

Field Service Initiatives and RRB Internet for Employees

Breakout Session 7

2018

Presented By: Kim Cameron



Objectives

- Cover Recent Field Service Changes to Customer Service
- Overview of Website Improvements and Online Services
- Upcoming Login Process
- Overview of the New Online Application
- Update on Developing Projects



Field Office Service Initiatives

Nation-Wide Phone Call Routing

Altered Wednesday Schedule

Nationwide Calling

Effective July 15, 2017

- Calls are directed to local office first
- If all lines are busy, directed to the first available Claims Representative in the country.
- Reduced wait times from an average of 9.53 minutes to 2.53 minutes.
- Dramatically reduced the percentage of abandoned phone calls per month, from 13.19 % to 4.54%.
- Increased number of calls answered per day by approximately 105 calls.

Adjusted Office Hours

Effective June 1, 2016

U.S Railroad Retirement Board Office Hours

Monday	9:00 AM – 3:30 PM
Tuesday	9:00 AM – 3:30 PM
Wednesday	9:00 AM – 12:00 PM
Thursday	9:00 AM – 3:30 PM
Friday	9:00 AM – 3:30 PM

Closed on Federal Holidays



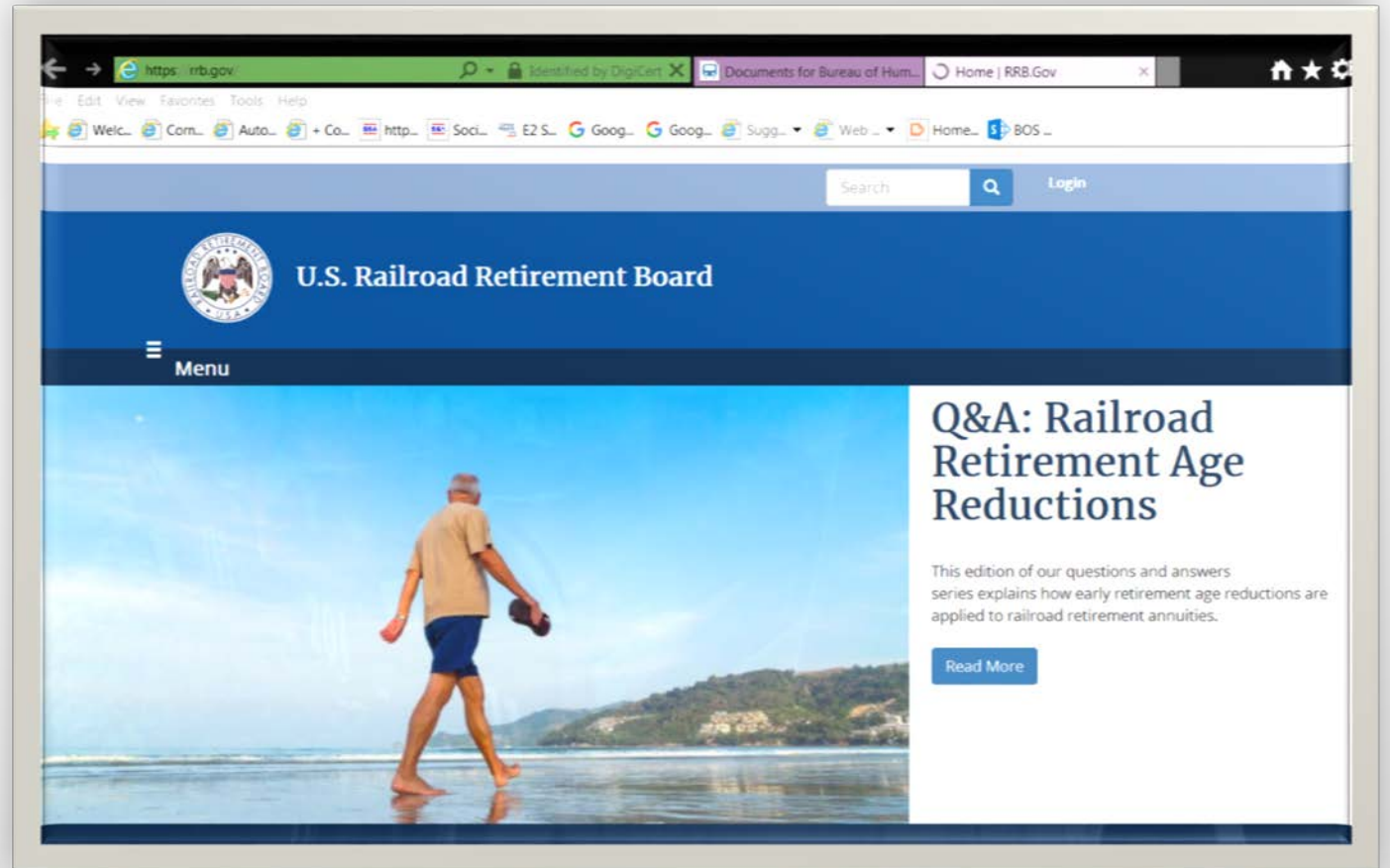
WWW.RRB.GOV

A Website for Your Future

(Re-Platforming and Online Services)

