The cover page features a large, abstract graphic composed of overlapping, rounded shapes in shades of orange and yellow. The text is centered on the left side of this graphic.

Voya PayCloud User Guide for PSERS

PLAN | INVEST | PROTECT

Voya.com



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Document Information

This document is maintained by Voya Institutional Plan Services.

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Overview

Voya PayCloud is an easy-to-use remittance processing tool available through Sponsor Web Applications. This electronic payroll interface automatically reconciles the data you provide to your record keeper with its record keeping system, giving you complete control over payroll processing accuracy.

Voya PayCloud has built-in edit functionality to ensure that accurate and valid data is received. If you have any questions, please contact the Voya Employer Help Line at 1.877.806.5652.

The current browsers supported are



Features


Voya PayCloud is easy to use with clearly labeled pages. Voya PayCloud enables you to perform the following functions:

- Submit files
- View Transaction History
- Run/View Reports

Hints and Tips

Do **NOT** use the **BACKSPACE** key on your keyboard to navigate through the entry fields on Voya PayCloud screens; it will cause you to lose all the data you have entered by returning to the previous screen without saving. Instead, use your mouse or arrow keys to move around the screen.

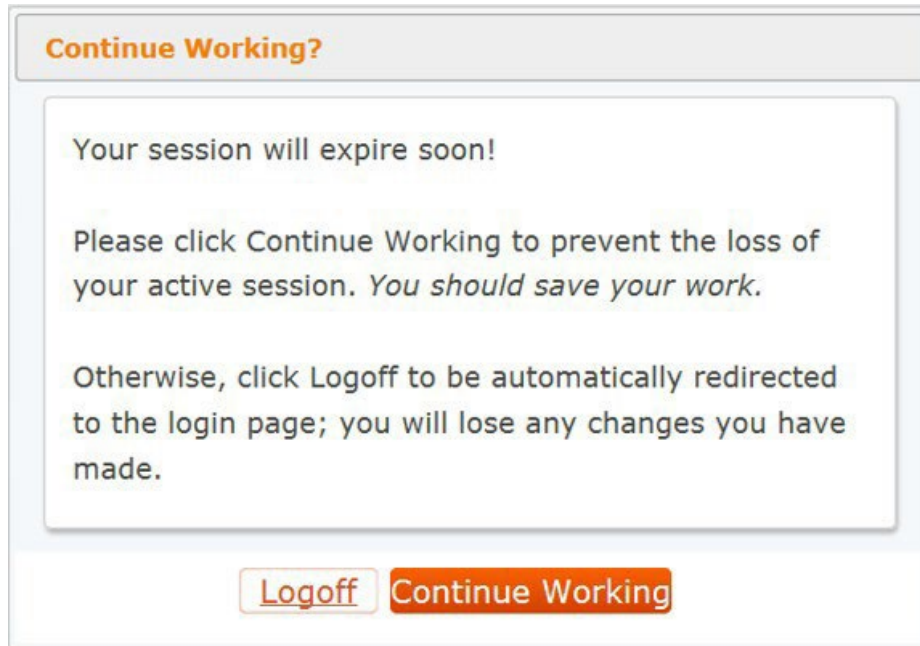
Similarly, do **NOT** use the **BACK** button  in your browser. Use the internal navigation buttons in the system

 **Back** to return to the last screen.

Session Timeout

Voya PayCloud will notify you when the session is about to end due to an extended period of inactivity (40 Minutes). You then have the option to either continue the session or to log off.

- If you select **Continue Working**, you will be returned to the current screen and you should immediately save your work.
- If you select **Logoff**, Voya PayCloud will navigate to the login screen and any unsaved data will be lost. If no selection is made and the session expires, Voya PayCloud navigates you to the login screen, and any unsaved data will be lost.



General Payroll Information

Standard Contribution Guidelines

- For the purposes of this guide
 - Work Order is now referred to as a Contribution File
 - Due date is now referred to as Scheduled Date
 - Submitted Date is the date that the file was processed in Voya PayCloud
 - Payroll Date is the date that is pulled from the file (Pay Period date)
 - RCC (Gross Pay) is now referred to as Plan Compensation
 - RCC Less Pickup is now referred to as Client Defined Comp
 - URCC (where applicable) is now referred to as Employer Comp1
- A file in good order (IGO) is defined as:
 - Contribution file is Submitted
 - No errors identified by the system when processing the Contribution File
 - File reconciles to funding received
- Market close is 4:00 pm EST
 - Please keep in mind that on some stock market holidays the market close at 1:00 pm EST
 - Reach out to Payroll Help Line with questions or check Voya's Holiday Schedule.
- Contribution files in good order (IGO) that are submitted before Payroll date or on Payroll date and funding is approved by market close will process on Scheduled date.
- Contribution files in good order (IGO) that are submitted after market close on payroll date will process the next business day.
- Contribution files in good order (IGO) that are submitted after payroll date will process that business day if submitted before market close and funding is approved or the next business day if after market close, weekend or a stock market holiday.
- **PLEASE NOTE** - when dealing with After Tax Contributions, the mandatory taxes should come out first and then use that number to calculate the After-Tax amount using the After Tax percentage the PPT elected

Contribution Funding

- Contribution files will be funded via Voya-initiated ACH debit
 - The ACH request will be sent to your bank when the Contribution file is processed
- If an ACH debit transaction fails due to insufficient funding, Voya will notify the employer according to the contact information on file.
- Voya can initiate another ACH debit after confirmation from the employer the funds will be available in the account.
- If funding is not made whole within 5 business days, the contribution file will be reversed, and the employer will be responsible for any associated loss.
- **PLEASE NOTE** - The pre-tax contribution has to be within \$0.05 of the calculated amount. The after-tax contributions will be allowed up to the max amount and anything below the amount calculated.

Employer Banking Information/Payroll Schedule Updates

- Download the Authorization Agreement for ACH Debit and Payroll Reporting Form from <https://www.psers.pa.gov/FPP/Forms/Pages/EmployerForms.aspx>
- Fax the signed, completed form to Voya to Voya at (844) 294-2820.
- Changes will be made within five (5) business days.

Note: If you will not be submitting Contribution Files over the summer break, use this form to notify Voya prior to the break. Voya PayCloud will be updated so your next work order is created for the first pay cycle in the fall.

PSERS New Member Demographic, Contract Information, & CROQ Report

To contribute to the DC component of the membership class, an employee must reach qualification for PSERS membership. Voya will receive new member information from PSERS weekly and will subsequently establish the participant's account on the Voya system. It is important that employers provide PSERS new employee demographic and contract information as soon as possible.

