

**State Controller's Office**  
**LGRS Online and Retirement Financial Transactions Report**  
**Frequently Asked Questions**

## **Introduction**

Since fiscal year (FY) 2002-03, the California State Controller's Office (SCO) has required financial transactions report (FTR) preparers to use an electronic reporting program to complete their FTRs. This electronic reporting system generated an output file that FTR preparers then sent to SCO through a file transfer protocol (FTP) address. In FY 2016-17, SCO has moved the reporting system online, Local Government Reporting System (LGRS) Online, for Retirement. Users can access LGRS Online, at <https://lgrsonline.sco.ca.gov/account/login>.

LGRS Online is a web-based reporting program that operates on most web browsers, including Microsoft Edge, Mozilla Firefox, and Google Chrome.

SCO has also revised the FTR forms to incorporate more recent governmental accounting standards; conform to generally accepted accounting principles, where possible; and improve compliance with government codes. SCO will continue to revise FTR forms and/or instructions as needed for future Governmental Accounting Standards Board (GASB) pronouncements.

## **Frequently Asked Questions (FAQs)**

### **Login and/or Password**

**1. Where can I find the login information for LGRS Online?**

Please refer to the Alert Letter or contact SCO by telephone at (916) 322-9672 or email at [LGRsupport@sco.ca.gov](mailto:LGRsupport@sco.ca.gov) for the login information.

**2. Who should I contact if I am unable to log in, or if I am getting login error messages?**

Please contact SCO by telephone at (916) 322-9672 or email at [LGRsupport@sco.ca.gov](mailto:LGRsupport@sco.ca.gov).

### **Submission/Extension**

**1. Where can I find the Cover Page?**

After successfully submitting your report, the Cover Page will appear as confirmation, with the date and time of submission. It is located in the upper right corner of main menu of LGRS Online.

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- 2. What options are available to sign the Cover Page?**
  - The original method – hard copy print out with wet/electronic signature
  - LGRS Online Electronic Signature feature
  
- 3. Where I can find the LGRS Online Electronic Signature instructions?**

Refer to the “LGRS Online User Guide” found at [https://www.sco.ca.gov/ard\\_locinstr\\_retirement\\_forms.html](https://www.sco.ca.gov/ard_locinstr_retirement_forms.html) for LGRS Online Electronic Signature.
  
- 4. Is it mandatory to use the LGRS Online Electronic Signature feature?**

Currently, the LGRS Online Electronic Signature feature is the preferred method to sign the cover page. However, a printed signed cover page is also acceptable by our office. In the near future, our office will transition into requiring Retirement to sign the cover page via the LGRS Online Electronic Signature feature.
  
- 5. Do we still need to mail a hard copy of the Cover Page to the SCO?**

Retirement that sign the Cover Page using the LGRS Online Electronic Signature feature do not need to mail a signed copy to SCO. Retirement that print out the cover page and sign using wet/electronic signature can email or mail the Cover Page to our office. The mailing address is below.

**California State Controller's Office**  
**Local Government Programs and Services Division**  
**Local Government Reporting Section – Retirement FTR**  
**P.O. BOX 942850**  
**Sacramento, CA 94250-5875**

- 6. Why is the report marked “Received Late”?**

Retirement FTR must be filed with SCO on or before the due date specified in the Alert Letter sent out by our office. If the report is received after that date, it will be marked as “Received Late”.
  
- 7. Will SCO offer extensions on the FTR filing deadline?**

No. SCO does not grant extensions. Government Code (GC) section 53891 requires that the FTR be submitted to SCO within six months after the close of the fiscal year or within the time prescribed by the Controller, whichever is later.

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**8. Does the Actuarial Report need to be submitted?**

Yes, for defined benefit plans. GC section 7504 requires an actuarial valuation to be performed at least every three years while GASB Statement No. 67 requires an actuarial valuation to be performed at least every two years. However, if the retirement system has an annual actuarial report, please submit this annually.

## Reporting

**1. If this report is supposed to mimic the audited financial report, why it is required?**

GC section 7504 requires the audited financial transactions of each state and local public retirement systems to be submitted to the SCO within six months after the close of each fiscal year. The financial statements shall be prepared in accordance with generally accepted accounting principles in the form and manner prescribed by the Controller.

**2. Is it possible to download the paper forms from the SCO directly into Excel?**

Unfortunately, LGRS Online does not support that capability.

**3. How can I report "Other" fields on the forms?**

The "Other" fields on the forms are for items that do not apply to a hard-coded field elsewhere on the form.

Please review all of the fields on the form before reporting an item as "Other." A footnote is required for those entries.

**4. What is the maximum number of tiers allowed on the Plan Membership form?**

There are currently no limitation on the number of tiers.

**5. Are the Demographic Assumption Rates - Age/Years of Service forms required?**

They are required if the data is available.

**6. What is the new name for the Comprehensive Annual Financial Report?**

The Comprehensive Annual Financial Report is now called the Annual Comprehensive Financial Report (ACFR).

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**Completed Forms**

**1. Why does the “Completed” column display “No” when the form is completed?**

After all the data on a form has been entered, click the “Check Errors” button. If any error messages appear, then correct the errors and run the “Check Errors” function again. After you have corrected all errors and no longer get error messages, close the form.

Clicking the “Save” button after running the “Check Errors” function will revert the form’s status to “Not Completed.”