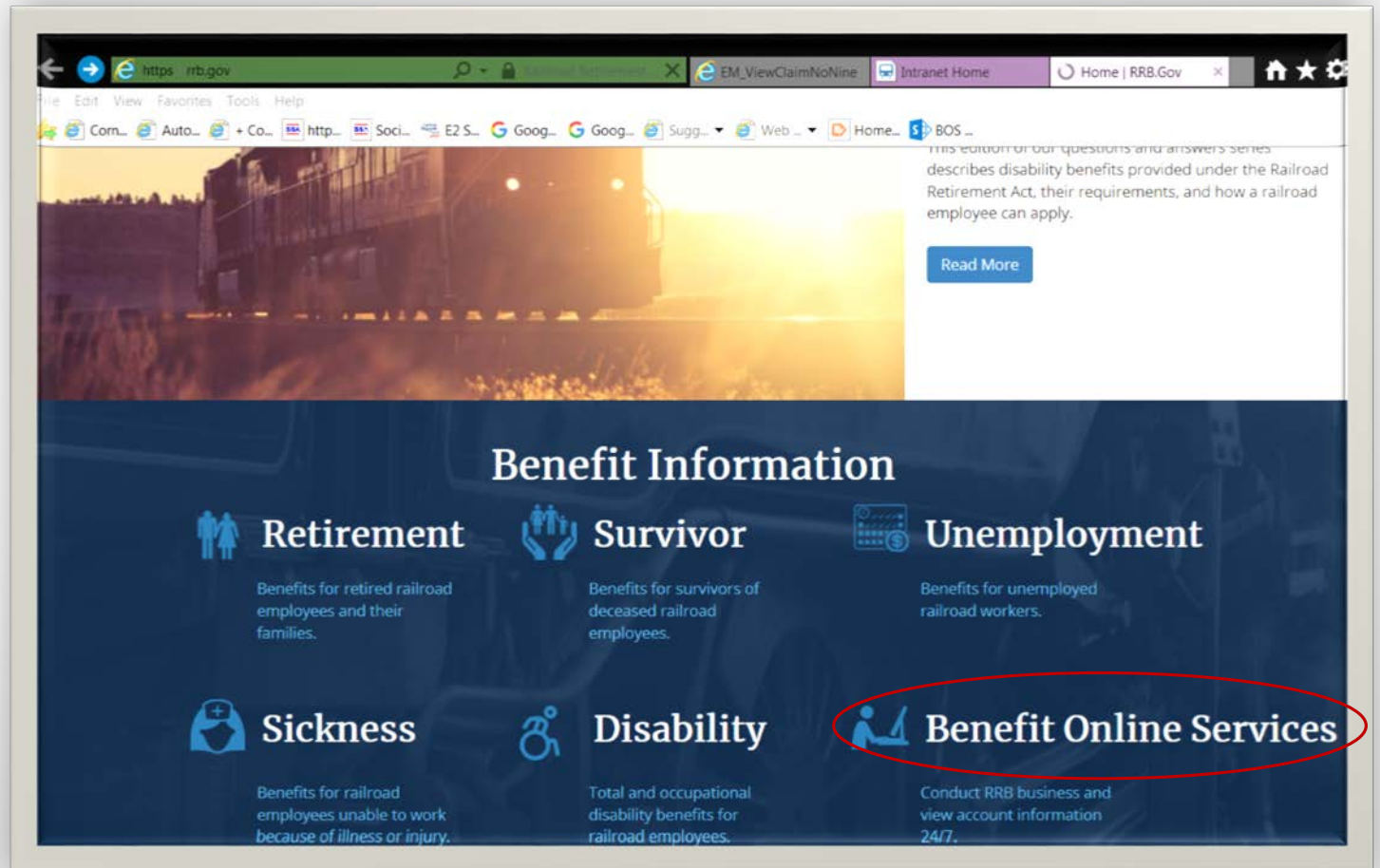
Re-Platform

- Better Aesthetics
- More Owner Capabilities
- Accessible to Smart Phones
- Accessible to Tablets