Please check your PSERS CROQ report weekly for changes in membership class, contribution rates, and/or qualification status, including waiving membership. Contact your PSERS ESC representative for more information about accessing the CROQ report.

Please see Appendix I for refresher slides on:

- Membership Eligibility
- Part-time Qualification
- Identifying Membership Classes

Questions for Voya

Voya Employer Help Line

1.877.806.5652

Operating Hours: 9:00 a.m. to 5:00 p.m. ET Monday – Friday

The Employer Help Line can:

- Answer general questions about Contribution File and the Voya Data Gateway/PayCloud.
- Assist an employer with submitting Contribution Files in the Voya Data Gateway/PayCloud.
- Delete Contribution Files that have not posted.
- Assist an employer with submitting a manual negative contribution file to Voya's payroll team.
- Assist an employer with corrections to payrolls in the event of an outage or that a Contribution File that was not deleted as requested.

Voya Dedicated PSERS Payroll Email Inbox

ID-PSERSS@voya.com

Reference your Contribution File Payroll/Submitted Date and 4-digit Employer Code in the subject line

Emails to the Dedicated PSERS Payroll Email Inbox are sent an automatic reply that a response will be provided within 24 hours.

The Dedicated PSERS Payroll Email Inbox can:

- Provide detailed information or research in regards to the funding or posting of prior payrolls.

Note: For Sponsor Web lock out or password reset please call the Voya Financial Application Support Team at 877-214-1516

Sponsor Web and Voya PayCloud Access

Initial Registration Process

The following steps detail how to proceed through the initial registration process and establish a profile for Sponsor Web before you can access Voya PayCloud.

1. **Complete the PSERS Employer Reporting Systems User Access Form (PSRS-1270) to request access to Sponsor Web and Voya PayCloud.** If requesting access for multiple schools, please indicate all employer codes needed on the form. Voya will establish access within 5-7 business days of receipt of the form in good order.
 - PSERS Employer Reporting Systems User Access Form (PSRS-1270) will also be used to deactivate a User ID. Since Voya PayCloud allows access to sensitive data, it is important for you to complete this form as soon as possible if a User ID for a terminated employee must be deactivated.
2. **Watch for two registration emails from Voya Sponsor Web.** One will contain a registration link, and the other will contain a registration code. Click on the link and type (or copy & paste) the registration code when prompted.
3. **Choose a user ID and password.**
 - IDs must be 6 characters long
 - Passwords must be at least 8 characters long and contain an upper-case letter, a lower-case letter, and a number.
 - Note that passwords are case-sensitive.
4. **Set up your security code delivery options.** Your initial code will be delivered via email, but you may also set up delivery via SMS/text message or mobile app. You will need to enter a security code if you access the site with a new computer, a new browser, or if you need to reset your ID or password.
5. **Register your computer (optional).** Registering your computer or device allows you to bypass security code entry when accessing the site; only the User ID and password will be needed for access. Otherwise, you will be prompted to request and input a security code each time you log in.

Sponsor Web Logon

This section describes how you will access Sponsor Web after the Initial Registration Process has been completed and a user ID and password have been established. Voya PayCloud is a function of Sponsor Web and requires that you log into this application first.

1. Go to <https://sponsor.voya.com> to access the Sponsor Web login page.



2. Enter your user ID and password and click **Go** to continue.

Note: Sponsor Web user IDs cannot be shared between users. Each user needs his/her own unique user ID and password.

Note: If you are logging in from a non-registered device, you will also be prompted to enter a one-time passcode and asked to register the device before entering the site (*optional*). The one-time passcode will be delivered to the email address or mobile number associated with the User ID entered.

3. If you have permission to access more than one employer, you will see the **Select a Company Code** screen. You can select any of the employers listed and click **Continue**.

Note: Voya PayCloud will enable you to access all your affiliated employers. Access is not limited to the employer selected on the Select a Company Code screen on Sponsor Web.



- Next you will see the Sponsor Web home page. Click on the **Plan Name** link.

The screenshot shows the Voya PayCloud interface for a sponsor. At the top, there is a navigation bar with the Voya logo and menu items: Plan Info, Participant Info, Reports, Processing Center, Investment Info, and Resources & Forms. The user is logged in as Hi, Sandi Davis. The main header displays the plan name "RAINBOW ACADEMY EMPLOYEES' DEFINED" and the date "As of February 14, 2023 | Your Last Log In: December 5, 2022". Below the header are links for "Go to Plan Summary" and "Customize Your Experience". A prominent notification banner with a megaphone icon reads "Customize your Sponsor Web experience" and provides information about redesigned pages and a "Learn More" button. The dashboard is divided into three main sections: "Participant Search" with a search form and "Advanced Search" link; "Favorite Reports" which is currently empty; and "Recent Activity" showing "Contributions" of \$3,200.00 and "Rollovers In" of \$0.00 for January 2023. At the bottom, a "Plan List" table shows the current plan details.

Plan Name	Plan Number	Participants with a Balance	Total Balance	YTD Contributions
School of Dreams Academy	664TG3	4	\$49,603.35	\$0.00
Total Relationship ⓘ		4	\$49,603.35	\$0.00

[View All Participants](#)

5. Next you will see the *Plan Summary* dashboard.

Plan Summary
 PSERS School Employees' Defined: 625010
 As of November 16, 2022

[View All Participants](#) [Customize Your Experience](#) [Print](#)

Balance Information	
Balance	\$4,806,224,299.40
Total Balance	\$4,806,224,299.40

Balance By Source

- Qualified Rollover Account \$2,214,782,480.05 (46.08%)
- 457 Rollover Account \$1,664,132,943.89 (34.62%)
- After-Tax Rollover Account \$554,729,923.05 (11.54%)
- Remaining Sources \$372,578,952.41 (7.76%)

More Info: [Source](#) | [Investments](#) | [Asset Class](#)

Participant Search

Participant Name

First Name Last Name

[Search](#) [Advanced Search](#)

Voya PayCloud Access

- On the toolbar at the top, hover over the **Processing Center** tab where the user can select either **Contribution Submission (Voya PayCloud)** for new Contribution Files ONLY OR **Voya Data Gateway** Clean Up and outstanding file (Exception/Child Work Orders).
 - Both links will be available for 30 days after live date
 - Users should go in and “Clean up” – review and submit files that need to be entered and leave files that are not needed. If files are left out there when access to VDG is closed after 30 days, those files will no longer be available.
 - After the 30 days when VDG is turned off, users will then have access to 18 months of history from VDG in PayCloud.
 - 18 months of history in PayCloud going forward as well.

