or mail directly to your home the information you will need to make an informed decision.

## Optional Retirement Processing

- 1 Employee wishes to retire on optional retirement
- 2 Employee contacts the Human Resources Shared Services Center (HRSSC)
- 3 HRSSC validates employee's eligibility and begins retirement application process
- 4 Employee completes retirement application and contacts the HRSSC to schedule retirement counseling
- 5 HRSSC conducts Retirement counseling and employee submits application to HRSSC
- 6 Employee's retirement application is processed and forwarded to the U. S. Office of Personnel Management (OPM)
- 7 Employee retires and begins receiving an annuity (pension) from OPM

*PostalPEOPLE* is all about you, the Postal Service employee. It is designed to make your personnel tasks easier, faster and more effective.

*PostalPEOPLE* will transform many of the ways Human Resources (HR) serves you. We are replacing old computer systems and making things easier and more consistent.

Yet even with all the new technology available to meet your personnel needs, there are still experienced, knowledgeable Postal Service HR experts to help out at our new HR Shared Services Center (HRSSC) in Greensboro, North Carolina!

### *PostalPEOPLE* Implementation Timeline:

Service Center Validation completed during 2005 in Northland, Triboro and Santa Ana.

National rollout began January 2006 with completion scheduled for Spring of 2007.

### For More Information:

From a personal computer, go to <http://liteblue.usps.gov>

From a postal computer, go to <http://postalpeople.usps.gov>

PostaleASE 1-877-477-3273

HRSSC 1-877-477-3273, option 5

HRSSC TDD/TTY 1-866-260-7507

**Important:** Employee identification number and USPS PIN required for access.

**PostalEASE. LiteBLUE.**

**All paths lead to PostalPEOPLE.**



## RETIREMENT AND SEPARATION PROCESSES

### New and Improved Elements in Retirements and Separations

- ◆ General Information on Retirements
- ◆ Requests to File Retirement Applications (optional and disability)
- ◆ Retirement Counseling
- ◆ Annuity (pension) Estimates
- ◆ Creditable Service History
- ◆ All Separation Requests
- ◆ Information Material Mailed Directly to Your Home



## General Questions

**Q:** Who is responsible for processing retirement and separation actions?

**A:** The Human Resources Shared Services Center (HRSSC) is responsible for responding to employee inquiries and processing all transactions associated with retirement and separation actions. The staff at the HRSSC is composed of specialists with extensive human resources and personnel processing experience. The HRSSC is located in Greensboro, North Carolina.

**Q:** Do I still contact my local personnel office if I have a retirement or separation question?

**A:** Not any more. If you cannot find your answer on LiteBlue (<http://liteblue.usps.gov>) or by telephone using the Interactive Voice Response (IVR) system (1-877-477-3273, menu menu option 5), a specialist at the HRSSC can answer any retirement or separation questions you may have.

## Retirement

**Q:** Is there anyway to see what my annuity (pension) will be when I retire next year?

**A:** Yes. You can contact the HRSSC by calling 1-877-477-3273 and selecting option 5. The HRSSC will request your annuity estimate based on the retirement effective date you choose and mail your estimate to your address shown in our personnel records. The annuity estimate provided by the HRSSC is only an estimate. The actual amount of your annuity (pension) will be determined by the U.S. Office of Personnel Management.

**Q:** I am eligible for optional retirement and would like to retire in the near future. How much notice should I give the HRSSC before the date I wish to retire?

**A:** Employees who wish to retire are encouraged to notify the HRSSC at least six (6) to eight (8) weeks prior to the date they wish to retire. Generally, this gives the HRSSC sufficient time to process an employee's retirement application and allows the U.S. Office of Personnel Management to finalize the application. For most employees, this avoids potential delays in receiving their annuity (pension) payments.

**Q:** I am interested in seeing what my annuity (pension) will be when I retire in about six years. Can I request an annuity estimate from the HRSSC?

**A:** To receive an annuity estimate for regular (optional) retirement, you must be within three years of eligibility. The three-year requirement does not apply to requests for annuity estimates covering other types of retirement, such as disability, deferred or

discontinued service retirements. In these cases, the HRSSC will process such requests along with those received for regular (optional) retirements.

**Q:** When I elect to retire will I have to complete my retirement application online?

**A:** No. The HRSSC will mail all the necessary forms and informational brochures directly to your address shown in our personnel records. The HRSSC will assist you in completing your application during the retirement counseling session and answer any questions you may have throughout the process.

**Q:** Will the HRSSC be able to provide information concerning a survivor annuity (pension) for my spouse?

**A:** Yes. The information you receive from the HRSSC as part of your retirement application will provide the various survivor annuity (pension) options available to you. These options will be discussed during the retirement counseling session you will have with the HRSSC which you will schedule after you have received and completed your retirement application.

**Q:** Who will I deal with at the HRSSC when I call to file my retirement application?

**A:** The HRSSC is staffed with retirement specialists who have been thoroughly trained. Once you initiate your retirement, you will be assigned to a retirement specialist who will oversee the processing of your retirement application and provide retirement counseling. In addition to your designated retirement specialist, other specialists at the HRSSC will be able to respond to any questions you may have as your retirement application is being processed.

**Q:** Can the HRSSC provide information concerning how much service I have for retirement purposes?

**A:** Yes. The HRSSC will mail a copy of your creditable service record including service with the Postal Service, another Federal agency as well as any creditable military service you may have. If appropriate, the HRSSC will also identify any civilian or military service that may require a deposit and/or redeposit. We will mail you a package of necessary forms and informational brochures to help you make an informed decision about whether to make such a deposit and/or redeposit.

**Q:** Are there other external sources available that can provide additional information concerning my retirement benefits?

**A:** Yes. There are numerous sources on the internet, for example:

- U.S. Office of Personnel Management, [www.OPM.gov](http://www.OPM.gov)
- Thrift Savings Plan, [www.TSP.gov](http://www.TSP.gov)
- Social Security Administration, [www.SSA.gov](http://www.SSA.gov)
- Internal Revenue Service, [www.IRS.gov](http://www.IRS.gov)

**Q:** I am considering retiring on a disability retirement. Will the HRSSC help me?

**A:** Yes. The HRSSC is responsible for processing all types of retirements including disability retirements. Employees who become disabled should first explore whether the Postal Service can reasonably accommodate their disability prior to filing a disability retirement application. The U.S. Office of Personnel Management does take into consideration efforts the employee has taken to request accommodation from his/her agency when evaluating a disability retirement application.