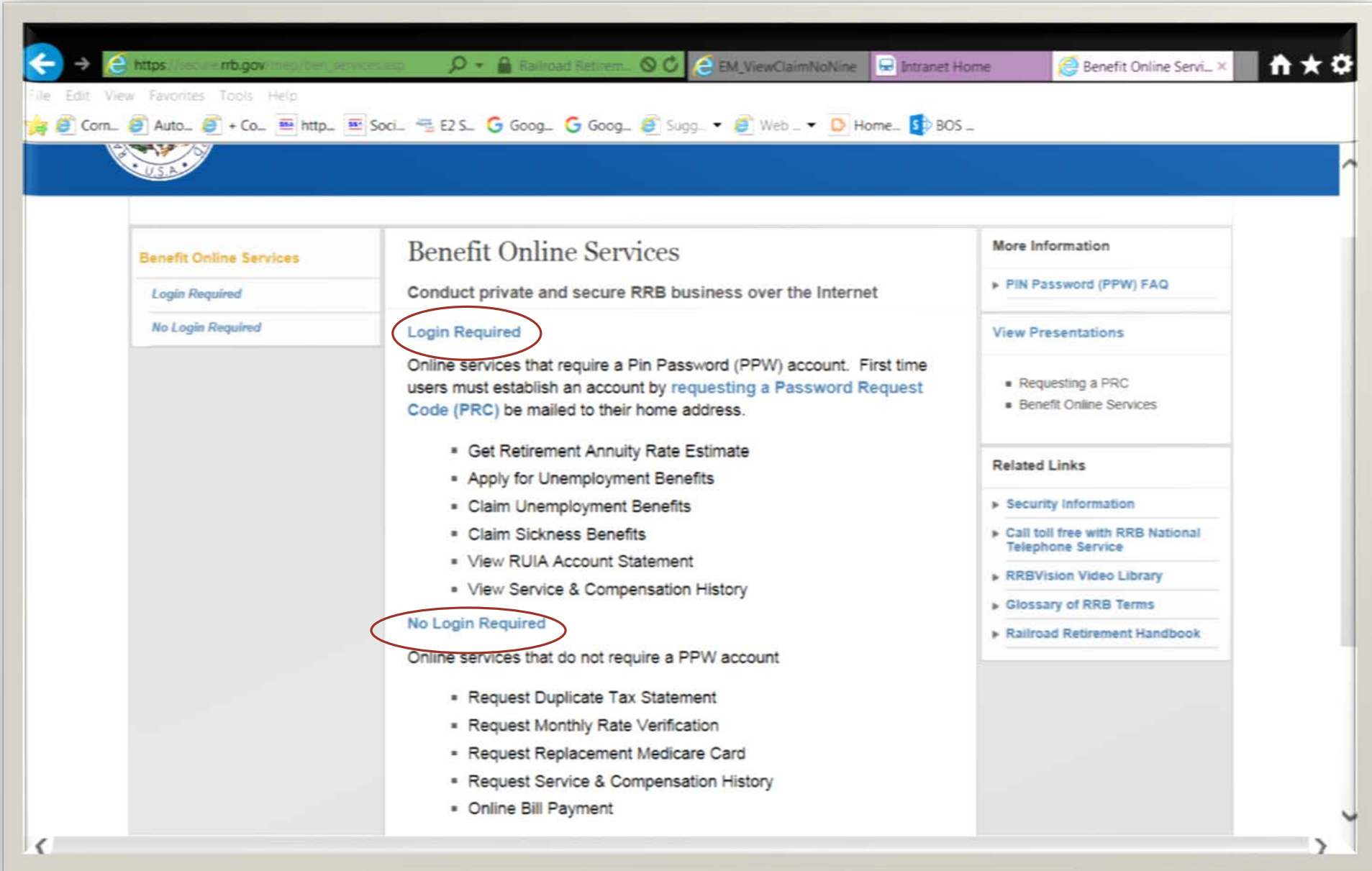


Benefit Online Services

- Conduct RRB Business
- View Account Information
 - 24/7 Access



The screenshot displays the RRB.gov website interface. At the top, there is a navigation bar with the URL 'https://rrb.gov' and several tabs including 'EM_ViewClaimNoNine', 'Intranet Home', and 'Home | RRB.Gov'. Below the navigation bar is a search bar and a list of browser tabs. The main content area features a large image of a train at sunset. To the right of the image, there is a text snippet about disability benefits and a 'Read More' button. Below this is a dark blue section titled 'Benefit Information' which contains six icons and their corresponding benefit categories: Retirement, Survivor, Unemployment, Sickness, Disability, and Benefit Online Services. The 'Benefit Online Services' icon and text are circled in red. The description for 'Benefit Online Services' reads: 'Conduct RRB business and view account information 24/7.'



Benefit Online Services

[Login Required](#)

[No Login Required](#)

Benefit Online Services

Conduct private and secure RRB business over the Internet

Login Required

Online services that require a Pin Password (PPW) account. First time users must establish an account by [requesting a Password Request Code \(PRC\)](#) be mailed to their home address.

- Get Retirement Annuity Rate Estimate
- Apply for Unemployment Benefits
- Claim Unemployment Benefits
- Claim Sickness Benefits
- View RUIA Account Statement
- View Service & Compensation History

No Login Required

Online services that do not require a PPW account

- Request Duplicate Tax Statement
- Request Monthly Rate Verification
- Request Replacement Medicare Card
- Request Service & Compensation History
- Online Bill Payment

More Information

▶ [PIN Password \(PPW\) FAQ](#)

View Presentations

- Requesting a PRC
- Benefit Online Services

Related Links

- ▶ [Security Information](#)
- ▶ [Call toll free with RRB National Telephone Service](#)
- ▶ [RRBvision Video Library](#)
- ▶ [Glossary of RRB Terms](#)
- ▶ [Railroad Retirement Handbook](#)

Online Services

Login Required

- Retirement Annuity Rate Estimate
- Unemployment Benefit Application
- Claim Unemployment or Sickness Benefits
- View RUIA Account Statement
- View Service and Compensation History

Annuity Rate Estimate

Retirement Planning

RETIREMENT PLANNER

RRB.gov
Benefiting the Rail Industry Since 1935

Official Website of the U.S. Railroad Retirement Board
Administering retirement/survivor and unemployment/sickness benefit programs for railroad workers and their families.PT

BENEFICIARIES & RR EMPLOYEES RAIL & LABOR EMPLOYERS PUBLIC

Beneficiaries & RR Employees → Benefit Online Services → Login Required → Retirement Planner - Verify Information

Retirement Planner [LOG OUT](#)

Verify Information
July 30, 2012

Our records show the following information:

Social Security Number:	██████████
Name:	██████████
Date of Birth:	12/14/1944

Note: If your day of birth is not in our records, the day date will display as 15.