VOYA FINANCIAL Plan Info Participant Info Reports Processing Center Support Services

Plan 625010: 625010 As of Y

[Go to Plan Summary](#) [Customize Your Experience](#) [Processing Center](#)

Voya Data Gateway™
 Contribution Submission

Participant Search

Participant Name

First Name Last Name

[Search](#) [Advanced Search](#)

Favorite Reports

You currently have no Favorite Reports selected. To setup your Favorite Reports, go to the [Reports Center](#).

Recent Activity

[Contributions](#)
 No activity within last 13 months

FEBRUARY 2023

[Rollovers In](#)

[Distributions](#)

Voya PayCloud User Guide

2. On the next screen, click the Launch either **VDG** or **Voya PayCloud** link depending on which one was selected above.

The screenshot shows the top navigation bar with the Voya Financial logo and links for Plan Info, Participant Info, Reports, Processing Center, and Support Services. A user profile icon shows 'Hi, TestUser UAT1'. Below the navigation is a breadcrumb trail: Homepage > Processing Center > Contribution Submission. A white callout box contains the text: 'Automated remittance processing makes sure your contributions are processed quickly, accurately and efficiently, every time.' followed by a bullet point: 'Voya PayCloud This electronic payroll interface automatically reconciles the data you provide with our record keeping system, giving you control over payroll contribution processing accuracy.'

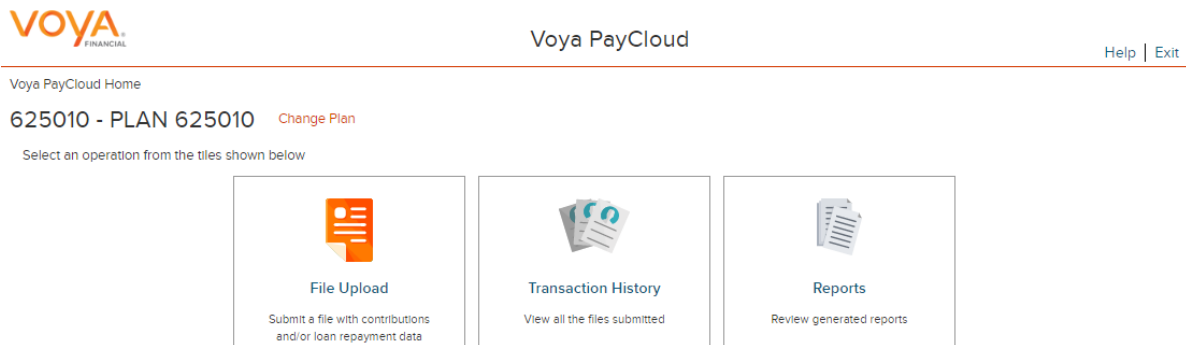
The screenshot shows the Voya Financial logo and navigation links: Home, Profile, Help, Contact Us, Logout, and Plan 625010. Below the navigation is a breadcrumb trail: Relationship Summary | Plan Info | Participant Info | Reports | Processing Center | Support Services. The main content area is titled 'Voya Data Gateway™' and contains the text: 'The Voya Data Gateway™ is an easy-to-use contribution processing tool available through Sponsor Web. This electronic payroll interface automatically reconciles the data with our record keeping system, giving you complete control over payroll contribution processing accuracy.' Below this is a link for 'Voya Data Gateway User Guide' and a prominent orange button labeled 'Launch Voya Data Gateway'. At the bottom, there is a 'Terms of Use' link and a copyright notice: '© 2023 Voya Services Company. All rights reserved. Voya and the Voya logo are registered trademarks of Voya Services Company.'

3. Once in **Voya PayCloud** the user will select a plan from the **List of Plans** screen where you will be directed to the Home Screen. (You will only see the plans which you have access to)

The screenshot shows the 'List of Plans' screen in Voya PayCloud. It features the Voya Financial logo and the text 'Voya PayCloud' and 'Help | Exit'. Below the header is a search bar with a dropdown menu set to 'Plan Number' and a search input field. Below the search bar is a table with two columns: 'Plan Number' and 'Plan Name'. The table contains one row with the values '625010' and 'Plan 625010'. At the bottom of the page, there is a pagination bar showing '1 to 1 of 1' and 'Page 1 of 1'.

Home Screen

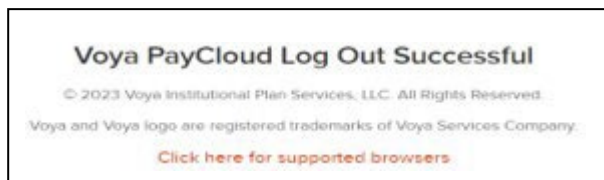
The Home screen is the entry screen of the Voya PayCloud application and provides a navigation tile for each function of the Voya PayCloud application. Tiles are displayed based on the plan settings. You can select an operation from the tiles shown and navigate to the respective page. You may return to the Home screen from any section within Voya PayCloud by clicking **Voya PayCloud** link on the top left corner of the screen. Information regarding the availability hours of the Voya PayCloud system is displayed at the bottom of the screen.



The Voya PayCloud will be available during these hours:
 Monday through Friday from 7:00 AM - 7:30 PM EST
 Saturday from 6:00 AM - 12:00 AM EST
 Sunday from 12:00 PM - 7:00 AM Monday EST

Screen Options

- Click **Change Plan** to go to the Plan Selection screen to select a different plan (This link displays only if the user has access to more than one Plan within Voya PayCloud – PSERS users will not see this option)
- Click **File Upload** to go to the File Upload screens for importing contribution files for processing. See File Upload section for information and steps.
- Click **Transaction History** to go to the Transaction History screen for reviewing batch, file upload and online information. See Transaction History section for information and steps.
- Click **Help** in the upper-right corner of the screen. This will open the Help contents in a new window.
- Click **Exit** in the upper-right corner of the screen. This displays the below screen stating a successful logout of Voya PayCloud. The Sponsor Web Home page will still be open in the first window. Other applications can be accessed at this point, or you can log out from the Sponsor Web application.



File Upload

The File Upload section of Voya PayCloud will allow you to submit Contribution files to Voya for processing. The File upload functionality is used to upload only *.xls, *.csv and *.txt file formats. Click on the **File Upload** tile on the Home screen to go to the File Upload screen.

Data Fields and Formatting

Please see Appendix 2 for File Formatting specifics.

