**BVFF Database FAQ**

* **What is changing?**
  + BVFF currently uses an Access database to track volunteer enrollment activity. The new system, Pension Pro+, will track the same information in addition to managing pension benefit payments, provide secure access to municipalities to electronically submit remittances with payment, certifications, and many other documents that currently must be submitted via paper.
* **Why is the system changing?**
  + The current system is outdated and needs to be modernized to support to allow for compliance with Washington State auditors and data security requirements. This change will also provide improved user capabilities to municipalities as well as to allow BVFF to accurately report to other state agencies.
* **When will the new system be implemented?**
  + The new system will be implemented January 1, 2024
* **Will departments be required to use the new electronic reporting portal?**
  + No, while we strongly encourage the move to the new system and reporting processes we will maintain our legacy processes. You will still be able to call our office and talk with someone or request any forms needed and submit remittances via mail, email, or fax.
* **What training resources will be made available?** 
  + There will be a combination of videos and tutorials posted to our website, in-person training events at WFCA, WSFFA conferences, and through the chief’s administrative group. We will also offer one-on-one sessions or groups.
* **Will members have direct access to the new system?**
  + No, active/retired members will not have access to the system. Municipality admins will have access and be able to submit remittance forms and payments, submit annual certification forms, and print retirement forms for a member.
* **How will it streamline the claims process?**

Once we have new processes outlined we will provide clear, concise explanation for how to complete reporting requirements.