If your month or year of birth is wrong, enter the correct date below. The date of birth you enter will be used for **this estimate calculation only**; you should contact your servicing **field office** to correct the month or year of birth on record.

Corrected Date of Birth:

Complete only if you want a **spouse estimate**.

Spouse's Date of Birth:

[Continue](#) [Reset](#)

Railroad Retirement Board – Benefiting the Rail Industry Since 1935

VIEW EMPLOYEE ESTIMATE

This is your estimated annuity rate information:

Annuity Beginning Date	7/1/2012	
Gross Tier 1	2,234.00	
Age Reduction	0.00	
Net Tier 1	2,234.00	
Gross Tier 2	1,053.67	
Age Reduction	0.00	
Net Tier 2	1,053.67	
Total Rate	3,287.67	

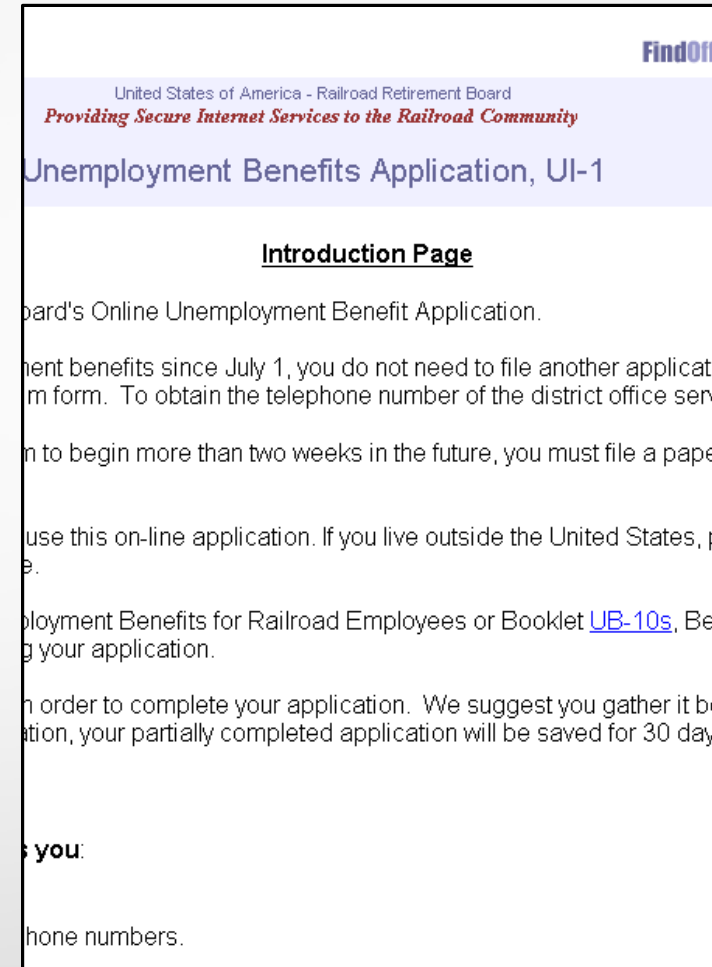
[Print](#) [Estimates](#) [Earnings](#) [Spouse](#) [Exit](#)

Month(s)	UI Applications			UI Claims			SI Claims		
	Total	Internet	%	Total	Internet	%	Total	Internet	%
January through April 2018	3,353	1,230	37%	30,871	18,577	60%	53,203	28,638	54%

Railroad Unemployment Insurance Act (RUIA)

Internet VS. Postal Service

Unemployment Application



Find01

United States of America - Railroad Retirement Board
Providing Secure Internet Services to the Railroad Community

Unemployment Benefits Application, UI-1

Introduction Page

board's Online Unemployment Benefit Application.

ment benefits since July 1, you do not need to file another applicat
m form. To obtain the telephone number of the district office serv

n to begin more than two weeks in the future, you must file a paper

use this on-line application. If you live outside the United States, p
E.

ployment Benefits for Railroad Employees or Booklet [UB-10s](#). Be
g your application.

n order to complete your application. We suggest you gather it be
ation, your partially completed application will be saved for 30 day

you:

hone numbers.



Unemployment Benefits Application, UI-1

SEC A Identifying Info	SEC B Employment Info	SEC C School Info	SEC D Other Benefits	SEC E Direct Deposit Info	Review This Application
------------------------	-----------------------	-------------------	----------------------	---------------------------	-------------------------

Questions **13** **4-6b**

1. Name (First Init, Mid Init, Last)

2. Social Security Number

xxx-xx-xxxx

3a. Mailing Address

3b. Address Continued

3c. City

3d. State

3e. ZIP Code

3f. County

If your name is not prefilled, enter it in the space provided.