File Upload Format Examples

Excel (.XLS) or Text (.TXT) or Comma Delimited files (.CSV)

Excel (XLS) Example

Record Identifier	Employee SSN	PSERS Employer 4-digit Code	Mandatory Pre-Tax Contributions	After-tax Cont.	Employer Share	RCC paid this period	RCC less pick-ups	URCC	Pay Date
D	977007701	9999	63.25	0.00	51.75	2,300.00	2,127.50	0.00	20190826
D	977007703	9999	52.25	69.73	42.75	1,900.00	1,080.19	0.00	20190826
D	977007705	9999	60.00	0.00	40.00	2,000.00	1,835.00	0.00	20190826
D	977007711	9999	61.87	0.00	50.62	750.00	2,064.38	1,500.00	20190826

Text (TXT) Example

9999DivSub_Active00_Good Calculation.txt - Notepad

```

File Edit Format View Help
H2023010905:30VOYA_9999          7190
D00231176:9999 21.00      0.00      17.18      763.77      695.03      0.00      20230106
D002821873999960.72      0.00      49.68      2208.12      2009.39      0.00      20230106
D002821916999972.81      0.00      59.57      2647.62      2409.33      0.00      20230106
D002822019999971.09      0.00      58.16      2584.94      2352.29      0.00      20230106
D002822020999961.48      0.00      50.30      2235.75      2034.54      0.00      20230106
    
```

CSV Example

*Book1.csv - Notepad

```

File Edit Format View Help
Column1,Column2,Column3,Column4,Column5,Column6,Column7,Column8,Column9,Column10
H,22230109,05:30,VOYA,9999
D,099119678,9999,21.01,15.25,45.25,25.85,85.58,45.65,20230414
D,099829873,9999,60.72,55.55,65.54,65.25,65.45,25.35,20230414
D,099821916,9999,572.81,457.55,425.25,45.65,65.32,45.55,20230414
D,099822919,9999,571.09,560.55,500.25,56.55,45.65,65.58,20230414
D,099822920,9999,561.48,584.25,575.25,56.77,65.25,65.25,20230414
T,7,1787.11,1673.15,1611.54,250.07,327.25,247.38
    
```


Process

The User will click on the **File Upload** tile and be brought to the **File Upload** screen.

Insurance products, annuities and funding agreements are issued by Voya Retirement Insurance and Annuity Company ("VRIAC"), Windsor, CT. VRIAC is solely responsible for its own financial condition and contractual obligations. Plan administrative services provided by VRIAC or Voya Institutional Plan Services LLC ("VIPS"). VIPS does not engage in the sale or solicitation of securities. All companies are members of the Voya family of companies. Securities distributed by Voya Financial Partners LLC (member SIPC) or third parties with which it has a selling agreement. All products and services may not be available in all states. All companies are members of the Voya family of companies.

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[Click here for supported browsers](#)

1. The user will select **Division/Location**
2. Select **Data Map** – Select the preferred Data Map for the file upload.
3. **Select a File** – User will click on the Browse button to select the file to be uploaded.
4. **Schedule Date** – User can enter the date (MMDDYYYY no slashes) or click on the Calendar to input the **Schedule Date**
5. Once everything is entered the user will click **Continue** to submit the file for processing.
 - a. The Submission In Progress pop-up will appear (see screen shot below)
 - b. Once you click on the **OK** button, you will be brought to the Transaction History screen.

Submission In Progress

Your file submission is now in progress. You will be redirected to the Transaction History page where you will be able to monitor the status of your request. Please continue to monitor the Transaction History Page to confirm your file submission is successful. Click OK to continue to the Transaction History Screen.

OK

Transaction History

All File Uploads activity can be viewed with this feature. Contribution files may be edited from this screen if they are not in a Submission in Progress (file has been submitted and is going through the upload process – previously known as In Process/Awaiting Posting in VDG) or Submitted status (processed through the system – previously known as Completed in VDG).

The File Upload Status' include:

- Contains Errors – User will need to review errors, correct, and submit (previously known as Errors Found in VDG)
- File Processing Error – File error that would require correction of the file and resubmission of the corrected file (previously known as Critical Error in VDG)
- Scheduled – uploaded the file but will be submitted at a future date (previously known as Awaiting Posting in VDG)

The user will click on the Transaction History tile from the Home Screen or will be directed to Transaction History after a Contribution file is submitted.

View Contribution File History

If using this screen to view previously submitted Contribution files. The User can:

1. Select the start date and end date for the File Upload using the calendar icon.
2. Select a specific Transaction Mode – File Upload.
3. Click on the **Refresh** button to display the list of files during the time period selected.

Voya PayCloud

Voya PayCloud Home > Transaction History

625010 - PLAN 625010

Start Date: 03/21/2023 | End Date: 03/21/2023

Transaction Mode: All | Refresh

Search by: Select | Search

Submitted Date	Payroll Date	Transaction Mode	Transaction Type	Division/Location	Status	Scheduled Date	Ti
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Contains Errors		View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Contains Errors		View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Contains Errors		View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Contains Errors		View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	File Processing Error		View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Submitted		View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Submitted		View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	File Processing Error		View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Submitted		View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	System Error - Pleas...		View Details

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[Back](#)

Note: User has the ability to search on this screen as well by the column headers and entering a value in the search box. There is also the ability to sort by the column headers ascending and descending.

File Upload Edits

The user will be directed to Transaction History after a Contribution file is submitted where they can edit the Contribution File if it has errors. The status will read: "Contains Errors" and all errors must be corrected before the file can be saved for processing.

Voya PayCloud Home > Transaction History

625010 - PLAN 625010

Start Date: 03/21/2023 | End Date: 03/21/2023

Transaction Mode: All | Refresh

Search by: Select | Search

Submitted Date	Payroll Date	Transaction Mode	Transaction Type	Division/Location	Status	Scheduled Date	Ti	Tt
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Contains Errors			View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Contains Errors			View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Contains Errors			View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Contains Errors			View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	File Processing Error			View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Submitted			View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Submitted			View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	File Processing Error			View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	Submitted			View Details
03/21/2023	03/21/2023	File Upload	Combined	0011 PLAN PSERS	System Error - Pleas...			View Details

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[Back](#)

Please note: Attempts to resubmit the file without correcting or contacting Voya may result in duplicate transactions

From this screen the user can click on **View Details** to view the errors on that Contribution File.

