PSERS Voya PayCloud Statuses, Warnings, and Errors

Contribution File Status

Contains Warnings

- <u>Additional action is needed.</u> Once you have reviewed the Warnings and ensured no additional actions are needed. Submit the file for processing.
  - o Be sure to not move Warnings to an exception file (Exclude them) as there is no correction needed in Voya PayCloud (VPC) however there maybe additional steps needed to correct in ESS (Employer Self-Service). Moving the warning records to Excluded will result in a File Processing Error and require a delete and resubmit.

TIP: Please make sure that you are not just ignoring the warnings. Read through them carefully, there may be an error in the participant's (PPT's) data that is causing the warning that needs to be corrected. For example, the PPT is showing termed. If that is correct, then yes you can move through the warning. If the PPT is rehired, though, this should be corrected in the system. You can still move through the warning but again make note of things that might need to be corrected based on the warning message.

Contains Errors

- <u>Additional action is needed.</u> Errors (See list below) need to be corrected or Excluded to be reviewed and submitted later.

TIP: If you are moving PPTs/errors to an exception file, the original file can be submitted once the files are moved. Keep in mind that that now means that the exception file items are not submitted. Corrections need to be made and the exception file resubmitted once the errors have been corrected. Keep in mind that PPTs on an exception file still need to be submitted timely as the due date is still the same as the main file due date.

TIP: In order to tell the difference between an exception file and the original file, try matching up the File Names. Once the files names you see match, the amounts should help with the difference between the two.

File Processing Errors

- This status could mean that there was an error in the system, special character on the file or the wrong Employer/Location code was on the file. In all these circumstances, the file is not going to post.
- <u>Additional action is needed.</u> Users will need to Delete the file in the Transaction History, correct the file and resubmit.

Scheduled for Processing

- This means that the file was processed, however is not set to post until a future date.
- <u>Additional action is needed.</u> The user will need to go back into VPC back after the Scheduled Date as if there are errors or warnings on the file it will not be submitted on the Scheduled date. The status would then change to Contains Warning or Contains Errors where the User needs to review/correct and Submit.

Ready to Post
- The file is Ready to Post, meaning it has gone through its validation steps and the file just needs the last confirmation to Submit.
- <u>Additional action is needed.</u> User must access the file and submit it.

Submitted
- The file contains no errors or warnings and was successfully submitted into the system and posted to the PPTs accounts.
- No additional action is needed.

Submitted – Deleted
- The file was successfully submitted into the system and posted to the PPTs accounts however it was then deleted from the system.
- This file could have been a duplicate submission and the User asked for it to be reversed off and deleted from the system.
- These files will still show on the system for recordkeeping and audit purposes.

TIP: It is very important to check the Transaction History screen regularly to make sure your files are submitted and not needing additional action.

Common Warnings and Error Messages

Below is a list of the most common Warnings and Errors in VPC. If you get an error or warning that is not listed here, please call or email the Voya PSERS Help Line (email *ID-PSERSS@voya.com* or call *1.877.806.5652*).

WARNINGS	
Processed terminated participant	This warning would occur if a Terminated PPT was on the Contribution File and is getting contribution for that pay period. This should be considered a warning and the User must review the PPTs account to make sure: 1. the PPT is correctly terminated 2. should the PPT really be getting contributions for the pay period 3. does the PPT still have an active contract Once you have confirmed that the PPT really should be receiving the contribution, the User can continue and Submit the Contribution File.
ERRORS	
Pre-Tax Calculation1 error, rate exceeds variance (Provided XXX.XX Expected XXX.XX)	For these three errors, the only difference is the type of money associated with the error message. This means that the figure provided in the specified source of money does not match the calculations for the membership class rates. Based on the RCC and RCC Less Pick Up and the PPTs class, a calculation runs to make sure what is provided, is what should be provided.
Employer Share Calculation1 error, rate exceeds variance (Provided XXX.XX Expected XXX.XX)	
After Tax Calculation1 error, rate exceeds variance (Provided XXX.XX Expected XXX.XX)	If you get this type of error, you will want to go back to your numbers and make sure everything is correct. <u>Action Needed:</u> The User can fix the error immediately; the User should Exclude the PPT from the file so that the correct items will go through. Then correct the error/numbers in VPC and Submit with the corrected numbers.

ERRORS (continued)

Participant record not found. Please correct the file and re-submit.	This means that the PPT is not in our record keeping system at the time the user tried to Submit the File. Action Needed: The user should Exclude the PPT record from the file so that the correct items will go through and Submit the excluded PPT record later. Monday is when the file comes from PSERS to Voya, the user could try again Tuesday. If Monday is a Holiday, the file would process on Tuesday and the user can try again Wednesday. The user should also check the CROQ report and/or roster tab in ESS to make sure the PPT is on it. If the PPT still isn't there then the user may need to check with PSERS to make sure they have correctly provided PSERS with the PPTs information.
No Deferral Rate	This means that there is no Contribution percentage on file for the PPT. Action Needed: The User should make sure that the PPT is active still with the plan and should be contributing. If they should be contributing, then the User should reach out to the Voya PSERS Help Line (email *ID-PSERSS@voya.com* or call *1.877.806.5652*) to have the rate entered back to the PPTs account. The user will then need to Exclude the PPT for review and submission once the rate has been updated.
Mandatory Pre-Tax and Employer Contributions are required	This means the information is missing from the Contribution File and would need to be added/corrected for the file to be submitted. Action Needed: Unless the User can fix the error immediately, the User should Exclude the PPT from the file so that the correct items will go through. Then correct the error/numbers in VPC and Submit with the corrected numbers.
Contribution or Loan Repayment amount should not be less than or equal to 0	This means that there is no amount where the Contribution goes on the file. Action Needed: Unless the User can fix the error immediately, the User should Exclude the PPT from the file so that the correct items will go through. Then correct the error/numbers in VPC and Submit with the corrected numbers.
File contains an unauthorized Division/Location value	This means that the Employer Code that you logged into (your 4 Digit Employer Code) does not match the Employer Code on the Contribution File. Action Needed: The file will go to a File Processing Error where you can see the Error under View Details and can Delete the file under Transaction History. Once the file has been deleted, you will need to fix the file with the correct Employer Code and resubmit. If you have access to report for more than one employer, you should make sure that you have selected the correct location and that you have the correct file for the correct employer.

(771) Invalid Month - 20202307	This means the format of the date is incorrect. The format should be YYYYMMDD. For this example, it looks like the User did YYYDDMM. Action Needed: Unless the User can fix the error immediately, the User should Exclude the PPT from the file so that the correct items will go through. Then correct the error/numbers in VPC and Submit with the corrected numbers.
Invalid character or a special font used in a field for XXX-XX-XXXX	This means there is a Special Character in one of the dollar amount columns. Action Needed: The file will go to a File Processing Error where you can see the Error under View Details and can Delete the file under Transaction History. Once the file has been deleted, you will need to fix special characters/font issues on the file and resubmit.

Questions?
If you have any questions, please email *ID-PSERSS@voya.com* and reference your PSERS four-digit Employer Code and question topic in the Subject line. You can also call the Voya PSERS Help Line at *1.877.806.5652* weekdays from 9:00 a.m. – 5:00 p.m.

With PSERS, you're on your way!

PSERS
PUBLIC SCHOOL EMPLOYEES'
RETIREMENT SYSTEM