UI-1 (03-04)
Form Approved
OMB No. 3220-0022

Next Page

This is an official U.S. Government website

Last Revised
11/05





Unemployment Benefits Application, UI-1

SEC A Identifying Info	SEC B Employment Info	SEC C School Info	SEC D Other Benefits	SEC E Direct Deposit Info	Review This Application		
Questions 7-7d	7e	7f-7f(3)	7f(4)-7g	8-9	10-11	12-12a(3)	12a(4)-13

An application for unemployment benefits must be filed within 30 days of the first day for which you wish to claim unemployment benefits.

If you tried to file your application earlier but were prevented from doing so by circumstances beyond your control, your application may be considered as filed on time.

An employee's lack of knowledge about the filing requirements is not considered to be a circumstance beyond his or her control.

Please provide the following information in the space below to explain why you are filing late:

What actions did you take to obtain and complete your application for unemployment benefits? Provide the dates you took these actions.

Provide the names and titles of any persons who helped you complete and file the application.

This is the space provided for late filing explanations. The count of characters available for data entry is shown to the right. The maximum space provided is 750.

Characters Remaining:

587

Previous Page

Next Page

Question 8a indicated your claim should begin more than 30 days ago. Please explain why the application is being filed late.

UI-1 (03-04)
Form Approved
OMB No. 3220-0022



RUIA Account Statement

- Last 5 Payment Amounts and Dates
- Date RRB received most recent application, claim, or Supplemental doctor's statement
- Current Address and EFT information

Official Website of the U.S. Railroad Retirement Board
Administering retirement/survivor and unemployment/sickness benefit programs for railroad workers and their families.PT

GOV
try Since 1935

ES & RR EMPLOYEES ▼ RAIL & LABOR EMPLOYERS ▼ PUBL

Benefit Online Services → Login Required

Login Required

Online services that require a Pin Password (PPW) account. First time users must establish an account by requesting a Password Request Code (PRC) be mailed to their home address.

The following Internet services are intended for railroad employees who are **not receiving annuities**.

You are logged in

Manage Your PPW Account

- Request a PRC
- Establish Internet Account (After PRC received)
- Request New Password
- Change Password (After log in)

CLICK HERE TO LOGOUT OF YOUR PPW ACCOUNT

RUIA Applications

- Apply for Unemployment Benefits
- Claim Unemployment Benefits
- **View RUIA Account Statement**
- Claim Sickness Benefits

Retirement Applications

- View Service & Compensation History
- Get Retirement Annuity Rate Estimate



Your Account Statement

Current Address

R. R. Railroader
 844 N. Rush St.
 Chicago, IL 60611

Current Direct Deposit Information

Financial Organization: BANK OF ELMWOOD
 Routing Transit Number: 075911182
 Account Number: 0123456789
 Type of Account: Savings

If your address or Direct Deposit information is incorrect, contact your local field office.

Your Last Payments (Up to 5) Were As Follows: *

(UI = Unemployment Benefits; SI=Sickness Benefits)

Amount	Claim Period Beginning	Type of Benefits	Date Payment Approved
\$352.99	03/01/2006	UI	03/17/2006
\$464.99	02/14/2006	UI	03/02/2006
\$464.99	01/31/2006	UI	02/16/2006
\$408.99	01/17/2006	UI	02/02/2006
\$296.99	01/03/2006	UI	02/02/2006

Payment information is updated once each night (business days only).

Status of Your Latest Claim Form, Application and Doctor's Statement

	Claim Period Beginning	Received Date
Unemployment Claim	03/27/2005	04/21/2005
Unemployment Application	---	01/10/2005
Sickness Claim	04/12/2005	05/12/2005
Sickness Application	---	05/04/2005
Supplemental Doctors Statement	---	05/31/2001

Applications and claims are updated within one business day. Claims are generally processed for payment within 3-4 business days after receipt.

* If you are enrolled for Direct Deposit, your payments are normally available to you by the second business day after the date benefits are approved. If you do not have Direct Deposit, a benefit check is mailed to you two business days after the date we approve a payment.