Voya PayCloud Home > Transaction History > Error Details

625010 - PLAN 625010

Search by: Select | Search

<input type="checkbox"/> Exclude ALL	Participant ID	Participant Name	Error Message	Type	Status	Action
<input type="checkbox"/>	002712878	ORFE, JOHNNA M	Error: missing mandatory or	Error	Needs Attention	Edit Records
<input type="checkbox"/>	002528161	KUHNL, VENCEN	Error: Pre-Tax Calculation error: missing mandatory or employer contribution	Error	Needs Attention	Edit Records

[Back](#) | [Save](#) | [Submit](#) | [Print Error/Warning Report](#)

If the user clicks on **Edit Records** the below screen will come up where the user can correct the error and **Save** changes. This will bring you back to the Error Details screen above.

Voya PayCloud

General Administration | Help | Exit

Voya PayCloud Home > Transaction History > Error Details > Error Correction

625010 - PSERS SCHOOL EMPLOYEES' DEFINED

Field Name	Value
Pretax	116.39
Aftertax	115.54
Match	95.23
ClientDefinedComp	3851.46
DemographicEffectiveDate	20230203
PlanCompensation	4232.37

1 to 6 of 6 Page 1 of 1

Back Reset Data Save

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Once back on the Error Details Screen the user has three options

1. **Print Error Report** which will generate a PDF document (XLS coming soon) of the list of PPTs and Errors.
2. Click on **Edit Records** under the action column to correct the errors and submit the file.
3. Check the items to **Exclude All** or select the records individually that you want to **Exclude** and move to a new Contribution File.
 - a. This option will be similar to the Child Order of VDG
 - b. While the **Submit** button will be clickable, be careful to either **Exclude** or **Correct ALL** error records before re-submitting the file.

Voya PayCloud

Help | Exit

Voya PayCloud Home > Transaction History > Error Details

625010 - PLAN 625010

Search by: Select Search

Exclude ALL	Participant ID	Participant Name	Error Message	Type	Status	Action
<input type="checkbox"/>	002712878	ORFE, JOHNNA M	Error: missing mandatory or	Error	Needs Attention	Edit Records
<input type="checkbox"/>	002528161	KUHNLE, VENCEN	Error: Pre-Tax Calculation error rate * comp not equal to comp	Error	Needs Attention	Edit Records

Back Save Submit Print Error/Warning Report

If you are **Excluding** Records, the user will be prompted by the below pop up window. This window gives the user the option to:

1 – Don't Create New Transaction and Continue

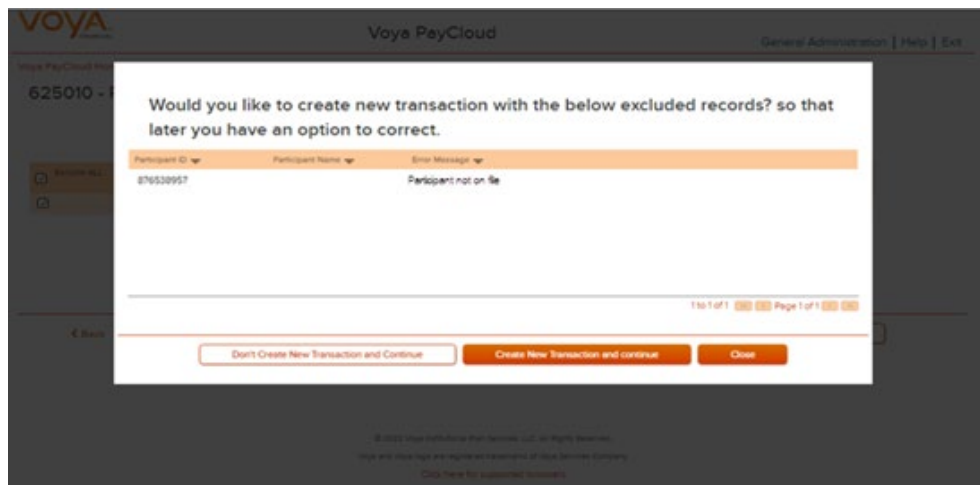
This will move the Contribution File forward and remove errored records to **Complete/Submit** the file.

2 – Create a New Transaction and Continue

This will move the Error records selected to a New Contribution File (much like the Child/Exception work order in VDG) to be worked on later or submitted later and it will submit the in good order portion of the Contribution File through the system. Once the user **Submits**, the user will be brought back to the Transaction History Screen and the status of the file will show as **Submission in Progress** and move to **Submitted** or **Scheduled** after Validations and the new Contribution file will show.

3 – Close

This will bring the user back to the Errors Detail screen where the user can correct errors.



Error Validation and Correction

Multiple layers of error validation and handling are built into the Voya PayCloud process. This includes:

File Processing Validation: Data on incoming files is initially validated for correct formatting, which is integral to the successful mapping of data. The File Processing Validation process checks data integrity to ensure the data is successfully stored in the Voya PayCloud database. This process runs upon file upload.

Examples

- Incorrect SSN Format (i.e.: missing a number)
- Duplicate SSN on file

PayCloud Validation: Data on incoming files is further validated by running it through established business rules. The PayCloud Validation process checks the file for business field validations. These preliminary validations perform reasonableness checks of the data and enable the user to correct the data prior to processing the file against the record-keeping system.

Examples

- Compensation/Contribution Calculation failed

Trial Post Validations: Incoming files automatically enter the host record-keeping validation step, as soon as all of the file data validation errors have been corrected and the participant contribution total matches the expected payroll totals. Per plan configuration, all desired system and client custom validation overrides are performed and reported back to the user for correction. Trail Post validation overrides have no effect on the Host record-keeping system and are only for display by the Voya PayCloud system.

Examples

- This participant is not on file. Please verify the SSN.
- A contribution of \$ cannot be processed. This participant has year to date contributions of \$.
- Processing this contribution would cause the participant to exceed the annual deferral limit of \$. Please reduce the contribution amount.

Submitted Batches Print Screen

From the Transaction History Screen the user can click on **View Details** of a Submitted Contribution File and use this feature to view or print out a detailed, participant-level version of the Contribution File.

From here, the user can select a sort type for this report and click **OK**
 Please note: the submitted Contribution files are saved for 18 months.

Do you want to sort the report by participant Social security number, by participant name or by Division/Location

Social Security Number

Division/ Location by Social Security Number

Contribution Type By SSN


Name

Division/ Location by Name

Contribution Type By Name

Cancel
OK

Depending upon the sort order selected will determine the display of the report.