This is an official U.S. Government website

Last Revised
 11/22/2005



Online Services

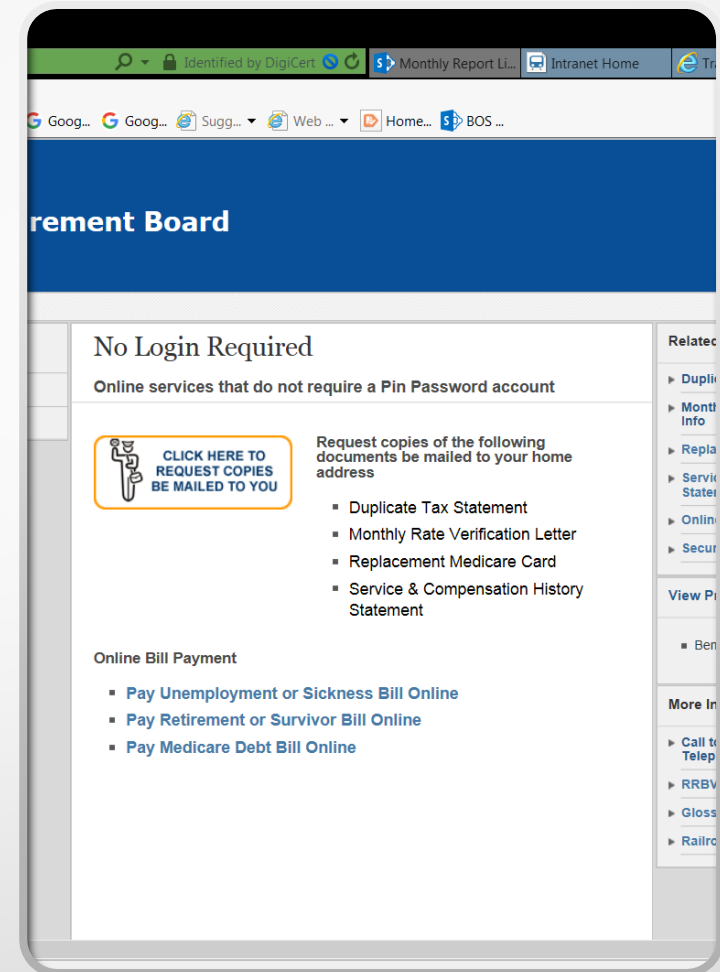
No Login Required

- Request Duplicate Tax Statement
- Request Monthly Rate Verification
- Request Replacement Medicare Card
- Request Service and Compensation History
- Online Bill Payment



Easy Selection Menu

Duplicate Tax Statements, Replacement Medicare
Cards, Benefit Information



Secure Email Request

Easy Entry and Securely Submitted for Automated Processing

The screenshot shows a web browser window displaying the "RRB Online Services Request" form. The browser's address bar shows "Identified by DigiCert" and "Monthly Report Li... Intranet Home". The page title is "rement Board". The form is titled "RRB Online Services Request" and contains the following sections:

*** 1. Select a service**

<input type="checkbox"/>	Rate Verification Letter
<input type="checkbox"/>	Medicare Replacement Card
<input type="checkbox"/>	Service & Compensation History
<input type="checkbox"/>	Duplicate Tax Statement Enter the 4 digit years requested:

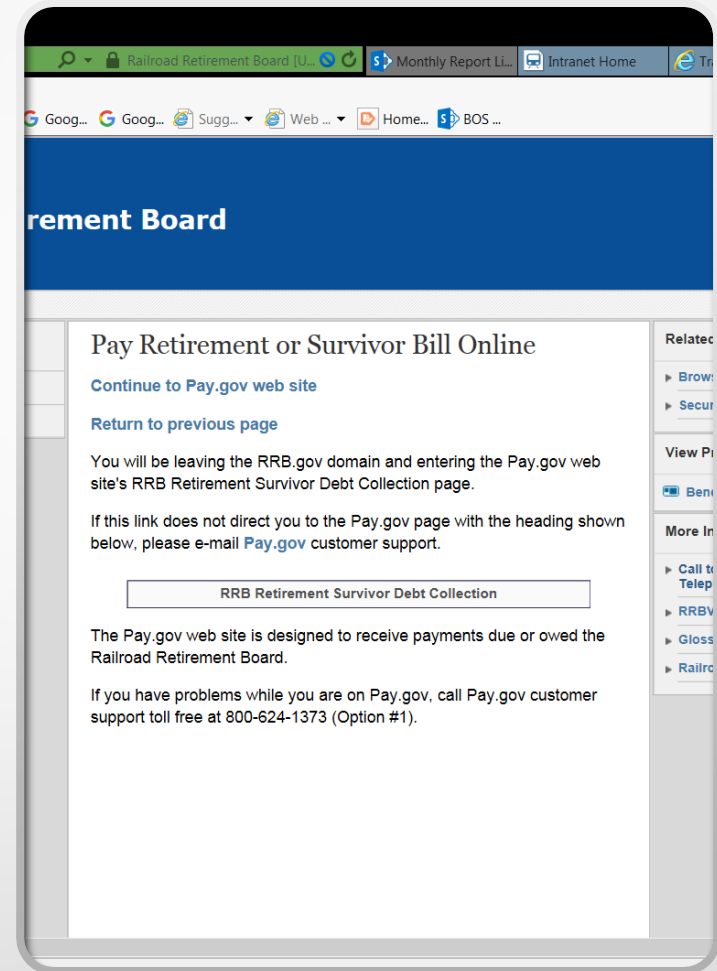
Year 1:	<input type="text"/> (9999)
Year 2:	<input type="text"/> (9999)
Year 3:	<input type="text"/> (9999)
Year 4:	<input type="text"/> (9999)
Year 5:	<input type="text"/> (9999)