Voya PayCloud

[Help](#) | [Exit](#)

Voya PayCloud Home > Transaction History > Pending/Submitted Batches Print

Batch: Combined
 Batch Name: FILE_UPLOAD_BATCH
 Submit Date/Time: 03-21-2023 11:18:53
 Plan Number: 625010
 Division/Location: MULTI

Payroll Date: 03-21-2023
 Payroll Seq: 31
 Status: Submitted
 Submitting User ID: AUTO_USER

SSN	Name	Div/Loc	Contribution Type	Amount
987123456	SMITH, JOHN B	0011	Pretax	\$60.72
			Match	\$49.68
986123456	JONES, JAMES Z	0011	Pretax	\$71.09
			Match	\$58.16
897123456	ADAMS, JOHN H	0011	Pretax	\$72.81
			Match	\$59.57
879123345	JOHNSON, LEWIS	0011	Pretax	\$61.48
			Match	\$50.30
002311767	TEST,PARTICIPANT	0011	Pretax	\$21.00
			Match	\$17.15
Pretax Total:				\$287.10
Match Total:				\$234.86
Contributions Total:				\$521.96
Loan Repayment Total:				\$0.00
Batch Total:				\$521.96
Bank:				\$521.96

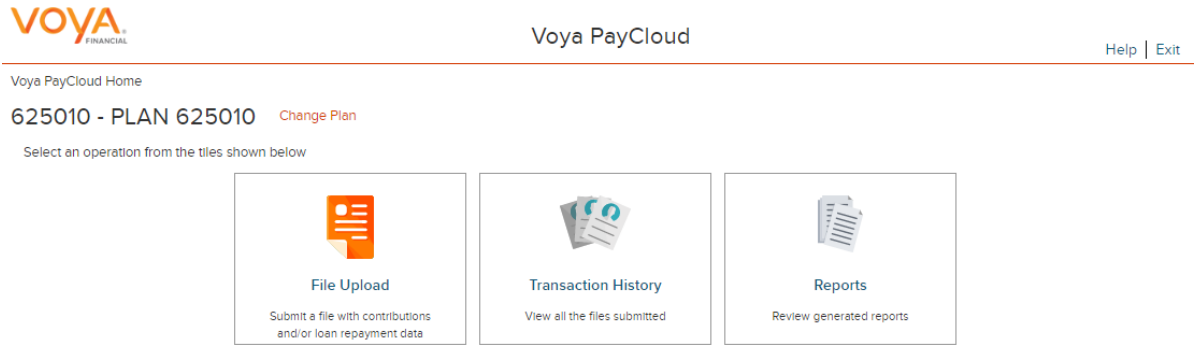
Division/Location Details		
Division/Location Code/Name	Batch Total by Division/Location	ACH/EFT
0011 CONEWAGO VALLEY SD	\$521.96	\$521.96
TOTAL	\$521.96	\$521.96

NOTE- Batch processing information

There is also the option at the bottom of the screen to **Print** (currently in PDF however XLS is coming soon)

Reports

From the **Home Screen** below, the user can click of the Reports tile




The Voya PayCloud will be available during these hours:
Monday through Friday from 7:00 AM - 7:30 PM EST
Saturday from 6:00 AM - 12:00 AM EST
Sunday from 12:00 PM - 7:00 AM Monday EST

From here the user can will see two report options. The BIRT report and the CCA Report.

BIRT Report

The BIRT report is an on-demand report where the user will be able to input custom criteria to produce a report for a specific timeframe. The report will be limited to the users DivSubs access. The report will produce the file number, description, type, submission mode, date submitted, payroll date, transaction total as well as the status.

The user will select either the **Submit Date** or the **Payroll Date** radial button as well as the **Start Date** and **End Date** for the report and click on **Generate Report**. Once the Report generates below, the user may click on the **Print** button which will format a PDF version of the report (XLS coming soon). There is also the option to Search the report as well by any of the column headers and inserting a value in the **Search** box.


Voya PayCloud
General Administration | Help | Exit


Voya PayCloud Home > Reports Home > Reports Content


972000 - LMP DVW TEST CLIENT 1

To begin, select the time period for your report. You must choose either Submit Date or Payroll Date and then input your Start and End Date.


Please Note: If no date is entered for the Start Date, Today minus 18 months will be used.
If no date is entered for the End Date, the current date will be used.

Submit Date
 Payroll Date


Start Date (MM/DD/YYYY) 

End Date
02/10/2023 

Generate Report

 Print

BIRT Report
Submit Dates from 08/10/2021 to 02/10/2023


Search by: Select Search 

Plan Number	File Description	File Type	Frequency	Submission Mode	Submit Date	Payroll Date	Transaction Total	Status
625010	625010-0001-08242022	Payroll	weekly	Online	08/24/2022	08/31/2022		Submitted
625010	625010-0001-08252022	Payroll	weekly	Online	08/25/2022	08/01/2022		Submitted
625010	625010-0001-08252022	Payroll	weekly	Online	08/25/2022	08/02/2022		Submitted
625010	625010-0001-08292022	Payroll	weekly	Online	08/29/2022	02/03/2022		Submitted
625010	625010-0001-10172022	Payroll	weekly	File Upload	10/17/2022	10/16/2022	107.66	Submitted
625010	625010-0001-10172022	Payroll	weekly	File Upload	10/17/2022	10/16/2022	90.0	Submitted
625010	625010-0001-10172022	Payroll	weekly	File Upload	10/17/2022	10/16/2022	107.66	Submitted
625010	625010-0001-10182022	Payroll	weekly	File Upload	10/18/2022	10/01/2022	90.0	Submitted
625010	625010-0001-10182022	Payroll	weekly	File Upload	10/18/2022	10/01/2022	107.66	Submitted
625010	625010-0001-10182022	Payroll	weekly	File Upload	10/18/2022	10/18/2022	90.0	Submitted
625010	625010-0001-10182022	Payroll	weekly	File Upload	10/18/2022	10/18/2022	107.66	Submitted

CCA Reports

The CCA Feedback report will only return results for the Div Subs for which the user has access. The user will supply a start and end date to generate the report. The report will include the total contributions reported for the specified time period.

The user will select the **Start Date** and **End Date** for the report and click on **Generate Report**. Once the Report generates below, the user may click on the **Print** button which will format a PDF version of the report (XLS coming soon). There is also the option to Search the report as well by any of the column headers and inserting a value in the **Search** box


Voya PayCloud
General Administration | Help | Exit

Voya PayCloud Home > Reports Home > Reports Content


625010 - PSERS SCHOOL EMPLOYEES' DEFINED

To begin, specify your date range by supplying a Start Date and/or End Date.