2. Enter your identifying information

* First Name	<input type="text"/>
* Last Name	<input type="text"/>

Convenient Bill Payment

Directs you to a Secure Site





LOGIN.Gov

Offering Secure and Private Online Access

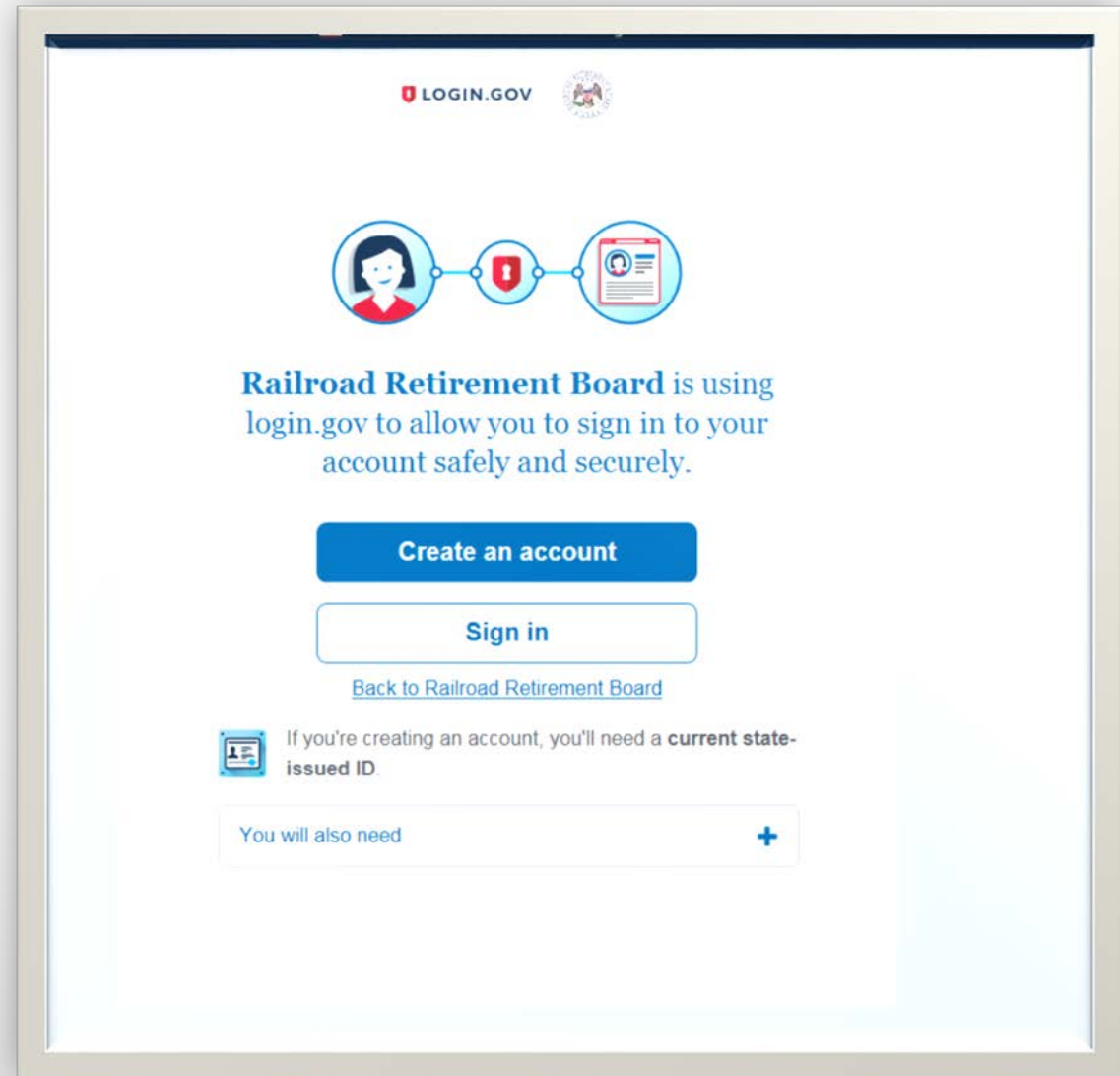
Easier Access to Online Services

Secure Account

Identity Proofing

Instant sign-up

Instant Password Reset



The screenshot shows the login.gov interface for the Railroad Retirement Board. At the top, the "LOGIN.GOV" logo and the Railroad Retirement Board seal are visible. Below them is a navigation flow diagram with three circular icons: a person's head, a shield with an exclamation mark, and a document with a checkmark. The main text reads: "Railroad Retirement Board is using login.gov to allow you to sign in to your account safely and securely." There are two primary buttons: a blue "Create an account" button and a white "Sign in" button with a blue border. Below the buttons is a link: "Back to Railroad Retirement Board". A note with an ID card icon states: "If you're creating an account, you'll need a **current state-issued ID**." At the bottom, there is a white box with the text "You will also need" followed by a blue plus sign icon.

 LOGIN.GOV



Enter your email address

Email address

[Security Practices and Privacy Act Statement](#)

Submit

[Cancel](#)

✔ You have confirmed your email address

Create a strong password

It must be at least 9 characters long and not be a commonly used password. That's it!

Password

Show password

Password strength: ...

Continue

Password safety tips



[← Cancel account creation](#)



To verify your identity, we'll need information from your state-issued ID

Where was your driver's license, driver's permit, or state ID issued?