Please Note: If no date is entered for the Start Date, Today minus 18 months will be used.
If no date is entered for the End Date, the current date will be used.

Start Date (MM/DD/YYYY)

End Date

 Print

CCA Report

Plan Name and Number: 625010 - PSERS School Employees' Defined.

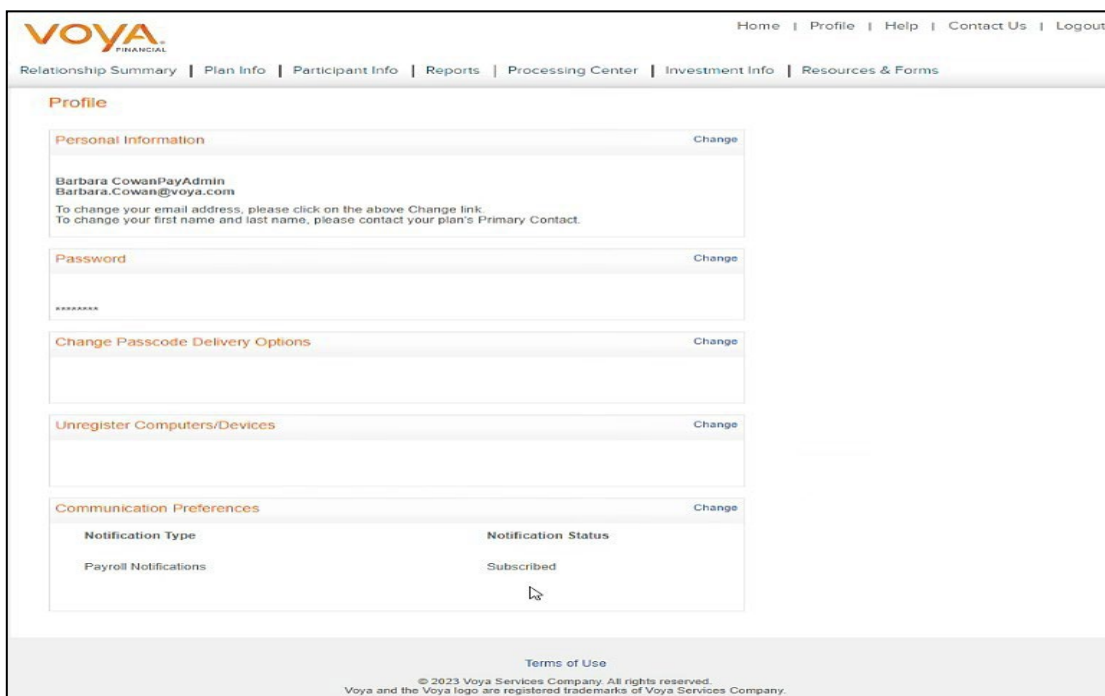
Search by:

DivSub	Folder Name	Total Debited	Contribution Total	Loan Repayment	Status	Create Date	Post Date
7190	230208CPALLP0001	0.00	0.00		Submitted	02/07/2023	02/08/2023
0011	230208CPALLP0003	0.00	0.00		Submitted	02/07/2023	02/08/2023
7190	230208CPALLP0005	0.00	0.00		Submitted	02/07/2023	02/08/2023
7190	230208CPALLP0004	0.00	0.00		Submitted	02/07/2023	02/08/2023
7190	230209CPALLP0002	0.00	0.00		Submitted	02/08/2023	02/09/2023
7190	230209CPALLP0001	0.00	0.00		Submitted	02/08/2023	02/09/2023
0011	230209CPALLP0003	0.00	0.00		Submitted	02/08/2023	02/09/2023


Communications

Standard email functionality will be used to generate the email notifications for the PSERS contacts. Upon the transition to Voya PayCloud **all current users of the payroll system as of live date will default to receiving email notifications** (this is different from VDG as there was only 2 users that could get emails, now all users for each div sub will get emails). Users will have the ability to modify their notification selection via the **Profile** screen in Sponsor Web. After live date, new users will not default into the notification and will need to opt in if they want to receive communication (to be fixed soon to default in automatically).

Before going into the **Processing Center** of Sponsor Web, the User will select **Profile** from the top right corner of the screen. From that screen the user will go to Communication Preferences sections where they can **Change** how they are set up for the notification.



User may select to 'Subscribe All' or Check or Uncheck the boxes for each type of communication and each Employer (that the user has access to).

Home | Profile | Help | Contact Us | Logout

Relationship Summary | Plan Info | Participant Info | Reports | Processing Center | Investment Info | Resources & Forms

Communication Preferences

Payroll Administration

The following email notifications are available to you from Payroll Administration. These notifications are in reference to contribution files submitted directly through the Payroll Administration tool and not for contributions remitted through other methods. To subscribe to a notification, select the checkbox below. If a checkbox is disabled, that type of notification is unavailable for the plan.

625010 PSERS Plan	Payroll File Due	File Was Not Received	Payroll File Overdue
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Subscribe All	Subscribe All	Subscribe All	Subscribe All

Cancel Apply Changes

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Communication Types

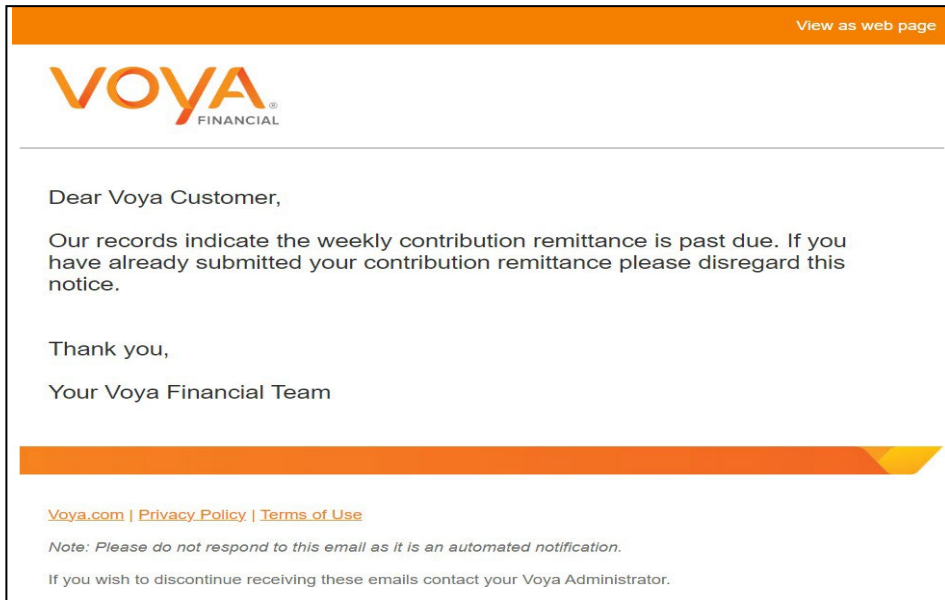
Currently there is only the one type of notification available.