State

- Select -

[I don't have a state-issued ID](#)

Continue

[Cancel account verification](#)

 LOGIN.GOV



**You have verified your identity with
login.gov**

You can now log into **Railroad Retirement
Board.**

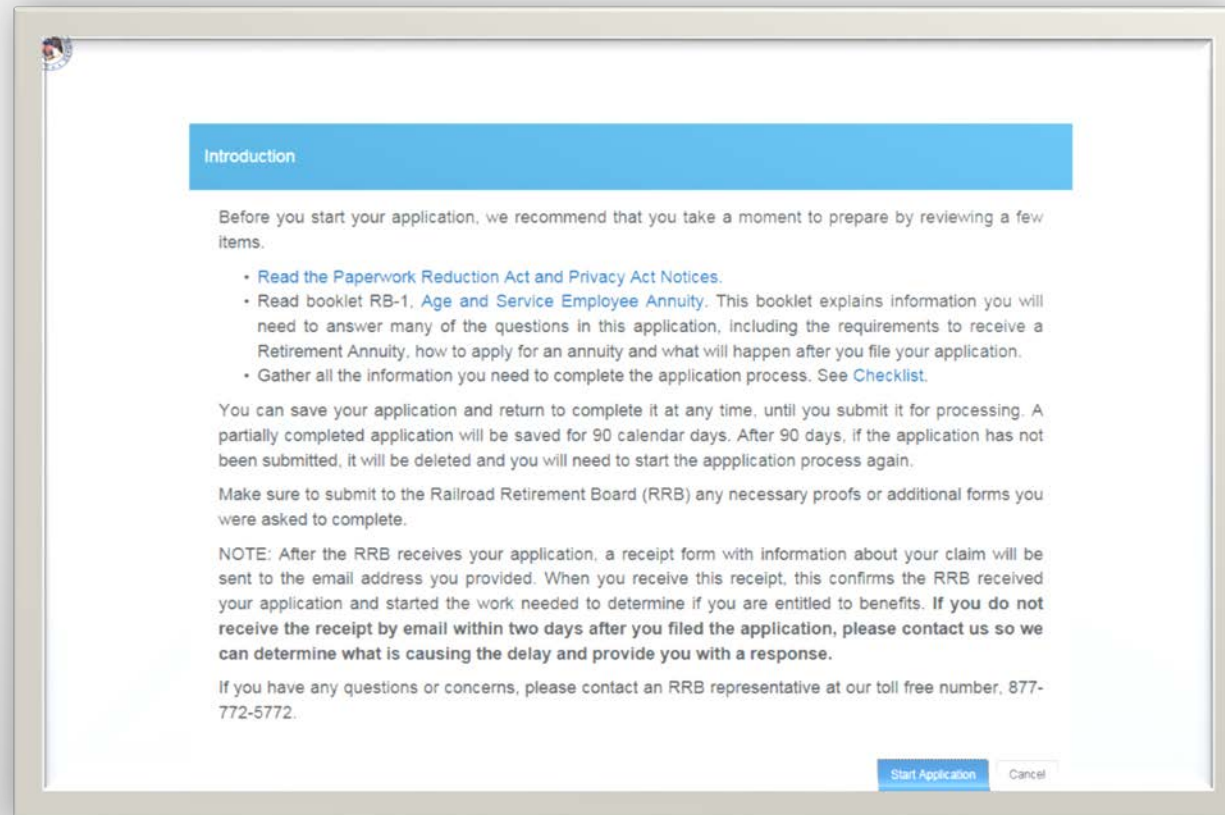
Continue



Online Employee Application

Convenient Retirement Filing

Introduction Screen for the Online AA-1



The screenshot shows a web application interface with a light blue header bar containing the word "Introduction". Below the header, there is a paragraph of text, a bulleted list of three items, another paragraph, a paragraph about submitting to the Railroad Retirement Board (RRB), a "NOTE" section, and a final paragraph. At the bottom right, there are two buttons: "Start Application" and "Cancel".

Introduction

Before you start your application, we recommend that you take a moment to prepare by reviewing a few items.

- [Read the Paperwork Reduction Act and Privacy Act Notices.](#)
- Read booklet RB-1, [Age and Service Employee Annuity](#). This booklet explains information you will need to answer many of the questions in this application, including the requirements to receive a Retirement Annuity, how to apply for an annuity and what will happen after you file your application.
- Gather all the information you need to complete the application process. See [Checklist](#).

You can save your application and return to complete it at any time, until you submit it for processing. A partially completed application will be saved for 90 calendar days. After 90 days, if the application has not been submitted, it will be deleted and you will need to start the application process again.

Make sure to submit to the Railroad Retirement Board (RRB) any necessary proofs or additional forms you were asked to complete.

NOTE: After the RRB receives your application, a receipt form with information about your claim will be sent to the email address you provided. When you receive this receipt, this confirms the RRB received your application and started the work needed to determine if you are entitled to benefits. **If you do not receive the receipt by email within two days after you filed the application, please contact us so we can determine what is causing the delay and provide you with a response.**

If you have any questions or concerns, please contact an RRB representative at our toll free number, 877-772-5772.

[Start Application](#) [Cancel](#)



Projects in the Planning Phases

Looking Ahead

On The Horizon

- Online AA-3 (Spouse Retirement Application)
- Transition from Pin/Password
- Additional Online Applications and Services



Questions?

For additional information after the seminar, please visit our website www.rrb.gov