File Was Not Received – Similar to the Late Work order email on VDG

File Was Not Received

Similar to the Late Work Order Notice in VDG. The notice will be generated for any Contribution Files that have not been submitted.

Below is what the email looks like with the Subject Line: We have not received the **Frequency** (bi-weekly, weekly, etc.) XX/XX/XXXX contribution remittance for 625010 Plan 625010 Location: XXXX



Additional Sponsor Web Functionality

The Site Menu is located at the top of the page, above “Relationship Summary.” It appears on every page of Sponsor Web and includes the following options:

- **Home**
 - Brings you back to Relationship Summary.
- **Profile**
 - Displays your name and email address; allows you to change your password and security questions; allows you to unregister your computer/device and to change your communication preferences.
- **Help**
 - Provides basic troubleshooting information for the site.
- **Logout**
 - Logs you out of Sponsor Web.



Appendix 1

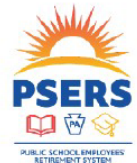
Identify Correct Membership Class

Identify Correct Membership Class

- How do I know what a member's contribution rate is?
 - View under View/Edit Member Contract after you have entered the demographic and contract record.
 - Once the contract record upload has been processed go back into it under file history and you can see the rate, class and whether or not to withhold by scrolling to the right.
 - Call or Email your ESC representative



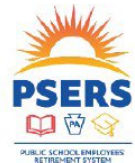
BOC/Svc End Date	DB Contrib Rate	DC Contrib Rate	DC Employer Share	After Tax Def%	Current Class	Withhold
	7.5	0	0	0	TE	
	5.5	2.75	2.25	0	TG	Required
	7.5	0	0	0	TE	Required
	7.5	0	0	0	TE	Optional DB/No DC
	7.5	0	0	0	TE	
	7.5	0	0	0	TE	
	5.5	2.75	2.25	0	TG	Optional DB/No DC



View Membership Class and Qualification

View Membership Class and Qualification

- Another way to verify membership class, rate and qualification:
- Go to the Roster Tab and put the full SSN in the Search Field.
- Click Actions and View/Edit Member Contract beside the open contract.



Appendix 2

Financial File from Employers Layout

Header Record

File Field No.	Field Name	Position	Length	Format	Notes
1	Record Identifier	1-1	1	alpha	Constant = H
2	File Creation Date	2-9	8	CCYYM MDD	Date file was created
3	File Creation Time	10-14	5	HH:MM	Time file was created for processing
4	File Name	15-44	30	Alpha	File Name
5	PSERS Employer 4-digit Code	45-48	4	Numeric	This is the 4 position number for the employer provided by PSERS.

Detail Record

File Field No.	Field Name	Position	Length	Format	Notes
1	Record Identifier	1-1	1	alphabetic	Constant value = D
2	Employee SSN	2-10	9	numeric	
3	PSERS Employer 4-digit Code	11-14	4	numeric	This is the 4 position number for the employer provided by PSERS.
4	Mandatory Pre-Tax Contributions	15-24	10	9999999.99 Left justified not zero filled	<i>Put negative sign in first position if negative value.</i> Mandatory Pre-Tax DC Contributions deducted from paycheck for the pay period.
5	After-tax Cont.	25-34	10	9999999.99 Left justified not zero filled	<i>Put negative sign in first position if negative value.</i> Voluntary After-tax Contributions deducted from paycheck for the pay period.
6	Employer Share	35-44	10	9999999.99 Left justified not zero filled	<i>Put negative sign in first position if negative value.</i> Employer Shares calculated on pre-tax contributions for the pay period.
7	RCC paid this period	45-54	10	9999999.99 Left justified not zero filled	<i>Put negative sign in first position if negative value.</i> Eligible per pay period Pre-Tax compensation (Retirement Covered Compensation) reported this pay period. BASE+OT+SUPP

File Field No.	Field Name	Position	Length	Format	Notes
8	RCC less pick-ups	55-64	10	9999999.99 Left justified not zero filled	<i>Put negative sign in first position if negative value.</i> Maximum eligible per pay period After-Tax compensation reported this pay. Field 7 minus mandatory DB and DC pickup contributions.
9	URCC	65-74	10	9999999.99 Left justified not zero filled	<i>Put negative sign in first position if negative value.</i> Unpaid Retirement Covered Compensation, because the member is on a contributing, approved leave of absence: ACTMLC – Activated Military Contributing Leave EXCHGC – Exchange Teacher Contributing Leave SABTLC – Sabbatical Contributing Leave SSLSSC – Special Sick Leave, School Sponsored SSLWCC - Special Sick Leave, Workers Compensation STUDYC – Professional Study Contributing Leave The member's pre-tax contributions (Field #4) are calculated on the sum of Field 7 and Field 9.
10	Pay Date	75-82	8	CCYYMMDD	This is the date that members are paid for this payroll.

Trailer Record

File Field No.	Field Name	Position	Length	Format	Additional Information	Voya Comments
1	Record Identifier	1-1	1	alpha	Constant = T	
2	Total Participant records	2-7	6	9(6)	Count of records in the file, includes header and trailer records.	

File Field No.	Field Name	Position	Length	Format	Additional Information	Voya Comments
3	Total Amount of Pre-tax Contribution	8-17	10	9999999.99 Left justified not zero filled	Sum pre-tax contribution for this pay period	Must be net positive
4	Total Amount of Employer Share	18-27	10	9999999.99 Left justified not zero filled	Sum Employer Share for this pay period	Must be net positive
5	Total Amount of After-tax Contributions	28-37	10	9999999.99 Left justified not zero filled	Sum after-tax contribution for this pay period	Must be net positive
6	Total pre-tax RCC paid this period	38-47	10	9999999.99 Left justified not zero filled	Sum pre-tax RCC for this pay period	
7	Total after-tax RCC paid this period	48-57	10	9999999.99 Left justified not zero filled	Sum after tax RCC for this pay period	
8	Total URCC paid this period	58-67	10	9999999.99 Left justified not zero filled	Sum URCC for this pay period	